

Ontario Energy Board
P.O. Box 2319
27th Floor
2300 Yonge Street
Toronto ON M4P 1E4
Telephone: 416-481-1967
Facsimile: 416-440-7656
Toll free: 1-888-632-6273

**Commission de l'énergie
de l'Ontario**
C.P. 2319
27^e étage
2300, rue Yonge
Toronto ON M4P 1E4
Téléphone: 416-481-1967
Télécopieur: 416-440-7656
Numéro sans frais: 1-888-632-6273



BY E-MAIL AND WEB POSTING

December 15, 2016

**To: All Licensed Electricity Retailers
All Licensed Gas Marketers
All Licensed Electricity Distributors
All Natural Gas Distributors
All Participants in Consultation Process EB-2014-0158 (Consultation on the Effectiveness of Part II of the *Energy Consumer Protection Act, 2010*) and EB-2015-0268 (Giving Effect to the OEB's Report on the Effectiveness of the *Energy Consumer Protection Act, 2010*)
All Other Interested Parties**

**Re: Giving Effect to the OEB's Report on the Effectiveness of the *Energy Consumer Protection Act, 2010*
Issuance of Additional Versions of the Verification and Renewal Scripts and
Update on Consumer-Facing Materials
OEB File No.: EB-2015-0268**

A. Verification and Renewal Scripts

On December 1, 2016, the Ontario Energy Board (OEB) issued a [Notice](#) regarding the adoption of final amendments to certain codes and rules and the approval of certain associated documents. Among the approved documents attached to the Notice were updated verification and contract renewal/extension scripts for dual fuel contracts.

As contemplated in the Notice, the OEB has prepared additional versions of the scripts. For contract renewals or extensions, versions adapted for single fuel contracts have been prepared for both residential and non-residential consumers and are attached. For contract verification, the dual fuel versions issued on December 1, 2016 have been adapted to reflect not only the single fuel context but also the sales channel used when entering into the contract. The following adapted versions are attached for each of residential and non-residential consumers:

- i. Electricity contracts entered into over the internet
- ii. Electricity contracts entered into in person
- iii. Electricity contracts entered into by mail
- iv. Natural gas contracts entered into over the internet
- v. Natural gas contracts entered into in person
- vi. Natural gas contracts entered into by mail
- vii. Dual fuel contracts entered into in person
- viii. Dual fuel contracts entered into by mail

The OEB takes this opportunity to note that the verification scripts for contracts entered into in person are not intended for, nor should they be construed as allowing, contracts entered into in person where prohibited by amendments to the legislative regime that will come into effect on January 1, 2017.

The OEB is also re-issuing the dual fuel verification scripts for internet contracts that were released on December 1, 2016. The penultimate item has been removed from these scripts given that the requirement for distributors to provide a “notice of switch” letter will not be mandatory until July 1, 2017. This item will be included in all of the scripts closer to July 1, 2017.

All of the verification and renewal/extension scripts approved for use on and after January 1, 2017 are being posted on the OEB’s website on the [“Energy Contracts – Disclosure Statement and Price Comparison Templates, Verification Scripts”](#) webpage.

B. Update on Consumer-facing Materials

By letters dated [November 29, 2016](#) and [December 5, 2016](#), the OEB invited comment on a number of revised proposed consumer-facing materials (tip sheet, disclosure statements and price comparisons). The OEB received written comments on these materials from four energy retailers.

In the interests of promoting a more seamless transition to the new legislative and regulatory requirements that will come into effect on January 1, 2017, the OEB has determined that it will defer implementation of the new consumer-facing materials for the immediate term. Further details regarding implementation of those materials will be provided by separate correspondence in due course.

In the meantime, the OEB is updating its existing disclosure statements as required to ensure that they align with new legislative provisions. The OEB will also make

new dual fuel disclosure statements available for use, based on the form and content of the updated existing single fuel versions. The OEB will advise once the updated disclosure statements are available on the OEB's website. The existing price comparison templates for natural gas contracts will be updated this month in the normal course as required to reflect any changes in gas utility prices that will take effect on January 1, 2017. Energy retailers should continue to use the existing price comparison templates for electricity contracts for the time being.

The OEB also takes this opportunity to confirm that, as indicated in its December 1, 2016 Notice, it is working towards the development of new regulatory requirements to support online verification.

Questions regarding the matters addressed in this letter should be directed to IndustryRelations@ontarioenergyboard.ca, or by phone at 416-314-2455 or 1-877-632-2727 (toll-free within Ontario).

DATED December 15, 2016

ONTARIO ENERGY BOARD

Original Signed By

Kirsten Walli
Board Secretary

Attachments Attachment A: Renewal/Extension Scripts
 Attachment B: Verification Scripts

Attachment A

Renewal / Extension Scripts

Separate documents attached:

- i. Natural gas contracts, residential consumers*
- ii. Natural gas contracts, non-residential consumers*
- iii. Electricity contracts, residential consumers*
- iv. Electricity contracts, non-residential consumers*

Attachment B
Verification Scripts

Separate documents attached:

Contracts entered into over the internet:

- i. Natural gas contracts, residential consumers*
- ii. Natural gas contracts, non-residential consumers*
- iii. Electricity contracts, residential consumers*
- iv. Electricity contracts, non-residential consumers*
- v. Dual fuel contracts, residential consumers (updated from Dec. 1)*
- vi. Dual fuel contracts, non-residential consumers (updated from Dec. 1)*

Contracts entered into in person:

- i. Natural gas contracts, residential consumers*
- ii. Natural gas contracts, non-residential consumers*
- iii. Electricity contracts, residential consumers*
- iv. Electricity contracts, non-residential consumers*
- v. Dual fuel contracts, residential consumers*
- vi. Dual fuel contracts, non-residential consumers*

Contracts entered into by mail:

- i. Natural gas contracts, residential consumers*
- ii. Natural gas contracts, non-residential consumers*
- iii. Electricity contracts, residential consumers*
- iv. Electricity contracts, non-residential consumers*
- v. Dual fuel contracts, residential consumers*
- vi. Dual fuel contracts, non-residential consumers*