



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

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COMING SOON: My Alectra, your new online customer portal

This spring, online users and ebilling customers will be automatically moved to the new My Alectra online customer portal when the old portal, My Account, is retired. With My Alectra, you'll have secure access to easily manage your Alectra Utilities account online.

- Once launched, use your existing username and password to log in to My Alectra.
- If you have any trouble logging in, use the **Forgot Username or Password?** links on the login page.
- If you're registered for paperless billing, you'll continue to receive your monthly ebill notice by email. Please add NoReply@AlectraUtilities.com to your safe senders list.

Learn more at: AlectraUtilities.com/MyAlectra



Powering your community to keep growing and thriving



In 2024, Alectra Utilities is planning to invest approximately **\$233.9 million** across our communities to upgrade electrical equipment and improve reliability. The upgrades support city growth, allowing our residents and businesses to thrive. Our new technology and services mean a stabilized grid, fewer power outages and faster service restoration.

We'll replace about 682 poles and 622 transformers, and 90 switches and 76 switchgears, many of which will be new automated units. For our underground electrical cable, we'll renew about 60 km and replace 127 km. Learn more about the improvements in your community at:

AlectraUtilities.com/CapitalPlan



New distribution rates as of January 1, 2024. Visit AlectraUtilities.com/Rates for current electricity prices and distribution rates in your area.



Moving? Easily start, stop or transfer your electricity service online at: AlectraUtilities.com/Moving

Black History Month 2024: Alectra celebrates art and culture

Empowering and enhancing the quality of life of people across our service territory is the aim of our community support, particularly through food security, sustainability, and Equity, Diversity & Inclusion (ED&I).

We recently supported two organizations that celebrate Black culture:

- **Making Change SC** held an art exhibit in Barrie, Canvas for Change, for Black youth artists ages 13-18. *Photos courtesy of Brian Davies.*
- The **Guelph Black Heritage Society** hosts exhibits in its Heritage Hall to showcase the rich culture of Guelph's Black community.

Learn more at Alectra.com/AlectraCARES and **watch our 2023 video.**

Also, we're currently gathering feedback from our communities to help shape our program: **Complete our survey here.**



Greener spaces: Zero Carbon certification and pollinator gardens

Alectra's Southgate office in Guelph becomes the first of our facilities to achieve the Zero Carbon Building certification from the Canada Green Building Council, as part of our sustainability commitment. Read more at: [Alectra.com/ZeroCarbonCertification](https://www.alectra.com/ZeroCarbonCertification)

As well, we've added special gardens for pollinators, such as bees, hummingbirds and butterflies, outside three Alectra offices in Guelph, Mississauga and Brampton, with more to come. This spring, pollinators will support the local ecosystem and increase production of farm-grown food. Photo of the Southgate office courtesy of Lorne Wilde, [Pollination Guelph](#).



Payment assistance programs updated: Check if you're eligible for help with paying your electricity bill. The income eligibility thresholds have increased for both the Low-income Energy Assistance Program (LEAP) and the Ontario Electricity Support Program (OESP) as of March 1, 2024. Visit: [AlectraUtilities.com/Help](https://www.alectrautilities.com/Help)



Help with your bills is available

We understand that unexpected challenges may impact your ability to keep your Alectra bill up to date. We have several payment assistance programs: the Ontario Electricity Support Program, Low-income Energy Assistance Program, Equal Payment Plan and Arrears Payment Agreement. If we've tried reaching out to you, it's vital that you contact us immediately to set up flexible payment arrangements to avoid any disruption in service.

Call us at our dedicated customer payment support number **1-844-547-1542**, open Monday to Friday, 8:30 a.m. to 4:30 p.m., to make a payment and set up a flexible payment plan. For more information, visit: [AlectraUtilities.com/Help](https://www.alectrautilities.com/Help)



To report a power outage, hazard, electrical emergency or damage to Alectra Utilities equipment: Call us at **1-833-253-2872** (option 1), submit a form online, or use our new web chat at [AlectraUtilities.com/Report-Outage](https://www.alectrautilities.com/Report-Outage). Our System Control and Call Centre staff are on duty 24/7 to receive your power outage information.

April is Dig Safe Month: Call or click before you dig

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? Read about outdoor precautions at [AlectraUtilities.com/HomeSafety](https://www.alectrautilities.com/HomeSafety) and 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](https://www.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.



Alectra continues to lead as a 2024 Top Employer in the GTA

For the third consecutive year, Alectra has been named one of the Greater Toronto Area's Top Employers for 2024, selected by MediaCorp for exceptional and progressive policies. Read more at: [AlectraUtilities.com/TopEmployer2024](https://www.alectrautilities.com/TopEmployer2024)

A culture of volunteering: Alectra's employees give back to their communities by participating in events and contributing their time, effort and enthusiasm. In 2023, 434 employees volunteered for 1,858 hours supporting 33 organizations while fundraising or donating a total of \$167,000. Learn more about working at Alectra at: [Alectra.com/Careers](https://www.alectra.com/Careers)



Stay safe around downed power lines: Wind and precipitation can bring power lines down suddenly. To avoid a dangerous electric shock, stay back at least 10m and call 9-1-1. If a power line falls while you are driving, remain inside the vehicle and wait for help to arrive. Watch our video at: [AlectraUtilities.com/CarSafety](https://www.alectrautilities.com/CarSafety)



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



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