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December 22, 2021

Reply To: Albert M. Engel
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Our File No. 215934

VIA RESS AND EMAIL

Ontario Energy Board
2300 Yonge Street, 27th Floor
P.O. Box 2319
Toronto, ON M4P 1E4

Attention: Christine E. Long, Registrar

Dear Ms. Long:

Re: EB-2021-0307: OEB, Reliability and Power Quality Review

BOMA supports this RPQR initiative aimed at improving power quality and reliability through greater utility accountability and better reporting. We agree with the Appendix A question (Customer-Specific Reliability) referencing increased customer reliance on the electrical supply driving greater expectations. As BOMA members commit to greater electrification to achieve greenhouse gas emissions reductions, reliance and expectations will continue to rise. Use of appropriate metrics and benchmarking to drive continuous improvement is fundamental to commercial building owners and we welcome this type of rigour with “customer focused reliability standards”. BOMA welcomes the planned customer survey and, if helpful, can provide input to the questions to be asked of commercial building owners.

Yours truly,

FOGLER, RUBINOFF LLP

Albert M. Engel

AME/dd

CC: Helen Guo, OEB (*via email*)
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