



MAY 17 2019

MR. KEVIN O'REILLY
MLA, FRAME LAKE

Oral Question 686-18(3)
Northwest Territories Consumer Rights and Protections

This letter is in follow up to the Oral Question 686-18(3) raised on March 12, 2019, regarding Northwest Territories Consumer Rights and Protections.

The Department of Municipal and Community Affairs (MACA) is working to develop its legislative priorities, and continues to engage with community governments and other stakeholders on future priorities for legislation to inform transition planning into the 19th Legislative Assembly.


MACA develops new consumer-related information on a quarterly basis, and will ensure that work in early 2020 coincides with World Consumer Rights Day on March 15, 2020. The Department will use this occasion to increase awareness and to educate NWT consumers on their basic rights related to consumer protection and highlight MACA's consumer complaint process as a means of resolving issues that may arise.

In an effort to provide more information and resources to NWT consumers, MACA will continue to provide its Consumer Information Bulletins (CIB) based on complaints received or issues of a national or common interest. During the summer of 2019, the CIBs will include information and advice to NWT consumers related to online shopping. MACA's Consumer Protection branch will also examine communication approaches to ensure NWT residents understand their rights as consumers and are aware of the processes through which they can identify their consumer protection issues.

Over the last five years, MACA has received, on average, seven consumer complaints per year. In 2018-19, the Department received six complaints from NWT consumers. None of the complaints during this five year period have been directly related to online shopping, however, when consumers inquire about products or services purchased from another jurisdiction, they are generally directed back to that jurisdiction's consumer protection mechanism.

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Thank you for your interest on this important topic.

A handwritten signature in black ink, appearing to read 'Alfred Moses', written in a cursive style.

Alfred Moses
Minister of Municipal
and Community Affairs

c. Clerk of the Legislative Assembly

Deputy Minister
Municipal and Community Affairs

Legislative Coordinator
Department of Executive and Indigenous Affairs