

February 22, 2017

Submitted by email to: [boardsec@ontarioenergyboard.ca](mailto:boardsec@ontarioenergyboard.ca)

Kirsten Walli  
Board Secretary  
Ontario Energy Board  
P.O. Box 2319  
2300 Yonge Street, 27th Floor  
Toronto, ON M4P 1E4

Dear Ms. Walli:

**RE: Giving Effect to the OEB's Report on the Effectiveness of the Energy Consumer Protection Act, 2010 OEB File No.:EB-2015-0268**

Just Energy Ontario L.P. ("Just Energy") has assessed the content and the impact of the Ontario Energy Board's ("Board's") proposed amendments to enable online verification of energy contracts with low volume consumers as an alternative to verification by telephone dated January 31, 2017. Just Energy is supportive of the Board's intended purpose, but has a number of concerns regarding the necessity and fairness of some of these proposed changes.

Just Energy submits that the proposed online verification process is onerous on both energy retailers and consumer, inconvenient for consumers and limits consumer choice. Our experience which has been echoed by industry experts have been that the longer an ecommerce process is and the more verbose its content, the less likely consumers are going to see the process through to the end. This is not because the consumer does not want the product or service offer but rather because the process is inconvenient.

#### **Proposed Email Message**

From a customer experience standpoint, Just Energy requests the Board consider permitting energy retailers to send the online verification email message to its prospective customers with the embedded link to the third party vendor's online verification portal. Just Energy's concern is that consumers may think the email is spam as it is not coming from a company they recognize.

Just Energy submits that it should be an option for energy retailers to either provide a link that allows the consumer to communicate their decision not to verify a contract or provide a statement instructing the consumer to contact the energy retailer. This comment is reflected in the attached document labeled *Notice of Proposed Amendments\_Email Message\_20170131\_JustEnergy*.

#### **Online Verification Form**

Just Energy requests that energy retailers be permitted to display an "are you sure" message/dialogue box either as part of or before the required automatic termination message if the consumer clicks a red box in the online verification form. This approach is widely used in the online retailing industry and is successful at guarding against inadvertent clicks 'Fat Finger'; a common occurrence while doing virtually anything online.

Just Energy does not understand the necessity of the proposal that requires energy retailers to invite consumers to download or print a copy of their contract, the disclosure statement and price comparison. During a consumer's online contracting process with Just Energy, they are presented with two

opportunities to view, download and print these documents. These documents are also emailed to consumers after they have successfully contracted online. An additional concern is the amount of disk space the third party vendor would require to store these document as well as the costs associated with third party vendor and Just Energy's maintenance (i.e. backups, purging, archiving etc....)

Just Energy also opposes the proposal requiring the responses to questions or statements on the verification form to be saved such that the consumer may leave a session and return without having to start over. It is costly for third party vendors, and therefore energy retailers, to arrange for consumer information to be cached. Just Energy does not understand the reasoning or see any inherent value in this proposal.

Further comments are included in the attached document labelled *Notice of Proposed Amendments\_Online Verification Form\_20170131\_JustEnergy*.

**Conclusion:**

Just Energy is committed to supporting Ontario's goal of enhanced consumer protection and hopes that it can be a collaborative partner with the Board in the development and enhancement of regulatory instruments that meet this goal, while continuing to allow consumers to efficiently and effectively choose the best products to meet their needs.

Just Energy urges the board to think about the consumer experience, common online retailing practices as well as the viability of the retail industry in conjunction with consumer protection when devising a final version of the online verification process and forms.

Just Energy is happy to answer any further questions you may have either by phone or in person. Thank you again for your consideration of this submission, and we look forward to participation in future consultation activities.

Sincerely,



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## Attachment C

### Proposed E-mail Message

Thank you for signing up for a contract to buy *[insert one of the following, as applicable: electricity; natural gas; electricity and natural gas]* from *[insert name of energy retailer]* for your *[insert “home” or “business”, as applicable]*.

Below is a link to the online verification website where you will be asked to confirm whether you want to continue with the contract(s). The process will take you through key points about the contract and ask you to answer some questions. You can't complete the process unless you answer all of the questions.

