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Commission de l'énergie de l'Ontario
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BY E-MAIL & WEB POSTING

October 3, 2007

To: All Participants in Consultation Process EB-2007-0722

Re:

**Stakeholder Consultation on Electricity Distributors' Provision of Service
and Application of Charges
Stakeholder Meeting on October 18, 2007: Location and Agenda
Board File No.: EB-2007-0722**

On September 6, 2007, the Ontario Energy Board (the "Board") initiated a consultation process regarding issues associated with the provision of service by electricity distributors and the manner in which electricity distributors apply certain charges. In its September 6, 2007 letter, the Board indicated that a stakeholder meeting would be held on October 18, 2007 to provide Board staff with the opportunity to outline in more detail the issues identified in that letter and to receive initial comments from stakeholders.

The meeting will be held at the Ontario Energy Board at 2300 Yonge Street, Toronto, in the ADR and West Hearing rooms on the 25th floor. Registration will commence at 8:30 a.m. The meeting is scheduled to run from 9:00 a.m. to 4:00 p.m. Lunch and refreshments will be served. The agenda for the meeting is attached.

If you have any questions regarding this initiative, please contact Alison Cazalet at 416-440-7684, or by e-mail at alison.cazalet@oeb.gov.on.ca, or John Vrantsidis at 416-440-8182, or by e-mail at john.vrantsidis@oeb.gov.on.ca.

Yours truly,

Original signed by

Kirsten Walli
Board Secretary

Attachment: Meeting Agenda



MEETING AGENDA

The objectives of this meeting are to:

- outline in more detail the issues identified in the Board's September 6, 2007 letter, and
- elicit preliminary feedback from stakeholders on the issues.

Electricity Distributors' Provision of Service and Application of Charges (EB-2007-0722)

Date: Thursday October 18, 2007

Location: Ontario Energy Board, 2300 Yonge Street
25th Floor, ADR and West Hearing rooms

8:30 – 9:00	Registration <ul style="list-style-type: none">• Coffee available
9:00 – 9:15	Opening Remarks <ul style="list-style-type: none">• Takis Plagiannakos, OEB Staff
9:15 – 10:30	Customer Service Issues <ul style="list-style-type: none">• Alison Cazalet, OEB Staff
10:30- 10:45	Morning Break
10:45 – 12:00	Customer Service Issues (cont.) <ul style="list-style-type: none">• Alison Cazalet
12:00 - 12:45	Lunch <ul style="list-style-type: none">• To be provided
12:45 – 2:45	Specific Service Charge Issues <ul style="list-style-type: none">• John Vrantzidis, OEB Staff
2:45 – 3:00	Afternoon Break
3:00 – 3:45	Customer Classification Issues <ul style="list-style-type: none">• Laurie Reid, OEB Staff
3:45 – 4:00	Closing Remarks