

Important information about Electricity and Natural Gas Contracts

Before you renew or extend a contract, understand:

1. The price
2. Your rights
3. Your responsibilities



The Ontario Energy Board

PROTECTING YOU

The Ontario Energy Board (OEB) is the independent regulator protecting Ontario's electricity and natural gas consumers.

This information was prepared by the OEB. Please read it carefully.



You do not have to renew or extend a contract.

You have a choice: You may decide to renew or extend your energy contract with a licensed energy retailer or you can go back to buying energy from your electricity and natural gas utilities.

You will have electricity or natural gas whether or not you renew or extend your energy contract.

With or without an energy contract, you will still be eligible for conservation and other programs from government or your utility.



Savings are not guaranteed.

The OEB does not set prices included in an energy retailer's contract. Make sure you understand what you will pay under the renewed or extended energy contract.



Energy retailers are not your utility, the government or the OEB.



Do your homework. Don't be pressured.

The energy retailer must give you the following documents. Take the time to read all the information:

- The renewed or extended energy contract
- The renewal or extension form that describes any changes to your current contract
- Price Comparison documents, one for electricity and one for natural gas

If these documents were not provided to you, call the OEB.



Automatic renewal or extension is not allowed.

An energy contract cannot be renewed or extended without your agreement.

If you want to renew or extend your energy contract, you have to send signed copies of the renewal or extension form, this Disclosure Statement and the Price Comparison documents back to the energy retailer. Or the energy retailer can ask you to renew or extend by telephone.



There will be other charges.

An energy contract only applies to part of your bill.

Even if you renew or extend the energy contract, you still have to pay other charges to your utility companies to have electricity and natural gas delivered to you.

For electricity, all customers have to pay a portion of the Global Adjustment (GA) whether or not they have an energy contract. The GA accounts for the differences between the market price of electricity and the rates paid to regulated and contracted generators, and for conservation programs.

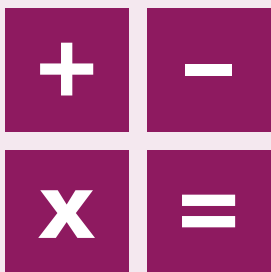
If you renew or extend an electricity contract, you will continue to see the GA itemized as a separate line on your electricity bill.

For natural gas, an energy contract may include charges for transportation and storage or transportation alone. Check the Price Comparison document to see which charges are included in the contract.



Remember, you are entering into a legal agreement.

The renewed or extended energy contract is a legal agreement between you and an energy retailer. When you renew or extend a contract, you have rights and you also have responsibilities.



Use the OEB's online bill calculator to compare prices.

Before you renew or extend your 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/calculator](https://www.oeb.ca/calculator)**

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.



You can change your mind.

You can cancel the renewed or extended energy contract with no penalty:

- Within **14 days** after you renewed or extended the contract by telephone or by sending the renewal or extension form and other documents back to the energy retailer.
- Within **30 days** after you receive your second bill under the renewed or extended contract. You will still have to pay your bill.

You can cancel at any other time but may have to pay a cancellation fee.

Read the renewed or extended contract and know the cancellation rules and cost.

Acknowledgment

I have read and understood the total of 4 pages in this Disclosure Statement. This Disclosure Statement is not part of the energy contract. Sign it and keep it for your records.

SIGNATURE

DATE

Optional Retailer Document Control No.

Rev.

Valid from:

We're here to help

Contact us if you have questions or concerns:

Ontario Energy Board Public Information Centre

8:30AM – 5PM, Monday to Friday

In Toronto: 416-314-2455 | Toll-free: 1-877-632-2727

TTY: 1-844-621-9977 (toll-free within Ontario)

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