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**Commission de l'énergie
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BY E-MAIL

February 11, 2011

Brian Bentz
EDA Chair
Electricity Distributors Association
3700 Steeles Avenue West, Suite 1100
Vaughan ON L4L 8K8

**Re: Code Changes Related to Arrears Management and Customer Service
Rules for Low Income Customers (EB-2007-0722)**

Dear Mr. Bentz,

Thank you for your letter dated January 14, 2011, regarding the Board's current consultation process on low-income customer service code amendments (EB-2007-0722).

On September 30, 2010, the Board issued for stakeholder comment a Notice of Proposal to Amend Codes, which sets out proposed updated customer service requirements tailored to the needs of low-income residential electricity customers. Comments from parties, including the EDA, were received on October 25, 2010.

On February 8, 2011, the Board issued a Notice of Revised Updated Proposal to Amend Codes (the "February Notice") for stakeholder comment. Written comments on the revised proposed amendments are due by February 28, 2011. The Board will consider your comments as part of this comment period. The EDA is also welcome to provide its views on all areas identified for further comment in the February Notice.

Yours truly,

Original signed by

Cynthia Chaplin
Chair