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BY E-MAIL AND WEB POSTING

July 7, 2010

**To: All Licensed Electricity Distributors
All Natural Gas Distributors
All Participants in Consultation Processes EB-2007-0722, EB-2008-0150
and EB-2008-0346**

Re: Minister's Letter Regarding Low-Income Energy Customers

On July 5, 2010 the Ontario Energy Board received a letter from the Minister of Energy and Infrastructure confirming that the Board should now resume work in relation to low-income energy customers. A copy of the Minister's letter is posted on the Board's website with this letter.

As stakeholders are aware, by letter dated September 8, 2009, the then Minister of Energy and Infrastructure had requested that the Board not proceed to implement new support programs for low-income energy customers in advance of a ministerial direction. As a result, the Board had notified stakeholders, by letter dated September 28, 2009, that it was deferring further work relating to low-income energy customers.

Prior to receiving the Minister's September 2009 letter, the Board had issued, on March 10, 2009, its "Report of the Board: Low-income Energy Assistance Program." The Report describes policies and measures for electricity and natural gas distributors to assist low-income energy consumers, including: (1) emergency financial assistance, (2) targeted conservation and demand side management programs, and (3) more flexible customer service rules.

The Minister's recent letter acknowledges these three aspects of a low-income energy strategy and requests that the Board give consideration to implementing policies in each of these areas.

The Board is currently developing a work program to address these areas. Further communications from the Board on these initiatives can be expected in the near term.

Yours truly,

Original Signed By

Kirsten Walli
Board Secretary