

September 25, 2014

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

Dear Ms. Walli:

Re: Policy Review of Electricity and Natural Gas Distributors' Residential Customer Billing Practices and Performance – EB-2014-0198

I am a consultant to the Consumers Council of Canada ("Council"). I have been instructed by my client to participate in the Ontario Energy Board's ("Board") Consultation Process, entitled, "Policy Review of Electricity and Natural Gas Distributors' Residential Customer Billing Practices and Performance". The Council is a public-interest entity representing the interests of residential consumers in Ontario. The Council has been an active intervenor at the Board for many years, participating in a broad range of proceedings, consultation processes and working groups.

The Council intends to provide written comments on the questions set out by the Board in its draft report dated September 18, 2014.

The Council intends to ask for an order of costs in this proceeding. The Council is of the view that it is eligible for a cost award as it primarily represents the direct interests of consumers in relation to the services that are regulated by the Board. The outcome of this consultation process will be the development of policies regarding the billing practices of electricity distributors, which directly impact residential consumers. On June 23, 2014, the Council filed with the Board, pursuant to Rule 22.03 of the Board's Rules of Practice and Procedure, a document describing the Council, its mandate and objectives, membership, the constituency represented, and the types of activities the Council carries out. In addition, we provided a list of the individuals authorized to represent the Council in Board proceedings and consultation processes.

The Council has been recognized by the Board as being eligible for an award of costs in all of the Board proceedings and other processes it has participated in. The Council would be unable to participate in this process without funding.

I will be representing the Council in this consultation process. My contact information is 62 Hillside Avenue East, Toronto, ON, M4S 1T5. My e-mail address is jgirvan@uniserve.com.

Yours truly,

Julie E. Girvan

Julie E. Girvan

CC: Ken Whitehurst, Consumers Council of Canada