

ONTARIO'S LOW-INCOME ENERGY ASSISTANCE PROGRAM (LEAP)



If you're behind on your electricity bill and may face having your service disconnected, you may qualify for emergency financial assistance through the:

LOW-INCOME ENERGY ASSISTANCE PROGRAM (LEAP)

Customers who meet income eligibility can get up to:

- \$650 in emergency assistance for their electricity bills
- \$780 if their home is heated electrically

Call the United Way now to see if you qualify:

1-855-487-5327



Disclosure: Assurance of Voluntary Compliance

In October 2023, Renfrew Hydro Inc. discovered a billing system discrepancy where some charges were higher than the Ontario Energy Board (OEB) approved charges.

The billing error(s) were due to the incorrect application of prorated fixed monthly charges, which only impacted first and/or final invoices settled in a month that contained more than 30 days.

Over the four-year period from October 2019 to September 2023, the error(s) affected approximately 4,800 individual invoices and resulted in overcharges of \$1,553.56. The four-year customer credit would be small (around 32 cents per invoice affected), and many of those affected by the billing error(s) may no longer be customers of Renfrew Hydro Inc.

We apologize for this error and assure you that the necessary changes to the billing system were completed in October 2023.

Renfrew Hydro Inc. has provided an Assurance of Voluntary Compliance to the OEB, which was accepted by the OEB on June 24, 2024.

For more details See the “Enforcement Proceedings” section on www.oeb.ca or contact **Renfrew Hydro Inc.** by phone at **613-432-4884** or by email at **info@renfrewhydro.com**.

