



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

BY EMAIL
peter@stabins.ca

May 13, 2020

Peter Stabins
Canada Energy Wholesalers Ltd.
293 Lee Avenue
Toronto ON M4E 2P6

Dear Mr. Stabins:

**Re: Canada Energy Wholesalers Ltd.
Application for Gas Marketer Licence
OEB File Number EB-2020-0137**

The Ontario Energy Board (OEB) received Canada Energy Wholesalers Ltd.'s (CEW) application for a gas marketer licence on May 1, 2020. The OEB has assigned file number EB-2020-0137 to the application. The application will be decided by an employee of the OEB who has been delegated this authority pursuant to section 6 of the *Ontario Energy Board Act, 1998* (Delegated Authority). The Delegated Authority intends to make a decision on the application without holding a hearing.

The OEB has preliminary reviewed your application. To further proceed with your application, the OEB requires the following additional information to be filed:

1. Section 10. Intended Market Activity and Section 11. Corporate Organization

With respect to CEW's intended gas marketing business activities, provide the following information:

- a. Considering that CEW currently serves relatively small number of electricity retail customers (96 low-volume and 21 large-volume, as reported to the OEB as at December 31, 2019), however intends to serve

20,000 gas customers, please describe CEW's intended approach to gas customers acquisition, and whether it will be different from the current approach to acquisition of electricity retail customers.

- b. A detailed description of the marketing/advertising campaign that CEW is using or intends to use for customer acquisition.
- c. Please provide details of natural gas products CEW intends to offer to its customers.

2. Section 12. Finance:

An applicant for the issuance or renewal of a licence that allows for the marketing of natural gas to residential or small business consumers must meet the minimum requirements set out in Ontario Regulation 90/99 "Licence Requirements – Electricity Retailers and Gas Marketers", made under the OEB Act. One of these requirements is for the OEB to establish that the applicant can reasonably be expected to be financially responsible in the conduct of business. The regulation also states that if one of the requirements is not met, the OEB should not issue the licence.

- a. As financial statements submitted in support of CEW's application indicate that CEW is operating at loss year on year, please indicate whether CEW has any plans to improve its future financial performance.

3. Section 13. Technical Resources:

CEW stated that electricity and natural gas billing and settlement services are provided by Alexian Computer Services Ltd.

- a. Please explain how confidentiality of customer information is ensured?
- b. Please explain how accountability to comply with legal and regulatory obligations by Alexian Computer Services Ltd. is ensured?
- c. Please explain how the obligations of Alexian Computer Services Ltd. are monitored by CEW?

4. Compliance with Regulatory Obligations:

- a. Describe CEW's plan to ensure compliance with its legal and regulatory obligations in Ontario. In your response, please describe policies,

processes and procedures in place or to be put in place to ensure compliance.

- b. Describe the processes and procedures in place or to be put in place to expeditiously investigate and resolve complaints as required in the Code of Conduct for Gas Marketers.

The OEB will resume processing your application once the above information has been filed. If the above information is not filed within 30 days of the date of this letter, the OEB may close the file for this application.

Once your application is complete, the Delegated Authority expects to issue a final decision on your application within 60-90 days.

In the event the Delegated Authority decides to deny or otherwise modify the relief you requested in your application, you will be given an opportunity to provide comments. The Delegated Authority will consider your final comments, if any, prior to issuing a decision and order.

Please email the additional material either in Word or in searchable Adobe Acrobat (if available) with the Registrar. Electronic documents should be e-mailed to registrar@oeb.ca.

Any questions relating to this letter or your application should be directed to Irina Kuznetsova, Advisor at Irina.Kuznetsova@oeb.ca. Please refer to the OEB file number noted above in all future correspondence to the OEB regarding your application.

Yours truly,

Original Signed By

John Pickernell
Manager, Applications Administration