

Oct.14, 2008

Attn.: **Mr. Brian Hewson, CCO, OEB**

Here are some concerns we have in regards to NRG Ltd; we consider these issues absolutely critical;

We are demanding a Public Hearing with the OEB before Feb.28/2009 so that some of these issues can be discussed with the Board.

- *Public safety issue in regards to (alleged) lack of maintenance of NRG's infrastructure.
- *NRG's procrastination in dealing with new quotes and potentially impeding new business ventures.
- *Major lack of basic customer service.
- *Rates, higher with NRG than Union gas.
- *The new amendment to the Natural Gas security deposit proposal by the OEB not being applicable to the patrons that were told they would receive their deposits back after 12 months (prior to this new proposal). They should get their entire deposit refunded immediately as it was paid, not by credit to their account.
- *Monies from deposits kept in a trust account and not used for working capital.
- *Ensure that the OEB **ENFORCES** the rules set by them, such as customer service, security deposits, etc...

We are hoping that the OEB will give us their support in these matters.

Thank you