<*[insert link to the online verification website]*>

You can access the online verification website at any time until *[insert date]*. *[The date must be within the verification period prescribed by section 12(3) of the ECPA Regulation]*

*[An energy retailer that also allows telephone verification shall include the following: If you would prefer to confirm your contract(s) by telephone, please contact *[insert name of telephone verification representative]* at *[insert telephone number and any other contact information for the telephone verification representative]*.*

If you have changed your mind and do not want to continue with the contract(s), option A: click <here> *[insert hyperlink that allows the consumer to communicate their decision not to verify the contract]* or option B: please notify *[insert energy retailer name]* at *[insert energy retailer phone number]*. You will not have to pay a cancellation fee, and your ~~*[insert one of the following, as applicable: electricity; natural gas; electricity and natural gas]*~~ service will continue without interruption. energy supply arrangements will remain as they are today.

**Online Verification Form  
Dual Fuel Contract Entered into Over the Internet: Residential Consumers**

*Instructions for using this form:*

1. *This form must only be used for residential consumers that have entered into a contract or contracts for natural gas and electricity over the internet.*
2. *In this form, the term “energy retailer” is used to refer to the gas marketer / electricity retailer. If the consumer has entered into two separate contracts rather than one contract for both gas and electricity, the form may be altered to refer to “contracts” instead of “contract” where appropriate.*
3. *The online verification process must be automatically terminated if Ontario Regulation 389/10 (General) made under the Energy Consumer Protection Act, 2010 (the ECPA Regulation) or this form so requires. Among other things, the online verification process must be terminated if at any time it appears that verification is taking place on a date that is outside the window allowed by the ECPA Regulation. Where the online verification process must be terminated by reason of the above, a termination message must automatically be displayed on the consumer’s device advising the consumer in plain language the reason why that is the case. The message cannot contain any statements regarding any benefit to the consumer that may be lost as a result of the termination of the online verification process, but must indicate in neutral terms that the contract will become invalid if it is not verified within the time allowed by the ECPA Regulation and that the consumer’s energy supply arrangements will remain as they are on the date of the consumer’s online verification session.*
4. *The online verification process must be automatically terminated if the consumer clicks any of the boxes in the form that are presented in red font.*
5. *Additional instructions are embedded in the form, in italics.*

<b>Section 1: Consent</b>		
I understand that my responses and information provided during this online contract verification session are being recorded and maintained for regulatory purposes.	<b>Yes</b>	<b>No</b>
I understand that entering and leaving my personal information on a public computer is not recommended.	<b>Yes</b>	<b>No</b>
<b>Section 2: What this Online Contract Verification Session is For</b>		
I confirm that I signed up for a contract over the internet to buy electricity and natural gas for a home from <i>[insert energy retailer name]</i> .	<b>Yes</b>	<b>No</b>

I understand that this online contract verification session is to confirm that I want to continue with the contract with <i>[insert energy retailer name]</i> to buy electricity and natural gas.:-	Yes	No
<del>I understand that if I confirm that I want to continue with the contract, I will be buying my electricity and natural gas from <i>[insert energy retailer name]</i>.</del>	<del>Yes</del>	<del>No</del>
<del>I understand that I don't have to continue with the contract with <i>[insert energy retailer name]</i>.</del> I also understand that if I don't confirm the contract with <i>[insert energy retailer name]</i> :  (a) I will keep buying my electricity and natural gas like I do today; and (b) I won't have to pay any cancellation fees.	Yes	No
<del>[The following is an option that can be included by an energy retailer that also makes telephone verification available]</del> I would prefer to confirm the contract by telephone. Please have someone call me.	Yes	No
I would like to continue with my online contract verification session. <del>[If the consumer clicks "Yes", a message inviting the consumer to download or print a copy of their contract, the disclosure statement and price comparisons must automatically be displayed on the consumer's device.]</del>	Yes	No
<b>Section 3: Information We Have About You</b>		
Below is information that we have about you and the home. Please review it carefully to make sure it is accurate.		
My name is: <i>[insert consumer name]</i>  <del>The address of the home that will be supplied with electricity and natural gas under the contract is</del> Service address: <i>[insert service address]</i>  <del>The address where electricity and natural gas bills are sent for the home that will be supplied with electricity and natural gas under the contract is</del> Billing Address: <i>[insert billing address]</i>		
I confirm that all of the above information is accurate.	Yes	No
<del>[The following additional information and confirmation question is optional, and can be included if desired]</del>  Below is information that we have about the gas and utility accounts for the home. Please review it carefully to make sure it is accurate.  My electricity utility is <i>[insert name of electricity utility]</i>		

**Comment [FM1]:** Just Energy fails to see the difference between this statement and the one above. Both statements request the customer to confirm that they are confirming their intent to continue with the contract.

