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For Immediate Release

December 20, 2004

OEB Issues Amended Codes of Conduct

Toronto – Today the Ontario Energy Board issued its amended Codes of Conduct for natural gas marketers and electricity retailers. The Codes set the minimum standards under which licensed natural gas marketers can market gas and electricity retailers can retail electricity.

The Codes are designed to inform marketers and retailers about their obligations and responsibilities concerning how and where they sell energy. They also provide a set of standards for marketers and retailers to use as a basis for training to achieve a consistent quality of service.

Amendments to the Codes are necessary to bring them in line with recent legislative changes. The Codes also enhance consumer protection by:

- requiring disclosure of an existing contract prior to entering into a new contract with the same company;
- lengthening the timeframe during which a consumer can choose not to renew a contract; and,
- broadening the definition of misleading behaviour of sales agents.

In addition to the Codes, the Board has published a fact sheet called *Consumer Protection Rules You Should Know* to help consumers understand some of their rights and obligations when signing and confirming their decision to enter into an energy contract.

The amended Codes of Conduct will take effect March 21, 2005, 90 days after issue.

The Ontario Energy Board is the regulator of Ontario's natural gas and electricity sectors.

For more information on the Board, or to review Codes of Conduct and *Consumer Protection Rules You Should Know*, please visit our web site at www.oeb.gov.on.ca or contact the Customer Service Centre at 416-314-2455 or toll-free at 1-877-632-2727.

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