



May 10, 2016

The Honourable Kathleen Wynne
Premier, Province of Ontario
Room 281, Main Legislative Building
Queen's Park
Toronto, On M7A 1A1

RE: BAN ON DOOR-TO-DOOR SALES ACTIVITIES (13.4)

Dear Ms. Wynne:

This will confirm that at a meeting held on May 3, 2016, Council of the City of Markham adopted the following resolution:

“Whereas the Provincial Government implemented the *Stronger Protection for Ontario Consumers Act* in April 2015 to address, among other things, aggressive and misleading door-to-door sales tactics;

Whereas Ontarians over the last twelve months continue to experience unsolicited, aggressive and misleading sales tactics at their door from companies seeking to sell home energy products, despite this provincial legislation;

Whereas the door to door agents acting on behalf of these companies misrepresent their purpose and/or identity, often posing as utility inspectors and government agents needing to gain access to the homes of Ontarians;

Whereas people across Ontario, and in particular Markham residents, have been targeted by these door to door misrepresentations and misleading sales tactics;

Whereas one such company has been recently charged with 142 breaches of the Consumer Protection Act due to this fraudulent and misleading sales conduct, previous attempts by the Province to protect Ontarians have failed;

Whereas the province has implemented a ban on door-to-door sales for electricity and natural gas contracts by passing the *Strengthening Consumer Protection and Electricity System Oversight Act, 2015*;

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Now therefore be it resolved that Council:

- 1) Urge the Provincial Government to ban all door-to-door sales in the home services sector (more specifically the sale or lease of HVAC equipment, water heaters, water filtration systems and other related home energy products and services by door-to-door sales agents) as soon as possible, and before the spring session of the Ontario legislature concludes;
- 2) Issue an Alert via News Release and other forms of communication to Markham residents to warn them about ongoing door-to-door sales activities, and encourage Markham residents to sign the online petition at Change.org;
- 3) Encourage other GTA municipalities to join with Markham in calling on the province to act;
- 4) That staff be authorized and directed to do all things necessary to give effect to this resolution.”

Yours sincerely,



Kimberley Kitteringham
City Clerk

Copy to: The Honourable David Oraziotti, Minister of Government & Consumer Services
GTA Municipalities