

MINISTRY OF CONSUMER SERVICES

The ministry plays a lead role in strengthening consumer protection and public safety. It is responsible for many of the Province's consumer protection programs, either directly or through oversight of delegated administrative authorities. In the area of public safety, the ministry oversees the Technical Standards and Safety Authority and the Electrical Safety Authority. Ministry staff continually review the regulatory environment businesses face in order to streamline the system and remove unnecessary barriers. The ministry devotes resources to ensuring consumers are well protected and informed about their rights. Ministry staff work in partnership with industry and key stakeholders on government policies and information campaigns to strengthen public safety.

MINISTRY PROGRAM SUMMARY

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| VOTE PROGRAM | Estimates 2011-12 | Estimates 2010-11 | Difference Between 2011-12 and 2010-11 | Actual 2009-10 |
|--|----------------------|----------------------|--|-------------------|
| OPERATING EXPENSE | | | | |
| 3101 Consumer Services Program | 20,318,000 | 21,784,900 | (1,466,900) | 17,302,948 |
| TOTAL OPERATING EXPENSE TO BE VOTED | 20,318,000 | 21,784,900 | (1,466,900) | 17,302,948 |
| Statutory Appropriations | 66,014 | 65,014 | 1,000 | 71,869 |
| Ministry Total Operating Expense | 20,384,014 | 21,849,914 | (1,465,900) | 17,374,817 |
| OPERATING ASSETS | | | | |
| 3101 Consumer Services Program | 1,000 | 1,000 | - | - |
| TOTAL OPERATING ASSETS TO BE VOTED | 1,000 | 1,000 | - | - |
| Ministry Total Operating Assets | 1,000 | 1,000 | - | - |

MINISTRY PROGRAM SUMMARY

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| VOTE PROGRAM | Estimates 2011-12 | Estimates 2010-11 | Difference Between 2011-12 and 2010-11 | Actual 2009-10 |
|--|----------------------|----------------------|--|-------------------|
| CAPITAL EXPENSE | | | | |
| 3101 Consumer Services Program | 1,000 | 1,000 | - | - |
| TOTAL CAPITAL EXPENSE TO BE VOTED | 1,000 | 1,000 | - | - |
| Statutory Appropriations | 1,000 | 1,000 | - | - |
| Ministry Total Capital Expense | 2,000 | 2,000 | - | - |
| CAPITAL ASSETS | | | | |
| 3101 Consumer Services Program | 1,000 | 1,000 | - | - |
| TOTAL CAPITAL ASSETS TO BE VOTED | 1,000 | 1,000 | - | - |
| Ministry Total Capital Assets | 1,000 | 1,000 | - | - |
| Ministry Total Operating and Capital Including Consolidation and Other Adjustments (not including Assets) | 20,386,014 | 21,851,914 | (1,465,900) | 17,374,817 |

CONSUMER SERVICES PROGRAM - VOTE 3101

This program supports consumer protection and public safety in Ontario by: ensuring effective compliance strategies; modernizing the business and consumer protection regulatory environment; and maintaining a modern regulatory and legal environment that protects Ontarians, generates confidence and promotes economic growth.

VOTE SUMMARY
(**\$**)

| ITEM # | ITEM | Estimates 2011-12 | Estimates 2010-11 | Difference Between 2011-12 and 2010-11 | Actual 2009-10 |
|--|---|----------------------|----------------------|--|-------------------|
| OPERATING EXPENSE | | | | | |
| 6 | Consumer Services | 20,318,000 | 21,784,900 | (1,466,900) | 17,302,948 |
| TOTAL OPERATING EXPENSE TO BE VOTED | | 20,318,000 | 21,784,900 | (1,466,900) | 17,302,948 |
| S | Minister's Salary, the <i>Executive Council Act</i> | 47,841 | 47,841 | - | 49,301 |
| S | Parliamentary Assistant's Salary, the <i>Executive Council Act</i> | 16,173 | 16,173 | - | 22,568 |
| S | Bad Debt Expense, the <i>Financial Administration Act</i> | 2,000 | 1,000 | 1,000 | - |
| Total Statutory Appropriations | | 66,014 | 65,014 | 1,000 | 71,869 |
| Total Operating Expense | | 20,384,014 | 21,849,914 | (1,465,900) | 17,374,817 |
| OPERATING ASSETS | | | | | |
| 2 | Consumer Services | 1,000 | 1,000 | - | - |
| TOTAL OPERATING ASSETS TO BE VOTED | | 1,000 | 1,000 | - | - |
| Total Operating Assets | | 1,000 | 1,000 | - | - |

VOTE SUMMARY
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| ITEM # | ITEM | Estimates 2011-12 | Estimates 2010-11 | Difference Between 2011-12 and 2010-11 | Actual 2009-10 |
|--|---|----------------------|----------------------|--|-------------------|
| CAPITAL EXPENSE | | | | | |
| 3 | Consumer Services | 1,000 | 1,000 | - | - |
| TOTAL CAPITAL EXPENSE TO BE VOTED | | 1,000 | 1,000 | - | - |
| S | Amortization, the <i>Financial Administration Act</i> | 1,000 | 1,000 | - | - |
| Total Statutory Appropriations | | 1,000 | 1,000 | - | - |
| Total Capital Expense | | 2,000 | 2,000 | - | - |
| CAPITAL ASSETS | | | | | |
| 4 | Consumer Services | 1,000 | 1,000 | - | - |
| TOTAL CAPITAL ASSETS TO BE VOTED | | 1,000 | 1,000 | - | - |
| Total Capital Assets | | 1,000 | 1,000 | - | - |

