



alectraNews

Welcome to this special edition of the Alectra Utilities customer newsletter. This issue contains **important billing and website changes coming June 2026** for Guelph and Rockwood customers, continuing to ensure reliable utility services.

In this issue: Important billing and website changes coming soon

- Website changeover to **AlectraUtilities.com**
- Electricity and water billing changes starting June 2026
- How will these billing changes affect you?
- About your new Alectra Utilities electricity bill
- About your new City of Guelph water bill
- Paperless billing customers change to My Alectra
- Convenient options to pay your bill

Website changeover to AlectraUtilities.com in June 2026

In June 2026, the website **GuelphHydro.com** will be retired and customers will be redirected to **AlectraUtilities.com**. You can access all the information you need to manage and pay your Alectra Utilities bill, access online forms, view your electricity rates, and report power outages.

The billing changes below mark the final integration of services from the former Guelph Hydro to Alectra Utilities. We are excited to welcome Guelph and Rockwood customers to **AlectraUtilities.com!**



Electricity and water billing changes start June 2026

As part of Alectra's ongoing work to modernize and standardize our systems, starting in June 2026, customers who were previously billed by the former Guelph Hydro will be moved to the new Alectra Utilities billing system. This planned system upgrade will support long-term service improvements and enable new digital features.

In addition, Guelph water customers will begin receiving their water, wastewater and stormwater bills directly from the City of Guelph.



When your electricity account transitions to the new Alectra billing system:

- **Guelph customers** will receive two new utility bills, one from Alectra Utilities for electricity, and one from the City of Guelph for water services.
- **Rockwood customers** will receive a new electricity bill from Alectra Utilities, with no change to their current water billing.

How will these important billing changes affect you?

ELECTRICITY BILL from Alectra Utilities



- Electricity customer care and billing services for Guelph and Rockwood will continue to be provided by Alectra Utilities.
- You will receive a new electricity account number and bill from Alectra Utilities.
- There is no change to your electricity service.
- Electricity bills will no longer include water and wastewater charges.

Learn more at: AlectraUtilities.com/GuelphBilling



WATER BILL from City of Guelph

- For Guelph customers*, water customer care and billing services will be provided by the City of Guelph.
- You will receive a new water account number and bill from the City of Guelph.
- The City of Guelph will issue a separate bill for water, wastewater, and stormwater services.

*NOTE: Rockwood customers are not affected.

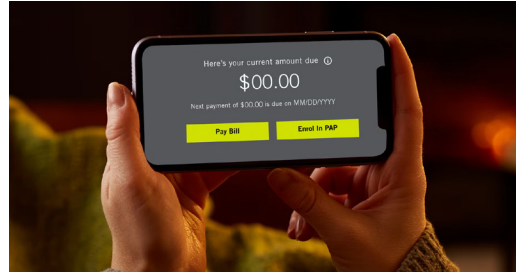
Learn more at: Guelph.ca/WaterBill

About your new Alectra Utilities electricity bill

In June 2026, we'll send you your new 10-digit electricity account number and information about how to manage and pay your new Alectra Utilities bill.

To see how your new bill will look, visit: [AlectraUtilities.com/How-To-Read-My-Bill](https://www.alectrautilities.com/How-To-Read-My-Bill)

- **View historical bills in MyEnergy View:** Until you receive your first new Alectra Utilities bill, continue to use MyEnergy View at [AlectraUtilities.com/GuelphLogin](https://www.alectrautilities.com/GuelphLogin) to view your account balance online. The MyEnergy View portal will remain available for two years to view historical bills prior to May 2026.
- **My Alectra online customer portal:** In June, please register for My Alectra at [AlectraUtilities.com/MyAlectraSignUp](https://www.alectrautilities.com/MyAlectraSignUp) using your new Alectra Utilities 10-digit account number to view your balance and future bills online. For more information, visit: [AlectraUtilities.com/MyAlectra](https://www.alectrautilities.com/MyAlectra)



Net metering customers: You will receive one monthly bill with your net generation credit balance and total amount due displayed at the bottom of your bill. The bill message will include your previously accumulated generation credits, changes to your credits based on your current bill, and your credit balance to be carried forward. For more information, visit: [AlectraUtilities.com/NetMetering](https://www.alectrautilities.com/NetMetering)

About your new City of Guelph water bill*

Starting in June 2026, The City of Guelph will begin to provide you with water, wastewater and stormwater bills, customer care, and a new web portal.

When your water account transitions to the City of Guelph, you will:

- Receive a new account number for your Guelph water bill.
- Be able to use similar payment options to what you use today.
- Be able to sign up or re-enrol for pre-authorized payments (PAP). Enrol now at [Guelph.ca/WaterBill](https://www.guelph.ca/WaterBill).
- Continue to receive your bill by email if you're currently enrolled in paperless billing with Alectra Utilities.
- Be able to register for the new customer portal to view your water account online.



Learn more at: [Guelph.ca/WaterBill](https://www.guelph.ca/WaterBill)

*NOTE: Rockwood customers are not affected.

Paperless billing customers change to My Alectra in June 2026

Ebilling customers will continue to receive email notifications at the primary email address on your account.

You will need to register for **My Alectra** at [AlectraUtilities.com/MyAlectraSignUp](https://www.alectrautilities.com/MyAlectraSignUp) with your new 10-digit account number to view and download your electricity bills online.



- Your ebill notices will come from a new email address, **NoReply@AlectraUtilities.com**. Please add this email address to your safe senders list to ensure you continue to receive your monthly ebill notices.
- Your ebill notices will include the amount due and due date.
- The option to receive your ebill as a PDF attachment by email is being replaced with secure access through your **My Alectra** online profile.

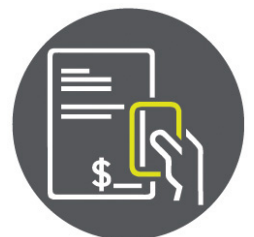
Convenient options to pay your bill starting June 2026

Alectra Utilities offers many convenient options to pay your electricity bill. For online banking, use your new 10-digit account number to set up **Alectra Utilities Corporation** as a payee on your bank's website. Visit [AlectraUtilities.com/PayMyBill](https://www.alectrautilities.com/PayMyBill) for more information.

Outstanding water, wastewater and stormwater charges from your last Alectra Utilities (formerly Guelph Hydro) water bill must be paid in full. After August 2026, any unpaid water balances will be transferred to the City of Guelph and added to your property taxes.

For electricity customers with equal payment plans, pre-authorized payments, payment arrangements, or Ontario Electricity Support Program (OESP), they will continue under the same terms with your new Alectra Utilities bill.

Learn more at: [AlectraUtilities.com/GuelphBilling](https://www.alectrautilities.com/GuelphBilling)



Contact us

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