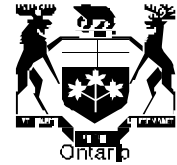


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May 4, 2010

**To: All Licensed Electricity Distributors
All Licensed Electricity Transmitters
All Licensed Electricity Generators
All Licensed Electricity Wholesalers
All Licensed Smart Sub-Metering Providers
All Licensed Electricity Retailers
All Licensed Natural Gas Marketers
All Natural Gas Distributors
Independent Electricity System Operator
Ontario Power Authority
Smart Metering Entity
All Other Interested Parties**

Re: Staff Bulletins

This letter is intended to update regulated entities and other interested stakeholders regarding the issuance of Board staff Bulletins. The Board has created a new “Staff Bulletins” webpage that lists all Bulletins and that provides an overview of the nature and purpose of staff Bulletins and of the process by which they are developed. The webpage is available at <http://www.oeb.gov.on.ca/OEB/Industry/Rules+and+Requirements/Staff+Bulletins>.

Compliance and Information Bulletins are issued by staff to provide regulated entities with information or guidance in relation to their legal and regulatory requirements or the Board’s regulatory policies. They are intended to ensure that regulated entities are aware of and understand those requirements and policies. The expectation is that the Bulletins will promote compliance and, thereby, protect the interests of consumers and enhance confidence in the Ontario energy sector.

A Bulletin is a staff document and is not binding on the Board. Board Members do not formally approve Bulletins, although they do provide guidance and advice to staff as part of the Bulletin development process. Board Member involvement in the development of a given Bulletin is typically limited to 3 or 4 Board Members, and does not extend to the Board as a whole.

While a Bulletin is not binding on regulated entities in the sense of being an “enforceable provision” unto itself, regulated entities and other stakeholders may expect that Board staff

will follow the guidance or information provided in a Bulletin in the course of responding to enquiries, conducting audits, and evaluating compliance or enforcement matters.

Effective May 4, 2010, the following two types of Bulletins may be issued by Board staff:

Information Bulletins, which provide purely factual information regarding a legal or regulatory requirement or policy, such as a reminder of the coming into force of a code amendment or of an approaching filing deadline.

Compliance Bulletins, which convey Board staff's view on how a legal or regulatory requirement is expected to be met to ensure compliance.

The Staff Bulletins webpage includes Bulletins that were issued prior to the date of this letter. Except where otherwise noted on that webpage, those Bulletins continue to represent the views of Board staff on the subject-matter dealt with therein.

Enquiries relating to the above or the subject of any individual Bulletin should be directed to the Board's Market Operations hotline, at 416-440-7604 or market.operations@oeb.gov.on.ca.

Yours truly,

Original Signed By

Aleck Dadson
Chief Operating Officer