

Hydro One Networks Inc.

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HydroOne.com

**Pasquale Catalano**

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Major Projects and Partnerships  
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**BY EMAIL AND RESS**

April 25, 2025

Ms. Nancy Marconi  
Registrar  
Ontario Energy Board  
Suite 2700, 2300 Yonge Street  
P.O. Box 2319  
Toronto, ON M4P 1E4

Dear Ms. Marconi,

**Re: EB-2024-0343 – Hydro One Networks Inc. and Halton Hills Hydro Inc. LTLT/SAA Application – Customer Notification**

In response to the March 26, 2025 OEB Staff letter identifying that the aforementioned application was incomplete, Hydro One Networks Inc. jointly with Halton Hills Hydro Inc., and together referred to as the Applicants, are notifying the Ontario Energy Board that all affected customers have been notified of the Service Area Amendment by written letter. A templated version of the letter distributed to affected customers has been attached to this correspondence.

The Applicants trust this correspondence now satisfies Section 1.4.6 of the Service Area Amendment application form and the application can continue to be processed.

An electronic copy of this letter has been submitted using the Board's Regulatory Electronic Submission System.

Sincerely,



Pasquale Catalano

Cc: Tracy Rehberg-Rawlingson  
Halton Hills Hydro Inc.

Attach.



<<Date>>

<<Customer Name>>

<<Mailing ad

<<Mailing address>>

Account number: <<Insert Hydro One account number>>

Service address: <<Insert if different from mailing address>>

**You will soon become a customer of Halton Hills Hydro Inc.**

Dear <<Insert Customer's Name>>:

We are writing to let you know that you will soon become a customer of Halton Hills Hydro Inc. While you are currently a customer of Hydro One your electricity is provided to you by Halton Hills Hydro Inc. Pending the Ontario Energy Board's (OEB) approval, Halton Hills Hydro Inc. will become your electricity distributor in the near future. We expect this change to take place in approximately three months. There is no action required on your part, at this time.

#### **What this means to you**

This change is being made to serve you better.

It is more cost-effective and efficient for all electricity consumers who live in the same service area to have the same distributor deliver electricity and provide customer service. For example, if your power goes out, you will contact Halton Hills Hydro Inc. – the distributor that supplies electricity to your property and is therefore able to provide you with information as to when the power will be restored. Once this transfer is complete, Halton Hills Hydro Inc. will also be responsible for collecting your meter data, issuing your bills and providing you with customer service.

Halton Hills Hydro Inc. will ensure the delivery of electricity to your property is not affected in any way due to this transfer. Since Halton Hills Hydro Inc. currently has a lower electricity delivery charge, there will be a reduction in your electricity bill once the transfer is complete.

We will be in touch with you again once the OEB's decision becomes available. For more information, please visit the OEB's website at [www.oeb.ca](http://www.oeb.ca) and select Industry (top of the page), then choose Policy Initiatives & Consultations, Archived and complete policy initiatives and consultations, then select case number EB-2015-0006.

If you have any questions, please call Hydro One's Customer Communications Centre at 1-888-664-9376. Hydro One's office hours are Monday to Friday, from 7:30 a.m. to 8 p.m.

Danny Relich  
Meter to Bill Director  
Hydro One Networks Inc.

Krista Perry  
Customer Care Manager  
Halton Hills Hydro Inc.