

Disclosure Statement

1 What you should know about natural gas contracts **BEFORE** agreeing to switch your natural gas supplier

- There is **no guarantee of savings** if you sign a contract.
- A Marketer 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 natural gas service will continue without interruption.
- A contract is for the natural gas that you use. A contract **may also include charges for transportation, storage or both**. Check the accompanying price comparison to see if these charges are included in the contract price or if you will continue to pay them to the utility at the utility price.
- You will **also continue to pay delivery and customer charges** whether or not you sign a contract.
- The Ontario Energy Board does not set prices included in a Marketer's contract.

2 Comparing prices

- A Marketer must give you a separate sheet comparing the contract price that you are being offered with the price currently charged by your utility.
- If your utility price is set by the Ontario Energy Board, 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.
- You can also contact your utility for more information on your utility price.

3 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 the Marketer for your records.

4 What if you change your mind?

- You can cancel the contract within 10 days of the day that the Marketer 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 natural gas service will continue without interruption.
- If you cancel after that, you may have to pay a cancellation fee.**

- 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 natural gas contracts and your rights.
- Questions about natural gas contracts or prices? 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

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