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BY EMAIL AND WEB POSTING

October 23, 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*
Board File No.: EB-2014-0158

In its [July 21, 2014](#) letter, the Board provided an overview of the key consultation activities for the above-noted initiative. This letter sets out further details regarding the stakeholder consultation activities, and invites written comment on a number of key questions.

Stakeholder Forum

The Board will hold a stakeholder forum on **December 8 and 9, 2014**, at the offices of the Board. The stakeholder forum will allow interested stakeholders an opportunity to: (i) discuss the findings that result from the consumer research activities being conducted by the Board's consultant, Innovative Research Group; and (ii) provide their insight into, and perspectives on, the effectiveness of Part II of the *Energy Consumer Protection Act, 2010* and opportunities for improvement.

Although the Board's July 21, 2014 letter contemplated that a separate stakeholder meeting would be held to allow for discussion of the consumer research results, the Board has now determined that it will be more effective and efficient to include this item as part of the broader stakeholder forum.

Further details regarding the structure of the stakeholder forum and how stakeholders may participate in it will be available in due course.

Invitation to Provide Written Comments

The Board invites interested stakeholders to provide written comment on the questions set out in Appendix A to this letter. The Board anticipates that these questions will be the principal focus of the stakeholder forum, but may supplement or otherwise modify the list based on written comments received.

Written comments should be filed with the Board by **November 20, 2014** in accordance with the filing instructions set out in Appendix B to this letter.

Activities Eligible for Cost Awards

As indicated in the Board's April 8, 2014 letter, cost awards will be available to eligible persons under section 30 of the *Ontario Energy Board Act, 1998* in relation to their participation in this consultation process.

Cost awards will be available for the following activities:

- the provision of written comments on the questions set out in Appendix A, to a maximum of 25 hours; and
- participation in the stakeholder forum, to a maximum of actual meeting time plus 50% of meeting time for preparation and reporting.

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

Appendices: Appendix A – Questions for Written Comment
Appendix B – Filing Instructions

Appendix A

Energy Consumer Protection Act, 2010 Review **EB-2014-0158**

Questions for Written Comment

The *Energy Consumer Protection Act, 2010* (“ECPA”) applies to both electricity retailing and natural gas marketing. Where any of your answers are specific to a given commodity, please specify that this is the case.

1. What are the hallmarks of effective consumer protection legislation against which the ECPA should be assessed?
2. Is the ECPA providing an appropriate level of protection for Ontario’s low-volume energy consumers? Please explain why.
3. What specific aspects of the ECPA are working well in terms of consumer protection? Please explain why and in what way you believe they are working well.
4. What specific aspects of the ECPA are not working well in terms of consumer protection? Please explain why and in what way you believe they are not working well.
5. What changes do you think should be made to the ECPA at this time? For each change that is proposed, please identify the risks or benefits of making or not making the change at this time.
6. What are the key aspects of the Ontario retail energy markets that the Board should consider in assessing how effective the ECPA has been in protecting the interests of Ontario’s low volume energy consumers and in considering options for change? Please explain why these aspects are important considerations for the Board.
7. Are there lessons to be learned from experience with consumer protection in retail energy markets in other jurisdictions that can be applied to Ontario?
8. Are there lessons to be learned from experience with consumer protection in other markets that can be applied to the retail energy markets in Ontario?
9. What other questions should the Board consider including as points for discussion at the stakeholder forum?

Appendix B

Energy Consumer Protection Act, 2010 Review **EB-2014-0158**

Filing Instructions

Three (3) paper copies of each filing must be provided, and should be sent to:

Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, Suite 2700
Toronto Ontario M4P 1E4

The Board requests that interested parties make every effort to provide electronic copies of their filings in searchable/unrestricted Adobe Acrobat (PDF) format, and to submit their filings through the Board's web portal at <https://www.pes.ontarioenergyboard.ca/eservice/>. A user ID is required to submit documents through the Board's web portal. If you do not have a user ID, please visit the "e-filings services" webpage on the Board's website at www.ontarioenergyboard.ca, and fill out a user ID password request. Additionally, interested parties are requested to follow the document naming conventions and document submission standards outlined in the document entitled "RESS Document Preparation – A Quick Guide" also found on the e-filing services webpage. If the Board's web portal is not available, electronic copies of filings may be filed by e-mail at boardsec@ontarioenergyboard.ca.

Those that do not have internet access should provide a CD containing their filing in PDF format.

Filings to the Board must be received by the Board Secretary by **4:45 p.m.** on the required date. They must quote file number **EB-2014-0158** and include your name, address, telephone number and, where available, your e-mail address and fax number.

If the filing is from a private citizen (i.e., not a lawyer representing a client, not a consultant representing a client or organization, not an individual in an organization that represents the interests of consumers or other groups, and not an individual from a regulated entity), before making the filing available for viewing at the Board's offices or placing the filing on the Board's website, the Board will remove any personal (i.e., not business) contact information from the filing (i.e., the address, fax number, phone number, and e-mail address of the individual). However, the name of the individual and the content of the filing will be available for viewing at the Board's offices and will be placed on the Board's website.