

Disconnections

- In February, in response to government action, the OEB banned all disconnections for the winter months, and ordered the reconnection of all customers who needed it
- We were pleased that the OEB acted quickly and decisively on this
- And we trust that they will bring the same energy to the next step in this process...
- That step is to modernize the rules for utilities around disconnections
 - The OEB has already announced a comprehensive hearing review process for customer service rules, including around disconnections
- It is time for the government to step aside and allow that independent Board to do its diligence
- The next steps will be up to the OEB
- In the meantime, the OEB has already made another announcement – that some of the next steps in the Fair Hydro Plan are coming into effect
 - Bills across the province will now be reduced by 17%
 - And the OESP program for low-income households will be expanded
- On this side of the House we look forward to implementing the rest of our Fair Hydro Plan, and reducing bills even further across the province