
Important Information About Electricity And Natural Gas Contracts



No one can sign you up for an energy contract while they are at your home.



Take Your Time

Questions Or Concerns?

The Ontario Energy Board is the independent regulator protecting electricity and natural gas consumers in Ontario.

Contact us. We're here to help.

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

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

Ce document est aussi disponible en français.



Important Information About Electricity And Natural Gas Contracts

1. No one can sign you up for an energy contract while they are at your home.
 2. Take your time. Don't feel pressured.
 3. Know your rights. **Read this first.**
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Optional Retailer Document Control no. [field]

Rev.: [field]

Valid from:

May 1, 2017

Know The Facts



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.
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Energy Retailers Can't Sign You Up For An Energy 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 a contract with you.
 - You have a choice: You may decide to enter into an energy contract with a licensed energy retailer or 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.
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Savings Are Not Guaranteed.

- An energy contract may not save you money. Do your homework. 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.
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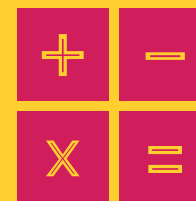


Energy Retailers Are Not Your Utility, The Government or The OEB.



Next Steps: If You Choose A Contract.

- If at a later date you decide to move forward with an energy contract, the energy retailer must give you more information to review. Make sure you receive:
 - The energy contract.
 - A disclosure statement with important information about energy contracts from the OEB.
 - A price comparison sheet for electricity and one for natural gas; depending on what you want to buy from the energy retailer.
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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 natural gas rates are not regulated by the OEB.