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BY E-MAIL AND WEB POSTING

November 29, 2016

**To: All Licensed Electricity Retailers
All Licensed Gas Marketers
All Licensed Electricity Distributors
All Natural Gas Distributors
All Participants in Consultation Process EB-2014-0158 (Consultation on the Effectiveness of Part II of the *Energy Consumer Protection Act, 2010*) and EB-2015-0268 (Giving Effect to the OEB's Report on the Effectiveness of the *Energy Consumer Protection Act, 2010*)
All Other Interested Parties**

**Re: Giving Effect to the OEB's Report on the Effectiveness of the *Energy Consumer Protection Act, 2010*
Issuance of Revised Proposed Consumer Facing Materials
OEB File No.: EB-2015-0268**

The Ontario Energy Board (OEB) is inviting comment on the following revised proposed documents:

1. Tip Sheet
2. Dual Fuel Disclosure Statement
3. Four Price Comparison templates

A. Background

On October 30, 2015, the OEB issued a [Notice of Proposal](#) to solicit comment on a number of documents, including the following: a proposed revised disclosure statement (dual fuel version); proposed revised price comparison templates; and a new proposed "tip sheet" (collectively, Consumer Facing Materials) (October 30th Proposals). Proposed amendments to the Electricity Retailer Code of Conduct and the Code of Conduct for Gas Marketers relating to the use of these materials have been the subject of consultation that has proceeded in parallel with consultation on the Consumer Facing Materials themselves.¹

¹ See the OEB's October 5, 2015 [Notice of Proposal](#) and September 8, 2016 [Notice of Revised Proposal](#).

The OEB received written comments on the October 30th Proposals from 6 energy retailers. All of the written comments are available for viewing on the OEB's website at <http://www.ontarioenergyboard.ca/OEB/Industry/Regulatory+Proceedings/Policy+Initiatives+and+Consultations/ECPA+Report+Implementation>.

At the time of issuance of the October 30th Proposals, changes to the legislative framework governing electricity retailers and natural gas marketers (collectively, energy retailers) were pending. That legislative process has now been completed. Amendments to the *Energy Consumer Protection Act, 2010* (ECPA) will come into force on January 1, 2017, as will amendments to Ontario Regulation 389/10 (General) (ECPA Regulation).

B. Revised Proposals

Since issuance of the October 30th Proposals, the OEB has worked to enhance the Consumer Facing Materials in terms of both content and format. In doing so, the OEB has considered the written comments received from energy retailers on the October 30th Proposals as well as comments received from the OEB's Consumer Panel. The Consumer Panel is comprised of a mix of residential and small business consumers from across the Province, and earlier iterations of the Consumer Facing Materials were brought to Consumer Panel meetings in Toronto, Kingston, Thunder Bay and Sudbury.

The OEB is proposing to move to a booklet format for all of the Consumer Facing Materials, to be printed double-sided to a single legal size page with one fold. The OEB is also proposing a number of other format enhancements that will make the Consumer Facing Materials easier to read and follow. Since most free PDF viewing software allows users to edit forms, the OEB will prepare an Adobe PDF version of the price comparisons for internet transactions. Energy retailers would be able to insert key pricing data directly onto the PDF and share the forms electronically. Versions of the materials will be reformatted for viewing online and ease of printing for consumers.

The content changes that are now also being proposed are intended to make the Consumer Facing Materials more useful for consumers. The OEB believes that the revised proposed Consumer Facing Materials achieve the OEB's objective of making these materials consumer-friendly, simpler and as short as possible, as set out in the OEB's [*Consumers Come First*](#) report to the Minister of Energy on the effectiveness of the ECPA.

1. Revised Proposed Tip Sheet

As noted above, amendments to the Electricity Retailer Code of Conduct and the Code of Conduct for Gas Marketers to support use of the Tip Sheet have been the subject of separate consultation. Specifically, amendments to Part B of each of those Codes include a requirement for energy retailers to “provide and leave with the consumer such documents as may be approved by the OEB” if retailing to a low volume consumer at residential premises.

