

February 25, 2009

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
2300 Yonge Street, Suite 2700
Toronto, ON M4P 1E4

Dear Ms. Walli:

Re: Equal Billing Plan Questions Requested by Board Staff

On February 23rd, PowerStream Inc. ("PowerStream") received a letter, via the Barrie/North Office, requesting information on Equal Billing Plans. PowerStream does offer its residential customers an opportunity to participate in an Equal Payment Plan. This plan equalizes the payments. The former Barrie Hydro Distribution did offer a similar plan for their customers, who will be transferred to the PowerStream plan once the Customer Information System has been integrated.

Please find below the answers to the questions requested by Board staff.

- 1) *Is an equal billing (payment) plan available to residential customers?*
Yes
- 2) *If so, what is the billing frequency for equal billing (payment) plans (i.e. monthly, bimonthly, quarterly, etc.)?*
Monthly
- 3) *What is the regular billing frequency for residential customers (i.e. those not on equal billing (payment))?*
Bi-Monthly
- 4) *Are residential customers allowed to apply for equal billing (payment) plans at any time, or only at prescribed times during the year?*
At any time
- 5) *Are there any requirements (i.e. pre-authorized billing arrangement, good payment history, etc.) that must be met in order to apply for an equal billing plan?*
Yes, they require good payment history and a zero balance on their account in order to enroll on the plan through a signed application and a voided cheque.

- 6) *Is there any ongoing monitoring of customers' equal billing (payment) amounts throughout the year? If so, how often? Are adjustments made to the equal billing amount mid-term?*

Mid Year Review is completed in April every year with new amounts becoming effective May 1st in conjunction with the Regulated Price Plan (RPP). November 1st is the year end reconciliation, where the year-to-date figures are cleared plus any further adjustments are made also in conjunction with the RPP.

If you require further information, please feel free to contact me.

Yours truly,

[Original Signed By]

Sarah Griffiths
Manager – Regulatory and Government Affairs