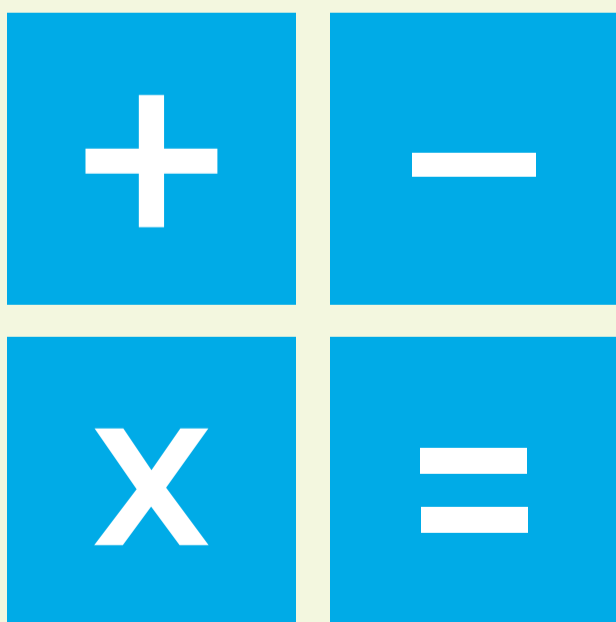


# 7 Things You Should Know About Energy Contracts

For more consumer protection tips, visit [oeb.ca/knockknock](https://www.oeb.ca/knockknock)

- 1 Door-to-door energy retailers can't sign you up for an energy contract while they are at your home
- 2 There are limits on when energy retailers can come to your home to market or advertise their business
- 3 The time that you can cancel an energy contract without penalty is extended to 30 days after you receive your second bill under the energy contract
- 4 You will be contacted 10-45 days after you've entered into the contract to verify that you wish to continue with it
- 5 Auto-renewal of all energy contracts is eliminated
- 6 Cancellation fees for most residential consumers are reduced
- 7 Energy retailers are required to include OEB-approved plain language terms and conditions in their energy contracts



## 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.

Visit [oeb.ca/calculator](https://www.oeb.ca/calculator)