

Who's **looking out** for Ontario's energy consumers?

We are.

We are the Ontario Energy Board.

Did you know?

In 2016, the OEB developed a Consumer Charter.

As part of our consumer protection role, we want to make sure you understand your rights and responsibilities about energy services so that you can make informed choices and know where to go for help. And we want to make sure that your rights are respected.

Ask us for a copy of the charter or visit [**oeb.ca/charter**](http://oeb.ca/charter)

Our energy system can seem complicated. But here's a simple fact you can count on: Ontario's energy consumers have rights. **You are protected.**

As an independent regulator, we protect you by:

- 1.** Ensuring rates for electricity and natural gas are reasonable.
- 2.** Insisting that local utilities be managed efficiently and deliver value.
- 3.** Monitoring utilities to ensure they comply with the rules we set.
- 4.** Issuing fines/penalties – or taking away a utility's licence if it fails to comply.

Protecting you and our energy system – for today and tomorrow.
Find out more at [**oeb.ca/consumer-protection**](http://oeb.ca/consumer-protection)

