

# 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)

## In this issue

- Canada Post strike: Get your bill online, anytime
- We put Canada first! Alectra is prioritizing local
- Grid planning for the future: View the new landing page & winners of our free electricity survey draw
- EV curious? See your bill impact with new tools
- Website updates: New interactive usage tools
- Head's up for powerline safety! Get 6 essential tips
- Try out financial programs, avoid disconnection
- Learn about our featured charity RVH, Barrie's main hospital, supported by AlectraCARES
- Did you know? Your meter is serviced regularly
- Summer pricing charts & how to change your plan

## Canada Post strike: Get your bill online, anytime

With the ongoing threat of Canada Post service disruptions, we want to ensure you are aware of other ways to access your bill and stay up-to-date with your account. Sign up for ebilling for a more secure and convenient way to access your online account, anytime. There's no need to worry about missing a bill. Plus, you'll receive monthly notifications by email or text when your bill is ready to view.

- **Get your balance via:** **My Alectra** online platform and ebilling, or call 1-833-253-2872 (option 2, then 1) for automated recordings.
- **Pay your bill via:** pre-authorized payments, your bank, or **credit card** on the Alectra website.

**Ready to switch to ebilling?** **Register for My Alectra**, then select Paperless Billing.

**Looking for more information and assistance?** **Get more tips** about how to keep your balance up-to-date. **Access online resources** on My Alectra, including FAQs and a contact form.



**We put Canada first!** (🇨🇦) Recently, Alectra Utilities committed to seeking increased procurement of Canadian goods and materials – supporting more local businesses, suppliers, and vendors – for our electricity distribution operations. **Read more.**



**Does your bill seem high this month?**  
Check your air conditioner use!  
More savings tips at: [AlectraUtilities.com/SummerBills](https://www.alectrautilities.com/SummerBills)



**Moving soon?**  
Use our online form: [AlectraUtilities.com/Moving](https://www.alectrautilities.com/Moving)

## EV curious? See your bill impact

Our new **EV web platform** has interactive digital tools that let you compare electric vehicle models, charger types, schedules and rate plans to estimate electricity costs and choose what works best for your home. We'll help you make your EV decision with confidence. Here's what you'll find:

- **EV Calculator:** Estimate your costs and environmental impact.
- **Public Charging Map:** Find charging stations to plan your trips.
- **And more!** From charging to installation – it's all here.

**Need a level 2 charger?** Join Alectra's SmartCharge pilot for faster and smarter home charging. Professional installation included (\$1,500 value). Only 50 spots – **apply today!**



**Grid planning for the future:** The team continues work on Alectra's draft plan for 2027-2031, incorporating your feedback and preparing to be filed for government approval this year in our Rate-Rebasing Application. Visit the new landing page to learn more about our 3 themes: [AlectraUtilities.com/InvestmentPlan](https://www.alectrautilities.com/InvestmentPlan). Congratulations to the 13 customers across our communities who won free electricity or a team lunch in our survey draw! **See the list.**



**Head's up for powerline safety!** Always be cautious around electrical lines – whether working on job sites or tackling projects at home. Did you know electricity can arc from a live line to any object or person within 3 metres? **Get 6 essential safety tips** from Alectra in partnership with the Electrical Safety Authority (ESA) for Powerline Safety Week, with more at our landing page: [AlectraUtilities.com/Powerline-Safety](https://www.alectrautilities.com/powerline-safety)

## Website updates: Check out new interactive electricity usage tools



Dive deeper into reading your electricity bill, and compare how much electricity and money you save at off-peak hours! With Alectra's **NEW** interactive tools for customers, you can now find out much more information about the electricity you use. Explore them below:

- **Appliance Usage Table (scroll down on webpage):** How much are your appliances costing you? Use the table to estimate the average annual electricity consumption of your appliances, and discover opportunities for energy savings.
- **How to Read My Bill:** On this page, first select your rate class and bill type to view a sample bill, then hover over or click on each section to find out what it means.

