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August 11, 2009

**To: All Licensed Electricity Retailers and Natural Gas Marketers  
All Other Interested Parties**

**Re: Retail Compliance Plan Staff Report**

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One of the Ontario Energy Board's key initiatives for the 2008-09 fiscal year was to review compliance by electricity retailers and natural gas marketers with the consumer protection provisions of the *Ontario Energy Board Act, 1998*, regulations and Board Codes.

To that end, Board staff conducted inspections of selected electricity retailers and natural gas marketers to ascertain whether or not they are in compliance with applicable legal and regulatory requirements pertaining to consumer protection and whether their systems, processes and business practices facilitate and achieve compliance. The focus of the inspections was contract management (enrolment, reaffirmation, renewals and cancellations) and sales agent training and monitoring.

Board staff have completed their inspections and have prepared the Retail Compliance Plan Staff Report. The views expressed in the Report are those of Board staff and they are intended to provide guidance to licensed electricity retailers and natural gas marketers in relation to compliance with their various legal and regulatory obligations. The views expressed in this Report are not binding on the Board.

This initiative is an important step in meeting the Board's Business Plan objective of enhancing public confidence in the energy retail markets.

**Yours truly,**

*Original signed by*

Kirsten Walli  
Board Secretary