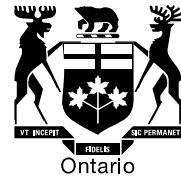


**Ontario Energy
Board**
P.O. Box 2319
27th. Floor
2300 Yonge Street
Toronto ON M4P 1E4
Telephone: 416- 481-1967
Facsimile: 416- 440-7656
Toll free: 1-888-632-6273

**Commission de l'énergie
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BY EMAIL

February 19, 2010

Paul Kerr
Manager, Market Affairs
Shell Energy North America (Canada) Inc.
90 Sheppard Ave E.
Suite 600
Toronto ON M2N 6Y2

LETTER OF DIRECTION

Dear Mr. Kerr:

**Re: Shell Energy North America (Canada) Inc.
Application for an Electricity Retailer Licence Renewal
Board File No. EB-2010-0031**

The Ontario Energy Board has completed a preliminary review of your application. The Board expects to render a decision and/or order in this application on or May 6, 2010.

The Board has now issued its Notice of Application and Written Hearing relating to your electricity retailer licence application. The Board has posted the English and French versions of the Notice on its website.

You are directed:

1. To arrange immediately for the enclosed English and French versions of the Notice, headed with the Ontario government logo and the words "Ontario Energy Board", to be posted on your website, if available.
2. To make a copy of the application and evidence, and any amendments thereto, available for public review at Shell Energy North America (Canada) Inc. office.
3. To file with the Board affidavit evidence proving the notices have been posted on your website, immediately upon completion.

4. To provide a copy of the application and evidence, and any amendments thereto, to anyone requesting the material.

Yours truly,

Original Signed By

Kirsten Walli
Board Secretary

Encl.