

Ontario Electricity Rebate - Changes to eligibility requirements Frequently Asked Question (FAQs)

Q1. What is the Ontario Electricity Rebate?

The Ontario Electricity Rebate (OER) was introduced November 1, 2019, to replace the previous government's Global Adjustment Refinancing and eight per cent rebate programs under the former Fair Hydro Plan. The OER is provided to eligible electricity consumers, including residential consumers, small businesses, long-term care homes and farms.

Q2. What eligibility rules are changing?

The Ontario government is expanding eligibility for some residential and other low volume consumers to capture three additional types of consumer account.

Common areas in individually metered multi-unit complexes that are at least 50 per cent residential, such as condominiums, **residential home parks** and **certain seniors' retirement residences** will qualify for the OER effective **July 1, 2022**.

1. **Common areas** in residential multi-unit complexes such as condominium buildings

Previously, in multi-unit complexes where the distributor directly meters the individual units and the common area account has its own meter, the common area account **would not qualify** for the OER, unless it had a demand of less than 50 kW or used less than 250,000 kWh a year. **The amendments will change this**. Accounts that are at least partly in relation to any common elements of a multi-unit complex and that exceed the demand and use thresholds **will qualify**, as long as the complex is predominantly residential (specifically, the complex must contain at least two "qualifying units", and at least 50 per cent of the units in the complex must be qualifying units).

2. **Mobile home parks**

Mobile home parks, as defined in the Residential Tenancies Act, 2006, are also added to the list of eligible accounts. That definition is: "mobile home park' means the land on which one or more occupied mobile homes are located and includes the rental units and the land, structures, services and facilities of which the landlord retains possession and that are intended for the common use and enjoyment of the tenants of the landlord". "Mobile home" is defined in the same Act as: "a dwelling that is designed to be made mobile and that is being used as a **permanent residence**" (emphasis added). On the other hand, trailer parks that are not mobile home parks (such as facilities for seasonal use rather than permanent residence) are expressly excluded.

3. **Retirement residences**

The amendments add retirement residences to the list of eligible accounts. These are multi-unit complexes (other than long-term care homes, which were already eligible) where at least 50 per cent of the units are occupied or intended to be occupied as a permanent residence by people aged 65 or older (who are not related to the operator of the

complex), and where at least six people aged 65 or older live.

Q3. How will electricity bills be affected?

Most customers will not see a change to their bills. **Effective July 1, 2022**, accounts in respect of common elements in individually metered multi-unit complexes that contain at least 50 per cent residential units, such as condominiums, residential mobile home parks and certain retirement residences will qualify for the OER. Newly eligible consumers will need to provide the required notice to Hydro Ottawa and complete the OER Self-Declaration form available at hydroottawa.com/oer before **July 1, 2022**, to begin receiving the rebate on their bills in the next billing period.

Q4. Will all newly eligible consumers have to submit a [self-declaration form](#) (attestation) to Hydro Ottawa?

Yes, all consumers that receive OER as a result of the newly expanded OER eligibility rules will be required to submit a [self-declaration form](#) to Hydro Ottawa to attest their eligibility under the expanded rules to begin receiving the rebate as of July 1, 2022.

Q5. When do consumers have to inform Hydro Ottawa of their eligibility?

All consumers covered by the **newly expanded OER eligibility** rules will be required to submit an attestation (self-declaration form) to Hydro Ottawa by **email**, which is the most efficient way to process your request, by **regular mail**, or **fax**.

After July 1, 2022, if a consumer submits their attestation at least 11 days prior to the end of a billing period, the OER will appear on their bill for that same period. If a consumer submits their attestation to their electricity provider fewer than 11 days prior to the end of a billing period, then the OER will be applied to their bill on the first day of the next billing period.

Q6. What about customers who are receiving the OER under the legacy exemption “grandfathering period”?

Consumers currently receiving the rebate under the legacy exemption that **remain eligible** under the **new provisions** should also submit a new OER Self-Declaration form to Hydro Ottawa before the legacy exemption expires on **October 31, 2022** to ensure that they continue to receive the rebate as of **November 1, 2022**. This one-time attestation will ensure that eligible customers will automatically remain in the program from this point forward.

Self-Declaration Submission

The aforementioned receipt deadlines **should be weighed** when completing and submitting the self-declaration form, by one of the following three options:

- **Email:** selfdeclarationform@hydroottawa.com
 - **most efficient way to process your request**
- **Fax:** 613-738-6403; Attention: Customer Service
- **Mail:** Hydro Ottawa, PO Box 8700, Ottawa, ON K1G 3S4; Attention: Customer Service