



# 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](mailto:Newsletter@AlectraUtilities.com)

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## Dig safe: Get a free underground cable check

This spring, what outdoor projects are you planning – building a deck or fence, putting in a pool, planting a tree or digging a new garden? April is Dig Safe Month, marking the start of our warmer seasons. Before starting to dig, get a **FREE** underground cable locate done, and avoid costly repairs or severe injury from hitting a buried line.

At least five days before you dig, submit a locate request at [OntarioOneCall.ca](http://OntarioOneCall.ca). Locators from each utility with underground infrastructure in your area will come to mark the buried lines and cables. Then, dig safely: Respect the marks and follow the instructions.


Learn more about outdoor precautions at: [AlectraUtilities.com/HomeSafety](http://AlectraUtilities.com/HomeSafety)



**Are you moving? Need a form?** Access them online at: [AlectraUtilities.com/Forms](http://AlectraUtilities.com/Forms)



**New distribution rates** as of January 1, 2025. For current electricity prices in your area, visit: [AlectraUtilities.com/Rates](http://AlectraUtilities.com/Rates)

 **With the recent postal service disruption and delays caused by the Canada Post strike,** we want to ensure you are aware of a more convenient and reliable way to access your account. View your balance by: signing up for **My Alectra** and **ebilling**, or hearing automated recordings at 1-833-253-2872. Pay your bill via: pre-authorized payments, your bank, or **credit card on Alectra's website**.

## Celebrating one year of My Alectra & new web features

My Alectra launched last spring, our new customer portal for managing your online account, 24/7. With My Alectra, you can:

- Track your household's electricity usage.
- Get your current account balance, due date and payment history.
- View, save or print your current and past bills.
- Compare and switch between three rate plans: Time-of-Use, Tiered & Ultra-Low Overnight.
- Sign up for pre-authorized payments and **NEW** self-service flexible payment arrangements.
- Switch to paperless billing. It's more convenient, reliable and secure. You'll get an instant email or text alert when your statement is ready, rather than waiting for the mail.

Go to [AlectraUtilities.com/MyAlectraSignUp](http://AlectraUtilities.com/MyAlectraSignUp) to get started.



**Thank you for participating in our customer engagement survey about future investments.** Your feedback will impact what improvements and projects take place in your neighbourhood over 2027-2031 to support renewing & replacing infrastructure, meeting growing electricity demand, and enabling resiliency & modernization.



**Look up and around for overhead lines!** Stay clear to avoid a dangerous shock, especially if you're on your roof or tree trimming. Heavy rain and wind can disconnect overhead lines suddenly. If you come across downed lines, stay back at least 10 metres and call 9-1-1. When driving, if a power line falls on or near you, remain inside your vehicle until help arrives. Watch our video at: [AlectraUtilities.com/CarSafety](https://www.alectrautilities.com/CarSafety)

## We're proud to keep improving reliability through capital projects



Since 2020, Alectra has invested approximately **\$1.4 billion** across its service territory to improve reliability, keeping residents and businesses energized. Our ongoing projects support your community with upgraded electrical equipment and new technology & services – resulting in a stabilized grid, fewer power outages and faster service restoration. We're doing our best to provide reliable electricity for you, now and in the years to come.

Alectra's 17 communities are: Alliston, Aurora, Barrie, Beeton, Brampton, Bradford West Gwillimbury, Guelph, Hamilton, Markham, Mississauga, Penetanguishene, Richmond Hill, Rockwood, St. Catharines, Thornton, Tottenham and Vaughan. **Learn more about our yearly capital plans at: [AlectraUtilities.com/Improving-Reliability](https://www.alectrautilities.com/Improving-Reliability)**

## Need help with your bills? Get started with these financial programs

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.

As of May 1, 2025, the **Winter Disconnection Ban** will be lifted by the Ontario Energy Board, meaning **disconnections will resume** for customers in arrears who have defaulted on payments. 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 our dedicated customer payment support number **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 one of our payment assistance programs.

**Explore our featured program for spring:** Did you know you can now set up a payment arrangement yourself? Use our **NEW** self-service online option available on **My Alectra** under Billing. For more financial aid information, visit: [AlectraUtilities.com/Help](https://www.alectrautilities.com/Help)



**Scams targeting electricity customers are on the rise**, and they take on various forms. If you receive a suspicious message via phone, text, email or mail – don't panic. Never provide your credit card or account information, and never pay for a charge that isn't on your bill. Instead, verify your information directly by **contacting us** or checking your account via our secure portal **My Alectra**. Learn more ways to protect yourself at: [AlectraUtilities.com/Scams](https://www.alectrautilities.com/Scams)

## AlectraCARES spring events, survey results & updated focus areas



AlectraCARES is Alectra's community support program, aiming to empower and enhance the lives of people across our service territory through local organizations. Each spring, Alectra is proud to acknowledge:

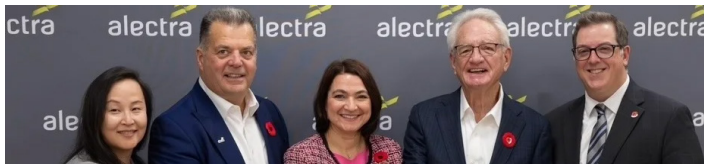
- Black History Month in the month of February
- United Way charitable donations towards food security, announced Feb. 20: [Read more](#)
- The Coldest Night of the Year walk-a-thon against homelessness on Feb. 22: [Read more](#)
- International Women's Day on Mar. 8

**Based on your recent survey feedback**, we've updated our focus areas for 2025! Food and housing security is still a priority, and vulnerable groups like seniors, children and low-income families are a focus. See our full list & learn more at: [Alectra.com/Community](https://www.alectra.com/Community)



**After a big storm**, walk around your home and take note of any damage once the area is safe. Alectra is responsible for wires running underground or overhead, poles, as well as the meter and base. The property owner's responsibility begins where the wires connect to the building. Find more info at: [AlectraUtilities.com/StormDamage](https://www.alectrautilities.com/StormDamage)

## Explore innovation in the industry at Alectra



In November 2024, Alectra hosted a **five-year anniversary event at the Green Energy & Technology (GRE&T) Centre** in Guelph to celebrate the team's accomplishments in energy innovation, with guests including Guelph Mayor Cam Guthrie (right). [Read more in the news release.](#)



Curious to know what *illuminating* projects Alectra is working on? From automation to transit, Customer Service to Metering, each team plays a role in everyday electricity. In the latest **#DiscoverAlectra video**, learn how we're using **artificial intelligence (AI)** to enhance grid reliability. Watch now at: [Alectra.com/Careers](https://www.alectra.com/Careers)



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