

Contacting the Ontario Energy Board

If you have a concern about a retail contract that you have signed, you should always first contact the retailer about the issue.

If you are not satisfied with the way the issue is being handled or if you feel that you have been misled by the salesperson, you should contact the **Ontario Energy Board.**



Mailing Address:

Box 2319,
Toronto, ON M4P 1E4

Toll-free: 1-877-632-2727

Email:
complaints@oeb.gov.on.ca

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www.tbhydro.com

Thunder Bay Hydro

Important Facts About Electricity Retailers

A message from Thunder Bay Hydro Customer Services

Committed to Customer Satisfaction



Thunder Bay Hydro

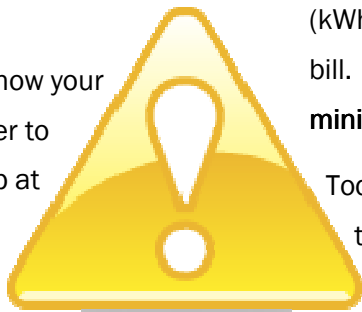
www.tbhydro.com
343-1131

BEFORE Signing a Contract with an Electricity Retailer

Thunder Bay Hydro wants our customers to know that we are NOT knocking on doors to sell electricity contracts or to discuss the price that you pay for electricity.

- We are not 'associated with' electricity retailers.
- We do not 'licence' electricity retailers.
- You never 'have' to show your Hydro account number to anyone who shows up at your door.

Thunder Bay Hydro is responsible for the power line system within the city limits of Thunder Bay and for delivering electricity to the homes and businesses located here.



Know Your Rights

If someone comes to your door selling electricity, you have the right to ask for photo identification and to know what company they are representing.

Make note of the name, Badge ID and contact phone number before entering into a contract discussion.

Visit www.tbhydro.com for a list of questions to ask.

Compare prices

Electricity retailers are selling the commodity of electricity which is priced per kilowatt hour (kWh). Compare the *commodity cost* on your bill. **Delivery, debt reduction and other administrative costs will always be extra.**

Today, a residential customer without a contract is supplied electricity by your Local Distribution Company (Thunder Bay Hydro) under the Regulated Price Plan. This is a 'two step' rate of 5.6 and 6.5 cents per kWh. (valid Feb 2009)

Find out the **actual kWh price** being offered by the Retailer to do your comparison .

Contract Commitment

Once you have agreed to the salesperson's terms, you have entered into a legally binding contract. 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 to leave the contract. Some of our customers have reported that they have been served with penalties of up to \$1500 to get out of their contract. If you have an existing contract coming close to the end of its term and you do not wish to renew—read your contract terms to see if you need to take some action.

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