

PETERBOROUGH DISTRIBUTION INC.

Disconnection Rules

With the onset of winter weather and the difficulty that some electricity customers are having paying their bills, we are making every effort to inform our customers of rules and rights in regard to the disconnection of their electrical service.

The Ontario Energy Board (OEB) sets these rules and they are strictly followed by Peterborough Distribution Inc. You should be aware that:

- You must be offered repayment options;
- You cannot be disconnected if you agree to a repayment arrangement and follow that arrangement;
- A low-income customer 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; and,
 - A customer that has agreed to a repayment plan has more time to pay outstanding balances to the utility.
- 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; and,
 - Consumers can learn about these programs at [OntarioEnergyBoard.ca/BillHelp](https://www.ontarioenergyboard.ca/BillHelp).
- You can call our Customer Service Department at 705-748-6900 for more information about your options or contact the OEB at 1-877-632-2727 or visit their website at www.ontarioenergyboard.ca if you feel that the rules have not been followed or have other concerns or questions.

We share the OEB's commitment to protecting our customers and will continue to ensure that the rules on disconnections and reconnections are strictly followed.