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Susan Frank

Vice President and Chief Regulatory Officer
Regulatory Affairs



BY COURIER

March 22, 2010

Ms. Kirsten Walli
Secretary
Ontario Energy Board
Suite 2700, 2300 Yonge Street
P.O. Box 2319
Toronto, ON.
M4P 1E4

Dear Ms. Walli:

EB-2007-0722 – Revised Proposed Code Amendments Regarding Customer Service – Comments from Hydro One Networks

On March 12, 2010, the Ontario Energy Board issued a “Notice of Further Revised Proposed Amendments to the Distribution Service Code, the Retail Settlement Code and the Standard Supply Service Code” regarding Customer Service issues. Comments were invited, by April 5, 2010.

We request an extension to the deadline for comments, to April 7.

The OEB has requested comments for EB-2009-0077 on March 26 about proposed DSC changes regarding rebates concerning cost responsibility between a distributor and a generator, for EB-2010-0038 on April 1 about proposed DSC changes regarding the alternate bid option, and the subject comments due on April 5 about proposed changes to the DSC, RSC and SSS Code. We are finding it a challenge to meet all of these dates. The April 5th is particularly problematic as it is a statutory holiday at Hydro One. Our ongoing work preparing for time of use rates, the harmonised sales tax and other bill changes have made this a very challenging period.

Sincerely,

ORIGINAL SIGNED BY SUSAN FRANK

Susan Frank