

Disclosure Statement

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

- There is **no guarantee of savings** if you sign up for an energy contract.
- An energy 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 up for an energy contract. Your electricity and natural gas service will continue without interruption.
- An energy contract is only for the electricity and natural gas that you use. You will **continue to pay other charges such as delivery charges and taxes** whether or not you sign up for an energy contract.
 - **For electricity:** 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**” or GA. If you switch to an energy retailer, you will have to pay your share of the GA in **addition to the energy contract price**. The GA amount will be on a new separate line on your utility bill and can change from month to month.
 - **For natural gas:** An energy contract **may also include charges for transportation, storage or both**. Check the accompanying price comparison to see if these charges are included in the energy contract price or if you will continue to pay them to the utility at the utility price.
- Check with your electricity utility to see **whether you will still be eligible** for your electricity utility’s **equal payment plan** if you switch to an energy retailer.
- The Ontario Energy Board does not set prices included in an energy retailer’s contract.

2 Comparing prices

- An energy retailer must give you two separate sheets comparing the energy contract prices that you are being offered for electricity and natural gas with the prices currently charged by your utilities.
- If your utility price is set by the Ontario Energy Board, try the interactive online bill calculator on the Board’s website (www.ontarioenergyboard.ca) to do your own price comparisons and estimate your total monthly bills.

3 Know your rights

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

4 What if you change your mind?

- **You can cancel the energy contract within 10 days of the day that the energy retailer sends an electronic copy of the energy contract, disclosure statement and price comparisons to the e-mail address you provided.** You will not have to pay a cancellation fee and your electricity and natural gas service will continue without interruption.
- **The energy retailer will have someone call you within 10 to 45 days after they send you those electronic copies by e-mail to verify that you want to continue with the energy contract.** You do not have to verify the energy contract. If you do not verify the energy contract it will become invalid. You will not have to pay a cancellation fee and your electricity and natural gas service will continue without interruption.
- **You can also cancel the energy contract up to 30 days after you receive your second bill under the energy contract.** You will have to pay those bills but you will not have to pay a cancellation fee. You will be switched back to your utilities for your electricity and natural gas supply without any interruption in service.
- **If you cancel after that, you may have to pay a cancellation fee.**

- **This disclosure statement is not part of the energy contract.** It was produced by the Ontario Energy Board, the independent regulator, to provide basic information about energy contracts and your rights.
- Questions about energy contracts, prices or the Global Adjustment? Visit the Ontario Energy Board’s website or contact our Consumer Relations Centre. Contact information is provided on the other side.

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

Ce document est aussi disponible en français

This disclosure statement can be made available in other languages upon request.



Ontario Energy Board

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