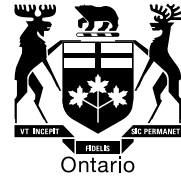


**Ontario Energy Board**  
P.O. Box 2319  
27th. Floor  
2300 Yonge Street  
Toronto ON M4P 1E4  
Telephone: 416- 481-1967  
Facsimile: 416- 440-7656  
Toll free: 1-888-632-6273

**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**

November 18, 2013

Mr. Franz Schneider  
Group Manager  
National Utility Service (Canada) Ltd.  
111 Gordon Baker Road, Suite 500  
Toronto ON M2H 3R2

### **LETTER OF DIRECTION**

Dear Mr. Schneider:

**Re: National Utility Service (Canada) Ltd. Applications –  
Electricity Retailer Licence and Gas Marketer Licence Renewals  
Board File Numbers EB-2013-0350 & EB-2013-0351**

The Ontario Energy Board has completed a preliminary review of your applications. The Board expects to render a decision and/or order in these applications on or about January 27, 2014.

The Board has now issued its Notice of Applications and Written Hearing relating to your electricity retailer and gas marketer licence applications. The Board has posted the English and French versions of the Notice on its website.

You are directed:

1. To arrange immediately for the enclosed English version of the Notice in the form accompanying this Letter of Direction, including all graphics and the words "Ontario Energy Board", to be posted on your website, if available by **November 25, 2013**.
2. To arrange immediately for the enclosed French version of the Notice in the form accompanying this Letter of Direction, including all graphics and the words "Commission de l'énergie de l'Ontario", to be posted on your website, if available by **November 25, 2013**.
3. To make a copy of the applications and evidence, and any amendments thereto, available for public review at National Utility Service (Canada) Limited's office.

4. To inform the Board by way of letter directed to the Board Secretary that the notices have been posted on your website, immediately upon completion.
5. To provide a copy of the applications and evidence, and any amendments thereto, to anyone requesting the material.

All correspondence to the Board regarding these applications must quote file numbers EB-2013-0350 and EB-2013-0351 and must consist of one electronic copy e-mailed to [BoardSec@ontarioenergyboard.ca](mailto:BoardSec@ontarioenergyboard.ca) and two hard copies filed with the Board Secretary.

**NOTE:**

**IF YOU ARE UNABLE TO POST THE NOTICES ON YOUR WEBSITE AS DIRECTED BY NOVEMBER 25, 2013 OR IF YOU DO NOT HAVE A WEBSITE, YOU MUST INFORM THE BOARD IMMEDIATELY BY WAY OF LETTER DIRECTED TO THE BOARD SECRETARY.**

Yours truly,

*Original signed by*

Kirsten Walli  
Board Secretary

Encl.