

**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



January 7, 2002

**To: All Licensed Electricity Distributors And Retailers**

**Re: Chapter 14 Pre-Market Opening Enrolment Process - Proposed Amendments to Retail Settlement Code - RP-1999-0032**

A key concern of retailers and distributors with regard to the transition to a competitive electricity market is the switching of customers to the retailer they have chosen at market opening. The reasons for this concern relate to the following:

- retailers have been actively signing customers to contracts since May 2000 and therefore a large number of enrolments need to be processed;
- some customers may have signed with more than one retailer;
- many distributors have amalgamated with others and as a result renumbered their accounts, and
- some distributors have renumbered their accounts with the implementation of new customer information systems (CIS).

In order to facilitate a smooth transition to competition it was considered necessary to develop a standardized process to permit enrollments to be processed in a systematic and timely manner. A Working Group of retailers and distributors was established to develop recommendations to Board staff for a standardized customer enrolment process to resolve the above concerns.

Based on the Working Group recommendations, a customer enrolment process was developed and this process can be divided into three main areas:

1) Data scrubbing:

- retailers send customer data (using the standardized file formats) to the distributors
- distributors reconcile customer data with their current systems and send corrected information back to retailers
- retailers update their customer information

2) Multiple contract enrolment resolution:

- with the assistance of a third party, retailers coordinate to identify and resolve duplicate enrollments based on the first contract signed

3) Pre-market enrolment:

- retailers and distributors process actual enrolments through EBTs before market opening

The Board is proposing to amend the Retail Settlement Code to include a new chapter, chapter 14, which sets out the requirements for the above process which is based on the recommendations of the working group. This process has already been communicated to distributors and retailers. The Board understands that as a result of these prior communications retailers with signed customers have sent distributors their customer data by December 21, 2001 and distributors have commenced the data scrubbing process.

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](http://www.oeb.gov.on.ca) . Parties must submit their written comments (3 copies) to the Board Secretary no later than January 16, 2002 Following receipt of the comments, the Board will consider the comments and make a determination on the amendments.

Sincerely,

ORIGINAL SIGNED BY:

Paul Pudge  
Board Secretary