

Retailers

Effective May 1, 2002, the Ontario Government opened the electricity market to competition. Customers can shop around and sign a contract with an Electricity Retailer, or remain with their Local Distribution Company (Kitchener-Wilmot Hydro) for supply of the electricity portion of their hydro bills.

Licensed Electricity Retailers buy electricity from generators and wholesalers and compete to sell electricity to customers. The electricity is still delivered by the local utility's "wires".

Signing a contract with a Retailer is similar to deciding between variable or fixed rate mortgages. Consumers can lock in a mortgage interest rate (or electricity rate with a Retailer) for a period of a few years, or choose to pay the current market rate (like the regulated electricity rate provided by your local utility). It's entirely up to you which option best suits your individual circumstances.

Before signing a contract with an Electricity Retailer – get all the facts.

Kitchener-Wilmot Hydro Inc. is very concerned about the approach of some Electricity Retailers in the Kitchener-Wilmot service area. We want you to know that Kitchener-Wilmot Hydro Inc. does **not** have representatives going door to door. Some Retailers may be giving the false impression that they represent Kitchener-Wilmot Hydro Inc.

Today, a residential customer without a contract with a Retailer is supplied electricity by your Local Distribution Company (Kitchener-Wilmot Hydro) under the Ontario Energy Board's Regulated Price Plan. Compare energy prices (electricity line on your bill) before you sign!

The Ontario Energy Board licenses all Electricity Retailers. The business must use fair marketing practices. This includes immediately and truthfully identifying who they are, which company they represent; and that they do not pressure you, the customer, to sign a contract.

If you have concerns about the conduct of an Electricity Retailer, please contact the Ontario Energy Board at: www.oeb.gov.on.ca or call toll free at 1-877-632-2727.

For more information about your energy purchasing options, you may access the Ontario Energy Board Website at:

<http://www.oeb.gov.on.ca/OEB/For+Consumers/Your+Energy+Options>