

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.



You do not have to enter into a contract.

You have a choice: You may decide to enter into an energy contract with a licensed energy retailer or you can purchase electricity or natural gas from your utility.

You will have electricity or natural gas whether or not you enter into an energy 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 an 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.



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
- Price Comparison documents, 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 utility if you can stay on their plan if you enter into an energy contract.



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 electricity and natural gas delivered to you.

For electricity, all customers have to pay a portion of the Global Adjustment (GA) whether or not they have an energy contract. 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.

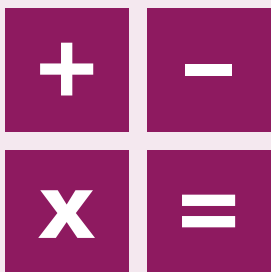
If you buy electricity under an energy contract, you will start to see the GA itemized as a separate line on your electricity bill.

For natural gas, an energy contract may include charges for transportation and storage or transportation alone. Check the Price Comparison document to see which charges are included in the contract.



Remember, you are entering into a legal agreement.

The energy contract is a legal agreement between you and an energy retailer. Under the contract, you have rights and you also have responsibilities.



Use the OEB's online bill calculator to compare prices.

Before you enter into an energy contract, get a current price comparison. Use your own utility bill, the contract price offer and the OEB's bill calculator. **Go to [OEB.ca/calculator](https://www.oeb.ca/calculator)**

The bill calculator cannot be used to compare natural gas prices for Kitchener Utilities and Utilities Kingston as their natural gas rates are not regulated by the OEB.



You can change your mind.

You can cancel the energy contract with no penalty:

- Within **10 days** of entering into 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 the contract and know the cancellation rules and cost.

Confirming the energy 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.

Acknowledgment

I have read and understood the total of 4 pages in this Disclosure Statement. This Disclosure Statement is not part of the energy contract. Sign it and keep it for your records.

SIGNATURE

DATE

Optional Retailer Document Control No.

Rev.

Valid from:

We're here to help

Contact us if you have questions or concerns:

Ontario Energy Board Public Information Centre

8:30AM – 5PM, Monday to Friday

In Toronto: 416-314-2455 | Toll-free: 1-877-632-2727

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

publicinformation@oeb.ca



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