



BY EMAIL and WEB POSTING

October 8, 2025

To: All Licensed Electricity Distributors
All Electricity Unit Sub-Meter Providers
All Rate Regulated Gas Distributors

Re: Delivery of Disconnection Notices for Non-Payment During the Canada Post Strike

What You Need to Know

- **During the Canada Post strike, Ontario Energy Board (OEB) staff will not pursue compliance action against utilities that send disconnection notices by e-mail to e-billing customers.**
- **This will ensure that customers will continue to receive the required notice while providing a measure of operational flexibility to utilities during the postal disruption.**
- **Utilities must maintain accurate records of all communications with customers and resume the required delivery method once the postal strike ends.**

This letter provides guidance to utilities regarding the delivery method of disconnection notices for non-payment, as required under the *Electricity Act, 1998* (Act), the Distribution System Code (DSC), the Unit Sub-Metering Code (USMC) and the Gas Distribution Access Rule (GDAR) during the Canada Post strike announced on September 25, 2025.

Context

Under Section 31 of the Act, electricity distributors must provide disconnection notices for non-payment by personal service, prepaid mail, or by posting the notice in a conspicuous place on the property.

The DSC (sections 4.2.3 and 4.2.3.1) and the USMC (sections 4.2.6 and 4.2.6A) set out the minimum notice period requirements for disconnection of electricity service due to non-payment and define the deemed receipt date of a disconnection notice based on the delivery method. This deemed receipt date is used to calculate the start of the required notice period. When a notice is delivered by mail, it is deemed to be received on the fifth calendar day following the date of printing by the utility. Corresponding provisions apply to gas distributors under sections 9.6.12 and 9.6.13 of the GDAR.

On September 25, 2025, the Canadian Union of Postal Workers commenced a nationwide strike, resulting in the suspension of mail processing and delivery services by Canada Post.

Interim Measures During the Postal Strike

OEB staff recognizes that the postal disruption presents significant logistical challenges for utilities in meeting the prescribed notice delivery requirements. Alternatives such as personal service or hand delivery are considerably more costly and resource intensive. Considering these circumstances, OEB staff will not pursue compliance action against utilities that deliver disconnection notices via e-mail to customers enrolled in electronic billing. OEB staff expects utilities to make reasonable efforts to contact the customer by telephone, either live or through an interactive voice response (IVR) system, on the same day the notice is sent to inform the customer of the e-mail. A disconnection notice sent by e-mail will be deemed received by the customer on the day it was sent to the customer's e-mail address by the utility.

OEB staff emphasizes that these interim measures apply only to customers enrolled in electronic billing. For customers who are not enrolled in electronic billing, utilities must deliver a disconnection notice by personal service or by posting it on the customer's property for the duration of the strike.

Utilities should maintain accurate records of all customer communications, including copies of disconnection notices, the date each notice was emailed, logs and recordings of outbound calls and any other relevant correspondence. These records will be essential for addressing customer complaints and resolving disputes.

Duration of Interim Measures

These interim measures apply only for the duration of the Canada Post strike. Once regular postal services resume, utilities must stop delivering disconnection notices by e-mail.

The views expressed in this letter are those of OEB staff and are not binding on a panel of Commissioners. Any questions regarding this letter should be directed to the OEB's Industry Relations email address at IndustryRelations@oeb.ca.

Yours truly,

Brian
Hewson

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Brian Hewson
Vice President, Consumer Protection & Industry Performance