



November 15, 2011

Ms. Kirsten Walli  
Board Secretary  
Ontario Energy Board  
2300 Yonge Street  
Suite 2700, P.O. Box 2319  
Toronto, ON M4P 1E4

Dear Ms. Walli:

**Re: An Application by Algoma Power Inc. to Adjust Electricity Distribution Rates & Rural and Remote Rate Protection Funding, Effective January 1, 2012  
EB-2011-0152**

Algoma Power Inc. ("API") is in receipt of a letter dated November 3, 2011, from a Seasonal Class customer, J. Reid Duncan, in relation to a rates and customer service matter arising from the EB-2010-0278 proceeding. This letter was also provided to the Ontario Energy Board ("OEB") and was subsequently made a part of the record for the ongoing EB-2011-0152 application by API for 2012 rates and placed in the OEB web drawer for this proceeding.

Despite the subject line of Mr. Duncan's letter being "EB-2011-0152", the contents of the letter pertain to communications between Mr. Duncan and Ms. Peggy Lund, Supervisor of Customer Services, API, related to the previous and completed EB-2009-0278 proceeding and is primarily a customer services issues.

Given that none of the contents of the letter comment on or pertain to the current EB-2011-0152 proceeding, API respectfully requests that the letter classified as "correspondence" on November 3, 2011, be removed from the public record of the EB-2011-0152 proceeding.

API is in contact with Mr. Duncan and will continue to respond to his concerns arising from the EB-2009-0278 proceeding as a part of our customer services commitment.

Please do not hesitate to contact me should you have any questions or concerns.

Yours truly,

Original Signed By

Douglas Bradbury, P. Eng.  
Director Regulatory Affairs

c. J. Reid Duncan, B.A., LLB.