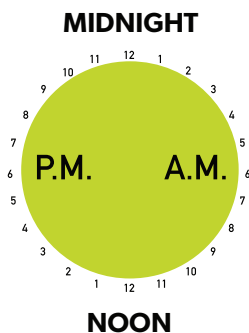


Emergency time-of-use prices in effect

Starting March 24, 2020, the off-peak electricity price of 10.1¢/kWh applies to all three time-of-use (TOU) pricing periods. The Ontario government intends for this pricing to be in effect for 45 days to support families and small businesses during the COVID-19 pandemic. This applies to customers that pay TOU prices and that buy their electricity from their utility. Customers of unit sub-meter providers that are in a building that pays TOU prices also benefit. Customers do not need to take any action as the pricing applies automatically.

These are the prices that appear on the electricity line of your bill and are only for the electricity you use. They do not include other charges like delivery.



Off-peak price applies all the time
(every hour of every day – weekdays,
weekends & holidays)

OFF-PEAK 10.1¢/kWh

MID-PEAK 10.1¢/kWh

ON-PEAK 10.1¢/kWh

- For many, their next bill after March 24, 2020 will reflect the new pricing. Some may receive a bill before their utility or unit sub-meter provider has been able to implement the pricing change. In that case, the customer will get a credit on the following bill.
- Contact us: 1-877-632-2727; TTY: 1-844-621-9977; ConsumerRelations@oeb.ca; chat: oeb.ca/contact



Financial Assistance Programs



Arrears Management Program

When households aren't able to pay their utility bill on time due to financial limitations, InnPower can provide assistance to help manage utility bills.

Fair payment arrangements can be made for individuals that qualify for our program, when their utility bills have fallen into arrears.

For more information, please contact our Customer Service Team at...

Phone: 705-431-4321

Email: cs@innpower.ca

Low-Income Energy Assistance Program (LEAP)

LEAP is a one-time emergency payment of up to \$500 (\$600 for electrically heated homes) per calendar year, that is credited to your electricity bill.

Eligibility depends on how many people live in your house and the combined household income.

More information is available at...

Phone: 1-855-487-5327

Email: LEAP@UWSimcoeMuskoka.ca

Website:

<https://uwsimcoemuskoka.ca/leap/>

Ontario Electricity Support Program (OESP)

The OESP is a monthly credit of between \$35 and \$75 applied directly to your electricity bill.

The monthly credit amount is based on combined household income and the number of people living in your home.

You must apply to the program to receive the OESP credit. To apply or to find out if you qualify, visit

OntarioElectricitySupport.ca or call **1-855-831-8151**.

Affordability Fund Trust (AFT)

AFT provides **FREE** energy-saving upgrades to eligible residential customers who do **NOT** qualify for low-income financial assistance programs. If you pay an electricity bill in Ontario, you qualify.

You will receive one of three energy efficiency improvement packages. The level of support will vary based on your after tax income and average electricity bill.

You can self-enroll for AFT by calling **1-855-494-FUND(3863)**.