

November 10th 2016

Sent by email to:

Lou Mustillo
Ontario Energy Board
P.O.Box 2319
2300 Yonge Street, Suite 2700
Toronto, Ontario M4P 1E4
Lou.mustillo@ontarioenergyboard.ca

Dear Mr. Lou Mustillo,

Re: Meeting re Online Verification; EB-2015-0268

Attached to this letter, we kindly submit a proposal for online verification by Canadian RiteRate Energy Corporation.

We also confirm our attendance on Monday November 14, 2016 for the above captioned meeting. Imran Noorani and Nathan Kathiresu will attend in person(s). Contact information is provided in the signature below.

Sincerely,



Imran Noorani
Vice President
Canadian RiteRate Energy Corporation (RiteRate)
20 Floral Parkway
Concord, ON, L4K 4R1
Tel: 905.695.5247
Toll free: 1.877.866.8056
Fax: 1.866.323.9845
Email: inoorani@riterate.ca

cc: veronica.mendes@ontarioenergyboard.ca

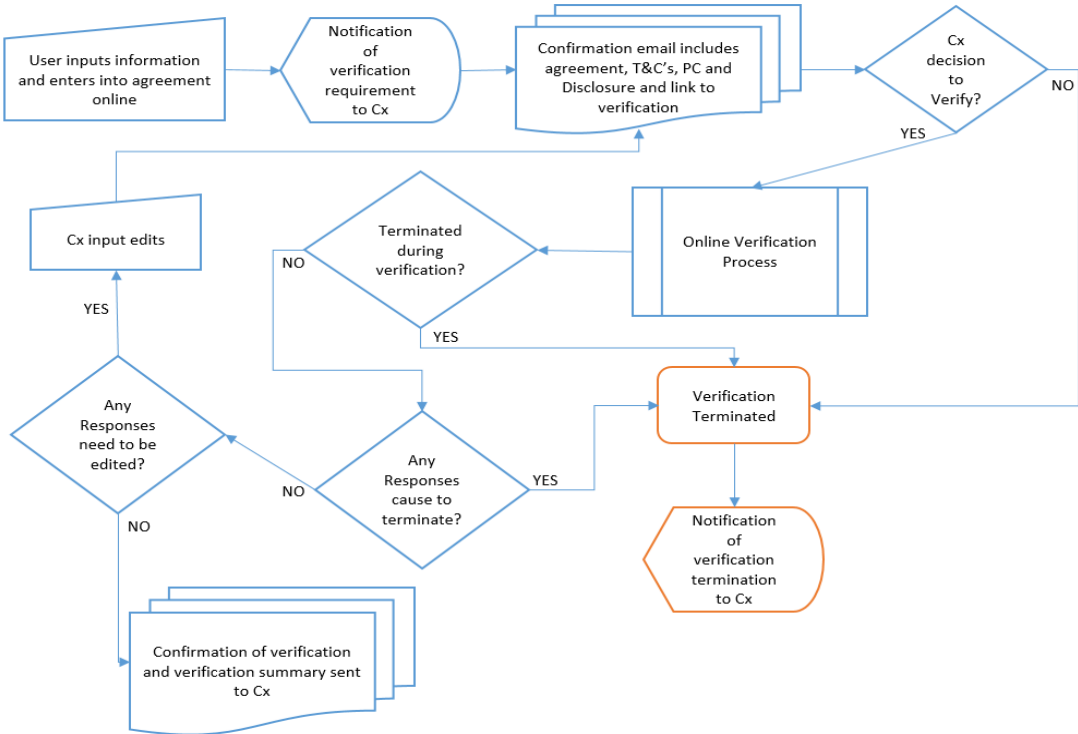
Thank- you for providing an opportunity to submit a proposal for an online verification process and for considering the availability of a process as of January 1st 2017.

In response to the Ontario Energy Board (OEB) letter dated November 4th, 2016, Canadian RiteRate Energy (RiteRate) is pleased to make the following submission. Our proposal is outlined below. It identifies a process for online verification, along with suggested text for the body of the verification.

In order to ensure customer privacy and security, we believe that verification should not be conducted by a third party. Furthermore, we also recommend that given industry standardization, a verification link should be made available immediately. As an online only company since our inception in 2004, we are familiar with online processes and we hope that you take our recommendations into consideration.

Online Verification Process:

- The Email verification process is completed by an automated system.
- At the time of online sign up completion, a message appears indicating the verification requirement “Verify your agreement. A confirmation email has been sent to <<email address>>. Click on the verification link in the email to verify and activate your agreement.”
- A signup email is sent to the consumer immediately after sign up, with verification links provided in the email body. Attached documents include agreement(s), terms and conditions, price comparison(s), and disclosure statement(s).
- Verification is conducted through a mixture of review and check boxes. A button for terminating verification is also available on the page(s).
- If during the verification, the consumer answers no to any regulatory requirements, then the verification is terminated. If any corrections need to be made to contact information or agreement information, then verification process may be restarted after corrections to the contract(s) are made.
- In the event of completion of the verification process, the customer is sent an email confirming that their sign up is successful with an attachment of the verification.
- In the event of termination of verification, customer is sent an email confirming that their sign up has been terminated and that there is no agreement in place. Contact information of the organization is also provided.



Verification Text:

Thank-you for your online sign up for <<natural gas supply/ electricity supply /natural gas and electricity supply>> with <<marketer/retailer>>. Please take a few moments to verify your online agreement.

- Continue to Verification
- I would like to terminate this verification and the agreement

Verification:

Section 1: Your Contact Information

- Name: <<inset consumer information from sign up>>
- Billing Address: <<inset consumer information from sign up>>
- Service Address: <<inset consumer information from sign up>>
- Contract information: <<inset consumer information from sign up>>

- I confirm that the information above is accurate
- The information above is inaccurate

Section 2: Your Agreement Information

- Utility: <<inset consumer information from sign up>>
- Utility Account number: <<inset consumer information from sign up>>
- Product and price selected: <<inset consumer information from sign up>>

- I confirm that the information above is accurate
- The information above is inaccurate

Section 3: Regulatory

	YES	NO
I am the account holder and/or authorized at law	<input type="checkbox"/>	<input type="checkbox"/>
When I signed this agreement online, no company representative was present	<input type="checkbox"/>	<input type="checkbox"/>
I understand that I will be purchasing my natural gas/electricity supply from <<company name>>	<input type="checkbox"/>	<input type="checkbox"/>
I received a copy of the price comparison and disclosure statement in my confirmation email	<input type="checkbox"/>	<input type="checkbox"/>
I understand that I will continue to pay delivery charges, transportation charges, customer charges and taxes <<and global adjustment in the case of electricity>>	<input type="checkbox"/>	<input type="checkbox"/>
I understand that I may cancel this agreement for up to 30 days after I receive my second bill	<input type="checkbox"/>	<input type="checkbox"/>

Further information about your rights and obligations are available through the [Ontario Energy Board](#).