



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

In this issue

- Help shape the future of energy: Complete our new rate survey for a chance to win up to \$1,500 in prizes
- Keep your meter accessible during winter
- Thank you for supporting food banks by going paperless
- Report outages 24/7 on our online web chat
- Download kids' worksheets for teachers & parents
- AlectraCARES Community Support program updates
- Now available: 2023 Corporate Scorecard
- Overdue bills? We're here to help
- Farm stray voltage awareness for farmers
- Do you know how to change your price plan online?
- View the winter electricity pricing charts

Complete our new rate survey, win up to \$1,500 in prizes

As we prepare to update our long-term investment plan, and establish the rates you pay and the services you receive for 2027–2031, we need your input. Have your say so we can continue to improve our infrastructure reliability and outage restoration time, manage the growing demand for electricity (such as EVs and heating), and maintain resilience during more frequent extreme weather.

You'll also get the chance to win \$1,500 in free electricity, applied as a credit directly to your account for residential or small business customers, or a team breakfast or lunch valued at \$500 for large business customers.

Access the survey at: AlectraUtilities.com/Survey

**Your voice matters.
Help shape the
future of energy.**



As winter storms begin, use our 24/7 live web chat to get updates about an outage:
AlectraUtilities.com/Report-Outage



Electricity for kids: Download fun, educational worksheets! Visit: AlectraUtilities.com/Teacher-Resources



As 2024 comes to an end, thank you for your involvement in **AlectraCARES** this year, including our survey on important causes. In response, we've updated our 2025 program with your feedback. Learn more at Alectra.com/AlectraCARES. Happy holidays to all our customers!

Thank you for going paperless and supporting our local food banks

We'd like to thank everyone who turned their paper bills into nutritious food for families in need. By switching to ebilling, you helped us reach our goal of donating another 100,000 healthy meals to **Feed Ontario** at a time when food banks are facing record demand, as reported by **Toronto Star**. Haven't made the switch to paperless billing? It's easy:

- Register for MyEnergy View at: AlectraUtilities.com/GuelphPaperless
- Click on the **Ebilling Options** link and follow the steps to enrol.

By going paperless, you'll have safe, convenient online access to your electricity bills.

You can opt-in to receive a PDF of your Alectra Utilities monthly statement by email, or a monthly email notification when your bill is ready to view securely online.



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 2023 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)



Overdue bills? We're here to help

Even if you're behind on payments this winter, it's important to remember that you're still in control.

Set up flexible payment arrangements to avoid any disruption in service.

Call us at our dedicated customer payment support number **519-822-3010 (option 5)**, open Monday to Friday, 8:30 a.m. to 4:30 p.m.

Several financial programs are available to help you get back on track, including the **Ontario Electricity Support Program (OESP)**, **Low-income Energy Assistance Program (LEAP)**, **Equal Payment Plan (EPP)** and **Arrears Payment Agreement**.

For more information, visit: [AlectraUtilities.com/GuelphAssistance](https://www.alectrautilities.com/GuelphAssistance)



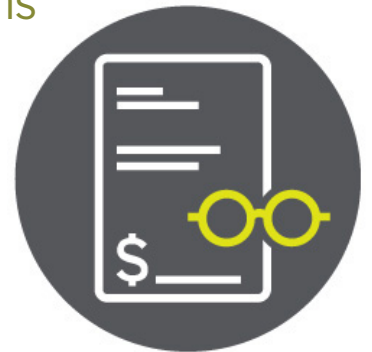
Farmers and farm workers, be aware of farm stray voltages, which are small electrical potentials between metal fixtures or equipment and floor surfaces. Stray voltages could impact an animal's behaviour and disrupt the efficiency of the farming operation. To learn more, or to submit a complaint or inquiry, please review our Customer Response Procedure at: [AlectraUtilities.com/Farm-Stray-Voltage](https://www.alectrautilities.com/Farm-Stray-Voltage)

Change your electricity price plan online: See 3 options

If you're a residential or small business customer, you can choose to switch between three electricity options based on your personal lifestyle: **Time-of-Use (TOU)**, **Tiered** and **Ultra-Low Overnight (ULO)**. Here's how:

- Sign up for or log into MyEnergy View / My Account at [AlectraUtilities.com/GuelphRegister](https://www.alectrautilities.com/GuelphRegister) to switch your rate option under Billing Optionality; or
- Submit a Rate Option Selection form online or by email. The form is available at: [AlectraUtilities.com/GuelphChoose](https://www.alectrautilities.com/GuelphChoose)

If you change your plan, you can decide to switch back at any time. To continue with your current price plan, no action is required. Visit [AlectraUtilities.com/GuelphChoose](https://www.alectrautilities.com/GuelphChoose) to learn more about choosing your rate option.

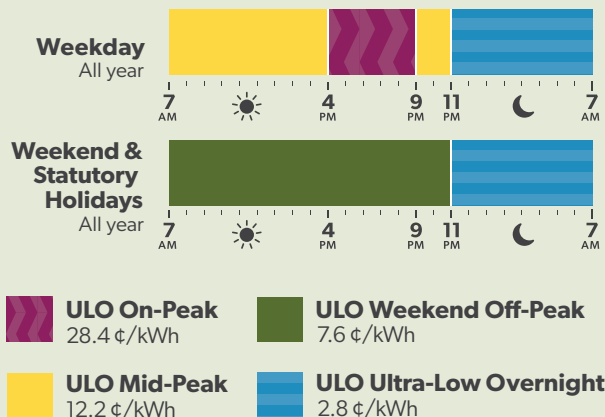


Winter electricity pricing charts

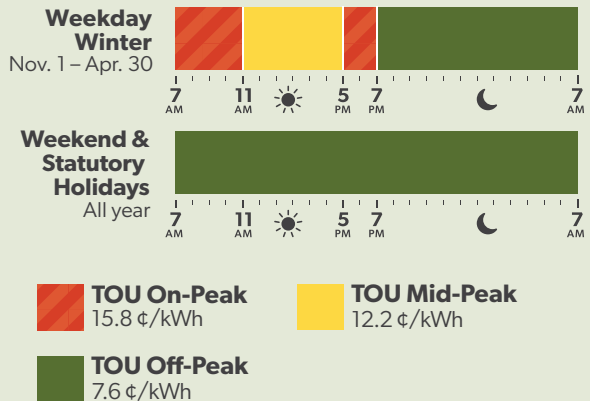
Effective November 1, 2024, the Ontario Energy Board (OEB) has set new TOU, Tiered and ULO prices for residential and small business customers on the Regulated Price Plan and lowered the Ontario Electricity Rebate to 13.1 per cent. The winter TOU hours and winter Tier threshold of 1,000 kWh for residential customers are in effect from November 1, 2024, to April 30, 2025. The ULO hours remain consistent year-round.

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

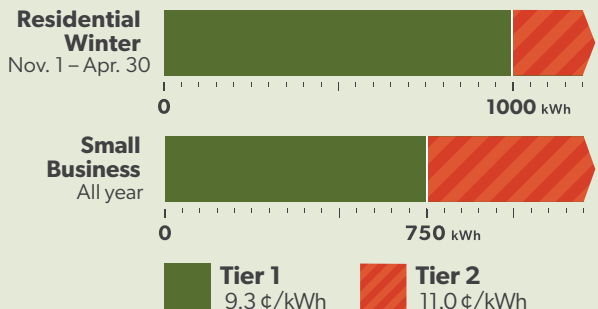
Ultra-Low Overnight (ULO) Pricing



Winter Time-of-Use (TOU) Pricing



Winter Tiered Pricing



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

