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**BY E-MAIL AND WEB POSTING**

**December 1, 2016**

**NOTICE OF AMENDMENT TO A CODE AND OF AMENDMENT TO A RULE**

**AMENDMENTS TO THE ELECTRICITY RETAILER CODE OF CONDUCT, THE CODE OF  
CONDUCT FOR GAS MARKETERS, THE RETAIL SETTLEMENT CODE AND THE GAS  
DISTRIBUTION ACCESS RULE**

**OEB FILE NO.: EB-2015-0268**

**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**

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The Ontario Energy Board (OEB) is giving notice under sections 45 and 70.2 of the *Ontario Energy Board Act, 1998* of the adoption of final amendments to the following rules and codes:

1. the Electricity Retailer Code of Conduct (Retailer Code);
2. the Code of Conduct for Gas Marketers (Marketer Code);
3. the Retail Settlement Code (RSC); and
4. the Gas Distribution Access Rule (GDAR).

Some of these amendments will support legislative changes regarding rules governing electricity retailers and gas marketers (collectively, energy retailers) in respect of low volume consumers that will come into force on January 1, 2017. Others give effect to

recommendations made by the OEB in its [Consumers Come First](#) report to the Minister of Energy on the effectiveness of the *Energy Consumer Protection Act, 2010* (ECPA).

## A. Background

On October 5, 2015, the OEB issued a [Notice of Proposal](#) in which it proposed a number of amendments to the Retailer Code, the Marketer Code, the RSC and the GDAR. The purpose of these proposed amendments was to address certain findings and implement certain recommendations set out in the OEB's *Consumers Come First* report on the effectiveness of the ECPA. Some of these proposed amendments were also required to support proposed legislative changes regarding rules governing energy retailers set out in and under the ECPA in respect of low volume consumers.

On October 30, 2015, the OEB issued a further [Notice of Proposal](#) to solicit comment on the following: a proposed revised disclosure statement; proposed revised price comparison templates; proposed revised verification scripts; a new proposed "tip sheet"; and a proposed new contract cover sheet. Regulatory requirements relating to the use of these materials were included in the proposed amendments issued on October 5, 2015.

On September 8, 2016, the OEB issued a [Notice of Revised Proposal](#) (September Notice) in which it proposed revised amendments to the Retailer Code, the Marketer Code, the RSC and the GDAR (September 2016 Revised Proposals). The September 2016 Revised Proposals are described in detail in the September Notice, including a description of how the September 2016 Revised Proposals differ from the OEB's earlier proposals. By way of summary however, under the September 2016 Revised Proposals the OEB proposed to:

- i. require energy retailers to use plain language standard contract terms and conditions principally for provisions required by law as mandatory contract terms, in lieu of the standardized contract headings and contract cover sheet proposed in October 2015;
- ii. mandate the use of an OEB-approved form of notice of switch letter to be sent by electricity and natural gas distributors to remind consumers that have entered into a contract that their supply arrangements are changing, rather than mandating simply the content of that notice;
- iii. provide greater flexibility to electricity and natural gas distributors in relation to the on-bill statement regarding a consumer's energy retailer; and
- iv. include new regulatory requirements in the Retailer Code and the Marketer Code to support the OEB's energy retailer "scorecard" approach.

Also included in the September 2016 Revised Proposals were proposed revised verification call scripts. [Renewal versions](#) of the standard contract terms and conditions as well as renewal scripts were issued for comment on October 14, 2016.

The OEB received written comments on the September 2016 Revised Proposals from 6 energy retailers, electricity distributors (Hydro One Networks Inc., the Coalition of Large Distributors and the Electricity Distributors Association) and Ontario's 2 large rate-regulated natural gas distributors. The OEB received written comments on the renewal materials issued on October 14, 2016 from one energy retailer and one non-rate-regulated natural gas distributor. All of the written comments are posted on the OEB's website at <http://www.ontarioenergyboard.ca/OEB/Industry/Regulatory+Proceedings/Policy+Initiatives+and+Consultations/ECPA+Report+Implementation>. No comments were received from representatives of consumers on either the September 2016 Revised Proposals or the proposed renewal materials issued on October 14, 2016.

