

From: John dallas [REDACTED]
Sent: June-15-13 11:58 AM
To: BoardSec
Subject: notice of application and procedural order No. 1 - June 7. 2013

I oppose renewal of the "OBA" application because:

1 Experiences of an elder sibling and disadvantaged neighbours with the predatory marketing and door to sales strategies indicates an improper intent by current "OBS" service companies. Without effective changes OBS suppliers will only be challenged with less obvious methods that stay under the radar screen longer to effect the same end. Current investors should be held accountable and in-eligible for renewal. It would help the public at large if a C.V. of substantial "OBS" investors and top management were easily accessible too.

2 The sales channel of OBS services is a misnomer in my opinion. In my opinion it is a future options sales channel previously presented to speculators on stock exchanges – presumably know ledged investors with a better understanding of risks/rewards, (tempered by rational thinking versus emotionally evoking door to door presentations). At the very least it should be presented as insurance policies to hedge future pricing changes along with an independent perspective of future gas prices (including pros and cons of the impact of evolving gas reserves & supply due to "Fracking" and environmental actions).

In the case of my elder sister (over 80 years old) in Bracebridge she managed to be relieved of her contract. However it took excessive energy, follow up and caused a of aggravation to her. She is terminally ill with cancer and her husband is has advanced from early dementia.

In the case of a mentally unstable neighbour who is struggling financially in Pickering, it cost over two week's income to escape the contract.

3 Perhaps all complaints from "OBA" service providers could be provided to an independent auditor and analysed to show:

The number of customers: signed, requesting to opt out, opted out and penalty paid for premature cancellation, and length of time from their initial request to final status?

4 My intent is encourage re-establishing fair marketing and sales of a product (energy) that has previously banked decades of hard won integrity as a part of its reserves. Trust in energy suppliers is being depleted by marketing channel.

I think Ontario voters' trust is eroding and that only feeds a desire for more rapid and drastic change in the overseers when the above concerns are not corrected, in practice and intent.

Best regards,

John E. Dallas,
[REDACTED]