

## Considering an Electricity Contract?

It's important that you know your rights and responsibilities when reviewing your options for electricity supply – whether you want to buy at the RPP price or at the retailer's price.

That includes knowing what to expect when approached by sales agents at your home as well as understanding the steps and obligations involved in signing and reaffirming an energy contract.

### Understand your current energy situation.

That means first knowing if your electricity is supplied through your local utility or through a contract with a retailer. If you do have a contract, you should know details like who your retailer company is and what price you're paying. Your supplier should be identified on your electricity bill unless you recently, within the last 2-4 months, signed a contract.

### Know your rights when approached by sales agents at your home.

- Agents must identify themselves. They do not represent your local utility or the government.
- Agents must also show ID with their name, the company they represent and their licence number.
- If they don't identify themselves, you should ask.
- Agents must always leave you with their business card and, if you ask, a copy of materials presented at the door.
- You don't need to show your bill until you are ready to sign a contract.
- Don't rush or feel pressured into making a decision. It's up to you how your electricity is supplied.
- If you sign nothing, you are automatically supplied electricity by your local utility.
- You don't need to sign anything for the agent to leave information.
- **The OEB website ([www.oeb.gov.on.ca](http://www.oeb.gov.on.ca)) has a list of the licensed electricity retailers.**

### Compare prices.

- Prices charged for the electricity are set by the OEB and can change every six months under the Regulated Price Plan.
- When you are supplied by an electricity retailer, the price is stated in your contract and is usually fixed for a number of years. The OEB licenses these companies but does not regulate the prices they offer.
- You can access a list of retailers and marketers offering contracts from "The Energy Choice is Yours" page of the OEB's website ([www.oeb.gov.on.ca](http://www.oeb.gov.on.ca)).
- You can also access historic utility electricity prices from "The Energy Choice is Yours" page.

### Read any contract and before agreeing to it, make sure you understand it.

Know key terms and conditions such as the price offered, exit conditions and renewal options. Also make sure to read the fine print.

### Keep a paper trail.

Keep copies of all your correspondence with utilities, retailers or marketers.

### Be informed.

If you're considering an energy contract or simply reviewing your supply options, you can find out more by clicking on "The Energy Choice is Yours" icon on the Board's website at [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca).

## CONTACTING THE ONTARIO ENERGY BOARD

If you have questions about the electricity or natural gas sector or have a concern with an electricity retailer or utility, you can contact the Board for more information.

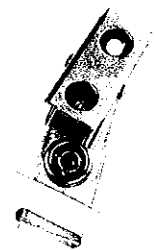
Keep this information handy:

**Toll free: 1-877-632-2727 Toronto local: (416) 314-2455**

If you prefer regular mail, please **write us at:**

Ontario Energy Board, P.O. Box 2319, 2300 Yonge Street, Suite 2701,  
Toronto ON M4P 1E4

**Website:** [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca).



**John Smith**  
Retailer Company Name  
Retailer Licence Number

