

Proposed Verification Call Script – Electricity

Outbound Introduction

1. “Good morning / afternoon / evening, my name is [verification representative’s name] and I am calling on behalf of [retailer name]”.
2. “Please can I speak with the electricity account holder”? Y/N

If no - “Please can I speak with / are you the spouse of the account holder”? Y/N

If no – “are you specifically authorized by the account holder to make decisions about the electricity supply for this [residence / premise] on behalf of the account holder”? Y/N

If no, the verification representative may ask the consumer if there is a more convenient time to call, but otherwise the call must be terminated.

Inbound Introduction

1. “Thank you for calling [retailer name], my name is [verification representative’s name]”.
2. “Please can I confirm that you are the electricity account holder”? Y/N

If no - “Are you the spouse of the account holder”? Y/N

If no – “are you specifically authorized by the account holder to make decisions about the electricity supply for this [residence / premise] on behalf of the account holder”? Y/N

If no, the verification representative may indicate to the consumer that he/she does not appear to have the authority to verify the contract, but otherwise the call must be terminated.

All calls

3. “Are you comfortable for this call to proceed in English”? Y/N

If no – “is there someone there who can assist you with speaking English”? Y/N

If no, the call must be terminated. The call must also be terminated if the verification representative knows or ought to know that the consumer is not reasonably able to protect his or her interests by reason of inability to understand English.

4. "This call is being recorded for regulatory and quality control purposes. Do you consent to a recording being made"? Y/N

If no, the call must be terminated.

5. "You are entitled to request a copy of this call recording today or on a later date. I will provide you with the contact details that you may use for that purpose at the end of this call. If you ask for a copy of this call recording, we must send it to you within 10 days of your request".

If the consumer requests a copy of the call recording during the call, the verification representative must inform the retailer of the request.

6. "Today's date is [date]".
7. "The purpose of this call is to verify that you want to continue with a legally binding contract with [retailer name] for the provision of your electricity and to confirm certain key terms of the contract you recently signed on [date]".
8. "We are legally allowed to contact you to verify the contract between 10 and 30 days after you acknowledged receipt of a written copy of the contract by signing it".
9. "You are under no obligation to verify this contract. Do you understand that if you choose not to verify this contract, you will not have to pay any fees or penalties and that the supply of your electricity will not be interrupted"? Y/N
10. "Please can you confirm the date on which you received and signed a written copy of the contract"? Y/N

If based on the date of receipt and acknowledgement of the contract, verification is occurring outside of the 10-30 day window, the call must be terminated.

11. "[Retailer name] was legally required to provide you with a disclosure statement that contains important information about electricity contracts. Did you receive a copy of the disclosure statement"? Y/N

If no, the call must be terminated.

12. "Did you read and understand the content of this disclosure statement"? Y/N

If no, the call must be terminated.

13. “Do you understand that if you verify this contract, [retailer name] will become your electricity supplier”? Y/N

14. “Do you understand that [retailer name] is not your local utility, and is not associated with the Ontario Energy Board or the Government of Ontario”? Y/N

If no, the verification representative must explain the independence of the retailer.

15. “The contract that you signed on [date] is for a term of [x] years at a price of [price details]”.

16. “Please be aware that, if you verify this contract today and cancel it other than in the 30 days after you receive your first bill under the contract at the full contract price, you may have to pay a cancellation fee”.

17. “You should also be aware that energy cost savings under this contract are not guaranteed”.

18. “Do you agree to verify this contract and proceed with the purchase of electricity under the contract for a term of [x] years at a price of [price details]”? Y/N

If the consumer states that they do not wish to verify their electricity contract today as they need more time to make a decision as to whether or not to proceed with the contract, the call must be terminated.

If the consumer states that they do not wish to verify their electricity contract, the call must be terminated and the verification representative must inform the retailer of the customer’s choice not to verify the contract.

18A. “If you change your mind within 30 days after you receive your first bill under the contract at the full contract price, you may notify [retailer name] that you want to cancel the contract. You will not have to pay a cancellation fee, and you will be transferred back to your local utility for your electricity supply”.

19. “I now need to confirm that I have the correct spelling of your name [customer name]”? Y/N

If no, ensure the correct spelling is recorded.

20. "I now need to confirm that I have the correct spelling of your address [customer address]"? Y/N

If no, ensure the correct spelling is recorded.

21. "Thank you for your time. If you have questions or you wish to request a copy of the recording of this call, please contact us at the contact information provided on your contract. Alternatively you can call us at our toll free number which is [number]".

22. "You can also obtain further information about contracts, prices and your legal rights and obligations from the Ontario Energy Board by visiting their website or calling their toll-free number. Would you like these contact details"? Y/N

If yes, provide the Board's contact details.