Energy retailers generally supported improved consumer education and energy literacy but indicated that they should not be required to take on this role solely and that the OEB bears some responsibility. They also submitted that adding a new document, beyond those that are already required, will contribute to consumer confusion and increase costs.

Members of the OEB’s Consumer Panel reacted favourably to the concept of the proposed Tip Sheet as an additional source of information when being visited by a salesperson, but indicated that there was more content than could easily be read and absorbed during their interaction with a salesperson at their home.

The OEB remains of the view that a Tip Sheet will be a useful tool for consumers when they are approached by an energy retailer’s salesperson for marketing purposes at home. The content of the Tip Sheet has been revised to better and more simply highlight key pieces of information, including what the consumer should expect if the consumer later decides to enter into an energy contract.

The OEB recognizes that the content of the Tip Sheet overlaps with the content of the Disclosure Statement. However, these documents are used at different points in time, and the Tip Sheet is only intended for residential consumers.

The revised proposed Tip Sheet is attached to this letter as Attachment A.

2. Revised Proposed Dual Fuel Disclosure Statement

The ECPA Regulation requires that contracts be accompanied by a Disclosure Statement, and Disclosure Statements have been in use in Ontario since January 1, 2011. They provide basic information about energy contracts and some of the key energy consumer rights and responsibilities.

Energy retailers generally supported the OEB’s proposal to introduce a dual fuel version of the Disclosure Statement. However, some felt that the text could be

clarified to improve accuracy. Others preferred to reserve comment pending completion of the legislative process to amend the ECPA and the ECPA Regulation.

The Consumer Panel indicated a desire for more information about cancellation rights, next steps in the contracting process and clearer information about how to contact the OEB.

The comments from energy retailers and the Consumer Panel have been considered by the OEB in the development of the revised proposed Dual Fuel Disclosure Statement that is in Attachment B to this letter. Once the Dual Fuel Disclosure Statement has been finalized, the OEB will prepare single fuel and other versions as required.

3. Revised Proposed Price Comparison Templates

The ECPA Regulation also requires that contracts be accompanied by a Price Comparison, and Price Comparisons have also been in use in Ontario since January 1, 2011. Relative to the existing Price Comparison templates approved by the OEB, a key enhancement in the October 30th Proposals was the introduction of a side-by-side table to facilitate line-by-line price comparisons.

Among the concerns raised by energy retailers in their comments was the presentation of the Global Adjustment in the side-by-side tables, which they considered was not as fairly portrayed as it could be. In addition, they called for greater prominence to be given to the fact that system supply prices are subject to regular change.

Members of the OEB's Consumer Panel acknowledged that they would tend to skip the introductory language that explains the purpose of, and instructions for using, the comparison table. They also had difficulty reconciling the three-line time-of-use price with a single line presented on the energy retailer's side of the table in the electricity Price Comparison template. Many also complained that the font was too small. Most appreciated the call out to the OEB's online bill calculator, which they felt would be a helpful tool.

The OEB has made a number of changes to the Price Comparison templates in response to input received from energy retailers and the Consumer Panel. The templates are larger, giving more space for explanations in larger font. The price comparison tables remain in the side-by-side format as originally proposed, but for the electricity Price Comparison template the three time-of-use bill lines have been rolled up to a single 'electricity' line for simplicity.

Revised proposed natural gas and electricity Price Comparison templates are in Attachments C through F to this letter. The natural gas versions are designed for a sub-set of rate-regulated natural gas utilities. Once these versions have been finalized, the OEB will prepare the necessary number of additional versions as required to meet the different circumstances that prevail in the natural gas sector, as is the case today. The OEB will also provide instructions for energy retailers to use when completing the Price Comparison templates.

C. Invitation to Comment

All interested parties are invited to submit written comments on the revised proposed Tip Sheet, Dual Fuel Disclosure Statement and Price Comparison templates as set out in Attachments A to F to this letter, by end of business **December 6, 2016**, in accordance with the filing instructions set out in section D below.

