

Q&A Response

Q. Why can I not see the 25 per cent reduction reflected anywhere on my electricity bill?

Ontario's Fair Hydro Plan has lowered residential electricity bills by an average of 25 per cent across the province effective July 1, 2017 and will hold increases to the rate of inflation for four years. As many as half a million small businesses and farms are also benefitting from the reduction.

The 25 per cent average reduction is made up of the following:

- The 8 per cent rebate introduced on January 1, 2017, which appears as a separate line item on bills.
- Shifting of cost recovery for electricity support programs, including the Ontario Electricity Support Program (OESP) and the majority of the Rural or Remote Rate Protection (RRRP) program, from electricity bills to provincial revenues. This action has lowered the regulatory charge on bills.
- The refinancing of a portion of the Global Adjustment (GA):
 - For Regulated Price Plan (RPP) consumers, reductions related to GA refinancing show up as lower time-of-use (TOU) or tiered rates on bills; and
 - For eligible non-RPP consumers, reductions related to GA refinancing show up in the GA line on bills.

With all these factors taken together, residential bills are approximately 25 per cent lower on average than they would have been otherwise. While these reductions are reflected on the bill total, they are not listed in separate line items, except for the 8 per cent rebate.

Actual savings vary depending on consumption and the local distribution company (LDC). For example, consumers with lower than average consumption (i.e., someone living in a small condo) could see a benefit of less than 25 per cent, while consumers using more electricity (i.e. a house with electric heating) could see a benefit greater than 25 per cent.

When combined with the expansion of the OESP and RRRP program, some customers in certain LDC territories are eligible for bill reductions in the range of 40 to 50 per cent.

Customers with questions about their bill should contact their local utility.