

Disclosure Statement

1 What you should know about natural gas contracts before agreeing to switch your natural gas supplier

- There is **no guarantee of savings** if you sign up for a natural gas contract.
- A Marketer 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 sign up for a natural gas contract. Your natural gas service will continue without interruption.
- A natural gas contract is for the natural gas that you use. A natural gas contract **may also include charges for transportation, storage or both**. Check the accompanying price comparison to see if these charges are included in the natural gas contract price or if you will continue to pay them to the utility at the utility price.
- You will **also continue to pay delivery and customer charges** whether or not you sign up for a natural gas contract.
- The Ontario Energy Board does not set prices included in a Marketer's natural gas contract.

2 Comparing prices

- A Marketer must give you a separate sheet comparing the natural gas contract price that you are being offered with the price currently charged by your utility.
- 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) to do your own price comparisons and estimate your total monthly bill.
- You can also contact your utility for more information on your utility price.

3 Know your rights

- Make sure you understand the natural gas contract **before you agree to it**.
- Keep a copy of this disclosure statement, the accompanying price comparison, the natural gas contract and all correspondence with the Marketer for your records.

4 What if you change your mind?

- **You can cancel the natural gas contract within 10 days of the day that the Marketer sends an electronic copy of the natural gas contract, disclosure statement and price comparison to the e-mail address you provided.** You will not have to pay a cancellation fee and your natural gas service will continue without interruption.
- **The Marketer will have someone call you within 10 to 45 days after they send you those electronic copies by e-mail to verify that you want to continue with the natural gas contract.** You do not have to verify the natural gas contract. If you do not verify the natural gas contract it will become invalid. You will not have to pay a cancellation fee and your natural gas service will continue without interruption.
- **You can also cancel the natural gas contract up to 30 days after you receive your second bill under the natural gas 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 natural gas supply without any interruption in service.
- **If you cancel after that, you may have to pay a cancellation fee.**

- **This disclosure statement is not part of the natural gas contract.** It was produced by the Ontario Energy Board, the independent regulator, to provide basic information about natural gas contracts and your rights.
- Questions about natural gas contracts or prices? 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.

Ce document est aussi disponible en français.

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



Ontario Energy Board

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