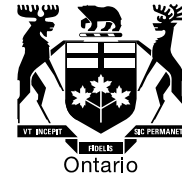


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## **BY E-MAIL AND WEB POSTING**

November 10, 2010

**To: All Licensed Electricity Distributors  
All Other Interested Parties**

**Re: Webinar – Electricity Service Quality Requirements**

Regulatory Audit and Accounting (“Regulatory Audit”) of the Ontario Energy Board (the “Board”) plans to conduct a Webinar related to the Electricity Service Quality Requirements (“ESQRs”) on **December 9, 2010**.

On June 4, 2008, the Board issued a Notice of Amendment to the Distribution System Code (the “DSC”) relating to the regulation of customer service ESQRs under section 70.2 of the *Ontario Energy Board Act, 1998* (the “Act”). Amendments to implement ESQRs came into force on January 1, 2009. Regulatory Audit conducted several audit reviews related to ESQRs for selected regulated utilities and noted some common observations. Regulatory Audit is organizing a Webinar to provide assistance to electricity distributors with the ESQR definitions and share with distributors common observations resulting from the ESQR audit reviews.

**The Webinar starts at 10:00 a.m. and ends at 11:30 a.m. on December 9, 2010.**

**Please confirm your attendance for the Webinar by sending a note to the e-mail address: [2010\\_ESQR\\_Webinar@oeb.gov.on.ca](mailto:2010_ESQR_Webinar@oeb.gov.on.ca) by December 2, 2010. Please identify the name of your utility and name of all attendees and their titles.**

Further instructions related to the Webinar will be communicated to the Webinar participants at a later date.

To help maximize the efficiency and effectiveness of the Webinar, please direct any questions you may have on the subject matter by December 6, 2010 to [2010\\_ESQR\\_Webinar@oeb.gov.on.ca](mailto:2010_ESQR_Webinar@oeb.gov.on.ca) with the subject “ESQR Webinar”. These questions will be addressed during the Webinar. If you think of questions after the deadline, or during the Webinar, they can be sent during or after the

presentation. An FAQ document will be posted on the Board's website after this webinar.

**DATED** at Toronto, November 10, 2010  
**ONTARIO ENERGY BOARD**

*Original Signed By*

John Pickernell  
Assistant Board Secretary