

When you are approached by an electricity retailer

Be an informed consumer!

- What is the **price** the retailer is charging for electricity. Compare this to the "Cost of Electricity" rates section on your current bill -**not the total bill**. Retailers do not sell distribution or pay other itemized parts of the bill on your behalf. They only sell the commodity of electricity.

Current rates March 2010
5.8¢ for first 1000 kWh and 6.7¢ above that

- Is the price **fixed** or will it increase or decrease in the future?
- Does the contract require that you **transfer** your "OPG rebate" to the retailer?
- **When** is the start & duration of the contract?
- Can the contract be canceled? What **penalties** or service charges are involved?
- Does the contract cover all or part of the electricity you **consume**?
- How will **time of use** pricing in 2011 affect the contract?
- If you are currently an RPP (someone who doesn't have a retail contract) customer, who will get (or pay) the RPP settlement amount when that arrangement is terminated?
- What **obligations** will you and the retailer have?
- What is the company's background and business experience in retailing electricity. Take the time to check them out **before** signing anything. In the last three years, energy retailers have cracked the top ten list of consumer complaints received by the Ministry of Consumer Services.
- Ask to see **proof** that the retailer has a licence from the Ontario Energy Board.
- **Telephone sales** will use a recording of your voice as proof of contract - do not agree with anything verbally if you do not understand the full impact of your agreement. Words like "yes" should be replaced with "go on" if you are not specifically agreeing to be signed up with the retailer.

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