



The Energy Choice is ***Yours***

Consumer Tip Sheet #1

Make the Best Choice for YOU

1. Understand your current energy situation.

Do you know who supplies your electricity and natural gas? Is it the utility or do you have a contract with an electricity retailer / natural gas marketer? If you have a contract, which company is it with? What price are you currently paying? How much energy do you use monthly?

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

Agents are required to identify themselves and show ID with their name, the name of the company they represent and the company's Ontario Energy Board (OEB) 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 they presented to you at the door – you do not need to sign anything for the agent to leave information for you to review. The OEB website has a list of the [10 electricity retailers and 12 natural gas marketers who have notified us that they are offering contracts to residential and small business consumers](#). Utilities and government agencies do not offer electricity or natural gas contracts.

3. Remember that you have a choice for how you buy energy.

The marketplace is competitive – you can purchase directly from a utility or from an electricity retailer / natural gas marketer.

4. Compare prices.

Take the time to review and compare prices:

- If you buy electricity from your utility, the price is set by the OEB and is subject to adjustment every six months. This is known as the Regulated Price Plan.
- If you buy natural gas from your utility, the prices are regulated by the OEB and can change every three months.
- When buying from an electricity retailer / natural gas marketer, 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 historic electricity and natural gas rates charged by utilities, as set by the OEB, in "Consumer Tip Sheet #6" available on "The Energy Choice is Yours" page of the OEB's website.

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

Know key terms and conditions – the price offered, exit conditions and renewal options are all important elements. Read the fine print and understand everything you are committing to.

6. Keep a paper trail.

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



7. Be informed.

Do your homework to learn about the options. There's plenty of information available to help you. Visit the Ontario Energy Board's website at www.oeb.gov.on.ca and click on "For Consumers".

Still have questions?

Contact the **Ontario Energy Board**.
We license all electricity retailers
as well as marketers that sell natural gas
to residential and small business consumers.

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