

Verification Call Script – Electricity

Outbound Introduction

1. **Option A** – If the retailer considers it necessary for the purpose of ensuring compliance with the CRTC's telemarketing rules:

“Good [morning / afternoon / evening], my name is [verification representative's name] from [name of third party telemarketer]. I am calling you on behalf of [retailer name]”.

Option B – If the retailer does not consider Option A to be necessary for the purpose of ensuring compliance with the CRTC's telemarketing rules:

“Good [morning / afternoon / evening], my name is [verification representative's name] and I am calling on behalf of [retailer name]”.

2. “May I please speak with [account holder name]”? Y/N

If yes – “May I please confirm that you are the electricity account holder”? Y/N

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

If no – “Is there an individual with specific authorization from the account holder who is able to make decisions in regards to the electricity supply for this [residence / business]”? 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]. Can I please confirm that you are calling to verify that you would like to proceed with a contract with [retailer name] for the provision of your electricity”? Y/N

If no, the verification representative may either end the call or transfer the call to the correct department at the retailer to deal with the consumer's enquiry.

2. “May I please 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 in regards to the electricity supply for this [residence / business]”? Y/N

If no, the verification representative shall indicate to the consumer that the verification process cannot proceed because the consumer does not appear to have the authority to verify the contract, and the call must then be terminated.

All calls

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

If no – “Is there someone present that speaks English and can assist you with this call”? Y/N

If no – “Is there a more convenient time when we can call back when there will be someone that speaks English and can assist you with this call”? Y/N

If yes, the verification representative can confirm the arranged time and end the call thanking the consumer for their time.

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. In this case, before terminating the call the verification representative must explain to the consumer the reason for not proceeding with the verification process.

4. “Just to let you know, this call is being recorded for regulatory and quality control purposes. Are you comfortable with this call being recorded”? Y/N

If no, the verification representative shall explain to the consumer why the verification process cannot proceed. The verification representative may ask the consumer if there is a more convenient time to call again, but otherwise the call must then be terminated.

5. “Today’s date is [date]”.

6. "The purpose of this call is to verify that you would like to continue with a contract with [retailer name] for the provision of your electricity and to go over certain key terms of the contract you signed on [date]".
7. "We are allowed to contact you to verify the contract between 10 and 45 days after you received a written copy of the contract that you signed".
8. "Please note that 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 cancellation fees and that the supply of your electricity will not be interrupted"? Y/N
9. "Our records state that you received and signed a written copy of the contract on [date] for a term of [x] years at a price of [price details]. Can you please confirm that this is correct"? Y/N

If based on the date of receipt of the contract, verification is occurring outside of the 10-45 day window, the verification representative must explain to the consumer why the verification process cannot proceed, and the call must then be terminated.

10. "[Retailer name] is required to provide you with a disclosure statement and a price comparison document that contain important information about electricity contracts. Did you receive and sign a copy of the disclosure statement and the price comparison document"? Y/N

If the consumer does not recall whether they received and signed the documents, the verification representative may offer to send a copy of the signed documents to the consumer by email or other means of delivery. The verification representative may also ask the consumer if there is a convenient time to call again once the copies of the documents have been received by the consumer, but otherwise the call must then be terminated.

If the consumer indicates that they did not receive and sign the documents, the verification representative must explain to the consumer why the verification process cannot proceed, and the call must then be terminated.

11. "Do you understand that if you verify this contract, [retailer name] will become your electricity supplier"? Y/N
12. "Do you understand that [retailer name] is not your 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.

13. "Please note that, if you verify this contract today and cancel it more than 30 days after you receive your first bill under the contract, you may have to pay a cancellation fee".
14. "You should also be aware that energy cost savings under this contract are not guaranteed".
15. "You should further be aware that you will continue to be eligible for the Ontario Clean Energy Benefit whether or not you verify your contract with [retailer name]". The Ontario Clean Energy Benefit was created by the government and provides you with a 10% reduction on your electricity bill until the end of 2015. You can obtain further information about the Ontario Clean Energy Benefit from the Ministry of Energy. Would you like the Ministry of Energy's website address or toll-free number"? Y/N

If yes, provide the following contact information for the Ministry of Energy: ontario.ca/energyplan and 1-888-668-4636.

16. "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

No – consumer wants more time - 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 verification representative may ask if there is a convenient time when the verification representative may call back but otherwise the call must be terminated.

No – consumer does not want to verify the contract - If the consumer states that they do not wish to verify their electricity contract, the verification representative may thank the consumer for their time but otherwise the call must be terminated and the verification representative must inform the retailer of the consumer's choice not to verify the contract.

17. Read if a green energy or other available contract option was selected by the consumer – "Also, you have selected [option and price details] for a total contract price of [price details]. Is this correct"? Y/N

If the consumer states that they no longer wish to have the additional option(s), the verification representative must then confirm that the consumer is only verifying the contract and price details in 16 above.

18. "If you change your mind, you may notify [retailer name] that you want to cancel the contract at any time up to 30 days after you receive your first bill under the contract. You will have to pay that bill, but you will not have to pay any cancellation fees or penalties. You will then receive your electricity supply from your utility with no interruption in service".

19. "May I please confirm that I have the correct spelling of your name [consumer name]"? Y/N

If no, ensure the correct spelling is recorded.

20. "May I please confirm that I have the correct spelling of your address [consumer address]"? Y/N

If no, ensure the correct spelling is recorded.

21. "I would also like to confirm that your electricity account number is [account number]. Is this correct"? Y/N

If no, ensure correct account number is recorded.

22. "For our records, can you please confirm that the best telephone number to reach you is [consumer telephone number]"?

If no, ensure the correct telephone number is recorded.

23. "You are entitled to request a copy of this call recording today or on a later date. 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.

24. "You can also obtain further information about energy contracts, energy prices and your rights and obligations as an energy consumer from the Ontario Energy Board. Would you like the Ontario Energy Board's website address or toll-free number"? Y/N

If yes, provide the Board's contact details.

25. "Thank you for your time. You should notice the [retailer name] name and our toll free number appear on your electricity bill in [x] days. 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]".