



Ontario
Energy
Board | Commission
de l'énergie
de l'Ontario

BY EMAIL

April 20, 2020

To: All Licensed Electricity Retailers

Re: Consumer Complaint Response Process Reporting Requirement

I am writing in regards to the requirement that all licensed electricity retailers provide certain information to the Ontario Energy Board (OEB) relating to the Consumer Complaint Response Process as set out in the Electricity Retailer Code of Conduct (Retailer Code).

On October 29, 2019, the OEB issued a [Notice of Amendments to the Electricity Retailer Code of Conduct and the Code of Conduct for Gas Marketers](#). The amendments related to the process for responding to consumer complaints by licensed electricity retailers and licensed gas marketers. The consumer complaint response provisions for electricity retailers are set out in section 7 of the Retailer Code and came into force on February 1, 2020. Pursuant to section 7 of the Retailer Code, electricity retailers 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 7.3A).
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 7.3B (a)).
3. The name, title, direct telephone number, direct e-mail address, and mailing address of the person that the above person reports to (S 7.3B (b)).

It is my understanding that not all electricity retailers provided the required information to the OEB. To avoid potential enforcement actions, each electricity retailer must provide the OEB with the relevant information set out in the above referenced sections of the Retailer Code by e-mail to BoardSec@oeb.ca no later than **May 1, 2020**.

Any questions relating to this letter should be directed to IndustryRelations@oeb.ca.

Yours truly,

Original Signed By

Brian Hewson
Vice President
Consumer Protection & Industry Performance