

KNOWLEDGE IS POWERFUL



ISSUE 3 – JANUARY 2017

WHAT'S NEW?

On January 1, 2017, your electricity costs went down 8%.

Ontario's government is reducing electricity costs by rebating an amount equal to the provincial portion of the HST on your monthly hydro bill. That's an 8% rebate for Ontario families, and on average will mean \$130 more in your pocket each year.

This is part of Ontario's plan to help people with the costs of everyday living by reducing electricity costs. Across Ontario, about five million residential consumers, farms and small businesses will benefit from this rebate.

Kenora Hydro will implement these savings onto your bill by July 1, 2017. Applicable savings will be retroactive to January 1, 2017.

Eligible rural ratepayers will receive additional relief that will decrease total electricity bills by an average of \$540 a year or \$45 a month, inclusive of your 8% rebate. This decrease will be reflected in the delivery charge, as a result of the enhanced Rural or Remote Rate Protection (RRRP).



Go Paperless:

We encourage you to sign up for our online tool for viewing your consumption and prior bill history. You can watch your hourly, daily and monthly consumption, and see where you are using the most power, and at what time, giving you the opportunity to shift that use to an Off-peak or Mid-peak period, which should save you money. The more aware you are of your consumption patterns and the cost of the power that you are using, the better equipped you will be to change your patterns and save on the cost of power.

Contact Us:

For account changes, billing inquiries, moving, opening or closing an account, call City Hall 467-2000. If you have comments about our service, how we can improve, or what you would like to see in our next newsletter: 467-2075, or email info@kenorahydro.ca. For information about the OEB, www.ontarioenergyboard.ca, or 1-877-632-2727.

Check out your hourly consumption, view your bills, receive your bills electronically ! It's easy, and it's powerful.

Go to www.kenorahydro.ca click on this link to sign up now.

Go paperless!

View your Kenora Hydro Electric account online

Make the switch to myAccount

[Register or login here](#)





KNOW YOUR RIGHTS AND KNOW THE RULES

The Ontario Energy Board, along with Kenora Hydro, encourage you to know the rules and your rights as a consumer. As a regulated industry, the Ontario Energy Board has set regulations that all distribution companies in Ontario must follow. In particular, the OEB reminds consumers that they should be aware of the following:

- The utility must make every effort to contact the customer by phone or in person at least 48 hours before the date of disconnection of service. Please be sure that your utility has your current phone information on file so that they can contact you.
- If you are disconnected for non-payment, the utility has 2 business days in which to reconnect you once you have made payment or entered into a repayment arrangement.
- You must be offered repayment options and cannot be disconnected if you agree to a repayment arrangement and follow that arrangement. You may not qualify if you have already been on a monthly payment plan for unpaid bills in the past 2 years. The electricity company may refuse to allow another payment plan.
- Low-income customers may be eligible for the following special rules:
 - The right to request equalized billing without paying by automatic withdrawal.
 - The utility must suspend a disconnection process for 21 days once it has been advised that a customer may be eligible for emergency financial assistance.
 - A low-income customer who has agreed to a repayment plan has more time to pay outstanding balances to the utility.
 - A low-income customer may request to waive a security deposit, or request a refund of any security deposit previously paid to the distributor, after application of that security deposit to any outstanding arrears on the account.

Help is available for low-income consumers through programs including:

- Ontario Electricity Support Program, which is now helping 163,500 low-income Ontarians pay their electricity bills.
- Low-Income Energy Assistance Program (LEAP), which provides emergency financial assistance to help pay overdue electricity bills.
- Consumers can learn about these programs at OntarioEnergyBoard.ca/BillHelp

In Kenora, consumers must contact the local Kenora District Services Board at 120 Matheson St South, or call them at 807-468-5372, to see if you qualify to be designated as a Low-Income consumer.

Consumers can call the OEB at 1-877-632-2727 or visit the website at www.ontarioenergyboard.ca if you feel the rules have not been followed or have other concerns or questions.