D. Filing Instructions

Three (3) paper copies of each filing must be provided, and should be sent to:

Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, Suite 2700
Toronto, ON M4P 1E4

The OEB requests that interested parties make every effort to provide electronic copies of their filings in searchable/unrestricted Adobe Acrobat (PDF) format, and to submit their filings through the OEB's web portal at <https://www.pes.ontarioenergyboard.ca/eservice/>. A user ID is required to submit documents through the OEB's web portal. If you do not have a user ID, please visit the "e-filings services" webpage on the OEB's website at www.ontarioenergyboard.ca, and fill out a user ID password request.

Additionally, interested parties are requested to follow the document naming conventions and document submission standards outlined in the document entitled "RESS Document Preparation – A Quick Guide" also found on the e-filing services webpage. If the OEB's web portal is not available, electronic copies of filings may be filed by e-mail at boardsec@ontarioenergyboard.ca. Those that do not have internet access should provide a CD containing their filing in PDF format.

Filings to the OEB must be received by the Board Secretary by **4:45 p.m.** on the required date. They must quote file number **EB-2015-0268** and include your name, address, telephone number and, where available, your e-mail address and fax number.

If the written comment is from a private citizen (i.e., not a lawyer representing a client, not a consultant representing a client or organization, not an individual in an organization that represents the interests of consumers or other groups, and not an individual from a regulated entity), before making the written comment available for viewing at the OEB's offices or placing the written comment on the OEB's website, the OEB will remove any personal (i.e., not business) contact information from the written comment (i.e., the address, fax number, phone number, and e-mail address of the individual). However, the name of the individual and the content of the written comment will be available for viewing at the OEB's offices and will be placed on the OEB's website.

This letter, including the materials set out in Attachments A to F, and all written comments received by the OEB in response to this letter will be available for public viewing on the OEB's web site at www.ontarioenergyboard.ca and at the office of the OEB during normal business hours.

If you have any questions regarding the revised proposed Consumer Facing Materials described in this letter, please contact Lou Mustillo at Lou.Mustillo@OntarioEnergyBoard.ca or at 416-544-5185. The OEB's toll free number is 1-888-632-6273.

DATED November 29, 2016

ONTARIO ENERGY BOARD

Original signed by

Kirsten Walli
Board Secretary

Attachments: Attachment A: Revised Proposed Tip Sheet
Attachment B: Revised Proposed Dual Fuel Disclosure Statement
Attachment C: Revised Proposed Natural Gas Price Comparison
Template for Non-residential Consumers
Attachment D: Revised Proposed Natural Gas Price Comparison
Template for Residential Consumers

Attachment E: Revised Proposed Electricity Price Comparison
Template for Residential Consumers

Attachment F: Revised Proposed Electricity Price Comparison
Template for Non-residential Consumers

Attachment A
Revised Proposed Tip Sheet



Important Information About Electricity And Natural Gas Contracts



No one can sign you up for an energy contract while they are at your home.



Take Your Time

Questions Or Concerns?

The Ontario Energy Board is the independent regulator protecting electricity and natural gas consumers in Ontario.

Contact us. We're here to help.

Ontario Energy Board Consumer Relations

Hours: 8:30 a.m. – 5 p.m., Monday to Friday

In Toronto: 416-314-2455

Toll Free: 1-877-632-2727

TTY: 1-844-621-9977 (toll-free within Ontario)

ConsumerRelations@OntarioEnergyBoard.ca

@OntEnergyBoard

OntarioEnergyBoard.ca

This document is also available at OntarioEnergyBoard.ca in the following languages:

- Arabic • Farsi • Hindi • Italian • Somali
- Portuguese • Punjabi • Chinese • Spanish
- Vietnamese • Tamil • Urdu

Ce document est aussi disponible en français.



NEW RULES



Important Information About Electricity And Natural Gas Contracts

1. No one can sign you up for an energy contract while they are at your home.
2. Take your time. Don't feel pressured.
3. Know your rights. Read this first.

Know The Facts



Know Your Rights.

- The energy retailer's salesperson must give you a business card and show their company ID badge.
 - Your utility bill is private. It contains personal information like your account number and energy usage. The energy retailer only needs this information if you decide to enter into a contract.
-



Energy Retailers Can't Sign You Up For A Contract While They Are At Your Home.