## **B. Adoption of the Code and Rule Amendments and Approval of Associated Materials**

The OEB has considered the comments received from stakeholders on the September 2016 Revised Proposals and has determined that it will adopt the code and rule amendments as set out in the September 2016 Revised Proposals with minor revisions as described below. The final amendments are set out in attachments to this Notice as follows:

- i. Attachment A for the Retailer Code;
- ii. Attachment B for the Marketer Code;
- iii. Attachment C for the RSC; and
- iv. Attachment D for the GDAR.

The OEB has also approved the standard contract terms and conditions, the form of notice of switch letter and the verification and renewal scripts as included in the September 2016 Revised Proposals or issued on October 14, 2016 (as applicable), with revisions to reflect some of the stakeholder comments as also described below. The approved standard contract terms and conditions for new and renewed contracts are set out in Attachment E; the approved notice of switch letters are set out in Attachment F; the approved verification scripts are set out in Attachment G; and the approved renewal scripts are set out in Attachment H.

In addition to the revisions described below, the OEB has also made minor revisions to the following provisions of each of the Retailer Code and the Marketer Code: section 4.6; item 4(D) in the Certificate of Compliance set out in Appendix A; and item 4(D) in the Certificate

of Compliance set out in Appendix B. A correction has also been made to section 3.6 of the Marketer Code.

Adoption of the code and rule amendments and approval of the associated materials at this time will allow energy retailers to prepare for the January 1, 2017 coming into force of amendments to the ECPA and to Ontario Regulation 389/10 (General) made under the ECPA (ECPA Regulation).

*1. Amendments to the Retailer Code and the Marketer Code regarding Plain Language Contracts*

Energy retailers were generally opposed to the OEB's proposal to require the use of standard contract terms and conditions. Key concerns identified by energy retailers were that the OEB's approach:

- i. will hinder customization to meet customer needs and limit competition;
- ii. is "rudimentary", "insufficiently captures language that may be legally required to be included in contracts that protects both the buyer and seller" and/or creates legal concerns; and
- iii. is particularly inappropriate for non-residential consumers.

Some energy retailers proposed that, if the OEB intends to proceed, the contract summary sheet approach used in other jurisdictions should be used, or a working group established to further develop the contract terms and conditions. Some energy retailers provided suggested changes to the standard contract terms in the event that the OEB nonetheless decides to require the use of standard contract terms and conditions now.

Energy retailers did not object to the OEB's proposal that any additional contract terms and conditions that energy retailers wish to include in their contracts be in plain language.

The OEB remains of the view that it is appropriate to move forward now with a degree of standardization of contracts, to provide greater clarity for consumers and enhance consumer understanding. The OEB also remains of the view that the standard contract terms and conditions should be used for all low volume consumers, including non-residential consumers. The OEB has therefore adopted the amendments to sections 3.2A to 3.2C of each of the Retailer Code and the Marketer Code as proposed in the September 2016 Revised Proposals. The OEB is not proposing to translate the standard contract terms and conditions into multiple languages at this time, but may do so in the future. The OEB has made a minor revision to section 3.2D of each of the Retailer Code and the Marketer Code accordingly.

The OEB has approved standard contract terms and conditions for both residential and non-residential consumers, and for both new and renewed contracts, with revisions to reflect some of the suggestions made by energy retailers. The OEB has clarified on the front page that the energy retailer may include its corporate name and logo on the standard contract terms and conditions. For convenience of reference, Attachment I includes comparison copies of the standard contract terms and conditions showing the revisions made relative to the versions included in the September 2016 Revised Proposals or issued on October 14, 2016 (as applicable).

The approved standard contract terms and conditions set out in Attachment E are for dual fuel contracts. Single fuel versions are being prepared based on the dual fuel versions and will be made available in the near term. As no distributor or energy retailer identified a need for contract terms and conditions specifically tailored to retailer-consolidated billing or split billing, the OEB does not believe it is necessary to prepare such alternative versions of the standard contract terms and conditions. However, the OEB remains prepared to do so should a need for them be brought to its attention.

In the September Notice, the OEB confirmed that it intends to proceed with the development of a fully standardized form of contract. To inform that initiative, the OEB requested that each energy retailer file with the OEB all provisions that it intends to add to the standard contract terms and conditions, whether mandatory or discretionary. Energy retailers were asked to file those materials no later than the deadline for submitting comments in response to the September Notice. It is of concern to the OEB that only one energy retailer complied with this request.

