



residential



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Who to Call?

Who do I call if I have a question about the services provided by my energy marketer or the contract I signed?

Call your energy marketer directly. Their number is on your [Enbridge Gas Distribution bill](#) or our [list of Energy Marketers](#).

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Who do I call in the event that I smell natural gas?

If you smell gas, you should contact Enbridge Gas Distribution immediately. *Never use e-mail to report a smell of gas.*

Greater Toronto Area:

Toronto area: (416) 447-4911

All other areas: 1 888 447-4911

Eastern Ontario:

Ottawa and surrounding area:

1 800 644-9066

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Niagara Peninsula:
Thorold area: (905) 685-4841
All other areas: 1 800 263-3688

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I would like to report a complaint about an energy marketer. Who do I call?
Contact the energy marketer directly. You can also call the [Ontario Energy Board](#) at 1 877 OEB-ASAP (1 877 632-2727) or (416) 314-2455. They regulate the province's natural gas energy marketers.

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About Energy Marketers

A sales person came to my house stating that he needed to see my gas bill to ensure my rates did not go up. I assumed that he was an Enbridge Gas Distribution employee. How can I tell for sure?

Enbridge Gas Distribution employees always have clearly marked identification with them and are instructed to show it to you. By law, energy marketers must immediately and truthfully identify themselves to prospective customers. It is always a smart precaution to ask people for identification when they come to your door. If they do not have some form of identification you should not open your door to them.

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I received a cheque from an energy marketer in the mail. Should I cash it?

If you have received a cheque from an energy marketer, it is important to read and understand all of the information provided with it. The cashing of some cheques indicates that you are accepting a new agreement to purchase gas from that energy marketer. Be sure you are happy with the terms of the agreement *before* you cash the cheque. If you are not sure, call the energy marketer or the [Ontario Energy Board](#) (OEB) at 1 877 OEB-ASAP (1 877 632-2727) or (416) 314-2455.

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Choosing an Energy Marketer

Can I retain Enbridge Gas Distribution as my supplier of natural gas?

Yes, one of your options is to do absolutely nothing about your present arrangement for your home's natural gas supply. Enbridge Gas Distribution will continue to supply your natural gas.

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Can Enbridge Gas Distribution recommend an energy marketer?

No, we do not recommend which energy marketer you should deal with. We recommend that you [shop around](#) for one that suits your needs. We also

recommend that you ask the energy marketer if they have contracts in place with natural gas suppliers and with Enbridge Gas Distribution.

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Do energy marketers need to be licensed?

Yes, all energy marketers selling natural gas to residential customers are required to be licensed by the [Ontario Energy Board](#) (OEB). Before they can be licensed they will be required to meet set financial criteria, helping to assure their financial integrity. This licensing legislation passed by the Ontario government provides more protection to you, the natural gas consumer. Contact your energy marketer directly if you want proof to verify that they are licensed.

Want to know who is licensed? Check out our list of [Energy Marketers](#).

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What can I save by choosing an energy marketer?

What you may save will depend on the market price of natural gas over the contract term, the price offered by the energy marketer that you choose, and how much gas you use.

Natural gas is a commodity, like coffee or heating oil, and the market price changes in response to supply and demand. Market conditions will impact the energy marketers' prices and terms. At any time, energy marketers' prices could be lower or higher than the [regulated Enbridge Gas Distribution price](#).

Many different prices and terms are available such as, an offer of a fixed price (one that doesn't change if the market price of natural gas increases or decreases), or a discount or rebate against the regulated Enbridge Gas Distribution price. Terms may be one or more years.

Need help comparing natural gas rates? Check out current rates at [Energyshop.com](#).

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About Your Agreement

Does Enbridge Gas Distribution have a copy of the agreement that I signed with the energy marketer?

No, we do not have a copy of the agreement. Contact the energy marketer named on your bill. Upon request, they can provide you with a copy of the agreement. If your needs are not satisfied, you may also call the Ontario Energy Board (OEB), at 1 877 OEB-ASAP (1 877 632-2727) or (416) 314-2455.

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What happens if I choose a rebate from an energy marketer?

If you choose a rebate (partial refund) option, you will be charged the regulated Enbridge Gas Distribution price on your [gas bill](#). And, if the marketer buys your supply for less than the Enbridge Gas Distribution regulated price, the energy marketer will provide a rebate. The value of the rebate will be determined by the terms and conditions of your contract. The energy marketer, not Enbridge Gas

Distribution, is responsible for paying the rebate directly to you.

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Can I change agents?

Yes, if you have already signed an agreement with an Energy Marketer and wish to change your status, we will make the change at the earliest possible date. However, your agreement with your current agent may restrict you from changing your status until you provide your agent with a written notice sometime prior to the expiry date of the agreement.

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Can I cancel my agreement?

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

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Still have a question about Energy Marketers?

To help you better understand the energy marketplace, [click here](#) to ask us a question or request copies of our brochures.

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