

October 19, 2020

Sent via email

Ms. Christine Long
Board Secretary
Ontario Energy Board
2300 Yonge Street, 27th Floor
Toronto, Ontario M4P 1E4
Boardsec@oeb.ca

RE: Customer Choice Implementation (EB-2020-0152): Brantford Power Inc.

Dear Ms. Long:

On September 8, 2020 the Ontario Energy Board (OEB) notified distributors of the final amendments to the Standard Supply Service Code (SSSC) which came into force on October 13, 2020, and enable customers eligible for the Regulated Price Plan to elect to be charged on Tiered Pricing rather than Time of Use Pricing. On October 2, 2020, the OEB issued a Letter (the "Letter") which, among other items, required Distributors to provide a confirmation "whether it has adapted its systems and processes to enable it to comply with the amendments to the SSSC that came into force on October 13, 2020."

Brantford Power Inc. ("BPI") confirms it has adapted its systems and processes to enable it to comply with the amendments to the SSSC that came into force on October 13, 2020.

BPI notes that while systems and processes have been implemented to enable compliance with these amendments, a high demand from customers for elections to switch or for information regarding the Customer Choice Initiative could impact BPI's ability to comply with the October 13th SSSC amendments and/or other standards(for example Telephone Accessibility under Section 7.6.1 of the Distribution System Code). BPI has implemented plans and processes to maintain compliance in the event of an increase in the number and duration of calls and election requests, however such measures can only be effective to a certain point. As most customers are eligible for this initiative it is possible for the level of interest to exceed BPI's ability to respond within the timeframes and standards set by the Codes.

If you have any questions please do not hesitate to contact me regarding this matter.

Sincerely,

Original Signed By

Oana Stefan

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