

Disclosure Statement

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What you should know about electricity contracts **BEFORE** agreeing to switch your electricity supplier

- There is **no guarantee of savings** if you sign a contract.
- A Retailer 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 sign a contract. Your electricity service will continue without interruption.
- A contract is only for the electricity that you use. You will **continue to pay delivery charges, regulatory charges** and the **debt retirement charge** whether or not you sign a contract.
- Check with your utility to see **whether you will still be eligible** for your utility's **equal payment plan** if you switch to a Retailer.
- The Ontario Energy Board does not set prices included in a Retailer's contract.

- If you are buying your electricity from your utility, your electricity price already includes your share of certain electricity-related costs that are referred to as the "**Global Adjustment**" (formerly the "Provincial Benefit").
- If you switch to a Retailer, you will have to pay your share of the Global Adjustment **in addition to the contract price**.
- The Global Adjustment amount will be on a new separate line on your utility bill and can change from month to month.

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Comparing prices

- A Retailer must give you a separate sheet comparing the contract price that you are being offered with the price currently charged by your utility.
- Try the interactive online bill calculator on the Board's website (www.oeb.gov.on.ca) to do your own price comparisons and estimate your total monthly bill.

- This disclosure statement is not part of the contract.** It was produced by the Ontario Energy Board, the independent regulator, to provide basic information about electricity contracts and your rights.
- Questions about electricity contracts, prices or the Global Adjustment? Visit the Ontario Energy Board's website (www.oeb.gov.on.ca) or contact our Consumer Relations Centre.



Ontario Energy Board

1-877-632-2727 (toll-free within Ontario)
416-314-2455 (within the GTA or from outside Ontario)
consumerrelations@oeb.gov.on.ca

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Know your rights

- Make sure you understand the contract **before you agree to it**.
- Keep a copy of this disclosure statement, the accompanying price comparison, the contract and all correspondence with a Retailer for your records.

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What if you change your mind?

- You can cancel the contract within 10 days of the day that the Retailer sends an electronic copy of the contract, disclosure statement and price comparison to the e-mail address you provided.**
You will not have to pay a cancellation fee and your electricity service will continue without interruption.
- You can also cancel the contract up to 30 days after you receive your first bill under the contract.**
You will have to pay that bill but you will not have to pay a cancellation fee. You will be switched back to your utility for your electricity supply without any interruption in service.
- If you cancel after that, you may have to pay a cancellation fee.**

I acknowledge that I have read and understood this Disclosure Statement.

Ce document est aussi disponible en français.

This disclosure statement is also available on the Ontario Energy Board's website ([click here](#)) in a large-print version and in the following languages:

العربية
Arabic



Greek



Italian



Chinese



Polish



Portuguese



Punjabi



Spanish



Tagalog



Tamil



Vietnamese

Internet transactions