- Energy retailers can come to your home and give you information but may not leave a copy of a contract with you.
 - You have a choice: You may decide to enter into an energy contract or purchase your electricity or natural gas from your utility. Energy contract prices are not regulated by the Ontario Energy Board (OEB).
 - Your home will continue to have natural gas or electricity whether or not you enter into a contract.
 - With, or without, an energy contract, you will be eligible for conservation and other programs from government or your utility
-



Savings Are Not Guaranteed.

- An energy contract may not save you money. Do your homework. Take the time to review and compare the contract offer and the prices charged by your utility. Make sure you understand what you will pay under the contract.
-

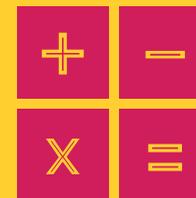


Energy Retailers Are Not Your Utility, The Government or The OEB.



Next Steps: If You Choose A Contract.

- If you move forward with an energy contract, the energy retailer must give you more information to review. Make sure you receive:
 - The Energy Contract.
 - A Disclosure Statement with important information about energy contracts from the OEB.
 - A Price Comparison Sheet for electricity and one for natural gas; depending on what you want to buy from the energy retailer.
-



Use The OEB's Online Bill Calculator To Compare Prices

Before you enter into a contract, get a current price comparison. Use your own utility bill, the contract price offer and the OEB's bill calculator.

Go to [OntarioEnergyBoard.ca](https://www.ontarioenergyboard.ca)

Attachment B

**Revised Proposed Dual Fuel
Disclosure Statement**



Important Information About Electricity And Natural Gas Contracts

Before You Sign Up, Know The Facts.

We're Here to Help

Contact us if you have questions or concerns:

Ontario Energy Board Consumer Relations

Hours: 8:30 a.m. – 5 p.m., Monday to Friday

In Toronto: 416-314-2455

Toll Free: 1-877-632-2727

TTY: 1-844-621-9977 (toll-free within Ontario)

ConsumerRelations@OntarioEnergyBoard.ca

 @OntEnergyBoard

 OntarioEnergyBoard.ca

Acknowledgement

I have received this Disclosure Statement as required by law. This Disclosure Statement is not part of the contract.

Signature

Sign and keep this document for your records.

Date

This document is also available at OntarioEnergyBoard.ca in the following languages:

- Arabic • Farsi • Hindi • Italian • Somali
- Portuguese • Punjabi • Chinese • Spanish
- Vietnamese • Tamil • Urdu

Ce document est aussi disponible en français.



DISCLOSURE STATEMENT



Important Information About Electricity And Natural Gas Contracts

Before You Sign Up, Understand:

1. The Price
2. Your Rights
3. Your Responsibilities

The Ontario Energy Board

PROTECTING YOU

The Ontario Energy Board (OEB) is the independent regulator protecting Ontario's electricity and natural gas consumers.

This information was prepared by the OEB. Please read it carefully.

The Facts



You Do Not Have To Enter Into A Contract.

- You have a choice: You may decide to enter into an energy contract or you can purchase electricity or natural gas from your utility. Energy contract prices are not regulated by the OEB.
- Your home will have natural gas or electricity whether or not you sign a contract.
- With, or without, an energy contract, you will still be eligible for conservation and other programs from government or your utility.

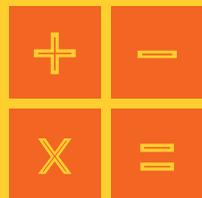


Savings Are Not Guaranteed.

- The OEB does not set prices included in the energy retailer's contract. Make sure you understand what you will pay under the contract.



Energy Retailers Are Not Your Utility, The Government or The OEB.



Use The OEB's Online Bill Calculator To Compare Prices

Before you enter into a contract, get a current price comparison. Use your own utility bill, the contract price offer and the OEB's bill calculator.

Go to OntarioEnergyBoard.ca

Before You Sign Up

WHAT YOU NEED TO KNOW



Do your homework. Don't be pressured.

