

# Important Information About Electricity And Natural Gas Contracts

Before You Renew or Extend A Contract, 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.

\_\_\_\_\_  
Signature

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

\_\_\_\_\_  
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 Renew or Extend A Contract, 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 Renew or Extend A Contract.

- You have a choice: You may decide to renew or extend your energy contract with a licensed energy retailer or you can go back to buying your energy from your electricity and natural gas utilities.
- You will have natural gas or electricity whether or not you renew or extend your 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 renewed or extended energy contract.

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

## Before You Renew or Extend A Contract

### 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 renewed or extended energy contract.
- The renewal or extension form that describes any changes to your current contract.
- Price comparisons, one for electricity and one for natural gas.

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

#### Automatic Renewal or Extension Is Not Allowed.

- An energy contract cannot be renewed or extended without your agreement.
- If you want to renew or extend your energy contract, you have to send signed copies of the renewal or extension form, this Disclosure Statement and the Price Comparisons back to the energy retailer. Or the energy retailer can ask you to renew or extend by telephone.

#### There Will Be Other Charges. An energy contract only applies to part of your bill.

- Even if you renew or extend the energy contract, 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 renew or extend an electricity contract, you will continue 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.

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

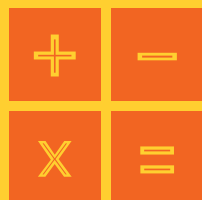
- The renewed or extended energy contract is a legal agreement between you and an energy retailer. When you renew or extend a contract, you have rights and you also have responsibilities.

## You Can Change Your Mind

You can cancel the renewed or extended energy contract with no penalty:

- Within 14 days after you renewed or extended the contract by telephone or by sending the renewal or extension form and other documents back to the energy retailer.
- Within 30 days after you receive your second bill under the renewed or extended 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 renewed or extended contract and know the cancellation rules and cost.



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

Before you renew or extend your 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**

*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.*