

**Ontario Energy
Board**
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**Commission de l'énergie
de l'Ontario**
C.P. 2319
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2300, rue Yonge
Toronto ON M4P 1E4
Téléphone: 416- 481-1967
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BY E-MAIL

September 24, 2007

Ms. Angie Borg
Administration Manager
Glacial Energy of Canada, Inc.
2602 Mckinney Avenue
#220
Dallas, TX 75204

Dear Ms. Borg:

**Re: Application for Electricity Retailer Licence
Board File Number EB-2007-0763**

This letter acknowledges receipt of your application on September 14, 2007 for an electricity retailer licence. The Board has assigned File Number EB-2007-0763 to this matter. Please refer to this number in all future correspondence to the Board regarding this matter.

Your application is currently incomplete and cannot be processed until the following has been filed:

1. Section 7 – page 4 of the application form: please resubmit page 4 of the application with following information provided:
 - Section 7 c) - address for service in Ontario: this section of the application form has not been completed. Please complete this section with the address for service in Ontario.
 - Section 7 d) - contact information of the person to whom correspondence or communication regarding customer complaints or inquiries should be addressed: the mailing address provided on the application form is not in Ontario and the telephone number doesn't appear to be listed in Ontario.

Section 4.1 of the Board's Electricity Retailer Code of Conduct (the "Code") requires electricity retailers to have a current mailing address in Ontario and current telephone number listed in Ontario and to provide them to every customer. If the retailer retails electricity to low volume consumers, the

Code requires retailers to have a telephone number which may be reached by the general public without charge and to provide the telephone number to every low volume customer.

Please provide the mailing address in Ontario and the telephone number listed in Ontario that the applicant intends to provide to customers as per the above section of the Code.

2. Section 10 – page 7 of the application form - Intended Markets: questions a), b) and c) were not answered. Please resubmit page 7 of the application form with those questions answered.
3. Section 12- page 8 of the application form - Financial Information: you provided unaudited financial statements for the applicant's parent company, Glacial Energy Holdings (i.e. not the applicant). As per section 12d of the application form, please provide information that indicates the applicant's financial state of affairs.
4. With reference to information about Key Individuals in Section D14 of the application form, please provide copies of two pieces of identification, one of which must include a photo. The information is necessary for the Board to conduct a police record check with the Ontario Provincial Police on the key individuals reported in Section D of the application.

The Board will resume processing your application once the above information has been filed. If the above information is not filed within 30 days of the date of this letter, the Board may close the file for this application.

Upon receipt of the required information the Board will issue an acknowledgement letter indicating the expected date on which a decision and/or order may be rendered.

Please file two paper copies of the additional material and an electronic version in Word and in searchable Adobe Acrobat (if available) with the Board Secretary. Electronic copies may be submitted on diskette or by e-mail to boardsec@oeb.gov.on.ca.

Please direct any questions relating to this application to Gona Jaff, Advisor, Licence Applications at 416- 440-7613 or e-mail, Gona.Jaff@oeb.gov.on.ca.

Yours truly,

Original signed by

Peter H. O'Dell
Assistant Board Secretary