The energy retailer must give you the following documents. Take the time to read all the information.

- The Energy Contract
- A Price Comparison, one for electricity and one for natural gas

If these documents were not provided to you, call the OEB.



Understand Payment Options.

- If you are on an equal payment plan, make sure you ask your electricity utility if you can stay on their plan if you enter into a contract.



Remember, You Are Entering Into A Legal Agreement.



There will be other charges.

An energy contract only applies to part of your bill.

- If you switch to an energy retailer, you still have to pay other charges to your utility companies to have your natural gas and electricity delivered to your home.
- The Global Adjustment (GA) accounts for the differences between the market price of electricity and the rates paid to regulated and contracted generators, and for conservation programs.
- All electricity customers pay a portion of the GA. Under an electricity contract, you will start to see that the GA is itemized as a separate line on your bill.

- The contract is a legal agreement between you and an energy retailer. When you sign, you have rights and you also have responsibilities.



You Can Change Your Mind

You can cancel the contract with no penalty:

- Within 10 days of signing up for the contract.
- Within 30 days after you receive your second bill under the contract. You will still have to pay your bill.
- You can cancel at any other time but may have to pay a cancellation fee. Read

your contract and know the cancellation rules and cost.

Confirming the contract

- You will be contacted 10-45 days after you've entered into the contract to verify that you wish to continue with it. If you do not want to continue with the contract, you can say so. You will not have to pay a cancellation fee.

Attachment C

**Revised Proposed Natural
Gas Price Comparison
Template for Non-residential
Consumers**

Natural Gas Price Comparison

Before You Sign Up, Compare Prices

Still Have Questions?

Contact the energy retailer that gave you this sheet or the Ontario Energy Board.

Ontario Energy Board Consumer Relations

Hours: 8:30 a.m. – 5 p.m., Monday to Friday

In Toronto: 416-314-2455

Toll Free: 1-877-632-2727

TTY: 1-844-621-9977 (toll-free within Ontario)

ConsumerRelations@OntarioEnergyBoard.ca

 @OntEnergyBoard

 OntarioEnergyBoard.ca

Acknowledgement

I have received this Price Comparison Sheet as required by law.

Signature

Date

This Price Comparison Sheet is not part of the contract. Sign and keep it for your files.

NATURAL GAS | NON-RESIDENTIAL



Natural Gas Price Comparison

Before You Sign Up, Compare Prices

Optional Retailer Document Control no. [field]

Rev.: [field]

Valid from January 1, 2017 to
March 31, 2017

Understanding the Price Comparison

This Price Comparison compares only the price businesses pay for the natural gas commodity bought from ABC Utility (Table A) to the price offered by the energy retailer (Table B). This is not a total bill comparison.

Table A and all other information was prepared by the Ontario Energy Board (OEB). Table B and the description of the contract price offer on this Price Comparison was filled in by the energy retailer.

Table A shows the prices set by the OEB charged by ABC utility. These prices are affected by the market cost of natural gas and can change every three months.

Even if you switch to an energy retailer, you will still have to pay other charges to have your natural gas delivered to your business

by ABC utility. These charges may include Delivery, Storage and Customer charges as well as taxes. Table B shows you whether Transportation is a separate charge or is included.

Table A and B compare prices for three different levels of monthly natural gas use. However, the amount of natural gas your business uses may be different. Check your bill and select the level that is closest to the amount your business uses.

The contract price offered by the energy retailer in Table B is not regulated by the OEB.

TABLE

A Prices from ABC Utility: *These prices are set by the OEB*

Natural Gas Usage	350 m ³	2,200 m ³	4,000 m ³
Natural Gas Supply Price: 13.1238 ¢ / m ³	\$45.93	\$288.72	\$524.95
Transportation Price: 6.4714 ¢ / m ³	\$22.65	\$142.37	\$258.86
*Estimated Monthly Amount	\$68.58	\$431.09	\$783.81

*You will also have to pay charges to your utility including Delivery and Customer charges as well as taxes.

