

# 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 a 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 a contract. Your electricity service will continue without interruption.
- ▣ A contract is only for the electricity that you use. You will **continue to pay other charges such as delivery charges and regulatory charges** whether or not you sign a 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 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 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 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 contract **before you sign it**.
- ▣ Keep a copy of this disclosure statement, the accompanying price comparison, the contract and all correspondence with a Retailer for your records.

## 4

### What if you change your mind?

- ▣ **You can cancel the contract within 10 days of signing it.**  
You will not have to pay a cancellation fee and your electricity service will continue without interruption.
- ▣ **The Retailer will call you within 10 to 45 days after you sign the contract to verify that you want to continue with the contract.**  
You do not have to verify the contract. If you do not verify the 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 contract up to 30 days after you receive your first 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.
- ▣ **If you cancel after that, you may have to pay a cancellation fee.**

- ▣ **This disclosure statement is not part of the 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, losses or the Global Adjustment? Visit the Ontario Energy Board's website or contact our Consumer Relations Centre. Contact information is provided on the other side.