

When someone knocks on your door ... Be a Smart Shopper

5 Important Facts

Before signing a Contract with an Electricity Retailer

- 1. Cambridge and North Dumfries Hydro Inc., Kitchener Wilmot Hydro Inc. and Waterloo North Hydro Inc.** want our customers to know we **are not** knocking on doors selling electricity contracts. We are not associated with any door to door salespersons.

We do not know the specific terms of any contracts a customer signs with a Retailer. The terms of your contract are strictly between you and the Retailer. If you have a contract with a Retailer of Electricity, their Company and Toll Free Number will be displayed on your hydro bill. Contact the Retailer directly about your contract details.
- 2. Know your Rights.** If someone comes to your door selling electricity, you have the right to ask for photo identification and to ask what company they are representing.
- 3. Compare Prices.** Today, a residential customer without a contract is supplied electricity by your Local Distribution Company under the Regulated Price Plan, “two step” rate of 5.3¢ and 6.2¢. **The Ontario Power Authority in a recent presentation predicted the price of electricity by the year 2015 would be between 5.9¢ and 6.7¢.** What is the contract price being offered by the Retailer Contract?
- 4. Contract Commitment—Withdrawal Penalties—Renewal.** Before signing a contract, know the terms, read the fine print, and understand everything you are committing to. Ask what the penalties are if you want out of the contract. **Some of our customers have reported they have paid penalties up to \$1500. to get out of their contract.** If you have an existing contract coming close to the end of the term, and you do not wish to renew a contract, read your contract terms to see if you need to take some action.
- 5. The Ontario Energy Board** licenses all gas marketers and electricity retailers. The business must use fair marketing practices. This includes immediately and truthfully identifying who they are, which company they represent; and that they do not pressure you, the customer, to sign a contract. If you have any issues or concerns report them directly to the Ontario Energy Board.

Contacting the Ontario Energy Board

Mail: Ontario Energy Board, Box 2319, Toronto, ON M4P 1E4

Consumer Information: Website www.oeb.gov.on.ca

Toll Free Call: 1-877-632-2727

Email: complaints@oeb.gov.on.ca

