Your cancellation rights
You can cancel your contract for any reason within 10 calendar days from when the energy marketer receives a signed copy. A consumer who commits to a contract over the telephone may cancel the contract up to 60 days after the first billing statement is received from the new energy marketer.
To cancel an energy contract, you must send a notice to your energy marketer using the contact information listed on the Product Sheet. It is a good idea to ask the energy marketer for a confirmation number or letter to confirm that they have received your cancellation notice.

Your energy marketer
Contact your energy marketer with questions about your energy contract.
Contact the Office of the Utilities Consumer Advocate for a list of licensed marketers or for more information about your options for buying electricity or natural gas.
Toll-free in Alberta: 310-4-UCA (310-4822)
www.ucahelps.alberta.ca

Contact the Service Alberta Contact Centre if you feel you have been treated unfairly or would like more information about the Energy Marketing and Residential Heat Sub-Metering Regulation. You may also request a copy of the tipsheet Electricity and Natural Gas Contracts.
Edmonton: (780) 427-4088
Toll-free in Alberta: 1-877-427-4088
www.servicealberta.ca

For more information
Check inside for important contract information
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Product Sheet
The Product Sheet describes the energy products and services you are purchasing from an energy marketer.

Check:
• The price you will pay for each unit of energy.
• The length of time the contract will be in effect.
• The special terms and conditions that are unique to your energy marketer’s product offering.
• The energy marketer’s customer service contact information.

Standard Terms and Conditions
This section of the contract outlines the standard rights and responsibilities you and your energy marketer have to each other.

Check:
• If a deposit is required, how it will be calculated, when you will be notified about the amount and under what conditions it will be refunded.
• How to end your energy contract.
• The early exit fee that you may be required to pay if you cancel the contract before the end of term. Early exit fees can vary considerably by product, so take the time to understand how the fee is calculated.
• What happens to your contract if you move.
What changes if I sign an energy contract?

- You will pay an agreed contract price for the energy you use for the term of your contract.
- You will receive your contracted energy from the energy marketer on the date specified in your contract. Your current energy provider will be notified of this change and will automatically stop billing you.
- You will receive your bill from your new energy marketer. The new bill will have a new account number. If you previously had a budget plan or automatic withdrawal it will not continue, you will need to contact your new energy marketer to request these options.
- Your energy marketer may charge an early exit fee if you cancel your energy contract before the expiry date.
- Your new energy marketer will provide customer service for the products and services you purchase and will help you with questions about your bills.

What stays the same if I sign an energy contract?

- Your new bill will continue to include charges for energy, delivery, administration and taxes.
- You will continue to pay delivery charges to a distribution company for delivering energy to your home or business. Delivery charges are regulated and are the same no matter which energy marketer you choose or if you remain on the regulated rate.