

Knock knock.

Who's there?

No one...

**can sign you up for
an energy contract
while they are at your
home.**

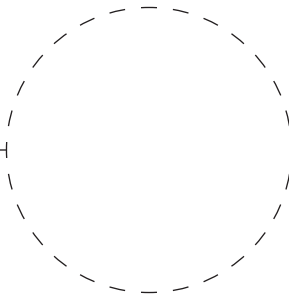
Learn More

Starting January 1, 2017, there are new rules to protect you if you're thinking about signing up for an electricity or natural gas contract.

For more consumer protection tips, visit:

 oeb.ca/knockknock

Get The Facts



Energy Retailers Can't Sign You Up For A Contract While They Are At Your Home.

- Energy retailers can come to your home at certain times and give you information, but may not leave a copy of an energy contract with you.
- You have a choice: You may decide to enter into an energy contract or you can purchase your electricity or natural gas from your utility. Energy contract prices are not regulated by the Ontario Energy Board (OEB).
- Your home will continue to have natural gas or electricity whether or not you enter into an energy contract.
- With, or without, an energy contract you will be eligible for conservation and other programs from government or your utility.



Know Your Rights

- The energy retailer's salesperson must give you a business card and show their company ID badge.
- Your utility bill is private. It contains personal information like your account number and energy usage. The energy retailer only needs this information if you decide to enter into an energy contract.



Energy Retailers Are Not Your Utility, The Government Or The OEB.



Savings Are Not Guaranteed

- An energy contract may not save you money. Take the time to review and compare the contract offer and the prices charged by your utility. Make sure you understand what you will pay under the contract



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

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