

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

BILLING

SAFETY

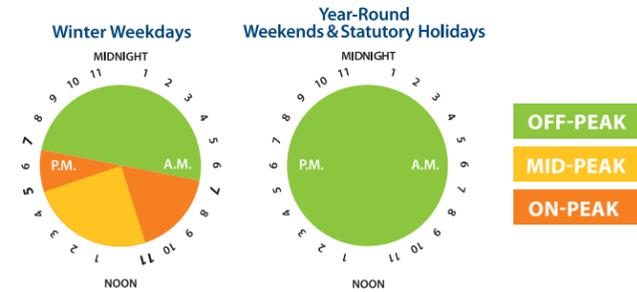
ONTARIO'S SYSTEM-WIDE ELECTRICITY SUPPLY MIX: 2018 DATA

Electricity Retailing – Disclosure to Consumers, O. Reg. 416/99, requires retailers to disclose to consumers the Ontario system-wide electricity supply mix in the manner established by the Ontario Energy Board. The Board's Directive for the Disclosure of Information to Consumers by Electricity Retailers under Ontario Regulation 416/99 prescribes the manner and timing requirements for this disclosure. The Directive applies to all retailers, including distributors that provide standard supply service.

Under O. Reg. 416/99 the Ministry of Energy is responsible for providing Ontario's electricity supply mix data for electricity suppliers. The following label discloses the system-wide electricity supply mix data for 2018. This data must be used by electricity suppliers for the purposes of complying with the disclosure obligations of O. Reg. 416/99 and the Directive. This data should be considered current until further notice.

TIME-OF-USE

PROVINCIAL TIME-OF-USE WINTER RATE PERIOD IN EFFECT NOVEMBER 1, 2019 - APRIL 30, 2020



ELECTRICITY FACTS

ELECTRICITY SOURCES	ONTARIO'S ELECTRICITY MIX
Nuclear Energy	58.4%
Water Power	23.9%
Natural Gas*	06.2%
Wind	08.0%
Solar PV	02.3%
Bioenergy**	00.5%
Non-Contracted***	00.8%

* Includes Lennox, dual fuel (ng/bio) consistent with 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.

YOUR OPINION MATTERS: Your utility's annual Customer Service Telephone Survey is underway. FortisOntario has UtilityPULSE contacting a sample group for each of its utilities. This survey provides valuable insight into what matters most to our customers and supports future enhancements. We thank our customers who participate.

Your Safety Minute

SAFETY RECOGNITION DAY

FortisOntario's Health Safety & Environment department hosted its annual Safety Recognition Day at each of the FortisOntario locations in June and July. Scott Hawkes, President and Chief Executive Officer, and other Executive Team members were on hand to meet with employees and deliver their views on the importance and achievements in the area of Health, Safety and Environment. Attendees enjoyed an interesting and engaging presentation from keynote speaker, Rob Ellis, who lost his young son David to an industrial accident that occurred on his second day on the job. Rob challenged the attendees to identify aspects that are important to them such as coaching, communication, safety, stress, and family and asked for a commitment to continuously improve health and safety performance.



LEGISLATION CORNER

DID YOU KNOW THERE ARE NEW CUSTOMER SERVICE RULES FOR ELECTRIC UTILITIES?

The Ontario Energy Board has issued new customer service rules to electricity utilities and unit sub-meter providers. Utilities have until July 1, 2019 and March 1, 2020 to comply with these new changes. Some of the changes will affect:

- Security Deposits
- Billing and Payments
- Non-Payment Charges, and more.

For further details regarding these new customer service rules, please visit the link below:

www.oeb.ca/newsroom/2019/oeb-issues-new-customer-service-rules-strengthen-consumer-protection

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FALL | WINTER 2019



CANADIAN NIAGARA POWER INC. A FORTIS ONTARIO COMPANY

Eastern Ontario Power A FORTIS ONTARIO COMPANY



making connections

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

IN YOUR COMMUNITY

ALGOMA POWER TO MEET ELECTRICITY NEEDS IN TOWNSHIP OF DUBREUILVILLE

On August 8, 2019, Algoma Power Inc (API) closed the transaction to purchase the electricity distribution assets from Dubreuil Lumber Inc. Following this transaction, API assumes a permanent role as operator of the electricity distribution in the Township of Dubreuilville.

This follows over 2 years of API being appointed as the interim operator of the distribution system by the Ontario Energy Board. Algoma Power looks forward to serving the Township of Dubreuilville residents in delivering safe and reliable electricity.



YOUR VOICE COUNTS AT YOUR UTILITY

Your utility has heard your requests in wanting easy access to account information, easy payment options, and outage information 24/7.

Soon we will be unveiling our helpful and easily accessible customer information features. Based on your feedback our new self-help portal will allow you to:

- Receive monthly bills securely, emailed directly to you, or access your bill at our new self-help portal;
- Pay your bill online through your financial institution;

- Access your billing and consumption information 24/7; and,
- Text notifications about outages affecting you.

You can access these new features through your desktop or our new free mobile app. To keep it easy for our customers, only one log in will be required to access the new self-help portal.

Text based outage notifications can be added upon request, outside of the self-help portal.

For our customers who enrolled in our current online services (My Hydro Eye, e-billing) your utility will automatically transfer you to its new self-help portal and provide you with instructions once this occurs.

This new portal is based on customer requests. Watch for even more customer friendly options coming in 2020.

Anyone currently not enrolled or simply wishing to update their contact information are encouraged to contact your utility.

