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**Assurance of Voluntary Compliance**

In mid-2023, Festival Hydro Inc. (FHI) discovered a billing system discrepancy that caused a very small number of customer bills to include some charges that were slightly more than the Ontario Energy Board approved charges.

The error related to the incorrect proration of fixed monthly charges, which only impacted certain first and final bills issued upon move-in or move-out.

This error affected approximately 23,145 individual invoices and resulted in overcharges of $8,067.77 over the four-year period from August 1, 2019, to July 31, 2023. The four-year customer credit would be small (around 35 cents per Residential customer), and many of those affected by the billing error may no longer be customers of FHI.

We apologize and assure you that the necessary corrections to the billing system were completed in November 2023.

FHI entered into an Assurance of Voluntary compliance with the OEB to contribute the equivalent of the overbilled amounts over the four-year period to the Low-Income Energy Assistance Program to help customers in need in its service territories.

For more details

See the “Enforcement Proceedings” section on [www.oeb.ca](http://www.oeb.ca) or contact Festival Hydro Inc. Customer Service at [customerservice@festivalhydro.com](mailto:customerservice@festivalhydro.com)