

Q. I got a call from a listener who says he was told by his hydro provider that he didn't qualify for the promised roughly 25 per cent reduction on his bill because his bill was already so low/that he didn't use enough energy to qualify.

Is there a minimum standard of use to get the discount? He (and I) were under the impression that it applied to everyone.

Response:

Ontario's Fair Hydro Plan (OFHP) is lowering electricity bills by 25 per cent on average for all residential consumers and will hold increases to the rate of inflation for four years. The reduction reflects a number of initiatives, including the refinancing of a portion of the Global Adjustment (GA), the shifting of cost recovery for electricity support programs from electricity bills to provincial revenues, and the 8 per cent rebate introduced in on January 1, 2017. Eligibility includes all residential electricity consumers, farms, most small businesses, long-term care homes and condominiums.

Ontario's Fair Hydro Plan applies to all households that pay for electricity. There will be no asterisks, no loop holes and no exceptions.

The 25 per cent reduction is based on a residential Toronto Hydro customer that uses 750 kWh of electricity per month – the average household consumption used by the Ontario Energy Board (OEB).

Actual impacts may vary slightly above or below the level determined above depending on how much electricity you use and the rates charged by your local distribution company.