

## **Verification Call Script for Residential Consumers – Natural Gas and Electricity**

*This script must only be used for residential consumers.*

*In this script, the term “energy retailer” is used to refer to the gas marketer / electricity retailer.*

*The verification call must be terminated if Ontario Regulation 389/10 (General) made under the Energy Consumer Protection Act, 2010 (the ECPA Regulation) or this script so requires.*

*The ECPA Regulation requires that the verification representative stop the verification process if he or she is advised that the energy retailer has committed an unfair practice, or if the verification representative has reasonable grounds to believe that the energy retailer has committed an unfair practice.*

*The verification representative must terminate the call at any time if the verification representative knows or ought to know that the energy retailer has taken or is taking an unconscionable action as defined in the ECPA Regulation, the consumer is not reasonably able to protect his or her interests by reason of inability to understand English, or if the consumer is not comfortable with the verification call being recorded. In this case, before terminating the call the verification representative must explain to the consumer the reason for not proceeding with the verification process.*

*The energy retailer or verification company may have additional questions to ask of the consumer. These questions must be asked after the following compulsory questions. For points that need confirmation from the consumer, a Yes / No (Y/N) response is indicated at the end of the question.*

### **A. Greeting**

Provide the following:

1. Your name.
2. The name of your verification company (if energy retailer considers it necessary for the purpose of ensuring compliance with the CRTC’s telemarketing rules).
3. The energy retailer’s name.
4. Purpose of your call. It must be explained to the consumer that the purpose of the call/discussion is to verify the contract).

"I need to let you know that this call is being recorded. If you are not comfortable with this call being recorded, please let me know at any time."

## **B. Questions**

1. "Am I speaking with the person whose name is on the [electricity/natural gas] bills"? Y/N

*If the consumer answers **yes** proceed to Q2*

*If the consumer answers **no**, ask Q1A*

1a. "Is the account holder available to come to the phone"? Y/N

*If **yes**, proceed to Q2.*

*If **no**, ask:*

1b. "Are you the spouse of the account holder or are you someone that the account holder has authorized to enter the contract"? Y/N

*If **yes**, proceed to Q2.*

*If **no**, explain that you cannot proceed with the contract verification call until you are able to speak to the account holder, or spouse of the account holder or someone legally authorized to act on his/her behalf. You may ask for a more convenient time/date to contact the account holder, then terminate the call.*

2. "May I please have your full name"? "Thank you."

3. "Did you recently enter into [an electricity and/or a gas contract] with [energy retailer]"? Y/N

*If **yes**, proceed to Q4*

*If **no**, you may make a couple of attempts to jog the consumer's memory, but if they still cannot remember, you must terminate the call.*

4. "I have a few questions to ask you so that we can confirm that you want to continue with the contract. Is it ok if I continue with these questions now"? Y/N

*If **yes**, proceed to Q5.*

*If **no**, terminate the call and explain to the consumer that the contract will not be verified and the energy supply will not be switched. If the consumer is willing to be recorded, but doesn't have time now, you may arrange a more convenient time to call again.*

5. "Today's date is [month, day and year]. Our records show that you signed a written copy of the contract[s], including all of the terms and conditions, on [month, day and year]. Is that correct"? Y/N

For internet contracts:

5. "Today's date is [month, day and year]. Our records show that you received a copy of the contract(s) by email, including the terms and conditions on [month, day and year]. Is that correct"? Y/N

*If **yes**, and today's date is within 20 to 45 days of the date the consumer received the contract[s], proceed to Q6.*

*If **no**, and/or today's date is outside of the 20 to 45-day verification window, explain why you are unable to continue the verification process and terminate call.*

6. "Did you receive and sign a copy of a Disclosure Statement? The Disclosure Statement explains basic information about energy contracts and your rights as a consumer." Y/N

*If **yes**, proceed to Q7.*

*If **no**, explain why you are unable to continue the verification process and terminate call. If the consumer does not recall whether they received and signed the documents, the verification representative may offer to send a copy of the signed documents to the consumer by email or other means of delivery. The verification representative may also ask the consumer if there is a convenient time to call again once the signed copies of the documents have been received by the consumer, but otherwise the call must then be terminated and the verification representative must advise the consumer as follows:*

"I am required to terminate the verification call at this time. A new verification call must be completed once you have received and signed the documents".

7. "Did you receive and sign a copy of a Price Comparison explaining [energy retailer]'s price compared to the price from your utility"? Y/N

*If **yes**, proceed to Q8.*

*If **no**, explain why you are unable to continue the verification process and terminate the call.*

*If the consumer does not recall whether they received and signed the documents, the verification representative may offer to send a copy of the signed documents to the consumer by email or other means of delivery. The verification representative may also ask the consumer if there is a convenient time to call again once the signed copies of the documents have been received by the consumer, but otherwise the call must then be terminated and the verification representative must advise the consumer as follows:*

"I am required to terminate the verification call at this time. A new verification call must be completed once you have received and signed the documents".

