

**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, 5<sup>th</sup> Floor  
Toronto, ON M5V 3C1

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

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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