

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.

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Changes to your electricity bill: Ontario Electricity Rebate

Starting November 1, 2019, the Government of Ontario introduced the Ontario Electricity Rebate (OER), providing bill relief to residential and small business customers. The subsidies previously built into electricity prices and the eight per cent provincial rebate have been replaced with the OER. Your bill now shows the true cost of electricity, and the OER is applied to the pre-HST bill amount. If you receive support through more than one provincial program (e.g. Ontario Electricity Support Program), you will also see a summary line for the total Ontario support provided on your bill. Learn more at OEB.ca or call 1-877-632-2727.

Making payments? Billing processes remain unchanged

We're working to make your transition to Alectra Utilities as simple as possible. While we now have a new name and logo, billing processes remain unchanged. Please continue to make bill payments to the name and address of your legacy utility. For example, select Guelph Hydro as the payee when paying your Alectra bill via online banking. Our Customer Service team is available to assist you with any concerns you may have. Contact us at 519-822-3010, Monday to Friday from 8:30 a.m. to 4:30 p.m.



Looking for a form? You can find all the forms for requesting our services at AlectraUtilities.com/forms5.

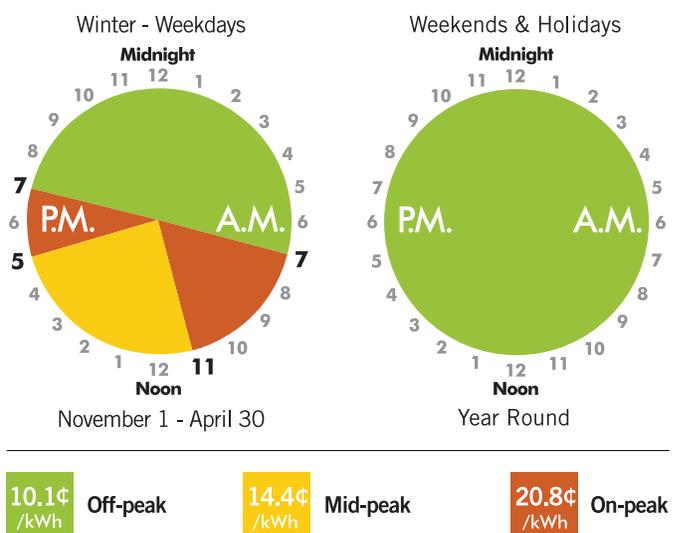


Don't let bills pile up this winter – we're here to help. Visit AlectraUtilities.com/FinancialAssistance for more information.

Winter 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 winter hours, which are in effect from November 1, 2019 to April 30, 2020.

With changes in legislation, the Ontario Energy Board (OEB) increased time-of-use electricity prices to once again closely reflect the forecast cost of electricity supply. The new Ontario Electricity Rebate largely offsets the price changes on the Electricity line of your bill. As a result, the average residential bill will rise in line with the rate of inflation (1.8%). For more information, please visit OEB.ca.



Get rid of clutter! Go paperless and receive a \$10 credit!

Are you still receiving bills by mail? If so, you're missing out on these benefits of paperless e-billing:

- Instant statement notification by email
- A reminder email when your payment is due
- 24/7 access to current and past billing statements
- Less environmental impact
- A one-time \$10 credit on your bill (terms and conditions apply)

Go to [AlectraUtilities.com/MyAccountLogin](https://www.alectrautilities.com/MyAccountLogin) and click on the "MyEnergy View" buttons at the bottom to get started.



Alectra Utilities offers many convenient payment options to suit you, including pre-authorized payments, online banking, and in-person at most financial institutions. For quick answers to frequently asked questions about your Alectra bill, support programs, and accessing your account and other services online, visit [AlectraUtilities.com/FAQs](https://www.alectrautilities.com/FAQs).

NEW: Report a power outage or hazard online



Now you can use our online form at [AlectraUtilities.com/ReportOutage](https://www.alectrautilities.com/ReportOutage) to report a power outage, hazard, electrical emergency (e.g. downed power lines), or damage to Alectra Utilities equipment. You can also attach a photo to your outage report. Alternatively, call **519-822-3014** to report a power outage or unsafe electrical condition by phone. Our System Control and Call Centre staff are on duty 24 hours a day, 7 days a week to receive your power outage information.

Remember: For your safety, stay back at least 10 metres or 33 feet (the length of a school bus) from any electrical hazard.



Running a 1,500-watt portable space heater can be expensive. To save on energy this winter, only use portable heaters in small rooms and unplug them when not in use. For larger areas, use your wood-burning or natural gas fireplace, if you have one.

Making tonnes of difference for our planet

At Alectra Utilities, we're tackling climate change head-on. Our goal is to reduce our greenhouse gas emissions by 20% by 2026. That's about 2,000 fewer tonnes in the next seven years. And you won't even miss them.

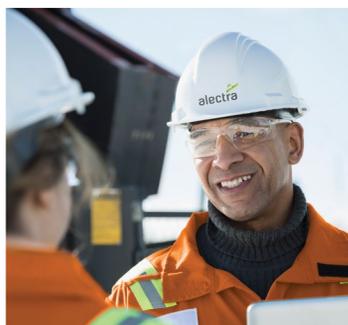
We'll do it by adding more fuel-efficient vehicles to our fleet. By ensuring our vehicles don't idle needlessly when they're parked. By improving our buildings' energy efficiency. And by using less natural gas for heating and cooling.

Learn more about our sustainability journey at [AlectraUtilities.com/SustainabilityCommitment](https://www.alectrautilities.com/SustainabilityCommitment).

#alectraCARES



Alectra Utilities' Conditions of Service are changing



As part of Alectra Utilities' efforts to be an energy ally and better serve you, we are revising our Conditions of Service. This important reference document includes information on customer account administration, operating practices, connection policies and services offered across Alectra's service territory.

Our existing Conditions of Service documents and the revised version are posted for review at [AlectraUtilities.com/RCOS](https://www.alectrautilities.com/RCOS). To submit comments, email us at AlectraConditionsOfService@AlectraUtilities.com or send a letter to Regulatory Affairs, Alectra Utilities Corporation, 2185 Derry Road West, Mississauga, Ontario L5N 7A6. Comments must be received **no later than 4:30 p.m. on February 14, 2020**.



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

