

# alectraNews

Welcome to the Alectra Utilities customer newsletter: your source for timely and helpful electricity news that matters to you. Stay informed with short articles about Alectra services, new developments, support programs, time-of-use prices, energy conservation, safety tips, and much more. Do you have a topic you'd like us to cover? Send us your suggestions and feedback at: [newsletter@alectrautilities.com](mailto:newsletter@alectrautilities.com).

## In this issue

- Welcome to the Alectra family, Guelph and Rockwood!
- Our online forms make life easier
- Summer time-of-use schedule and pricing
- Energy conservation programs are changing
- AffordAbility Fund™: We're here to help!
- Every community needs an ally
- Downed power lines and your safety

## Welcome to the Alectra family, Guelph and Rockwood!

We're proud to announce that Alectra Utilities merged with Guelph Hydro on January 1, 2019. As Canada's largest municipally-owned electricity utility, we now serve over one million homes and businesses in 17 communities within Ontario's Greater Golden Horseshoe area, including Guelph and Rockwood. Guelph is now home to Alectra's Southwest Ontario operations hub staffed with local powerline and maintenance crews, as well as the new Green Energy & Technology Centre (GRE&T Centre) for research and development. Learn more about the merger and the GRE&T Centre at [alectrautilities.com](http://alectrautilities.com).



Keep your account up to date with flexible payment plans and support programs. Call us at **519-822-3010** to get started.

## Our online forms make life easier

Looking for a form? Our list of forms at [alectrautilities.com/forms5](http://alectrautilities.com/forms5) contains all the forms required for requesting services. Fill out an online **moving form** to start, stop or transfer your electricity service. Set up **pre-authorized payments** and never miss a due date. Register for an **equal payment plan** to make budgeting easier. All you need is Internet access, a mobile device or computer, and your 18-digit Alectra Utilities account number. We can also mail, email or fax a form to you by contacting Customer Service at **519-822-3010** or [cservice@guelphhydro.com](mailto:cservice@guelphhydro.com).



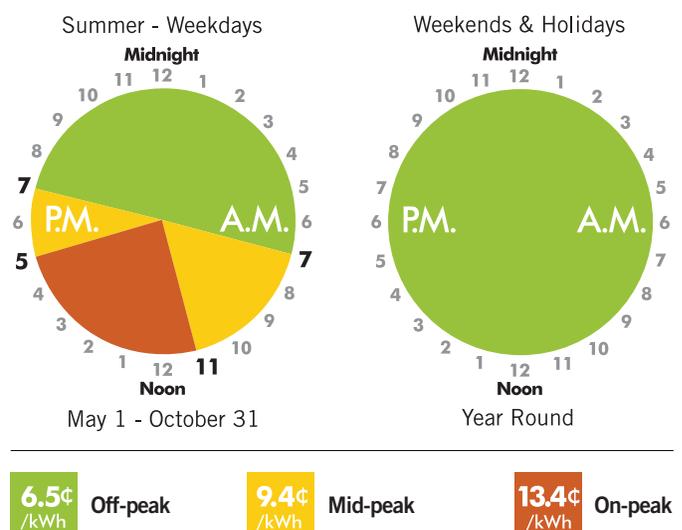
There's help for lower-income households. Learn about the Ontario Electricity Support Program and apply today at [OntarioElectricitySupport.ca](http://OntarioElectricitySupport.ca).

## Summer time-of-use schedule and pricing

We would like to remind you that on-peak and mid-peak time-of-use time periods have changed to summer hours effective May 1, 2019.

The Ontario Energy Board (OEB) has set new time-of-use electricity prices based on the current inflation rate (1.49 per cent) as required by the Ontario Fair Hydro Plan Act, 2017. The new prices will be in effect until October 31, 2019.

For more information, please visit [alectrautilities.com/time-of-use](http://alectrautilities.com/time-of-use).



## Energy conservation programs are changing

The Ontario government recently announced that, effective April 1, 2019, the delivery of many energy conservation programs would be handled by Ontario's Independent Electricity System Operator (IESO) instead of local electricity distribution companies.

At Alectra, we remain focused on working with our business customers to complete energy conservation projects submitted prior to April 1.

For updates or questions on all conservation programs, please visit [saveonenergy.ca](http://saveonenergy.ca).



*A programmable thermostat can reduce heating and cooling costs by up to 10 per cent. In the summertime, set your air conditioning to 25°C when you're at home and 28°C when you're away, and use energy efficient ceiling fans to reduce summer cooling costs.*

## AffordAbility Fund™: We're here to help!



If the cost of energy-saving upgrades seems out of reach, Ontario's AffordAbility Fund™ can help. We can help ease what you spend on electricity by improving your home's energy efficiency. You may qualify for a free in-home energy audit and free energy-saving upgrades such as LED bulbs, weatherstripping, insulation, and ENERGY STAR® certified appliances. Whether you rent or own, live in a house or an apartment, you may be eligible.

Visit [AffordAbilityFund.org](http://AffordAbilityFund.org) to find out if you qualify and how to apply, or call **1-855-494-3863**.



*Do you own or are you thinking about buying an electric vehicle and wondering where you can charge up? Public charging stations can be found in many places including malls, restaurants, office buildings, gas stations and more. Visit [PlugShare.com](http://PlugShare.com) or [ChargeHub.com](http://ChargeHub.com) to find EV charging locations near you.*

## Every community needs an ally



We're proud to be the first utility in Ontario to receive the Caring Company designation from Imagine Canada in recognition of our excellence and leadership in corporate social responsibility. Imagine Canada is a national charitable organization that supports Canadian charities by working in partnership with businesses and governments to build vibrant and prosperous communities. Through our **AlectraCARES** Community Support Program, we fund not-for-profit organizations in our service area to help foster healthy, diverse and sustainable communities. Setting the industry standard for corporate philanthropy has helped us further our sustainability journey while strengthening relationships with our customers and communities.

Learn more about our **AlectraCARES** Community Support Program at [alectrautilities.com/AlectraCARES](http://alectrautilities.com/AlectraCARES).

#alectraCARES

## Downed power lines and your safety

High winds or fallen branches can bring power lines down suddenly and unexpectedly. Electrical wires can re-energize within seconds after falling, and the ground around them may be energized as well.

Remember, if you see a downed power line:

- Stay back at least 10 metres or 33 feet (the length of a school bus)
- Call 9-1-1 immediately
- If a power line falls on your vehicle, stay in your car and wait for help to arrive

For more safety instructions on how to avoid electrocution when exiting your vehicle, watch our video at [alectrautilities.com/carsafety](http://alectrautilities.com/carsafety).



Contact us  
[alectrautilities.com](http://alectrautilities.com)  
519-822-3010

