

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 E-MAIL AND WEB POSTING

May 16, 2017

**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: Giving Effect to the OEB's Report on the Effectiveness of the *Energy Consumer Protection Act, 2010*
Issuance of Updated Standard Contract Terms and Conditions
OEB File No.: EB-2015-0268**

The OEB has issued updated versions of the electricity and dual fuel standard contract terms and conditions to align with the final OEB-approved consumer facing materials issued on March 31, 2017.

The OEB has updated versions to incorporate minor changes for consistency with the final approved Price Comparisons. In particular, the description of the Global Adjustment has been modified in the section on "other charges". In addition, the term "equal payment" replaces "equal billing" in section 3.4 of the residential versions, and a reference to the Disclosure Statement was added in section 4.3. The hyperlink to the new OEB website has also been updated.

All of the standard contract terms and conditions are posted on the OEB's website on the ["Energy Contracts – Disclosure Statement and Price Comparison Templates, Verification Scripts, Standard Contract Terms and Conditions"](#) webpage. Energy retailers are required to use the updated standard contract terms and conditions on June 1, 2017.

Questions regarding the matters addressed in this letter should be directed to IndustryRelations@oeb.ca or by phone at 416-314-2455 or 1-877-632-2727 (toll-free within Ontario).

Yours truly,

Original signed by

Brian Hewson

Vice President, Consumer Protection & Industry Performance

Attachment A: Standard Contract Terms and Conditions

Attachment A

Standard Contract Terms and Conditions

- Dual Fuel Standard Contract Terms and Conditions

- i. New Dual Fuel Contract,
Residential*
- ii. Renewed/Extended Dual Fuel
Contract, Residential*
- iii. New Dual Fuel Contract,
Non-Residential*
- iv. Renewed/Extended Dual Fuel
Contract, Non-Residential*

- Single Fuel Standard Contract Terms and Conditions

- i. New Electricity Contract,
Residential*
- ii. Renewed/Extended Electricity
Contract, Residential*
- iii. New Electricity Contract,
Non-Residential*
- iv. Renewed/Extended Electricity
Contract, Non-Residential*