

## MINISTRY OF CONSUMER SERVICES

The ministry's mandate covers three main areas: educating and protecting consumers; furthering public safety; and ensuring compliance with Ontario's consumer-protection legislation. MCS uses a wide range of tools and techniques to make consumers aware of their rights, and develops policy and legislation to ensure Ontario's marketplace is a fair and informed one. The ministry is also responsible for developing policy and maintaining oversight in the areas of technical and electrical safety. And MCS helps Ontarians resolve consumer issues by investigating complaints, making sure businesses are aware of their responsibilities to consumers under the law, and enforcing consumer protection laws. MCS fulfills this mandate directly, and in partnership with its eight administrative authorities.

### MINISTRY PROGRAM SUMMARY

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| VOTE PROGRAM                               | Estimates<br>2013-14 | Estimates<br>2012-13 | Difference<br>Between<br>2013-14<br>and<br>2012-13 | Actual<br>2011-12 |
|--|----------------------|----------------------|--|-------------------|
| <b>OPERATING EXPENSE</b>                   |                      |                      |  |                   |
| 3101 Consumer Services Program             | 23,895,500           | 20,360,000           | 3,535,500  | 19,260,924        |
| <b>TOTAL OPERATING EXPENSE TO BE VOTED</b> | <b>23,895,500</b>    | <b>20,360,000</b>    | <b>3,535,500</b>                                   | <b>19,260,924</b> |
| Statutory Appropriations                   | 66,014               | 66,014               | -  | 65,968            |
| Ministry Total Operating Expense           | 23,961,514           | 20,426,014           | 3,535,500  | 19,326,892        |
| <b>OPERATING ASSETS</b>                    |                      |                      |  |                   |
| 3101 Consumer Services Program             | 1,000                | 1,000                | -  | -                 |
| <b>TOTAL OPERATING ASSETS TO BE VOTED</b>  | <b>1,000</b>         | <b>1,000</b>         | <b>-</b>   | <b>-</b>          |
| Ministry Total Operating Assets            | 1,000                | 1,000                | -  | -                 |

## MINISTRY PROGRAM SUMMARY

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| VOTE PROGRAM   | Estimates<br>2013-14 | Estimates<br>2012-13 | Difference<br>Between<br>2013-14<br>and<br>2012-13 | Actual<br>2011-12 |
|--|----------------------|----------------------|--|-------------------|
| <b>CAPITAL EXPENSE</b>   |                      |                      |  |                   |
| 3101 Consumer Services Program   | 1,000                | 1,000                | -  | -                 |
| <b>TOTAL CAPITAL EXPENSE TO BE VOTED</b>   | <b>1,000</b>         | <b>1,000</b>         | <b>-</b>   | <b>-</b>          |
| Statutory Appropriations   | 1,000                | 1,000                | -  | -                 |
| Ministry Total Capital Expense   | 2,000                | 2,000                | -  | -                 |
| <b>CAPITAL ASSETS</b>  |                      |                      |  |                   |
| 3101 Consumer Services Program   | 1,000                | 1,000                | -  | -                 |
| <b>TOTAL CAPITAL ASSETS TO BE VOTED</b>  | <b>1,000</b>         | <b>1,000</b>         | <b>-</b>   | <b>-</b>          |
| Ministry Total Capital Assets  | 1,000                | 1,000                | -  | -                 |
| <b>Ministry Total Operating and Capital Including Consolidation and Other Adjustments (not including Assets)</b> | <b>23,963,514</b>    | <b>20,428,014</b>    | <b>3,535,500</b>                                   | <b>19,326,892</b> |

**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 Ontario's families, generates confidence and supports economic growth.

**VOTE SUMMARY**

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| <b>ITEM #</b>                              | <b>ITEM</b>  | <b>Estimates 2013-14</b> | <b>Estimates 2012-13</b> | <b>Difference Between 2013-14 and 2012-13</b> | <b>Actual 2011-12</b> |
|--|--|--------------------------|--------------------------|---|-----------------------|
| <b>OPERATING EXPENSE</b>                   |  |                          |                          |   |                       |
| 6  | Consumer Services  | 23,895,500               | 20,360,000               | 3,535,500                                     | 19,260,924            |
| <b>TOTAL OPERATING EXPENSE TO BE VOTED</b> |  | <b>23,895,500</b>        | <b>20,360,000</b>        | <b>3,535,500</b>                              | <b>19,260,924</b>     |
| 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                   | -   | 16,667                |
| S  | Bad Debt Expense, the <i>Financial Administration Act</i>          | 2,000                    | 2,000                    | -   | -                     |
| Total Statutory Appropriations             |  | 66,014                   | 66,014                   | -   | 65,968                |
| <b>Total Operating Expense</b>             |  | <b>23,961,514</b>        | <b>20,426,014</b>        | <b>3,535,500</b>                              | <b>19,326,892</b>     |
| <b>OPERATING ASSETS</b>                    |  |                          |                          |   |                       |
| 2  | Consumer Services  | 1,000                    | 1,000                    | -   | -                     |
| <b>TOTAL OPERATING ASSETS TO BE VOTED</b>  |  | <b>1,000</b>             | <b>1,000</b>             | <b>-</b>                                      | <b>-</b>              |
| <b>Total Operating Assets</b>              |  | <b>1,000</b>             | <b>1,000</b>             | <b>-</b>                                      | <b>-</b>              |

