

# Important Information About Electricity And Natural Gas Contracts

Before You Sign Up, Know The Facts.

## We're Here to Help

Contact us if you have questions or concerns:

### Ontario Energy Board Consumer Relations


Hours: 8:30 a.m. – 5 p.m., Monday to Friday

In Toronto: 416-314-2455

Toll Free: 1-877-632-2727

TTY: 1-844-621-9977 (toll-free within Ontario)

ConsumerRelations@oeb.ca

 @OntEnergyBoard

 OEB.ca

## Acknowledgment

I have read and understood this Disclosure Statement.

This Disclosure Statement is not part of the energy contract. Sign and keep it for your records.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Valid from:

Optional Retailer Document Control no. [field]

Rev.: [field]

May 1, 2017

This document is also available at **OEB.ca** and can be translated upon request.

Ce document est aussi disponible en français.



## DISCLOSURE STATEMENT



## Important Information About Electricity And Natural Gas Contracts

# Before You Sign Up, Understand:

1. The Price
2. Your Rights
3. Your Responsibilities

# The Ontario Energy Board

PROTECTING YOU

The Ontario Energy Board (OEB) is the independent regulator protecting Ontario’s electricity and natural gas consumers.

This information was prepared by the OEB. Please read it carefully.

## The Facts

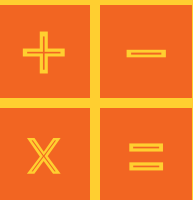
### You Do Not Have To Enter Into A Contract.

- You have a choice: You may decide to enter into an energy contract with a licensed energy retailer or you can purchase electricity or natural gas from your utility.
- You will have natural gas or electricity whether or not you enter into an energy contract.
- With, or without, an energy contract, you will still be eligible for conservation and other programs from government or your utility.

### Savings Are Not Guaranteed.

- The OEB does not set prices included in an energy retailer’s contract. Make sure you understand what you will pay under the contract.

### Energy Retailers Are Not Your Utility, The Government or The OEB.



### Use The OEB’s Online Bill Calculator To Compare Prices

Before you enter into an energy contract, get a current price comparison. Use your own utility bill, the contract price offer and the OEB’s bill calculator. **Go to [OEB.ca](http://OEB.ca)**

*The bill calculator cannot be used to compare natural gas prices for Kitchener Utilities and Utilities Kingston as their natural gas rates are not regulated by the OEB.*

## Before You Sign Up

### WHAT YOU NEED TO KNOW

### Do your homework. Don’t be pressured.

The energy retailer must give you the following documents. Take the time to read all the information.

- The energy contract
- Price comparisons, one for electricity and one for natural gas

If these documents were not provided to you, call the OEB.

### Understand Payment Options.

- If you are on an equal payment plan, make sure you ask your electricity utility if you can stay on their plan if you enter into an energy contract.

### Remember, You Are Entering Into A Legal Agreement.

### There will be other charges.

An energy contract only applies to part of your bill.

- If you switch to an energy retailer, you still have to pay other charges to your utility companies to have your natural gas and electricity delivered to you.
- For electricity, all customers have to pay a portion of the Global Adjustment (GA) whether or not they have an energy contract. The GA accounts for the differences between the market price of electricity and the rates paid to regulated and contracted generators, and for conservation programs.
- If you buy electricity under an energy contract, you will start to see the GA itemized as a separate line on your electricity bill.
- For natural gas, an energy contract may include charges for transportation and storage or transportation alone. Check the Price Comparison sheet to see which charges are included in the contract.
- The energy contract is a legal agreement between you and an energy retailer. Under the contract, you have rights and you also have responsibilities.



## You Can Change Your Mind

### You can cancel the energy contract with no penalty:

- Within 10 days of entering into the contract.
- Within 30 days after you receive your second bill under the contract. You will still have to pay your bill.

You can cancel at any other time but may have to pay a cancellation fee. Read the contract and know the cancellation rules and cost.

### Confirming the energy contract

- You will be contacted 10-45 days after you’ve entered into the contract to verify that you wish to continue with it. If you do not want to continue with the contract, you can say so. You will not have to pay a cancellation fee.