

Contacting the Ontario Energy Board (OEB)

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. Ask for ID,

write down details.

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

Website:
www.ontarioenergyboard.ca

LEARN MORE

www.tbhydro.com

- > Ontario's Energy Market
- > Retailers

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

BEFORE you agree to enter into a contract with an electricity retailer...

Thunder Bay Hydro wants our customers to know that we do NOT knock on doors or phone you 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 'license' 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 sell electricity rate 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 (RPP) set by the Ontario Government. You do not have to choose a retailer to buy electricity.



Know Who You Are Dealing With

If someone comes to your door or phones to sell electricity, you have the right to ask for identification and to know what company they are representing. Write it down!

Make note of the name, ID number and contact phone number **before entering into a discussion** about your bill. Write it down!

For a list of questions to ask, visit www.tbhydro.com before they approach you.

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 is supplied electricity by your Local Distribution Company (Thunder Bay Hydro) under the Regulated Price Plan (RPP) by default. With Time-of-Use rates, the price varies based on the time electricity is used. The weighted average is about 7.6¢ as of January 2012. This price includes the "Global Adjustment".

Find out the **actual kWh price** being offered by the retailer to do your comparison. **Add** the "Global Adjustment" to this price.

Visit the "Electricity Retailers" page on our website to access an online tool to do a direct comparison of what your bill looks like on RPP and how their price compares.

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 in the hundreds of dollars 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.

New consumer protection rules came into effect in 2011. Please visit the Consumer Protection page at the Ontario Energy Board website to learn more.

Thunder Bay Hydro

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www.tbhydro.com

(807) 343-1111