

Public asked for input on customer service rules for Ontario energy utilities

TORONTO (Sept. 7, 2017) – Are there any times when Ontario energy utilities shouldn't be allowed to disconnect customers? How much time should customers be given to pay and should they be allowed to use credit cards? Should energy utilities be allowed to ask for security deposits?

The Ontario Energy Board (OEB) has launched an online survey at www.oeb.ca/customerservicesurvey to gather input from residential and small business consumers on these and other questions about customer service rules. It is open until early November.

“Whether you're an electricity or natural gas customer, this is your opportunity to have your say,” says Rosemarie Leclair, Chair and CEO of the OEB.

“Your feedback is vital in ensuring that the OEB's rules strike the right balance between consumer protection and the operational needs of energy utilities.”

The survey is part of a comprehensive review of customer service rules that the OEB launched in May. The OEB is asking for feedback on six categories of customer service rules that it has identified as priority areas. The OEB is also engaging energy utilities and other interested stakeholders as part of the review.

The OEB has had detailed customer service rules in place for electricity distributors since 2011. Rate-regulated natural gas distributors were required to implement and publish residential customer service policies in 2012, covering the major areas addressed by the electricity sector rules.

About the Ontario Energy Board

The OEB is the independent regulator of Ontario's electricity and natural gas sectors. It makes decisions that serve the public interest. Its goal is to promote a sustainable and efficient energy sector that provides consumers with reliable energy services at a reasonable cost.

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Contact Us

For more information, please visit the OEB website at www.oeb.ca or contact us directly.

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