

Ontario Energy Board Update: Electricity disconnection ban extended, residential & small business

On March 19, 2020, the Ontario Energy Board (OEB) extended the winter ban on electricity disconnections for non-payment for residential customers to July 31, 2020. Low-volume, small business customers (those who pay time-of-use or tiered electricity prices) will now also be protected by the ban during this period.

There is currently a great deal of uncertainty as to the severity and duration of the current COVID-19 pandemic. There has already been a significant amount of disruption in the lives and livelihoods of residential and small business electricity customers in Ontario, and the OEB believes that the risk of loss of electricity service on account of arrears should not be an added source of uncertainty at this time.

A number of electricity distributors have taken additional steps to support their customers by waiving certain charges and making special payment arrangements during this difficult time. Contact or visit your distributors website for more information about programs it may have put in place.

Visit oeb.ca for the latest updates from the Ontario Energy Board on measures it's taking in response to the COVID-19 pandemic.