

Ministry of Energy

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Ms. Teresa Sarkesian,
President and Chief Executive Officer,
Electricity Distributors Association (EDA),
3700 Steels Ave. W, Suite 1100,
Vaughan,
Ontario, L4L 8K8

Dear Ms. Sarkesian,

Thank you for your letter regarding the EDA's issues with my recent request to Local Distribution Companies (LDCs) to halt disconnection of residential customers for the remainder of the winter. As you know, I had asked LDCs to implement this policy as a means to expand protection for Ontario families and those in need.

The government has made it clear that at no point, under any circumstances, should Ontarians be put at risk as a result of difficulties they are experiencing paying their electricity bill. Questions regarding bad debt and other regulatory considerations should be directed to the Ontario Energy Board.

As the EDA has previously stated, LDCs are the trusted face of the electricity system for Ontarians. As such, I expect that all LDCs in the province will, in putting the well-being of their customers first, immediately cease the practice of disconnecting customers who are struggling with bill payment during the winter months. I commend the LDCs which have already taken action in this regard.

Sincerely,

Glenn Thibeault
Minister