

**“Did you know there are rules that your utility follows when disconnecting electricity due to non-payment?”**

Here are some examples:

- Residential consumers may be eligible for repayment agreements
- Disconnected customers must be reconnected within 2 business days after receipt of payment
- Your utility will attempt to contact you by telephone at least 48 hours before the disconnection is to occur

If you are having difficulty with your bills, there is help available for low-income consumers through various programs.

If you would like more information please visit the Ontario Energy Board's (OEB) website at:

<http://www.ontarioenergyboard.ca/OEB/Consumers>

or by telephone at 1-877-632-2727