



PUBLIC INTEREST ADVOCACY CENTRE
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January 17, 2019

VIA E-MAIL

Christine E. Long
Registrar and Board Secretary
Ontario Energy Board
Toronto, ON

Dear Ms. Long:

**Re: EB-2018-0319 – Application for approval to continue the existing financial terms associated with offering Open Bill Access services for the years 2019 and 2020
Interrogatories of the Vulnerable Energy Consumers Coalition (VECC) for Vista Credit Corp.**

Please find attached the interrogatories of VECC to the HVAC Coalition in the above-noted proceeding. We have also directed a copy of the same to the Applicant.

Yours truly,

Mark Garner
Consultants for VECC/PIAC

Mr. Ian Mondrow, Gowlings WLG, Counsel for Vista Corporation
ian.mondrow@gowlingwlg.com

REQUESTOR NAME	VECC
TO:	Vista Credit Corp (Vista)
DATE:	January 17, 2019
CASE NO:	EB-2018-0319
APPLICATION NAME	Approval to continue the existing financial terms associated with offering Open Bill Access

VECC-1

Reference: Vista

- a) Please provide a description of the nature of Vista's business with HVAC contractors. Specifically, the percentage in terms of the total retail customers it serves who use Vista's financing services for:
- Water tank rentals
 - Other equipment/appliance rentals
 - Warranties
 - Other financed contractor services (please describe most common)

VECC-2

Reference: Vista

- a) Generally speaking, what portion of customers serviced by Vista would have been previous customers of another OBA biller?
- b) What are the most common issues encountered when moving a retail customer from an existing service provider to a Vista service?

VECC-3

Reference: Vista

- a) At page 6 of the evidence Vista discusses the situation of a contract held by a previous home owner. Based on Vista's experience in transitioning customers of another (competing) OBA biller what portion of customers have signed contracts with their current provider?
- b) When homes (houses, condos etc.) change ownership how are existing Vista OBA billed services transitioned?
- c) In Vista's experience when a customer sells/leaves an existing premise how do other OBA service providers transition their services to the customer?

VECC-4

Reference Vista

- a) In Vista's experience do any of these customers have signed contracts with the current provider Enercare?
- b)** What is Vista's position with respect to customers who have Consumer Gas legacy (i.e. pre 2002) water tank rentals. Specifically, does Vista provide advice to legacy rental customers seeking to change providers?

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