

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](https://www.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.