

# News Release

For Immediate Release

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## Westario Power Consumer Alert

Westario Power employees are not knocking on doors selling electricity contracts.

Westario Power has received many consumer concerns regarding door-to-door sales persons implying they represent Westario Power when selling energy contracts.

“In Ontario, people have a choice as to who they wish to purchase their electricity from,” Guy Cluff, President of Westario Power explained, “It doesn’t have to be us. Our main job is the delivery of the power, maintaining the distribution system - the poles and wires. If a customer isn’t buying from an independent electricity retailer, then we have an obligation to supply them. But no contract is necessary.”

“Westario Power is not competing with the independent retailers for customers’ business. That is not our role in Ontario’s electricity business. We do not, under the legislation, make any profit from the electricity commodity itself,” said Cluff.

“Westario Power delivers the electricity to your home or business,” stated Janice Hallahan, Customer Service Manager. “We do not conduct door-to-door sales activities. Not only is there no need for a contract with us, our staff would never need to see a customer’s bill. That information is available to our staff in our office.”

Hallahan does offer some advice to avoid any problems, yet still allow consumers to exercise their legal right to choose. If an agent knocks at your door and wants to discuss a contract to provide your electricity, ask for photo identification and write the information down. Carefully read the terms of the contract to determine your rights and obligations under the agreement.

If a consumer feels they have not been dealt with fairly, they can contact the Ontario Energy Board. The OEB has established a code of fair marketing practices which independent retailers and their agents are required to follow.

The Ontario Energy Board can be contacted at their toll free phone number 1 – 877 – 632-2727. Complaints can be submitted by email to [complaints@oeb.gov.on.ca](mailto:complaints@oeb.gov.on.ca).

For further information, please contact:  
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