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BY EMAIL laurieelliott@hydroottawa.com

August 24, 2022

Laurie Elliott
Manager, Regulatory Compliance & Reporting
Hydro Ottawa Limited

Dear Ms. Elliott:

Re: Information request for customer connection at Principale St

I am writing you in regard to the Service Area Amendment application that has been received by the Ontario Energy Board (OEB) relating to Hydro One Networks Inc. (Hydro One)'s request to connect a new customer located at 626 Principale St, Casselman, within Hydro Ottawa Limited (Hydro Ottawa)'s distribution service territory.

In its application, Hydro One claims that the customer has not received an Offer to Connect ("OTC") or final cost estimate to connect the customer from Hydro Ottawa. Hydro One has also indicated that Hydro Ottawa informed it on August 12, 2022 that Hydro Ottawa would not consent to the service area amendment. We understand from the application that this customer is looking for a connection in early October 2022 and Hydro One has asked for a decision as soon as possible to allow for that.

We wish to confirm the information provided by Hydro One regarding this customer's impending connection and to assess Hydro Ottawa's compliance with the Distribution System Code (DSC). As you are aware the DSC requires that Hydro Ottawa to provide an OTC to a requesting customer within a specified time from when a request to connect is received. Please provide the following information/documentation:

1. The date when Hydro Ottawa was first approached by the customer regarding the electrical supply for the subject property.
2. Please confirm if the customer has submitted a connection request to Hydro Ottawa. If yes, please provide the date when Hydro Ottawa received such request.

3. The date(s) when Hydro Ottawa responded to the customer's connection request.
4. Has Hydro Ottawa provided the customer with an OTC or cost estimate? If yes, please provide a copy of the OTC/cost estimate.
5. Hydro Ottawa's past communication with this customer regarding this connection.
6. Is there any other information you wish the OEB to know about this matter?

Given our understanding of the customer's need for a connection in October 2022, we request that you provide the requested information by **September 2, 2022**. Any questions relating to this letter should be directed to Helen Guo at Helen.Guo@oeb.ca.

Yours truly,

Original signed by

Helen Guo
Manager, Industry Policy & Compliance