



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

- Sign up for paperless billing to donate meals
- Recommended supplies for your 72-hour emergency kit
- Sustainability updates: Energy Minister Stephen Lecce visits Alectra's Brampton building, and see our electric vehicle (EV) fleet expansion
- AlectraCARES funding application open, and watch our new video featuring charities in our communities
- Financial aid is available, including a new customer booklet with savings tips
- Get the new annual reports: ESG and GRE&T Centre
- View the 2023 Ontario Supply Mix chart

Easier billing for you. Meals for your community.

When you sign up for easy, convenient paperless billing, we'll donate healthy meals to local food banks to help make our communities stronger. For you, paperless billing means:

- Secure online access to your electricity bills
- Opt-in to receive a monthly email when your statement is ready to view
- Less paper waste

Plus, you'll receive a one-time \$10 credit on your electricity bill when you switch to ebilling. Help us reach our goal of donating another 100,000 meals to Feed Ontario for families in need. Go paperless today at: [AlectraUtilities.com/GuelphPaperless](https://www.alectrautilities.com/GuelphPaperless)



Moving?

Use our easy online form to transfer or cancel your service at: [AlectraUtilities.com/GuelphForms](https://www.alectrautilities.com/GuelphForms)

Update your 72-hour emergency kit



In case of a sudden emergency, do you have a plan and supplies ready? Your kit should contain basic supplies to be self-sufficient for the first 72 hours, including: non-perishable food, bottled water, blankets, a first aid kit, a flashlight.

Keep these in a backpack in the front closet, or another easily accessible spot. Be sure to include your pets in the plan, and replenish supplies every six months or more.

See the full list of recommended supplies, download our *Power Outage Preparedness Guide*, and watch our emergency kit video at: [AlectraUtilities.com/Prepared](https://www.alectrautilities.com/Prepared)



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)

Sustainability updates at Alectra

Alectra recently welcomed **Minister of Energy & Electrification Stephen Lecce** (second from left, with Alectra President & CEO Brian Bentz at left) to tour our Brampton operations centre, highlighting the government's commitment to supporting affordable, sustainable energy. [Read more.](#)



On the one-year anniversary of our **first EV bucket truck**, **Alectra's expanded fleet now includes:** 15 EV pickup trucks, 12 of which are new Ford F-150 Lightnings (pictured), as well as seven hybrids – with more to come! The EVs produce zero tailpipe emissions and can even be used as mobile generators.





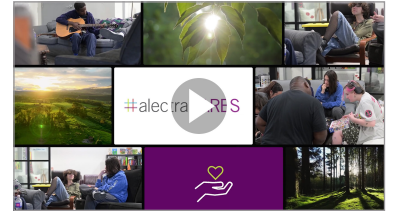
Does your bill seem high? It could be increased air conditioning during the last month of summer. Stay cool without breaking the bank: Use fans to circulate air, close curtains during the day, and use A/C and appliances during off-peak times.

Get more tips to save energy and money this summer and **watch our new video**.

AlectraCARES funding application online portal open & watch new video

Each year, Alectra’s community support program AlectraCARES donates over \$1 million to grassroots organizations and charities in our service territory. **Our application portal is currently open for 2025 funding!**

Based on recent survey feedback across our 17 communities, our focus areas were updated as follows: vulnerable groups (seniors, youth, low-income); environmental conservation & animal welfare; celebrating cultural diversity & equal opportunities for equity groups; and more. See the full list of focus areas, and tell a deserving local charity to **submit an application**. Closing September 13, 2024.



NEW: Watch our AlectraCARES video, which profiles three charities in our communities: **The DAM (Develop, Assist, Mentor)**, **Greater Hamilton Food Share** and **BTC Be the Change**.



Financial aid is here for you

We know that many factors may impact your ability to keep your Alectra bill up to date. We have several payment assistance programs that can help you: the Ontario Electricity Support Program, Low-income Energy Assistance Program, Equal Payment Plan and Arrears Payment Agreement.

It’s important to contact us to set up flexible payment arrangements to avoid any disruption in service.

Call 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 and set up a flexible payment plan.

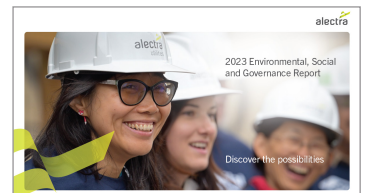
For more information, visit: AlectraUtilities.com/GuelphAssistance



What is cable injection? This innovative and cost-effective process repairs, protects and extends the life of underground electrical cables – without digging them up! Watch our video at AlectraUtilities.com/Improving-Reliability and learn more about projects in your community.

Read our new ESG Report and GRE&T Centre Report

Alectra’s 2023 Annual ESG Report, *Discover the Possibilities*, is available online. Our Environmental, Social & Governance report outlines Alectra’s commitment to social responsibility, environmental accountability and economic efficiency. It also highlights our efforts to improve the customer experience by providing simple, sustainable and powerful energy solutions. Read about Alectra’s key achievements in 2023 at: Alectra.com/Annual-Sustainability-Report



Additionally, Alectra released its 2023 Green Energy & Technology (GRE&T) Centre Report, *Where Great Minds Collaborate to Power a Better Tomorrow*. The GRE&T Centre is our dedicated innovation hub that focuses on green energy, new technology and innovation to modernize the energy grid. Learn more about the centre’s initiatives at Alectra.com/Great-Centre-Annual-Report, and follow the team on [LinkedIn](#).



Ontario’s System-Wide Electricity Supply Mix: 2023 Data

The system-wide supply mix is the combination of power sources that are used to generate the electricity consumed in Ontario. The table below discloses data for 2023, which was published by the Ontario Energy Board on May 22, 2024. **Learn more and download the data.**

* Includes Lennox, dual fuel (natural gas / bioenergy) and non-contracted emitting generation consistent with IESO.

** Other represents a variety of non-contracted fuel types that the IESO is unable to categorize due to a lack of information from Local Distribution Companies (LDCs).

Notes: Figures may not add to 100% due to rounding. Figures do not account for the sale and retirement of Clean Energy Credits (CECs).

Electricity Sources	Ontario’s Electricity Mix
Nuclear Energy	50.8%
Water Power	24.5%
Natural Gas*	12.5%
Wind	8.7%
Solar PV	2.3%
Bioenergy	0.4%
Other (Non-Emitting)**	0.8%



Contact us
AlectraUtilities.com/GuelphContact
519-822-3010