The September Notice further indicated that the OEB would also require energy retailers to file a copy of all contracts that they intend to use with low volume consumers as of January 1, 2017. The OEB will still require the filing of those contracts, but expects that energy retailers will be focusing their efforts in the coming month to ensure that their business activities are fully compliant with the new legal and regulatory requirements. The OEB is therefore now directing energy retailers to file all such contracts with the OEB no later than January 31, 2017. This direction is given further to the condition contained in each energy retailer's licence that requires the licensee to provide such information as the OEB may require from time to time.

## *2. Amendments to the RSC and the GDAR Mandating a Written Notice of Switch*

Energy retailers reiterated their earlier comments to the effect that a notice of switch is not necessary given the ban on door-to-door sales for residential consumers, and that the OEB's approach will cause confusion. In addition, energy retailers expressed strong opposition to the notice of switch potentially being provided to large volume consumers.

Electricity and natural gas distributors provided suggested changes to the notice of switch letter to address practical concerns or considerations, and some expressed a preference for being able to prepare their own form of letter rather than using a form mandated by the OEB. A number of distributors also preferred the OEB's original proposed approach of requiring that the notice of switch letter be sent within 5 business days of processing of the service transaction request (STR). In their view, the approach embodied in the September 2016 Revised Proposals of having the notice sent within 5 business days "or such later date as may be required to ensure that the notice is not sent to the low volume consumer until the next bill to be issued to the low volume consumer reflects the change in supply" is unnecessarily complex to implement and is less protective for consumers.

Most distributors requested that implementation of the notice of switch requirement be deferred to July 1, 2017 to coincide with the proposed implementation date for the OEB's proposals to make retail contracts more visible on the bill (see section 3 below). Both of the rate-regulated natural gas distributors indicated that they would not likely be able to implement the notice of switch process by January 1, 2017. A non-rate-regulated natural gas distributor indicated that it would not be in a position to determine when it might be in a position to implement the notice of switch until March 2017.

The OEB remains of the view that there is merit in having a common form of notice in use across the Province.

The approved form of notice of switch letter for each of electricity and gas as set out in Attachment F incorporates some of the suggestions made by distributors. For convenience of reference, Attachment J includes comparison copies of the letters showing revisions relative to the versions included in the September 2016 Revised Proposals.

In light of comments received on the September 2016 Revised Proposals, the OEB has revised the amendments to the RSC (new section 10.5.4A) and the GDAR (new section 4.3.10) to require that the notice of switch letter be sent within 5 business days of completion of processing of the STR. The OEB has also revised those amendments to indicate that the requirement to send the notice of switch letter will not take effect until July 1, 2017, but encourages all distributors to implement the notice of switch requirement as soon as they are able. Any distributor that cannot meet the July 1, 2017 timeline will need to seek an exemption from the OEB.

The OEB acknowledges the concerns raised by energy retailers in relation to the potential for the notice of switch letter to be sent to large volume consumers given constraints in the EBT system. The deferral of implementation of this requirement to July 1, 2017 will provide the gas and electricity EBT Standards working groups with additional time to consider changes (if any) that may be required to ensure that large volume consumers do not receive the notice of switch letter. However, the OEB intends to proceed with the notice of switch

requirement even if the EBT Standards constraints cannot be addressed. To the extent that this requires a form of notice that reflects split billing, the OEB will make that form of notice available.

*3. Amendments to the RSC and the GDAR to Make Retail Contracts More Visible on the Bill*

Energy retailers maintained their support for the OEB's proposal to make retail contracts more visible on the bill. One energy retailer reiterated its request that their company logo be included on the bill as well. Another agreed that the energy retailer's telephone number should be included but proposed that the energy retailer be allowed to choose as between its website address and its e-mail address as a second piece of information, with the distributor having the option to agree to the inclusion of both if requested by the energy retailer.

Distributors were generally appreciative of the additional flexibility provided by the OEB in the September 2016 Revised Proposals. However, electricity distributors noted that, even with that additional flexibility, practical concerns remain. They suggested that the OEB provide further flexibility in terms of where the information is presented on the bill, as offered for gas distributors in the September Notice. The OEB accepts this proposal, and has modified the amendments to the RSC (new section 7.2.3) and the GDAR (new section 6.1.4) to mandate that a subset of the information must be included on the commodity line but that other information may be included elsewhere on the bill. The OEB expects that distributors will make all reasonable efforts to include as much of the mandatory information on the commodity line of the bill as possible. Where practical constraints require that some of the information be presented elsewhere, the OEB expects that information to be presented prominently.

