



Shell Energy North America (Canada) Inc.  
90 Sheppard Avenue East, Suite 600  
Toronto, ON M2N 6Y2  
Phone 416-227-7300  
Fax 877-382-9869

**via email and courier**

November 15, 2013

Board Secretary  
Ontario Energy Board  
2300 Yonge Street, Suite 2700  
Toronto, ON M4P 1E4

**Re: EB-2013-0390  
Application for Gas Marketer Licence Renewal  
Letter of Direction Response: Shell Energy North America (Canada) Inc.**

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Shell Energy North America (Canada) Inc. ("Shell Energy") provides this response to the Letter of Direction issued today by the Ontario Energy Board. Shell Energy does not have a dedicated website, or one that would be suitable for posting of the Application Notices. This remains the same as discussed with, and accepted by, the Board most recently under EB-2011-0032.

While affiliates of Shell Energy - Shell Canada Limited and Royal Dutch Shell PLC - have large corporate websites that contain generic information about additional lines of business like our commodities marketing and trading business, they are primarily focused on oil and gas exploration and development, lubricants, and gasoline and so are not a place that the public or natural gas consumers would utilize or look for a posting such as this licence application notification.

Materials are available for public review at our office in Ontario, but they cannot be posted to a website, as we do not have one, and thus is not "available" as provided for in the Letter of Direction.

Sincerely,

*original signed*

Paul Kerr  
General Manager, Market Affairs  
Shell Energy North America (Canada) Inc.