

Ontario Energy Marketers Association

Customer's Bill of Rights

If you choose to buy your natural gas [or electricity] from a supplier other than your local utility you should be aware of your rights. This Customer's Bill of Rights has been developed by the Ontario Energy Marketers Association ("OEMA") and governs the conduct of its members. Your gas [or electricity] will continue to be delivered to you by your local utility irrespective of who you may choose to purchase it from.

1. IDENTIFICATION TO CUSTOMERS

If you are being contacted by a marketer selling natural gas [or electricity] all sales materials and contracts must indicate the name and identification number of the salesperson and the name, address and phone number of the marketer.

2. KNOWLEDGEABLE AND COURTEOUS SERVICE

You are entitled to knowledgeable and courteous service. Ask any questions you may have. If they aren't satisfactorily answered, please contact the marketer directly.

3. TRUE AND CLEAR DISCLOSURE

All sales communications and contracts must be in plain language, truthful and not misleading.

4. UNDERSTAND YOUR CONTRACT

Please ensure that you understand the terms of any contract you are asked to enter into. Before you enter into a contract with the marketer, you must confirm that you have had a full opportunity to review the contract. You may wish to confirm that any marketer you wish to purchase natural gas (or electricity) from is a member of OEMA.

The market price of natural gas [or electricity] may fluctuate from time to time. You may wish to confirm that your natural gas (or electricity) supplier has the necessary financial and contractual arrangements to meet any long term supply and pricing commitments made to you.

5. RIGHT TO CANCEL

**SCGM-11, doc 05.06
Annexe 07
2 pages en liasse**

You have the right to cancel your contract within ten business days of signing. This may be done by contacting the marketer at the phone number noted below. You may have additional rights by virtue of contract, legislation or governmental orders.

6. QUESTIONS AND COMPLAINTS

Please contact the marketer immediately if you have any questions or complaints about the contract or the manner in which you have been dealt with. If the marketer does not satisfactorily resolve your concerns, please contact [enter details of complaint intake procedure]. You should always have available a copy of the contract and any sales materials that cause you concern when contacting the marketer or OEMA.

[Alberta](#) [Manitoba](#) [Ontario](#) [District of
Columbia](#) [Georgia](#)
[Illinois](#) [Maryland](#) [Massachusetts](#) [Michigan](#) [New Jersey](#)
[Ohio](#) [Pennsylvania](#) [Virginia](#)

[\[Home\]](#) [\[FAQs\]](#) [\[News\]](#) [\[Partners\]](#) [\[Links\]](#) [\[Tools\]](#) [\[Advice\]](#) [\[Quotes\]](#) [\[Prices\]](#) [\[Services\]](#)
[\[About Us\]](#)

[\[Customer Service\]](#) [\[Your Feedback\]](#) Copyright © M³ & W Inc. 1998-2003. [Add URL](#)