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Low-Income Customer Service Rules

The Ontario Energy Board has established more flexible customer service rules for all eligible low-income electricity consumers in Ontario.

Eligible low-income consumers may request:

- A waiver of a security deposit.
- A previously paid security deposit be returned after any outstanding arrears have been paid.
- An equalized payment plan without enrolling in an automatic withdrawal payment plan from a financial institution.
- An enhanced arrears payment schedule including a reduced down payment.

Espanola Regional Hydro Distribution Corporation (“ERHDC”) has partnered with Manitoulin - Sudbury District Social Services to serve as an intake agency to meet with ERHDC’s customers and complete the application process. If you meet the criteria below you can contact Manitoulin - Sudbury District Social Services at 1-800-667-3145 or 705-862-7850 ext. 226 for pre-screening and application process information.

Eligibility:

To be eligible for assistance you must meet the following criteria:

- Be an existing residential customer of ERHDC.
- Reside at the residence where low-income customer service rules would apply.
- Have a pre-tax household income at or below the Statistics Canada Low-Income cut-off (LICO) plus 15%.

| LICO + 15% for a community size less than 30,000 |                          |
|--|--------------------------|
| Size of Family Unit                              | Pre-tax household income |
| 1 person   | \$ 20,020                |
| 2 persons  | \$ 24,923                |
| 3 persons  | \$ 30,639                |
| 4 persons  | \$ 37,201                |
| 5 persons  | \$ 42,194                |
| 6 persons  | \$ 47,587                |
| 7 + persons                                      | \$ 52,982                |