



**Did you know  
there are  
rules to protect  
Ontario energy  
consumers?**



**ONTARIO  
ENERGY  
BOARD**



- 1.** More time to pay your bill
- 2.** Winter disconnection ban for electricity and natural gas customers
- 3.** Security deposits returned to residential customers after 1 year of good payment history, (small businesses, after 3 years)
- 4.** Elimination of reconnection charge for low-income consumers
- 5.** Elimination of collection of account charge

These are just a few of the rules in place.

**VISIT: [oeb.ca](http://oeb.ca)** for more info.

Conditions apply.