

April 20, 2021

**VIA EMAIL**

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

Dear Ms. Long,

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

On October 9, 2020, Alectra applied to the Ontario Energy Board (“OEB”), under section 74 of the *Ontario Energy Board Act, 1998*, for an amendment to its Electricity Distribution Licence (ED-2016-0360). In its application, Alectra sought an exemption to section 3.5.8 of the Standard Supply Service Code (“SSSC”) in each of two circumstances: the opening of an account, by a builder, at a newly built property; and the reversion of an account to a landlord when a property is vacated by the tenant.

Alectra applied for the exemption related to builders’ connections of newly built properties until March 31, 2021, and the exemption related to landlord account reversions until January 31, 2021 (the “exemption expiry dates”). These time-limited exemption requests were sought to allow Alectra time to develop and implement automated solutions for these two types of account openings.

On October 27, 2020, the OEB issued the Decision and Order (EB-2020-0245), in which the OEB amended Alectra’s Electricity Distribution Licence (ED-2016-0360) to include an exemption from section 3.5.8 of the SSSC in the two circumstances requested by Alectra, until the respective exemption expiry dates have elapsed.

By way of this letter, Alectra confirms that all necessary changes were implemented by the respective exemption expiry dates per the OEB’s Decision. Alectra is compliant with the SSSC.

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