

**Ministry of Consumer Services**  
Office of the Assistant Deputy Minister

Policy and Consumer Protection  
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**Ministère des Services aux  
consommateurs**

Bureau du sous-ministre adjoint

Division des politiques et des services  
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August 31, 2011

Hugh Urquhart  
1486 Marshwood Place  
Mississauga, Ontario, L5J 4J6

Dear Mr. Urquhart,

Thank you for your recent letter of August 27, 2011.

Please be advised that, as indicated in earlier correspondence, I have considered the material submitted and submissions made on behalf of the complainants and have consulted with legal counsel for the Ministry. A decision was made that the matter would not be referred to investigation on the basis that the *Consumer Protection Act, 2002* does not apply in the circumstances of this case.

Sincerely,

A handwritten signature in black ink, appearing to read "Frank E. Denton".

Frank E. Denton  
Assistant Deputy Minister