



# 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

- Get our top tips for powerline safety
- Alectra's five-year investment plan for 2027-31
- Our live web chat is available for outage updates
- Moving? Our online forms are open 24/7
- Are you signed up for our portal My Alectra yet?
- Learn how our Vegetation Team prevents outages
- Do your bills seem high? Turn down the A/C, get smart energy rewards at PeakPerks.ca
- Payment assistance programs are here
- Summer savings reads: Incentives & resources
- AlectraCARES certification and meet our partners
- Get the summer price charts (May 1 to Oct. 31)

## Look up and live: Let's reduce powerline fatalities

**For Powerline Safety Week and beyond,** we're raising awareness about the dangers of overhead lines. New data from the Electrical Safety Authority (ESA) shows a rise in powerline fatalities: a 29 per cent increase, often from tree trimming at home.

Did you know electricity can arc from a live line to any object or person within three (3) metres? The electric shock can cause serious injury or death. Most incidents occur between April and October when many people are doing outdoor projects.

Stay safe this summer with our top six tips and more at: [AlectraUtilities.com/Powerline-Safety](https://www.alectrautilities.com/powerline-safety)



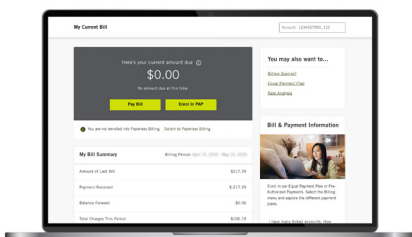
**Looking for an update about an outage?** Use our live web chat to get 24/7 assistance: [AlectraUtilities.com/Report-Outage](https://www.alectrautilities.com/report-outage)



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



**Get up to speed about Alectra's five-year investment plan** to maintain reliability and replace equipment across our communities. As the Ontario Energy Board (OEB) continues to review our rate-rebasing application for 2027-2031, check out these quick links: [Strategic Priorities Summary](#) | [New Rate Impacts](#) | [Watch video & learn more](#)



## Register for My Alectra to access your account

**My Alectra is your secure portal** to access and manage your account. Did you know you can view and download your usage charts and analyze them?

You can also switch to ebilling and set your notification preferences for email and text messages.

**Register or log in** now, and **learn what else you can do** using My Alectra.

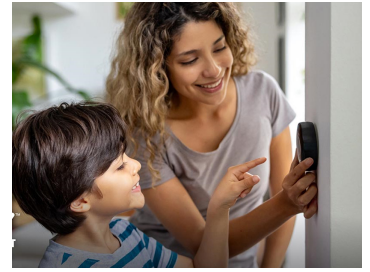



**Did you know our tree trimming program helps prevent outages?** In fact, branches hitting powerlines is a leading cause of service disruptions. Year-round, the Vegetation Management Team ensures lines are clear, protects public safety and maintains tree health. Learn more: [AlectraUtilities.com/Tree-Trimming](https://www.alectrautilities.com/tree-trimming)

# Stay cool without A/C, and get smart energy rewards at PeakPerks.ca

If your bills seem high – it's likely your air conditioner! As the summer heats up, check your air conditioner use and try to reduce it when you don't need it. Use fans to circulate air, close curtains during the day, and use A/C and appliances during off-peak times. [Learn about summer bills](#), and [find more seasonal tips and our booklet](#).

What's more, you can get rewarded for smart energy use. Hot summer days mean higher electricity demand, but you can use your smart thermostat to earn financial rewards and save on electricity! Enroll in the program at [PeakPerks.ca](#) and get more energy-efficiency rebates and incentives on our [web page](#).



 **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**. Try our featured Equal Payments Program (EPP) to get a regular bill each month or other programs at: [AlectraUtilities.com/Help](#)


## AlectraCARES is PRISM certified – and meet our partners!



With our **AlectraCARES Community Support Program**, we're helping to build sustainable communities by supporting our customers and local non-profit organizations.

For the fifth consecutive year, Alectra is proud to be **recognized as a PRISM-Certified Caring Company**, meeting Imagine Canada's benchmark of at least one per cent of pre-tax profits being reinvested back into the communities we serve.

Also, **check out what some of our 2026 partners had to say:** Odeiwin, Ontario Turtle Conservation Centre and Pediatric Oncology Group of Ontario.

 **Here's your summer savings reading list!** Learn about energy incentives & resources. With the **Electric Vehicle Affordability Program**, save on a new battery EV or plug-in hybrid. Explore more: [EV Calculator](#) | [Public Charging Map](#) | [Clean Energy Benefits](#) | [Heat Pump Incentives & Free Heat Pumps](#) | [Solar & Battery Storage Incentives](#)



## Summer electricity pricing charts

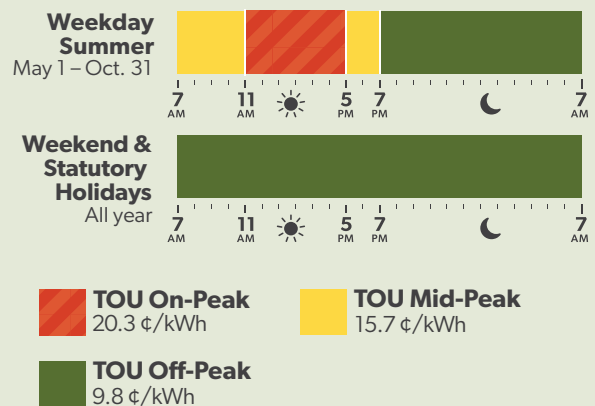
The summer TOU hours and summer Tier threshold of 600 kWh for residential customers are in effect from May 1, 2026, to October 31, 2026. The ULO hours remain consistent year-round.

Prices remain unchanged, and the Ontario Electricity Rebate also remains at 23.5 per cent.

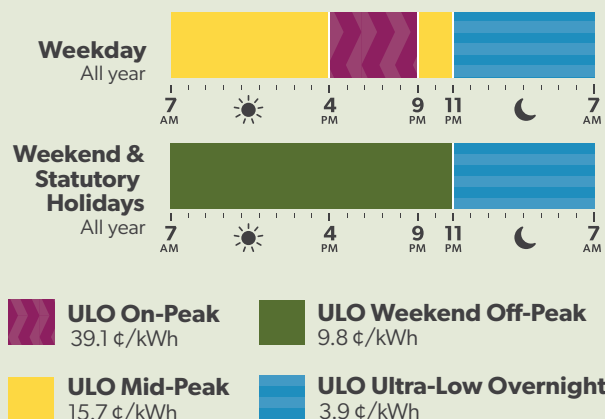
For current electricity prices in your area, visit: [AlectraUtilities.com/Rates](#)

Learn how to change your price plan at: [AlectraUtilities.com/CustomerChoice](#)

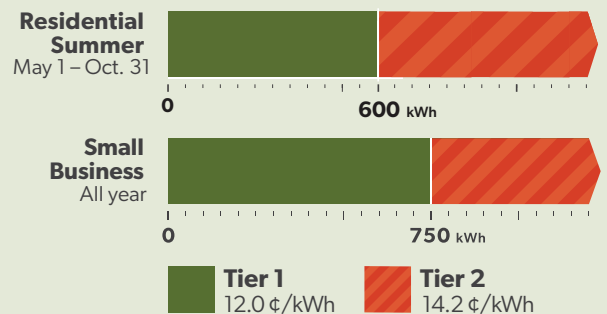
### Summer Time-of-Use (TOU) Pricing



### Ultra-Low Overnight (ULO) Pricing



### Summer Tiered Pricing



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