The OEB has determined that no additional changes are required to the RSC and GDAR amendments relative to the versions included in the September 2016 Proposed Amendments. Gas distributors noted that EBT schema changes may be required to support these amendments. OEB staff will contact the gas and electricity EBT Standards working groups with a view to ensuring that any necessary schema changes and testing are completed on a timely basis.

One electricity distributor requested that the implementation date be extended to January 1, 2018, to enable the necessary billing-related changes to be integrated into its bill re-design project. The OEB does not believe that a further delay in implementation of the on-bill requirement is warranted. A distributor that cannot meet the July 1, 2017 timeline will need to seek an exemption from the OEB.

#### *4. Revised Verification and Renewal Call Scripts*

Energy retailers remain concerned that the revised proposed verification scripts included in the September 2016 Revised Proposals are still too long and inflexible, and will not serve consumers well. They noted that the scripts have not been revised to reflect focus group concerns about length and tele-marketing flavour, and reiterated that the scripts do not achieve the OEB's stated objective of having scripts that are more consumer-friendly, simpler and as short as possible. Some energy retailers provided suggested revisions to the scripts. The one energy retailer's comments on the proposed renewal call scripts issued on October 14, 2016 were in keeping with its comments on the proposed verification call scripts.

The OEB believes that the verification call scripts included in the September 2016 Revised Proposals and the renewal call scripts issued on October 14, 2016 generally strike an appropriate balance at this time, and ensure that that questions and statements that contribute in a positive way to consumer understanding and awareness are retained. The OEB has, however, made revisions to the scripts to reflect some of the energy retailers' suggestions and with a view to ensuring that the scripts allow the same degree of flexibility in terms of follow-up after termination of a call as is the case today. For convenience of reference, Attachment K includes comparison copies of the scripts showing revisions relative to the versions included in the September 2016 Revised Proposals or issued on October 14, 2016 (as applicable).

The approved verification and renewal call scripts set out in Attachments G and H, respectively, are for dual fuel contracts entered over the internet. The OEB is preparing other versions of the scripts as required and will issue those in the near term.

Effective January 1, 2017, verification must be performed by a third party that is independent of the energy retailer as set out in section 13 of the ECPA Regulation (as it will read on January 1, 2017). The OEB expects that energy retailers will ensure that appropriate arrangements are in place to maintain the security of customer information. The OEB also takes this opportunity to remind energy retailers of their obligation to provide information as required by the OEB, and that the OEB expects that records pertaining to the third party's verification activities will be readily available to the OEB as and when the OEB requests them.

#### *5. Energy Retailer Scorecards*

Some energy retailers were supportive of the proposed amendments to the Retailer Code and the Marketer Code to support the OEB's proposed energy retailer "scorecard" initiative, and none voiced general opposition. Two energy retailers noted that the scorecard should be clearly limited to complaints and compliance relating to low volume consumers. The

OEB agrees, and has revised the amendments to section 7.7 of the Retailer Code and the Marketer Code accordingly. The OEB has also replaced “OEB” with “Ontario Energy Board” in section 7.8 of each of the Retailer Code and the Marketer Code.

Energy retailers also commented that the OEB should consult on the development of the energy retailer scorecard. The OEB confirms that it intends to do so.

#### *6. Online Verification*

In the September Notice, the OEB acknowledged that the recent amendments to the ECPA Regulation enable online verification, but do so conditional on the OEB having rules in place to support that process. The OEB further acknowledged that a move to online verification may be appropriate in the future, but indicated that its priority is the move to standardized contracts and the finalization of consumer-facing materials that need to be in place by January 1, 2017. The OEB stated that it would therefore defer further consideration of rules to support online verification until after January 1, 2017. However, the OEB invited energy retailers to provide the OEB with proposals for an online verification process if they wished, noting that energy retailers should be mindful that the OEB will want to be assured that the consumer protection elements of the verification process are not lessened.

A number of energy retailers expressed strong support for online verification and for that process being available as of January 1, 2017. Two energy retailers submitted proposals for an online verification process for the OEB’s consideration.

In light of the comments received, by letter dated November 4, 2016 OEB staff indicated that the OEB is prepared to consider advancing its timeline for the development of rules to support online verification. OEB staff invited interested energy retailers to participate in a meeting to discuss issues associated with online verification, and also invited energy retailers that had not yet done so to bring forward additional proposals for an online verification process.

