



Statement of Policy and Procedure

Manual:	Corporate	SPP No.	TBD
Section:	Customer Service	Issued:	November 19, 2009
Subject:	Customer Complaint and Dispute Resolution	Effective:	November 19, 2009
Issue to:	All Staff	Page:	1 of 2
Issued by:	Chief Executive Officer	Replaces:	
		Dated:	February 13, 2003

1. Preamble

As provided in Section 23 of E.L.K. Energy Inc.'s Distribution Licence and the Ontario Energy Board's Distribution System Code, E.L.K. Energy Inc. is required to establish administrative procedures for resolving complaints by consumers and other market participants' (the "Customer") regarding services provided under the terms of this Licence.

2. Exclusivity

Except where this policy states otherwise, the dispute resolution procedures set forth in the Conditions of Service document shall apply to all disputes arising between E.L.K. Energy Inc. and the "Customer" and shall be the process for resolving any such disputes.

3. Policy

3.1 All complaints or disputes shall be submitted to E.L.K. Energy Inc. in writing via mail, facsimile or e-mail to one of the following addresses;

E.L.K. Energy Inc.
172 Forest Avenue
Essex, ON N8M 3E4

Fascimile: (519) 776-5640
E-mail: customer.service@elkenenergy.com

3.2 The complaint will be forwarded to a Customer Service Representative or a Manager that has authority in regards to the complaint.

3.3 E.L.K. Energy Inc. shall research and investigate the cause of the complaint and attempt in good faith to resolve the dispute within 10 business days of receipt.

3.4 E.L.K. Energy Inc. will contact the Customer within 10 business days if the dispute is expected to exceed 10 business days to investigate and resolve. The Customer will be advised of the delay and reasons thereof.

3.5 E.L.K. Energy Inc. will provide a suggested resolution to the Customer and if accepted by the Customer the complaint and dispute will be deemed resolved.

3.6 Any dispute that leads to or may lead to legal action against the Corporation shall be referred to the Corporations solicitor.

3.7 In the event that issues cannot be resolved between E.L.K. Energy Inc. and the Customer after dispute negotiation (see section 4), complaints can be referred to an



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independent third party complaints resolution agency that has been approved by the Ontario Energy Board.

3.8 Until such time as the Ontario Energy Board approves an independent third party dispute resolution agency, the Ontario Energy Board will assume this role.

4. Dispute Negotiation

4.1 Any dispute between E.L.K. Energy Inc. and the Customers regarding distribution services provided under the terms of E.L.K. Energy Inc.'s Licence shall be referred to a designated representative chosen by E.L.K. Energy Inc. and to a designated representative chosen by the Customer for resolution on an informal basis.

4.2 Any resolution of the dispute by the designated representatives shall be in writing and shall be executed by an authorized signing officer of E.L.K. Energy Inc. The resolution shall bind E.L.K. Energy Inc. and the Customer and their respective successors and assigns.

5. Referral of Unresolved Disputes

If the designated representatives cannot resolve the dispute within the time period set out in Sections 3.3 and 3.4, and are not referred to an independent third party under Section 3.7 either the Customer or E.L.K. Energy Inc. may submit the dispute to the Ontario Energy Board for direction on resolution.

Chair

Chief Executive Officer