**Comment [FM2]:** The preceding questions and the email make it clear to the consumer that they do not have to continue with the contract.

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**Comment [FM3]:** Energy retailers who also makes phone verification available should not be obligated to call the customer for verification via phone but rather be permitted to instruct the consumer to call said energy retailer should the consumer wish to verify via phone.

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**Comment [FM4]:** Just Energy does not see the value in providing the consumer with this information again. During Just Energy's online contracting process a consumer has two opportunities to view, download and print these documents. After a successfully completed internet contracting process the consumer receives a copy of these documents. This would make the fourth time the consumer is being given the opportunity to view, download and print these documents which, in our opinion, is highly unnecessary and would require the third party vendor to increase their storage capacity; a cost that Just Energy would have to bear.

**Comment [FM5]:** Modified for consumer experience

<p>The electricity utility account number for the home is <i>[insert account number]</i></p> <p>My natural gas utility is <i>[insert name of natural gas utility]</i></p> <p>The natural gas utility account number for the home is <i>[insert account number]</i></p>		
I confirm that all of the above information is accurate.	Yes	No
<p><b>Section 4: Confirmation that You Were Authorized to Sign Up for the Contract</b></p> <p>Please check only one of a, b, or c. If none apply, check here: <b>None</b>  <b>apply</b> I confirm that:</p>		
a. I am the person whose name is on the electricity and natural gas bills for the home <del>that will be supplied with electricity and natural gas under the contract</del> OR	Yes	
b. I am the spouse of the person whose name is on the electricity and natural gas bills for the home <del>that will be supplied with electricity and natural gas under the contract</del> OR	Yes	
c. I have been authorized <del>to sign up for the contract</del> by the person whose name is on the electricity and natural gas bills for the home <del>that will be supplied with electricity and natural gas under the contract</del>	Yes	
<p><b>Section 5: Getting the Contract, Disclosure Statement and Price Comparisons</b></p>		
When you signed up for the contract over the internet, was someone from <i>[insert energy retailer name]</i> or from a company that acts for <i>[insert energy retailer name]</i> with you?	Yes	No
Did you get a copy of the contract by e-mail from <i>[insert energy retailer name]</i> on <i>[insert month, day, year]</i> <del>after you accepted the contract online?</del>	Yes	No
Did the e-mail also include a disclosure statement that explains basic information about energy contracts and your rights and responsibilities as an energy consumer?	Yes	No
Did the e-mail also include an electricity price comparison and a natural gas price comparison that explain how the prices in <i>[insert energy retailer name's]</i> contract for electricity and natural gas compare to the prices charged by your electricity utility and your natural gas utility?	Yes	No
<p><b>Section 6: Contract Length and Contract Price [Version for use with a contract that has a combined price for both electricity and natural gas]</b></p>		
I understand that if I confirm the contract, I will be buying electricity and	Yes	No

