

## Disclosure Statement [Dual Fuel Residential]

### **You have choices and rights. Reading this will help you understand them.**

Thinking of switching to a retail contract? There's a lot to think about. This Disclosure Statement was prepared by the Ontario Energy Board, the independent regulator, to help you understand your options, and some of your rights and responsibilities if you enter into a retail contract.

### **You have options – Your energy can be supplied by:**

- (a) Your gas and electricity utilities. For most consumers, the natural gas and electricity prices charged by utilities are set by the Ontario Energy Board
- or
- (b) An energy retailer, if you enter into a contract. The Ontario Energy Board does not set prices for energy retailer contracts.

You do not have to enter into a contract. Your energy service will continue either way.

### **Don't feel pressured**

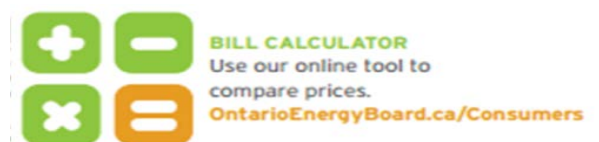
**Don't sign at the door** – Energy retailers are not permitted to ask you to enter into a contract on the doorstep of your home. Take the time that you need to decide if a retail contract is right for you.

**Savings are not guaranteed** – A retail contract may not save you money. Check the Price Comparison sheets you received from the energy retailer before making a decision.

**Energy retailers are private companies** – They are not your utility, the Ontario Energy Board or the government. The Ontario Energy Board never visits consumers at home.

### **Compare prices and read carefully**

**Compare prices** – The energy retailer must give you two Price Comparison sheets before you enter into a contract for natural gas and electricity (one each for natural gas and electricity) that compares the price currently charged by your utilities with the price offered by the energy retailer. It also explains that you still have to pay your share of the "Global Adjustment" in addition to the electricity price offered by the energy retailer.



Review your utility bills to understand what you are paying for your energy today. This will help you when you think about the information on the Price Comparison sheets.

Remember, a contract is only for the natural gas and electricity that you use. Even with a contract, you must still pay your gas and electricity utilities to have natural gas and electricity delivered to your home.

**Read the contract** – A contract is a legal agreement between you and an energy retailer. When you enter into a contract, you have rights but you also have obligations. So it is important that you read and understand a contract before you enter into it. The price offered, the length of time the contract will be in place, cancellation rules and cancellation fees are some of the important elements.

**Understand payment options** – If you are on an equal payment plan, make sure you ask your electricity and natural gas utilities if you can stay on their plan if you enter into a contract.

### **After switching – What's next?**

#### **Having second thoughts?**

If you change your mind, you can cancel your contract without a cancellation fee in these cases:

- within **20** days after entering into a contract;
- within [**X**] days after you receive your second bill under the contract. You will still have to pay the bill.

You can cancel any time after that, but there may be a cancellation fee. Review your contract carefully for all cancellation details.

#### **Confirming your contract**

The energy retailer will call you 20-45 days after you've entered into a contract to verify that you wish to

continue with the contract. The choice is yours. If you tell the energy retailer that you do not want to continue with the contract, your energy supply will not be switched. You will not have to pay a cancellation fee.

**Acknowledgement**

I have read and understood this Disclosure Statement. This Disclosure Statement is not part of the contract.

Signature\_\_\_\_\_ Date:\_\_\_\_\_

Remember, we're here to help you. Contact us if you have any questions.

[insert contact details]

**Ce document est aussi disponible en français.**

This Disclosure Statement is also available on the Ontario Energy Board's website ([www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca)) in a large-print version and in the following languages: [list other languages].