

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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Get a FREE underground cable locate this spring

Do you have any outdoor projects planned this spring? Building a deck or fence, putting in a pool, planting a tree or digging a new garden? **April is Dig Safe Month.** Before starting to dig, get a FREE underground cable locate done. Avoid severe injury and costly repairs from hitting a buried line.

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



**New distribution rates** as of January 1, 2026. For current electricity prices in your area, visit: [AlectraUtilities.com/Rates](https://AlectraUtilities.com/Rates)

**Stay safe at home and work.** Get our tips at: [AlectraUtilities.com/Safety](https://AlectraUtilities.com/Safety)



**NEW: 2026 investments in your city.** Alectra invests almost \$300 million into our electrical grid each year – check out the upgrades in our new **capital investment plan**. We're also committing \$1.3 million to charitable grassroots organizations through AlectraCARES! **See our new list** and get involved where you live.

Stay informed about Alectra's 2027–2031 investment plan

Alectra's five-year investment plan for 2027–2031 was officially submitted to the Ontario Energy Board (OEB) last fall.

As the OEB reviews our application, we wanted to make sure our customers are kept in the loop.

Get the answers now:

- Why is our plan needed? Read our **Strategic Priorities**, a short customer summary, formatted in an easy-to-read PDF.
  - What's changing? See the **New Rate Impacts** for each region.
  - What else is there to explore? Watch our video and learn more at: [AlectraUtilities.com/InvestmentPlan](https://AlectraUtilities.com/InvestmentPlan)





**Back on track with Alectra:** We understand that unexpected challenges may impact your ability to keep your bill up to date – but remember you're still in control, and we can help. As of May 1, 2026, disconnections will resume for customers in arrears who have defaulted on payments. Contact us immediately to set up flexible payments at **1-844-547-1542**. Get more **financial aid information**.

# Moving soon? Use our easy online forms – no phone calls needed



**Are you moving to a new address?** Need to start, stop or transfer your electricity service, either within or outside the Alectra Utilities service area?

To ensure that we set up your account correctly, we've launched our NEW online forms below – quick, easy and available 24/7, so there's no need to call us. That means no paperwork or wait times! Or, if you have a **My Alectra** account, log in and click Services in the top menu.

To ensure consistent service, let us know at least seven (7) business days in advance. We're here to help make it a smooth move.

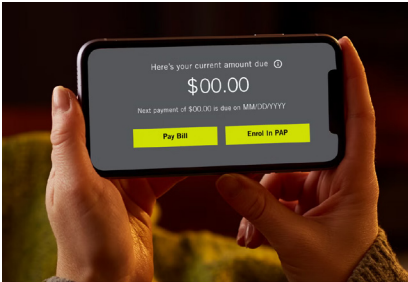
[Residential Moving Forms](#) | [Business Moving Forms](#)

 **Save on energy!** Did you know your home renovations – smart thermostats, appliances, solar and more – could be supported by our rebates? You can also qualify for free energy-saving upgrades depending on income eligibility. Get more savings at: [AlectraUtilities.com/Programs-Incentives](#)

## Manage your account online with My Alectra

Whether you're a new customer or not, make sure you're signed up for our online portal **My Alectra**. Get access to your account, anytime:

- Track your household's electricity usage.
  - Get your current balance, due date & history.
  - View, save or print your current & past bills.
  - Compare & switch between three rate plans.
  - Sign up for pre-authorized payments & payment arrangements.
- **Switch to paperless billing!** Ebilling is more convenient, reliable and secure. You'll get an instant email or text alert when your statement is ready.



Go to [AlectraUtilities.com/MyAlectraSignUp](#) to get started. You'll need your email address and account number. Questions? [Learn about My Alectra](#).

 **It's National Fraud Prevention Month in March.** Always be on the lookout for suspicious messages. 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 on **My Alectra**. Learn more ways to protect yourself at: [AlectraUtilities.com/Scams](#)

## Thinking of going electric? See your potential savings



**Great news: the federal Electric Vehicle Affordability Program (EVAP) is here!** Ontario drivers can now access up to \$5,000 for battery-electric vehicles and \$2,500 for plug-in hybrids.

Alectra's interactive tools take the guesswork out of your switch. Use the **EV Calculator** to estimate your charging costs and carbon impact compared to gasoline vehicles, and explore the right rate plan for your needs. Access our **Homeowner's Guide** to installing a level 2 EV charger to prepare your garage. Try our **Public Charging Map** to locate stations along your route.

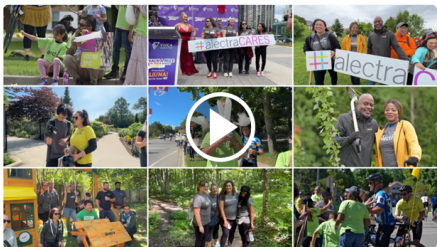
Use these resources to inform your savings potential.

## AlectraCARES is meeting urgent needs in our communities

With the **AlectraCARES Community Support Program**, Alectra proudly gives back to ensure our communities have the support and resources they need to thrive.

We're more committed than ever to addressing our communities' most urgent needs. Food and housing security remain our top priorities, along with mental health, Indigenous support and vulnerable groups – including seniors, children and low-income families.

**Watch our new video!** Look back at our impact over the past year, and take a deeper dive into each focus area.



 **As the weather heats up,** your window coverings can help with temperature control! Open your curtains to let sunlight warm your home, and close them if it gets too hot. More energy tips, including a PDF guide and an appliance use table, at: [AlectraUtilities.com/Tips-Resources](#)

 **Spring storms can bring power lines down suddenly.** To avoid a dangerous electric shock, stay back at least 10m and call 9-1-1. If a power line falls while you are driving, remain inside the vehicle and wait for help to arrive. Watch our video at: [AlectraUtilities.com/CarSafety](#)



Contact us  
[AlectraUtilities.com/AskUs](#)  
1-833-ALECTRA (1-833-253-2872)

