

Andrew J. Sasso
Director, Regulatory Affairs & Government Relations
Toronto Hydro-Electric System Limited
14 Carlton Street; Toronto, ON M5B 1K5
regulatoryaffairs@torontohydro.com



July 21, 2025

Registrar
Ontario Energy Board
2300 Yonge Street, 27th floor
Toronto, ON M4P 1E4

Re: Distribution Customer Connections Review (EB-2025-0204) – Toronto Hydro-Electric System Limited’s Request to Participate in Working Group

On July 3, 2025, the OEB launched a comprehensive review of electricity distributor processes and requirements for connecting load customers. The review responds to stakeholder feedback and the Minister of Energy and Mines’ Integrated Energy Plan Directive, which had requested that the OEB conduct a review of electricity distributor connection procedures. To support the initiative, the OEB plans to establish a technical working group to assist in reviewing current practices for connecting load customers, evaluating the requirements of the Distribution System Code, and identifying opportunities for improvement. The OEB has asked interested stakeholders to notify the OEB of their interest in joining the working group.

By way of this letter, Toronto Hydro nominates Ms. Falguni Shah, Director of Customer Connections and Key Account Engagement, as its representative to the OEB’s working group. Ms. Shah has extensive operational experience and expertise in capacity and cost allocation, customer connections and system expansion, as well as smart grid technologies, distribution system automation, DER integration, asset management, distribution system design, and system planning. Ms. Shah has contributed to rate applications on behalf of Toronto Hydro, and has advised on numerous submissions by the utility across a broad range of policy consultations relating to connections, distributed energy resources, cybersecurity, reliability performance metrics, and customer service standards. In her current role as Director of Customer Connections and Key Account Engagement, Ms. Shah is directly responsible for processes associated with the intake, evaluation, and execution of customer connection requests and coordination with internal departments to ensure timely and compliant service delivery for residential, commercial, and large institutional customers. Ms. Shah holds a Master’s degree in electrical engineering, and is a registered Professional Engineer in Ontario. She currently serves as Vice Chair of

the two technical committees for the International Electrotechnical Commission (“IEC”) – Standards Councils of Canada (“SCC”) and is also a member of the Industry Advisory Board at Ontario Tech University, Oshawa, and the Program Advisory Committee at Centennial College, Scarborough. Given her roles and experience, Toronto Hydro expects that Ms. Shah will be able to assist the OEB with a broad range of issues that may arise during the course of this initiative.

Toronto Hydro is one of Ontario’s largest electricity distribution companies, with a unique distribution grid situated in a dense urban environment, supplied by a large number of interconnections with the transmission network, and serving over 790,000 customers and delivering approximately 18 per cent of the electricity consumed in Ontario. Serving one of the fastest growing and largest cities in North America, Toronto Hydro receives a high volume of requests for connections and upgrades for residential and commercial developments each year: for the 2025-2029 period, over 700,000 new residential units are forecasted, which are expected to include a combination of new condominium towers, conversions of housing from low density to medium density, as well as neighbourhood redevelopments (e.g. Downsview, Golden Mile, Port Lands, Villiers Island). Accordingly, Toronto Hydro has a strong interest in participating on the OEB’s working group.

Toronto Hydro appreciates the OEB’s consideration of its nomination and looks forward to working with stakeholders in reviewing, evaluating, and streamlining distribution connections standards.

Respectfully,

A handwritten signature in blue ink that reads "Andrew J. Sasso".

Andrew J. Sasso
Director, Regulatory Affairs & Government Relations
Toronto Hydro-Electric System Limited

AJS/jl