



BY E-MAIL

December 1, 2023

Daliana Coban
Director, Regulatory Applications & Business Support
Toronto Hydro-Electric System Limited
14 Carlton Street
Toronto ON M5B 1K5
RegulatoryAffairs@TorontoHydro.com

LETTER OF DIRECTION

Dear Ms. Coban:

**Re: Toronto Hydro-Electric System Limited (Toronto Hydro)
2025-2029 Custom Rate Application for Electricity Distribution Rates and
Charges
Ontario Energy Board File Number: EB-2023-0195**

The Ontario Energy Board (OEB) has now issued its Notice of Hearing for Toronto Hydro's 2025-2029 Custom Rate Application for Electricity Distribution Rates and Charges (Notice). The Notice will be published by the OEB in both online and hard copy newspapers, in accordance with directions to the OEB's media agent which were copied to you. The OEB will be posting the big box description on its social media channel X (formerly Twitter). Please note that you must comply with the directions in paragraphs 1 to 4 below prior to **December 11, 2023**. 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. To post the enclosed Notices, the application and evidence, and any amendments thereto, on Toronto Hydro's website.
2. To arrange for the service of the enclosed Notices, the application and evidence on intervenors in Toronto Hydro's last Custom Rate Application proceeding (EB-2018-0165).
3. To arrange for service of the enclosed English and French versions of the Notices on customers for whom Toronto Hydro has an email address and the appropriate permissions to use the email address to send utility or regulatory information, together with the following email message:

"Toronto Hydro has applied to the Ontario Energy Board change 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."

« Toronto Hydro avons déposé une requête auprès de la Commission de l'énergie de l'Ontario afin de modifier 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 include the words "Notice of Hearing / l'avis d'audience" within the email subject line and provide a link to the Notices as posted on Toronto Hydro's website in accordance with paragraph 1.

4. To post the following message if Toronto Hydro has an X (formerly Twitter), LinkedIn, Facebook, and/or Instagram account:
 - a) "We have applied to the Ontario Energy Board to change our electricity distribution rates. Learn more. Have your say."
 - b) « Nous avons déposé une requête auprès de @OntEnergyBoard afin de modifier nos tarifs de distribution de l'électricité. Soyez mieux renseigné. Donnez votre opinion.

The post(s) is required to include the big box description and to provide a link to the Notices as posted on Toronto Hydro's website in accordance with paragraph 1. Please tag @OntEnergyBoard on X (formerly Twitter) and @OntarioEnergyBoard on LinkedIn when posting on these social media platforms. The OEB does not have a Facebook or Instagram account.

5. To provide a copy of the Notices, the application and evidence, and any amendments thereto, to anyone requesting the material.
6. To file with the OEB an affidavit confirming that the steps set out in paragraphs 1 through 4 have been completed.

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

Yours truly,

Nancy Marconi
Registrar

Enclosed:

- Notice(s)
- Big Box Ad
- Media estimate

c: Charles Keizer, ckeizer@torys.com
Arlen Sternberg, asternberg@torys.com