**Comment [FM6]:** This individual would be verifying the contract.

natural gas from <i>[insert energy retailer name]</i> for <i>[insert contract term]</i> .		
I understand that the price for electricity and natural gas under the contract is <i>[insert details of the combined price for electricity and natural gas under the contract]</i> .	<input checked="" type="radio"/> Yes	<input type="radio"/> No
I understand that the price for electricity and natural gas under the contract only covers part of my electricity and natural gas bills. I will still be responsible for paying other charges like delivery charges and taxes in order to have electricity and natural gas delivered to the home.  I also understand that I will still be responsible for paying my share of the Global Adjustment in addition to the price for electricity under the contract. For more information about the Global Adjustment, click <a href="#">&lt;here&gt;</a> . <i>[If the consumer clicks “&lt;here&gt;”, the following text must be displayed on the consumer’s device: Most electricity generating companies get a guaranteed price for the electricity that they produce. The Global Adjustment is the difference between that guaranteed price and the money the generators earn in the wholesale marketplace. The Global Adjustment also covers the costs of some conservation programs. The amount of the Global Adjustment can change every month. Although it can be a credit, the Global Adjustment has been a charge almost all the time since 2006. Under the law all electricity consumers have to pay a share of the Global Adjustment. The electricity prices charged by your electricity utility already include an estimate of the Global Adjustment. If you confirm that you want to continue with the contract for electricity, you will have to pay your share of the Global Adjustment on top of the contract price.]</i>	<input checked="" type="radio"/> Yes	<input type="radio"/> No
I understand that there is no guarantee that the contract with <i>[insert energy retailer name]</i> will save me any money on my electricity or natural gas.	<input checked="" type="radio"/> Yes	<input type="radio"/> No
<b>Section 6: Contract Length and Contract Price <i>[Version for use with a contract that has separate prices for electricity and natural gas]</i></b>		
I understand that if I confirm the contract, I will be buying electricity and natural gas from <i>[insert energy retailer name]</i> for <i>[insert contract term]</i> .	<input checked="" type="radio"/> Yes	<input type="radio"/> No
I understand that the price for electricity under the contract is <i>[insert details of the electricity contract price]</i> .	<input checked="" type="radio"/> Yes	<input type="radio"/> No
I understand that the price for natural gas under the contract is <i>[insert details of the natural gas contract price]</i> .	<input checked="" type="radio"/> Yes	<input type="radio"/> No
I understand that the price for electricity and natural gas under the contract only covers part of my electricity and natural gas bills. I will still be responsible for paying other charges like delivery charges and	<input checked="" type="radio"/> Yes	<input type="radio"/> No

<p>taxes in order to have electricity and natural gas delivered to the home.</p> <p>I also understand that I will still be responsible for paying my share of the Global Adjustment in addition to the price for electricity under the contract. For more information about the Global Adjustment, click &lt;here&gt;.</p> <p><i>[If the consumer clicks “&lt;here&gt;”, the following text must be displayed on the consumer’s device: Most electricity generating companies get a guaranteed price for the electricity that they produce. The Global Adjustment is the difference between that guaranteed price and the money the generators earn in the wholesale marketplace. The Global Adjustment also covers the costs of some conservation programs. The amount of the Global Adjustment can change every month. Although it can be a credit, the Global Adjustment has been a charge almost all the time since 2006. Under the law all electricity consumers have to pay a share of the Global Adjustment. The electricity prices charged by your electricity utility already include an estimate of the Global Adjustment. If you confirm that you want to continue with the contract for electricity, you will have to pay your share of the Global Adjustment on top of the contract price.]</i></p>		
<p>I understand that there is no guarantee that the contract with <i>[insert energy retailer name]</i> will save me any money on my electricity or natural gas.</p>	<p>Yes</p>	<p>No</p>

**Section 7: Where to Get More Information**

You can get information about energy contracts, energy prices and your rights and responsibilities as an energy consumer from the Ontario Energy Board. The Ontario Energy Board is the independent government agency that oversees the electricity and natural gas sectors in Ontario. To learn more, click <here>. *[If the consumer clicks <here>, the homepage of the OEB’s consumer website must open in a new*

**Section 8: Confirming Whether you Want to Continue with the Contract**

~~Not yet, I need more time. I want more time to think about the contract. I understand that I can come back and finish this online contract verification session which later, I understand that the online contract verification process will remain available to me until [insert date].~~

**I Need More Time**

~~No, I don’t want the contract. I understand that if I check the box beside “I Have Changed My Mind About the Contract” below, the contract to buy electricity and natural gas from [insert energy retailer name] will become invalid. I will still have electricity and natural gas service for the home. I will not have to pay any cancellation fees. I will keep buying my electricity and natural gas like I do today.~~

**I Have Chanaed My Mind About the Contract**

Comment [FM7]: Redundant

Comment [FM8]: Redundant

Comment [FM9]: For the purpose of maintaining consistent language with statements made elsewhere in this form.

Yes, I want the contract. I understand that if I check the box "I Confirm that I want to Continue with the Contract" below, I am agreeing to buy electricity and natural gas from [insert energy retailer name] at the price set out in Section 6 and for the length of time set out in Section 6 previously.

