

October 28, 2024

Shannon Watt

President and CEO
Canadian Propane Association
406-410 Laurier Ave. West
Ottawa, ON K1R 1B7

Dear Ms. Watt,

Thank you for your letter dated October 10, 2024, regarding the fuel switching content on our website.

Hydro One agrees that it will take a wide variety of energy sources, including electricity and propane, to ensure Ontario can continue to affordably meet its energy needs while the sector navigates the current energy transition. We agree that propane has an important role to play in Ontario's energy future.

To help mitigate the concerns raised in your letter, Hydro One has made the following changes to our [fuel switching webpage](#):

1. Edited top text box to include a note: "If you're currently using fuel (oil or propane) to heat your home, switching to an electric heating system may save you more while providing additional benefits. *Note: potential savings are dependent upon individual circumstances and factors, such as usage level, inputs of propane consumption, cost and furnace efficiency.*"
2. Edited the hyperlink to state: "Calculate your potential heating savings".
3. Edited the text under the piggy bank: "Potential improved savings".
4. Deleting the text: "Missing a delivery of propane could mean your home heating is interrupted".

Regarding the September 24 communication, while we cannot retract what was already sent out, Hydro One would be please to alter how we discuss propane on a go-forward basis. In future communications, Hydro One will strive to separate propane from heating oil.

I look forward to continuing our important relationship with the Canadian Propane Association as energy allies through the energy transition.

Sincerely,



David Lebeter
President and CEO