

September 10, 2009

Name/Business Name

Mailing Address 1

Mailing Address 2

City, Prov PC

Re: Account # - Service Address

We are writing to inform you about an upcoming regulatory change that the Ontario Energy Board (OEB) has legislated to occur this fall. This Ontario-wide change will affect public-sector organizations (municipalities, universities, schools, hospitals and other designated customers), who were eligible for the Regulated Price Plan (RPP). On November 1st, these organizations will be moved from RPP pricing to a market-based, or hourly, price for their electricity commodity.

Your account is currently on the Regulated Price Plan (RPP). This means you are paying the OEB's regulated price for electricity at the published rates (currently \$0.057 for the first 750 kwh and \$0.066 on remaining kwh). Since your account falls into one of the applicable categories, it will be changed from RPP to market pricing effective November 1, 2009.

We have included a brochure which provides some background information and further details about this upcoming change.

If you have any questions regarding this change, please let me know and I will be happy to answer any questions.

Sincerely,

Jennifer Shannon-Mousseau
Customer Service Supervisor