

**IN THE MATTER OF the Ontario Energy Board Act, 1998,
S.O. 1998, c. 15, (Schedule B);**

**AND IN THE MATTER OF Planet Energy (Ontario) Corp. (Planet Energy)
Licence Numbers ER-2011-0409 and GM-2013-0269**

WITNESS STATEMENT OF [REDACTED]

My name is [REDACTED] and I reside in the Township of King in the Province of Ontario.

1. I am the account holder of the electricity account with Hydro One Networks Inc. (Hydro One). I am the owner of several other rental properties as well.
2. In May 2015 I met with [REDACTED] and we had multiple conversations about an energy contract for my electricity accounts. He asked me to sign an electricity contract through ACN/Planet Energy because the electricity program would save me money. [REDACTED] also informed me that I could cancel my contract at any time without penalty.

At no time did [REDACTED] wear a badge or uniform when selling the energy contracts to me nor did I receive a copy of [REDACTED] business card.

3. At the time, I was content with paying my hydro bills through Hydro One and Newmarket Hydro so I was not looking to get enrolled into a contract.

I was reluctant with providing [REDACTED] my information but was reassured that I would be saving money on my energy bills. I told [REDACTED] that I did not have time to enter into a contract myself. [REDACTED] explained that he could sign me into a contract and all that was required was a copy of my hydro bill and my email address. Since I was under the impression that my hydro would be cheaper and that there would be no obligations to cancel afterwards, I provided my personal information to [REDACTED].

4. I did not review any documents that were related to the energy contracts prior to being entered into each of the contracts because [REDACTED] told me that I did not need to. I believed him because he is a friend.
5. Since I do not use my email regularly, I was not looking for any communication from Planet Energy at the time of enrolment and am not able to confirm that I received a confirmation email from ACN/Planet Energy.

6. I do not typically review my electricity bill so I did not notice Planet Energy's name on my bill.
7. Before I had even begun to sell one of my rental properties I had already been receiving collection notices. Collection notices were first received from Planet Energy and later from a collection agency. This is the first time that I discovered that I was enrolled in a contract with Planet Energy for one of my properties.
8. At one time I had 5 properties that were under Planet Energy contracts. 2 properties have since been sold and a collection agency has contacted me for breaking the two contracts. I still have 3 other properties that are still under Planet Energy contracts.
9. When I received the penalty notice, I felt that I was lied to by [REDACTED] because he told me that I could cancel my contract at any time. He said that there would be no consequences. I contacted [REDACTED] and he informed me that he would contact Planet Energy to have my contract cancelled. I have not discussed this issue with Planet Energy myself.
10. When I approached [REDACTED] he was very remorseful and wanted to fix this situation for me. However [REDACTED] was unable to resolve my issue. On January 23, 2016 I called the Ontario Energy Board and lodged a complaint regarding the penalties associated with my contract cancellation.

[REDACTED]

Signature

11-05-16
Date