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BY EMAIL

Ms. Christine Long, Registrar
ONTARIO ENERGY BOARD
2300 Yonge Street, 26th Floor, P.O. Box 2319
TORONTO, ON M4P 1E4

Re: Previous Board File Numbers EB-2019-0217 and EB-2020-0259
KWHI Application for an extension to the Exemption from Customer Service Rules

Dear Ms. Long:

On March 14, 2019, the Ontario Energy Board ("OEB" or the "Board") issued amendments to the Distribution System Code ("DSC") and Standard Supply Service Code ("SSSC") under Board file number EB-2017-0183. A number of these amendments were effective March 1, 2020. On August 30, 2019, Kitchener-Wilmot Hydro Inc. ("KWHI") requested a temporary exemption from some of the amendments until April 1, 2021 as KWHI was in the process of implementing a new Customer Information System ("CIS").

On February 11, 2020, KWHI was granted an exemption to 4.2.4A of the DSC and 2.6.2 of the SSSC (EB-2019-0217). The exemption was set to expire on December 31, 2020, which was the month KWHI expected to go-live.

On October 30, 2020, KWHI again requested an extension to the exemption until June 2021 as KWHI was not able to implement its new CIS system in time for the expiration of the exemption. An extension was granted until April 2021 (EB-2020-0259).

Currently, KWHI is requesting a further extension of its exemption. The reasons for this request remain unchanged from reasons given in KWHI's last extension request (EB-2020-0259). At this time, KWHI does not have a firm go-live date and continues to be unable to implement the measures it is exempted from above until its new CIS goes into service.

The new CIS is programmed to fully implement DSC 4.2.4A and SSSC 2.6.2.

Questions or concerns in this matter should be addressed to the undersigned.

Respectfully submitted,

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