

## Choosing energy retailers:



Make an informed decision.

Energy retailers go door-to-door, telemarket and use the Internet to promote the supply of natural gas and electricity. Kitchener Utilities and Kitchener-Wilmot Hydro are working together to ensure our customers can make an informed decision that is best for them.

As your local energy distributors, Kitchener Utilities and Kitchener-Wilmot Hydro are:

- **Non-profit suppliers.** You only pay what we pay for our natural gas and electricity energy supply.
- **Neutral.** Our energy delivery revenues are not affected by our customers' supplier choice.
- **Reliable.** As locally owned utilities, we've been providing our customers with natural gas and electricity at non-profit energy rates for many years.

## Here's what you should know about independent gas and electricity retailers:

- **You don't have to switch suppliers if you don't want to.** You can buy your natural gas and/or electricity from whomever you choose.
- **Understand the contract.** If you don't understand the costs and terms of the offer, ask the retailers to explain them until you do.
- **Kitchener Utilities and Kitchener-Wilmot Hydro DO NOT sell door-to-door — nor do we hire anyone to do so on our behalf.** Anyone claiming to be affiliated with Kitchener Utilities or Kitchener-Wilmot Hydro who is selling energy services should be reported to the Ontario Energy Board at 1-877-632-2727.
- **You should only share your Kitchener Utilities and Kitchener-Wilmot Hydro account information if you are ready to sign a new contract.** Your account number is personal information.
- Once you sign a contract, you have 10 days to cancel without penalty. Also, once you have received your new contract, you will be contacted by the retailer and asked to "reaffirm." This is your opportunity to accept or decline the contract without penalty. **Once you reaffirm the contract, termination charges to cancel may apply.**

- Retailers can only offer the electricity and the gas supply and transportation components of your overall service. You will continue to be billed for the other delivery related charges from Kitchener Utilities and Kitchener-Wilmot Hydro. **Be sure to ask the retailer what the rates being offered include.**

In Ontario, retailers must be licensed and follow a code of conduct by the Ontario Energy Board (OEB) to offer and sell energy to customers.

Do you currently have a contract with a natural gas or electricity retailer?

If you are approaching your renewal period, you should renew or cancel your contract in writing. If you decide to cancel your contract before it expires, penalty charges may apply. See your contract for details.



If you have any questions or would like to speak to someone about your natural gas or electricity rates, feel free to contact us.

**Kitchener Utilities** – Natural gas  
519-741-2626, [www.kitchenerutilities.ca](http://www.kitchenerutilities.ca)

**Kitchener-Wilmot Hydro** – Electricity  
519-743-3600, [www.kwhydro.on.ca](http://www.kwhydro.on.ca)

If you would like to know more about deregulation, or if you have a question or complaint about a retailer, please visit the "The Energy Choice is Yours" section on the Ontario Energy Board Web site at [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca) or call 1-877-632-2727. If you would like to compare current natural gas and electricity rates being offered in our area, go to [www.energystore.com](http://www.energystore.com)

**Your local utilities.  
Always here for you.**

