



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.

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April is Dig Safe Month

What outdoor projects are you planning this season – building a deck or fence, putting in a pool, planting a tree or digging a new garden? For your safety, remember to contact Ontario One Call first to have a FREE underground cable locate done. Here's how:

Step 1: At least five days before you dig, submit a locate request at OntarioOneCall.ca or 1-800-400-2255.

Step 2: Locators from each utility with underground infrastructure in your area will come to mark the buried lines and cables.

Step 3: Dig safely. Respect the marks and follow the instructions that are provided.

We're here to help you find the right financial support solution

We understand that unexpected challenges may impact your ability to keep your Alectra bill up-to-date. We have several payment relief and assistance programs to help you, including the Ontario Electricity Support Program, Low-income Energy Assistance Program (LEAP), Equal Payment Plan (EPP) and Arrears Payment Agreement.

If you've had trouble paying your bill and we've tried reaching out to you, it's vital that you contact us immediately to set up flexible payment arrangements to keep your account up to date and to avoid any disruption in service.

Visit AlectraUtilities.com/Payment-Assistance for support applications, or contact Customer Service at 1-833-ALECTRA to make a payment and set up a flexible payment plan that works for you.



New distribution rates as of January 1, 2023. Visit AlectraUtilities.com/Rates for current electricity prices and distribution rates in your area.



For convenient payment options to help you save time and money, visit AlectraUtilities.com/PayMyBill



Is your workplace EV-ready? Not sure where to get started? Take 10 minutes to help us understand the pace of electric vehicle adoption – public charging and EV fleets. Your feedback will help us prepare the grid, shape online resources and advocate for financial support! Start now at: AlectraUtilities.com/eMobility.

We're working hard for your community

Alectra Utilities is planning to invest approximately \$221.7 million across our communities to upgrade electrical equipment and improve grid reliability in 2023.

Under our System Renewal Programs, we'll replace about 900 poles and 585 transformers, as well as about 93 switches and 58 switchgears, many of which will be new automated units to provide faster service restoration to customers. For our underground electrical cable, we'll work to renew about 270 kilometres of existing cable and replace another 94 kilometres.

Finally, we're working on increasing system capacity to ensure a robust network that supports our new and innovative technology. Alectra continues to lead the way in delivering safe, reliable and sustainable power. Learn more about our capital investments in your community at: AlectraUtilities.com/CapitalPlan.



Supporting our communities through AlectraCARES



#alectraCARES

Alectra donated approximately \$20,000 to the **2023 Coldest Night of the Year**, held on February 25. This national fundraiser supports those experiencing homelessness, hurt and hunger, and we've been a proud supporter since 2018.

Working with local charities in our communities – **Blue Door Support** in York, **The DAM (Develop Assist Mentor)** in Peel, **Start Me Up Niagara** in St. Catharines, and **Youth Haven** in Barrie – Alectra sponsored four walk-a-thon events this year and gathered teams of Alectra employees and their loved ones to participate and raise funds. Watch a video about CNOY 2023 featuring Alectra at: [AlectraUtilities.com/CNOY-RichmondHill](https://www.alectrautilities.com/CNOY-RichmondHill).

Through our AlectraCARES Community Support Program, we've committed \$1.39 million this year to fund organizations that share our vision to build sustainable communities. To learn more, visit [Alectra.com/AlectraCARES](https://www.alectra.com/AlectraCARES).



Find out if you qualify for the Energy Affordability Program: The EAP provides support to help income-eligible electricity consumers lower their monthly electricity costs and increase home comfort. You may qualify for a **FREE** energy needs assessment conducted by a trained energy professional who will help identify energy-efficient upgrades available for your home. To learn more, visit [SaveOnEnergy.ca/EAP](https://www.saveonenergy.ca/EAP), email EAP@SaveOnEnergy.ca, or call **1-855-591-0877**.

Managing your account is easier than ever

These days, we all enjoy the advantage of doing more online. Don't miss out on an easy, more convenient way to manage your account. Get 24/7 access to bills and transactions, your electricity usage and much more.

With **My Account**, you can:

- Compare your electricity usage with Time-of-Use vs. Tiered pricing.
- Switch your Time-of-Use or Tiered rate option after comparing prices.
- View your account balance, due date and payment history.
- View, save or print your current and past bills.
- Sign up for pre-authorized payments.

Plus, you can switch to paperless billing. It's more convenient and secure, and you'll get an email reminder when your statement is ready.

Go to [AlectraUtilities.com/MyAccountSignUp](https://www.alectrautilities.com/MyAccountSignUp) to get started. You'll need your email address and account number.



Notifying you about planned power interruptions



Planned power interruptions are required to maintain and upgrade the electricity distribution system and provide you with safe, reliable service. Before committing to this essential work, we consider factors such as the time of day, weather forecasts, condition of assets, and alignment with other projects.

In non-emergency situations, we'll provide approximately five days' notice of the date, time and duration of the planned outage. Remember – a shorter, planned outage today prevents a longer, unexpected outage tomorrow.

Be prepared before, during and after a power outage: [AlectraUtilities.com/Prepared](https://www.alectrautilities.com/Prepared)



Looking for a form? Our list of forms at [AlectraUtilities.com/Forms](https://www.alectrautilities.com/Forms) contains all the forms you need to request services online. All you need is Internet access, a mobile device or computer, and your 10-digit Alectra Utilities account number. We can also mail, email or fax a form to you by contacting Customer Service at **1-833-ALECTRA**.

What to do when you are moving

If you are a **residential customer** moving out of the Alectra Utilities service area and need to close your account, log in to **My Account**, select the Forms tab, and submit a Move Out form. If you are moving within the Alectra Utilities service area, you can close and open an account at the same time by using the Move In and/or Out form on our website at: [AlectraUtilities.com/Moving](https://www.alectrautilities.com/Moving).

If you are a **business customer** and need to open, transfer or close an account, please contact us during business hours (Monday to Friday, 8:30 a.m. to 4:30 p.m.) at **1-833-ALECTRA** and speak with a Customer Service representative.



Contact us
[AlectraUtilities.com/AskUs](https://www.alectrautilities.com/AskUs)
1-833-ALECTRA (1-833-253-2872)



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