Questions and Answers
Electricity rate relief for Regulated Price Plan (RPP) Customers starting Jan.18, 2022

Q1. When does the round-the-clock off-peak rate come into effect?

The off-peak rate of **8.2 cents** will start at 12:01 am on **January 18, 2022** and be in place for 21 days, until the end of day **February 7**.

Q2. I just switched from time-of-use rates to tiered pricing. How does that affect me?

All residential, small business and farm customers, who buy their electricity from Hydro Ottawa through the Regulated Price Plan (RPP) will receive the off-peak rate. This change will be applied **automatically** for every customer paying either **time-of-use** or **tired rates**. No action is required by Hydro Ottawa customers.

Q3. I'm having a hard time paying my bills, even with the off-peak rates. What can I do?

If you're having difficulty paying your electricity bill, don't wait. Give us a call or contact us as soon as possible. We offer flexible payment arrangements in order to provide customers with more time to pay outstanding balances on their account.

For households that are struggling to pay their bills, there are also several support programs. Details on these programs can be found at hydroottawa.com/financialassistance.

Your electricity will not be disconnected. There is a province-wide disconnection ban in place between November 15 and April 30 every year.

In addition to the off-peak price, you also receive the Ontario Electricity Rebate, which holds your total bill lower and ensures that the average bill increases by no more than two percent per year.

Q4. What happens at the end of 21 days?

The off-peak price of 8.2 cents/kWh is set to be in place for 21 days, starting January 18.

When this program expires, you will automatically switch back to the rate plan you had before – either the time-of-use (TOU) or tiered rate plan.

Q5: How much will customers save with this change?

It is expected that Ontario customers will save approximately 13 percent on their monthly bill. This amount is dependent on how much electricity is consumed, when it is consumed and what service territory the customer is located in.