

Disclosure Statement

1 What you should know before agreeing to renew or extend your natural gas contract

- There is **no guarantee of savings** if you renew or extend your natural gas contract.
- The 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 renew or extend your natural gas contract. If you tell the Marketer that you do not want to renew or extend your natural gas contract, you will be switched back to your utility for your natural gas supply when your current natural gas contract ends, without any interruption in service.
- The renewed or extended natural gas contract is for the natural gas that you use. **The 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 renew or extend your natural gas contract.
- The Marketer may change your natural gas contract when it is being renewed or extended. These changes must be described in the renewal or extension package that you received from the Marketer.
- The Ontario Energy Board does not set prices included in the Marketer's renewed / extended natural gas contract.

2 Comparing prices

- The Marketer must give you a separate sheet comparing the renewed / extended natural gas contract price 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 renewed / extended natural gas contract and the renewal / extension form **before you agree to renew / extend your natural gas contract.**
- Keep a copy of this disclosure statement, the accompanying price comparison, the renewal / extension form, the renewed / extended natural gas contract and all correspondence with the Marketer for your records.

4 What if you change your mind?

- If you agreed to renew or extend the natural gas 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 natural gas supply when your current natural gas 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 Marketer.
- **You can also cancel the renewed or extended 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 your renewed or extended natural gas contract after that, you may have to pay a cancellation fee.**

- **This disclosure statement is not part of the renewed / extended 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 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)
416-314-2455 (within the GTA or from outside Ontario)
consumerrelations@ontarioenergyboard.ca
www.ontarioenergyboard.ca

Contract renewals/extensions