

Online Verification Form
Dual Fuel Contract Entered into Over the Internet: Residential Consumers

Instructions for using this form:

1. *This form must only be used for residential consumers that have entered into a contract or contracts for natural gas and electricity over the internet.*
2. *In this form, the term “energy retailer” is used to refer to the gas marketer / electricity retailer. If the consumer has entered into two separate contracts rather than one contract for both gas and electricity, the form may be altered to refer to “contracts” instead of “contract” where appropriate.*
3. *The online verification process must be automatically terminated if Ontario Regulation 389/10 (General) made under the Energy Consumer Protection Act, 2010 (the ECPA Regulation) or this form so requires. Among other things, the online verification process must be terminated if at any time it appears that verification is taking place on a date that is outside the window allowed by the ECPA Regulation. Where the online verification process must be terminated by reason of the above, a termination message must automatically be displayed on the consumer’s device advising the consumer in plain language the reason why that is the case. The message cannot contain any statements regarding any benefit to the consumer that may be lost as a result of the termination of the online verification process, but must indicate in neutral terms that the contract will become invalid if it is not verified within the time allowed by the ECPA Regulation and that the consumer’s energy supply arrangements will remain as they are on the date of the consumer’s online verification session.*
4. *The online verification process must be automatically terminated if the consumer clicks any of the boxes in the form that are presented in red font.*
5. *Additional instructions are embedded in the form, in italics.*

Section 1: Consent		
I understand that my responses and information provided during this online contract verification session are being recorded and maintained for regulatory purposes.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I understand that entering and leaving my personal information on a public computer is not recommended.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section 2: What this Online Contract Verification Session is For		
I confirm that I signed up for a contract over the internet to buy electricity and natural gas for a home from <i>[insert energy retailer name]</i> .	<input type="checkbox"/> Yes	<input type="checkbox"/> No

<p>I understand that this online contract verification session is to confirm that I want to continue with the contract with <i>[insert energy retailer name]</i> to buy electricity and natural gas. I understand that I don't have to continue with the contract with <i>[insert energy retailer name]</i>. I also understand that if I don't confirm the contract:</p> <p>(a) I will keep buying my electricity and natural gas like I do today; and (b) I won't have to pay any cancellation fees.</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>I understand that if I confirm that I want to continue with the contract, I will be buying my electricity and natural gas from <i>[insert energy retailer name]</i>.</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p><i>[The following to be included by an energy retailer that also makes telephone verification available]</i> I would prefer to confirm the contract by telephone. Please have someone call me.</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>I would like to continue with my online contract verification session. <i>[If the consumer clicks "Yes", a message inviting the consumer to download or print a copy of their contract, the disclosure statement and price comparisons must automatically be displayed on the consumer's device.]</i></p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>Section 3: Information We Have About You</p>		
<p>Below is information that we have about you and the home. Please review it carefully to make sure it is accurate.</p>		
<p>My name is: <i>[insert consumer name]</i></p> <p>The address of the home that will be supplied with electricity and natural gas under the contract is: <i>[insert service address]</i></p> <p>The address where electricity and natural gas bills are sent for the home that will be supplied with electricity and natural gas under the contract is: <i>[insert billing address]</i></p>		
<p>I confirm that all of the above information is accurate.</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p><i>[The following additional information and confirmation question is optional, and can be included if desired]</i></p> <p>Below is information that we have about the gas and electricity utility accounts for the home. Please review it carefully to make sure it is accurate.</p> <p>My electricity utility is <i>[insert name of electricity utility]</i></p>		

The electricity utility account number for the home is <i>[insert account number]</i>		
My natural gas utility is <i>[insert name of natural gas utility]</i>		
The natural gas utility account number for the home is <i>[insert account number]</i>		
I confirm that all of the above information is accurate.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section 4: Confirmation that You Were Authorized to Sign Up for the Contract		
Please check only one of a, b, or c. If none apply, check here: <input type="checkbox"/> None apply		
I confirm that:		
a. I am the person whose name is on the electricity and natural gas bills for the home OR	<input type="checkbox"/> Yes	
b. I am the spouse of the person whose name is on the electricity and natural gas bills for the home OR	<input type="checkbox"/> Yes	
c. I have been authorized to sign up for the contract by the person whose name is on the electricity and natural gas bills for the home	<input type="checkbox"/> Yes	
Section 5: Getting the Contract, Disclosure Statement and Price Comparisons		
When you signed up for the contract over the internet, was someone from <i>[insert energy retailer name]</i> or from a company that acts for <i>[insert energy retailer name]</i> with you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Did you get a copy of the contract by e-mail from <i>[insert energy retailer name]</i> on <i>[insert month, day, year]</i> ?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Did the e-mail also include a disclosure statement that explains basic information about energy contracts and your rights and responsibilities as an energy consumer?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Did the e-mail also include an electricity price comparison and a natural gas price comparison that explain how the prices in <i>[insert energy retailer name's]</i> contract for electricity and natural gas compare to the prices charged by your electricity utility and your natural gas utility?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section 6: Contract Length and Contract Price <i>[Version for use with a contract that has a combined price for both electricity and natural gas]</i>		
I understand that if I confirm the contract, I will be buying electricity and natural gas from <i>[insert energy retailer name]</i> for <i>[insert contract term]</i> .	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I understand that the price for electricity and natural gas under the contract is <i>[insert details of the combined price for electricity and</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

