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December 21, 2001

To: All Licensed Electricity Distributors and Retailers

Re: Service Agreement - Amendments to the Retail Settlement Code

On December 6, 2001 the Ontario Energy Board (Board) sent a Notice of Proposed Amendments to the Retail Settlement Code and Service Agreement - Appendix C of the Retail Settlement Code (RP-1999-0032) to all electricity licensed distributors and retailers. The Board requested that written comments be submitted by December 14, 2001.

The Board reviewed the comments and felt only minor clarifications were required to the Service Agreement and amendments to the Retail Settlement Code. The clarifications were the following:

- Include "promptly" in sections 7.5 and 7.6 of the Retail Settlement Code i.e. the distributor shall promptly notify the retailer
- Article 2.1 (d) of the Service Agreement - add phrase "as amended from time to time"
- Article 7.2 of the Service Agreement - minor editing
- Appendix C, Billing Services of the Service Agreement - minor clarifications
- Appendix E, Details of Payment of the Service Agreement - deleted first sentence

The approved Retail Settlement Code and approved Service Agreement are posted on the Board's website, www.oeb.gov.on.ca under the Codes/Rules/Guidelines page.

Distributors and retailers should commence signing the Service Agreements as required in Chapter 12 of the Retail Settlement Code.

Yours truly,

Original Signed by:

Paul B. Pudge
Board Secretary