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BULLETIN

DATE ISSUED: December 3, 2014

**TO: All Licensed Electricity Retailers
All Licensed Natural Gas Marketers**

**RE: Clarification on RRR Reporting Requirement – Number of Consumer
Complaints**

This Bulletin provides guidance in relation to the Board's Reporting and Record Keeping Requirements (RRR) for electricity retailers and natural gas marketers (suppliers).

1. Background

This Bulletin sets out Board staff's views on the requirement for suppliers to report the number of low-volume consumer complaints as part of their quarterly RRR submissions.

2. Reporting and Record Keeping Requirements

Section 2.1.2 of the *Natural Gas Reporting and Record Keeping Requirements (RRR) Gas Marketer Licence Requirements* states:

A gas marketer shall provide in the form and manner required by the Board, quarterly, on the last day of the second month following the quarter end, a summary of the following market monitoring information for the quarter pertaining to low volume consumers:

- e) Number of consumer complaints

Similarly, section 4.1.2 of the *Electricity Reporting and Record Keeping Requirements* states:

A retailer shall provide in the form and manner required by the Board, quarterly, on the last day of the second month following the quarter end, a summary of the following market monitoring information for the quarter pertaining to customers who are low volume consumers (as defined in the Electricity Retailer Code of Conduct):

e) Number of consumer complaints

To ensure consistent tracking and reporting amongst suppliers clarification is required with respect to the meaning of “consumer complaints”.

For the purposes of quarterly RRR data regarding the number of consumer complaints, suppliers are to include all contacts from consumers received directly by the supplier where an issue or concern has been raised about:

- a contract;
- the conduct of a salesperson or verification agent;
- the contracting or renewal process;
- terms for exiting the contract; or,
- other issues or concerns brought forward.

In providing this data, suppliers are not to include complaints received by the Board through its complaint handling process which are forwarded to the supplier for response.

As further clarification, all low volume consumer contacts that raise an issue or concern with an aspect of the supplier's operations, regardless of the supplier's internal process for classifying these contacts (e.g. “complaint”, “contract”, “retention call”, “inquiry”) are to be included in the number of consumer complaints for RRR reporting purposes.

The clarification provided in this Bulletin does not change the basis on which suppliers are assessed costs through the Board's Cost Assessment Model. Intra-class allocation of costs within the retailer and marketer classes will continue to be based on complaints received by the Board's Consumer Relations Centre.

The views expressed in this Bulletin are those of Board staff and are not binding on the Board.

Any enquiries regarding this Bulletin should be directed to the Board's Industry Relations e-mail at IndustryRelations@ontarioenergyboard.ca.

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