TABLE

B Natural Gas Prices offered under contract by: [field]

This price is not regulated by the OEB

Natural Gas Usage	350 m ³	2,200 m ³	4,000 m ³
Natural Gas Supply Price: [field] ¢ / m ³	[field]	[field]	[field]
Transportation Price: [field] ¢ / m ³	[field]	[field]	[field]
[field]	[field]	[field]	[field]
*Estimated Monthly Amount	[field]	[field]	[field]

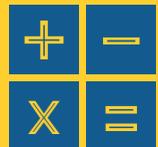
*You will also have to pay charges to your utility including Delivery and Customer charges as well as taxes.

Description of Contract Price Offer

The Natural Gas Contract Price information below and in Table B above has been prepared by:

[company name field] It has not been reviewed or approved by the OEB.

[description field]



Use the OEB's Online Bill Calculator To Compare Prices

To compare your total bill costs based on your own natural gas use, use your current utility bill, the contract price offer and the OEB's bill calculator.

Learn more at OntarioEnergyBoard.ca

Attachment D

**Revised Proposed Natural
Gas Price Comparison
Template for Residential
Consumers**

Natural Gas Price Comparison

Before You Sign Up, Compare Prices

Still Have Questions?

Contact the energy retailer that gave you this sheet or the Ontario Energy Board.

Ontario Energy Board Consumer Relations

Hours: 8:30 a.m. – 5 p.m., Monday to Friday

In Toronto: 416-314-2455

Toll Free: 1-877-632-2727

TTY: 1-844-621-9977 (toll-free within Ontario)

ConsumerRelations@OntarioEnergyBoard.ca

 @OntEnergyBoard

 OntarioEnergyBoard.ca

Acknowledgement

I have received this Price Comparison Sheet as required by law.

Signature

Date

This Price Comparison Sheet is not part of the contract. Sign and keep it for your files.

NATURAL GAS | RESIDENTIAL



Natural Gas Price Comparison

Before You Sign Up, Compare Prices

Optional Retailer Document Control no. [field]

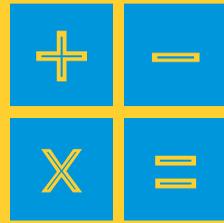
Rev.: [field]

Valid from January 1, 2017 to
March 31, 2017

Understanding the Price Comparison

This Price Comparison compares only the price consumers pay for the natural gas commodity bought from ABC Utility (Table A) to the price offered by the energy retailer (Table B). This is not a total bill comparison

The information in Table A and on this page was prepared by the Ontario Energy Board (OEB). Table B and other information was prepared by the energy retailer.



Use The OEB's Online Bill Calculator To Compare Prices

To compare prices based on your own natural gas use, use your current utility bill, the contract price offer and the OEB's bill calculator.

Go to OntarioEnergyBoard.ca

Table A shows the prices set by the Ontario Energy Board (OEB) and charged by ABC Utility. These prices are affected by the market price of natural gas and can change every three months.

Even if you switch to an energy retailer, you will still have to pay other charges to have your natural gas delivered to your home by ABC Utility.

These charges include Delivery, Storage and Customer charges as well as taxes. Table B shows you whether Transportation is a separate charge or is included in the contract price being offered.

The energy usage shown represents the typical household's natural gas usage for one month. Your actual monthly natural gas use may be different.

TABLE

A Price if you purchase your natural gas from ABC Utility:
These prices are set by the OEB.

Natural Gas Supply: 255 m ³ x 13.0967 cents	\$33.40
Transportation: 255 m ³ x 6.4714 cents	\$16.50
*Estimated Total	
\$49.90 per month	

TABLE

B Natural Gas Prices offered under Contract by:
[field]

This price is not regulated by the OEB.

Natural Gas Supply: 255 m ³ x [field] cents	[field]
Transportation:	[field]
[Energy Retailer field]	[field]
[Energy Retailer field]	[field]
*Estimated Total	
[field] per month	

*You will also have to pay charges to your utility including Delivery and Customer charges as well as taxes.

Description of Contract Price Offer

The Natural Gas Contract Price information below and in Table B above has been prepared by: [company name field]. It has not been reviewed or approved by the OEB.

