

## 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 a retailer misrepresents themselves as being from the government or Thunder Bay Hydro, try to learn what company they are actually from.

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](http://www.tbhydro.com)  
(807) 343-1131

Thunder Bay Hydro

## Important Facts About Electricity Retailers

A message from Thunder Bay Hydro Customer Services

Committed to Customer Satisfaction



Thunder Bay Hydro

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## BEFORE agreeing to a contract with an electricity retailer...

Thunder Bay Hydro wants our customers to know that we do NOT knock on doors to sell electricity contracts or to discuss the price that you pay for electricity. You should know that the 'government' does not do this either.

- 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.
- Electricity retailers do not represent 'the government'
- The 'government' has not contracted people to go door to door to sell different electricity packages.

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. We purchase our power from the generator. The price that residential customers pay by default is the Regulated Price Plan set by the Ontario Government. You do not have to choose a retailer to buy electricity.



### 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**. Write it down.

Visit [www.tbhydro.com](http://www.tbhydro.com) before they come knocking for a list of questions to ask.

### Compare the Right Numbers

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 5.8 and 6.7 cents per kWh. (valid March 2010)

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

### Time of Use Pricing

Time of Use Pricing is not expected to be implemented before the spring of 2011. No one has proper northern Ontario consumption data to make a comparison to the electricity costs between pricing systems yet.

Once we have that data, our customers will receive good information to compare pricing. Our website will tell you more.

### 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 to end the arrangement.



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