

Issues call messaging - Customers at risk of disconnection

From: "Campbell, David (ENERGY)" <david.campbell2@ontario.ca>

To: "@OPO-Media Relations and Issues Management" <opo-mediarelationsandissuesmgmt@msgov.gov.on.ca>

Cc: "Berry, James (ENERGY)" <james.berry5@ontario.ca>

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Hi all,

Below is messaging responding to the story in CBC Sudbury about the rise in customers facing disconnection with the end of the winter disconnection ban.

Best,
David

Winter Disconnections

* Last winter our government passed legislation that granted the province's independent energy regulator the power to end all winter disconnections and protect Ontarians, because no one should ever be put at risk of disconnection in the winter.

* Our priority is to make sure families and businesses have access to clean, reliable, and affordable electricity.

* While the ban on winter disconnections ended on April 30, there are a number of government programs designed to help reduce the cost of electricity bills for vulnerable consumers.

* We encourage all customers to contact their local utility about qualifying for programs that are in place to help.

* For example, our government expanded electricity support programs such as the Ontario Electricity Support Program and the Rural and Remote Rate Protection Plan, which provide support to low-income customers and those customers with the highest delivery rates.

* These customers are seeing savings of up to 40 to 50 per cent off of their electricity bills.

* In prioritizing affordability, we also moved forward with the Fair Hydro Plan last year, which has lowered hydro bills by an average of 25 per cent for all residential consumers, and as many as half a million small businesses and farms.

* This is the largest rate reduction in Ontario's history, and any increases to electricity rates will be held to the rate of inflation for four years.