

Disconnections

- Our government is committed to **ensuring affordable access to our clean, reliable electricity system.**
- That's why we continue to take action to reduce customers' bills, including:
 - An 8% rebate for 5 million families, farms, and small businesses
 - Further support for those in rural and remote areas, for a total of 20% or \$540 per year for these customers
 - Suspending large renewable procurement, avoiding \$3.8 billion in costs
 - An agreement expanding electricity trade with Quebec, saving Ontarians \$70 million over the life of the agreement while significantly reducing greenhouse gas emissions.
- These announcements all took place in just the last two months, and add to our government's significant existing efforts to keep electricity rates affordable for all.
- Still, we know that some Ontarians in particular struggle with their electricity bills.
- We are particularly focused on **ensuring that vulnerable customers have the resources to help avoid disconnection.**
- Through powers from the Province, the Ontario Energy Board has implemented **enhanced consumer protection rules**, including:

- Requiring a **minimum 10 days advance notice of disconnection**, with accompanying resources to help customers with their arrears;
 - And providing all customers with the **option of a payment plan** to meet their monthly bills.
- Legislation currently before the House would grant OEB additional authority in creating rules to protect customers facing disconnection
- Customers in emergency situations and facing disconnection are also eligible through the OEB for LEAP – the **Low-Income Energy Assistance Program** – which provides emergency financial support of up to \$600, as well as special, more flexible customer service rules.
- Our government will continue to ensure affordable access to our clean, reliable electricity system.