

Take Charge

New consumer protection rules for the New Year - 2011



Find out more

Contact our Consumer Relations Centre
(open Monday to Friday, 8:30 a.m. until 5 p.m.)

- 1-877-632-2727 (toll-free within Ontario)
- 416-314-2455 (within the GTA or outside Ontario)
- consumerrelations@oeb.gov.on.ca

Visit our website at

www.oeb.gov.on.ca/OEB/Consumers

A large-print version of this document is available on the OEB's website.
Ce document est aussi disponible en français.



Ontario Energy Board

Check out the OEB's online bill calculator

The OEB's online bill calculator can help you better understand your electricity bill and how you can better manage your electricity costs.

Monthly Bill Statement		Choose your utility
Account Number:	000 000 000 000 000	
Meter Number:	0000000	
Contact Information:	<input type="text"/>	
Your Electricity Charges		
Electricity (what is this charge?)		\$XX.xx
Delivery (what is this charge?)		\$XX.xx
Regulatory (what is this charge?)		\$XX.xx
Debt Retirement Charge (what is this charge?)		\$XX.xx
Total Electricity Charges		\$XX.xx
HST		
Total Amount		

Choose your utility and enter your monthly consumption and you can get specific information about the lines that appear on your bill and see an estimated breakdown of your total bill.



Use the calculator to estimate the impact of:

- Reducing your energy use
- Shifting some of your use to less expensive times
- Signing a contract with an electricity retailer



www.oeb.gov.on.ca/OEB/Consumers



New consumer protection rules for the New Year

New rules intended to ensure electricity retailers follow fair business practices and provide more information to residential and small business consumers take effect January 1, 2011.

What the rules mean for you as a residential or small business consumer:

- Retailers must provide you with a Disclosure Statement in plain language that gives basic information about electricity contracts.
- A retailer must also provide a price comparison document so you can see the difference between the price your utility charges and the retailer's contract offer.
- You have additional rights to cancel a contract without penalty. Where cancellation fees apply, they are subject to a maximum set by law.
- Retailers must ensure their sales staff receive adequate training.

Know your Rights

Retailers must provide residential and small business consumers with a one-page Disclosure Statement that gives basic information about electricity contracts to help consumers make better informed decisions about what signing a contract means.

Here are some of the things the Disclosure Statement points out for new contracts:

- There is **no guarantee of savings** if you sign a contract.
- A contract is only for the electricity you use. You will **continue to pay delivery charges, regulatory charges and the debt retirement charge** whether or not you sign a contract.
- If you change your mind, you can cancel the contract within 10 days. You will **not** have to pay a **cancellation fee** and your electricity service will continue without interruption.
- You can also cancel a contract without penalty up to 30 days after you receive your first electricity bill under the contract. You will have to pay that bill, 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.

Read the entire Disclosure Statement, available on the OEB's website at www.oeb.gov.on.ca/OEB/Consumers in English, French and 11 other languages.

Global Adjustment and Retail Contracts

- If you are buying your electricity from your utility, your electricity price already includes your share of certain electricity-related costs referred to as the Global Adjustment (called the Provincial Benefit prior to January 1, 2011).
- If you switch to a retailer, you will have to pay your share of the Global Adjustment **in addition to the contract price**.
- The Global Adjustment will appear as a new separate line on your utility bill.

Find out more about the Global Adjustment on the OEB's website at www.oeb.gov.on.ca/OEB/Consumers



A number of province-wide customer service measures are being introduced through utilities, including more flexible customer service rules and year-round emergency financial assistance for customers in need.

Emergency financial assistance builds on existing programs such as the Winter Warmth program and the Emergency Energy Fund, and is expected to be available year-round through utilities across Ontario starting January 2011.

We've also improved customer service rules utilities must follow for residential electricity customers:

- Rules regarding arrears management and disconnection took effect October 1, 2010.
- More rules including other disconnection rules and rules related to issuing bills and collecting security deposits will take effect January 1, 2011.
- All utilities must offer an equal monthly payment plan by April 1, 2011.

Visit our consumer website at www.oeb.gov.on.ca/OEB/Consumers to learn more and get the latest on our low-income energy consumer assistance work and how we are working to improve utility customer service.

