

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

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Get notified when your monthly bill is ready to view



Sign up for paperless billing to receive your monthly Alectra Utilities statement quickly, easily and securely online! You'll also get an email or text when your bill is ready to view.

Why ebilling?

- The same look as a paper bill, but more secure
- Anytime-access to view & download your bill
- Better for the environment
- Safe, convenient, contactless

Register for My Alectra or **log in**, then select **Paperless Billing**. Add email addresses and phone numbers for ebill notices under **Account > Notification Preferences**.



COMING SOON: alt by Alectra, a new local energy market. Did you know your energy flexibility could earn you money? When the local grid needs support, your home or business can earn money by shifting your energy use to another time or even providing energy to the grid. Stay tuned to [AlectraUtilities.com](https://www.alectrautilities.com) for updates.



Looking for an update about an outage? Use our live web chat to get 24/7 assistance: [AlectraUtilities.com/Report-Outage](https://www.alectrautilities.com/Report-Outage)



Moving? No phone calls needed – find everything you need online! [AlectraUtilities.com/Moving](https://www.alectrautilities.com/Moving)

Meter replacement program rolling out to customers in coming years

Electricity meters measure the amount of electricity your home or business uses. To maintain a reliable system and support future needs, Alectra is replacing end-of-life meters with newer, more advanced meters – taking place over the next several years, neighbourhood by neighbourhood.

We are mindful of your safety and security. Our installation technicians carry identification, and customers will be advised in advance. To ensure you receive notifications, check and update your contact information in **My Alectra**. Learn more about the meter change process on our new web page: [AlectraUtilities.com/Metering](https://www.alectrautilities.com/Metering)



Need payment assistance? Get back on track with Alectra. Even if you're behind on bills, we're here to help. Contact us immediately to set up flexible payments at **1-844-547-1542**. Check your eligibility for the featured Low-income Energy Assistance Program to get an on-bill credit or other programs at: [AlectraUtilities.com/Help](https://www.alectrautilities.com/Help)

Think you need more panel capacity? Read this first

Alectra has helpful tools to explore your electric vehicle options with confidence. **Check out our new case study about load management** to see how one homeowner installed a fast Level 2 charger using an Electric Vehicle Energy Management System (EVEMS) system – avoiding a panel upgrade and related cable and electrical work.

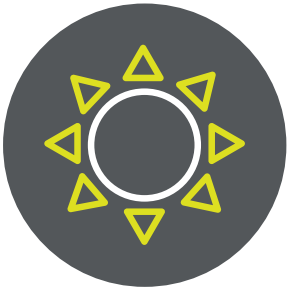


Then use our calculator to **compare costs** across EV models and chargers, which are often just \$20–\$45/month in electricity costs. You can also **plan trips** with our charging map and **explore more** online EV resources.

 **As fall begins, get our new emergency preparedness guide – Back to School version!** Learn tips for students, including road rules, family communication and device safety. Also, don't forget to update your 72-hour emergency kit. See the full list of recommended supplies, watch the video and download our free guides at: [AlectraUtilities.com/Prepared](https://www.alectrautilities.com/prepared)

Tips for high bills and new energy savings info

Does your bill seem high? It's likely your air conditioner over the summer months! Keep these tips in mind: Close curtains to block the sun's heat, and only open windows when there's a cool evening breeze. Use fans to circulate air and aim to use A/C during off-peak times. **Learn more and watch our video** about the causes of high bills.



Check out energy incentives and events on our new Save on Energy web pages! For **residential customers**, get involved in events near you and try the Home Renovation Savings and the Energy Affordability Programs. For **commercial customers**, keep your business growing and costs down with the Retrofit Program to improve lighting, HVAC, refrigeration and more.

 **Our latest annual reports are here! Check them out:** Alectra's new **Environmental, Social & Governance (ESG) report** outlines key achievements in 2025. Our **Green Energy & Technology (GRE&T) Centre report** focuses on how we drive innovation in energy sectors.

Electric school buses as power partners in Alectra's V2X pilot



With Alectra's Vehicle-to-Everything (V2X) Pilot, electric school buses do more than transport students – they help support Ontario's clean energy future.

In the pilot, led by Alectra's innovation hub, the **GRE&T Centre**, electric buses send electricity back to the grid, transforming their batteries into valuable energy resources. This two-way energy flow can strengthen grid reliability, lower energy costs and make better use of clean power.

In July, Alectra marked an exciting milestone by commissioning **Ontario's first bidirectional charging demonstration for electric school buses** in Hamilton. **Learn more about V2X.**

 **Interested in solar power? Try the Solar Accelerator journey** to easily find out your options and check out helpful **resources**, run by The Atmospheric Fund that serves the Greater Toronto and Hamilton Area. Also, get **rebates for rooftop solar panels** via the Home Renovation Savings program! For setup details, see Alectra's **Connecting Generation page**.

Ontario's System-Wide Electricity Supply Mix: 2025 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 2025, which was published by the Ontario Energy Board on June 22, 2026. **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 per cent 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	46.2%
Waterpower	22.5%
Natural Gas*/Oil/Other	19.4%
Wind	9.3%
Solar	2.1%
Bioenergy	0.4%
Storage	0.1%



Contact us
[AlectraUtilities.com/AskUs](https://www.alectrautilities.com/askus)
1-833-ALECTRA (1-833-253-2872)

