



February 2019

Dear Valued Customer:

Re: Guelph Hydro is now Alectra Utilities

It is my pleasure to welcome you and others in the Guelph and Rockwood communities to Alectra Utilities. As a result of a recent merger, we have brought together Guelph Hydro and Alectra Utilities as a single electricity distribution company, which collectively now serves over one million homes and businesses in Ontario's Greater Golden Horseshoe area.

Alectra Utilities will continue to provide you with the same level of safe, reliable and efficient electricity distribution service to which you are accustomed. Here are some of the other ways the merger of the two utilities will benefit you, our valued customer:

- We expect to achieve operational efficiencies that will help keep electricity distribution rates as low as possible and save you money.
- We will have access to more resources that will enhance our ability to improve reliability and power quality for homes and businesses in the Guelph and Rockwood communities.
- We will maintain a Southwest Ontario operations hub in Guelph so local crews will continue to provide local service.
- We will establish a new Green Energy & Technology Centre (GRE&T Centre) which will attract talent and build skills in green technologies within the region.

As a progressive company, we've built Alectra Utilities to bring new energy and value to the communities we serve.

To learn more about what this means for you, please visit www.guelphhydro.com/IsNowAlectra or call us during regular business hours at 519-822-3010.

Let's "Discover the possibilities" together!

Sincerely,

A handwritten signature in blue ink, appearing to read "Brian Bentz".

Brian Bentz
President and CEO
Alectra Inc.