

COVID-19: Time-of-Use Rates Suspended for 45 Days – (March 24, 2020)

The Government of Ontario is providing temporary 45-day emergency relief to support Ontarians impacted by the global COVID-19 outbreak. As of Tuesday, March 24, 2020, households, farms and small businesses who pay time-of-use electricity rates will be charged off-peak rates 24 hours a day, seven days a week.”

Time of Use prices of 10.1 cents per kilowatt hour begin March 24, 2020.

CATEGORY	TIME		INTERIM PRICE
	WEEKDAY	WEEKEND / HOLIDAY	
ON-PEAK	7a.m. - 11a.m. 5p.m. - 7p.m.	N/A	10.1 ¢/kWh
MID-PEAK	11a.m. - 5p.m.	N/A	10.1 ¢/kWh
OFF-PEAK	7p.m.-7a.m.	ALL DAY	10.1 ¢/kWh

Should you happen to be facing challenges paying your electricity bill, we have also suspended any disconnection activities during these uncertain times until July 31, 2020. Customers seeking financial assistance programs can find information at the following links:

- Ontario Electricity Support Program (OESP): [OEB OESP](#)
- Low Income Assistance Program (LEAP): [OEB LEAP](#)
- Affordability Fund: [Affordability Fund](#)

You may also call our office directly (613) 382-2188 to speak directly with a Customer Service team member.