



Retail Electricity Contracts DISCLOSURE STATEMENT

1. What you should know about retail electricity contracts BEFORE agreeing to a contract with a licensed Electricity Retailer.

- You have a choice of who will supply your electricity. You may continue to purchase electricity from Nova Scotia Power or purchase from an Electricity Retailer.
- **Electricity Retailers are independent, private companies.** They are not related to Nova Scotia Power, the Utility and Review Board, or the government.
- Electricity Retailers are allowed to sell renewable, low-impact electricity. This means the electricity comes from renewable sources that have a minimal negative impact on the environment. If you agree to purchase from an Electricity Retailer, you will now be billed by the Electricity Retailer, not Nova Scotia Power.
- On the Electricity Retailer's bill, you will continue to pay Nova Scotia Power's distribution and base charges.
- The rates that Electricity Retailers charge for renewable electricity under a contract are determined by the Electricity Retailers and are not regulated.
- A list of Electricity Retailers licensed by the Nova Scotia Utility and Review Board is available on the website <https://nsuarb.novascotia.ca>.
- **There is no guarantee of savings if you agree to a renewable electricity contract.**
- You can continue to take your electricity service from Nova Scotia Power and are under no

obligation to enter into a contract with an Electricity Retailer. However, in order to take service from an Electricity Retailer, you must sign a contract.

2. Comparing Rates.

- An Electricity Retailer must provide you with a Rate Comparison showing the contract rate that you are being offered, the total rate being offered, and the regulated rate charged by Nova Scotia Power.

3. Know your rights.

- **Make sure you understand the contract before you agree to it.**
- Salespersons must not put undue pressure on you to agree to an electricity contract.
- All Electricity Retailers are subject to a Code of Conduct. You can obtain a copy of the Code from the Electricity Retailer or the Nova Scotia Utility and Review Board on <https://nsuarb.novascotia.ca>.
- Keep a copy of this Disclosure Statement, the Rate Comparison, your contract, and all mail or email from your Electricity Retailer.

4. What if you change your mind?

- **You can cancel the contract from the day you agree to the contract until 30 days after the date of your first bill from your Electricity Retailer. You do not need a reason to cancel.** You will not have to pay a cancellation fee and your electricity service will continue without interruption.
- If you cancel after that period, you may have to pay a cancellation fee.

You must confirm your understanding of this Disclosure Statement in order for your electricity contract to be valid.

- **This Disclosure Statement is not part of your contract.** It was approved by the Nova Scotia Utility and Review Board to provide basic information about retail electricity contracts and your rights.
- Questions about electricity contracts or rates? Contact your Electricity Retailer or Nova Scotia Power. Electricity Retailers are required to provide you with the "Guide to Purchasing Renewable, Low-Impact Electricity in Nova Scotia".