

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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Easier billing, brighter holidays for your community

When you sign up for safe, easy and convenient paperless billing, we'll donate healthy meals to local food banks to help make the holidays brighter for families in need. For you, ebilling means:

- Secure online access to your electricity bills
 - A monthly email or text when your statement is ready to view
 - Faster and easier bill payments
 - Less paper waste

Help us reach our goal of donating another 50,000 meals to Feed Ontario this holiday season. Visit: [AlectraUtilities.com/GoPaperless](https://www.alectrautilities.com/GoPaperless)



Moving? No phone calls needed! Update your account using our new online forms at: [AlectraUtilities.com/Moving](https://www.alectrautilities.com/Moving)

As winter storms begin, use our 24/7 live web chat to get outage updates: [AlectraUtilities.com/Report-Outage](https://www.alectrautilities.com/Report-Outage)



This winter, keep your meter and Alectra's equipment accessible. Keep walkways clear of barriers like snow, ice, pets and landscaping. Avoid piling snow onto ground-mounted green transformer boxes. This ensures accurate electricity and water billing, reduces power outage durations and helps our Meter Technicians stay safe.

Alectra's rate application filed to improve reliability

Alectra Utilities has submitted its 2027-2031 rate application to the Ontario Energy Board (OEB), proposing a detailed five-year plan to reinforce the electricity distribution system across its service territory. The \$3.1 billion plan was developed following extensive outreach to Alectra's customers. Approximately 50,000 respondents provided input to the plan, and more than 80 per cent expressed support for Alectra's capital investment priorities.

Thank you to all our customers who participated and provided feedback on Alectra's investment plan over the past year! Explore more below:

- Read the news release at: [AlectraUtilities.com/RateAppNR](https://www.alectrautilities.com/RateAppNR)
 - Visit our landing page [AlectraUtilities.com/InvestmentPlan](https://www.alectrautilities.com/InvestmentPlan) to access new resources:
 - Strategic Priorities** (a customer summary explaining the 3 themes: *Renewing & Replacing Infrastructure; Meeting Growing Electricity Demand; Enabling Resiliency & Modernization*)
 - New Rate Impacts** (showing rate changes for each region)
 - Our new video, the step-by-step planning process and more





Alectra's 2024 Scorecard has been released, which informs customers about our outcomes in customer focus, operational effectiveness, public policy responsiveness and financial performance, measured by the Ontario Energy Board (OEB). For more information, visit: [AlectraUtilities.com/Regulatory-Affairs](https://www.alectrautilities.com/Regulatory-Affairs)

Save on Energy: New efficiency programs & incentives

Are you ready to Save on Energy? Alectra Utilities is proud to partner with the Government of Ontario's Independent Electricity System Operator (IESO) under its trademark Save on Energy to deliver new energy programs and incentives. Both at home and at work, these programs are designed to help you save energy, reduce costs and support a more reliable electricity grid. Check out the rebates for upgrading to smart equipment, everyday savings tips, and "peak perks" for participating in thermostat rewards! Visit our NEW webpage at: AlectraUtilities.com/Programs-Incentives




Alectra President & CEO Brian Bentz receives WE3 Visionary Industry Leader Award of 2025


Alectra was honoured to announce that Brian Bentz, President & CEO, was named the Visionary Industry Leader of the Year at the 2025 WE3 Annual Awards. Brian Bentz was recognized for his leadership and guidance that has helped Alectra Utilities set new benchmarks in innovation, digital transformation and customer empowerment, via championing Vertical AI and advancing a people-centered approach to technology. Learn more about the award at: we3summit.com

Alectra continues to lead as a Top Employer in GTA

For the fifth year in a row, Alectra has been named one of the Greater Toronto Area's Top Employers for 2026 by MediaCorp for continued commitment to supporting employee well-being, fostering innovation and investing in a sustainable future. MediaCorp selects top employers from thousands of Canadian companies that demonstrate exceptional workplace and progressive human resources policies. Read the news release: AlectraUtilities.com/GTATop2026



