

# 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, 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@alecrautilities.com](mailto:newsletter@alecrautilities.com).

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## Check out what's new at [www.alecrautilities.com](http://www.alecrautilities.com)!

Recently we launched a newly refreshed website, which was designed to improve customer experience. You now have easier access to more valuable information about your account, ebilling and power outages. And, the new website works together with our new mobile app – find out how you can download it below. Please take a moment to visit [www.alecrautilities.com](http://www.alecrautilities.com), and let us know what else you'd like to see on the website or mobile app at [newsletter@alecrautilities.com](mailto:newsletter@alecrautilities.com).



*Questions about your bill? Visit our Frequently Asked Questions web page at [www.alecrautilities.com/FAQs](http://www.alecrautilities.com/FAQs).*

## Be prepared with a 72-hour emergency kit

In an emergency, you may need to get by without power or tap water. Be prepared with some basic supplies to be self-sufficient for at least 72 hours. You may have some of these items already, such as non-perishable food, bottled water, and a flashlight. The key is to ensure they are organized and easy to find. Keep these items together in something easy to carry, like a backpack, and in an easily accessible location in your home, such as the front closet. Visit [www.alecrautilities.com/prepared](http://www.alecrautilities.com/prepared) to download our Power Outage Preparedness Guide.



*There's help for lower-income households. Learn about the Ontario Electricity Support Program and apply today at [OntarioElectricitySupport.ca](http://OntarioElectricitySupport.ca).*



*If the cost of energy-saving upgrades is out of reach, Ontario's new AffordAbility Fund is here for you. Alectra Utilities is working with local community service organizations to help you improve your home's energy efficiency with free energy-saving upgrades. To learn more, visit [AffordAbilityFund.org](http://AffordAbilityFund.org) or call 1-855-494-3863.*

## 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.



## Advantage Planet program expanded to more customers



Attention residential customers with **ecobee** thermostats: now you can join the Advantage Planet community for a chance to win great prizes like iPads, TVs and more! Advantage Planet is an easy way to be environmentally conscious and help reduce the demand on the electricity system on hot summer days. You'll also have online access to control your smart thermostat remotely. It's currently available to former *peaksaver* PLUS® customers and any customers with ecobee thermostats. Visit [www.AdvantagePlanet.ca](http://www.AdvantagePlanet.ca) to sign up or call us at 1-855-312-3472 to learn more.



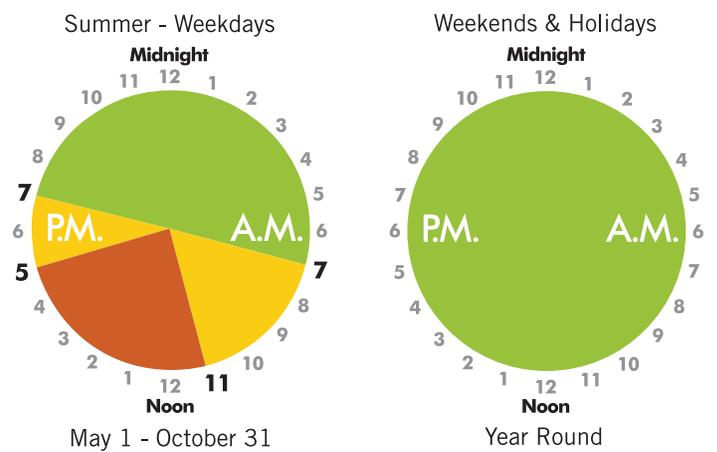
The costs of commercial refrigeration for a business can be significant. In most cases, using less energy is not an option. Switching to a more efficient system with up to \$2,500 in free upgrades can improve maintenance and lower electricity costs. To see if you are eligible visit [www.alectraconservation.com/freshsavings](http://www.alectraconservation.com/fre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

## 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%) as required by the Ontario Fair Hydro Plan Act, 2017. Since delivery charges have increased by approximately 1.7%, 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/rates3](http://www.alectrautilities.com/rates3).



## 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).



## Summertime safety tips for kids and parents

1. Don't fly toys near power lines – keep kites, remote control helicopters, drones and other airborne toys well away.
2. Electrical equipment is not safe for play. Don't play on the ground-mounted green transformer boxes in yards or parks, and never climb utility poles.
3. Check before tree climbing. Look carefully for hidden power lines covered by branches and leaves.
4. If you see a downed power line, stay back at least 10 metres or 33 feet – about the length of a school bus – and call 9-1-1.

Have a safe and happy summer!



Contact us

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

1-866-458-1236



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