

Ontario Energy Board
P.O. Box 2319
27th Floor
2300 Yonge Street
Toronto ON M4P 1E4
Telephone: 416-481-1967
Facsimile: 416-440-7656
Toll free: 1-888-632-6273

**Commission de l'énergie
de l'Ontario**
C.P. 2319
27^e étage
2300, rue Yonge
Toronto ON M4P 1E4
Téléphone: 416-481-1967
Télécopieur: 416-440-7656
Numéro sans frais: 1-888-632-6273



BY EMAIL AND WEB POSTING

OCTOBER 14, 2016

**To: All Licensed Electricity Retailers
All Licensed Gas Marketers
All Licensed Electricity Distributors
All Natural Gas Distributors
All Participants in Consultation Process EB-2014-0158 (Consultation on the Effectiveness of Part II of the *Energy Consumer Protection Act, 2010*) and EB-2015-0268 (Giving Effect to the OEB's Report on the Effectiveness of the *Energy Consumer Protection Act, 2010*)
All Other Interested Parties**

**RE: Issuance of Supplementary Materials in Consultation on Giving Effect to the Ontario Energy Board's Report on the Effectiveness of the *Energy Consumer Protection Act, 2010*
Board File No.: EB-2015-0268**

On September 8, 2016, the Ontario Energy Board (OEB) issued a [Notice of Revised Proposal to Amend a Code and to Amend a Rule](#) in relation to the above-captioned matter. In that Notice, the OEB indicated that standard contract terms and conditions and scripts adapted for use in the renewal context would be issued for comment separately.

The OEB has today issued the following materials for comment, copies of which are attached to this letter as follows:

- i. Attachment A: Dual fuel contract terms and conditions for a renewed or extended contract, version for residential consumers.
- ii. Attachment B: Dual fuel contract terms and conditions for a renewed or extended contract, version for non-residential consumers.
- iii. Attachment C: Dual fuel renewal or extension script for residential consumers.
- iv. Attachment D: Dual fuel renewal or extension script for non-residential consumers.

The OEB has received written stakeholder comments on the standard contract terms and conditions and the verification scripts that were issued for comment on September 8, 2016, and acknowledges that some stakeholders have voiced opposition to the OEB's proposal to require the use of standard contract terms and conditions and/or have provided comments on the proposed terms and conditions or the scripts. The OEB is currently reviewing those comments and will consider them in relation to both the materials issued in September and those being issued today to the extent that the comments are applicable to both. However, the OEB considers it expedient to provide stakeholders with an opportunity to comment on elements of the renewal materials that are particular to the renewal context.

The OEB takes this opportunity to note that the non-residential version of the contract terms and conditions issued for comment on September 8, 2016 inadvertently included the same cancellation fee section as the residential version. The attached renewal contract terms and conditions for non-residential consumers has a different cancellation fee section.

Comments on the materials attached to this Notice are due on **October 27, 2016**.

If you have any questions regarding the supplementary materials described in this letter, please contact Lou Mustillo at Lou.Mustillo@ontarioenergyboard.ca or at 416-544-5185. The OEB's toll free number is 1-888-632-6273.

DATED OCTOBER 14, 2016

ONTARIO ENERGY BOARD

Original signed by

Kirsten Walli
Board Secretary

Attachment A

**Dual Fuel Contract Terms and Conditions for a Renewed or Extended Contract
Residential Consumers**

(Separate document attached)

Attachment B

**Dual Fuel Contract Terms and Conditions for a Renewed or Extended Contract
Non-Residential Consumers**

(Separate document attached)

Attachment C

**Dual Fuel Renewal or Extension Script
Residential Consumers**

(Separate document attached)

Attachment D

**Dual Fuel Renewal or Extension Script
Non-Residential Consumers**

(Separate document attached)