



# 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](mailto:Newsletter@AlectraUtilities.com).

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## Fall and winter activities in our AlectraCARES program, and a new survey on community support

As we wrap up 2023, we'd like to wish all our customers a happy holiday season. Check out some of our recent activities supporting local organizations via our AlectraCARES Community Support Program below. Thank you for your community involvement over the past year! Learn more about our program at: [Alectra.com/AlectraCARES](https://Alectra.com/AlectraCARES)

- Markham Moon Festival
- Wesley's Hamilton Holiday Program
- Barrie Festival of Trees
- Brampton Winter Lights Festival
- Aurora Santa Under the Stars Parade
- Niagara Health Foundation Celebration of Lights

Have your say: What causes and charities should Alectra support? Complete our new survey at: [AlectraUtilities.com/AlectraCaresSurvey](https://AlectraUtilities.com/AlectraCaresSurvey)



Thank you to everyone who switched to eBilling this year. Haven't switched yet? Visit: [AlectraUtilities.com/GuelphPaperless](https://AlectraUtilities.com/GuelphPaperless)



Follow [@AlectraNews](https://twitter.com/AlectraNews) on X, formerly Twitter, for power outage updates in your area and more.



Alectra's **2022 Scorecard** has been released, which informs customers about our outcomes in customer focus, operational effectiveness, public policy responsiveness and financial performance, measured by the Ontario Energy Board (OEB). Alectra also filed a **2024 Distribution Rate Application** to undertake underground cable projects. For more information, visit: [AlectraUtilities.com/Regulatory-Affairs](https://AlectraUtilities.com/Regulatory-Affairs)

## Alectra charges forward with its first all-electric bucket truck

Alectra Utilities has added an *International eMV* all-electric double bucket truck to its fleet, as part of the company's commitment to achieving net-zero emissions by 2050. The EV will be used by powerline technicians in day-to-day overhead line maintenance operations. Alectra's truck is one of the first in Ontario.

Read more at: [AlectraUtilities.com/EVTruck](https://AlectraUtilities.com/EVTruck)



## Alectra opens doors to a sustainable future and service excellence in Peel Region



Recently, Alectra celebrated the official opening of its brand-new consolidated operations centre, located at 200 Kennedy Road South in Brampton. This facility is LEED (Leadership in Energy and Environmental Design) certified to Gold Standard, meaning more energy and water savings and reduced CO<sub>2</sub> emissions, and supports expected community growth in Peel.

Read more at: [AlectraUtilities.com/KennedyBuilding](https://AlectraUtilities.com/KennedyBuilding)



**Farm stray voltages are small electrical potentials** between metal stabling or equipment and floor surfaces. Stray voltages could impact an animal's behaviour and disrupt the efficiency of the farming operation. To learn more, or to submit a complaint or inquiry, please review our Customer Response Procedure at: [AlectraUtilities.com/Farm-Stray-Voltage](https://www.alectrautilities.com/Farm-Stray-Voltage)



## Which financial support program is right for you?

Even if you're behind on payments, it's important to remember that you're still in control. Call us at our dedicated customer payment support number **519-822-3010 (option 5)**, open Monday to Friday 8:30 a.m. to 4:30 p.m., to make a payment or set up flexible payment arrangements. Financial programs are available to help you get back on track, including the **Arrears Payment Agreement, Equal Payment Plan, Low-income Energy Assistance Program, Ontario Electricity Support Program** and **Energy Affordability Program**.

Visit: [AlectraUtilities.com/GuelphAssistance](https://www.alectrautilities.com/GuelphAssistance)



**Keep your metering equipment accessible outside your home.** This ensures accurate electricity and water billing, reduces power outage durations and helps our employees stay safe. Throughout winter, keep gates unlocked and walkways clear of any barriers – snow, ice, pets and landscaping – so our meter readers can access them.

## How to choose your electricity price plan

If you're a residential or small business customer, you can choose to switch between 3 electricity options: **Time-of-Use (TOU)**, **Tiered** and the new **Ultra-Low Overnight (ULO)** plan, which was introduced recently and may be right for EV users who charge at home at night. Here's how:

- Sign up for or log into My Account at [AlectraUtilities.com/GuelphRegister](https://www.alectrautilities.com/GuelphRegister) to switch your rate option under Billing Optionality; or
- Submit a Rate Option Selection form online, by email or by postal mail. The form is available at: [AlectraUtilities.com/GuelphChoose](https://www.alectrautilities.com/GuelphChoose)



To continue with your current price plan, no action is required. Visit [AlectraUtilities.com/GuelphChoose](https://www.alectrautilities.com/GuelphChoose) to learn more about choosing your rate option.

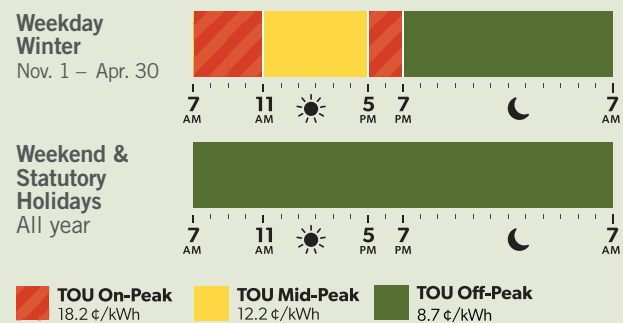
## Winter Time-of-Use, Tiered & Ultra-Low Overnight electricity pricing charts

The winter TOU hours and winter Tier threshold of 1,000 kWh for residential customers are in effect from November 1, 2023 to April 30, 2024. The ULO hours remain consistent year-round. The OEB raised prices province-wide, but the Ontario Electricity Rebate also increased to 19.3 per cent.

Visit [AlectraUtilities.com/GuelphRates](https://www.alectrautilities.com/GuelphRates) for current electricity prices in your area.

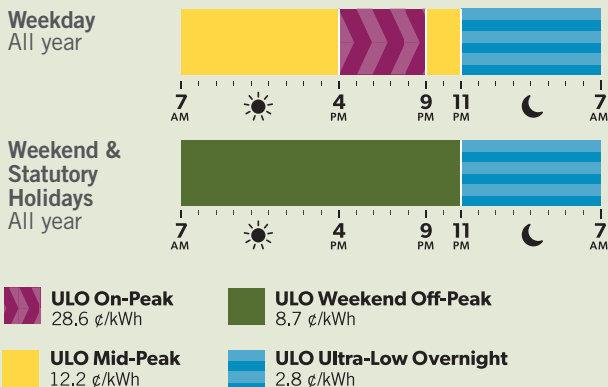
### Winter Time-of-Use (TOU) Pricing

November 1, 2023



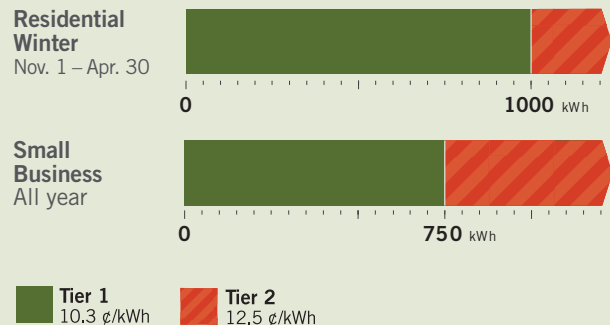
### Ultra-Low Overnight (ULO) Pricing

November 1, 2023



### Winter Tiered Pricing

November 1, 2023



Contact us  
[AlectraUtilities.com/GuelphContact](https://www.alectrautilities.com/GuelphContact)  
 519-822-3010

