

## **Verification Call Script for Non-Residential Consumers – Natural Gas and Electricity**

*This script must only be used if all of the following conditions are met:*

- (a) none of the locations covered by the contract are residential premises;*
- (b) all of the locations are covered by the same contract;*
- (c) no location covered by the contract has a level of consumption that annually is equal to or exceeds the amount prescribed under section 4 of Ontario Regulation 389/10 (General) made under the Energy Consumer Protection Act, 2010 (the ECPA Regulation); and*
- (d) all of the contract terms and conditions are the same for all of the locations (the contract terms and conditions for the supply of natural gas may be different from the contract terms and conditions for the supply of electricity, but the terms and conditions for the supply of each commodity must be the same for all locations).*

*In this script, the term “energy retailer” is used to refer to the gas marketer / electricity retailer.*

*The verification call must be terminated if the ECPA Regulation or this script so requires.*

*The ECPA Regulation requires that the verification representative stop the verification process if he or she is advised that the energy retailer has committed an unfair practice, or if the verification representative has reasonable grounds to believe that the energy retailer has committed an unfair practice.*

*The verification representative must terminate the call at any time if the verification representative knows or ought to know that the energy retailer has taken or is taking an unconscionable action as defined in the ECPA Regulation, the individual is not reasonably able to protect his or her interests by reason of inability to understand English, or if the individual is not comfortable with the verification call being recorded. In this case, before terminating the call the verification representative must explain to the individual the reason for not proceeding with the verification process.*

*The energy retailer or verification company may have additional questions to ask of the individual. These questions must be asked after the following compulsory questions. For points that need confirmation from the individual, a Yes / No (Y/N) response is indicated at the end of the question.*

## A. Greeting

Provide the following:

1. Your name.
2. The name of your verification company (if energy retailer considers it necessary for the purpose of ensuring compliance with the CRTC's telemarketing rules).
3. The energy retailer's name.
4. Purpose of your call. It must be explained to the individual that the purpose of the call/discussion is to verify the contract).

"I need to let you know that this call is being recorded. If you are not comfortable with this call being recorded, please let me know at any time."

## B. Questions

1. "Am I speaking with [account holder name]"? Y/N

*If the individual answers **yes** proceed to Q2*

*If the individual answers **no**, ask Q1A*

- 1a. "Do you have specific authorization to make arrangements for the supply of natural gas and electricity for specific locations of this business"? Y/N

*If **yes**, proceed to Q2*

*If **no**, ask:*

- 1b. "Has [account holder name] given you specific authorization to make arrangements for the supply of natural gas and electricity for specific locations of this business"? Y/N

*If **yes**, proceed to Q2*

*If **no**, ask:*

- 1c. "Is there someone else there that has specific authorization from [account holder name] to make arrangements for the supply of natural gas and electricity for specific locations of this business"? Y/N

*If no, the verification representative shall indicate to the individual that the verification process cannot proceed because the individual does not appear*

*to have the authority to verify the contract, and the call must then be terminated.*

2. "Today's date is [month, day and year]. Our records show that you signed a written copy of the contract[s], including the Price Comparison, Disclosure Statement and all of the terms and conditions, on [month, day and year]. Is that correct"? Y/N

*For internet contracts:*

2. "Today's date is [month, day and year]. Our records show that you received a copy of the contract(s) by email, including the terms and conditions on [month, day and year]. Is that correct"? Y/N

*If **yes**, and today's date is within 10 to 45 days of the date the consumer received the contract[s], proceed to Q3.*

*If **no**, and/or today's date is outside of the 10 to 45-day verification window, explain why you are unable to continue the verification process and terminate the call.*

*If there are multiple locations, read Q3*

3. "Our records state that the contract applies to more than one location of [name of business]. Our records also state that each location has a distinct utility account number. Can you please confirm that this is correct"? Y/N

"I would like to confirm the details for each location to which the contract applies. Our records state that the contract applies to the following: "

*The verification representative shall identify each location covered by the contract, including the billing address with correct spelling, the service address with correct spelling and the utility that serves the location(s)*

"Can you please confirm that this information is correct"? Y/N

If no, ensure the correct information is recorded.

*If **yes**, proceed to Q4.*

*If the individual does not recall whether they received and signed the documents, the verification representative may offer to send a copy of the signed documents to the individual by email or other means of delivery. The verification representative may also ask the individual if there is a convenient time to call again once the signed copies of the documents have been received by the individual, but otherwise the call must then be terminated and the verification representative must advise the individual as follows:*

“I am required to terminate the verification call at this time. A new verification call must be completed once you have received and signed the documents”.