The meeting was attended by 7 energy retailers, whether in person or by phone. Additional proposals were provided by two energy retailers, one before and one after the meeting. The OEB understands that a number of issues were discussed at the meeting, including: privacy and data security; compliance with Canada’s anti-spam legislation; maintaining consistency with the legal requirements pertaining to verification, including as to timing of the verification process and the automatic termination of the process where required by law; technical requirements and protocols; and generally the need to ensure that consumer protection is not lessened relative to the existing telephone renewal process. The OEB also understands that energy retailers did not dispute that online verification is a new and untested approach to verification, and that some confirmed that the necessary electronic process could be designed and implemented on a highly expedited basis (less than a day or

so). It also appears that the electronic process itself could be provided to the OEB for review should that be the OEB's desired approach.

The OEB is considering the proposals received, and what approach might be optimal in terms of new regulatory requirements to enable online verification while ensuring that consumers remain protected. While the OEB is working towards new regulatory requirements, the OEB does not expect the process of enabling internet verification to be in place by January 1, 2017.

### **C. Anticipated Costs and Benefits**

The anticipated costs and benefits of the September 2016 Revised Proposals were set out in the September Notice. The OEB does not believe that the revisions that it has made to the September 2016 Revised Proposals as described in this Notice will result in incremental costs for energy retailers or distributors relative to the September 2016 Revised Proposals.

### **D. Coming into Force**

The final amendments to the Retailer Code, the Marketer Code, the RSC and the GDAR come into force on January 1, 2017, the date on which amendments to the ECPA and the ECPA Regulation come into force. A new section 1.10.4 has been added to each of the Retailer Code and the Marketer Code accordingly, as have section 1.7 of the RSC and section 1.4 of the GDAR. As noted above, certain of the amendments will only become effective as of July 1, 2017 (mandatory notice of switch and making retail contracts more visible on the bill) or on a date to be determined by the OEB (energy retailer scorecards).

The OEB will address cost awards relating to this consultation by separate correspondence.

This Notice, including the materials set out in Attachments A to K, will be available for public viewing on the OEB's web site at [www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca) and at the office of the OEB during normal business hours.

Questions regarding the matters addressed in this Notice should be directed to [IndustryRelations@ontarioenergyboard.ca](mailto:IndustryRelations@ontarioenergyboard.ca), or by phone at 416-314-2455 or 1-877-632-2727 (toll-free within Ontario).

**DATED DECEMBER 1, 2016**

**ONTARIO ENERGY BOARD**

*Original signed by*

Kirsten Walli  
Board Secretary

Attachments: Attachment A – Amendments to the Retailer Code  
Attachment B – Amendments to the Marketer Code  
Attachment C – Amendments to the RSC  
Attachment D – Amendments to the GDAR  
Attachment E – Approved standard contract terms and conditions  
Attachment F – Approved notice of switch letters  
Attachment G – Approved verification call scripts  
Attachment H – Approved renewal call scripts  
Attachment I – Comparison versions of the standard contract terms and conditions (for convenience of reference only)  
Attachment J – Comparison versions of the notice of switch letters (for convenience of reference only)  
Attachment K – Comparison versions of the verification and renewal call scripts (for convenience of reference only)

**Attachment A**

**Amendments to the Electricity Retailer Code of Conduct**

*(Separate document attached)*

**Attachment B**

**Amendments to the Code of Conduct for Gas Marketers**

*(Separate document attached)*

## Attachment C

### Amendments to the Retail Settlement Code

1. Section 1.2 of the Retail Settlement Code is amended by adding the following new definition after the definition of “lock box arrangement”:

“low volume consumer” means a consumer who annually uses less than 150,000 kilowatt hours of electricity or such other amount as may be prescribed for the purposes of section 2 of the *Energy Consumer Protection Act, 2010*;

2. Section 1.7 of the Retail Settlement Code is amended by adding the following new paragraph to the end of that section:

Sections 7.2.3 and 10.5.4A, and the amendments to sections 10.5.2 and 10.5.3 made by the Board on December 1, 2016, come into force on January 1, 2017.

