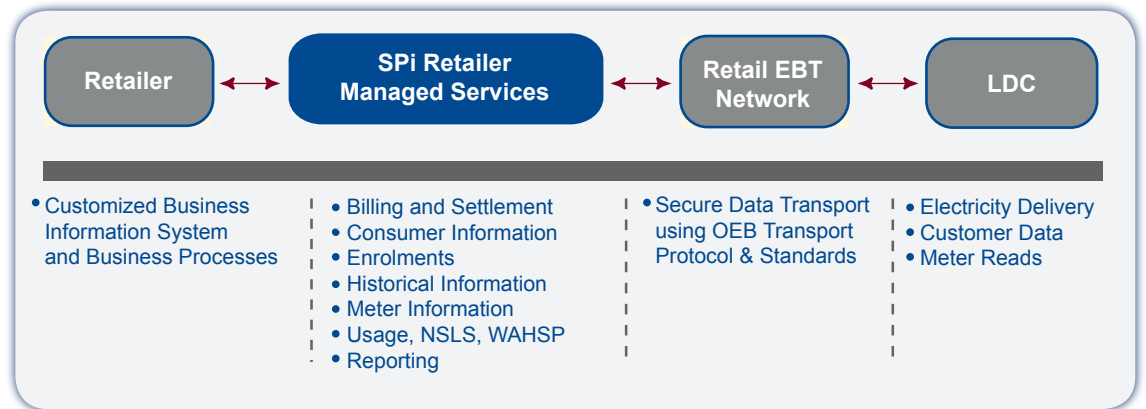


Retail Managed Services

Energy retailers operating in Ontario's electricity market have complex business requirements placed upon them by the Market Rules for customer enrolments, drops, moves, billing and settlement. Retailers must implement and operate a billing and settlement system, customized to the Ontario market as well as their own internal business processes (e.g., IT interfaces, customer contracts, etc.). This system must communicate with local distribution companies (LDCs) through an Electronic Business Transaction (EBT) hub service provider. The diagram below illustrates this:

How it Works



The Value Proposition

The SPi Group Inc.'s (SPi) retailer managed services enable retailers to quickly enter the Ontario electricity market. Historically, this has been launched in as little as 15 to 30 days. By choosing SPi's retailer managed services, rather than licensing, customizing, implementing and operating a billing and settlement system, which also requires training support staff to understand the market rules and to interact with 90 LDCs, retailers can avoid the substantial investment in back-office systems and staff needed to comply with the Ontario market standards.

SPi's retailer managed services facilitate a retailer's interactions with LDCs in Ontario. Despite Ontario's strong market standards, discrepancies still arise between retailers and distributors. These issues require immediate attention by staff highly trained in Ontario's market rules to ensure timely consumer enrolments and accurate retailer charges included on consumer bills so as to avoid incorrect settlement invoices.

The retailer managed services encompass data security and transport, data validation, customer billing calculation and distribution, and settlement reconciliation between retailers and LDCs — all within the context of multiple LDC-retailer business relationships. SPi customizes the operations management service to each individual retailer's business needs.

The service can easily accommodate specific requirements, such as electricity contract details, business rules and data exchange specifications. With SPi managing the back office for billing and settlement, retailers can focus on winning customers and driving their core business.

Retailer Managed Services

Service Benefits

- Leverages SPi's professional services for expert consultation on the requirements for retailers to become operational in the Ontario electricity market.
- Reduces the time and effort required to enter the Ontario retail electricity market.
- Reduces the upfront investment required to conduct business in Ontario.
- Leverages SPi's operational expertise in the retail electricity market and its relationships with Ontario LDCs.
- Uses the most widely deployed billing and settlement system and infrastructure within the Ontario market.
- Minimizes the back-office investment and staffing requirements associated with retail market operations, and billing and settlement.

Testimonials

"Working with SPi's professionals, we found them to be knowledgeable, dedicated and thorough. Their expertise in energy markets and systems was instrumental in allowing us to quickly accomplish our goals. SPi takes a cooperative approach and their professionals consider themselves stakeholders and partners in our success."

Nino Silvestri
Chief Operating Officer
Universal Energy Corporation

About SPi

The SPi Group Inc. is a Toronto-based provider of product and services primarily to the utility and energy industry. SPi's technology portfolio includes secure, reliable and auditable data transport solutions, and a variety of billing and settlement solutions, based on portable, open standards. SPi's team of highly skilled IT and energy industry professionals developed these technologies that operate mission-critical business processes for over 70 public and private sector clients.

About ERTH Corporation

ERTH Corporation is a dynamic family of energy companies with a strategic vision to grow and invest in parallel businesses that collectively serve North America's energy and utility industries. The group's electricity distribution, services, consulting and software companies service over 180,000 customers in Canada and the United States.

Our Products and Services

Products

- EBT Hub Connector
- Gas Market Connector
- *Productivity Tools*
 - Account Viewer
 - EBT Exception Viewer
 - EBT Viewer
- XML Generator
- EBTx Hub Client

Services

- Ontario Electricity Market Services (EBT Hub)
- Retailer Managed Services
- Ontario Gas Market Services
- Ontario MDM/R Implementation Services
- Consulting and Software Development
- Technology Licensing
- Project Management Services and Support
- OPA Demand Response Program

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