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September 2, 2010

Ms. Kirstin Walli  
Board Secretary  
Ontario Energy Board  
P.O. Box 2319  
2300 Yonge Street, 27<sup>th</sup> Floor  
Toronto, ON M4P 1E4

**Re: Proposed Revocation and Re-issuance of the Electricity Retailer Code of Conduct  
EB-2010-0245**

Dear Ms. Walli:

Chatham-Kent Hydro Inc. and Middlesex Power Distribution Corporation welcome the opportunity to comment on Ontario Energy Board Staff discussion paper on Proposed Revocation and Re-issuance of the Electricity Retailer Code of Conduct.

Please find attached the joint submission from Chatham-Kent Hydro Inc. and Middlesex Power Distribution Corporation ("CKH/MPDC").

Yours truly,

A handwritten signature in black ink, appearing to read "Cheryl Decaire".

Cheryl Decaire  
Co-ordinator of Regulatory and Rates  
(519) 352-6300 ext 405  
Email: cheryldecaire@ckenergy.com

cc: Dave Ferguson, Director of Regulatory and Risk Management



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## Proposed Revocation and Re-issuance of the Electricity Retailer Code of Conduct

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EB-2010-0245

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Comments from:  
Chatham-Kent Hydro Inc. and  
Middlesex Power Distribution Corp.

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Chatham-Kent Hydro and Middlesex Power Distribution Corporation (“CKH/MPDC”) are writing with respect to the proposed revocation and re-issuance Retailer Code of Conduct for electricity distributors. Our comments are as follows:

### **Section 3.2**

CKH/MPDC disagrees with a maximum term of five years for low-volume retail consumer contracts, and instead recommends a maximum term of three years. Given historical energy price volatility, a shorter maximum contract duration would serve to ensure that consumers are not locked in long-term non-beneficial pricing arrangements. CKH/MPDC further recommends that contract duration and flexibilities related to contract cancellation be clearly stipulated to the customer.

### **Time Frames**

CKH/MPDC notes that the number of days quoted for cancellation throughout the documentation is in terms of calendar days. In contrast, the Retail Settlement code and the Distribution System code are in terms of business days. After consideration, CKH/MPDC agrees with the use of calendar days in the Retailer Code in order to reduce confusion for consumers.

### **Proposed Contract Renewal/Extension Call Script**

CKH/MPDC notes that the existing retail consumer contract contains a provision of 14 days to cancel a contract renewal or extension, whereas a new consumer contract has a period of 10 days for cancellation. CKH/MPDC proposes that the number of days for cancellation should be consistent between both contracts. A consistent 14 day period would reduce confusion for consumers while also providing consumers with a reasonable time frame for cancellation.

### **Disclosure Statements**

CKH/MPDC feels that the actual price to be billed to the consumer is not fully explanatory on the existing retail contracts. Specifically, CKH/MPDC has received numerous complaints from retail consumers related to a lack of awareness that the Provincial Benefit would be billed in addition to their contract price. The proposed disclosure statement presents only the contract price at the top of the statement; CKH/MPDC is recommending that the Provincial Benefit price be shown above the contract

price line to clearly indicate that this is additive to the contract price. The Ontario Energy Board consumer website shows a good example of such disclosure (see <http://www.oeb.gov.on.ca/OEB/Consumers/Electricity/Your+Electricity+Bill/Your+Electricity+Bill+on+an+Energy+Contract>).

Lastly, the proposed disclosure statements provide new retail consumers with two options to cancel their contract: (i) within 10 days of execution, or (ii) within 30 days of receiving their first bill. CKH/MPDC recommends providing the consumer with only one option by which to cancel the contract, in order to avoid potential cancellation date confusion by the consumer. CKH/MPDC believes that offering the option of cancelling the contract within 30 days of the consumer receiving their first bill would be the most appropriate option.