VOTE SUMMARY  
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| ITEM<br>#                                | ITEM  | Estimates<br>2013-14 | Estimates<br>2012-13 | Difference<br>Between<br>2013-14<br>and<br>2012-13 | Actual<br>2011-12 |
|--|---|----------------------|----------------------|--|-------------------|
| <b>CAPITAL EXPENSE</b>                   |   |                      |                      |  |                   |
| 3  | Consumer Services                                     | 1,000                | 1,000                | -  | -                 |
| <b>TOTAL CAPITAL EXPENSE TO BE VOTED</b> |   | <b>1,000</b>         | <b>1,000</b>         | <b>-</b>   | <b>-</b>          |
| S  | Amortization, the <i>Financial Administration Act</i> | 1,000                | 1,000                | -  | -                 |
| Total Statutory Appropriations           |   | 1,000                | 1,000                | -  | -                 |
| <b>Total Capital Expense</b>             |   | <b>2,000</b>         | <b>2,000</b>         | <b>-</b>   | <b>-</b>          |
| <b>CAPITAL ASSETS</b>                    |   |                      |                      |  |                   |
| 4  | Consumer Services                                     | 1,000                | 1,000                | -  | -                 |
| <b>TOTAL CAPITAL ASSETS TO BE VOTED</b>  |   | <b>1,000</b>         | <b>1,000</b>         | <b>-</b>   | <b>-</b>          |
| <b>Total Capital Assets</b>              |   | <b>1,000</b>         | <b>1,000</b>         | <b>-</b>   | <b>-</b>          |

## CONSUMER SERVICES PROGRAM - VOTE 3101, cont'd

## STANDARD ACCOUNTS CLASSIFICATION

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| VOTE -<br>ITEM # | STANDARD ACCOUNT BY ITEM AND SUB-ITEMS     |            |                   |
|------------------|--|------------|-------------------|
|                  | <b>OPERATING EXPENSE</b>                   |            |                   |
| 3101-6           | Consumer Services                          |            |                   |
|                  | Salaries and wages                         |            | 12,013,700        |
|                  | Employee benefits                          |            | 1,565,600         |
|                  | Transportation and communication           |            | 613,700           |
|                  | Services                                   |            | 9,685,000         |
|                  | Supplies and equipment                     |            | 277,500           |
|                  | Transfer payments                          |            |                   |
|                  | Grants in Support of Consumer Services     |            | 5,000             |
|                  | Subtotal                                   |            | 24,160,500        |
|                  | Less: Recoveries                           |            | 265,000           |
|                  | <b>Total Operating Expense to be Voted</b> |            | <b>23,895,500</b> |
|                  | <i>Sub-Items:</i>                          |            |                   |
|                  | <i>Ministry Administration</i>             |            |                   |
|                  | Salaries and wages                         | 2,966,500  |                   |
|                  | Employee benefits                          | 378,700    |                   |
|                  | Transportation and communication           | 130,000    |                   |
|                  | Services                                   | 4,849,700  |                   |
|                  | Supplies and equipment                     | 105,200    | 8,430,100         |
|                  | <i>Consumer Services</i>                   |            |                   |
|                  | Salaries and wages                         | 9,047,200  |                   |
|                  | Employee benefits                          | 1,186,900  |                   |
|                  | Transportation and communication           | 483,700    |                   |
|                  | Services                                   | 4,835,300  |                   |
|                  | Supplies and equipment                     | 172,300    |                   |
|                  | Transfer payments                          |            |                   |
|                  | Grants in Support of Consumer Services     | 5,000      |                   |
|                  | Subtotal                                   | 15,730,400 |                   |
|                  | Less: Recoveries                           | 265,000    | 15,465,400        |
|                  | <b>Total Operating Expense to be Voted</b> |            | <b>23,895,500</b> |

## CONSUMER SERVICES PROGRAM - VOTE 3101, cont'd

## STANDARD ACCOUNTS CLASSIFICATION, cont'd

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| VOTE -<br>ITEM<br>#  | STANDARD ACCOUNT BY ITEM AND SUB-ITEMS                             |                   |
|--|--|-------------------|
| <b>OPERATING EXPENSE</b>                                     |  |                   |
| <b>Statutory Appropriations</b>                              |  |                   |
| 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             |
| <b>Total Operating Expense for Consumer Services Program</b> |  | <b>23,961,514</b> |
| <b>OPERATING ASSETS</b>                                      |  |                   |
| 3101-2   | Consumer Services  |                   |
|  | Deposits and prepaid expenses                                      | 1,000             |
| <b>Total Operating Assets to be Voted</b>                    |  | <b>1,000</b>      |
| <b>Total Operating Assets for Consumer Services Program</b>  |  | <b>1,000</b>      |
| <b>CAPITAL EXPENSE</b>                                       |  |                   |
| 3101-3   | Consumer Services  |                   |
|  | Other transactions   | 1,000             |
| <b>Total Capital Expense to be Voted</b>                     |  | <b>1,000</b>      |
| <b>Statutory Appropriations</b>                              |  |                   |
|  | Other transactions   |                   |
| S  | Amortization, the <i>Financial Administration Act</i>              | 1,000             |
| <b>Total Capital Expense for Consumer Services Program</b>   |  | <b>2,000</b>      |
| <b>CAPITAL ASSETS</b>  |  |                   |
| 3101-4   | Consumer Services  |                   |
|  | Land and marine fleet - asset costs                                | 1,000             |
| <b>Total Capital Assets to be Voted</b>                      |  | <b>1,000</b>      |
| <b>Total Capital Assets for Consumer Services Program</b>    |  | <b>1,000</b>      |