

## Electric Service Disconnections - FAQs

We care about our customers and their well-being. We recognize how difficult it is for some customers to pay their bills and make every effort to work with them to come up with a solution.

If you fail to pay your electricity bill, we can disconnect your supply. We can also disconnect power if you fail to pay a required security deposit. If you have paid a security deposit, it will be applied to the amount you owe before your electricity supply is disconnected.

We cannot disconnect residential customers for non-payment in the winter months, between November 15<sup>th</sup> and April 30<sup>th</sup>. The winter disconnection ban applies to electricity utilities only.

To discuss options available for you, please call us at 705-759-6500 Monday – Friday, 9:00 a.m. to 4:30 p.m.

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### **Q1: What do I do if I receive a disconnection notice?**

A1: You may have received a notice that indicates we may disconnect your electricity for non-payment between the dates indicated on the notice. Please contact PUC immediately to avoid disconnection.

- If you have paid the full amount indicated on the disconnection notice, you may report your payment so we can cancel the disconnection.

If you are unable to make full payment or if you require assistance, please contact us so we can discuss options that are available to you.

## Q2: What happens next?

A2: If you pay the full amount on the disconnection notice by the scheduled disconnection date, please contact us immediately to report your payment so we can cancel the disconnection.

If you don't make payment in full or do not contact us, you will receive a call at least 48 hours prior to the scheduled day of disconnection. We will also remind you that there are options available, including assistance programs.

If you apply for assistance under the Low-Income Energy Assistance Program (LEAP), the intake agency will notify us, and the disconnection will be suspended for 21 days. Please [click here](#) for more information on LEAP.

## Q3: How do I make a payment?

A3: The following processing times and payment options are available. For more information on payment options, please visit the [Payment-options](#) page on our website.

| Form of Payment                                       | How to Pay  | Lead Time Required   |
|---|---|--|
| Bank- Online/In-Branch                                | Contact your financial institution  | <b>3 Days</b> Prior to Disconnect Period                               |
| Credit Card – using Paymentus<br>*Service fee applies | 1-877-482-2151 or online at:<br><a href="https://ipn.paymentus.com/rotp/SSM">https://ipn.paymentus.com/rotp/SSM</a> | Up to Disconnect Date – <b>send payment confirmation to PUC email.</b> |

Please be advised that continued non-payment of the overdue balance for electric service will result in electric services being disconnected. Disconnection may occur regardless of whether or not the premise is occupied and may be done remotely.

If payment is made within 3 days of the disconnection period, please ensure PUC receives notification of your payment by emailing confirmation to [collections@ssmpuc.com](mailto:collections@ssmpuc.com).

**Q4: What options are available to me if I am unable to pay my balance in full?**

A4: If you are unable to pay the full amount indicated on the disconnection notice, please contact us immediately and we can work together to discuss payment options.

**Q5: How can I get assistance with paying my bill?**

A5: If you need help with paying your bill, there are many options and programs available. To find out more about the programs available [Financial Assistance](#).

Find out more about assistance programs, such as:

- [LEAP \(Low-Income Energy Assistance Program\)](#)
- [OESP \(Ontario Electricity Support Program\)](#)
- [Energy Affordability Program \(EAP\)](#)

**Q6: I've been disconnected, how do I get my service reconnected?**

A6: In order to get your service reconnected:

- Immediately pay the full amount indicated on the disconnection notice you received prior to disconnection, or
- If you are unable to pay the full amount indicated on the disconnection notice, please contact us immediately and we can work together to discuss payment options.

**Q7: I have already made a payment or payment arrangement with PUC but my service is still disconnected. When will I be reconnected?**

A7: We'll reconnect your electricity service within two business days from the date of the payment confirmation.

**NOTE:** If your service has been disconnected for more than 6 months you must arrange for a safety inspection from the Electrical Safety Authority (ESA) prior to reconnection. Please visit the [ESA's website](#) for more information.