3. Section 7 of the Retail Settlement Code is amended by adding the following new section 7.2.3:

#### **7.2.3 Retailer Information on the Bill**

Beginning on July 1, 2017, and despite any Service Agreement, a distributor shall, in respect of a low volume consumer that is served by a retailer, include, on the part of each bill submitted to the low volume consumer that relates to the commodity price, the phrase “YOU ARE BUYING YOUR ELECTRICITY FROM”, followed by the retailer’s name in capital letters. The distributor shall also include on the bill, immediately following the retailer’s name, either (a) the retailer’s toll-free telephone number and website address as provided by the retailer; or (b) an asterisk or other symbol of equivalent effect to indicate that the distributor has included the retailer’s toll-free telephone number and the retailer’s website address elsewhere on the bill. A distributor may also include the retailer’s e-mail address as provided by the retailer, in which case the e-mail address shall appear immediately following the retailer’s website address.

Despite any Service Agreement, a retailer shall provide each applicable distributor with its name, toll-free telephone number, website address and e-mail address for the purposes of the above.

4. Section 10.5.2 of the Retail Settlement Code is amended by adding the words “or processed” to the end of paragraph 1.
5. Section 10.5.3 of the Retail Settlement Code is amended by adding the words “Subject to section 10.5.4A,” at the beginning of the second paragraph of that section, and changing the “A” of the first word of that section to “a”.

6. Section 10.5 of the Retail Settlement Code is amended by adding the following new section 10.5.4A:

**10.5.4A Notification of Transfer to Low Volume Consumer**

Beginning on July 1, 2017, where a distributor processes an STR for a change in supply in respect of a low volume consumer under section 10.5.3 or 10.5.4, the distributor shall notify the low volume consumer of the transfer in writing using the form of notice approved by the Board. The notice shall be sent within 5 business days of the date on which processing of the STR has been completed. The notice must be sent to the low volume consumer separate from any other communication from the distributor, including the bill. Subject to any arrangements to the contrary that a distributor may have with a low volume consumer in relation to communications, the notice may be sent to the low volume consumer by courier, mail, facsimile or e-mail.

**Attachment D****Amendments to the Gas Distribution Access Rule**

1. Section 1.2.1 of the Gas Distribution Access Rule is amended by adding the following new definition after the definition of “gas vendor consolidated billing”:  
  
“low volume consumer” means a consumer who annually uses less than 50,000 cubic meters of gas or such other amount as may be prescribed for the purposes of section 2 of the *Energy Consumer Protection Act, 2010*;
2. Section 1.4 of the Gas Distribution Rule is amended by adding the following new section 1.4.8:  
  
1.4.8 Sections 4.3.10, 6.1.4 and 6.1.5 come into force on January 1, 2017.
3. Section 4.3 of the Gas Distribution Access Rule is amended by adding the following new section 4.3.10:  
  
4.3.10 Beginning on July 1, 2017, where a gas distributor processes an STR for a change in supply in respect of a low volume consumer under section 4.3.5 or 4.3.6, the gas distributor shall notify the low volume consumer of the transfer in writing using the form of notice approved by the Board. The notice shall be sent within 5 business days of the date on which processing of the STR has been completed. The notice must be sent to the low volume consumer separate from any other communication from the gas distributor, including the bill. Subject to any arrangements to the contrary that a gas distributor may have with a low volume consumer in relation to communications, the notice may be sent to the low volume consumer by courier, mail, facsimile or e-mail.
4. Section 6 of the Gas Distribution Access Rule is amended by adding the following new sections 6.1.4 and 6.1.5:  
  
6.1.4 Beginning on July 1, 2017, in the case of gas distributor-consolidated billing, and despite any Service Agreement, a gas distributor shall, in respect of a low volume consumer that is served by a gas vendor, include, on the part of each bill submitted to the low volume consumer that relates to the commodity price, the phrase “YOU ARE BUYING YOUR GAS FROM”, followed by the gas vendor’s name in capital letters. The gas distributor shall also include on the bill, immediately following the gas vendor’s name, either (a) the gas vendor’s toll-free telephone number and website address as provided by the gas vendor; or (b) an asterisk or other symbol of equivalent effect to indicate that the gas distributor has included the gas vendor’s toll-free telephone number and website address elsewhere on the bill. A gas distributor may also include the gas vendor’s e-mail address as provided by the gas vendor, in which case

the e-mail address shall appear immediately following the gas vendor's website address.

