

**Ontario Energy Board**  
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**Commission de l'énergie de l'Ontario**  
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**BY E-MAIL AND WEB POSTING**

November 4, 2016

**To: All Licensed Electricity Retailers  
All Licensed Gas Marketers  
All Applicants with a Pending Application for a New Electricity Retailer Licence or a New Gas Marketer Licence**

**RE: Consultation on Giving Effect to the Ontario Energy Board's Report on the Effectiveness of the *Energy Consumer Protection Act, 2010*  
Meeting to Discuss Online Verification  
OEB File No.: EB-2015-0268**

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On September 8, 2016, the Ontario Energy Board (OEB) issued a [Notice of Revised Proposal to Amend a Code and to Amend a Rule](#) in relation to the above-captioned consultation. In the Notice, the OEB acknowledged that amendments to O. Reg. 389/10 (General) made under the *Energy Consumer Protection Act, 2010* that will come into force on January 1, 2017 enable online verification, but do so conditional on the OEB having rules in place to support that process. The OEB further acknowledged that a move to online verification may be appropriate in the future but indicated that it intended to defer further consideration of rules to support online verification until after January 1, 2017. However, the OEB also invited energy retailers to provide the OEB with proposals for an online verification process.

In response to the Notice, a number of energy retailers expressed strong support for online verification and for that process being available as of January 1, 2017. Two energy retailers submitted proposals for an online verification process for the OEB's consideration.

In light of the comments received, the OEB is prepared to consider advancing its timeline for the development of rules to support online verification. As indicated in the Notice, the OEB will want to be assured that the consumer protection elements of the verification process are not lessened.

OEB staff therefore invites interested energy retailers to participate in a meeting to

discuss issues associated with online verification in order to assist OEB staff's consideration of online verification rules.

The meeting date, time, and location are as follows:

Date: Monday, November 14, 2016  
Time: 1:30 p.m. to 4 p.m.  
Location: Ontario Energy Board  
Main Boardroom  
27th floor, 2300 Yonge Street, Toronto

The meeting will be accessible by conference call to allow remote participation. Detailed instructions on how to participate remotely will be sent to all registered participants prior to the date of the meeting.

Interested participants wishing to attend the meeting are asked to register by e-mail to [lou.mustillo@ontarioenergyboard.ca](mailto:lou.mustillo@ontarioenergyboard.ca) with a copy to [veronica.mendes@ontarioenergyboard.ca](mailto:veronica.mendes@ontarioenergyboard.ca) by **3:00 p.m.** on **November 10, 2016**. Please include "Meeting re Online Verification; EB-2015-0268" in the subject line of your e-mail and provide the following information in the body of the e-mail:

- participant/organization name
- name(s) of attendees
- whether the participant intends to attend in person or by teleconference
- a contact name, telephone number and e-mail address

As noted above, two energy retailers have submitted proposals for an online verification process. OEB staff would be interested in any additional proposals that other energy retailers may wish to bring forward. Energy retailers that wish to provide alternative proposals should provide them with their notice of registration for the meeting. Any such proposals will be posted on the OEB's website in advance of the meeting.

Please do not hesitate to contact Lou Mustillo at 416-544-5185 or [lou.mustillo@ontarioenergyboard.ca](mailto:lou.mustillo@ontarioenergyboard.ca) should you have any questions.

Yours truly,



Brian Hewson  
Vice President, Consumer Protection & Industry Performance