



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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## We're here to help

We understand that sometimes it's hard to make ends meet, especially during this time of uncertainty. If you're struggling to pay your electricity bill, you may be eligible for a one time, on-bill credit through the new **COVID-19 Energy Assistance Program (CEAP)**. Visit [AlectraUtilities.com/GuelphAssistance](https://www.alectrautilities.com/GuelphAssistance) to learn more about CEAP and other support programs such as the **Ontario Electricity Support Program**, and the **Low-income Energy Assistance Program**. To be connected with these programs or determine a flexible payment plan that works for you, contact Customer Service at **519-822-3010** for assistance.

## Alectra's 2019 Annual Sustainability Report

We are pleased to share with you Alectra's 2019 Annual Sustainability Report, which highlights our commitment to social responsibility, environmental accountability and economic efficiency. This year's report, **Discovering the Possibilities**, details company initiatives that have contributed to Alectra's ongoing success. At Alectra, we are continually building on our sustainability commitments, delivering impressive results for our customers, shareholders and communities, all while remaining your trusted ally in the rapidly changing world of energy. You're invited to read the full report at [Alectra.com/SustainabilityReport](https://www.alectra.com/SustainabilityReport).



*Beware of scammers! If you get a suspicious call about your Alectra Utilities account, hang up and call us at **519-822-3010**.*



*Go to [AlectraUtilities.com/ReportOutage](https://www.alectrautilities.com/ReportOutage) to report a power outage, hazard, electrical emergency, or damage to Alectra Utilities equipment.*



*It was another record-setting hot summer in Ontario with heat warnings and temperatures above 30°C. Your summer electricity bills may be higher too, especially for those who use air conditioning. For energy-saving tips to help lower your costs, visit [AlectraUtilities.com/Tips-Resources](https://www.alectrautilities.com/Tips-Resources).*

## COVID-19 Recovery Rate for time-of-use customers

The Government of Ontario implemented the COVID-19 Recovery Rate to help provide consumers with more stability. From June 1 to October 31, 2020, households, farms and small businesses who pay time-of-use (TOU) electricity rates will be charged 12.8¢/kWh around the clock.

The government also announced that starting November 1, 2020, customers will be able to choose an electricity plan that best suits their needs, with the option of either TOU rates or tiered pricing, which provides a set rate for electricity up to a certain level of consumption. More information is coming soon.



**12.8**  
CENTS/KWH  
ALL DAY  
EVERY DAY

## Thank you for switching to paperless ebilling

We'd like to thank everyone who switched to paperless ebilling and helped us reach our goal of donating \$100,000 – 300,000 meals – to local food banks. For every customer who switched, Alectra Utilities donated 18 meals to food banks in your communities.

It's not too late to participate! Help us donate another \$100,000 to our food banks when you switch to paperless ebilling by **November 30, 2020**. Follow these easy steps:

1. Create an online account login at [AlectraUtilities.com/GuelphRegister](https://www.alectrautilities.com/GuelphRegister)
2. Register with your account number and email address.

All you need is a copy of your most recent Alectra bill to sign up.



Want to avoid higher than normal bills caused by air conditioning in the summer or electric heating in the winter? Make budgeting easier! Sign up for an **Equal Payment Plan** to pay the same amount every month. Get started at [AlectraUtilities.com/GuelphPayment](https://www.alectrautilities.com/GuelphPayment).

## Supporting our communities during COVID-19



Since the early stages of the pandemic, Alectra has taken immediate action to support our communities. Some of our donations to date include:

- 16,800 N95 particulate respirator masks to area hospitals;
- Over \$350,000 to food banks across eight communities to help address the challenges they're facing;
- \$273,000 to local United Way chapters to help provide relief in the 17 towns and cities in our service territory.

Alectra proudly gives back to ensure our communities have the support and resources they need to thrive. For more information on Alectra's community involvement, please visit: [Alectra.com/Community-Support](https://www.alectra.com/Community-Support).



It's not too late to change your pool pump. Get a **\$400 rebate** with the **Save on Energy Poolsaver Program** for making the switch to an energy efficient variable-speed pump. Available for 2020 only, while quantities last. Visit [AlectraUtilities.com/Poolsaver-Program](https://www.alectrautilities.com/Poolsaver-Program).

## Ontario's System-Wide Electricity Supply Mix: 2019 Data

The system-wide supply mix is the combination of power sources that are used to generate the electricity consumed in Ontario. The table on the right discloses the system-wide electricity supply mix data for 2019, which was published by the Ontario Energy Board on June 18, 2020.

\* Includes Lennox Generating Station, dual fuel (natural gas/bioenergy) consistent with the Independent Electricity System Operator (IESO).

\*\* IESO's embedded generation data set merges biomass and gas.

\*\*\* Non-Contracted represents a variety of fuel types that the IESO is unable to categorize due to a lack of information from Local Distribution Companies (LDCs).

Note: Figures may not add to 100% due to rounding.

Electricity Sources	Ontario's Electricity Mix
Nuclear Energy	58.2%
Water Power	24.0%
Natural Gas*	6.1%
Wind	8.2%
Solar PV	2.4%
Bioenergy**	0.5%
Non-Contracted***	0.6%

## Your safety is our top priority

Now that our field operations have resumed normal service, we are working to catch up with capital projects, new service connections and upgrades.

If you see Alectra Utilities crews working in your neighbourhood, please stay outside of the orange cones put in place to keep you safe.

For more electrical safety tips at home and work, visit [AlectraUtilities.com/Safety](https://www.alectrautilities.com/Safety).



Contact us  
[alectrautilities.com](https://www.alectrautilities.com)  
519-822-3010

