

Ontario Energy Board
P.O. Box 2319
2300 Yonge Street
27th Floor
Toronto ON M4P 1E4
Telephone: 416-481-1967
Facsimile: 416-440-7656
Toll free: 1-888-632-6273

Commission de l'énergie de l'Ontario
C.P. 2319
2300, rue Yonge
27^e étage
Toronto ON M4P 1E4
Téléphone: 416-481-1967
Télécopieur: 416-440-7656
Numéro sans frais: 1-888-632-6273



BY E-MAIL AND WEB POSTING

November 25, 2014

To: All Registered Participants in Consultation Process EB-2014-0158
All Licensed Electricity Retailers
All Licensed Natural Gas Marketers
All Licensed Electricity Distributors
All Natural Gas Distributors
All Other Interested Parties

Re: Consultation on the Effectiveness of Part II of the *Energy Consumer Protection Act, 2010*
Stakeholder Forum
Board File No.: EB-2014-0158

In its [October 23, 2014](#) letter, the Board invited written comment on a number of key questions. Written comments received in response to that invitation have been posted on the [ECPA Review project webpage](#) on the Board's website.

In its letter, the Board also announced that a stakeholder forum will be held on December 8 and 9, 2014. This letter sets out further details regarding the stakeholder forum and how stakeholders may participate in it.

Purpose of the Stakeholder Forum

As contemplated in the Board's October 23, 2014 letter, the stakeholder forum will allow interested stakeholders an opportunity to be engaged in relation to the following:

1. The findings that result from the consumer research activities being conducted by the Board's consultant, Innovative Research Group. A presentation by Innovative Research Group is expected to lead off the stakeholder forum, followed by an opportunity to ask questions regarding the findings.
2. Stakeholder insights into, and perspectives on, the effectiveness of Part II of the *Energy Consumer Protection Act, 2010* (the "ECPA") and opportunities for improvement. The Board will provide an opportunity for interested stakeholders to make presentations and to respond to questions from other attendees.

Further details are set out below.

Structure of the Stakeholder Forum

The stakeholder forum is currently expected to start at **9:00 a.m.** on December 8, 2014 and may run for up to the full two scheduled days. Stakeholders who wish to participate in the forum on a remote basis will be able to do so via webcast (webcast instructions will be provided by separate correspondence). However, stakeholders that wish to make a presentation are asked to participate in person. The stakeholder forum will be transcribed.

The Board anticipates that up to 15 minutes will be allowed for each presentation. The Board will organize the two days having regard to, among other things, the number of stakeholders that wish to make a presentation and the subject-matter of those presentations, and may ask presenters to present as part of a panel rather than individually, to consolidate their presentations with stakeholders having like interests or perspectives or to focus their presentations on certain issues.

Registration for the Stakeholder Forum and Presentation Outline

Stakeholders that are interested in attending the stakeholder forum are asked to register by sending an e-mail to ECPA.Review@ontarioenergyboard.ca by **November 28, 2014**, and to identify whether they intend to participate in person or on a remote basis by webcast. Please include "Registration for the Forum" in the subject line of the e-mail.

Stakeholders that wish to make a presentation at the forum should note their desire to do so in their e-mail and identify the issues that they intend to cover. In identifying the issues that they wish to speak to at the forum, stakeholders should have regard to the questions set out in Appendix A to the Board's October 23, 2014 letter and the written comments received in response to that letter.

The Board is not, at this time, limiting the issues that may be the subject of presentations during the forum. Having regard in part to the written comments received in response to its October 23, 2014 letter, the Board notes that it will be particularly interested in stakeholder views on the following questions:

- (i) Is the ECPA is achieving an appropriate level of protection for Ontario's low-volume energy consumers? Why or why not?
- (ii) What practical issues have been associated with the implementation of the different elements of the ECPA, what has been the impact of those issues and how might they best be resolved?
- (iii) What are the costs and benefits (consumer and sectoral) associated with retail energy contracting?

Stakeholders that will be making a presentation at the stakeholder forum are asked to

make a copy of their presentation available at least two business days in advance of the forum so that arrangements can be made for projection. Stakeholder presentations will also be posted on the ECPA Review project webpage on the Board's website.

Next Steps

Stakeholders will have an opportunity to submit supplementary written comments on the presentations made and issues discussed during the stakeholder forum. The Board may provide guidance to stakeholders in relation to the provision of those comments after the forum has taken place.

Written comments should be submitted by **December 22, 2014** in accordance with the filing instructions set out in Appendix B of the Board's October 23, 2014 letter. Cost awards for the provision of supplementary written comments will be addressed in separate correspondence after completion of the stakeholder forum.

All material related to this consultation will be posted on the Board's website at www.ontarioenergyboard.ca and will also be available for public inspection at the Board's office during normal business hours.

If you have any questions regarding this consultation, please contact Martine Band at martine.band@ontarioenergyboard.ca or at 416-440-8117. The Board's toll free number is 1-888-632-6273.

Yours truly,

Original signed by

Kirsten Walli
Board Secretary