

Ontario Energy
Board
P.O. Box 2319
2300 Yonge Street
26th. Floor
Toronto ON M4P 1E4
Telephone: (416) 481-1967
Facsimile: (416) 440-7656

Commission de l'Énergie
de l'Ontario
C.P. 2319
2300, rue Yonge
26e étage
Toronto ON M4P 1E4
Téléphone: (416) 481-1967
Télécopieur: (416) 440-7656

RP-1999-0032

December 6, 2001

To: All Licensed Electricity Distributors And Retailers

Re: Service Agreements - Proposed Amendments to Retail Settlement Code

The Ontario Energy Board issued the approved Retail Service Agreement in March 2001 as appendix C to the Retail Settlement Code. Since the Agreement was issued there have been extensive discussions between distributors and retailers over the appendices to the Service Agreement where both parties have demonstrated an interest in locking down some of the options and standardizing the language. The ongoing discussions were leading to different agreements being developed for different service areas. These differences were delaying the completion of the Agreements as required by chapter 12 of the code. In order to resolve some of the outstanding issues, Board staff invited a group of distributors and retailers to assist staff in understanding the issues with a view to preparing a revised set of appendices to the Service Agreement.

The Working Group reviewed appendices A, C, and D which dealt with billing services, contacts, and payments. From discussions and detailed comments provided by the Working Group, it became apparent that certain amendments to the Retail Settlement Code and the Service Agreement would be necessary. The changes to the Service Agreement assist in defining the different billing services provided by distributors, the timing of these services and any additional options that distributors are capable of providing retailers. The proposed agreement also sets out the manner in which distributors and retailers will deal with GST charges to consumers under the different billing options. As a result of the discussions and proposed revisions to the Service Agreement, clarification amendments are required to the Retail Settlement Code. The Board is proposing the following clarification amendments:

- all metered and unmetered service points for a particular account shall be aggregated by the retailer (section 7.2.2);
- a retailer-serviced consumer that is disconnected (and reconnected) for any reason remains a consumer of its retailer (section 7.5);
- when a distributor disconnects (and reconnects) a retail-serviced consumer, the distributor shall inform the retailer (section 7.6);
- a requirement that a distributor reimburse a retailer late payment fees when the distributor is late paying, to ensure symmetry with retailer late payments (section 8.5);
- that the period a distributor may block any changes to a consumer, shall be no greater than 20 business days prior to the next scheduled

- meter read for that consumer (section 10.5.1); and clarifications in the event of a special meter read.

Please note, the Service Agreement will not be Board approved by December 14, 2001. As a result, distributors do not need to complete the Service Agreement question when completing their self-certification statement for their December 14, 2001 filing.

In accordance with the licence conditions for both distributors and retailers, the Board is seeking comments on the proposed amendments. The amendments are posted on the Board's web site under the What's New? page at www.oeb.gov.on.ca . Parties must submit their written comments to the Board Secretary no later than December 14, 2001. Following receipt of the comments, the Board will consider the comments and make a determination on the amendments.

Yours truly,

ORIGINAL SIGNED BY:

Paul Pudge
Board Secretary