



# 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)

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## Meter replacements for customers this year

Did you know Alectra routinely inspects and replaces customer meters as part of our maintenance and compliance programs? In 2024, Alectra will be replacing more than 30,000 meters that are aged or scheduled for testing. Your meter is typically located at the side of your building and keeps track of electricity use.

**Ensure our Meter Technicians can safely access your meter!** Keep the area clear of pets, debris, vegetation, furniture, siding and building materials.



**Does your bill seem high this month?** It could be increased air conditioning. Stay cool without breaking the bank: Use fans to circulate air, close curtains during the day, and use A/C and appliances during off-peak times. **Get more tips** to save energy and money this summer and **watch our new video**.



## Summertime safety tips for kids and parents

1. **Don't fly toys near power lines.** Keep kites, balloons, remote control helicopters, drones and other airborne toys well away.
2. **Electrical equipment is not safe for play.** Don't play on the ground-mounted green transformer boxes in yards or parks, and never climb utility poles.
3. **Check before climbing trees.** Look carefully for hidden power lines covered by branches and leaves, and avoid these trees.
4. **If you see a downed power line,** don't touch it. Stay back at least 10 metres or 33 feet – about the length of a school bus – to avoid a dangerous shock, and call 9-1-1.

Have a safe and happy summer!



**Keep yourself safe from scammers.** Never disclose any personal information, including your credit card, bill or account number. **See more tips to avoid scams.**



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



**Do you own an EV, or thinking about buying one?** Learn where you can charge up for a long road trip this summer! Public charging stations for electric vehicles can be found at malls, restaurants, office buildings, gas stations and more. Visit [PlugShare.com](https://www.plugshare.com) or [ChargeHub.com](https://www.chargehub.com) to find charging locations near you, and **get more info about EVs**.

## Dig safe! Call or click to get a free underground cable locate

It's summer, which means you might have new outdoor projects in mind. Are you building a deck or fence? Putting in a pool? Planting a tree or digging a new garden? Stay safe and avoid the severe consequences of hitting a buried electrical line, from costly repairs to injuries. Remember to contact Ontario One Call first to have a FREE underground cable locate done. Here's how:

**Step 1:** At least five days before you dig, submit a locate request at [OntarioOneCall.ca](https://OntarioOneCall.ca) or 1-800-400-2255.

**Step 2:** Locators from each utility with underground infrastructure in your area will come to mark the buried lines and cables.

**Step 3:** Dig safely. Respect the marks and follow the instructions that are provided.



## Help with overdue bills: You might be eligible for programs now

We understand that unexpected challenges may impact your ability to keep your Alectra bill up to date. We have several payment assistance programs: the Ontario Electricity Support Program, Low-income Energy Assistance Program, Equal Payment Plan and Arrears Payment Agreement. If we've tried reaching out to you, it's vital that you contact us immediately to 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., to make a payment and set up a flexible payment plan. For more information, visit: [AlectraUtilities.com/GuelphAssistance](https://AlectraUtilities.com/GuelphAssistance)



**2024 investments in your city:** Alectra invests almost \$300 million into our electrical grid each year. Check out the upgrades in [our new capital construction plan](#). We're also committing \$1.3 million to grassroots organizations through AlectraCARES: [See our current list](#) and get involved where you live.

## Power is personal: Learn how to choose your electricity price plan

If you're a residential or small business customer, you can choose to switch between 3 electricity options depending on your personal lifestyle: Time-of-Use (TOU), Tiered and the new Ultra-Low Overnight (ULO) plan, which may be right for EV users who charge at home at night. Here's how:

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

### Summer electricity pricing charts: Time-of-Use, Tiered & Ultra-Low Overnight

The summer TOU hours and summer Tier threshold of 600 kWh for residential customers are in effect from May 1, 2024, to October 31, 2024. The ULO hours remain consistent year-round. Prices remain unchanged, and the Ontario Electricity Rebate is 19.3 per cent.

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

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

**Weekday Summer**  
May 1 – Oct. 31



**Weekend & Statutory Holidays**  
All year



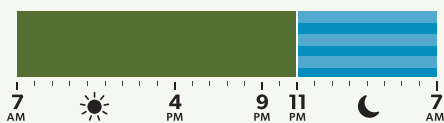
**TOU On-Peak** 18.2 ¢/kWh **TOU Mid-Peak** 12.2 ¢/kWh **TOU Off-Peak** 8.7 ¢/kWh

#### Ultra-Low Overnight (ULO) Pricing

**Weekday**  
All year



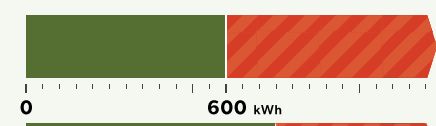
**Weekend & Statutory**  
All year



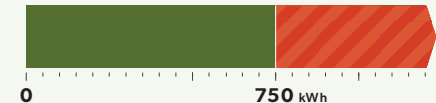
**ULO On-Peak** 28.6 ¢/kWh **ULO Weekend Off-Peak** 8.7 ¢/kWh  
**ULO Mid-Peak** 12.2 ¢/kWh **ULO Ultra-Low Overnight** 2.8 ¢/kWh

#### Summer Tiered Pricing

**Residential Summer**  
May 1 – Oct. 31



**Small Business**  
All year



**Tier 1** 10.3 ¢/kWh **Tier 2** 12.5 ¢/kWh



Contact us  
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519-822-3010

