

# Disclosure Statement

## 1 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.

- If you are buying your electricity from your utility, your electricity price already includes your share of certain electricity-related costs that are referred to as the "**Global Adjustment**".
- If you switch to a Retailer, you will have to pay your share of the Global Adjustment **in addition to the electricity contract price**.
- The Global Adjustment amount will be on a new separate line on your utility bill and can change from month to month.

## 2 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.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca)) to do your own price comparisons and estimate your total monthly bill.

## 3 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.

## 4 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.



Ontario Energy Board