



Ontario Electricity Disconnection Rules, as regulated by the Ontario Energy Board (OEB)

Tillsonburg Hydro is providing the following information to ensure our customers are aware of the minimum standards that Tillsonburg Hydro uses for disconnection relating to non-payment of invoices.

As a reminder, if you become aware of future financial implications that will impact your ability to pay your electricity bill, please contact our customer service team (519-688-3009) to provide information and make payment arrangements. This will allow Tillsonburg Hydro to work with you in a proactive manner and will avoid any disruption in service.

Disconnection Standards:

- Tillsonburg Hydro is mandated to offer payment options and arrangements
 - If arrangements are made and followed, disconnection will not occur
- Low-Income customers may be eligible for special rules including:
 - The right to request equalized billing without paying by automatic withdrawal
 - Disconnection process must be suspended for 21 days once Tillsonburg Hydro is advised that a low-income customer may be eligible for emergency financial assistance
 - Low-income customers that agree to a repayment schedule have more time to pay outstanding balances
 - Assistance is available to low-income customers through
 - The Ontario Electricity Support Program (OESP) which provides 163,500 low-income Ontarians pay their electricity bills
 - The Low-Income Energy Assistance Program (LEAP) which provides emergency financial assistance to help pay overdue electricity bills

More information can be found regarding these programs at

<http://www.ontarioenergyboard.ca/billhelp>

You can also reach the OEB at 1-877-632-2727 or visit the website www.ontarioenergyboard.ca if you feel that the disconnection rules have not been followed or you have other questions or concerns.

If you have any other questions, please contact Tillsonburg Hydro directly at 519-688-3009.