

alectraNews

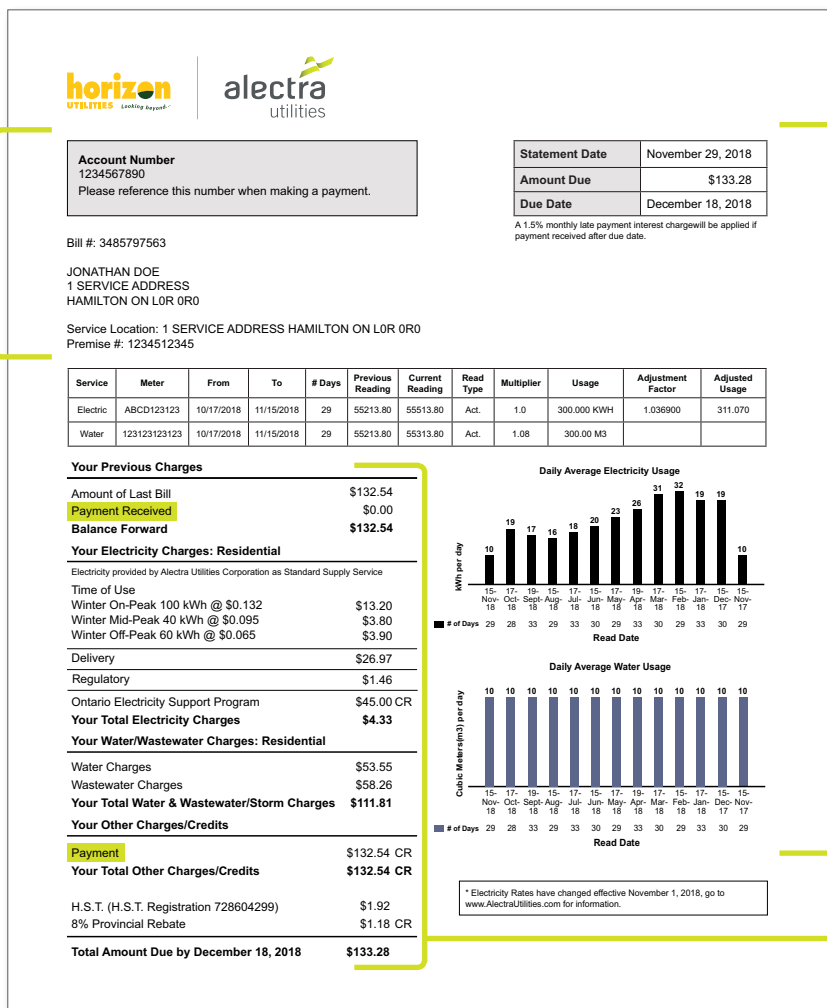
In this issue - important changes are here

- Your monthly statement has a new look and new account number to serve you better
- Introducing the new Alectra Utilities My Account web service
- Welcome to the Alectra family, Guelph and Rockwood!
- April is Dig Safe Month - Call before you dig!
- Let's stay connected
- We're working hard to be your energy ally

Your monthly statement has a **new look** and **new account number** to serve you better

About you:

- **Account Number** - Account numbers have changed for all Alectra Utilities (formerly Horizon Utilities) customers. Use this number for inquiries and payments. If using online or telephone banking, please continue to make your payment to Horizon Utilities.
- **Bill Number** - a unique identifier of a specific bill. It is not your account number to be used when making a payment
- **Name of Account Holder and Mailing Address**
- **Service Location and Premise Number** - the address we deliver electricity to and its unique identifier



Account Number
1234567890
Please reference this number when making a payment.

Statement Date November 29, 2018
Amount Due \$133.28
Due Date December 18, 2018

Bill #: 3485797563
JONATHAN DOE
1 SERVICE ADDRESS
HAMILTON ON L0R 0R0
Service Location: 1 SERVICE ADDRESS HAMILTON ON L0R 0R0
Premise #: 1234512345

Service	Meter	From	To	# Days	Previous Reading	Current Reading	Read Type	Multiplier	Usage	Adjustment Factor	Adjusted Usage
Electric	ABCD123123	10/17/2018	11/15/2018	29	55213.80	55513.80	Act.	1.0	300.000 KWH	1.036900	311.070
Water	123123123123	10/17/2018	11/15/2018	29	55213.80	55313.80	Act.	1.08	300.00 M3		

Your Previous Charges

Amount of Last Bill	\$132.54
Payment Received	\$0.00
Balance Forward	\$132.54

Your Electricity Charges: Residential

Winter On-Peak 100 kWh @ \$0.132	\$13.20
Winter Mid-Peak 40 kWh @ \$0.095	\$3.80
Winter Off-Peak 60 kWh @ \$0.065	\$3.90
Delivery	\$26.97
Regulatory	\$1.46
Ontario Electricity Support Program	\$45.00 CR
Your Total Electricity Charges	\$4.33

Your Water/Wastewater Charges: Residential

Water Charges	\$53.55
Wastewater Charges	\$58.26
Your Total Water & Wastewater/Storm Charges	\$111.81

