



Ontario  
Energy  
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BY EMAIL  
steven.lupo@trilliant.com

June 8, 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**

On May 28, the Ontario Energy Board (OEB) received Trilliant Networks (Canada) Inc.'s (Trilliant) responses to the questions sent to Trilliant in the letter dated May 26, 2021. Some of the responses provided have not answered the questions posed by the OEB in the letter.

The following information is required from Trilliant for the OEB to complete the record and start processing the application.

1. Section 9. Finance

The OEB requested to provide financial statements for the last two fiscal years in a proper format including **balance sheet, income statement and cash flow statement**. Trilliant has only provided income statement in Excel spreadsheet with many sub-accounts, and which is difficult to read. The income statements do not have a header with the company name and are not signed by the key individual. Please provide financial statements that include balance sheet, income statement (please don't include sub-account) and cash flow statement. Unaudited financial statements must be signed by the key individual.

## 2. Section 10. Technical Recourses.

The OEB requested Trilliant to describe qualifications and experience of Trilliant's personnel responsible for each unit sub-metering service the applicant currently provides or intends to provide. Trilliant stated that it provides billing, collection and customer service, i.e. addressing customers' enquiries about their bills, however, has not described qualification of Trilliant's personnel responsible for billing, collections, customer service, etc. Requirements related to installing and servicing meters are governed by Measurement Canada, not the OEB, therefore the OEB is seeking information related to the unit sub-metering activities for which a unit sub-metering licence is required.

Please describe qualifications and experience of Trilliant's personnel responsible for billing, collections, customer service, disconnections and reconnections.

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

The OEB was seeking information related to Trilliant's compliance with the [Unit Sub-metering Code](#), which includes, but not limited to following Measuring Canada standards. However, Trilliant has only provided name of the electricians.

- i. Provide the names and titles of all individuals that are or will be accountable for compliance with the Code, complaint handling and quality assurance, and describe fully their expertise in each applicable area.
- ii. Please provide Trilliant's Conditions of Service.
- iii. Please describe Trilliant's disconnection processes for non-payment.

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.

Please file the additional material with the Registrar. Electronic copies should be e-mailed to [registrar@oeb.ca](mailto:registrar@oeb.ca).

Any questions relating to this letter or your application should be directed to Irina Kuznetsova, Advisor at [Irina.Kuznetsova@oeb.ca](mailto: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,

John Pickernell  
Manager, Applications Administration