

## Message from the CEO



Happy New Year, and welcome to the Winter 2009 edition of our newsletter. It was great to see many of you at the recent EDIST conference in Markham to kick off what promises to be an exciting year for our industry.

During 2008, we saw the accelerating impact of a number of forces that have been slowly developing over the past several years. In Ontario, conservation, generation, and greener energy options have become important public policy priorities that are impacting all market participants.

We see this in areas such as smart metering, where four LDCs went live with the provincial MDM/R in 2008, with many more preparing their implementation plans for 2009. We also saw the OPA award a number of contracts under its DR3 demand response program, and we witnessed the growth of green electricity contracts offered by retailers to their clients.

This year, SPi will be delivering an array of innovative solutions to help our clients take advantage of the opportunities presented by the evolving market and meet the needs of their businesses. At the recent EDIST conference, we unveiled the first of these solutions: our new Smart Metering Preparation and Implementation Service, delivered in partnership with Sky Energy Consulting.

The key to a successful MDM/R implementation rests with a full understanding of your company's technical requirements, which then enables an accurate impact assessment of your business processes and systems. Our services include program management, business support services, retail market support, project management, technical support services and post-implementation support.

We also unveiled our new productivity tool; the EBT Exception Viewer. This new product provides market participants with an enhanced level of exception tracking that is unmatched in the industry.

As we look forward, both LDCs and retailers are evolving to provide a broader array of services to consumers which are increasingly sophisticated, in managing their energy consumption. Smart metering and the smart grid present enormous opportunities to provide innovative demand management programs and a broad variety of time-of-use or hourly rate plans that are tailored to the needs of specific market or demographic segments and support the province's public policy objectives.

I look forward to an exciting 2009 with you. Please enjoy this New Year edition of our newsletter.

Ven Seshadri

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## Hub and Market Metrics

	2008 YTD	Since Market Opening
Hub Availability	99.784%	99.92%
Total Transactions Processed	39.41M	262.28M
Enrolment Request Transactions	346K	3.16M
Invoice Bill Ready Transactions	5.9M	39.7M

## Watt's New

- SPi, in conjunction with Sky Energy Consulting, launched its MDM/R service on January 14, 2009.
- SPi will be sponsoring the upcoming EDA Annual General Meeting and ENERCOM Conference that will take place on March 8 to 11, 2009.
- SPi will be sponsoring the upcoming KEMA conference in Houston, Texas that will take place on March 2 to 3, 2009.
- SPi's EBT Hub tops 260 million transactions since market opening with 99.9% reliability.

## Welcome Aboard

- Welcome to Hydro One Brampton who signed for Account Viewer and EBT Hub Connector.
- Welcome to the Toronto Hydro/Enersource CIS Implementation Project, for which we are providing consulting and implementation services.

## SPi at EDIST

This year's Electricity Distribution Information System and Technology (EDIST) Conference and Tradeshow took place at the Hilton Conference Centre in Markham from January 14 to 16, 2009. SPi was not only a sponsor, but also had a trade booth. SPi used this venue to launch our Preparation and Implementation Services for the Ontario MDM/R and our new product: EBT Exception Viewer.

### Preparation and Implementation Services for the Ontario MDM/R

SPi, in conjunction with Sky Energy Consulting, officially launched its smart metering Preparation and Implementation Services for the Ontario MDM/R. The MDM/R is an important component of the Smart Meter Initiative undertaken by the Government of Ontario, and will provide consumers with a better way to manage their electricity usage and costs.

The services include Program Management, Project Management, Business Support Services, Technical Support Services, Retail Market Support as well as Post Implementation Support.

This is not a 'one size fits all' solution, but rather, is custom-made for each participant according to their unique goals and objectives, and ensures that retailers and LDCs are able to effortlessly integrate their systems to the MDM/R.

During February and March, SPi and Sky will be offering no-obligation orientation and discussion sessions to LDCs in order to better understand your requirements, provide an overview of the implementation work required and to outline how these services can support their needs.

To arrange a session, please contact Ron Osborne at 416.408.1395 x 235

### EBT Exception Viewer

SPi's new productivity tool, EBT Exception Viewer, was also unveiled at this year's EDIST conference. The EBT Exception Viewer provides an enhanced level of exception tracking unmatched in the industry. The EBT Exception Viewer allows market participants to address time-sensitive EBT exception issues, such as ensuring Usage transactions received an Invoice bill ready (IBR) transaction response from retailers or determining whether all IBR transactions have been accepted by the LDC.

LDCs will be able to determine whether all IBR responses from retailers have been received within a certain timeframe.

The EBT Exception Viewer can also search for Usages that are missing IBR responses from retailers. Similarly, retailers can use the EBT Exception Viewer to ensure that IBRs sent to LDCs have received AA response transactions. This tool can also be used to find any missing or late ISD responses.

Our clients can easily reconcile their systems with what was processed at the EBT Hub to ensure that their systems contain the most accurate data. EBT Exception Viewer can help them ascertain that customers are billed in a timely manner, avoiding the need to true up with customers in future billing cycles.

To arrange a no-obligation demonstration of this exciting new product, please contact Jay Lee at 416.408.1395 x 228.

*Jay Lee demonstrating EBT Exception Viewer at EDIST*



## Customer Corner

In the last few months, SPi has held various focus meetings with our clients and other market participants. These focus groups were intended to gather input to determine how well SPi is meeting our client needs and to better understand their future requirements.

SPi will continue to hold focus groups with our clients throughout the remainder of 2009. These focus groups can be individual or in groups. We encourage any of our clients who are interested in becoming involved in these sessions to contact Ron Osborne at 416.408.1395 x 235.

"We can believe that we know where the world should go. But unless we're in touch with our customers, our model of the world can diverge from reality. There's no substitute for innovation, of course, but innovation is no substitute for being in touch, either." - Steve Ballmer

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## Product News

- SPi's new EBT Exception Viewer and Preparation and Implementation Services for the Ontario MDM/R are now available.
- SPi's new smart metering web presentation tool will be unveiled at this year's ENERCOM, which takes place from March 9 to 11, 2009.
- In early February 2009, SPi will release our new version of Account Viewer. This release includes the option to download documents in CSV or PDF formats, enhanced information in the summary section and improved tracking of customers. It will also link to SPi's popular EBT Viewer. This will allow you to quickly resolve any outstanding EBT issues with your trading partners.
- SPi has redesigned its new marketing collateral to include enhancements and new products and services. Contact Sarah Iqbal to request a copy.

## Newsletter Contact

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