



Message from the CEO

Happy New Year, and welcome to the Winter 2010 edition of our newsletter. It was great to see several of you at this year's EDIST conference in Markham to kick off an exciting and challenging year for our industry.

2009 was a year of changes for SPi, the most significant being our change in ownership. As part of the ERTH Group of Companies, SPi is in a position to better serve the needs of the industry, through collaboration with many of our sister companies. We will be able to enhance our portfolio of services and products through leveraging our relationships with other ERTH-owned subsidiaries. This change has laid

the groundwork for many exciting things that will be happening at SPi in 2010.

Another major development was SPi's merger with Systrends Canada. We are excited to welcome our new clients to the SPi family, and look forward to providing them with exceptional products and services.

With the passing of the *Green Energy Act*, conservation has become a reality, and SPi is in a strong position to offer new products and services to LDCs to address the unique challenges they face in implementing the initiatives set forth in the GEA. This includes our new MDM/R integration solution, which we are providing in partnership with our sister companies, ECALIBER and Utilismart Corporation.

Another exciting opportunity that SPi will be pursuing is smart metering in the water utilities sector. We are currently developing water meter data repository solutions with web presentment capabilities suitable for deployment to water utilities installing smart meters.

All in all, 2010 will be a promising year for SPi as we charter through new opportunities, overcome challenges, and ultimately provide first-in-class products and services to our customers.

I hope you enjoy this edition of the newsletter!

Shelley Lewis

SPi Merges with Systrends Canada

SPi is thrilled to announce that we have merged with Systrends Canada. As a result of the merger, the Systrends hub service and spoke products will be discontinued in Ontario and all customers will be using SPi's spoke products.

This further augments SPi's position as the largest and most reliable provider of hub and spoke systems in Ontario, with a reliability rating of 99.9% since market opening. To date, SPi has processed over 280 million transactions. If you have any questions, please contact Steve Taylor, VP Energy Markets, at 416.408.1395 x 270.

Hub and Market Metrics

	2009 YTD	Since Market Opening
Hub Availability	99.996%	99.938%
Total Transactions Processed	38.6M	300.84M
Enrolment Request Transactions	93K	2.16M
Invoice Bill Ready Transactions	6.08M	45.73M

Product News

- SPi released its EBT Exception Viewer in 2009, and is rolling it out to customers.
- SPi is currently building a water meter data repository and web presentment capabilities.

Welcome Aboard

- Welcome to Brant County, Chatham-Kent, Dutton, Middlesex, Innisfil, Veridian, Horizon, Newbury, Planet Energy, Oshawa, Lakeland, Whitby, Waterloo North, Collus and Energhx Green Energy Corporation who are our new hub and spoke clients.
- Welcome to Brantford, Orangeville and Burlington who are our new spoke clients.
- Welcome to Neptune who has signed with SPi to develop water meter technology for the City of Toronto's Water Meter Replacement Program.
- Canadian Niagara Power, Grimsby Power and Westario Power have signed up for Account Viewer and EBT Exception Viewer.
- Thanks go out to ENWIN who have extended their Account Viewer, hub, and spoke contracts.
- Welcome to Efficiency Engineering and DELEnergy Corporation who have signed up for GDAR services.
- Thanks go out to Canadian RiteRate Energy who have extended their GDAR contract.

Client Newsletter - Winter 2010

The SPi Group and ECALIBER join forces to provide turnkey solutions for MDM/R Integration

SPi, in partnership with ECALIBER, is proceeding to develop a turnkey solution for utilities' integration with the provincial meter data management and repository (MDM/R). ECALIBER currently manages over 180,000 customer accounts for various clients throughout Ontario and other jurisdictions. Many LDCs are in the planning stages of MDM/R integration, and some have retained consultants to support these initiatives in an effort to manage the ever increasing demands on internal resources. Through collaboration with ECALIBER, SPi is in a unique position to support LDCs through this initiative, and to develop real solutions and processes to enable this integration.

Rather than simply offering consulting services to clients on integration and business process re-engineering, SPi and ECALIBER are developing turnkey solutions for back-office operations, testing, and customer processes and communications. Our solutions will enable integration with the Smart Meter Entity's MDM/R system and with other systems including customer information systems (CIS), operational data stores (ODS) and various web presentment technologies. The key components of our solutions will include the following:

- Advanced metering infrastructure (AMI) procurement and deployment
- Preparation activities prior to integration with the MDM/R
- Development of the interfaces between the AMI and the MDM/R
- Development of the interfaces between Harris NorthStar CIS and the MDM/R
- Development of new and/or updated business processes
- Execution of the MDM/R registration process
- Execution of the MDM/R enrollment process
- Execution of unit and system testing
- Implementation of time-of-use (TOU) billing
- Execution of internal training
- Development of customer communication and education plan

The first pilot project is now underway with West Perth Power, and this project brings together ECALIBER for back-office services, including the Harris CIS, The SPi Group Inc. for project management, Utilismart for ODS and settlement, as well as the IESO. Given the similarities across all LDCs, and CIS platforms, we believe we can create substantial economies of scale enabling MDM/R integration in a cost-effective manner.

If you have any questions, please contact Jay Lee, Director, Solution Development, at 416.408.1395 x 228.

SPi at EDIST 2010



SPi sponsored, and was part of the annual EDIST conference that took place from January 20 to 22 at the Markham Hilton. For the first time, we were represented under the banner of our new owner, ERTH Corporation.



SPi helps out Haiti

SPi raised \$750 for the Canadian Red Cross, through a bake sale and a corporate donation, to help the victims of the Haiti earthquake.

Newsletter Contact

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Watt's New

- SPi sponsored and attended this year's annual EDIST Conference on January 20-22, 2010.
- SPi will be sponsoring and attending this year's ENERCOM show on March 30-31, 2010.
- SPi will be part of the Ontario Harris Users' Group (OHUG) conference as part of the ERTH Group of Companies on April 16-17, 2010.
- SPi will be attending CS Weekly in Nashville on May 25-28, 2010.
- SPi, ECALIBER, Springboard Management and Utilismart Corporation will provide complete MDM/R implementation services to Oshawa PUC.