

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

- Easier billing for you. Meals for your community.
 - Does your bill seem high? Learn about the causes
 - Industry updates: Government investments, EV pilots
 - Prepare your 72-hour emergency kit, see the guide
 - Looking for more from Alectra? Visit these top links
- AlectraCARES summer event roundup in your city
 - Featured payment assistance program: LEAP
 - Grid planning and improving infrastructure
 - Read the new ESG Report, GRE&T Centre Report
 - Ontario’s electricity supply mix for 2024

Easier billing for you. Meals for your community.

When you sign up for safe, easy and 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
- A monthly email or text when your statement is ready to view
- Faster and easier bill payments
- Less paper waste

Help us reach our goal of donating another 50,000 meals to Feed Ontario for families in need. Go paperless today at: AlectraUtilities.com/GoPaperless



Moving? Use our online form: AlectraUtilities.com/Moving

Learn about our customer platform with our new interactive webpage: AlectraUtilities.com/MyAlectra



Does your bill seem high? During hot summer months, air conditioning can account for up to 50% of residential electricity consumption – and this year we experienced higher temperatures compared to last summer! **Learn more** about the causes of high bills.

INDUSTRY UPDATES

Government of Canada invests in Alectra’s Centricity Project to modernize Ontario’s electricity grid

Alectra hosted Natural Resources Canada (NRCan) to announce over \$13 million in federal funding to support five clean energy projects in Ontario. Of this investment, Alectra received **\$6 million for its Centricity Project**, a blueprint for Ontario’s Distribution System Operator (DSO) model to optimize the grid. **Read more in the news release.**

In front of an Alectra EV bucket truck in the first photo are: Rudy Cuzzetto, Parliamentary Assistant to the Minister of Energy and Mines (Ontario); the Honourable Tim Hodgson, Canada’s Minister of Energy & Natural Resources; and Brian Bentz, President & CEO, Alectra Utilities.



GRE&T Centre launches EV pilots: fleets, school buses

As Alectra’s innovation hub, the Green Energy & Technology Centre recently announced two new electric vehicle pilot projects – **AlectraDrive for Fleets** and **Alectra V2X** – towards a cleaner, smarter and more resilient energy future, supported by funding from NRCan and the Independent Electricity System Operator (IESO). Read the **news release** and **backgrounder**.

Representing Alectra’s GRE&T Centre in the second photo are Geri Yin, Vice-President, left; Neetu Garcha, Project Lead, Grid Innovation, right; and Curtis Leishman, Manager, Smart Cities, second from right; accompanied by the Honourable Evan Solomon, Canada’s Federal Minister for AI & Digital Innovation and Minister of Federal Development for Southern Ontario.





Preparation helps us stay calm and safe. Remember to keep tabs on your 72-hour emergency kit! 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)



AlectraCARES summer event roundup in your city

Each year, Alectra's **Community Support Program, AlectraCARES**, donates more than **\$1 million** to grassroots organizations and charities in our service territory. This summer, Alectra was proud to support the following organizations and events in your cities:

- Carassauga Festival of Cultures in Mississauga
- Black Girls: Be Seen, Be Heard by Be the Change in Brampton
- Alzheimer Society of York Region Walk in Richmond Hill
- Celebrate Barrie city events
- Markham Park + Fun city events
- Princess Margaret Cancer Centre's Ride to Conquer Cancer
- Ontario ParaSport Games in St. Catharines
- Vaughan Concerts in the Park
- Guelph & District Multicultural Festival
- YWCA Hamilton's Walk a Mile in Their Shoes (pictured)

Featured payment assistance program: LEAP

We understand that unexpected challenges may impact your ability to keep your Alectra bill up to date – but remember that you're still in control, and we can help. With the **Low-income Energy Assistance Program (LEAP)**, a credit of up to **\$650** (or **\$780** for electric heating) is applied directly to eligible accounts to help offset overdue balances.

If we've tried reaching out to you, it's vital that you contact us immediately to set up flexible payment arrangements to avoid any disruption in service. Call us at 1-844-547-1542, open Monday to Friday, 8:30 a.m. to 4:30 p.m. Our customer representatives can get you started with our payment assistance programs. **For more financial aid information, visit: [AlectraUtilities.com/Help](https://www.alectrautilities.com/help)**

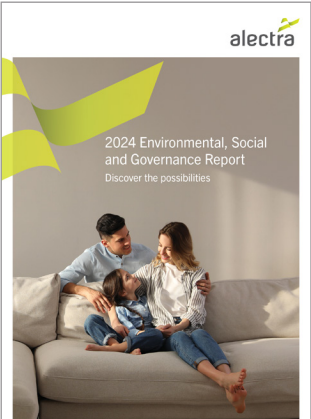


Looking for more from Alectra? Our website is where it all starts! Click through our **homepage carousel**, which is regularly updated with our latest features. You might learn something new on our **Frequently Asked Questions** page. If you're curious about our media announcements, stay tuned to the top of our **news release page**.

Read our new ESG Report and GRE&T Centre Report

Alectra's 2024 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. This report also highlights Alectra's efforts to strengthen the consumer experience by **implementing sustainable AI technologies** and enhancing operational efficiency to deliver smarter, more reliable energy solutions. Read about Alectra's key achievements in 2024 at: [Alectra.com/ESGReport](https://www.alectra.com/ESGReport)

Additionally, Alectra released its 2024 Green Energy & Technology (GRE&T) Centre Report, *Where Great Minds Collaborate to Power a Better Tomorrow*. The GRE&T Centre focuses on **advancing grid-edge solutions**, fostering strategic partnerships and driving innovation in energy sectors. Learn more about the centre's initiatives at [Alectra.com/GREATReport](https://www.alectra.com/GREATReport), and follow the team on **LinkedIn**.



Grid planning and improving infrastructure: Did you know that since 2020, we've invested a combined total of approximately \$1.4 billion across our communities? Learn more about our capital investment plans in your area at: [AlectraUtilities.com/Reliability](https://www.alectrautilities.com/reliability)

Ontario's System-Wide Electricity Supply Mix: 2024 Data

The system-wide supply mix is the combination of power sources that are used to generate the electricity consumed in Ontario. The table discloses data for 2024, which was published by the Ontario Energy Board on June 3, 2025. **Learn more and download the data.**

* Includes Lennox, dual fuel (natural gas / bioenergy) and non-contracted emitting generation consistent with the Independent Electricity System Operator (IESO).
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	48.5%
Water Power	23.4%
Natural Gas*/Oil/Other	16.6%
Wind	9.0%
Solar	2.2%
Bioenergy	0.4%



Contact us
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