CONSUMER SERVICES PROGRAM - VOTE 3101, cont'd

STANDARD ACCOUNTS CLASSIFICATION

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| VOTE - ITEM # | STANDARD ACCOUNT BY ITEM AND SUB-ITEMS | | |
|------------------|--|------------|-------------------|
| | OPERATING EXPENSE | | |
| 3101-6 | Consumer Services | | |
| | Salaries and wages | | 11,306,400 |
| | Employee benefits | | 1,474,900 |
| | Transportation and communication | | 613,700 |
| | Services | | 6,905,500 |
| | Supplies and equipment | | 277,500 |
| | Transfer payments | | |
| | Grants in Support of Consumer Services | | 5,000 |
| | Subtotal | | 20,583,000 |
| | Less: Recoveries | | 265,000 |
| | Total Operating Expense to be Voted | | 20,318,000 |
| | <i>Sub-Items:</i> | | |
| | <i>Ministry Administration</i> | | |
| | Salaries and wages | 2,766,500 | |
| | Employee benefits | 342,200 | |
| | Transportation and communication | 130,000 | |
| | Services | 3,499,800 | |
| | Supplies and equipment | 105,200 | 6,843,700 |
| | <i>Consumer Services</i> | | |
| | Salaries and wages | 8,539,900 | |
| | Employee benefits | 1,132,700 | |
| | Transportation and communication | 483,700 | |
| | Services | 3,405,700 | |
| | Supplies and equipment | 172,300 | |
| | Transfer payments | | |
| | Grants in Support of Consumer Services | 5,000 | |
| | Subtotal | 13,739,300 | |
| | Less: Recoveries | 265,000 | 13,474,300 |
| | Total Operating Expense to be Voted | | 20,318,000 |

CONSUMER SERVICES PROGRAM - VOTE 3101, cont'd

STANDARD ACCOUNTS CLASSIFICATION, cont'd

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| VOTE - ITEM # | STANDARD ACCOUNT BY ITEM AND SUB-ITEMS | |
|--|--|-------------------|
| OPERATING EXPENSE | | |
| Statutory Appropriations | | |
| S | Minister's Salary, the <i>Executive Council Act</i> | 47,841 |
| S | Parliamentary Assistant's Salary, the <i>Executive Council Act</i> | 16,173 |
| | Other transactions | |
| S | Bad Debt Expense, the <i>Financial Administration Act</i> | 2,000 |
| Total Operating Expense for Consumer Services Program | | 20,384,014 |
| OPERATING ASSETS | | |
| 3101-2 | Consumer Services | |
| | Deposits and prepaid expenses | 1,000 |
| Total Operating Assets to be Voted | | 1,000 |
| Total Operating Assets for Consumer Services Program | | 1,000 |
| CAPITAL EXPENSE | | |
| 3101-3 | Consumer Services | |
| | Other transactions | 1,000 |
| Total Capital Expense to be Voted | | 1,000 |
| Statutory Appropriations | | |
| | Other transactions | |
| S | Amortization, the <i>Financial Administration Act</i> | 1,000 |
| Total Capital Expense for Consumer Services Program | | 2,000 |
| CAPITAL ASSETS | | |
| 3101-4 | Consumer Services | |
| | Land and marine fleet | 1,000 |
| Total Capital Assets to be Voted | | 1,000 |
| Total Capital Assets for Consumer Services Program | | 1,000 |

RECONCILIATION TO PREVIOUSLY PUBLISHED DATA

| OPERATING EXPENSE | Estimates 2010-11 \$ | Actual 2009-10 \$ |
|---|-------------------------------------|----------------------------------|
| Total Operating Expense previously published* | 59,822,914 | 56,917,753 |
| Government Reorganization | | |
| Transfer of functions to other Ministries | (37,973,000) | (39,542,936) |
| Restated Total Operating Expense | 21,849,914 | 17,374,817 |

*Total Operating Expense includes Statutory Appropriations, Special Warrants and total operating expense to be voted.

| CAPITAL EXPENSE | Estimates 2010-11 \$ | Actual 2009-10 \$ |
|---|-------------------------------------|----------------------------------|
| Total Capital Expense previously published* | 131,000 | - |
| Government Reorganization | | |
| Transfer of functions to other Ministries | (129,000) | - |
| Restated Total Capital Expense | 2,000 | - |

*Total Capital Expense includes Statutory Appropriations, Special Warrants and total capital expense to be voted.

| CAPITAL ASSETS | Estimates 2010-11 \$ | Actual 2009-10 \$ |
|--|-------------------------------------|----------------------------------|
| Total Capital Assets previously published* | 652,000 | 168,205 |
| Government Reorganization | | |
| Transfer of functions to other Ministries | (651,000) | (168,205) |
| Restated Total Capital Assets | 1,000 | - |

*Total Capital Assets includes Statutory Appropriations, Special Warrants and total capital assets to be voted.