

Did You Know? YOU HAVE THE POWER TO SLEEP ON IT.



RULES TO PROTECT YOUR RIGHTS AS A CONSUMER

You are empowered through rules that better protect your rights. For example, if you decide to sign up for a contract with an energy retailer, the time you have to cancel without penalty is 30 days after you receive your second bill under the contract. This means you can make a decision but then sleep on it.



Learn more at [OEB.ca/consumer-protection](https://www.oeb.ca/consumer-protection)

Did You Know? YOU HAVE RIGHTS.

GET HELP TO RESOLVE ISSUES

We're in your corner. You have the right to be treated fairly by your energy company and, if that is not happening, we have a process for resolving your issues. Before you call us or your energy company, here's what you need to have handy:

- Your most recent bill
- Your contact details
- Your account number and utility name
- The address of the affected residence

CHECK OUT YOUR CHARTER AND #KNOWYOURPOWER

The OEB has a Consumer Charter of Rights and Responsibilities that everyone – energy providers and consumers – must follow.



Learn more at [OEB.ca/charter](https://www.oeb.ca/charter)



ONTARIO
ENERGY
BOARD

CONSUMER CHARTER

As a residential consumer of electricity and natural gas in Ontario, you have both rights and responsibilities. Electricity and natural gas companies must respect your rights while you must fulfil your responsibilities. The Ontario Energy Board (OEB) ensures that your rights are respected.

Your RIGHTS include:

You have the right to safe & reliable service

Your utility is responsible for the safe connection of your home to their distribution network and for providing you with safe and reliable service without unreasonable interruption. As part of this service, your utility is required to make necessary repairs, replacements and improvements to their equipment.

You have the right to accurate & timely bills

Your utility is required to issue accurate and timely bills, but billing errors may occur at times. You should know that:

- You can question the accuracy of your bill.
- If you were overbilled, your utility must credit you with the amount mistakenly billed, for a period of up to **two years**.

You have the right to fair security deposit policies

To secure payment of future charges, your utility can ask for a security deposit when you initially apply for service or if you fail to maintain a good payment history. You should know that:

- You have the right to pay your utility the required security deposit in equal instalments over a **six-month period**.
- You have the right to get your deposit back once you have shown **one year** of good payment history.

You have the right to fair disconnection & reconnection practices

Your utility can disconnect your service for a number of reasons such as failing to pay your security deposit, failing to pay your bill or failing to follow through on payment arrangements. You should know that:

- You have the right to 14 days' written notice of disconnection that should contain information about the disconnection process, including the dates between which the service can be disconnected and available payment options to avoid the pending disconnection.
- You have the right to a timely reconnection of your service once you have made the required payment. In most cases, utilities are required to reconnect services within **two business days** from receipt of required payments.
- Your utility is banned from disconnecting your service from November 15 to April 30. However, they may apply late payment fees on any overdue amounts during that period and may take action to disconnect your service when the ban is lifted if a satisfactory payment arrangement has not been reached. This ban does not apply to unit sub-meter providers.

Your electricity and natural gas companies

Electricity & Natural Gas Utilities (also known as distributors):

Utilities are responsible for delivering electricity and natural gas (energy) to your home at a rate approved by the OEB. Your utilities are determined by where your property is located. Their services include planning, construction, operation and maintenance of their respective distribution networks. They are also responsible for supplying your energy unless you choose to buy your energy from an electricity retailer and a gas marketer under contract. For most consumers, the electricity and natural gas prices charged by utilities are set by the OEB.

Unit Sub-meter Providers: If you live in a condo or an apartment that has its own individual meter and your electricity bill comes from a company other than the local electricity utility, you are a customer of a unit sub-meter provider. Unit sub-meter providers' responsibilities are similar to those of electricity utilities.

Electricity Retailers & Gas Marketers (also known as energy retailers):

In Ontario, you have the option of buying your electricity and natural gas from your utilities or from electricity retailers and gas marketers, if you sign a retail contract. The prices charged by electricity retailers and gas marketers are not set by the OEB. You will pay the price you and the company agreed to in the contract. The retail contract covers only some parts of your bill. You will still continue to pay other charges to your utility.

Did You Know?

YOU HAVE THE POWER TO BE HEARD.

When an energy company wants to make changes to its rates, it must apply to the OEB. We review each major application through a rigorous process that takes into consideration not only the energy company's request, but also the reliability of the system and, just as important, your interests.

We welcome your participation in our processes.



Learn more at
OEB.ca/participate

Did You Know?

THERE'S HELP CLOSE AT HAND

We're here to help you with any information needs or concerns you have about your energy bill or your energy provider. Our customer support staff are trained to address any questions and to work with you and your utility to resolve your issues. And, if we think that our rules have been broken, we'll escalate your complaint for inspection.



WAYS TO CONTACT US:

Business Hours: Monday to Friday, 8:30 a.m. to 5:00 p.m.



By Phone

1-877-632-2727
(toll-free within Ontario)
416-314-2455
(within Greater Toronto Area
or from outside Ontario)



By TTY

1-844-621-9977
(toll-free within Ontario)
416-544-5190
(within Greater Toronto Area
or from outside Ontario)



Visit our office

2300 Yonge Street
27th floor
Toronto, ON



By Chat

