

March 2, 2017

**To: Kirsten Walli
Board Secretary**

From: GDAR EBT Standards Working Group

Re: Giving Effect to the OEB's Report of the Effectiveness of the Energy Consumer Protection Act, 2010 (EB-2015-0268)

On December 1, 2016, the Ontario Energy Board (OEB) issued a Notice of Final Amendments to its regulatory instruments regarding the implementation of its *Consumers Come First* report on the *Energy Consumer Protection Act, 2010*.

There are two regulatory requirements that will come into effect on July 1, 2017 that are of relevance to the EBT Standards Working Groups:

- i. a requirement for electricity and gas distributors to send an OEB-approved "notice of switch" letter to a low-volume consumer within 5 business days of processing certain service transaction requests; and
- ii. a requirement for electricity and natural gas bills to include certain OEB-approved statements on bills issued to low-volume consumers that have a contract with a gas marketer or electricity retailer (together, energy retailers).

On February 2, 2017, the Ontario Energy Board requested that the EBT Working Group(s) convene to work through any EBT schema or other changes required to support these new requirements.

The GDAR EBT Working Group (Working Group) met by teleconference on several occasions to discuss any issues or concerns that may impact the effective date of these regulatory changes.

Written Notice of Switch

All utilities will be prepared to send a Notice of Switch letter to low-volume consumers effective July 1, 2017.

OEB-approved Statements on Gas Bill

The GDAR EBT Schemas must be modified by all parties in unison to accommodate the new gas marketer website information which is required for bill presentment. The Working Group is going forward with the expectation that the changes to the EBT Schema, development, testing, and implementation will be completed by July 1, 2017.

Any unforeseen delays or problems identified may prevent all gas distributors and gas marketers from meeting the July 1, 2017 effective date.

Regards,

A handwritten signature in black ink, appearing to read "C. Marijan". The signature is written in a cursive, flowing style.

Chris Marijan

On behalf of the GDAR EST Standards Working Group