
QAs

What is this about?

As the Ontario [government announced](#) on February 10, 2021, the fixed electricity 8.5¢/kWh price in place since January 1, 2021, expired at the end of day, February 22, 2021.

Residential, small business and farm customers that buy their electricity from their utility and are on the Ontario Energy Board's (OEB) Regulated Price Plan (RPP), whether they are on Time-of-Use (TOU) or Tiered pricing, returned to paying the prices set by the OEB on [December 15, 2020](#).

For USMPs:

Customers of unit sub-meter providers (USMPs) that are in a building that is paying RPP TOU or Tiered prices also returned to paying the prices set by the OEB on [December 15, 2020](#).

I have a contract with an energy retailer. What does this mean for me?

The fixed 8.5¢/kWh price did not apply to customers that have opted out of the RPP in favour of an energy contract or market-based pricing.

Customers who purchase their electricity under contract from an energy retailer will continue to pay the price agreed to in the contract. The OEB does not set these prices.

Why is the fixed price ending when I still have to stay home due to the pandemic?

To support Ontarians staying home during the COVID-19 pandemic, the Government of Ontario introduced the fixed electricity price of 8.5¢/kWh, which has been in place from January 1, 2021 until end of day, February 22, 2021.

The government has begun the gradual reopening of Ontario and makes the decision to end or extend the lower fixed electricity price.

There are bill support programs available for low-income customers. Find out more at [oeb.ca/billhelp](#) and from the government of Ontario: [Ontario.ca/yourelectricitybill](#).

Small businesses can also apply for support through the Ontario Small Business Support Grant, which helps small businesses that were required to close or significantly restrict services under the Provincewide Shutdown. See [Ontario.ca](#) for more information on business support programs.

Furthermore, the OEB's winter disconnection ban is in place for residential customers at this time. Under the ban, residential customers cannot have their electricity disconnected for non-payment before May 1, 2021.

Customers struggling to pay their energy bills are also encouraged to make payment arrangements and learn more about low-income and COVID-19 financial support that may be available through their utility.