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BY E-MAIL AND WEB POSTING

**To: All Licensed Electricity Retailers
All Licensed Gas Marketers**

Re: New Conditions of Licence

Under section 88.1(1)(a) of the *Ontario Energy Board Act, 1998* (the "Act"), which will come into force on January 1, 2011, licences issued under Part IV or Part V of the Act shall contain such conditions as may be prescribed by regulation. In accordance with Ontario Regulation 90/99, as amended by Ontario Regulation 390/10, licences issued to gas marketers and electricity retailers by operation of law contain a number of new conditions effective January 1, 2011.

These licence conditions relate to the following: (i) certificates of compliance; (ii) business cards; (iii) identification badges; and (iv) training. The restated Code of Conduct for Gas Marketers and the restated Electricity Retailer Code of Conduct made by the Board and published on November 17, 2010 and with which gas marketers and electricity retailers must also comply as a condition of their licences effective January 1, 2011, cover the same subject matter and provide additional detail regarding compliance with the new licence conditions.

Any inquiries relating to this letter should be directed to the Market Operations Hotline at market.operations@oeb.gov.on.ca or at 416-440-7604.

Yours truly,

Original signed by

Kirsten Walli
Board Secretary