

# Disclosure Statement

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

- There is **no guarantee of savings** if you renew or extend your electricity contract.
- The 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 electricity contract. You will be switched back to your utility for your electricity supply when your current electricity contract ends, without any interruption in service.
- The renewed or extended electricity contract is only for the electricity that you use. You will **continue to pay other charges such as delivery charges and taxes** whether or not you renew or extend your electricity contract.
- The Retailer may change your electricity contract when it is being renewed or extended. These changes must be described in the renewal or extension package that you received from the Retailer.
- The Ontario Energy Board does not set prices included in the Retailer's renewed / extended electricity contract.

- If you are buying your electricity from your utility, the electricity price includes your share of certain electricity-related costs that are referred to as the **"Global Adjustment"**.
- If you renew / extend your electricity contract with the Retailer, you will continue to pay your share of the Global Adjustment **in addition to the electricity 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.

## 2 Comparing prices

- The Retailer must give you a separate sheet comparing the renewed / extended electricity contract price that you are being offered with the price currently charged by your utility.
- 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 bill.

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

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.

## 3 Know your rights

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

## 4 What if you change your mind?

- If you agreed to renew or extend the electricity contract, **you can cancel the renewal or extension within 14 days** without paying a cancellation fee and you will be switched back to your utility for your electricity supply when your current electricity 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 comparison, you can cancel within 14 days of the date on which you returned the signed materials to the Retailer.
- **You can also cancel the renewed or extended electricity contract up to 30 days after you receive your second bill under the electricity 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 utility for your electricity supply without any interruption in service
- **If you cancel your renewed or extended electricity contract after that, you may have to pay a cancellation fee.**



**Ontario Energy Board**