

**Ontario Energy  
Board**

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**Commission de l'énergie  
de l'Ontario**

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July 21, 2010

Marc Mercier  
Cassels Brock & Blackwell LLP  
2100 Scotia Plaza  
40 King Street West  
Toronto, ON M5H 3C2

Dear Mr. Mercier:

**Re: Notice of Intention to Make an Order of Compliance, Suspension and an Administrative Penalty under s. 112.3, 112.4 and 112.5 of the *Ontario Energy Board Act, 1998* and Interim Order for Compliance\_ Board file number EB-2010-0221**

We acknowledge receipt of your letters dated June 30, 2010 and July 7, 2010 detailing the steps taken by Summitt Energy Management Inc. ("Summitt") in its effort to ensure its sales agents are in compliance with the Interim Order issued June 17, 2010.

Specifically, you advised that Summitt has initiated the following:

1. Implementation of a quality assurance call process, including an audit of 20 percent of all calls, to verify the consumer's understanding of the contract;
2. Enhancement of its complaint reporting system to classify complaints into the same categories used by the Board;
3. Development of reports and processes to track agent and agency complaints more effectively; and
4. Improvements to solicitation procedures, including changes to the contract, introduction of a new disclosure form, and retraining of all sales agents.

It is expected that Summitt will monitor its new processes to confirm they are effective in ensuring compliance, particularly in relation to door to door sales activities. If further changes are required to improve the effectiveness of these processes, Summitt should make the necessary changes and provide an update to the Board.

Yours truly,

Original signed by

Chris Marijan  
Policy Advisor, Retail Markets and Compliance Management