



Energy

[▶ Contact Us](#)[▶ Search](#)

[Government Of Alberta](#) > [Energy](#) > [Customer Choice](#) | [Gas](#) | [Shopping Wisely](#) | Consumer Protection

[◀ Back to Index](#)

Consumer Protection



[Standards of Conduct](#) | [Contract Requirements](#) | [Cancellation Rights](#)

Cancellation Rights

If you sign an agreement with a direct gas marketer for gas supply for your home, you have a 10-day cooling off period during which you can cancel the contract with no cost or penalty. The statement giving you the right to cancel must be included in the contract. The 10 days starts after you get your copy of the contract.

You have additional cancellation rights if the seller came to your home and the contract was signed in your home. For more details refer to Section 28 of the [Fair Trading Act](#) or call Alberta Government Services at (780) 427-4088 from Edmonton, or 1-877-427-4088 outside Edmonton. If the service doesn't start within 30 days of the promised deliver date stated in the contract or if the seller wasn't licensed when the contract was signed, you have up to one year to cancel the contract.

Note: Always read the entire contract before entering to it.

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[Licensed Marketers](#) | [Q & A](#) | [Shopping Wisely](#) | [The Gas System](#) | [What's Changing?](#) | [What's New](#)

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Annexe 18
1 page