

OEB Staff Interrogatories

**Canadian RiteRate Energy Corporation
("Canadian RiteRate")**

Electricity Retailer Licence Application

EB-2016-0221

August 25, 2016

1. Ref: Section 11 Corporate Organization - Electricity Retailer Licence Application Form

- a) Does Canadian RiteRate plan on keeping its original business model of only online enrolments for low-volume consumers? If not, please identify all sales channels it intends to use.

2. Ref: Section 14 Legal Proceeding - Electricity Retailer Licence Application Form

- a) Please describe the processes and procedures in place or to be put in place to expeditiously investigate and resolve complaints as required in the Electricity Retailers Code of Conduct.
- b) Please describe the staff, policies, processes and procedures in place or to be put in place to ensure compliance with the legal and regulatory obligations in Ontario. Please provide the names, titles and contact information of all individuals that will be accountable for compliance, complaint handling, and quality assurance and describe fully their expertise in this area. If work experience descriptions of these individuals have not already been provided please include them with the response to these interrogatories.