**I Confirm that I want to Continue with the Contract**

To finish this online contract verification session and confirm your contract, please read about your right to cancel the contract below.

I understand that I can cancel the contract without paying any cancellation fees up to 30 days after I receive the second bill that shows the contract price. ~~If I cancel the contract less than 30 days after I receive the second bill that shows the contract price, I won't have to pay without any cancellation fees.~~ I understand that, if I cancel after that, I may have to pay a cancellation fee.

I have read about my right to cancel the contract after receiving our second bill.

*[The consumer cannot be allowed to check this box unless the consumer has (i) provided a response in respect of each question or statement in sections 1 to 7; and (ii) the consumer has checked the "I Confirm that I want to Continue with the Contract..." box in section 8. If the consumer attempts to check this box without having done both (i) and (ii), an automatic message must be displayed on the consumer's device inviting the consumer to complete the missing information. If the consumer has done both (i) and (ii) and is able to and does check this box, the following must then be displayed on the consumer's device: Your contract to buy electricity and natural gas from [insert energy retailer name] has been confirmed. Please contact [insert name of, and telephone number for, the energy retailer] if you have any questions about your contract or about when electricity and natural gas will start to be supplied under the contract.]*

**Online Verification Form  
Dual Fuel Contract Entered into Over the Internet: Non-Residential Consumers**

*Instructions for using this form:*

1. *This form must only be used for non-residential consumers that have entered into a contract or contracts for natural gas and electricity over the internet.*
2. *In this form, the term “energy retailer” is used to refer to the gas marketer / electricity retailer. If the consumer has entered into two separate contracts rather than one contract for both gas and electricity, the form may be altered to refer to “contracts” instead of “contract” where appropriate.*
3. *The online verification process must be automatically terminated if Ontario Regulation 389/10 (General) made under the Energy Consumer Protection Act, 2010 (the ECPA Regulation) or this form so requires. Among other things, the online verification process must be terminated if at any time it appears that verification is taking place on a date that is outside the window allowed by the ECPA Regulation. Where the online verification process must be terminated by reason of the above, a termination message must automatically be displayed on the consumer’s device advising the consumer in plain language the reason why that is the case. The message cannot contain any statements regarding any benefit to the consumer that may be lost as a result of the termination of the online verification process, but must indicate in neutral terms that the contract will become invalid if it is not verified within the time allowed by the ECPA Regulation and that the consumer’s energy supply arrangements will remain as they are on the date of the consumer’s online verification session.*
4. *The online verification process must be automatically terminated if the consumer clicks any of the boxes in the form that are presented in red font.*
5. *Additional instructions are embedded in the form, in italics.*

<b>Section 1: Consent</b>		
I understand that my responses and information provided during this online contract verification session are being recorded and maintained for regulatory purposes.	<b>Yes</b>	<b>No</b>
I understand that entering and leaving my personal information on a public computer is not recommended.	<b>Yes</b>	<b>No</b>
<b>Section 2: What this Online Contract Verification Session is For</b>		
I confirm that I signed up for a contract over the internet to buy electricity and natural gas for a business from <i>[insert energy retailer name]</i> .	<b>Yes</b>	<b>No</b>

I understand that this online contract verification session is to confirm that I want to continue with the contract with <i>[insert energy retailer name]</i> .	Yes	No
I understand that if I confirm that I want to continue with the contract, the business will be buying its electricity and natural gas from <i>[insert energy retailer name]</i> .	Yes	No
I understand that I don't have to continue with the contract with <i>[insert energy retailer name]</i> . I also understand that if I don't confirm the contract:  (a) The business will keep buying electricity and natural gas like it does today; and (b) We won't have to pay any cancellation fees.	Yes	No
<i>[The following to be included by an energy retailer that also makes telephone verification available]</i> I would prefer to confirm the contract by telephone. Please have someone call me.	Yes	No
I would like to continue with my online contract verification session. <i>[If the consumer clicks "Yes", a message inviting the consumer to download or print a copy of their contract, the disclosure statement and price comparisons must automatically be displayed on the consumer's device.]</i>	Yes	No
<b>Section 3: Information We Have About You</b>		
Below is information that we have about you and the business. Please review it carefully to make sure it is accurate.		
<p>My name is: <i>[insert name of the person that entered into the contract]</i></p> <p>The name of the business: <i>[insert name of the business]</i></p> <p>The address of the business that will be supplied with electricity and natural gas under the contract is: <i>[insert service address]</i></p> <p>The address where electricity and natural gas bills are sent for the business that will be supplied with electricity and natural gas under the contract is: <i>[insert billing address]</i></p>		
I confirm that all of the above information is accurate.	Yes	No
<i>[The following additional information and confirmation question is optional, and can be included if desired]</i>		
Below is information that we have about the gas and utility accounts for the business. Please review it carefully to make sure it is accurate.		

