

**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
de l'Ontario**
C.P. 2319
27e étage
2300, rue Yonge
Toronto ON M4P 1E4
Téléphone: 416- 481-1967
Télécopieur: 416- 440-7656
Numéro sans frais: 1-888-632-6273



BY E-MAIL

January 17, 2011

Zee Bhanji
LIEN Coordinator
c/o Advocacy Centre for Tenants Ontario
425 Adelaide St. West, 5th Floor
Toronto, ON M5V 3C1

**Re: Participation of Social Agencies in Qualifying Customers for Low-Income
Customer Service Rules**

Dear Ms. Bhanji,

Thank you for your letter dated January 6, 2011, regarding the participation of social service agencies in qualifying customers for low-income customer service rules. Your issue relates to the Board's current consultation process on low-income customer service code amendments (EB-2007-0722).

As you know, on September 30, 2010, the Board issued for stakeholder comment a Notice of Proposal to Amend Codes, which set out proposed updated customer service requirements tailored to the special needs of low-income residential electricity customers. Comments from parties were received on October 25, 2010. The Board is currently reviewing those comments, and will either issue final amendments or further proposed amendments in due course. The Board will take your comments into consideration.

Yours truly,

Original signed by

Cynthia Chaplin
Chair

cc: The Honourable Brad Duguid, Minister of Energy
Tamar Heisler, Senior Policy Advisor to the Minister of Energy
Financial Assistance Working Group (FAWG) members