## Try out one of our 5 financial programs, avoid disconnection

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. In May, the yearly Winter Disconnection Ban was lifted by the Ontario Energy Board, meaning **disconnections have resumed** 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.

For more financial aid information, visit: [AlectraUtilities.com/Help](https://www.alectrautilities.com/help)

## Learn about our featured charity RVH via AlectraCARES

**AlectraCARES**, Alectra's Community Support Program, aims to empower and enhance the lives of people across our service territory through local organizations. See our full list of 2025 organizations & learn more at: [Alectra.com/Community](https://www.alectra.com/community). This summer, our featured charity and their innovative initiative is **Royal Victoria Regional Health Centre (RVH)**. As Barrie's main hospital, RVH has created a new digital tool to have "Goals of Care" conversations capturing patients' values & preferences, called ASKmeGOC! **Read more** about their results.



**Did you know?** Alectra replaces more than **50,000 meters** each year to ensure they continue to measure electricity accurately and are in good working order. Help our technicians stay safe by keeping your meter accessible and free of hazards.

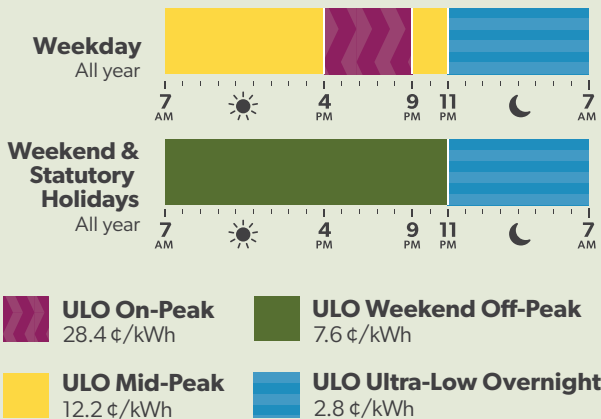
## Summer electricity pricing charts

The summer TOU hours and summer Tier threshold of 600 kWh for residential customers are in effect from May 1, 2025, to October 31, 2025. The ULO hours remain consistent year-round. Prices remain unchanged, and the Ontario Electricity Rebate is 13.1 per cent.

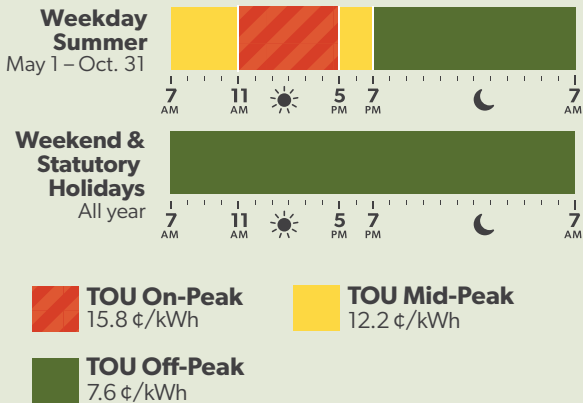
Visit [AlectraUtilities.com/Rates](https://www.alectrautilities.com/rates) for current electricity prices in your area.

Learn how to change your price plan at: [AlectraUtilities.com/CustomerChoice](https://www.alectrautilities.com/customerchoice)

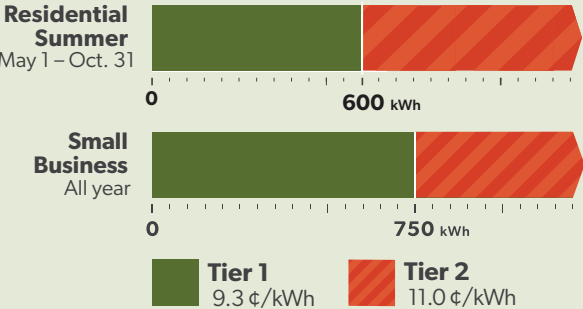
### Ultra-Low Overnight (ULO) Pricing



### Summer Time-of-Use (TOU) Pricing



### Summer Tiered Pricing



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