The electricity utility for the business is <i>[insert name of electricity utility]</i>		
The electricity utility account number for the business is <i>[insert account number]</i>		
The natural gas utility for the business <i>[insert name of natural gas utility]</i>		
The natural gas utility account number for the business is <i>[insert account number]</i>		
I confirm that all of the above information is accurate.	Yes	No
<b>Section 4: Confirmation that You Were Authorized to Sign Up for the Contract</b>		
Please check only one of a or b. If neither applies, check here: <b>Neither applies</b> I confirm that:		
a. I am the person whose name is on the electricity and natural gas bills for the business that will be supplied with electricity and natural gas under the contract OR	Yes	
b. I have been authorized to sign up for the contract by the person whose name is on the electricity and natural gas bills for the business that will be supplied with electricity and natural gas under the contract	Yes	
<b>Section 5: Getting the Contract, Disclosure Statement and Price Comparisons</b>		
Did you get a copy of the contract by e-mail from <i>[insert energy retailer name]</i> on <i>[insert month, day, year]</i> ?	Yes	No
Did the e-mail also include a disclosure statement that explains basic information about energy contracts and your rights and responsibilities as an energy consumer?	Yes	No
Did the e-mail also include an electricity price comparison and a natural gas price comparison that explain how the prices in <i>[insert energy retailer name's]</i> contract for electricity and natural gas compare to the prices charged by the electricity utility and the natural gas utility that serve the business?	Yes	No
<b>Section 6: Contract Length and Contract Price [Version for use with a contract that has a combined price for both electricity and natural gas]</b>		
I understand that if I confirm the contract, the business will be buying electricity and natural gas from <i>[insert energy retailer name]</i> for <i>[insert contract term]</i> .	Yes	No
I understand that the price for electricity and natural gas under the contract is <i>[insert details of the combined price for electricity and natural gas under the contract]</i> .	Yes	No

<p>I understand that the price for electricity and natural gas under the contract only covers part of the electricity and natural gas bills for the business. We will still be responsible for paying other charges like delivery charges and taxes in order to have electricity and natural gas delivered to the business.</p> <p>I also understand that the business will still be responsible for paying its share of the Global Adjustment in addition to the price for electricity under the contract. For more information about the Global Adjustment, click &lt;here&gt;.  <i>[If the consumer clicks "&lt;here&gt;", the following text must be displayed on the consumer's device: Most electricity generating companies get a guaranteed price for the electricity that they produce. The Global Adjustment is the difference between that guaranteed price and the money the generators earn in the wholesale marketplace. The Global Adjustment also covers the costs of some conservation programs. The amount of the Global Adjustment can change every month. Although it can be a credit, the Global Adjustment has been a charge almost all the time since 2006. Under the law all electricity consumers have to pay a share of the Global Adjustment. The electricity prices charged by the electricity utility that serves the business already include an estimate of the Global Adjustment. If you confirm that you want to continue with the contract for electricity, the business will have to pay its share of the Global Adjustment on top of the contract price.]</i></p>	<p>Yes</p>	<p>No</p>
<p>I understand that there is no guarantee that the contract with <i>[insert energy retailer name]</i> will save the business any money on its electricity or natural gas.</p>	<p>Yes</p>	<p>No</p>
<p><b>Section 6: Contract Length and Contract Price [Version for use with a contract that has separate prices for electricity and natural gas]</b></p>		
<p>I understand that if I confirm the contract, the business will be buying its electricity and natural gas from <i>[insert energy retailer name]</i> for <i>[insert contract term]</i>.</p>	<p>Yes</p>	<p>No</p>
<p>I understand that the price for electricity under the contract is <i>[insert details of the electricity contract price]</i>.</p>	<p>Yes</p>	<p>No</p>
<p>I understand that the price for natural gas under the contract is <i>[insert details of the natural gas contract price]</i>.</p>	<p>Yes</p>	<p>No</p>
<p>I understand that the price for electricity and natural gas under the contract only covers part of the electricity and natural gas bills for the business. We will still be responsible for paying other charges like delivery charges and taxes in order to have electricity and natural gas delivered to the business.</p> <p>I also understand that the business will still be responsible for paying</p>	<p>Yes</p>	<p>No</p>