- 6.1.5 Despite any Service Agreement, a gas vendor shall provide each applicable gas distributor with the gas vendor's name, toll-free telephone number, website address and e-mail address for the purposes of section 6.1.4.

**Attachment E**

**Approved Standard Contract Terms and Conditions**

*(Separate documents attached)*

**Attachment F****Approved Notice of Switch Letters****1. For Natural Gas Contracts**

Dear [Consumer]:

**RE: YOU ARE NOW BUYING YOUR NATURAL GAS FROM [GAS MARKETER NAME]**

[Gas Marketer Name] informed us that you have a new contract to buy your natural gas from them. We have made changes to your account to show that your gas will now be supplied by [Gas Marketer Name].

We will still be sending you your gas bill every month. But the bill will show the price from your contract with [Gas Marketer Name] instead of the price you are paying today.

*[Insert the applicable version of the next paragraph depending on whether transportation or transportation and storage can be included in the contract price in the gas distributor's franchise area]*

*Version 1:* The price in the contract covers only the cost of the natural gas that you use. It does not cover all of the charges on your bill. You should start to see the new contract price on your next gas bill or the one after that. [Gas Marketer Name]'s name will also start to appear on your bill at the same time.

*Version 2:* The contract price does not cover all of the charges on your bill. It covers the cost of the natural gas that you use. It also covers the cost of gas transportation, and it may also cover the cost of gas storage. You should start to see the new contract price for the contracted services on your next gas bill or the one after that. [Gas Marketer Name]'s name will also start to appear on your bill at the same time.

If you have any questions about this change to your account, please contact [Gas Marketer Name] at *[insert telephone number]* (toll-free). *[Reference to the Gas Marketer's website address and/or other contact information may be added here]*

For general questions about natural gas contracts, you can visit the Ontario Energy Board's website [www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca) or contact the OEB's Consumer Relations Centre at [consumerrelations@ontarioenergyboard.ca](mailto:consumerrelations@ontarioenergyboard.ca) or 1-877-632-2727 (toll free). The Ontario Energy Board is the independent government agency that oversees Ontario's electricity and natural gas sectors.

Yours truly,

*[Insert contact information for gas distributor's point of contact for customer inquiries, and gas distributor's website address if desired]*

## 2. For Electricity Contracts

Dear [Consumer]:

**RE: YOU ARE NOW BUYING YOUR ELECTRICITY FROM [ELECTRICITY RETAILER NAME]**

[Electricity Retailer Name] informed us that you have a new contract to buy your electricity from them. We have made changes to your account to show that your electricity will now be supplied by [Electricity Retailer Name].

We will still be sending you your electricity bill every month. *[For a consumer that is billed quarterly, the word "month" may be changed to "quarter"]* But the bill will show the price from your contract with [Electricity Retailer Name] instead of the price you are paying today. The price in the contract covers only the cost of the electricity that you use. It does not cover all of the charges on your bill. You should start to see the new contract price on your next electricity bill or the one after that. [Electricity Retailer Name]'s name will also start to appear on your bill at the same time, and the Global Adjustment will also start to appear as a separate line on your bill.

If you have any questions about this change to your account, please contact [Electricity Retailer Name] at *[insert telephone number]* (toll-free). *[Reference to the Electricity Retailer's website address and/or other contact information may be added here]*

For general questions about electricity contracts or the Global Adjustment, you can visit the Ontario Energy Board's website [www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca) or contact the OEB's Consumer Relations Centre at [consumerrelations@ontarioenergyboard.ca](mailto:consumerrelations@ontarioenergyboard.ca) or 1-877-632-2727 (toll free). The Ontario Energy Board is the independent government agency that oversees the electricity and natural gas sectors in Ontario.

Yours truly,

*[Insert contact information for electricity distributor's point of contact for customer inquiries, and electricity distributor's website address if desired]*

**Attachment G**

**Approved Verification Call Scripts**

*(Separate documents attached)*

**Attachment H**  
**Approved Renewal Call Scripts**

*(Separate documents attached)*

**Attachment I**

**Comparison Version of Standard Contract Terms and Conditions: For convenience  
of Reference Only**

*(Separate documents attached)*

**Attachment J**

**Comparison Version of Notice of Switch Letters: For convenience of Reference Only**

*(Separate documents attached)*

**Attachment K**

**Comparison Version of Verification and Renewal Call Scripts: For convenience of Reference Only**

*(Separate documents attached)*