



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

In this issue

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- Meter replacements for customers this year
- Summertime safety tips for kids and parents
- Help with overdue bills
- 2024 investments in your city
- Choose your electricity plan
- New rate charts: TOU, Tiered, ULO

Thanks for your patience as we transition to My Alectra, your new online customer portal

We are aware that some customers have had issues accessing My Alectra, and we've improved the login instructions in support of your feedback. We apologize for the inconvenience.

My Alectra is an all-new experience for securely managing your account online. Find everything you need to view your account balance, due date and payment history, pay your bills and analyze your electricity use.

- Use your existing username and password to log in to My Alectra.
- To register as a new user, you'll need your account number, your name as it appears on your bill, and your phone number.

If you're registered for paperless billing, you'll continue to receive your monthly ebill notice by email. Get started and watch our new how-to videos at:

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



Keep yourself safe from scammers. Never disclose any personal information, including your credit card, bill or account number.

See more tips at:

[AlectraUtilities.com/Scams-Fraud](https://www.alectrautilities.com/Scams-Fraud)



Looking for an update about an outage? Use our new live web chat to get 24/7 assistance:

[AlectraUtilities.com/Report-Outage](https://www.alectrautilities.com/Report-Outage)



Does your bill seem high this month? It could be increased air conditioning. Stay cool without breaking the bank: Use fans to circulate air, close curtains during the day, and use A/C and appliances during off-peak times. Get more tips to save energy and money this summer and watch our new video at: [AlectraUtilities.com/SummerBills](https://www.alectrautilities.com/SummerBills)



Meter replacements for customers this year

Did you know Alectra routinely inspects and replaces customer meters as part of our maintenance and compliance programs? In 2024, Alectra will be replacing more than 30,000 meters that are aged or scheduled for testing. Your meter is typically located at the side of your building and keeps track of electricity use.

Ensure our Meter Technicians can safely access your meter!

Keep the area clear of pets, debris, vegetation, furniture, siding and building materials.



Dig safe this summer! Get a **FREE underground cable locate** before you start any outdoor projects that involve digging, like planting a tree or building a deck. Avoid the severe consequences of hitting a buried electrical line, from costly repairs to injuries. Call **1-800-400-2255** or [OntarioOneCall.ca](https://www.ontarioonecall.ca), with service available 24/7.

