**PUBLIC CONSULTATION FEEDBACK FORM**

**Better Decisions At The Door**

**Proposed Door-to-Door Rules for Water Heater and Furnace Sales and Rentals**

Your views are very important to the Ministry of Consumer Services. We would like to hear what you think about proposed Consumer Protection Act, 2002 regulation changes to better protect consumers who are considering a door-to-door water heater or furnace contract.

Please submit your general comments or comment on the specific recommendations set out in the consultation paper posted on the Regulatory Registry at <http://www.ontariocanada.com/registry/> .

As a convenience, you may use this form to provide your comments; however, if more convenient, you may also submit a separate document. To use this form, please input your comments below, then save and email the competed form to the Ministry of Consumer Services at [consumerpolicy@ontario.ca](mailto:consumerpolicy@ontario.ca). The closing date for receiving feedback is April 22, 2014.

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| Your contact information:  *(insert contact information)* |  | |  | |
| About You or Your Organization  *(please check the appropriate box)*  Consumer  Water Heater Supplier  Furnace Supplier  Other Industry Participant (e.g., finance company, billing service) | | Organization/association  Consumer  Industry  Other: | | Other: |
| **Consultation Proposals** | | | | |
| 1. Expand cooling-off period and disclosure requirements to include furnaces as well as water heaters. | | | | |
| *(insert comments – if necessary the box will expand as you type)* | | | | |
| 1. Allow installation work to go ahead during the cooling-off period if a consumer's water heater or furnace is broken. | | | | |
| *(insert comments)* | | | | |
| 1. The type of contract used (e.g.., rental or sale) should not affect this consumer protection. | | | | |
| *(insert comments)* | | | | |
| 1. Ensure the prompt termination of a water heater or furnace rental contract termination by setting a 30-day deadline by which date a supplier must send their final bill. | | | | |
| *(insert comments)* | | | | |
| 1. Improve disclosure requirements for door-to-door contracts for water heaters and furnaces. | | | | |
| *(insert comments)* | | | | |
| 1. Set out mandatory wording that must appear in water heater and furnace contracts to disclose key consumer rights. | | | | |
| *(insert comments)* | | | | |
| 1. Set out a plain-language disclosure cover page for water heater and furnace door-to-door contracts. | | | | |
| *(insert comments)* | | | | |
| 1. Set out a mandatory script for verification calls that must be completed during the cooling-off period for water heater contracts | | | | |
| *(insert comments)* | | | | |
| 1. Give business at least three months to prepare for new rules. | | | | |
| *(insert comments)* | | | | |
| We are interested in any other comments or suggestions you wish to make. | | | | |
| *(insert comments)* | | | | |
| **Send Feedback to** [**consumerpolicy@ontario.ca**](mailto:consumerpolicy@ontario.ca) **by April 22, 2014**  ***Privacy Statement***  Please note that unless agreed otherwise by the Ministry of Consumer Services, all submissions received from organizations in response to this consultation will be considered public information and may be used and disclosed by the ministry to help the ministry in evaluating and revising its proposal. This may involve disclosing any response received to other interested parties.  An individual who provides a response and indicates an affiliation with an organization will be considered to have submitted the response on behalf of that organization.  Responses received from individuals who do not indicate an affiliation with an organization will not be considered to be public. Responses from individuals may be used and disclosed by the ministry to help evaluate and revise the proposal. Any personal information such as an individual's name and contact details will not be disclosed by the ministry without the individual’s prior consent unless required by law.  If you have any questions about the collection of this information, please contact consumerpolicy@ontario.ca. | | | | |