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BY E-MAIL AND WEB POSTING

November 29, 2011

**To: All Licensed Electricity Distributors
All Natural Gas Distributors
All Participants in Consultation Process EB-2008-0150 and EB-2007-0722**

Re: Further Work on Low-Income Electricity Customer Service Issues

Background

On October 1, 2011, electricity distributors implemented updated residential and low-income electricity customer service rules approved by the Board in the EB-2007-0722 consultations.

New low-income electricity customer rules are one of the major components of the Board's overall Low-Income Energy Assistance Program ("LEAP") strategy developed in the EB- 2008-0150 consultations.

In its March 2009 LEAP Report, the Board indicated the importance of measuring program performance so as to understand how effective LEAP has been in, among other things, "managing low-income energy consumer issues in relation to their use of natural gas and electricity such as disconnections, bad debt expenses, etc".

As a result, the Board plans to issue regulatory reporting requirements for electricity distributors with respect to customer service rules.

Development of Reporting Requirements

The LEAP Financial Assistance Working Group (“FAWG”) provided assistance in the development of reporting measures to monitor and evaluate the Emergency Financial Assistance component of LEAP. Based on this input, the Board issued a letter dated February 4, 2011 that set out the reporting requirements with respect to the Emergency Financial Assistance Program.

Now that the updated electricity customer service rules have been adopted, the Board plans to issue reporting requirements for electricity distributors to monitor and evaluate the implementation of the customer service rules, including those for low-income customers.

Reconvening the FAWG

The Board would like to obtain the FAWG’s input before issuing any proposed Electricity Regulatory Reporting Requirements with respect to the electricity customer service rules.

The FAWG will reconvene on December 15, 2011 to discuss the proposed data reporting requirements. The meeting will be held at the Board’s office in the ADR Room on the 25th Floor commencing at 9:30 a.m. An agenda will be provided to the group members in advance.

Eligibility for Costs

Members of the FAWG identified in the Board’s June 17, 2009 Decision on Cost Eligibility in EB- 2008-0150 will be considered eligible for costs in relation to participation in the upcoming December 15 meeting.

Eligible Activities

Cost awards for eligible parties for participation in the December 15, 2011 FAWG meeting will be to a maximum of actual meeting time, plus up to an additional 8 hours for meeting time for preparation and reporting. This limit applies to each eligible party, and not to each individual participant acting on behalf the eligible party.

Questions relating to this letter should be directed to Lenore Dougan at (416) 440-8141 or by e-mail at Lenore.Dougan@ontarioenergyboard.ca. The Board's toll free number is 1-888-632-6237.

Yours truly,

Original Signed By

Kirsten Walli
Board Secretary