8. "Did [energy retailer]'s representative give you a copy of the contract while visiting you at your home"? Y/N

9. "Did you sign the contract, or sign-up online, while the representative was at your home"? Y/N

*If **yes** to Q8 or 9, explain to the consumer why you cannot continue the verification process and terminate the call.*

*If **no** to Q8 or 9, proceed to Q10.*

10. "I now need to ask you some questions to ensure you understand what you will be paying under the contract."

*For electricity:*

"Do you understand that you will pay [energy retailer]'s contract price of [xx cents per kWh for electricity for a term of [x] years"? Y/N

"You will continue to pay your utility for delivery charges as well as taxes. You will also pay your share of the Global Adjustment".

Read to explain the Global Adjustment *if asked by the individual about the Global Adjustment (may also read even if not asked):*

"Most electricity generating companies are paid either a rate set by the Ontario Energy Board or a contract rate negotiated with, or set by, the Independent Electricity System Operator. The Global Adjustment is the difference between these contracted or regulated rates and the money the generators earn in the wholesale marketplace. The Global Adjustment also covers the costs of some conservation programs. The Global Adjustment is calculated each month, and can change every month. Although it can be a credit, the Global Adjustment has been a charge in almost every month since 2006. All electricity consumers have to pay their share of the Global Adjustment. The electricity prices offered by your utility already include an estimate of the Global Adjustment. If you switch to a retailer, you will have to pay your share of the Global Adjustment in addition to the contract price. And you will start to see the Global Adjustment as a separate line item on your electricity bill."

*For natural gas:*

"Do you understand that you will pay [energy retailer]'s contract price of [xx cents per cubic meter for natural gas for a term of [x] years"? Y/N

“You will continue to pay your utility for delivery charges, unless transportation and/or storage are included in the contract price, as well as taxes”.

*If **yes**, proceed to Q11.*

*If **no**, explain the contract is only for the supply of natural gas and electricity and the consumer will continue to pay delivery charges, Global Adjustment on his/her electricity bills and taxes.*

11. “Do you understand that you will pay [energy retailer]’s contract price[s] for [X years]”?

“There is no guarantee that you will save money on your electricity and/or gas energy bill[s] during the contract period”.

*Ask the following question only if a green energy contract option was selected by the consumer:*

12. “I see you have selected [“green” option and price details]. Is this correct”? Y/N *(Repeat for both natural gas and electricity, if applicable).*

*If the consumer states that they no longer wish to have the additional option(s), the verification representative must then confirm that the consumer is only verifying the contract and price details in Q10.*

13. “Do you understand that you may cancel your [electricity contract and/or gas contract] with [energy retailer] any time up to [XX] days after you receive your second bill under the contract without paying a cancellation fee? You can cancel any time after that but you may have to pay a cancellation fee.”

*If **yes** to all of Qs 11 and 13, proceed to Q14.*

*If **no** to any of Qs 11 and 13, be sure to explain that these details are specified in the terms of contract and ask:*

11a/13a/ “Do you accept these terms”? Y/N

*If **yes**, continue to Q14*

*If **no**, explain why you are unable to continue the verification process and terminate call.*

14. “Do you confirm that you want to continue with [this contract/these contracts] and would you like to proceed with the purchase of [natural gas and/or electricity] from [Energy Retailer Name]”? Y/N

*If **yes**, proceed to closing.*

*If **no**, because the consumer wants more time to make a final decision on their natural gas/electricity contract(s), the verification representative may ask if there*

*is a convenient time to call back but otherwise the call must be terminated. Where there is one contract for natural gas and another for electricity and the consumer wishes to delay a decision on only one contract, the verification representative may continue with confirmation of the accepted contract.*

*If no, because the consumer does not want to verify the contract[s], the verification representative may thank the consumer for their time but otherwise the call must be terminated and the verification representative must inform the energy retailer of the consumer's choice not to verify the contract[s]. Where there is one contract for natural gas and another for electricity and the consumer states that they do not wish to verify one of the contracts the verification representative may continue with confirmation of the accepted contract and must inform the energy retailer of the consumer's choice not to verify the other contract.*

15. "You can get more information from the Ontario Energy Board. Would you like the Ontario Energy Board's website address or toll-free number"? Y/N

*If yes, provide the OEB's contact details.*

## **C. CLOSING**

"Thank you. Now that you have confirmed that you want to continue [this contract/these contracts], your electricity utility and your gas utility will each send you a letter after the transfer has been done. The letters will tell you when you will start to pay the contract price for your electricity and your natural gas. [Energy Retailer]'s name and telephone number will start to appear on your [natural gas /electricity] bill normally within 120 days. Please call that number if you have questions."

*Following the closing, the verification representative may ask additional information of the consumer including confirming the correct spelling of the consumer's name, address, utility account number[s], and telephone number[s].*