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Aleck Dadson
Chief Operating Officer

Chef de l'exploitation

BY WEB POSTING

April 1, 2009

To Our Stakeholders

Re: Performance Standards for Processing Applications

I wish to advise stakeholders that the Board has adopted several new performance standards regarding the processing of applications.

First, the timelines for processing applications for licences and licence renewals has been shortened from 105 days to 90 days.

Second, we have established three new performance standards in respect of, respectively, Motions to Review – Oral Hearing, Motions to Review – Written Hearing, and Distribution Rates – Standard Written Hearing.

The new timelines have been posted on our website and can be found at <http://www.oeb.gov.on.ca/OEB/About+the+OEB/Corporate+Information+and+Reports/Performance+Standards+for+Processing+Applications>.

We remind our stakeholders that all of our application processing timelines are based on the receipt of a complete filing. The Processing of applications that are incomplete will be held in abeyance until the missing material is filed. To help applicants file a complete application, the Board has provided filing guidelines for a number of types of applications.

Any questions relating to the updated standards for processing applications or any of our other processes should be directed to our Market Operations Hotline at (416) 440-7604 or by email at: Market.Operations@oeb.gov.on.ca.

Sincerely,

Original signed by

Aleck Dadson
Chief Operating Officer