TO REPORT A POWER OUTAGE OR A FALLEN LINE CALL OUR 24 HOUR EMERGENCY SERVICE:

Canadian Niagara Power:
 Fort Erie & Port Colborne 1.844.501.9473 (WIRE)
 Eastern Ontario Power 1.844.601.9473 (WIRE)
 Algoma Power 1.844.901.9473 (WIRE)



LIKE YOUR UTILITY'S FACEBOOK PAGE and stay informed about what is happening in the electric industry, programs, funding, and contests.



THE BEST WAY FOR YOU TO ACCESS INFORMATION when larger unplanned outages occur — follow your local utility: @APIpower, @CNPPower, @EOPpower

fortisontario.com

cnpower.com | easternontariopower.com | algomapower.com

HAVE YOU PREPARED YOUR HOME FOR AN ENERGY-SAVING WINTER?

At this time of year, we know winter is fast on its way. Here are 9 great ways to help get your home ready to keep the heat in, and the frost out:

1. ELIMINATE DRAFTS AND LEAKS.

Inexpensive weather stripping will help seal your doors and windows against winter. To check for leaks, light a couple of incense sticks and walk around your home on a cold, windy day, close to outside windows and doors. If the incense sticks glow or the smoke from them moves, you may need to install new weather stripping in those areas.

2. SIMPLE FIX. Electric wall plugs and switches on outside walls can let a lot of cold air in, too, but are even easier to fix. Go to your local hardware store for simple-to-install, pre-cut foam gaskets that fit behind the switch plate.

3. CHECK YOUR ATTIC. If your home is more than 10 years old, it may not be up to current standards of energy efficiency. If you have less than 150 mm (15 cm) of insulation in the attic, you should install more.

4. HELP YOUR HEATER. Replace your heater's air filter as recommended by the manufacturer. A clean filter will help your heater work better, use less energy and last longer.



5. REPLACE YOUR FURNACE. If it's time to replace your heating and cooling system, look for an ENERGY STAR-certified model: it could help you save up to \$325 a year in heating and cooling costs.

6. LIGHT THE WAY WITH LEDS. Winter means more hours of darkness, but with ENERGY STAR-certified LED light fixtures and bulbs, you can keep your indoor and outdoor lights on without worrying about increased energy costs.

7. PROGRAM YOUR HOME. Install a programmable thermostat and set it to 20°C (68°F) when you're home and 16 to 18°C (61°F to 64°F) while you're asleep or at work. For every degree lower you turn down your thermostat, you'll save up to 3% on heating costs.

8. WRAP YOUR TANK. A blanket around your electric hot water tank can help save you anywhere from four to nine per cent on your water-heating costs.

9. CLOSE YOUR CURTAINS. Simple but effective; closing your curtains at night helps keep warm air where you want it: inside. Opening them during the day allows the sun to heat up your house without costing you money.

E-BILLING: Signing up for e-billing will get your bill to you faster than any other delivery method available. For our Snowbirds and Travellers - signing up for e-billing is an easy way to receive your bills no matter where you are in the world.

EVER WONDER HOW YOUR UTILITY RESTORES POWER AFTER A SIGNIFICANT WEATHER EVENT?

After a storm, our focus is to restore power as safely and as quickly as possible. Efforts are directed to:

- Restore power to the largest number of customers as safely and as quickly as possible.
- Priority is to repair power plants, damaged distribution lines and substations. These are essential to providing electrical service to all of our customers.
- Prioritize to restore power to critical facilities such as hospitals, police, ambulance and fire stations, and water treatment plants. Consideration to community needs: grocery stores, pharmacies, gas stations and other needed community services when an outage is prolonged.
- Other Considerations: Unfortunately, storm damage can affect main power lines, individual power lines or both. Your individual power line could be damaged or your home could be on a different main power line than your neighbour's home. Your home may also need internal electrical repairs before you can receive service.

Our customers can help in so many ways:

- Stay safe by staying away from damaged areas and ANY downed wires.
- Help us keep our phone lines open for emergency calls and only contact us to report a downed power line or other emergency.
- When driving, please clear the way for our utility trucks. This little thing really helps.
- When you see us working in your neighbourhood, please let our crews work. Asking questions slows restoration down for everyone and may change a workers focus; they need to remain safe and focused at all times.
- Keep debris, garbage and piles of any sort away from utility poles, transformers and meters — this helps us to work quicker by accessing our equipment with ease.

Afford
Ability
Fund™

Ontario

YES!

We can help ease what you spend on electricity For good!



If energy-saving upgrades are out of reach, we're here to help.

Your local electric utility and community services are working together to help you improve your home's energy efficiency with free energy-saving upgrades.

You may qualify for free energy-saving products, including:



ENERGY STAR® certified LEDs



ENERGY STAR® certified appliances



Insulation and weatherstripping

Spend less, save more!



All you need to do is let us know you need to reduce your electricity bill. Whether you rent or own, live in a house or an apartment, you are eligible.

Three ways we may be able to help:

- 1 Receive a Home Energy Kit with products which may include ENERGY STAR® certified light bulbs, a power bar and/or faucet aerators, along with energy-saving tips.
- 2 Receive a visit from a Home Energy Advisor. They'll create an Energy Plan for you and can arrange for ENERGY STAR® certified products and appliances.
- 3 If your home is heated electrically, you'll receive all the benefits listed above, plus you may qualify for home insulation and/or an ENERGY STAR® certified heat pump.

Visit AffordAbilityFund.org Or call: 1-855-494-FUND

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