



Ontario
Energy
Board | Commission
de l'énergie
de l'Ontario

DECISION AND ORDER

EB-2021-0137

Amending Electricity Distributor Licences to Prohibit the Issuance of Disconnection Notices for Non- Payment to Residential Consumers in Light of the COVID-19 Stay-at-Home Order

BY DELEGATION, BEFORE: Brian Hewson
Vice President,
Consumer Protection & Industry Performance

May 14, 2021

INTRODUCTION AND SUMMARY

On April 13, 2021, the Ontario Energy Board (OEB) issued a Decision and Order (the April 13th Order) amending the licences of all licensed electricity distributors to prohibit the issuance of disconnection notices to residential customers by reason of non-payment prior to May 6, 2021, during the Ontario Government's stay-at-home order that came into effect on April 8, 2021. The OEB stated that it would monitor the situation and may take further steps as circumstances warrant, including extending the duration of the licence amendment being made in the April 13th Order.

In making its April 13th Order, the OEB stated that it would prohibit distributors from issuing a disconnection notice to a residential customer for reasons of non-payment through the period of the Government's stay at home order. On April 16, 2021, the Government announced that the stay-at-home order would be extended until May 19, 2021, and by an order dated April 21, 2021, the OEB extended the prohibition on the issuance of disconnection notices to residential customers by reason of non-payment to May 19, 2021.

On May 13, 2021, the Government announced a further two-week extension to the stay-at-home order, until June 2, 2021. In keeping with the prior orders, the OEB is extending the prohibition on the issuance of disconnection notices to residential customers by reason of non-payment through the additional period of the stay-at-home order (i.e., the prohibition will now end on June 2, 2021).

This Decision and Order is being issued by Delegated Authority without a hearing pursuant to section 6(4) of the *Ontario Energy Board Act, 1998* (OEB Act).

DECISION

This Decision, which is effective immediately, amends the OEB's April 21, 2021 Order only by replacing May 19, 2021 in the licence condition with June 2, 2021. Until 12:01 a.m. on June 3, 2021, no electricity distributor may issue a disconnection notice to a residential customer solely on the grounds of non-payment. The OEB will continue to monitor the situation and may take further steps as circumstances warrant.

IT IS ORDERED THAT:

1. The electricity distribution licence of each electricity distributor be amended to include the following condition:

Note: The section and paragraph numbers will be revised when integrated into each licence.

1. **April 13, 2021 – June 2, 2021 – Disconnection Notices**

- 1.1 Despite any provision of the Distribution System Code to the contrary, the Licensee shall not, during the period commencing April 13, 2021 and ending at 11:59 pm on June 2, 2021, issue a disconnection notice pursuant to section 4.2 of the Distribution System Code in respect of an occupied residential property, as that term is defined in section 4.8.5 of the Distribution System Code, solely on the grounds of non-payment.

DATED at Toronto May 14, 2021

ONTARIO ENERGY BOARD

Original Signed By

Brian Hewson
Vice President, Consumer Protection & Industry Performance