

Considering an electricity or natural gas contract?

What you should know before signing a contract:

- The OEB does not regulate the prices offered by energy retailers
- Compare prices – find out what your utility or other companies are offering
- Don't feel pressured to sign a contract
- **A contract is a legal document** – you have a window of opportunity to change your mind after signing, but otherwise you may be bound to the terms of the contract
- Sales agents must show company identification
- You don't have to show your bill unless you agree to sign a contract
- Keep track of all documents and contacts with utilities or energy retailers

Once you've signed a contract:

- 1 You must receive a copy
- 2 If you change your mind right after you sign, there's a 10-day cooling off period to cancel
- 3 You may have to reaffirm your decision to enter the contract. After you reaffirm you may have to pay a fee if you want to cancel before the contract ends
- 4 There are different ways contracts can be renewed or extended (e.g. in writing, by phone, over the internet or automatically). Check your contract or call the OEB for more details

Before making any decision, take your time and feel comfortable. The final choice is **Yours.**

The OEB can help you become an informed energy consumer.



Visit www.energychoiceontario.ca for information on a range of topics:

- The charges that appear on your energy bill
- Current and historical electricity and natural gas prices
- Time-of-Use pricing and smart meters

Contact our Consumer Relations Centre

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



Ontario Energy Board

The Energy Choice is ***Yours***



Ontario Energy Board

Take charge!

Become an informed energy consumer.

The Ontario Energy Board can help.



The Energy Choice is ***Yours***

Being informed helps you make decisions that are right for you and your family.



Learn more about:

- Your rights and responsibilities as an energy consumer
- What you are paying for electricity and natural gas
- How and when energy prices and rates are set in Ontario
- How smart meters and Time-of-Use (TOU) rates will help you manage your electricity use
- Choosing your energy supply:
 - the regulated rate from your utility or
 - a price offered by an energy retailer

The OEB is the regulator of Ontario's energy sector.

Our role is to balance the *interests of consumers* with the need to ensure a *viable and efficient* energy sector.

Some of the ways we do this are, we:

- Make our processes transparent and open to public involvement
- Create rules, codes and guidelines for energy companies and enforce them
- License energy companies (e.g. electricity utilities, transmitters and generators, and energy retailers)
- Work with energy companies and consumers to facilitate the resolution of complaints
- Set the rates you are charged for electricity/ natural gas supply and delivery

Take charge of your electricity use.

Making the shift to off-peak periods

- When we're all using electricity at the same time we create "peak demand" periods, which adds to our electricity costs and strains our electricity system
- By 2010, all Ontario households will have smart meters to track when you use electricity
- Smart meters will enable TOU rates, which change at different times during weekdays – higher prices for peak times and lower for off-peak. Weekends and statutory holidays are off-peak
- Contact your utility for more information

Time-of-Use Rates (TOU)



Summer 2009 (May 1 – October 31)

	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
7 am	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak
11 am	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak
5 pm	Mid-peak	Mid-peak	Mid-peak	Mid-peak	Mid-peak	Off-peak	Off-peak
10 pm	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak



Winter 2009 (November 1 – April 30)

	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
7 am	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak
11 am	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak
5 pm	Mid-peak	Mid-peak	Mid-peak	Mid-peak	Mid-peak	Off-peak	Off-peak
9 pm	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak	Off-peak



Off-peak



Mid-peak



On-peak

Notes: 1 In summer 2010, the weekday evening off-peak period moves earlier to 9:00 p.m.

2 Visit the OEB website for current energy prices.
www.energychoiceontario.ca

