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24 March 2020

## **MEDIA ADVISORY**

### **Time-of-Use Rates for RPP customers lowered for 45 days--COVID-19**

*(Sudbury, ON)* The Government of Ontario is providing temporary 45-day emergency relief to support Ontarians affected by the global COVID-19 outbreak. As of Midnight Tuesday, 24 March 2020, households, farms and small businesses who pay time-of-use electricity rates will be charged off-peak rates 24 hours a day, seven days a week.

As per direction from the province, Greater Sudbury Hydro will automatically apply the lowest “off-peak” rate of 10.1 cents per kilowatt/hour (kWh) to all consumers in the Regulated Price Plan (RPP) for electricity used from Midnight onward. The “off-peak” rate will show for all three TOU periods. CUSTOMERS DO NOT NEED TO TAKE ANY ACTION.

The estimated impact on the average monthly residential bill will be approx. \$16/month, or \$24 over the 45-day period. For small business customers with monthly consumption of 10,000 kWh, the reduction would be about \$308/month or \$462 over the 45-day period.

Most RPP customers in the province —about 5 million residences, farms and small businesses-- pay TOU and will receive this reduced rate. The price change will not apply to the remaining RPP customers who pay tiered rates or to those consumers who have opted out of RPP to sign a contract with an electricity retailer.

Greater Sudbury Hydro has also taken other steps to help customers where possible:

- Will not be disconnecting residential or low-volume small business customers while the COVID-19 situation continues.



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- Will continue work with customers who are having financial trouble. If anyone is having trouble paying their bill, they should be proactive and start the conversation. Whether a residential or commercial customer, GSH wants to help customers get through this.
  - Online: [customerservice@gsuinc.ca](mailto:customerservice@gsuinc.ca)
  - Via forms on our websites: [www.gsuinc.ca](http://www.gsuinc.ca) or [www.sudburyhydro.com](http://www.sudburyhydro.com)
  - Phone: 705-675-7536/ 705-753-2341 (weekdays 8:30am-4:25pm)

\*Please note that there are a significantly higher number of calls and emails from customers. There may be a longer than normal “hold” time or it may take a bit longer to reply to the email. GSH thanks all customers for their patience and understanding.

Be Calm—We’ll get through this together. And be kind to each other—even across Social and Physical Distance.

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