

August 21, 2012

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
P.O Box 2319
2300 Yonge Street
27th Floor
Toronto, ON M4P 1E4

Dear Ms. Walli:

Re: Application for an Extension to Section 2.1.8 of the Reporting and Record Keeping Requirements (EB-2007-0722)

PowerStream Inc. (Distribution Licence No. ED-2004-0420)

On March 19, 2012 the Ontario Energy Board (“The Board”) issued amendments to the Electricity Reporting and Record Keeping Requirements (“RRR”). The new reporting requirements, known as Section 2.1.8, deal with the expansion of the reporting for residential and eligible low-income customers.

The Board announced a tracking implementation date for electricity distributors of January 1, 2013 with the first required filing of the 2013 data by April 30, 2014.

The new reporting requirements entail significant programming and the implementation of new codes to PowerStream Inc’s (“PowerStream”) Customer Information System (“CIS”), specifically for the separation of residential customers from total customers and for eligible low income customers from residential customers concerning the tracking of information for bad debts, aging of receivables, deposit information, arrears management programs and disconnection data.

PowerStream has approximately 300,000 residential customers and requires an automated system to handle the complex customer transactions and interactions. PowerStream is in the process of installing a new CIS that is scheduled to be in service by the end of the second quarter of 2014. To reduce costs and resources PowerStream is attempting to avoid modifications and/or amendments to the existing CIS programs.

PowerStream is compliant with the new low-income customer service rules described in the Distribution System Code (“DSC”) and Standard Supply Service Code.

PowerStream respectfully applies for a temporary exemption of the collection of data and reporting requirements listed under Section 2.1.8 of the RRR until mid-2014 when the new CIS system will be operational.

Reasons for Requesting an Extension:

- PowerStream requires an automated system to handle complex customer transactions and interactions due to the total number of electricity customers
- PowerStream is currently operating an older CIS that dates back to the 1970's. The CIS is very resource intensive to implement changes and PowerStream is in the process of installing a new CIS that is scheduled to be in service by the end of the second quarter of 2014. The new CIS will be able to track and report the requirements under RRR Section 2.1.8
- To save costs and resources PowerStream is attempting to avoid modifications or amendments to the existing CIS
- PowerStream currently has approximately 300,000 residential customers and approximately 500 active low-income customers as defined by Section 2.7 of the DSC

If you have any questions or require further information, please contact the undersigned at 905-532-4527 or e-mail sarah.griffiths@powerstream.ca.

Yours truly,

[Original Signed By]

Sarah Griffiths
Manager – Regulatory & Government Affairs
PowerStream Inc.