[description field]

Attachment E

**Revised Proposed Electricity
Price Comparison Template
for Residential Consumers**

Electricity Price Comparison

Before You Sign Up, Compare Prices

Still Have Questions?

Contact the energy retailer that gave you this sheet or the Ontario Energy Board.

Ontario Energy Board Consumer Relations

Hours: 8:30 a.m. – 5 p.m., Monday to Friday

In Toronto: 416-314-2455

Toll Free: 1-877-632-2727

TTY: 1-844-621-9977 (toll-free within Ontario)

ConsumerRelations@OntarioEnergyBoard.ca

 @OntEnergyBoard

 OntarioEnergyBoard.ca

Acknowledgement

I have received this Price Comparison Sheet as required by law.

Signature

Date

This Price Comparison Sheet is not part of the contract. Sign and keep it for your files.

ELECTRICITY | RESIDENTIAL



Electricity Price Comparison

Before You Sign Up, Compare Prices

Optional Retailer Document Control no. [field]

Rev.: [field]

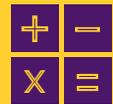
Valid from November 1, 2016
to April 30, 2017

Understanding the Price Comparison

This Price Comparison compares only the price consumers pay on the Electricity line of the bill from their utility (Table A) to the price of electricity offered by the energy retailer (Table B). This is not a total bill comparison.

The information on this page and in Table A was prepared by the Ontario Energy Board (OEB). Table B and other information in this Price Comparison was prepared by the energy retailer.

Table A shows the prices that are billed by your utility based on time-of-use prices as set by the OEB. These prices can change every May and November.



Use the OEB's Online Bill Calculator To Compare Prices.

To compare your total bill costs based on your own electricity use, use your current utility bill, the contract price offer and the OEB's bill calculator.

Learn more at OntarioEnergyBoard.ca

Before Comparing Prices

Here are key things you need to know:

1. Other Charges

Even if you switch to an energy retailer, you will still have to pay other charges each month to have your electricity delivered to your home by your utility.

These charges include Delivery and Regulatory charges as well as taxes.

2. The Global Adjustment (GA)

The GA accounts for the differences between the market price of electricity and the rates paid to regulated and contracted generators, and for conservation programs.

All electricity consumers pay a portion of the GA. The electricity prices offered by your utility include an estimate of the GA. If you switch to an energy retailer, you will

still have to pay your share of the GA and it will appear as a separate line item on your electricity bill. The GA is calculated, and can change, each month. Learn more about the GA at OntarioEnergyBoard.ca

3. Time-of-Use Pricing

Under time-of-use pricing, the amount you pay for electricity depends on when you use it.

A typical household uses roughly:

- 65% (or 487.5 kWh) during Off-Peak hours when prices are lowest
- 17% (or 127.5 kWh) during Mid-Peak hours when prices are higher
- 18% (or 135.0 kWh) during On-Peak hours when prices are highest

These patterns are reflected in the Price Comparison in Table A on the right.

The table assumes the typical Ontario household's electricity use: 750 kWh per month. Your actual monthly electricity use may be different.

TABLE

A Electricity Line Price From Your Utility

This is calculated using prices set by the OEB

750kWh based on typical time-of-use consumption pattern	\$83.54
Global Adjustment:	Estimated amount included in above prices as described on the left
*Estimated Electricity Line Total	\$83.54 per month

TABLE

B Electricity Line Contract Price offered by:

[field]

These prices are not regulated by the OEB.

750 kWh @ [field] cents /kWh	[field]
[Energy Retailer field]	[field]
[Energy Retailer field]	[field]
[Energy Retailer field]	[field]
Global Adjustment:	750 kWh x [field] cents estimated (actual monthly amount may vary)
*Estimated Electricity Line Total	[field] per month

*You will also have to pay charges to your utility including Delivery and Regulatory charges as well as taxes.

Description of Contract Price Offer

The Electricity Line Contract Price information below and in Table B above has been prepared by: [company name field]. It has not been reviewed or approved by the OEB.

