

# Ten Things to Know about Electricity Bills

The Ontario Energy Board (OEB) sets prices that utilities charge for the **electricity used** by residential and small business customers. It appears on the electricity line of the bill. The OEB also sets the rates that cover the cost to **deliver** electricity to customers.

Electricity prices are set on November 1 each year. This represents the cost of the electricity commodity and appears on the electricity line of the bill. If energy utilities want to change their distribution rates, build new facilities, change their corporate ownership or sell their assets, they must apply to – and receive approval from – the OEB. [Learn more about how we set distribution rates.](#)

1. There are [several other items on a customer's bill](#), in addition to the electricity line.
2. Residential or small business customers **can choose** between Time of Use, Tiered or Ultra Low Overnight price plans. Find out more at [OEB.ca/choice](#).
3. The OEB's [Bill calculator](#) can help customers decide which plan best fits their needs.
4. Support programs are available for qualified customers who need assistance with paying their bills. [Find out more.](#)
5. There are [rules](#) in place to ensure that residential and small business customers are treated fairly when it comes to customer service, including disconnections and re-connections. There are also [rules](#) in place to protect low-income customers.
6. The Ontario Electricity Rebate provides eligible customers with a rebate on the subtotal of their electricity bill. The rebate is automatic for most residential and small business customers, and appears on bills as a separate line item. [Find out more.](#)
7. Conservation programs are available to help customers reduce their energy use. [Find out more.](#)
8. Ever wondered how electricity gets to a home or business? [Learn more.](#)
9. The OEB's interactive [Utility Area Service Map](#) can help customers find the local utility that services their area.
10. Customers who have questions or complaints about their bill should contact their utility first. If, after contacting their local utility, they are **still** not satisfied, they can reach out to the OEB for help. [Find out more.](#)