

## Important Changes for Electricity Consumers Starting May 1

**TORONTO, ONT (May 1, 2017)** — Electricity consumers across the province should be aware of important changes that start on May 1, including increased support for lower income bill payers and lower time-of-use prices for all consumers.

### Staying Connected – Know Your Rights

The OEB's ban on winter disconnections will be lifted on May 1, 2017. There are a number of rules in place to protect consumers and help them stay connected. The OEB requires utilities to follow these rules. For example, customers must receive 10 days' notice before electricity can be cut off. Customers must also be provided with payment options. The OEB also expects utilities to reconnect customers within two business days of receiving a payment or agreeing to a payment arrangement. Low-income customers may be eligible for special rules including the right to request equalized billing and a longer payment plan. They may also be eligible for help paying their bill through programs such as the Ontario Energy Support Program (OESP) [www.OntarioElectricitySupport.ca](http://www.OntarioElectricitySupport.ca) or the Low-Income Energy Assistance Program (LEAP) [www.oeb.ca/billhelp](http://www.oeb.ca/billhelp).

"We expect utilities to make every effort to help consumers, at risk of disconnection, stay connected," says Brian Hewson, Vice President, Consumer Protection and Industry Performance.

More information about OEB's customer service rules is available on the website: [www.oeb.ca/rules](http://www.oeb.ca/rules).

### More help for more households – OESP to benefit more consumers, increase credits by 50 per cent

Support for lower-income electricity consumers will increase by 50 per cent and more consumers will be eligible for assistance under changes to the OESP, which take effect May 1, 2017. The OESP increase translates to an additional \$180 to \$300 per year for households in monthly, on-bill OESP credits, depending on their size and annual income.

## Time-of-Use Pricing Drops on May 1

Households and small businesses that buy their electricity from their local utility will see their electricity prices go down starting May 1. This will benefit more than 90 per cent of the electricity customers in Ontario.

TOU Price Periods	Existing TOU Prices	May 1, 2017 TOU Prices
Off-Peak	8.7¢/kWh	7.7 ¢/kWh
Mid-Peak	13.2 ¢/kWh	11.3 ¢/kWh
On-Peak	18.0 ¢/kWh	15.7 ¢/kWh

## About the Ontario Energy Board

The Ontario Energy Board is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a sustainable and efficient energy sector that provides consumers with reliable energy services at a reasonable cost.

-30-

## Additional Resources

- Tips for Staying Connected: [www.oeb.ca/newsroom](http://www.oeb.ca/newsroom) and attached backgrounder.
- Consumer Rights and Responsibilities: [www.oeb.ca/charter](http://www.oeb.ca/charter)
- Time-of-Use Pricing: [oeb.ca/timeofuse](http://oeb.ca/timeofuse)

## Media Inquiries

Phone: 416-544-5171

Email: [oebmedia@oeb.ca](mailto:oebmedia@oeb.ca)

*Ce document est aussi disponible en français.*

