



Hydro One Networks Inc.
PO Box 5700
Markham, Ontario L3R 1C8
www.HydroOne.com

As you may be aware, Hydro One has been experiencing some billing issues as a result of the implementation of our new billing system last May.

As a result, according to our records, we have approximately 160 low-income customers who have not received a bill or who have been experiencing prolonged estimates. These issues are a result of our error and we would regret if these customers are financially penalized by it.

We understand that case managers conduct periodic audits on their clients' expenses. It is possible some of your clients may be in a "no bill" situation or are experiencing prolonged estimates that could result in under-billing.

Given these concerns, we would recommend that you contact us through our dedicated Social Service Agency line at 1-800-936-6113 to request information. We are happy to help you determine the amount of money that should be set aside so your client will be able to pay his or her bill.

We will be providing customers affected by the "no bill" or prolonged estimates an interest-free instalment plan to help make their bills more manageable. If your client is affected by this issue and you are a designated third-party on his or her account, you will receive a copy of the letter that will accompany their bill.

Our customers deserve bills that are clear, timely and accurate. Please know that ultimately, they will only pay for the electricity they use. We appreciate your support as we take steps to resolve our billing issues.

If you have any questions or require information on behalf of your client, please call our dedicated Social Service Agency line at 1-800-936-6113 or email us at SSA@HydroOne.com. Our office hours are Monday to Friday, from 7:30 a.m. to 8 p.m.

Sincerely,

A handwritten signature in black ink, appearing to read "M. L. S.", written in a cursive style.