

# Disclosure Statement

## 1 What you should know BEFORE agreeing to renew or extend your energy contract

- There is **no guarantee of savings** if you renew or extend your energy contract.
- The energy retailer is a private company. It is not your utility and it is not associated with the Ontario Energy Board, the government or any government program.
- You do not have to renew or extend your energy contract. You will be switched back to your utilities for your electricity and natural gas supply when your current energy contract ends, without any interruption in service.
- The renewed or extended energy contract is only for the electricity and natural gas that you use. You will **continue to pay other charges such as delivery charges and taxes** whether or not you renew or extend your energy contract.
  - **For electricity:** If you renew or extend your energy contract, you will still have to pay your share of the Global Adjustment in **addition to the energy contract price**. The Global Adjustment amount will continue to be on a separate line on your utility bill and can change from month to month.
  - **For natural gas:** The renewed or extended energy contract **may also include charges for transportation, storage or both**. Check the accompanying price comparison to see if these charges are included in the energy contract price or if you will continue to pay them to the utility at the utility price.
- The energy retailer may change your energy contract when it is being renewed or extended. These changes must be described in the renewal or extension package that you received from the energy retailer.
- The Ontario Energy Board does not set prices included in the energy retailer's renewed / extended energy contract.

## 2 Comparing prices

- The energy retailer must give you two separate sheets comparing the renewed / extended energy contract prices that you are being offered for electricity and natural gas with the prices currently charged by your utilities.
- If your utility price is set by the Ontario Energy Board, try the interactive online bill calculator on the Board's website ([www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca)) to do your own price comparisons and estimate your total monthly bills.

## 3 Know your rights

- Make sure you understand the renewed / extended energy contract and the renewal / extension form **before you agree to renew / extend your energy contract**.
- Keep a copy of this disclosure statement, the accompanying price comparisons, the renewal / extension form, the renewed / extended energy contract and all correspondence with the energy retailer for your records.

## 4 What if you change your mind?

- If you agreed to renew or extend the energy contract, **you can cancel the renewal or extension within 14 days** without paying a cancellation fee and you will be switched back to your utilities for your electricity and natural gas supply when your current energy contract ends, without any interruption in service.
  - If you renewed or extended by telephone, you can cancel within 14 days of the renewal or extension call.
  - If you renewed or extended by returning a signed copy of the renewal / extension form, the disclosure statement and the price comparisons, you can cancel within 14 days of the date on which you returned the signed materials to the energy retailer.
- **You can also cancel the renewed or extended energy contract up to 30 days after you receive your second bill under the energy contract.** You will have to pay those bills but you will not have to pay a cancellation fee. You will be switched back to your utilities for your electricity and natural gas supply without any interruption in service.
- **If you cancel your renewed or extended energy contract after that, you may have to pay a cancellation fee.**

- **This disclosure statement is not part of the energy contract.** It was produced by the Ontario Energy Board, the independent regulator, to provide basic information about energy contracts and your rights.
- Questions about energy contracts, prices or the Global Adjustment? Visit the Ontario Energy Board's website or contact our Consumer Relations Centre. Contact information is provided on the other side.

**I acknowledge that I have read and understood this Disclosure Statement.**

Signature \_\_\_\_\_

Date \_\_\_\_\_

**Ce document est aussi disponible en français**

This disclosure statement can be made available in other languages upon request.



**Ontario Energy Board**

**1-877-632-2727** (toll-free within Ontario)  
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Contract renewals/extensions