



Important Information About Electricity And Natural Gas Contracts

Before You Sign Up, Know The Facts.

We're Here to Help

Contact us if you have questions or concerns:

Ontario Energy Board Consumer Relations

Hours: 8:30 a.m. – 5 p.m., Monday to Friday


In Toronto: 416-314-2455

Toll Free: 1-877-632-2727

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

ConsumerRelations@OntarioEnergyBoard.ca

 @OntEnergyBoard

 OntarioEnergyBoard.ca

Acknowledgement

I have received this Disclosure Statement as required by law. This Disclosure Statement is not part of the contract.

Signature

Sign and keep this document for your records.

Date

This document is also available at OntarioEnergyBoard.ca in the following languages:

- Arabic • Farsi • Hindi • Italian • Somali
- Portuguese • Punjabi • Chinese • Spanish
- Vietnamese • Tamil • Urdu

Ce document est aussi disponible en français.



DISCLOSURE STATEMENT



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.

The Facts



You Do Not Have To Enter Into A Contract.

- You have a choice: You may decide to enter into an energy contract or you can purchase electricity or natural gas from your utility. Energy contract prices are not regulated by the OEB.
- Your home will have natural gas or electricity whether or not you sign a contract.
- With, or without, an energy contract, you will still be eligible for conservation and other programs from government or your utility.

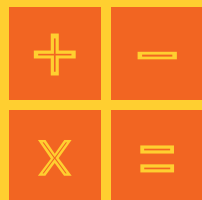


Savings Are Not Guaranteed.

- The OEB does not set prices included in the 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.



Use The OEB's Online Bill Calculator To Compare Prices

Before you enter into a contract, get a current price comparison. Use your own utility bill, the contract price offer and the OEB's bill calculator.

Go to OntarioEnergyBoard.ca

Before You Sign Up

WHAT YOU NEED TO KNOW



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
- A Price Comparison, 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 electricity utility if you can stay on their plan if you enter into a contract.



Remember, You Are Entering Into A Legal Agreement.



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 natural gas and electricity delivered to your home.
- The Global Adjustment (GA) accounts for the differences between the market price of electricity and the rates paid to regulated and contracted generators, and for conservation programs.
- All electricity customers pay a portion of the GA. Under an electricity contract, you will start to see that the GA is itemized as a separate line on your bill.

- The contract is a legal agreement between you and an energy retailer. When you sign, you have rights and you also have responsibilities.



You Can Change Your Mind

You can cancel the contract with no penalty:

- Within 10 days of signing up for 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

your contract and know the cancellation rules and cost.

Confirming the 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.