



December 1, 2021

Paula Parker
Town Clerk
Town of Kingsville
2021 Division Road North
Kingsville, Ontario N9Y 2Y9

RE: Town of Kingsville Resolution on Electricity Supply

Dear Ms. Parker,

We are in receipt of the Town of Kingsville Council resolution dated October 12, 2021 dealing with the supply of electricity. Town of Essex resolution number R21-11-416, moved by Councilor Bondy and seconded by Councilor Verbeek, was forwarded to us by the Town of Essex in a letter dated November 16, 2021.

We appreciate these matters being brought to our attention and are committed to providing exceptional value and service to our customers, the residents and businesses of Kingsville and Essex. Please know that we take the issues raised in the Town's resolution seriously and we are taking steps to review our policies and operations, specifically as they relate to:

- service disruptions and outages;
- our customer complaint resolution process;
- concerns raised by customers regarding abutting trees;
- new customer connections; and
- joint-road use discussions.

As we conduct our review into these matters, we invite any further feedback from Town Council regarding specific issues or incidents of concern. We remain committed to working together with the Town of Kingsville to ensure a satisfactory resolution is reached.

Yours very truly,

A handwritten signature in blue ink, appearing to read "Cheryl Tratechaud", is written over a light blue horizontal line.

Cheryl Tratechaud CPA, CMA
Chief Financial Officer & Director, Stakeholder Relations

c/o E.L.K. Energy Board of Directors
c/o Robert Auger, Town Solicitor/Clerk, Town of Essex