Comparing prices

- A Retailer must give you a separate sheet comparing the electricity contract price that you are being offered with the price currently charged by your utility.

- Try the interactive online bill calculator on the Board’s website (www.onontarioenergyboard.ca) to do your own price comparisons and estimate your total monthly bill.

What you should know about electricity contracts BEFORE agreeing to switch your electricity supplier

- There is no guarantee of savings if you sign up for an electricity contract.

- A Retailer is a private company. It is not your utility and it is not associated with the Ontario Energy Board, the government or any government program.

- You do not have to sign up for an electricity contract. Your electricity service will continue without interruption.

- An electricity contract is only for the electricity that you use. You will continue to pay other charges such as delivery charges and taxes whether or not you sign up for an electricity contract.

- Check with your utility to see whether you will still be eligible for your utility’s equal payment plan if you switch to a Retailer.

- The Ontario Energy Board does not set prices included in a Retailer’s electricity contract.

- The Global Adjustment amount will be on a new separate line on your utility bill and can change from month to month.

Know your rights

- Make sure you understand the electricity contract before you agree to it.

- Keep a copy of this disclosure statement, the accompanying price comparison, the electricity contract and all correspondence with a Retailer for your records.

What if you change your mind?

- You can cancel the electricity contract within 10 days of the day that the Retailer sends an electronic copy of the electricity contract, disclosure statement and price comparison to the e-mail address you provided. You will not have to pay a cancellation fee and your electricity service will continue without interruption.

- The Retailer will have someone call you within 10 to 45 days after they send you those electronic copies by e-mail to verify that you want to continue with the electricity contract. You do not have to verify the electricity contract. If you do not verify the electricity contract it will become invalid. You will not have to pay a cancellation fee and your electricity service will continue without interruption.

- You can also cancel the electricity contract up to 30 days after you receive your second bill under the electricity contract. You will have to pay those bills but you will not have to pay a cancellation fee. You will be switched back to your utility for your electricity supply without any interruption in service.

- If you cancel after that, you may have to pay a cancellation fee.

- This disclosure statement is not part of the electricity contract. It was produced by the Ontario Energy Board, the independent regulator, to provide basic information about electricity contracts and your rights.

- Questions about electricity contracts, prices or the Global Adjustment? Visit the Ontario Energy Board’s website or contact our Consumer Relations Centre. Contact information is provided below.

I acknowledge that I have read and understood this Disclosure Statement.

Ce document est aussi disponible en français.

This disclosure statement can be made available in other languages upon request.