



# 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, electricity 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

- CEAP and CEAP-SB eligibility requirements have changed
- Our online forms make life easier
- Thank you for switching to paperless ebilling
- TOU customers now have a choice of pricing plans
- Making payments? Billing processes remain unchanged.
- 'Tis the season for safe holiday lighting

## CEAP and CEAP-SB eligibility requirements have changed

We are focused on delivering relief programs to help ease the financial burdens that families and businesses are facing. **The COVID-19 Emergency Assistance Program (CEAP) and CEAP for Small Business** provide one-time payments to residential and business customers who have had any electricity bill debt since March 17, 2020. **Please note that the eligibility requirements have been relaxed; even if your previous application was rejected, you may now be eligible.**

Visit [AlectraUtilities.com/GuelphAssistance](https://www.alectrautilities.com/GuelphAssistance) to access the CEAP applications and all other assistance programs to help you manage your electricity bills.

## Our online forms make life easier

Looking for a form? Our list of forms at [AlectraUtilities.com/GuelphForms](https://www.alectrautilities.com/GuelphForms) contains all the forms you need to request 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**.



Questions about your Alectra account, or how to set up a flexible payment plan? Contact us at [AlectraUtilities.com/GuelphContact](https://www.alectrautilities.com/GuelphContact)



Follow [@AlectraNews](https://twitter.com/AlectraNews) on Twitter for power outage updates in your area, company news, safety and conservation tips, and more.



**Last chance!** If you have a fully-electric vehicle and live in a multi-unit residential building, there's a good chance you will qualify for a **subsidized EV charger** through our AlectraDrive @Home pilot program. Hurry, registration closes January 29, 2021. Call **1-800-975-2434** or email us at [AlectraDrive@AlectraUtilities.com](mailto:AlectraDrive@AlectraUtilities.com).

## Thank you for switching to paperless ebilling

We'd like to thank everyone who switched to paperless ebilling this year. This simple but impactful action allowed us to reach our goal of donating a total of \$200,000 – 600,000 meals – to local food banks, supporting our communities during these difficult times.

You can still switch to paperless ebilling by following these easy steps:

1. If you haven't already, create an online account login at [AlectraUtilities.com/GuelphRegister](https://www.alectrautilities.com/GuelphRegister)
2. Register with your account number and email address.

All you need is a copy of your most recent Alectra bill to sign up. Thank you for your continued support.



## TOU customers now have a choice of pricing plans

If you're a residential or small business customer who pays Time-of-Use (TOU) electricity prices, you can now choose to switch to Tiered prices anytime.

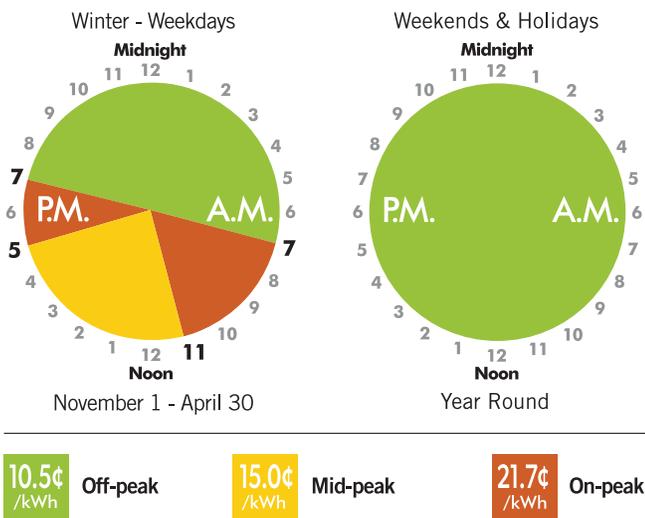
**TOU:** The price depends on when you use electricity. You can help manage your electricity costs by shifting your usage to lower price periods when possible.

**Tiered:** With Tiered pricing, you can use a certain amount of electricity each month at a lower price. Once that limit is exceeded, a higher price applies.

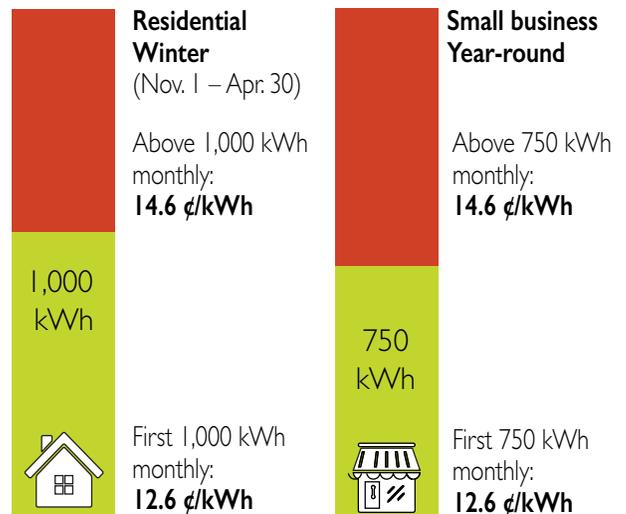
If you want to continue paying TOU prices, no action is required. To help customers who may be considering a switch from TOU to Tiered pricing, the Ontario Energy Board has a new bill calculator at [oeb.ca/calculator](http://oeb.ca/calculator).

Visit [AlectraUtilities.com/CustomerChoice](http://AlectraUtilities.com/CustomerChoice) to learn more about your pricing options and find answers to frequently asked questions.

### Winter TOU Pricing



### Winter Tiered Pricing



Alectra's 2019 Scorecard has been released. Annual scorecards provide our customers with information about the utility's performance, which is measured in four key areas: customer focus, operational effectiveness, public policy responsiveness, and financial performance. Please visit [AlectraUtilities.com/Regulatory-Affairs](http://AlectraUtilities.com/Regulatory-Affairs) for more information.

## Making payments? Billing processes remain unchanged.

We're continuing to work on making your transition to Alectra Utilities as simple as possible. While you now receive your bill from Alectra Utilities, please continue to make bill payments to Guelph Hydro by mail or online banking:

- Mail your cheque or money order and payment stub to:  
Guelph Hydro, 395 Southgate Drive, Guelph, Ontario, N1G 4Y1; or
- Choose Guelph Hydro when paying your Alectra bill online.

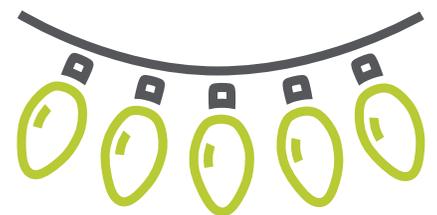
Our Customer Service team is available to assist you with any concerns you may have. Contact us at **519-822-3010**, Monday to Friday from 8:30 a.m. to 4:30 p.m.



## 'Tis the season for safe holiday lighting

Keep these electrical safety tips in mind when decorating for the holidays:

- Read package instructions for indoor or outdoor rating of lights and extension cords, and check for a recognized certification mark.
- Look up for overhead power lines and keep your ladder at least three metres away when stringing lights outside.
- Use indoor and outdoor timers to turn off lights at bedtime or when you're away.
- Discard anything with cracked bulb holders or exposed wires, and put decorations away after the holidays to prevent damage.



For more tips, visit [ESAsafe.com/HolidaySafety](http://ESAsafe.com/HolidaySafety). Have a safe and happy holiday season!



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

