



February 22, 2017

Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, Suite 2700
Toronto, Ontario M4P 1E4

SENT VIA EMAIL – boardsec@ontarioenergyboard.ca

Re: NOTICE OF PROPOSAL TO AMEND A CODE AND TO AMEND A RULE PROPOSED AMENDMENTS TO THE ELECTRICITY RETAILER CODE OF CONDUCT AND THE CODE OF CONDUCT FOR GAS MARKETERS, OEB FILE No.: EB-2015-0268 (“Notice of Proposal”)

Dear Ms. Walli,

Planet Energy (Ontario) Corp. (“Planet Energy”) appreciates the opportunity to comment on the Notice of Proposal. In particular, Planet Energy wishes to comment on the Ontario Energy Board’s (“OEB”) proposal to implement internet verification.

Planet Energy is supportive of the OEB’s initiative to implement internet verification. A concern that Planet Energy has is with respect to Section 4.11(B)(f)(iii) in the Notice of Proposal which states:

“the consumer’s responses to questions or statements on the OEB-approved verification form referred to in paragraph (g) must be saved such that the consumer may leave a session on the internet verification website and return to it later without having to start over;”

Planet Energy is concerned that such requirement may violate privacy legislation if a retailer is required to maintain customer information in a database prior to the consumer completing the online form. Planet Energy suggests that the Board review this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Small".

Jordan Small
Vice President, Regulatory Affairs and Compliance
Planet Energy (Ontario) Corp.