<p>its share of the Global Adjustment in addition to the price for electricity under the contract. For more information about the Global Adjustment, click &lt;here&gt;.</p> <p><i>[If the consumer clicks “&lt;here&gt;”, the following text must be displayed on the consumer’s device: Most electricity generating companies get a guaranteed price for the electricity that they produce. The Global Adjustment is the difference between that guaranteed price and the money the generators earn in the wholesale marketplace. The Global Adjustment also covers the costs of some conservation programs. The amount of the Global Adjustment can change every month. Although it can be a credit, the Global Adjustment has been a charge almost all the time since 2006. Under the law all electricity consumers have to pay a share of the Global Adjustment. The electricity prices charged by the electricity utility that serves the business already include an estimate of the Global Adjustment. If you confirm that you want to continue with the contract for electricity, the business will have to pay its share of the Global Adjustment on top of the contract price.]</i></p>		
<p>I understand that there is no guarantee that the contract with <i>[insert energy retailer name]</i> will save the business any money on its electricity or natural gas.</p>	<p>Yes</p>	<p>No</p>
<p><b>Section 7: Where to Get More Information</b></p>		
<p>You can get information about energy contracts, energy prices and your rights and responsibilities as an energy consumer from the Ontario Energy Board. The Ontario Energy Board is the independent government agency that oversees the electricity and natural gas sectors in Ontario. To learn more, click &lt;here&gt;. <i>[If the consumer clicks &lt;here&gt;, the homepage of the OEB’s consumer website must open in a new window.]</i></p>		
<p><b>Section 8: Confirming Whether you Want to Continue with the Contract</b></p>		
<p><b>Not yet, I need more time.</b> I want more time to think about the contract. I understand that I can come back and finish this online contract verification session later. I understand that the online contract verification process will remain available to me until <i>[insert date]</i>.</p> <p><b>I Need More Time</b></p>		
<p><b>No, I don’t want the contract.</b> I understand that if I check the box beside “I Have Changed My Mind About the Contract” below, the contract to buy electricity and natural gas from <i>[insert energy retailer name]</i> will become invalid. The business will still have electricity and natural gas service. We will not have to pay any cancellation fees.</p> <p><b>I Have Changed My Mind About the Contract</b></p>		
<p><b>Yes, I want the contract.</b> I understand that if I check the box “I Confirm that I want to</p>		

Continue with the Contract” below, I am agreeing to buy electricity and natural gas for the business from [insert energy retailer name] at the price set out in Section 6 and for the length of time set out in Section 6.

**I Confirm that I want to Continue with the Contract**

To finish this online contract verification session and confirm your contract, please read about your right to cancel the contract below.

I understand that I can cancel the contract up to 30 days after the business receives the second bill that shows the contract price. If I cancel the contract less than 30 days after the business receives the second bill that shows the contract price, we won't have to pay any cancellation fees. I understand that, if I cancel after that, we may have to pay a cancellation fee.

**I have read about my right to cancel the contract after receiving the second bill.**

*[The consumer cannot be allowed to check this box unless the consumer has (i) provided a response in respect of each question or statement in sections 1 to 7; and (ii) the consumer has checked the “I Confirm that I want to Continue with the Contract...” box in section 8. If the consumer attempts to check this box without having done both (i) and (ii), an automatic message must be displayed on the consumer's device inviting the consumer to complete the missing information. If the consumer has done both (i) and (ii) and is able to and does check this box, the following must then be displayed on the consumer's device: Your contract to buy electricity and natural gas from [insert energy retailer name] has been confirmed.*

*Please contact [insert name of, and telephone number for, the energy retailer] if you have any questions about your contract or about when electricity and natural gas will start to be supplied under the contract. ]*