



The Energy Choice is ***Yours***

Consumer Tip Sheet #2

Before Signing an Energy Contract: What You Should Consider

1. You have options.

Your energy can be supplied by...

- (a) Your utility, OR
- (b) An electricity retailer / natural gas marketer.

It's a competitive marketplace so take time to understand your options.

2. Know who you are dealing with.

An electricity retailer / natural gas marketer may show up at your door or contact you by phone, email or direct mail to offer a contract to supply your energy, usually at set prices, over a given term. You may decide to initiate contact with the company yourself. Agents who come to your home 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. 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. Be aware of when to show your bill.

You are under no obligation to show a copy of your electricity or natural gas bill to a sales agent. However, if you do wish to enter a contract, the agent will need to see a copy of your bill to get your utility account number in order to process the contract.

4. Before agreeing to a contract, make sure you understand it.

Whether you're dealing with a sales agent (in person, over the phone or by email) or considering an application/offer through the Internet or direct mail, don't rush into a decision. Know key terms and conditions of the contract – the price offered, exit conditions and renewal options are all important elements. Read the fine print and understand everything you are committing to.

5. The final choice is yours. Don't rush or feel pressured into making a decision. It's up to you how you buy your electricity or natural gas. Learn more on the Ontario Energy Board's website (www.oeb.gov.on.ca) and click on "The Energy Choice is Yours".



Ontario Energy Board
Commission de l'énergie de l'Ontario

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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