



Halton Hills Hydro

Frequently Asked Questions (updated February 17, 2021)

Q1: Is Halton Hills Hydro's Office open during the pandemic?

A1: Halton Hills Hydro's office is currently closed to the public. Our office continues to be open to assist customers through telephone or email and our operations continue as usual. Our office hours remain 8:30 a.m. – 4:30 p.m., Monday to Friday.

Q2: How can I contact Halton Hills Hydro?

A2: Our office is open for telephone inquiries 8:30 a.m. – 4:30 p.m., Monday to Friday. We are available 24 hours a day for power outage emergencies. Call 519-853-3701.

You can e-mail us at any time at: inquiries@haltonhillshydro.com. You will also find a number of easy to use self-service features on the [Halton Hills Hydro website](#).

Q3: How can I pay my bill?

A3: Currently, the safest option for payment is online. You can make payment through your financial institution's website, [make a payment on the HaltonHillsHydro.ca](#) or visit our [AccountOnline](#) portal. Cheques can be mailed or dropped off in our night deposit box at 43 Alice St. Acton. Please call or e-mail our office if you need to make payment arrangements.

Q4: What are the current prices for electricity?

A4: A new fixed rate of 8.5¢/kWh is in effect until February 22, 2021. This price was set by the Government of Ontario to assist Ontarians during the province wide lockdown. Regular Time-of-Use or Tiered pricing will resume on February 23, 2021. You can learn more about electricity pricing by visiting the [Ontario Energy Board website](#).

Q5: What is Halton Hills Hydro doing if I can't pay my bill?

A5: Halton Hills Hydro understands that many customers are facing financial hardships as a result of the pandemic. The following measures are in place to assist our customers:

- Disconnection of accounts for non-payment is suspended during the winter months.
- Arrears payment arrangements are available to customers who need more time to pay their account.

Halton Hills Hydro offers a number of payment assistance programs to assist customers having difficulty paying their bills:

- Ontario Electricity Support Program (OESP)
- Low-income Energy Assistance Program (LEAP)

Full details are available on the [payment assistance webpage](#) on our website.

Q6: What are the COVID-19 Phone Scams I have heard about??

A6: A number of COVID-19 related scams have been active in recent months. Most of the scams fall into one of two categories:

- Payment Scams: These scams threaten disconnection if you do not pay by pre-paid credit card, ATM, gift cards or other immediate means. Do not agree to make payment through any of these means or provide personal information over the phone. Hang up immediately. If you are unsure of the status of your account, phone Halton Hills Hydro at 519-853-3701.
- Rebate Scams: These scams try to gain access to personal information by promising an electricity rebate. Some of these scammers try to gain access to the victim's home. Do not let anyone into your house if you are unsure of their identity and do not provide any personal information over the phone.

If you are the victim of a scam, contact your financial institution and contact the Canadian Anti-Fraud Centre at 1-888-495-8501 or online at [Canadian Anti-Fraud Centre](#).