 **Even if you're behind on payments this winter**, know that you're still in control. Financial programs are available to help you, including the featured Equal Payment Plan (EPP), which makes your bills more predictable all year and avoids seasonal variations. You can also set up flexible payment arrangements. For assistance, call our dedicated customer payment support at 1-844-547-1542 during business hours, or visit: AlectraUtilities.com/Help

 **As 2025 comes to an end and we enjoy holiday activities**, we're featuring the Celebration of Lights events that we attended recently in collaboration with Niagara Health Foundation! Alectra was proud to support the communities in: Niagara Falls, St. Catharines, Thorold and Welland. See recaps at Instagram.com/AlectraNews, and learn more about our Community Support Program **AlectraCARES**: Alectra.com/Community

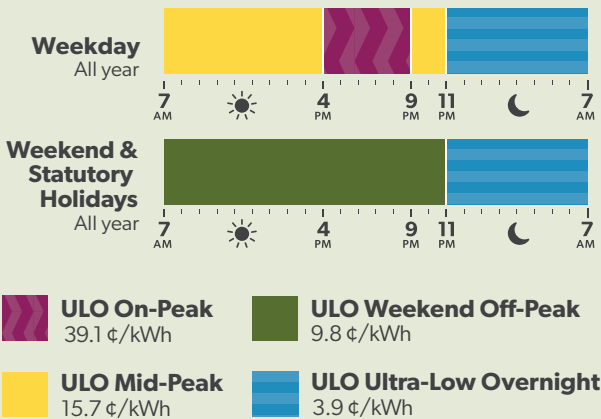
Winter electricity pricing charts

Effective November 1, 2025, the Ontario Energy Board (OEB) has set new TOU, Tiered and ULO prices for residential and small business customers on the Regulated Price Plan and raised the Ontario Electricity Rebate to 23.5 per cent. The winter TOU hours and winter Tier threshold of 1,000 kWh for residential customers are in effect from November 1, 2025, to April 30, 2026. The ULO hours remain consistent year-round.

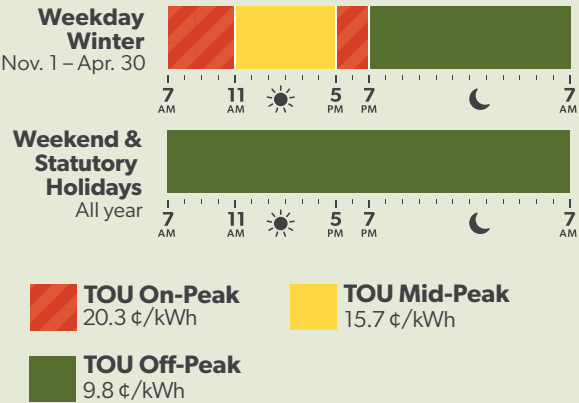
For current electricity prices in your area, visit: AlectraUtilities.com/Rates

Learn how to change your price plan at: AlectraUtilities.com/CustomerChoice

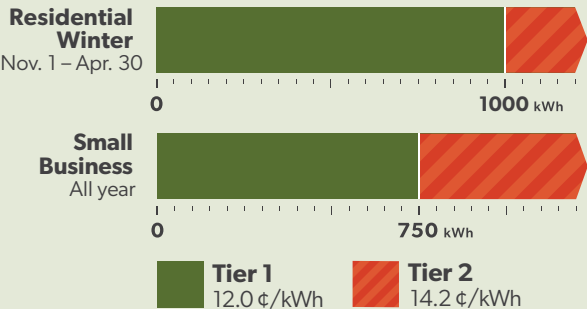
Ultra-Low Overnight (ULO) Pricing



Winter Time-of-Use (TOU) Pricing



Winter Tiered Pricing



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

