

## Customers' Bill of Rights

If you choose to buy your natural gas from a supplier other than Centra/Manitoba Hydro, you should know your rights. This Customers' Bill of Rights was approved by the Manitoba Public Utilities Board and governs the conduct of all natural gas marketers. Your gas will continue to be delivered to you by Centra/Manitoba Hydro, even if you choose to purchase gas from a marketer.

### **1. Identification to customers**

You are being contacted on behalf of [name of marketer] who is selling natural gas. All sales materials and contracts must indicate the name and identification number of the sales person and the name, address, and phone number of [name of marketer]. You must be given the business card of the agent at the door.

### **2. Knowledgeable and courteous service**

You are entitled to informed, knowledgeable, and courteous service. Ask any questions you may have. If the sales agent does not answer to your satisfaction, please contact the marketer directly.

### **3. True and clear disclosure**

All sales communications and contracts must be in plain language, truthful, and not misleading.

### **4. Understand your contract**

Please ensure that you understand the terms of any contract you are asked to enter into. Before you enter into a contract with a marketer, you must be given a full opportunity to review the contract. You may wish to confirm that any marketer you wish to purchase natural gas from is licensed to sell natural gas in Manitoba. The market price of natural gas

fluctuates. You should understand that Centra's price changes every 3 months, but your contract will fix your price for a longer time period.

**5. Right to cancel**

You will receive a confirmation letter from Centra Gas. You have the right to cancel your contract within 10 business days of the date on the letter. This must be done by contacting the marketer at the phone number noted on your contract or in writing by registered mail or by email (with a copy to the Board at [publicutilities@gov.mb.ca](mailto:publicutilities@gov.mb.ca)).

**6. Questions and complaints**

Please contact [name of marketer] immediately at [marketer's telephone number] if you have any questions or complaints about the contract or the actions of [name of marketer]. If [name of marketer] does not satisfactorily help you, please contact the Manitoba Public Utilities Board at the number below. You should have your contract and/or any sales materials that cause you concern ready and available. All marketers are subject to a Code of Conduct. For a copy of the Code call [name of marketer and telephone number] or the Manitoba Public Utilities Board at: (204) 945-2638 or outside of Winnipeg but inside Manitoba 1-866-854-3698. It is also available on the Board's website at [www.pub.gov.mb.ca](http://www.pub.gov.mb.ca).