



BY E-MAIL

September 13, 2021

Martin Benum
Director of Regulatory Affairs
London Hydro Inc.
111 Horton Street
London ON N6A 4H6

LETTER OF DIRECTION

Dear Mr. Benum:

**Re: London Hydro Inc. (London Hydro)
Application for 2022 Distribution Rates
Ontario Energy Board File Number: EB-2021-0041**

The Ontario Energy Board (OEB) has now issued its Notice of Hearing for London Hydro's application for 2022 Distribution Rates (Notice). The English and French versions of the Notice will be published by the OEB, in accordance with directions to the OEB's agent which were copied to you. Please note that you must comply with the directions in paragraphs 1 and 2 below **prior to September 25, 2021**, which is the publication date of the newspaper in which the Notice will appear last. If you are unable to comply with the directions within this timeframe, you must inform the Registrar immediately at registrar@oeb.ca.

You are directed:

1. No later than the date the Notice is posted on London Hydro's website in accordance with paragraph 2, to:
 - a) arrange for the service of each of the enclosed English and French versions of the Notice, in the exact form accompanying this letter and the application and the evidence, directly on all intervenors of record in London Hydro's previous cost of service rate proceeding EB-2016-0091; and
 - b) arrange for the service of the enclosed English and French versions of the Notice, in the exact form accompanying this letter by email on any customers for which London Hydro has an email address and appropriate permissions to use the email address to send utility or regulatory information with the following email messages:

- i. “London Hydro Inc. has applied to the Ontario Energy Board to increase our electricity distribution rates. Please review the Ontario Energy Board’s Notice of Hearing to learn more and to find out how you can participate in the Ontario Energy Board’s hearing.” The email must attach a copy of the English version of the Notice and the words “Notice of Hearing” within the email message are required to provide a live link to the English Notice posted on London Hydro’s website.
 - ii. « London Hydro Inc. avons déposé une requête auprès de la Commission de l’énergie de l’Ontario afin d’augmenter nos tarifs de distribution de l’électricité. Veuillez lire l’avis d’audience ci-joint pour vous mieux renseigné et pour savoir comment participer au processus d’audience du tribunal. » The email must attach a copy of the French version of the Notice and the words « l’avis d’audience » within the email message are required to provide a live link to the French Notice posted on London Hydro’s website.
2. To post a copy of the English and French versions of the Notice, the application and the evidence, and any amendments thereto, on London Hydro’s website.
3. If London Hydro has a twitter account, once both the English and French versions of the Notice are posted on London Hydro’s website in accordance with paragraph 2, to tweet the following messages:
 - a. “We have applied to the @OntEnergyBoard to increase our electricity distribution rates. Learn more. Have your say.” The tweet is required to provide a live link to the English Notice posted on London Hydro’s website.
 - b. « Nous avons déposé une requête auprès de @OntEnergyBoard afin d’augmenter nos tarifs de distribution de l’électricité. Soyez mieux renseigné. Donnez votre opinion. » The tweet is required to provide a live link to the French Notice posted on London Hydro’s website.
4. To file with the OEB an affidavit proving completion of the matters in paragraphs 1 through 3 above immediately thereafter.
5. To provide a copy of the Notice, the application and the evidence, and any amendments thereto, to anyone requesting the material.

You are further directed not to include any documents or materials when serving the Notice other than documents or materials expressly required by this letter of direction to be served.

Yours truly,

Original Signed By

Christine E. Long
Registrar

Encl.

c: Michael Buonaguro, Applicant's Counsel