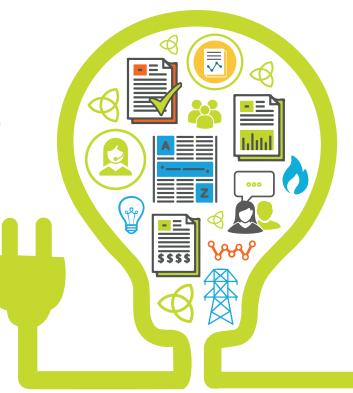
Did You Know?

We have rules to protect you. Find out more about the many ways the Ontario Energy Board informs, empowers and protects energy consumers, like you.



Did You Know? -





YOU HAVE THE POWER TO HAVE MORE CONTROL

We believe the more you know about energy pricing, the easier it will be to make informed decisions about your energy usage or what to do if an energy retailer offers you an energy contract. This starts with understanding where your energy comes from and how that shows up on your bill.

Want to know more about your electricity or gas bill? Get more details about your electricity charges and natural gas charges.

Use our bill calculator to compare what you currently pay with a retail energy contract offer.

Struggling to pay your bill? You may be eligible for one-time emergency funding with **Low-income Energy Assistance Program** – for both gas and electricity – or a monthly credit on your electricity bill through **Ontario Electricity Support Program**.





Did You Know? YOU HAVE THE POWER TO SLEEP ON IT.



RULES TO PROTECT YOUR RIGHTS AS A CONSUMER

You are empowered through rules that better protect your rights. For example, if you decide to sign up for a contract with an energy retailer, the time you have to cancel without penalty is 30 days after you receive your second bill under the contract. This means you can make a decision but then sleep on it.



Learn more at OEB.ca/consumer-protection

Did You Know? YOU HAVE RIGHTS.

GET HELP TO RESOLVE ISSUES

We're in your corner. You have the right to be treated fairly by your energy company and, if that is not happening, we have a process for resolving your issues. Before you call us or your energy company, here's what you need to have handy:

- Your most recent bill
- Your contact details
- Your account number and utility name
- The address of the affected residence

CHECK OUT YOUR CHARTER AND #KNOWYOURPOWER

The OEB has a Consumer Charter of Rights and Responsibilities that everyone – energy providers and consumers - must follow.



CONSUMER CHARTER

As a residential consumer of electricity and natural gas in Ontario, you have both rights and responsibilities. Electricity and natural gas companies must respect your rights while you must fulfil your responsibilities. The Ontario Energy Board (OEB) ensures that your

Your RIGHTS include:

You have the right to safe & reliable service

Your utility is responsible for the safe connection of your home to their distribution network and for providing you with safe and reliable service without unreasonable interruption. As part of this service, your utility is required to make necessary repairs, replacements and improvements to their equipment.

You have the right to accurate & timely bills

Your utility is required to issue accurate and timely bills, but billing errors may occur at times. You should know that:

- You can question the accuracy of your bill
- If you were overbilled, your utility must credit you with the amount mistakenly billed, for a period of up to two years.

You have the right to fair security deposit policies

To secure payment of future charges, your utility can ask for a security deposit when you initially apply for service or if you fail to maintain a good payment history. You should know that:

- You have the right to pay your utility the required security deposit in equal instalments over a six-month period.
- You have the right to get your deposit back once you have shown **one year** of

You have the right to fair disconnection & reconnection practices Your utility can disconnect your service for a number of reasons such as failing to pay your security deposit, failing to pay your bill or failing to follow through on payment arrangements. You should know that:

- A You have the right to 14 days' written notice of disconnection that should contain information about the disconnection process, including the dates between which the service can be disconnected and available payment options to avoid the pending disconnection.
- . You have the right to a timely reconnection of your service once you have made the required payment. In most cases, utilities are required to reconnect services within **two business days** from receipt of required payments.
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 Your utility is banned from disconnecting your service from November 15 to
 April 30. However, they may apply late payment fees on any overdue amounts
 during that period and may take action to disconnect your service when the ban
 is lifted if a satisfactory payment arrangement has not been reached. This ban
 does not apply to unit sub-meter providers.

Your electricity and natural gas companies Electricity & Natural Gas Utilities (also known as distributors): Utilities are responsible for delivering



Did You Know?

YOU HAVE THE POWER TO BE HEARD.

When an energy company wants to make changes to its rates, it must apply to the OEB. We review each major application through a rigorous process that takes into consideration not only the energy company's request, but also the reliability of the system and, just as important, your interests.

We welcome your participation in our processes.





Did You Know?THERE'S HELP CLOSE AT HAND

We're here to help you with any information needs or concerns you have about your energy bill or your energy provider. Our customer support staff are trained to address any questions and to work with you and your utility to resolve your issues. And, if we think that our rules have been broken, we'll escalate your complaint for inspection.



WAYS TO CONTACT US:

Business Hours: Monday to Friday, 8:30 a.m. to 5:00 p.m.



By Phone

1-877-632-2727 (toll-free within Ontario) 416-314-2455 (within Greater Toronto Area or from outside Ontario)



By TTY

1-844-621-9977 (toll-free within Ontario) 416-544-5190 (within Greater Toronto Area or from outside Ontario)



Visit our office

2300 Yonge Street 27th floor Toronto, ON









