



September 9, 2009

Ms Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
27th Floor
2300 Yonge Street
Toronto, ON M4P 1E4

Dear Ms. Walli,

Re: Changes in Eligibility for the Regulated Price Plan ("RPP") -- Board File Number EB-2009-0317

Norfolk Power Distribution Inc (NPDI) is pleased to provide the attached report outlining the steps taken to inform our customers of the upcoming changes in eligibility for the Regulated Price Plan (RPP"), in reference to the Board's letter dated August 13, 2009.

I trust our approach meets the Board's requirements on this important consumer issue.

Regards,

A handwritten signature in dark ink, appearing to read 'Cheryl Elliott', with a stylized flourish at the end.

Cheryl Elliott
Manager of Customer Service and Settlements
Norfolk Power Distribution Inc.
519-426-4440, ext 2231
celliott@norfolkpower.on.ca