

**Ontario Energy
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**Commission de l'Énergie
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March 1, 2001

To all Licensed Electricity Distributors and Retailers

Re: Retail Settlement Code - Service Agreement

Chapter 12 of the Retail Settlement Code (the “Code”) requires a distributor to enter into a Service Agreement with any licensed retailer who wishes to retail electricity within the Service Area of the distributor. The Board has approved the Service Agreement as Appendix “C” to the Code.

As set out in the Code the form and content of the Service Agreement may not be amended except with the approval of the Board. Those sections of the Service Agreement that are subject to the input of the parties are specified as are the appendices that contain specific information from the parties. All licensed distributors are required as a condition of licence to enter into a Service Agreement with any retailer who has registered with a distributor prior to March 1, 2001 as expeditiously as possible, with all agreements to be in place no later than June 1, 2001. Distributors shall expeditiously enter into a Service Agreement with any retailer that requests an agreement after March 1, 2001.

The approved Service Agreement is available in both PDF and WordPerfect formats for downloading from the Board’s website at www.oeb.gov.on.ca. If you have questions regarding the approved Service Agreement you may contact Russ Houldin, Advisor, Licensing at 416-440-8112 or Brian Hewson Manager, Energy Licensing at 416-440-7628.

Yours truly,

Paul Pudge
Board Secretary.