



May 19, 2006

To: All Stakeholders, Energy Market Participants and Transmission Customers

Re: AESO Customer Services

Over the past six months the Customer Services (CS) team has been working to evaluate its role within the AESO, and to develop a mandate and range of services to assist the needs of AESO energy and transmission customers.

The result is a CS team that manages three distinct functions: Transmission customer accounts, Energy Market participant enrollment and accounts, and AESO First Call enquiries.

The AESO CS team brings an experienced, thoughtful and comprehensive approach to customer service. We are committed to taking a proactive approach to strengthening existing relationships and building new ones.

The AESO website has been updated with a [Customer Services section](#), including:

- details of our role
- helpful links and reference tools
- customer account allocation
- team contact information

I would like to thank all those who provided feedback as part of the reorganization initiative. The input was an integral part of the final look of CS and the development of a number of processes and tools and will assist in the provision of strong customer service.

If you have any questions or comments, please do not hesitate to contact myself, or any other member of the CS team.

Best regards,

Original signed by

Robert Senko
Director, Customer Services