



100 Simcoe Street South, Oshawa, Ontario L1H 7M7 • Tel. (905) 723-4623 • Fax (905) 743-5222 • contactus@opuc.on.ca

John Smith
123 Test St
OSHAWA, ON L1H 7M7

Date: 2021-08-03

Re: 123 Test St 456 Oshawa - Account #: 1234567-89

DISCONNECTION NOTICE - PAST DUE AMOUNT: \$123.45

Due to non-payment, your electricity service is at risk of disconnection. We urge you to make payment immediately by one of the options listed below. If payment has already been made, please accept our thanks and disregard this letter.

If the amount of **\$123.45** is not received by **XXXX-XX-XX**, your service may be disconnected between **XXXX-XX-XX** (earliest date of disconnection) and **XXXX-XX-XX** (latest date of disconnection). To help ensure we process your payment in time, please send it at least five business days prior to the earliest disconnection date.

Disconnection may occur whether or not you are at your property and where applicable, may occur remotely without us attending your property. If we attend the property to disconnect for non-payment, we will attempt to make contact with you at the door to provide you with the option of paying by credit card issued by a financial institution to prevent disconnection. If your electricity service is disconnected, it will be reconnected within two business days from the receipt of the confirmed payment. In order for your electricity service to be reconnected, the account holder or authorized representative must be present at the premise at the time of reconnection or provide verbal fire safety. **Oshawa Power assumes no responsibility for damage of any kind which may result from disconnection or reconnection of electrical service.**

PAYMENT OPTIONS:

Oshawa Power accepts the following forms of payment: cheque, money order, telephone or internet banking, and direct payment at your financial institution. You may also pay by credit card via a third party by visiting <https://ipn.paymentus.com/rotp/osp> or calling **1 (866) 417-1017**. Please note a service charge of 1.75% is applied.

Processing Time	Payment Methods	Important Information
1-2 business days	Use your credit card to make a direct payment via telephone	Call Paymentus at 1 (866) 417-1017 ; fees apply
3-5 business days	Online, telephone, or in-person banking; Mailed cheque or money order	Processing may take up to 5 business days

Please Note: Confirmation of your payment must be provided to us in order to avoid disconnection of your service. This can be done by visiting www.opuc.on.ca/proof-of-payments.

If you require additional information please call:
Customer Service Department
Monday to Friday 8:30 to 4:30

Phone: 905-723-4623
Website: www.opuc.on.ca
Email: contactus@opuc.on.ca

ARREARS MANAGEMENT PROGRAM:

An Ontario Energy Board prescribed Arrears Management Program (AMP) and equal monthly payment plan, along with other expanded customer service provisions specifically for eligible low-income customers, may be available to residential customers and is subject to eligibility. Residential customers who are unable to pay their current or past due bills may qualify to enter into an Arrears Management Program. To apply, please contact our office at **905-723-4623** for more information.

RECONNECTION CHARGES:

The cost to reconnect at the meter during business hours is \$65+HST and \$185+HST for after-hours. Services that have been disconnected at the pole will not be reconnected outside of normal working hours and a reconnection charge of \$185+HST will apply. Reconnection charges will be applied on your next bill.

FINANCIAL ASSISTANCE:

If you're having difficulty paying your bill, Oshawa Power has several ways to help. We also work closely with social agencies in the Durham Region area to offer assistance and ease the burden of paying utility bills for low income individuals and families in our local community. **You can also find more information at opuc.on.ca/assistance.**

The following additional assistance programs may be available to eligible low-income customers:

Ontario Electricity Support Program (OESP) 	Low-Income Energy Assistance Program (LEAP) 	Housing Stability Program 	Arrears Management or Equal Payment Plan 
You may qualify for a reduction on your electricity bill by \$35-\$75 per month. For more information please call OESP at 1-(855)-831-8151 .	LEAP provides customers with a one-time sum of \$500 (\$600 for electrically heated homes) to pay arrears and help avoid disconnection. For details call Community Development Council of Durham at (905) 686-2661 .	The Housing Stability Program offers a one-time bill credit to qualified low-income Durham residents. For details call Community Development Council of Durham at (905) 686-2661 .	You may be eligible for our Arrears Management Program or Equal Payment Plan. To set up a payment plan, please call 1 (888) 735-4352 and an Oshawa Power Representative will assist you.

There are programs in place to assist low income customers with their hydro bill. Having a low income status on your account grants you longer payment terms under the Arrears Management Program, waived reconnection charges and access to assistance programs that are regulated through the Ontario Energy Board (OEB). These include the board-approved Emergency Financial Assistance Program, administered through a Social Service Agency or Government Agency. **To apply for low income status you can call the Community Development Council of Durham (CDCD) at 1-866-746-3696 or 905-686-2661.**

LOW-INCOME ENERGY ASSISTANCE PROGRAM (LEAP):

This program provides a one-time grant towards your electricity bill if you are behind on your bill and may face having your service shut off. It is for emergency situations. **You can call the Community Development Council of Durham (CDCD) at 1-866-746-3696 or 905-686-2661.**

VITAL SERVICE BY-LAW:

Vital service by-law may exist in your community; please contact your local municipality for more information.

DISCONNECTED GREATER THAN SIX MONTHS:

If your electricity service has been disconnected for more than six months, an inspection by the Electrical Safety Authority (ESA) is required to make sure your electrical system is safe before power can be reconnected. Please contact ESA at 1-877-372-7233 to arrange for your inspection. For more information, please visit esasafe.com.

CONTACT US:

We're here to help. You can reach us during regular business hours: Monday to Friday, 8:30 am to 4:30 pm (excluding all statutory and civic holidays).



905-723-4623



www.opuc.on.ca



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