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Consumer Protection



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Contract Requirements

All gas contracts for core consumers must:

- be written;
- include the name, address and telephone number of the gas marketer and the core consumer;
- provide that the core consumer has the right to review and obtain copies of any part of the direct supply arrangement that the gas marketer assists the core consumer in becoming a party to;
- provide that the core consumer has the right to audit the records of the gas marketer relating to the direct marketing contract; and
- provide that the renewal of the direct marketing contract is effective only if the core consumer consents in writing to the renewal within 6 months before the date of renewal.

For a definition of "core consumers," click on the Standards of Conduct link at the top of this page.

If the contract is primarily for household use, it must also:

- include the [disclosure statement](#) on the front of the contract or a prominent notice on the front page stating where the statement is located;
- identify the [consumer's cancellation rights](#);
- state that the gas marketer will not notify the gas utility that you have signed the contract until after the cancellation period is over and you have not cancelled, and
- require that the disclosure statement be signed at the same time as the contract.

SCGM-11 doc 05.06
Annexe 17
2 pages en liasse

Last Update: March 1, 2001

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