



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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Discover what's new in My Account

My Account is Alectra's secure customer portal – convenient 24/7 access to your bills, transactions, and electricity usage data. We've added more new services to improve your online experience and security. Log in and discover what's new:

- Compare your Meter Data with Time-of-Use, Tiered, and Retailer pricing
- Switch your Time-of-Use or Tiered rate option after comparing prices
- Enable two-factor authentication
- Sign up for pre-authorized payments
- Switch to paperless ebilling

Not registered? It's quick and easy - simply go to AlectraUtilities.com/MyAccountSignUp.

Low-income Energy Assistance Program (LEAP)

If you're struggling to pay your electricity bills, you may qualify for financial help through the Low-income Energy Assistance Program. LEAP offers a grant up to \$500 to eligible low-income households, which is applied directly to your electricity bill. The program is delivered within the Alectra Utilities service territory through social service agencies. The agency will decide if you qualify based on how many people live in the house and your combined household income. Contact information for the agency in your area is available at AlectraUtilities.com/Payment-Assistance, or call us at 1-833-253-2872.



To find out if your business is eligible for the Energy Cost Rebate Grant and other Ontario government supports, visit Ontario.ca/COVIDsupport



To find out if you qualify for free energy-saving upgrades tailored to the needs of your home, visit SaveOnEnergy.ca/EAP



Want to avoid higher than normal bills caused by air conditioning in the summer or electric heating in the winter? Make budgeting easier! Sign up for an Equal Payment Plan to pay the same amount every month. Get started at AlectraUtilities.com/EqualPayments.

Go online for our frontline: Win big and give back with paperless ebilling



Switch to paperless ebilling before July 15, 2021 to help us reach our goal of donating \$50,000 to The Frontline Fund. Plus, you'll automatically be entered for a chance to win 1 of 10 prizes of FREE electricity for a year!*

Join over 280,000 customers already enjoying contactless convenience

- Exactly the same look as a paper bill, but more secure.
- Instant email reminder when a statement is ready to be viewed.
- Better for the environment than paper mail.
- Anytime-access, with all your bills online in one place.
- Easily downloaded for other uses.

*See contest rules and regulations and sign up at AlectraUtilities.com/Paperless-Billing.

Choose the electricity price plan that's right for you

If you're thinking about switching from Time-of-Use (TOU) to Tiered pricing, pay close attention to how much electricity you use in a month and when you use it.

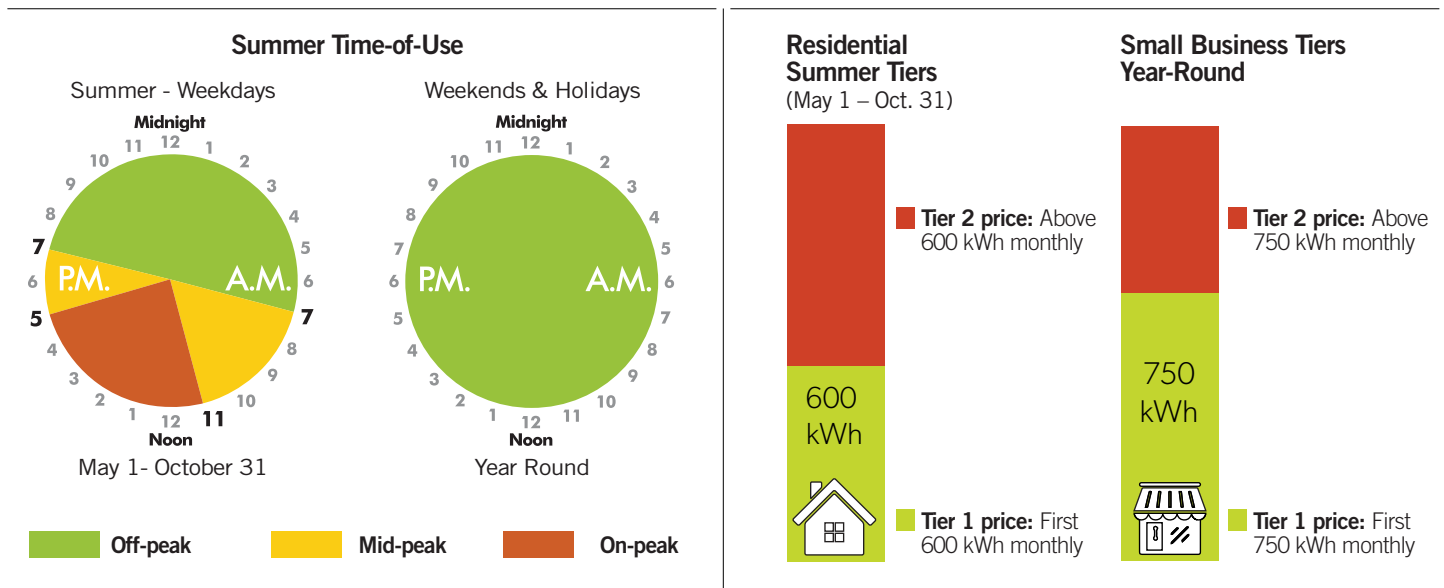
TOU: The price depends on when you use electricity during the day and night. You can help manage your electricity costs by shifting your usage to lower off-peak price periods when possible.

Tiered: The price depends on how much electricity you use in a month. You can use a certain amount of electricity per month at a lower price, and once you exceed that limit, a higher price applies.

Use the electricity information from your bill, or log in to **My Account** and go to **Meter Data** to see your electricity usage patterns. Learn more about the tools available to compare your bill with TOU and Tiered prices at [AlectraUtilities.com/CustomerChoice](https://www.alectrautilities.com/CustomerChoice).



Reminder: The summer TOU hours and summer Tier threshold of 600 kWh for residential customers are in effect from May 1, 2021 to October 31, 2021. Visit [AlectraUtilities.com/Rates](https://www.alectrautilities.com/Rates) for current electricity prices in your area.



The smaller the difference between the indoor and outdoor temperatures, the more you'll save on your summer cooling costs. Keep your house warmer than normal when you're away and lower the temperature when you're at home. Check out our summer energy-saving tips at [AlectraUtilities.com/Tips-Resources](https://www.alectrautilities.com/Tips-Resources).

Why does Alectra Utilities trim trees?

During severe weather, such as high winds, freezing rain or snowstorms, trees can cause power outages when branches come into contact with overhead power lines. Alectra's proactive tree trimming program protects public safety and ensures reliable electricity distribution.

We hire professional utility arborists who use natural pruning methods to maintain the health of the trees. Unless it's an emergency, Alectra will notify you in advance about tree trimming in your neighbourhood and if a planned power interruption is required.

If you see a tree that's interfering with power lines, report it to Alectra Customer Care at **1-833-253-2872**, or use our online form at [AlectraUtilities.com/ReportOutage](https://www.alectrautilities.com/ReportOutage).



Beware of telephone and text scams



Some scams can be threatening, while others sound too good to be true. If you receive a suspicious phone call, text or email, Alectra Utilities advises the following:

- Never pay for a charge that isn't listed on your most recent bill.
- Never provide any personal account or credit card information.
- Don't click on suspicious links or call the number provided to you.
- Contact Alectra Customer Service at **1-833-253-2872** to check your account status.

If you believe you may be a victim of fraud, report the incident to the Canadian Anti-fraud Centre online at [antifraudcentre.ca](https://www.antifraudcentre.ca) or by phone at **1-888-495-8501**.



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

