

Ministry of Energy

Office of the Minister

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September 1, 2016

His Worship Roy Avis
Mayor
Town of Fort Frances
320 Portage Avenue
Fort Frances ON P9A 3P9

Dear Mayor Avis:

I wanted to take this opportunity to update you on changes to legislation that will help protect electricity consumers from door-to-door energy contract sales.

Amendments to the *Energy Consumer Protection Act* (ECPA), and the supporting regulation, provide increased protective measures for consumers when entering into energy contracts with electricity retailers and gas marketers. This includes measures aimed at protecting consumers against aggressive sales tactics and providing consumers with the ability to make more informed choices about energy purchases. Some of the key changes include:

- Banning door-to-door sales of retail energy contracts and creating rules to govern permissible marketing activity at the home of a consumer;
- Requiring that all retail energy contracts, including those entered into over the Internet, are subject to a standardized verification process;
- Authorizing the Ontario Energy Board (OEB), through its codes/rules, to require that prices offered by retailers and marketers be determined in accordance with specific requirements;
- Prohibiting sales agents selling energy retail contracts from being remunerated based on commission;
- New cancellation provisions that will also allow consumers to cancel an energy contract 30 days after receiving their second bill, with no cost; and
- Prohibiting auto-renewal for all energy contracts.

Provisions amending the ECPA will be proclaimed into force on January 1, 2017. Additionally, the amendments to O. Reg. 389/10 (General) made under the ECPA were filed with the Registrar of Regulations on June 24, 2016, with an effective date of January 1, 2017.

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The government works with the OEB to protect consumers. The OEB will update its codes of conduct and other regulatory documents to align with the amendments to the ECPA and O. Reg. 389/10.

To view the amendments to O. Reg. 389/10, as filed with the Registrar of Regulations, please visit www.ontario.ca/laws/regulation/r16241.

These measures were enacted to support and protect Ontario's ratepayers in light of an evolving energy sector. The banning of door-to-door energy contracts, together with limiting high-pressure sales tactics, will help ensure that electricity consumers are better protected.

Strengthening consumer protection in the energy sector is part of the government's plan to build Ontario up, and we are committed to improving policies and processes that impact the everyday lives of Ontarians.

I trust that this information is helpful. Please accept my best wishes.

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Thibeault', with a long horizontal flourish extending to the right.

Glenn Thibeault
Minister