



BY EMAIL

January 6, 2020

**To: All Licensed Electricity Distributors**

**Re: Consumer Complaint Response Process Reporting Requirement**

I am writing in regards to the requirement that all licensed electricity distributors provide certain information to the Ontario Energy Board (OEB) relating to the Consumer Complaint Response Process as set out in the Distribution System Code (DSC).

On March 14, 2019, the OEB issued a [Notice of Amendments to Codes and a Rule<sup>1</sup>](#). The amendments related to customer service rules for utilities<sup>2</sup>. The amendments also included provisions relating to the process for responding to consumer complaints. The consumer complaint response provisions for electricity distributors are set out in section 10 of the DSC and came into force on July 1, 2019. Pursuant to section 10 of the DSC, electricity distributors were required to provide the following information to the OEB within five business days of the section coming into force:

1. An email address for the purpose of the Consumer Complaint Response Process that is monitored at all times during regular business hours (S 10.2.2).
2. The name, title, direct telephone number, direct e-mail address, and mailing address of the designated contact person for the Consumer Complaint Response Process (S 10.2.3 (a)).
3. The person that the above person reports to (S 10.2.3 (b)).

It is my understanding that not all electricity distributors provided the required information to the OEB. To avoid potential enforcement actions, each electricity distributor must provide the OEB with the relevant information set out in the above

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<sup>1</sup> Distribution System Code, Standard Supply Service Code, Unit Sub-Metering Code and Gas Distribution Access Rule.

<sup>2</sup> Licensed electricity distributors, rate regulated gas distributors, and licensed unit sub-meter providers.

referenced sections of the DSC by e-mail to [BoardSec@oeb.ca](mailto:BoardSec@oeb.ca) no later than **January 17, 2020**.

Any questions relating to this letter should be directed to Gona Jaff at [Gona.Jaff@oeb.ca](mailto:Gona.Jaff@oeb.ca) or at 416-440-7613. The Board's toll-free number is 1-888-632-6273.

Yours truly,

*Original Signed By*

Brian Hewson  
Vice President  
Consumer Protection and Industry Performance