

**Rate Changes and the new Ontario Electricity Rebate
Effective November 1, 2019
FAQs for Customers**

Why has my bill changed?

The Ontario Energy Board (OEB) has made changes to rates and electricity bills to make your electricity costs more transparent and easier to understand.

What are the changes?

Our customers will notice two changes on their bills:

1. The electricity line that shows the charges for their usage will increase due to the rise in rates effective November 1, 2019.
2. There will be a new line item, the Ontario Electricity Rebate that will replace the former 8% Provincial Rebate as well as the rate reduction previously provided through the Fair Hydro Plan.

Will my electricity bill go up?

As a result of the new electricity rates effective November 1, 2019, consumers will see the electricity line on their bill rise. To help offset this, the Government of Ontario has introduced a new expanded on-bill rebate, the new Ontario Electricity Rebate (OER). The OEB has calculated the net monthly impact from these two changes (new electricity prices and new rebate) for a typical residential customer who uses 700 kWh per month to be an increase of \$1.99 per month or 1.8%, in line with the rate of inflation. This will vary depending on the customer's electricity usage and the utility that serves them.

What is the Ontario Electricity Rebate?

The Ontario Electricity Rebate (OER) is a new, 31.8 per cent on-bill rebate that replaces the previous 8% provincial rebate and rate relief provided through the Fair Hydro Plan.

Will this affect the support I already receive?

No. For those customers who already receive support from other provincial programs such as the Ontario Electricity Support Program (OESP) or the Rural and Remote Rate Protection, these programs will stay in effect and be summarized under Total Provincial Support on your bill.

Who is eligible for the Ontario Electricity Rebate?

Most consumers that were previously eligible for the 8% provincial rebate will receive the Ontario Electricity Rebate automatically, including most households, farms and most small businesses.

However, there are certain notice requirements in place for larger multi-unit complexes and consumers who were previously receiving the 8% provincial rebate that are needed in order to confirm their eligibility for the new Ontario Electricity Rebate.

How do I know if I need to provide a Notice?

If you are required to provide notice, you will be notified by Renfrew Hydro prior to November 30, 2019. The Notice that needs to be completed will be included in this communication.

What are the Notice Requirements?

Customers that were receiving the rebate but do not satisfy the revised eligibility requirements will continue to receive the rebate until October 31, 2020, **as long as they provide the required notice**. If they do not provide the notice, they will stop getting the rebate on January 31, 2020.

Multi-unit complexes that were receiving the rebate immediately before November 1, 2019 and meet the revised eligibility requirements will **need to provide the required notice by January 31, 2020**. If they do not provide the notice, they will stop getting the rebate on January 31, 2020.