

## **Know Your Rights at the Door**

### ***Be Prepared for Aggressive Water Heater Sales Tactics***

Aggressive and questionable door-to-door water heater sales tactics have become a problem throughout Toronto. As an informed homeowner, you should know that Enbridge, Direct Energy and government agencies do NOT promote the exchange of water heaters door-to-door. If someone does come to your door to service your water heater without an appointment, chances are they are there to make money by getting you to sign a new contract.

In the event that you're approached by a door-to-door water heater salesperson, EnerCare Inc. has developed a list of DOs and DON'Ts to help you protect yourself from being a victim of fraud.

#### **DOs:**

1. Always ask the salesperson for identification and which company they represent.
2. Get additional expert opinions or estimates from your water heater provider when door-to-door salespeople assert that a replacement product is needed.
3. Ask the salesperson if you can receive a copy of their sales material or contact information to review. Be wary if the salesperson is hesitant of leaving behind such information.
4. If you feel pressured, ask the salesperson to leave. If you feel threatened, ask them to leave and call the police if they do not immediately comply.

#### **DON'Ts:**

1. Don't let the salesperson into your home.
2. Don't show the salesperson your existing contract, monthly bills or any personal information.
3. Don't sign a contract until you have read it carefully and understand it thoroughly.
4. Don't sign a contract if it fails to explain that, under Ontario's Consumer Protection Act, you can cancel a contract within 10 days of receiving a written copy of the agreement without incurring a penalty of any kind.
5. Don't be influenced by "too good to be true" offers.

For more information on how to protect yourself from aggressive and questionable water heater sales, please visit: <http://www.enercare.ca/KnowYourRights>