

October 19, 2020

VIA EMAIL

Ms. Christine E. Long
Registrar and Board Secretary
Ontario Energy Board
2300 Yonge St., Suite 2700
Toronto, ON M4P 1E4
Email: boardsec@oeb.ca

Dear Ms. Long:

Re: Customer Choice Implementation – Alectra Utilities Corporation (“Alectra Utilities”)

On June 1, 2020, the Government of Ontario announced that it intended to introduce customer choice for Regulated Price Plan (“RPP”) consumers that pay time-of-use (“TOU”) prices. On June 3, 2020, the Ontario Energy Board (“OEB”) initiated a consultation to inform the development of amendments to the Standard Supply Service Code (“SSSC”) and other regulatory instruments, as required, in order to enable the implementation of the new opt-out mechanism. On September 8, 2020, the OEB provided notice under section 70.2 of the *Ontario Energy Board Act, 1998* of final amendments to the SSSC to effect the required changes.

On October 2, 2020, the OEB issued a letter detailing additional implementation information for distributors, including the creation of a new Reporting Requirement. The Reporting Requirement requires distributors to confirm to the OEB in writing that systems and processes have been adapted to enable it to comply with the amendments to the SSSC that came into force on October 13, 2020.

Via letter dated October 9, 2020, Alectra Utilities advised the OEB of two areas where the utility is unable to be fully compliant with the SSSC amendments in advance of the Coming into Force date and sought a temporary exemption for these items as per the OEB’s guidance. The two items are related to New Builds and Landlord Reversions.

In its October 9th letter, Alectra Utilities provided details of the technical limitations with regard to these two items, along with an assessment of potential temporary work around solutions. For each of the items, Alectra Utilities has found that it does not have the resources to focus both on long term solutions and short term workarounds, and thus recommends it focus its effort on creating enduring solutions. Alectra anticipates that it will be able to resolve these issues by January 31, 2021 in the case of Landlord Reversions and March 31, 2021 in the case of New Builds.

Aside from the items noted above, Alectra Utilities confirms that it has made the necessary system and process changes required to implement and reflect all other elements of the SSSC amendments.

Should you have any questions, please do not hesitate to contact the undersigned.

Yours truly,



Indy J. Butany-DeSouza, MBA
Vice President, Regulatory Affairs
Alectra Utilities Corporation