

TIP SHEET

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.**



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.



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 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 electricity or natural gas 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.



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.



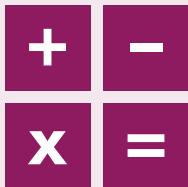
Next steps: if you choose a contract.

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 document for electricity and one for natural gas; depending on what you want to buy from the energy retailer.



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



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/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.

Questions or Concerns? Contact us. We're here to help.

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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