

## What is in an Electricity and Natural Gas Contract?

This contract cover sheet explains some of the important parts of a contract for buying electricity and natural gas from an energy retailer.

**This cover sheet is not part of the contract.** It was prepared by the Ontario Energy Board, the independent regulator, to help you understand what the contract says. You should read the contract carefully before entering into it.

<p><b>Energy Retailer</b></p>	<p>The <b>Energy Retailer</b> is the company that has offered you the <b>Contract</b>. The <b>Energy Retailer</b>:</p> <ul style="list-style-type: none"> <li>● is an independent company that sells electricity and natural gas</li> <li>● is not your <b>Utility</b> or the government</li> </ul> <p>An <b>Energy Retailer</b> is also called a “supplier”, an “electricity retailer” or “gas marketer”.</p>	
<p><b>Utility</b></p>	<p>An electricity <b>Utility</b> is the company that operates the wires that bring electricity to your door.</p> <p>A gas <b>Utility</b> is the company that operates the pipelines that bring natural gas to your door.</p> <p>A <b>Utility</b> is also called a “distributor” or a “distribution company”.</p>	
<p><b>Account Holder</b></p>	<p>You are an <b>Account Holder</b> if your name is on your <b>Utility</b> bill. Under the law, the only people who can agree to a <b>Contract</b> with an <b>Energy Retailer</b> for electricity or natural gas are:</p> <ul style="list-style-type: none"> <li>● the <b>Account Holder</b></li> <li>● the <b>Account Holder’s</b> spouse</li> <li>● someone that the <b>Account Holder</b> has authorized to sign the <b>Contract</b></li> </ul>	
<p><b>Contract</b></p>	<p>The <b>Contract</b> is a legal agreement between you and the <b>Energy Retailer</b>. It states the price you will pay for your electricity and your natural gas, as well as the terms and conditions of your purchase.</p> <p>Under the <b>Contract</b>:</p> <ul style="list-style-type: none"> <li>● you agree to buy your electricity and your natural gas from the <b>Energy Retailer</b> for an agreed period of time (called the <b>Contract Length</b>)</li> <li>● you agree to pay the <b>Contract Price</b> for your electricity and your natural gas for that time period</li> <li>● you agree to all of the terms and conditions provided to you by the <b>Energy Retailer</b></li> </ul>	
<p><b>Contract Length</b></p>	<p>This is how long your <b>Contract</b> with your <b>Energy Retailer</b> will last. It can be for up to 5 years.</p> <p>You will find details under the title “Contract Length” in the <b>Contract</b>.</p>	
<p><b>Start Date of Supply</b></p>	<p>If you agree to a <b>Contract</b>, the <b>Energy Retailer</b> will ask your <b>Utility</b> to transfer you to the <b>Contract Price</b>. This switch is called “enrolment”. The transfer to the <b>Contract Price</b> normally begins within 120 days.</p> <p>Your electricity <b>Utility</b> and your gas <b>Utility</b> will each send you a letter after the transfer has been done. The letter will tell you when you will start to pay the <b>Contract Price</b> for your electricity or your natural gas.</p>	
<p><b>Contract Price: What You Must Pay Under the Contract</b></p>	<p>This is what you agree to pay under the <b>Contract</b> for the electricity and the natural gas that you use. You will find details under the title “<b>Contract Price</b>” in the <b>Contract</b>.</p> <p>An estimate of the <b>Contract Price</b> that you will pay each month if you enter into the <b>Contract</b> is shown in the Price Comparison that the <b>Energy Retailer</b> must give you with this <b>Contract</b>.</p>	
	<p><b>For electricity:</b></p> <p>The <b>Contract Price</b> includes:</p> <ul style="list-style-type: none"> <li>● The price for the electricity that you use. Electricity use</li> </ul>	<p><b>For natural gas:</b></p> <p>The <b>Contract Price</b> includes:</p> <ul style="list-style-type: none"> <li>● The price for the natural gas that you use. Natural gas use is measured in cubic metres</li> </ul>