4. “ I now need to ask you some contract specifics: ”.

*For electricity:*

“Do you understand that you will pay [energy retailer]'s contract price of [xx cents per kWh for electricity for a term of [x] years”? Y/N

“You will continue to pay your utility for delivery charges as well as taxes. You will also pay your share of the Global Adjustment”.

*Read to explain the Global Adjustment if asked by the individual about the Global Adjustment (may also read even if not asked):*

“Most electricity generating companies are paid either a rate set by the Ontario Energy Board or a contract rate negotiated with, or set by, the Independent Electricity System Operator. The Global Adjustment is the difference between these contracted or regulated rates and the money the generators earn in the wholesale marketplace. The Global Adjustment also covers the costs of some conservation programs. The Global Adjustment is calculated each month, and can change every month. Although it can be a credit, the Global Adjustment has been a charge in almost every month since 2006. All electricity consumers have to pay their share of the Global Adjustment whether on with a retailer or not. The electricity prices offered by your utility already include an estimate of the Global Adjustment. If you switch to a retailer, you will have to pay your share of the Global Adjustment in addition to the contract price. And you will start to see the Global Adjustment as a separate line item on your electricity bill.”

*For natural gas:*

“Do you understand that you will pay [energy retailer]’s contract price of [xx cents per cubic meter for natural gas for a term of [x] years”? Y/N

“You will continue to pay your utility for delivery charges, unless transportation and/or storage are included in the contract price, as well as taxes like you do today”.

*If yes, proceed to Q7.*

*If no, explain the contract is only for the supply of natural gas and electricity and the business will continue to pay delivery charges, Global Adjustment on its electricity bills and taxes.*

5. “Do you understand that you will pay [energy retailer]’s contract price[s] for [X years]”? Y/N

“

*Ask the following question only if a green energy contract option was selected by the individual.*

6. “I see you have selected [“green” option and price details]. Is this correct”? Y/N *(Repeat for both natural gas and electricity, if applicable).*

*If the individual states that they no longer wish to have the additional option(s), the verification representative must then confirm that the individual is only verifying the contract and price details in Q6.*

7. “Do you understand that you may cancel your [electricity contract and/or gas contract] with [energy retailer] in relation to any location any time up to [XX] days after you receive your second bill under the contract without paying a cancellation fee? You can cancel any time after that for a specific location but you may have to pay a cancellation fee”. Y/N

*If **yes** proceed to Q8.*

*If **no** to any of Qs 7 and 9, be sure to explain that these details are specified in the terms of contract and ask:*

7a “Do you accept these terms”? Y/N

*If **yes**, continue to Q8*

*If **no**, explain why you are unable to continue the verification process and terminate the call.*

8. “Do you confirm that you choose to continue with [this contract/these contracts] and would you like to proceed with the purchase of [natural gas and/or electricity] from [Energy Retailer Name] for specific locations of [name of business]”? Y/N

*If **yes**, proceed to closing.*

*If **no**, because the individual wants more time to make a final decision on the natural gas/electricity contract(s), the verification representative may ask if there is a convenient time to call back but otherwise the call must be terminated. Where there is one contract for natural gas and another for electricity and the individual wishes to delay a decision on only one contract, the verification representative may continue with confirmation of the accepted contract.*

*If **no**, because the individual does not want to verify the contract[s] for any one or more of the locations covered by the contract, the verification representative may thank the individual for their time but otherwise the call must be terminated and the verification representative must inform the energy retailer of the individual’s choice not to verify the contract[s]. Where there is one contract for natural gas and another for electricity and the individual states that they do not wish to verify one of the contracts the verification representative may continue with confirmation of the accepted contract and must inform the energy retailer of the individual’s choice not to verify the other contract.*

9. “You can get more information from the Ontario Energy Board. Would you like the Ontario Energy Board’s website address or toll-free number”? Y/N

*If yes, provide the OEB’s contact details.*

## **C. CLOSING**

“Thank you. Now that you have confirmed that you want to continue [this contract/these contracts], your electricity utility and your gas utility will each send

you a letter after the transfer has been done. The letters will tell you when [name of business] will start to pay the contract price for its electricity and natural gas. [Energy Retailer]'s name and telephone number will start to appear on [name of business]'s [natural gas /electricity] bill normally within 120 days. Please call that number if you have questions.”

*Following the closing, the verification representative may ask additional information of the individual including confirming the correct spelling of the business name, address, utility account number[s], and telephone number[s].*