

May 1, 2017

Support for Ontario Residential Electricity Consumers

Helping Consumers Stay Connected

Check The Service Rules – The OEB has rules in place to protect you as a residential consumer and ensure all electricity customers across the province are treated fairly when it comes to customer service. Utilities have to follow special rules that give qualifying low-income households even more protection, such as waiving security deposits and allowing longer payment times under arrears payment plans. Visit our website to learn more: www.oeb.ca/rules.

Get Help Paying Your Bill – If you are behind on your electricity bills, your utility has to give you an opportunity to go on an arrears payment plan. The payment plan gives you extra time to pay your overdue bills. Contact your utility to learn more.

Apply For Additional Support – The OEB has support programs in place to help you in an emergency, or on an ongoing basis.

Low-income Energy Assistance program (LEAP) – This is an emergency, one time, financial assistance program for qualifying low-income customers that are behind on their electricity bills and facing disconnection. Those who qualify may receive up to \$500 for each of their natural gas and electricity bills; up to \$600 if the home is electrically heated. Visit www.oeb.ca/billhelp to find out more.

Ontario Electricity Support Program (OESP) – The OESP provides a monthly on-bill credit to reduce the electricity bill for qualifying low-income customers. The OEB recently announced OESP credits will be increased by 50 per cent and eligibility thresholds for household income and size also broadened to provide more support for qualifying low-income consumers. The increase translates to an additional \$180 to \$300 per year for qualifying households, depending on their size and annual income. Consumers who live in homes which are electrically heated, or who rely on certain medical devices requiring a lot of power, qualify for a higher level of OESP assistance. Indigenous consumers also qualify for a higher level of assistance. More information is available at OntarioElectricitySupport.ca.

Improve Your Home's Energy Efficiency – Ontarians can access a variety of coupons and programs through the Save On Energy programs specifically designed to improve the energy efficiency of your home. Your utility can provide more details about Save On Energy programs in your area.

Call the OEB – For more information, give us a call at 1-877-632-2727 (toll-free) or visit our website at www.oeb.ca.