

Notice of Switch Letters

Comparison Versions Showing Changes Relative to Versions Issued on Sept. 8, 2016 For Convenience of Reference Only

1. For Natural Gas Contracts

Dear [Consumer]:

RE: YOU ARE NOW BUYING YOUR NATURAL GAS FROM [GAS MARKETER NAME]

[Gas Marketer Name] informed us that you have a new contract to buy your natural gas from them. We have made changes to your account to show that your gas will now be supplied by [Gas Marketer Name].

We will still be sending you your gas bill every month. But the bill will show the price from your contract with [Gas Marketer Name] instead of the price you are paying today.

[Insert the applicable version of the next paragraph depending on whether transportation and/or storage can be included in the contract price in the gas distributor's franchise area]

Version 1: The price in the contract covers only the cost of the natural gas that you use. It does not cover all of the charges on your bill. You should start to see the new contract price on your next gas bill **or the one after that**. [Gas Marketer Name]'s name will also start to appear on your bill **at the same time**.

Version 2: The contract price does not cover all of the charges on your bill. It covers the cost of the natural gas that you use. It also covers the cost of gas transportation, **and it may also cover the cost of** gas storage ~~or both~~. You should start to see the new contract price for the contracted services on your next gas bill **or the one after that**. [Gas Marketer Name]'s name will also start to appear on your bill **at the same time**.

If you have any questions about this change to your account, please contact [Gas Marketer Name] at *[insert telephone number]* (toll-free). *[Reference to the Gas Marketer's website address and/or other contact information may be added here]*

For general questions about natural gas contracts, you can visit the Ontario Energy Board's website www.ontarioenergyboard.ca or contact the OEB's Consumer Relations Centre at consumerrelations@ontarioenergyboard.ca or 1-877-632-2727 (toll free). The Ontario Energy Board is the independent government agency that oversees Ontario's electricity and natural gas sectors.

Yours truly,

*[Insert ~~name, title and~~ contact information for gas distributor's **point of contact for customer inquiries** representative, and gas distributor's website address if desired]*

2. For Electricity Contracts

Dear [Consumer]:

RE: YOU ARE NOW BUYING YOUR ELECTRICITY FROM [ELECTRICITY RETAILER NAME]

[Electricity Retailer Name] informed us that you have a new contract to buy your electricity from them. We have made changes to your account to show that your electricity will now be supplied by [Electricity Retailer Name].

We will still be sending you your electricity bill every month. *[For a consumer that is billed quarterly, the word "month" may be changed to "quarter"]* But the bill will show the price from your contract with [Electricity Retailer Name] instead of the price you are paying today. The price in the contract covers only the cost of the electricity that you use. It does not cover all of the charges on your bill. You should start to see the new contract price on your next electricity bill *or the one after that*. [Electricity Retailer Name]'s name will also start to appear on your bill *at the same time*, and the Global Adjustment will *also* start to appear as a separate line on your bill.

If you have any questions about this change to your account, please contact [Electricity Retailer Name] at *[insert telephone number]* (toll-free). *[Reference to the Electricity Retailer's website address and/or other contact information may be added here]*

For general questions about electricity contracts or the Global Adjustment, you can visit the Ontario Energy Board's website www.ontarioenergyboard.ca or contact the OEB's Consumer Relations Centre at consumerrelations@ontarioenergyboard.ca or 1-877-632-2727 (toll free). The Ontario Energy Board is the independent government agency that oversees the electricity and natural gas sectors in Ontario.

Yours truly,

[Insert ~~name, title and~~ contact information for electricity distributor's point of contact for customer inquiries representative, and electricity distributor's website address if desired]