

Ontario Energy
Board
P.O. Box 2319
27th Floor
2300 Yonge Street
Toronto ON M4P 1E4
Telephone: 416- 481-1967
Facsimile: 416- 440-7656
Toll free: 1-888-632-6273

Commission de l'énergie
de l'Ontario
C.P. 2319
27e étage
2300, rue Yonge
Toronto ON M4P 1E4
Téléphone: 416- 481-1967
Télécopieur: 416- 440-7656
Numéro sans frais: 1-888-632-6273



October 24, 2014

Phil Marley
President & CEO
Midland Power Utility Corporation
16984 Highway #12
P.O. Box 820
Midland, ON L4R 4P4

Dear Ms. Marley:

Re: Audit of Select Scorecard Performance Measures

The Ontario Energy Board (the "Board") has determined that an audit of Midland Power Utility Corporation's ("Midland PUC") scorecard performance measures of Low Voltage New Residential/Small Business Services Connected on Time, Scheduled Appointments Met on Time, and Telephone Calls Answered on Time would be appropriate. Midland PUC will be notified accordingly if the Board decides to extend the scope of this audit to include an audit of any additional scorecard measures. This audit will be conducted by the Board's Audit and Performance Assessment department ("Audit").

The audit will focus on Midland PUC's 2009 - 2013 scorecard performance measures, as specified in above.

To the extent that this audit requires the examination of documents, records or information that is not already in the Board's possession, Audit will be acting under its powers from Part VII of the *Ontario Energy Board Act, 1998* (the "Act").

Audit will examine Midland PUC's data collection, measurement, and reporting processes with respect to the scorecard performance in order to assess the accuracy and quality of the performance data that was reported to the Board.

The results of the audit will be reported to the Board. The results may also ultimately be used for the Board's internal performance monitoring and distributor benchmarking, and further, may be used as evidence in a future proceeding before the Board in accordance with the Act.

We will be contacting you to discuss the scope of the audit including key activities, associated timelines, and next steps.

We thank you in advance for your anticipated cooperation. Please do not hesitate to contact us should you have any questions.

Yours truly,

A handwritten signature in black ink, appearing to read "D. Babaie". The signature is fluid and cursive, with the first letter "D" being particularly large and stylized.

Daria Babaie, *P. Eng., CPA, CMA*
Manager, Audit & Performance Assessment
Phone: (416) 440-7614
Fax: (416) 440-7656
Email address: Daria.Babaie@ontarioenergyboard.ca

cc : Rob Holsgrove, Chair
Christine Bell, Chief Financial Officer