

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.

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

	<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"> Any other amount that the Energy Retailer is making you pay under the Contract 	<p>or “m³”. The price for the natural gas that you use is shown in \$/m³</p> <ul style="list-style-type: none"> Any other amount that the Energy Retailer is making you pay under the Contract, and includes <i>[Energy Retailer to tick applicable boxes below]</i> <ul style="list-style-type: none"> <input type="checkbox"/> a price for getting natural gas to your utility (this is called “transportation”) <input type="checkbox"/> a price for holding on to the natural gas until you need it (this is called “storage”)
Charges You Must Still Pay to Others	<p>For electricity:</p> <p>There are other charges that you still have to pay in addition to the Contract Price for electricity even if you agree to the Contract.</p> <p>All these other charges are listed under the title “Charges you Must Pay to Others” in the Contract.</p> <p>Some of them are:</p> <ul style="list-style-type: none"> what you have to pay your Utility to bring your electricity to your door 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 taxes 	<p>For natural gas:</p> <p>There are other charges that you still have to pay in addition to the Contract Price for natural gas even if you agree to the Contract.</p> <p>All these other charges are listed under the title “Charges you Must Pay to Others” in the Contract.</p> <p>Some of them are:</p> <ul style="list-style-type: none"> what you have to pay your Utility to bring your natural gas to your door, except for transportation and/or storage if these are included in the Contract Price as shown above taxes
Your Right to Change Your Mind	<p>After you enter into the Contract, you have 20 days to change your mind. This is called the “cooling off” period. You will not have to pay any Cancellation Fee 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 Contract.</p>	
Your Right to End the Contract	<p>You can end or “cancel” the Contract for different reasons if you want to. All the reasons are listed under the title “You Can End This Contract If...” in the Contract.</p> <p>Here are some of those reasons:</p> <ul style="list-style-type: none"> you can cancel without paying a Cancellation Fee within [X] days of getting your second bill under the Contract. But you still have to pay the bill you can cancel without paying a Cancellation Fee if you move you can cancel without paying a Cancellation Fee if the Energy Retailer did something that the law says is an “unfair practice”. Some of the unfair practices are: <ul style="list-style-type: none"> saying something that is not true or that can mislead you entering a Contract with someone that is not the Account Holder or the Account Holder’s spouse or agent 	

	<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 Energy Retailer has the right to make you pay a Cancellation Fee if you cancel for no reason after you receive your second Utility bill that has the Contract Price.</p>
The Energy Retailer’s Right to End the Contract	<p>The Energy Retailer 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 Contract.</p>
Cancellation Fee	<p>This is what the Energy Retailer can make you pay if you decide to end your Contract for no reason after you receive your second Utility bill under the Contract.</p>
Renewing or Extending the Contract	<p>Before the Contract Length is over, the Energy Retailer can ask that you consider staying with the Contract for longer.</p> <p>The Energy Retailer will do this by sending you documents that explain what the Energy Retailer is offering you. The offer can include a change in the Contract Price, 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) in a large-print version and in the following other languages [to be listed]

[OEB logo and contact details]