

**Ontario Energy
Board**
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**Commission de l'Énergie
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March 27, 2000

To All Interested Parties

Re: Retail Settlement Code - Service Agreement

On February 28, 2000 the Ontario Energy Board (the Board) issued the Retail Settlement Code (the Code). In the cover letter the Board identified the fact that the appendices to the Code had not been completed and would be issued shortly. Appendix C to the Code provides the approved Service Agreement that according to Chapter 12 of the Code, Distributors are required to enter into with any licensed Retailer that intends to retail electricity within the Distributor's service area. In the period prior to the finalization of the Service Agreement, the Code requires distributors to register the name of licensed retailers that intend to retail within the distributor's service area. Once the Service Agreement is approved and issued by the Board, a date will be set by which distributors shall be required to complete Service Agreements with each registered retailer.

Board staff is seeking comments on a draft Service Agreement that has been posted on the Board's website www.oeb.gov.on.ca. Please review the draft and provide your comments and concerns to Board staff by noon Thursday April 6, 2000. All comments received will be taken into consideration by the Board before it finalizes the Service Agreement. provided to the Board. Please identify the specific provision and paragraph that relates to your comments.

Please forward your comments by noon April 6, 2000 to:

Maureen Connor
Information Administrator - Energy Licensing
P.O. Box 2013
2300 Yonge Street
Toronto, Ontario M4P 1E4
or by e-mail to: connorma@oeb.gov.on.ca

If you have any questions regarding the draft Service Agreement you may contact the writer at (416) 440-7628 or by e-mail at hewsonbr@oeb.gov.on.ca.

Sincerely,

Brian Hewson
Manager, Energy Licensing

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