



## In this issue – important changes are here

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## Monthly billing is here

All Alectra Utilities customers are now on a monthly billing schedule. This means you'll now receive smaller, more manageable bills approximately every 30 days. Check your bill for your new due date as payments will be due monthly. Over the next few months, you may find that your billing period is shorter or longer than normal by a few days. If you have any questions, contact Customer Service by phone at **905-273-7425** or email at [MississaugaCS@alectrautilities.com](mailto:MississaugaCS@alectrautilities.com) – we are here to help!



Sign up for our new My Account web portal – see reverse for more information.

## Your monthly statement has a new look

### About you:

- **Account Number** - use this number for inquiries and payments. If paying by online or telephone banking, please continue to make your payment to Enersource Hydro Mississauga. **Account numbers have changed for some customers. If yours has changed, please update your payment and banking records.**
- **Bill Number** - a unique identifier of a specific bill. It is not your account number to be used when making a payment
- Name of account holder and mailing address
- **Service Location** and **Premise Number** - the address we deliver electricity to and its unique identifier




**Account Number**  
1234567890  
Please reference this number when making a payment.

<b>Statement Date</b>	November 29, 2018
<b>Amount Due</b>	\$15.52
<b>Due Date</b>	December 18, 2018

A 1.5% monthly late payment interest charge will be applied if payment received after due date.

Bill #: 3485797563

JOHNATHAN DOE  
1 SERVICE ADDRESS  
MARKHAM ON L5L 5L5

Service Location: 1 SERVICE ADDRESS MARKHAM ON L5L 5L5  
Premise #: 1234512345

Service	Meter	From	To	# Days	Previous Reading	Current Reading	Read Type	Multiplier	Usage	Adjustment Factor	Adjusted Usage
Electric	ABCD123123	10/17/2018	11/15/2018	29	55213.80	55513.80	Act.	1.0	300,000 KWH	1.036	310.8

**Your Previous Charges**

Amount of Last Bill	\$17.92
Payment Received	\$17.92 CR
<b>Balance Forward</b>	<b>\$0.00</b>

**Your Electricity Charges: Residential**

Electricity provided by Alectra Utilities Corporation as Standard Supply Service

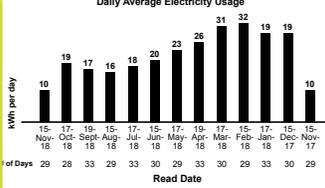
Time of Use	
Summer On-Peak 50 kWh @ \$0.132	\$6.60
Summer Mid-Peak 20 kWh @ \$0.095	\$1.90
Summer Off-Peak 30 kWh @ 0.065	\$1.95
Winter On-Peak 100 kWh @ \$0.132	\$13.20
Winter Mid-Peak 40 kWh @ \$0.095	\$3.80
Winter Off-Peak 60 kWh @ \$0.065	\$3.90

Delivery	\$26.97
Regulatory	\$1.46
Debt Retirement Charge	\$0.00
Ontario Electricity Support Program	\$45.00 CR
<b>Your Total Electricity Charges</b>	<b>\$14.78</b>

**Your Other Charges/Credits**

H.S.T. (H.S.T. Registration 728604299)	\$1.92
8% Provincial Rebate	\$1.18 CR
<b>Total Amount Due by December 18, 2018</b>	<b>\$15.52</b>

**Daily Average Electricity Usage**



\* Electricity Rates have changed effective November 1, 2018, go to [www.AlectraUtilities.com](http://www.AlectraUtilities.com) for information.

### About this statement:

- **Statement Date, Amount Due** and **Due Date** of your current bill
- Meter and meter reading details with bill period usage information
- Daily Average Electricity Usage chart that is a snapshot of your usage over the past 13 months

### About the statement breakdown:

- Summary of your previous statement
- Electricity charges for this statement period including delivery and regulatory charges, taxes, credits and rebates

### On the back page:

- How to contact us
- Definitions of charges

## My Account web portal is launched and you're invited to sign up



Mississauga customers are invited to sign up for our new My Account web portal. Highlights of the web portal are an enhanced dashboard, secure online access to your Time-of-Use data and our energy management tools. Our My Account ebilling solution provides you with a fast, easy and secure way to access your bills online. Simply say "yes" to ebilling on the sign up form at [www.AlectraUtilities.com/MyAccountSignUp](http://www.AlectraUtilities.com/MyAccountSignUp).



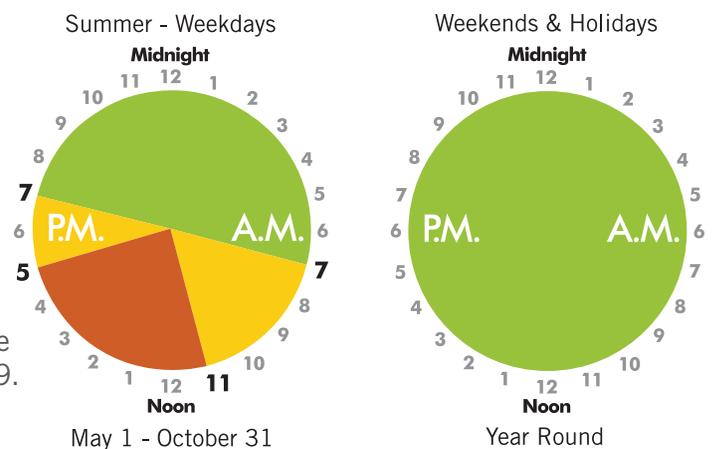
The costs of commercial refrigeration for a business can be significant. In most cases, using less energy is not an option. Switching to a more efficient system with up to \$2,500 in free upgrades can improve maintenance and lower electricity costs. To see if you are eligible visit [www.alectraconservation.com/freshsavings](http://www.alectraconservation.com/freshsavings).

## Summer Time-of-Use schedule and pricing

Customers are reminded that On-peak and Mid-peak Time-of-Use time periods have changed to summer hours effective May 1, 2018.

The Ontario Energy Board (OEB) has set new Time-of-Use electricity prices based on the current inflation rate (1.63 per cent) as required by the Ontario Fair Hydro Plan Act, 2017. Since delivery charges have increased by approximately 1.7 per cent, electricity prices were reduced marginally from the July 1, 2017 prices to ensure the impact to bills is held to the rate of inflation. These new prices are in effect from May 1, 2018 to April 30, 2019.

The OEB has also approved new distribution and transmission rates for Alectra Utilities as of May 1, 2018. For more information, please visit [www.alectrautilities.com/rates2](http://www.alectrautilities.com/rates2).



## 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).



## Stay current - download the new Alectra app today

Hundreds of customers have already downloaded the new Alectra app. It's an easy-to-use tool that allows you to access your Alectra Utilities account, view current power outages, report a power outage, contact Customer Service, notify us of a change of address, and even pay your bill. Want to try out the Alectra app for yourself? Search for Alectra Utilities in Google Play or the App Store to download it for free, or use your mobile phone and access the QR code to download the Alectra app onto your device.



Contact us

[www.alectrautilities.com](http://www.alectrautilities.com)

905-273-7425

