

Deniz H. Oktem
Regulatory Counsel
Toronto Hydro-Electric System Limited
14 Carlton Street
Toronto, ON M5B 1K5

Telephone: 416.542.5305
regulatoryaffairs@torontohydro.com
www.torontohydro.com



October 19, 2020

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
PO Box 2319
2300 Yonge Street, 27th floor
Toronto, ON M4P 1E4

Dear Ms. Walli:

Re: Customer Choice Implementation – Toronto Hydro-Electric System Limited (“Toronto Hydro”) Report on Compliance

On October 2, 2020 the OEB issued a letter concerning the implementation of the Customer Choice initiative. The OEB letter required distributors to confirm, by October 19, 2020, compliance with the amendments to the Standard Supply Service Code (“SSSC”) that came into force on October 13, 2020. Toronto Hydro hereby confirms that it adapted its systems and processes to enable compliance with the amended SSSC requirements.

Please contact me directly if you have any questions or concerns.

Respectfully,

A handwritten signature in dark ink, appearing to read "Deniz H. Oktem", with a stylized flourish at the end.

Deniz H. Oktem
Regulatory Counsel
Toronto Hydro-Electric System Limited