[description field]

Attachment F

**Revised Proposed Electricity
Price Comparison Template
for Non-residential
Consumers**

Electricity Price Comparison

Before You Sign Up, Compare Prices

Still Have Questions?

Contact the energy retailer that gave you this sheet or the Ontario Energy Board.

Ontario Energy Board Consumer Relations

Hours: 8:30 a.m. – 5 p.m., Monday to Friday

In Toronto: 416-314-2455

Toll Free: 1-877-632-2727

TTY: 1-844-621-9977 (toll-free within Ontario)

ConsumerRelations@OntarioEnergyBoard.ca

 @OntEnergyBoard

 OntarioEnergyBoard.ca

Acknowledgement

I have received this Price Comparison Sheet as required by law.

Signature

Date

This Price Comparison Sheet is not part of the contract. Sign and keep it for your files.

ELECTRICITY | NON-RESIDENTIAL



Electricity Price Comparison

Before You Sign Up, Compare Prices

Optional Retailer Document Control no. [field]

Rev.: [field]

Valid from Nov 1, 2016 to
April 30, 2017

Understanding the Price Comparison

This Price Comparison compares only the price businesses pay on the Electricity line of the bill from their local utility (Table A) to the price of electricity offered by the energy retailer (Table B). This is not a total bill comparison.

The information on this page and in Table A was prepared by the Ontario Energy Board (OEB). Table B and other information on this price comparison was filled in by the energy retailer.

Table A shows the prices that are billed by your utility based on time-of-use prices as set by the OEB. These prices can change every May and November.

+
-

X
=

Use The OEB's Online Bill Calculator To Compare Prices

To compare your total bill costs based on your own electricity use, use your current utility bill, the contract price offer and the OEB's bill calculator.

Learn more at OntarioEnergyBoard.ca

Before Comparing Prices

Here are key things you need to know:

1. Other Charges

Even if you switch to an energy retailer, you will still have to pay other charges each month to have your electricity delivered to your business by your utility.

These charges include delivery and regulatory charges as well as taxes.

2. The Global Adjustment (GA)

All electricity consumers pay a portion of the GA. The electricity prices offered by your utility include an estimate of the GA. If you switch to an energy retailer, you will still have to pay your share of the GA and it will appear as a separate line item on your electricity

bill. The GA is calculated, and can change, each month. Learn more about the GA at OntarioEnergyBoard.ca

3. Time-of-Use Pricing

Under time-of-use pricing, the amount your business pays for electricity depends on when you use it.

Table A shows time-of-use pricing for a business with the following monthly electricity use pattern:

- 65% during Off-Peak hours when prices are lowest
- 17% during Mid-Peak hours when prices are higher
- 18% during On-Peak hours when prices are highest

Tables A and B below compare prices for three different levels of monthly electricity use. The amount of electricity that your business uses may be different. Check your bill and select the kWh level that is closest to what your business uses each month.

TABLE

A Electricity Line Price From Your Utility

This is calculated using prices set by the OEB and the typical time-of-use consumption pattern described on the left

1,000 kWh	6,500 kWh	12,000 kWh
\$111.39	\$724.04	\$1,336.68
Global Adjustment:		
Estimated amount included in above prices as described on the left		
*Estimated Electricity Line Monthly Total		
\$111.39	\$724.04	\$1,336.68

TABLE

B Electricity Line Contract Price Offered By:

[field]
Based on [field] cents per kWh
These prices are not regulated by the OEB

1,000 kWh	6,500 kWh	12,000 kWh
[field]	[field]	[field]
[Energy Retailer field]		
[field]	[field]	[field]
[Energy Retailer field]		
[field]	[field]	[field]
Global Adjustment:		
Monthly kWh X [field] cents estimated (actual monthly amount may vary)		
[field]	[field]	[field]
*Estimated Electricity Line Monthly Total		
[field]	[field]	[field]

*You will also have to pay charges to your utility including Delivery and Regulatory charges as well as taxes.

Description of Contract Price Offer

The Electricity Line Contract Price information below and in Table B above has been prepared by: [company name field]. It has not been reviewed or approved by the OEB.

[description field]