<i>natural gas under the contract].</i>		
<p>I understand that the price for electricity and natural gas under the contract only covers part of my electricity and natural gas bills. I will still be responsible for paying other charges like delivery charges and taxes in order to have electricity and natural gas delivered to the home.</p> <p>I also understand that I will still be responsible for paying my share of the Global Adjustment in addition to the price for electricity under the contract. For more information about the Global Adjustment, click <here>.</p> <p><i>[If the consumer clicks “<here>”, the following text must be displayed on the consumer’s device: Most electricity generating companies get a guaranteed price for the electricity that they produce. The Global Adjustment is the difference between that guaranteed price and the money the generators earn in the wholesale marketplace. The Global Adjustment also covers the costs of some conservation programs. The amount of the Global Adjustment can change every month. Although it can be a credit, the Global Adjustment has been a charge almost all the time since 2006. Under the law all electricity consumers have to pay a share of the Global Adjustment. The electricity prices charged by your electricity utility already include an estimate of the Global Adjustment. If you confirm that you want to continue with the contract for electricity, you will have to pay your share of the Global Adjustment on top of the contract price.]</i></p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I understand that there is no guarantee that the contract with <i>[insert energy retailer name]</i> will save me any money on my electricity or natural gas.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section 6: Contract Length and Contract Price [Version for use with a contract that has separate prices for electricity and natural gas]		
I understand that if I confirm the contract, I will be buying electricity and natural gas from <i>[insert energy retailer name]</i> for <i>[insert contract term]</i> .	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I understand that the price for electricity under the contract is <i>[insert details of the electricity contract price]</i> .	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I understand that the price for natural gas under the contract is <i>[insert details of the natural gas contract price]</i> .	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>I understand that the price for electricity and natural gas under the contract only covers part of my electricity and natural gas bills. I will still be responsible for paying other charges like delivery charges and taxes in order to have electricity and natural gas delivered to the home.</p> <p>I also understand that I will still be responsible for paying my share of the Global Adjustment in addition to the price for electricity under the</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

<p>contract. For more information about the Global Adjustment, click <here>.</p> <p><i>[If the consumer clicks “<here>”, the following text must be displayed on the consumer’s device: Most electricity generating companies get a guaranteed price for the electricity that they produce. The Global Adjustment is the difference between that guaranteed price and the money the generators earn in the wholesale marketplace. The Global Adjustment also covers the costs of some conservation programs. The amount of the Global Adjustment can change every month. Although it can be a credit, the Global Adjustment has been a charge almost all the time since 2006. Under the law all electricity consumers have to pay a share of the Global Adjustment. The electricity prices charged by your electricity utility already include an estimate of the Global Adjustment. If you confirm that you want to continue with the contract for electricity, you will have to pay your share of the Global Adjustment on top of the contract price.]</i></p>		
<p>I understand that there is no guarantee that the contract with <i>[insert energy retailer name]</i> will save me any money on my electricity or natural gas.</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>Section 7: Where to Get More Information</p>		
<p>You can get information about energy contracts, energy prices and your rights and responsibilities as an energy consumer from the Ontario Energy Board. The Ontario Energy Board is the independent government agency that oversees the electricity and natural gas sectors in Ontario. To learn more, click <here>. <i>[If the consumer clicks <here>, the homepage of the OEB’s consumer website must open in a new window.]</i></p>		
<p>Section 8: Confirming Whether you Want to Continue with the Contract</p>		
<p>Not yet, I need more time. I understand that I can come back and finish this online contract verification session later which will remain available to me until <i>[insert date]</i>.</p> <p><input type="checkbox"/> I Need More Time</p>		
<p>No, I don’t want the contract. I understand that if I check the box below, the contract to buy electricity and natural gas from <i>[insert energy retailer name]</i> will become invalid. I will still have electricity and natural gas service for the home. I will not have to pay any cancellation fees.</p> <p><input type="checkbox"/> I Have Changed My Mind About the Contract</p>		
<p>Yes, I want the contract. I understand that if I check the box below, I am agreeing to buy electricity and natural gas from <i>[insert energy retailer name]</i> at the price and for the length of time set out in Section 6.</p>		

I Confirm that I want to Continue with the Contract

To finish this online contract verification session and confirm your contract, please read about your right to cancel the contract below.

I understand that I can cancel the contract up to 30 days after I receive the second bill that shows the contract price. I understand that I have to pay that bill, but I won't have to pay any cancellation fees. If I cancel after that, I may have to pay a cancellation fee.

I have read about my right to cancel the contract after receiving the second bill.

[The consumer cannot be allowed to check this box unless the consumer has (i) provided a response in respect of each question or statement in sections 1 to 7; and (ii) the consumer has checked the "I Confirm that I want to Continue with the Contract..." box in section 8. If the consumer attempts to check this box without having done both (i) and (ii), an automatic message must be displayed on the consumer's device inviting the consumer to complete the missing information. If the consumer has done both (i) and (ii) and is able to and does check this box, the following must then be displayed on the consumer's device: Your contract to buy electricity and natural gas from [insert energy retailer name] has been confirmed. Please contact [insert name of, and telephone number for, the energy retailer] if you have any questions about your contract or about when electricity and natural gas will start to be supplied under the contract.]