

March 2, 2017

To: Kirsten Walli
Board Secretary

From: Electricity EBT Standards Working Group

Re: Giving Effect to the OEB's Report of the Effectiveness of the Energy Consumer Protection Act, 2010 (EB-2015-0268)

The Ontario Electricity EBT Standards Working Group held several conference calls to discuss the two regulatory requirements that will come into effect on July 1, 2017:

- i. a requirement for electricity and gas distributors to send an OEB-approved "notice of switch" letter to a low-volume consumer within 5 business days of processing certain service transaction requests; and
- ii. a requirement for electricity and natural gas bills to include certain OEB-approved statements on bills issued to low-volume consumers that have a contract with a gas marketer or electricity retailer (together, energy retailers).

In regards to the first requirement, all market participants that attended the conference calls confirmed that they will be able to send the letters to low-volume consumers. It should be noted, however, that this process of issuing letters to low-volume consumers will be a manual process for some LDCs. Therefore, should the volume of letters needed to be sent increases significantly that will pose challenges to those LDCs.

In regards to the second requirement, all market participants did not wish to change the EBT Standards to support this requirement. Instead, LDCs will "hard-code" the OEB-approved statements into their systems for inclusion on the bills. However, not all LDCs will be able to restrict printing the OEB-approved statements to only the low-volume customers' bills. It should be noted that some Retailers voiced their concern about this limitation.

In regards to the effective date of July 1, 2017 all market participants felt that they can fulfill both requirements by that date. As with any project, market participants noted that unforeseen circumstances can occur that may prevent them from meeting the deadline.

Regards,

Jay Lee

On behalf of the Electricity EBT Standards Working Group