



Ontario Energy Board Commission de l'énergie de l'Ontario

DECISION AND ORDER

EB-2015-0326

HOSPITAL ENERGY, LLC

Application for an Agent Only Gas Marketer Licence

BY DELEGATION,

BEFORE: **Peter Fraser**
Vice President
Industry Operations & Performance

December 29, 2015

Decision and Order

Hospital Energy, LLC filed an application on November 13, 2015 with the Ontario Energy Board (OEB), under section 50 of the *Ontario Energy Board Act, 1998* for a Gas Marketer Licence as an Agent Only. The licence would allow the applicant to act as an agent or broker with respect to the sale of natural gas to low volume consumers in Ontario.

A Notice of Application and Written Hearing was posted on the OEB's website on November 23, 2015. The Notice provided time for submissions on the application evidence, as well as responses from the applicant. No parties responded to the Notice.

This Decision and Order is being issued by Delegated Authority, pursuant to Section 6 of the Act.

After considering the evidence, I find it to be in the public interest to issue a Gas Marketer Licence as an Agent Only to Hospital Energy, LLC.

IT IS ORDERED THAT:

1. The application for an Agent Only Gas Marketer licence is granted, on such conditions as are contained in the attached licence.

DATED at Toronto, December 29, 2015

ONTARIO ENERGY BOARD

Original Signed By

Peter Fraser
Vice President, Industry Operations & Performance



Gas Marketer Licence

Agent Only

GM-2015-0326

Hospital Energy, LLC

Valid Until

December 28, 2020

Original signed by

Peter Fraser

Vice President, Industry Operations & Performance

Ontario Energy Board

Date of Issuance: December 29, 2015

Ontario Energy Board
P.O. Box 2319
2300 Yonge Street
27th. Floor
Toronto, ON M4P 1E4

Commission de l'énergie de l'Ontario
C.P. 2319
2300, rue Yonge
27e étage
Toronto ON M4P 1E4

	Table of Contents	Page No.
1	Definitions	1
2	Interpretation	1
3	Authorization	1
4	Obligation to Comply with Legislation and Regulations.....	1
5	Obligation to Comply with Codes.....	2
6	Agent for Service.....	2
7	Provision of Information to the Board.....	2
8	Customer Complaint and Dispute Resolution.....	2
9	Term of Licence	2
10	Fees and Assessments.....	2
11	Communication	2
12	Copies of the Licence.....	3
	SCHEDULE 1 AUTHORIZED TRADE NAMES.....	4

1 Definitions

In this Licence:

"Act" means the *Ontario Energy Board Act, 1998*, S.O. 1998, c. 15, Schedule B;

"ECPA" means the *Energy Consumer Protection Act, 2010*, S.O. 2010, c. 8;

"low-volume consumer" means a person who annually uses less than 50,000 cubic meters of gas;

"Licensee" means Hospital Energy, LLC;

"Regulation" means regulations made under the Act or the ECPA.

2 Interpretation

- 2.1 In this Licence, words and phrases shall have the meaning ascribed to them in the Act or the ECPA. Words or phrases importing the singular shall include the plural and vice versa. Headings are for convenience only and shall not affect the interpretation of this Licence. Any reference to a document or a provision of a document includes an amendment or supplement to, or a replacement of, that document or that provision of that document. In the computation of time under this Licence, where there is a reference to a number of days between two events, they shall be counted by excluding the day on which the first event happens and including the day on which the second event happens. Where the time for doing an act expires on a holiday, the act may be done on the next day that is not a holiday.

3 Authorization

- 3.1 The Licensee is authorized, under Part IV of the Act, and subject to the terms and conditions set out in this Licence:
- a) to act as the agent or broker for seller of gas to a low-volume consumer; and
 - b) to act or offer to act as the agent or broker of a low-volume consumer in the purchase of gas.
- 3.2 The Licensee is authorized to conduct business in the name under which this Licence is issued, or any trade name(s) listed in Schedule 1.

4 Obligation to Comply with Legislation and Regulations

- 4.1 The Licensee shall comply with all applicable provisions of the Act, the ECPA and the Regulations except where the Licensee has been exempted from such compliance by regulation.

5 Obligation to Comply with Codes

- 5.1 The Licensee shall at all times comply with all applicable provisions of the Code of Conduct for Gas Marketers, as issued and amended by the Board from time to time under Part III of the Act.
- 5.2 This Licensee shall:
- a) make a copy of the Code available for inspection by members of the public at its head office and regional offices during normal business hours; and
 - b) provide a copy of the Code to any person who requests it. The Licensee may impose a fair and reasonable charge for the cost of providing copies.

6 Agent for Service

- 6.1 If the Licensee does not have an office or other place of business in Ontario, the Licensee shall ensure the continuing appointment at all times of an individual who is a resident of Ontario and is at least 18 years old, or a corporation that has its head office or registered office in Ontario, as the Licensee's agent for service in Ontario on whom service of process, notices or other documentation may be made.

7 Provision of Information to the Board

- 7.1 The Licensee shall maintain records of and provide, in the manner and form determined by the Board, such information as the Board may require from time to time.
- 7.2 Without limiting the generality of paragraph 7.1, the Licensee shall notify the Board of any material change in circumstances that adversely affects or is likely to adversely affect the business, operations or assets of the Licensee as soon as practicable, but in any event no more than twenty (20) days past the date upon which such change occurs.

8 Customer Complaint and Dispute Resolution

- 8.1 The Licensee shall participate in a consumer complaints resolution process selected by the Board.

9 Term of Licence

- 9.1 This Licence shall take effect on December 29, 2015 and expire on December 28, 2020. The term of this Licence may be extended by the Board.

10 Fees and Assessments

- 10.1 The Licensee shall pay all fees charged and amounts assessed by the Board.

11 Communication

- 11.1 The Licensee shall designate a person that will act as a primary contact with the Board on matters related to this Licence. The Licensee shall notify the Board promptly should the contact details change.

- 11.2 All official communication relating to this Licence shall be in writing.
- 11.3 All written communication is to be regarded as having been given by the sender and received by the addressee:
- a) when delivered in person to the addressee by hand, by registered mail, or by courier;
 - b) ten (10) business days after the date of posting, if the communication is sent by regular mail; or
 - c) when received by facsimile transmission by the addressee, according to the senders transmission report.

12 Copies of the Licence

- 12.1 The Licensee shall:
- a) make a copy of this Licence available for inspection by members of the public at its head office and regional offices during normal business hours; and
 - b) provide a copy of this Licence to any person who requests it. The Licensee may impose a fair and reasonable charge for the cost of providing copies.

SCHEDULE 1 AUTHORIZED TRADE NAMES

1. Zenith Advisors