

# Collections (& Disconnections)

The Ontario Energy Board ([www.OEB.ca](http://www.OEB.ca)) is Ontario's independent energy regulator, which means it makes decisions and rules for how energy companies like Hydro One Remotes operate. They set the prices (rates) for electricity, and make sure that customers are treated fairly and that the energy sector is reliable and sustainable. The OEB also provides customer service standards that utilities must follow including rules on payment options, collections, and disconnections.

*Customers should note that they are responsible to pay their bill on time. We know that this can be a struggle for some, and if a customer is unable to pay a bill the single most important thing they can do is to stay in contact with our Billing Department: we have information on assistance programs and can discuss options.*

## Collection Trips

Two times a year, in the spring and in the fall, Remotes schedule a **Collection Trip** to each community we serve. During a Collection Trip, customers that have not made arrangements to pay their bill are disconnected by our technical staff.

**We do not want to disconnect anyone, so we make sure to give everyone plenty of time and notice to arrange payment:**

- **2 months before the Collection Trip:**
  - CHIEF & COUNCIL: A letter is sent to the Chief and Council with the planned week of the trip.
  - CUSTOMER: In addition to their regular monthly bill, all customers that are past due on their bills will receive a **Customer Reminder Letter**, reminding them that they owe on their electricity bill and to call us to arrange payment to avoid disconnection.
- **1 month before the Collection Trip:**
  - CHIEF & COUNCIL & ONTARIO WORKS: A letter is sent with the planned week of the collection trip and a list of all customers who are on the disconnection list.
  - POSTER: A poster is sent to the Band Office with the planned week of the trip.
- **3 weeks before the Collection Trip:**
  - CHIEF & COUNCIL & ONTARIO WORKS: An updated customer disconnection list is sent.
  - POSTER: A poster is sent to the Band Office with the planned week of the trip.
  - CUSTOMER: Receives a **Disconnection Letter**, letting them know the planned week of the Collection Trip, and to call us to arrange payment and avoid disconnection.
- **2 weeks before the Collection Trip:**
  - CHIEF & COUNCIL & ONTARIO WORKS: An updated customer disconnection list is sent.
  - POSTER: A poster is sent to the Band Office with the planned week of the trip.
- **1 week before the Collection Trip:**
  - CHIEF & COUNCIL & ONTARIO WORKS: An updated customer disconnection list is sent.
  - POSTER: A poster is sent to the Band Office with the planned week of the trip.
- **Friday before the Collection Trip:**
  - CHIEF & COUNCIL & ONTARIO WORKS: The last updated customer disconnection list is sent with the exact date of the trip.
  - POSTER: A poster is sent to the Band Office with the exact date of the trip.
- **Collection Trip**
  - Customers that have not arranged payment are disconnected.

