



Media Release

Renfrew Hydro's President Lance Jefferies is issuing the following statement:

Renfrew Hydro is pleased to advise all of their residential and small business customers that the Government of Ontario is providing a temporary 45-day emergency relief to support Ontarians impacted by the global COVID-19 outbreak. Effective immediately all residential and small business customers who currently pay time-of-use (TOU) rates electricity rates will be charged lower off-peak rates 24 hours a day, seven days a week.

As an essential service provider to our community, Renfrew Hydro remains committed to providing a safe and reliable electricity supply to all our customers throughout this pandemic. If you are concerned about paying your bill, are experiencing hardship, or impacted by the COVID-19 pandemic, please call us to discuss extended bill payment options and financial assistance programs.

Please contact our customer service department Monday to Friday from 8:30am to 4:30pm at 613-432-4884 or info@renfrewhydro.com with any questions or concerns that you may have. To report a power outage or an after hour emergency please also call 613-432-4884 at any time of day or night.