	<p>is measured in kilowatt hours or “kWh”. The price for the electricity that you use is shown in \$/kWh</p> <ul style="list-style-type: none"> <li>Any other amount that the <b>Energy Retailer</b> is making you pay under the <b>Contract</b></li> </ul>	<p>or “m<sup>3</sup>”. The price for the natural gas that you use is shown in \$/m<sup>3</sup></p> <ul style="list-style-type: none"> <li>Any other amount that the <b>Energy Retailer</b> is making you pay under the <b>Contract</b>, and includes <i>[Energy Retailer to tick applicable boxes below]</i> <ul style="list-style-type: none"> <li><input type="checkbox"/> a price for getting natural gas to your utility (this is called “transportation”)</li> <li><input type="checkbox"/> a price for holding on to the natural gas until you need it (this is called “storage”)</li> </ul> </li> </ul>
<b>Charges You Must Still Pay to Others</b>	<p><b>For electricity:</b></p> <p>There are other charges that you still have to pay in addition to the <b>Contract Price</b> for electricity even if you agree to the <b>Contract</b>.</p> <p>All these other charges are listed under the title “Charges you Must Pay to Others” in the <b>Contract</b>.</p> <p>Some of them are:</p> <ul style="list-style-type: none"> <li>what you have to pay your <b>Utility</b> to bring your electricity to your door</li> <li>your share of the Global Adjustment. The Global Adjustment is explained in the Price Comparison that the Energy Retailer must have given you and on the Ontario Energy Board website</li> <li>taxes</li> </ul>	<p><b>For natural gas:</b></p> <p>There are other charges that you still have to pay in addition to the <b>Contract Price</b> for natural gas even if you agree to the <b>Contract</b>.</p> <p>All these other charges are listed under the title “Charges you Must Pay to Others” in the <b>Contract</b>.</p> <p>Some of them are:</p> <ul style="list-style-type: none"> <li>what you have to pay your <b>Utility</b> to bring your natural gas to your door, except for transportation and/or storage if these are included in the <b>Contract Price</b> as shown above</li> <li>taxes</li> </ul>
<b>Your Right to Change Your Mind</b>	<p>After you enter into the <b>Contract</b>, you have 20 days to change your mind. This is called the “cooling off” period. You will not have to pay any <b>Cancellation Fee</b> if you cancel within this period.</p> <p>You will find details under the title “You Can Change Your Mind About this Contract” in the <b>Contract</b>.</p>	
<b>Your Right to End the Contract</b>	<p>You can end or “cancel” the <b>Contract</b> for different reasons if you want to. All the reasons are listed under the title “You Can End This Contract If...” in the <b>Contract</b>.</p> <p>Here are some of those reasons:</p> <ul style="list-style-type: none"> <li>you can cancel without paying a <b>Cancellation Fee</b> within [X] days of getting your second bill under the Contract. But you still have to pay the bill</li> <li>you can cancel without paying a <b>Cancellation Fee</b> if you move</li> <li>you can cancel without paying a <b>Cancellation Fee</b> if the <b>Energy Retailer</b> did something that the law says is an “unfair practice”. Some of the unfair practices are: <ul style="list-style-type: none"> <li>saying something that is not true or that can mislead you</li> <li>entering a <b>Contract</b> with someone that is not the <b>Account Holder</b> or the <b>Account Holder’s</b> spouse or agent</li> </ul> </li> </ul>	

	<p>- not following the Ontario Energy Board’s consumer protection rules</p> <p>You can always cancel at any time for no reason. But the <b>Energy Retailer</b> has the right to make you pay a <b>Cancellation Fee</b> if you cancel for no reason after you receive your second <b>Utility</b> bill that has the <b>Contract Price</b>.</p>
<b>The Energy Retailer’s Right to End the Contract</b>	<p>The <b>Energy Retailer</b> can also end the contract for different reasons.</p> <p>All of the reasons are listed under the title “We Can End This Contract If...” in the <b>Contract</b>.</p>
<b>Cancellation Fee</b>	<p>This is what the <b>Energy Retailer</b> can make you pay if you decide to end your <b>Contract</b> for no reason after you receive your second <b>Utility</b> bill under the <b>Contract</b>.</p>
<b>Renewing or Extending the Contract</b>	<p>Before the <b>Contract Length</b> is over, the <b>Energy Retailer</b> can ask that you consider staying with the <b>Contract</b> for longer.</p> <p>The <b>Energy Retailer</b> will do this by sending you documents that explain what the <b>Energy Retailer</b> is offering you. The offer can include a change in the <b>Contract Price</b>, for example.</p>

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

This contract cover sheet is also available on the OEB’s website ([www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca)) in a large-print version and in the following other languages [to be listed]

[OEB logo and contact details]