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**Commission de l'énergie  
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## BY E-MAIL AND WEB POSTING

June 8, 2017

**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 Online Verification Forms  
OEB File No.: EB-2015-0268**

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On May 18, 2017, the Ontario Energy Board (OEB) issued a [Notice](#) regarding the adoption of final amendments to the Electricity Retailer Code of Conduct and the Code of Conduct for Gas Marketers that enable online verification of energy contracts with low volume consumers. Among the approved documents attached to the Notice were online verification forms for dual fuel contracts entered into over the internet.

As contemplated in the Notice, the OEB has prepared additional versions of the online verification forms. The dual fuel versions issued on May 18, 2017 have been adapted to reflect the single fuel context and the sales channel used when entering into the contract. The following versions are attached for 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

All of the online verification forms approved for use are posted on the OEB's website on the ["Energy Contracts – Disclosure Statement and Price Comparison Templates, Verification Scripts, Standard Contract Terms and Conditions"](#) webpage.

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

Yours truly,

*Original signed by*

Brian Hewson  
Vice President, Consumer Protection & Industry Performance

Attachment A: Online Verification Forms

**Attachment A**  
**Online Verification Forms**

*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*

*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*