



# The Energy Choice is ***Yours***

## Consumer Tip Sheet #3

### ***After Signing an Energy Contract: The Right to Review Your Decision***

**1. You must receive a copy of the contract.**

If you've signed a contract with an electricity retailer or natural gas marketer, they must provide you with a copy, including all terms and conditions, within 40 days – or the contract will cease to have effect.

**2. You have a 10-day “cooling-off” period to review your decision.**

After you receive a copy of your contract, you have 10 days to cancel it. This is your opportunity to read the contract in detail. Research any questions you may have. Be comfortable with your choice. You may cancel it at any time during this 10-day period by contacting the company.

**3. You may need to “reaffirm” the contract in order for it to remain in effect.**

In most cases, after the 10-day cooling-off period, the electricity retailer / natural gas marketer will contact you (in most cases, by phone – and they must keep a recording of that call) to confirm your decision to proceed with the contract. You can say yes or no:

- If you choose to reaffirm the contract, it stays in place.
- If you have changed your mind and do not wish to proceed, the contract will come to an end.

Be aware of the time period you have to confirm or change your decision – this should be indicated in the contract.

Consumers are not required to reaffirm the decision to enter into a contract with a retailer / marketer where:

- the contact with the retailer / marketer was initiated by the consumer.
- the consumer responds to a direct mail solicitation.
- it is an internet agreement.

**4. If you have reaffirmed the contract, you may not be able to cancel it later without paying a fee or charge.**

The contract should contain a description of the circumstances in which the contract can be terminated by you. Some contracts include an opportunity for you to exit with an associated fee or charge.



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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