



Ontario
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BY EMAIL
steven.lupo@trilliant.com

May 26, 2021

Steven Lupo
Managing Director
Trilliant Networks (Canada) Inc.
20 Floral Parkway
Unit 201
Concord ON L4K 4R1

Dear Mr. Lupo:

**Re: Trilliant Networks (Canada) Inc.
Application for Unit Sub-Metering Licence
OEB File Number EB-2021-0164**

The Ontario Energy Board (OEB) received Trilliant Networks (Canada) Inc.'s (Trilliant) application for a unit sub-metering licence on May 19, 2021. The OEB has assigned file number EB-2021-0164 to the application. The application will be decided by an employee of the OEB who has been delegated this authority pursuant to section 6 of the *Ontario Energy Board Act, 1998* (Delegated Authority). The Delegated Authority intends to make a decision on the application without holding a hearing.

The OEB has preliminary reviewed your application. Your application is currently incomplete and cannot be processed until the following has been filed:

1. Section 7. Intended Services

In this section you are required to describe unit sub-metering services that you currently provide or intend to provide. You have stated that you intend to provide submetering services.

Please identify specific unit sub-metering services (e.g. billing, collections, settlement services, call centre services, meter disconnection and reconnection)

that Trilliant is currently providing or intends to provide. If Trilliant is providing billing and collection on behalf of third parties, please identify the parties and explain whether Trilliant's name appears on the customer's bill.

2. Section 9. Finance

Please provide financial statements for the last two fiscal years in a proper format. Financial statements should include balance sheet, income statement and cash flow statement. Please include notes to the financial statements as well. Unaudited financial statements have to signed by the key individual.

3. Section 10. Technical Recourses.

In this section of the application form, Trilliant provided the following information: MeterShop Technicians, field services, project management. This information is not sufficient to access technical capabilities of the applicant as they relate to providing unit sub-metering services.

Please describe qualifications and experience of Trilliant's personnel responsible for each unit sub-metering service the applicant currently provides or intends to provide.

4. Compliance with Unit Sub-metering Code (Code)

As a condition of its licence, Trilliant has to comply with provisions of the Unit Sub-metering Code.

- a. As per section 2.3.1 of the Code, metering data collected by a unit sub-meter provider shall be subjected to a validating, estimating and editing (VEE) process if it is to be used for billing purposes. As per section 2.3.4 of the Code, a unit sub-metering provider shall document and make available its VEE process and criteria, and allow scrutiny of its process by consumers, retailers, the OEB and Measurement Canada.
 - i. Describe what processes and procedures are in place or would be put in place by Trilliant to ensure that correct and validated data is used for the billing process.
 - ii. Describe how Trilliant ensures that errors resulted from potential hardware/software malfunctions are detected and fixed before issuance of the invoices to its customers.

- b. As per section 3.3.3 of the Code, if any consumer makes a complaint to a unit sub-meter provider regarding its services, the unit sub-meter provider shall expeditiously investigate the complaint and take all appropriate and necessary steps to resolve the complaint.
 - i. Describe how Trilliant ensures compliance with its legal and regulatory obligations in Ontario. In your response, describe the staff, policies, processes and procedures in place or to be put in place to ensure compliance.
 - ii. Provide the names and titles of all individuals that are or will be accountable for compliance, complaint handling and quality assurance, and describe fully their expertise in each applicable area.

The OEB will resume processing your application once the above information has been filed. If the above information is not filed within 30 days of the date of this letter, the OEB may close the file for this application.

Once your application is complete, the Delegated Authority expects to issue a final decision on your application within 60-90 days.

In the event the Delegated Authority decides to deny or otherwise modify the relief you requested in your application, you will be given an opportunity to provide comments. The Delegated Authority will consider your final comments, if any, prior to issuing a decision and order.

Please file the additional material with the Registrar. Electronic copies should be e-mailed to registrar@oeb.ca.

Any questions relating to this letter or your application should be directed to Irina Kuznetsova, Advisor at Irina.Kuznetsova@oeb.ca. Please refer to the OEB file number noted above in all future correspondence to the OEB regarding your application.

Yours truly,

Original Signed By

John Pickernell
Manager, Applications Administration