

BE AN INFORMED ENERGY CONSUMER



WE CAN HELP

BEING INFORMED helps you make decisions that are right for you and your family.

The OEB is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

- * We make our processes transparent and open to public involvement.
- * We create rules for energy companies and enforce them.
- * We license energy companies (e.g. electricity utilities, transmitters and generators, and energy retailers).
- * We work with energy companies and consumers to facilitate the resolution of complaints.
- * We set the rates you are charged by your utility for electricity/natural gas supply and delivery.

LEARN MORE ABOUT:

- * Your rights and responsibilities as an energy consumer.
- * What you are paying for electricity and natural gas.
- * How and when energy prices and rates are set in Ontario.
- * How smart meters and time-of-use (TOU) prices can help you manage your electricity use.
- * Choosing your energy supply:
 - » the regulated rate from your utility or
 - » price offered by an energy retailer

TAKE CHARGE OF YOUR ELECTRICITY USE

Shift some of your electricity use to times when the price of electricity is **LOWER**.

Households and small businesses in Ontario pay time-of-use prices for electricity. Time-of-use prices change according to the time of day and day of the week.

Electricity prices, like many cell phone plans, are cheapest when demand is lowest: in the evenings, on weekends and on holidays.



WHEN DEMAND IS LOW: Fewer people are using electricity and consumers pay less. That's because lots of electricity is available to you from lower-cost sources like nuclear and large hydroelectric.

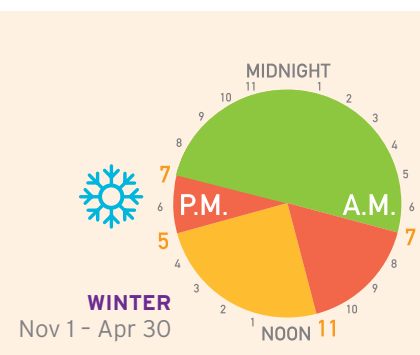
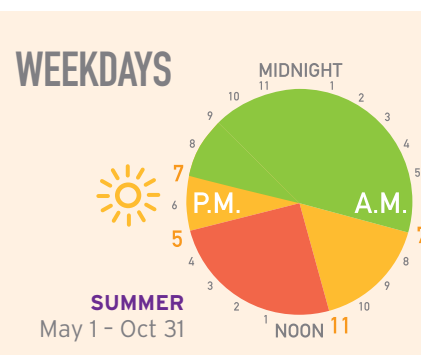
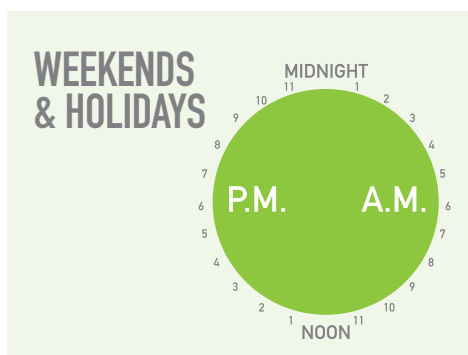


WHEN DEMAND RISES: As the workday begins, more people and businesses turn on their lights, appliances and equipment. The province's supply of cheaper electricity is used up. It turns to more expensive sources.

➔ For more information visit OntarioEnergyBoard.ca/Consumers

TIME-OF-USE ELECTRICITY PRICES

- OFF-PEAK
- MID-PEAK
- ON-PEAK



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Ontario Energy Board

TAKE CHARGE

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For information on a range of topics visit OntarioEnergyBoard.ca/Consumers

 **BILL CALCULATOR**
Use our calculator to estimate your monthly **ELECTRICITY** and **NATURAL GAS BILLS**.

Contact **OEB CONSUMER RELATIONS**

(open Monday to Friday, 8:30 a.m. to 5 p.m.)

1-877-632-2727 (toll-free within Ontario)

416-314-2455 (within Greater Toronto Area or from outside Canada)

ConsumerRelations@OntarioEnergyBoard.ca

 @OntEnergyBoard

The Ontario Energy Board is an independent and impartial public regulatory agency. We make decisions that serve the public interest. Our goal is to promote a viable, sustainable and efficient energy sector that provides you with reliable energy services that are cost effective.

Ce document est aussi disponible en français. Visit our website or contact Consumer Relations.

CONSIDERING AN ELECTRICITY OR NATURAL GAS CONTRACT?

Before making any decision, **TAKE YOUR TIME** and **FEEL COMFORTABLE**. The final choice is yours.

WHAT YOU SHOULD KNOW BEFORE SIGNING A CONTRACT:

- * The OEB does not regulate the prices offered by energy retailers.
- * Compare prices – find out what your utility or other companies are offering.
- * Don't feel pressured to sign a contract.
- * A contract is a legal document – you have a window of opportunity to change your mind, but otherwise you may be bound to the terms of the contract.
- * Sales agents must wear company identification.
- * You don't have to show your bill unless you agree to sign a contract.
- * Keep track of all documents and contacts with utilities or energy retailers.

ONCE YOU'VE SIGNED A CONTRACT:

1. You must receive a copy.
2. If you change your mind, there's a 10-day cooling off period to cancel.
3. You may have to verify that you want to continue with the contract. After you verify, you may have to pay a fee if you want to cancel before the contract ends.
4. There are different ways contracts can be renewed or extended (e.g. in writing, by phone or over the internet). Contact your retailer or the OEB for more details.


**KNOCK
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