Your Other Charges/Credits

Payment	\$132.54 CR
Your Total Other Charges/Credits	\$132.54 CR
H.S.T. (H.S.T. Registration 728604299)	\$1.92
8% Provincial Rebate	\$1.18 CR
Total Amount Due by December 18, 2018	\$133.28

Daily Average Electricity Usage

Read Date	Usage (kWh per day)
Nov-18	10
Nov-17	19
Nov-16	17
Nov-15	16
Nov-14	18
Nov-13	20
Nov-12	23
Nov-11	26
Nov-10	31
Nov-9	32
Nov-8	19
Nov-7	18
Nov-6	10

Daily Average Water Usage

Read Date	Usage (Cubic Metres per day)
Nov-18	10
Nov-17	10
Nov-16	10
Nov-15	10
Nov-14	10
Nov-13	10
Nov-12	10
Nov-11	10
Nov-10	10
Nov-9	10
Nov-8	10
Nov-7	10
Nov-6	10

* Electricity Rates have changed effective November 1, 2018, go to www.alectrautilities.com for information.

About this statement:

- **Statement Date, Amount Due and Due Date** of your current bill
- Meter and meter reading details with bill period usage information
- Daily Average Electricity and Water Usage charts

About the statement breakdown:

- With the transition to the new look bill, your first bill will show two Payment lines. **Please refer to the second Payment line for the actual amount of all payments received since your last billing. Going forward, your payment will be shown on the top portion of the bill.**
- Electricity charges for this statement period including delivery and regulatory charges, taxes, credits and rebates
- Water and wastewater charges, if Alectra is your municipal water biller

On the back page:

- How to contact us
- Definitions of charges

Over the next few months, you may find that your bill usage period is shorter or longer than normal. If you have any questions about your bill, please contact Customer Service by phone at 1-866-458-1236 or email at HorizonCS@alecrautilities.com. We are here to help!

Introducing the new Alectra Utilities My Account web service



You are invited to sign up for the Alectra Utilities My Account. If you were previously registered for the Horizon Utilities online portal, your account has been automatically transferred to the new Alectra My Account. You can log in with your email address, your new Alectra account number, or your Horizon Utilities username.

Our My Account ebilling solution provides you with a fast, easy and secure way to access your bills and track your payments online. Simply say “Yes” to ebilling on the sign-up form at alectrautilities.com/myaccountsignup.



Do you have a pre-authorized payment plan or use online banking? No action is required, your account number will transition automatically. For more important updates about your Alectra Utilities account, please visit alectrautilities.com/accountchanges.

Welcome to the Alectra family, Guelph and Rockwood!

We're proud to announce that Alectra Utilities merged with Guelph Hydro on January 1, 2019. As Canada's largest municipally-owned electric utility, we now serve over one million homes and businesses in 17 communities within Ontario's Greater Golden Horseshoe area, including Guelph and Rockwood. Guelph will be home to Alectra's Southwest Ontario operations hub staffed with local powerline crews, as well as the new Green Energy & Technology Centre (GRE&T Centre) for research and development. Learn more about the merger and the GRE&T Centre at alectrautilities.com.



Paying your Alectra Utilities bill online? Remember to select your former utility (e.g. Horizon Utilities) as the payee.

April is Dig Safe Month - Call before you dig!

The month of April is officially Dig Safe Month, right around the time when the ground begins to thaw. If you're planning any yard work that requires digging, have a FREE underground cable locate done by **Ontario One Call**. They will notify the utilities with underground facilities in your area. Any buried electrical cables, gas lines, Internet or telephone wires on your property will be clearly marked before you dig. To request a locate, call Ontario One Call 24/7 at **1-800-400-2255** or submit an e-ticket at on1call.com at least five business days prior to digging.



Outage in your area? Visit alectrautilities.com, select your community at the top, and click the “See Current Outages” button.



The Ontario Energy Board approved Alectra Utilities' 2019 distribution rates on January 24, which were implemented on February 1, 2019. Alectra (formerly Horizon Utilities) customers will see a reduction of \$1.71, or 1.55 per cent, on an average monthly residential bill (750 kWh of consumption). Visit alectrautilities.com/rates3 for more information.

Let's stay connected

Stay up to date by visiting the Alectra Blog at alectrautilities.com/blog. Our recently refreshed blog site provides timely stories about energy conservation, safety, innovation, community, environment, and more.

For more Alectra Utilities news at your fingertips, click the social media icons on our website to follow us:

- Check out our video library on **YouTube**.
- See what our crews are up to on **Instagram**.
- Follow us on **Twitter** to get outage updates.
- Like us on **Facebook** for energy conservation tips and more.
- Connect with us on **LinkedIn** for company news.



We're working hard to be your energy ally



At Alectra Utilities, we're continuously investing in electrical infrastructure improvements that support growth and provide safe, reliable and sustainable power for homes and businesses in the communities we serve. In 2019, we're planning to invest approximately \$260 million in the Alectra grid across our service territory, including the installation of over 750 new wood poles and the renewal of approximately 213 kilometres of electrical cable. We're committed to delivering value, service and reliability to you. Learn more about our investment in your community at alectrautilities.com.



Contact us
alectrautilities.com
1-866-458-1236

