

Important Information About Natural Gas Contracts

Before You Sign Up, Know The Facts.

We're Here to Help

Contact us if you have questions or concerns:

Ontario Energy Board Consumer Relations


Hours: 8:30 a.m. – 5 p.m., Monday to Friday

In Toronto: 416-314-2455

Toll Free: 1-877-632-2727

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

ConsumerRelations@oeb.ca

 @OntEnergyBoard

 OEB.ca

Acknowledgment

I have read and understood this Disclosure Statement.

Signature

This Disclosure Statement is not part of the energy contract. Sign and keep it for your records.

Date

Optional Retailer Document Control no.

Rev.:

Valid from:

July 1, 2017

This document is also available at OEB.ca and can be translated upon request.

Ce document est aussi disponible en français.



DISCLOSURE STATEMENT



Important Information About Natural Gas Contracts

Before You Sign Up, 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.

The Facts



You Do Not Have To Enter Into A Contract.

- You have a choice: You may decide to enter into an energy contract with a licensed energy retailer or you can purchase natural gas from your utility.
- You will have natural gas whether or not you enter into an 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 contract.



Energy Retailers Are Not Your Utility, The Government or The OEB.



Use The OEB's Online Bill Calculator To Compare Prices

Before you renew or extend your 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**

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.

Before You Sign Up WHAT YOU NEED TO KNOW



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 energy contract.
- A price comparison.

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



There will be other charges.

An energy contract only applies to part of your bill.

- If you switch to a energy retailer, you still have to pay other charges to your utility company to have your natural gas delivered to you.
- A natural gas contract may also include charges for transportation and storage, or transportation alone.
- Check the price comparison sheet to see if these charges are included in the energy contract or if you will continue to pay them to your utility.



Remember, You Are Entering Into A Legal Agreement.

- The energy contract is a legal agreement between you and an energy retailer. Under the contract, you have rights and you also have responsibilities.



You can cancel the energy contract with no penalty:

- Within 10 days of entering into the contract.
- Within 30 days after you receive your second bill under the contract. You will still have to pay your bill.

You Can Change Your Mind

You can cancel at any other time but may have to pay a cancellation fee. Read the contract and know the cancellation rules and cost.

Confirming the energy contract

- You will be contacted 10-45 days after you've entered into the contract to verify that you wish to continue with it. If you do not want to continue with the contract, you can say so. You will not have to pay a cancellation fee.