

# 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 Utilities services, new developments, support programs, Time-of-Use prices, conservation and 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).

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## Monthly billing begins this summer

Starting this summer, all Alectra Utilities customers will be moved to a monthly billing schedule. This means you'll receive an invoice approximately every 30 days. Monthly bills are smaller and more manageable to pay. This makes it easier to budget and align your payments with other household expenses. You'll also have a clearer picture of how much electricity you're using, so you can find new ways to save energy and cut costs.



*Advantage Planet is a new program that makes it easy to be environmentally conscious and have online access to control your smart thermostat remotely. While it's currently only available to former peaksaver PLUS® customers, it will soon be available to customers with other smart thermostats. Visit [www.AdvantagePlanet.ca](http://www.AdvantagePlanet.ca) or call us at 1-855-312-3472 to learn more.*

## More important changes coming this summer



**New My Account web portal:** We're excited for the launch of the new My Account web portal, which includes an ebilling option. These new tools and an enhanced dashboard make it simple to monitor your account, and provide a fast, easy and secure way to access your bills online.

You'll receive an invitation to sign up for the My Account web portal very soon. Alectra Utilities will no longer support Canada Post epost billing effective June 2018. We encourage you to switch to Alectra Utilities' ebilling service so you can get your Alectra Utilities bills faster, view past and current information online in My Account and continue making the environmentally-friendly choice of being paper-free.



*This time of year, temperatures can fluctuate from cold to hot. On colder days, open curtains and shades to allow the sun to naturally warm your home; close them at night to keep warm air inside. On hot sunny days, close window coverings to keep the heat out and save energy on air conditioning. For more energy saving tips visit [www.alectraconservation.com/energy-saving-tips](http://www.alectraconservation.com/energy-saving-tips).*

## Celebrating one year of Alectra Utilities

A little more than a year ago, four innovative and progressive utilities came together to champion positive change for our customers and the communities we serve. As Alectra Utilities, we've been working hard to bring you more energy choices that feature sustainable solutions for the future. In our first year, we also established our Community Support Program to assist local charities and non-profits through sponsorships and donations. Throughout the year, it was an honour to be recognized for our industry-leading work, as well as our mutual aid efforts to help restore power in Georgia after Hurricane Irma. To read about these stories and much more, visit our blog at [www.news.alectrautilities.com](http://www.news.alectrautilities.com).

## April is Dig Safe Month

The month of April is officially Dig Safe Month, right around the time when the ground begins to thaw. If you plan to install a fence, build a deck, put in a pool, or do any other work that requires digging, have a locate done to ensure you don't come into contact with underground electrical cables. Stay safe – call before you dig. To request an underground cable locate call Ontario One Call at 1-800-400-2255 or submit an e-ticket at [www.on1call.com](http://www.on1call.com).

## We're here to help

At Alectra Utilities, we're pleased to offer payment plans, support programs, and conservation programs to help keep your account up-to-date. These programs include:

- **Ontario Electricity Support Program (OESP)** – OESP provides monthly credits directly on the bills for eligible low-income customers.
- **Low-income Energy Assistance Program (LEAP)** – LEAP offers eligible customers one-time financial assistance to low-income households.
- **Ontario's Affordability Fund** – The Affordability Fund provides eligible customers access to energy saving upgrades.

To be connected with these support programs or determine a payment schedule that works for your family, contact Customer Service at 905-273-7425 for assistance.



You asked and we delivered! Check out our new and improved website experience for Alectra Utilities customers at [www.alectrautilities.com](http://www.alectrautilities.com).



Call us at 905-273-7425 to report an outage in your area. System Control and call centre staff are on duty 24/7.



Upgrading your lighting to more efficient technology is a simple way to a better working environment, improved customer experience, and lower energy costs. Brighten up your business and your bottom line. Learn more at [www.alectraconservation.com/enterprise](http://www.alectraconservation.com/enterprise).

## Ontario's Fair Hydro Plan: Bringing electricity bills down



- Electricity bills will be lowered by 25 per cent on average for residential consumers.
- Rate increases will be held to inflation for four years.
- As many as half a million small businesses and farms will also benefit from this reduction.
- Lower-income Ontarians and those living in eligible rural communities will receive even greater reductions, as much as a 40 to 50 per cent cut.

The benefit will vary for individual consumers depending on electricity usage and service territory. These measures include the eight per cent rebate introduced in January 2017 and build on previous initiatives to deliver broad-based relief on all electricity bills. To find out more, visit [Ontario.ca/FairHydroPlan](http://Ontario.ca/FairHydroPlan).



## We're working hard to deliver value, service and reliability

Delivering reliable electricity service to nearly one million customers involves:

- Planned and emergency equipment replacement of poles, cable and switchgear.
- Installing infrastructure for new subdivisions and transportation projects.
- Building new transformer stations and distribution lines to increase system capacity.

In 2017, a new municipal substation, Mini-Orlando MS, was completed to provide additional capacity for the planned commercial development in the Mavis/401 area. In residential areas of Mississauga, old underground equipment was rehabilitated, and aging wooden poles were rebuilt to current standards to improve reliability. These are just a few examples of how Alectra Utilities is working to deliver the best value, service and reliability.



Contact us  
[www.alectrautilities.com](http://www.alectrautilities.com)  
905-273-7425

