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BULLETIN

DATE ISSUED: March 15, 2012

**TO: All Licensed Natural Gas Marketers
All Licensed Electricity Retailers
All Other Interested Parties**

RE: Timing of Written Confirmation of Cancellation

This Bulletin provides guidance in relation to the application of section 22(4)(b) of Ontario Regulation 389/10 (General) made under the *Energy Consumer Protection Act, 2010* regarding the provision of written confirmation of cancellation of a contract with a low-volume consumer.

Section 22(4) of Ontario Regulation 389/10 (General) (the "ECPA Regulation") provides that, if the consumer cancels the contract by telephone, the electricity retailer or gas marketer (together, "suppliers") must both record the call and *promptly* send written confirmation of the cancellation to the consumer. This requirement applies in respect of the cancellation of a contract that was entered into by a low-volume consumer on or after January 1, 2011. This requirement also applies in respect of the cancellation of a contract that was entered into by a low-volume consumer before January 1, 2011 but is renewed or extended on or after that date, as set out in section 16 of the ECPA Regulation.

In Board staff's view, written confirmation of cancellation is promptly sent within the meaning of section 22(4)(b) of the ECPA Regulation if it is sent within 10 days of the supplier receiving the consumer's notice of cancellation by telephone.

Staff believes that 10 days is sufficient to enable the supplier to send written confirmation to the consumer and would be in keeping with reasonable consumer expectations in that regard. Staff notes that a 10-day period is consistent with the 10-day period for submitting a service transaction request when a consumer cancels a contract as referred to in section 14 of the ECPA Regulation and in each of the Electricity Retailer Code of Conduct and the Code of Conduct for Gas Marketers; and the 10-day period for providing a copy of a recorded call to a consumer at the consumer's request, as set out in section 28 of the ECPA Regulation.

The views expressed in this Bulletin are those of Board staff and are not binding on the Board.

Any enquiries regarding this Bulletin should be directed to the Board's Market Operations hotline, at 416-440-7604 or market.operations@ontarioenergyboard.ca.

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