



MR. KEVIN O'REILLY
MLA, FRAME LAKE

Oral Question 640-18(2): Improving Consumer Protection

This letter is in follow up to the Oral Question you raised on February 23, 2017, related to improving consumer protection in the Northwest Territories (NWT).

The Department of Municipal and Community Affairs (MACA) has not received a significant volume of complaints from NWT consumers, but acknowledges that more work needs to take place to better inform NWT residents of the services, and protections available to them as consumers.

There will be a consumer protection awareness campaign launched this summer to inform consumers of their rights and responsibilities and the Government of the Northwest Territories' (GNWT) role in relation to consumer protection. MACA has developed a plain-language guide on the current consumer affairs programming and will share the document with the Members of the Legislative Assembly this summer.

The *Consumer Protection Act* was last reviewed with minor updates in 2011 and is not on the priority list for MACA's legislative amendments. In order to respond to the priorities of MACA's stakeholders, the Department is planning to meet and engage with all stakeholders to identify which MACA-specific pieces of legislation should be considered a priority moving forward. As I committed during session, the *Consumer Protection Act* will be included in this list for engagement.

Thank you for raising this important topic.

Caroline Cochrane
Minister of Municipal and
Community Affairs

c. Mr. Tim Mercer
Clerk of the Legislative Assembly

Mr. David Hastings
Legislative Coordinator
Department of Executive