



CANADIAN NIAGARA POWER INC.
A FORTIS ONTARIO COMPANY

Eastern Ontario Power
A FORTIS ONTARIO COMPANY

Algoma Power Inc.
A FORTIS ONTARIO COMPANY



SPRING/SUMMER 2023

making connections

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

IN YOUR COMMUNITY

MANY CUSTOMERS HAVE ENROLLED IN E-BILLING



Our 2022 e-billing campaign was a success! Collectively we now have over 26,000 customers enrolled. FortisOntario offered the chance to win a brand-new KIA Sportage Hybrid Vehicle to all customers who enrolled in 2022.

Congratulations to Algoma Power Inc's customer, Nicole Doucet, who was the lucky winner!

2022 UNITED WAY CAMPAIGN WAS A SUCCESS

FortisOntario "FON" companies held another successful campaign in 2022 with approximately \$62,000.00 contributed. This was accomplished through our employees' generous donations and matched by FON.



United Way

E-BILLING BENEFITS

Your utility continues to promote ebilling in its effort to lessen its carbon footprint by reducing paper and the transportation of mail. Other benefits of being registered in the portal/being on ebilling are:

- View and pay your bills from a single log-in;
- Have more time between receipt of your bill and when it is due;
- View detailed daily, weekly, or monthly consumption;
- Compare your consumption with other periods;
- Change between TOU and Tiered rates;
- Update your phone number and/or email address
- Access on-line forms (Stop Service/Move Out, Transfer Service; Pre-authorized Debit enrollment or cancellation)

To register for e-billing, visit your utility's website today



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

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

BILLING

YOUR UTILITY HAS DEVELOPED 24/7 SELF-SERVE OPTIONS FOR ITS CUSTOMERS THROUGH ITS PORTAL, WHICH NOW INCLUDES ON-LINE FORMS. WE ARE AVAILABLE TO ASSIST BY TELEPHONE, EMAIL, AND CHAT VIA OUR WEBSITE DURING REGULAR BUSINESS HOURS.

TAX TIME DOCUMENTATION Did you know you can access your bills online at tax time. You will have access to your invoice PDF'S that can be emailed to your accountant or printed at any time. Register for e-billing at your utilities website today.

OPENING AND CLOSING ACCOUNTS Your Utility requires a minimum of 7 days notification of any account changes.

IN OUR BUSY WORLD, MAKE SURE TO NEVER MISS A DUE DATE AGAIN AND NOT GET CHARGED LATE FEES Why not sign up for Pre-Approved Debit? Contact your utility today!

EQUAL PAYMENT PLAN Your utility offers an Equal Payment Plan for those who wish to have equal payments throughout the year. It is available for our residential, seasonal, and small general service customers. Contact your utility to learn more.

HAVE YOU PAID A SECURITY DEPOSIT? Deposits will be refunded to designated low-income customers. Please contact your utility for more information

ELECTRONIC COMMUNICATION For customers who have previously provided your utility company with an e-mail address, please be aware that you have agreed to receive electronic information. If you wish to opt out of this option, please contact your utility.

YOUR SAFETY/ENVIRONMENT MINUTE PAD-MOUNTED ELECTRICAL EQUIPMENT

may be utilized to distribute electricity to homes and businesses. This equipment can consist of a locked green metal utility box containing high voltage electrical equipment. Tampering with or attempting to open this equipment is extremely dangerous. If you notice damage or evidence of tampering to utility equipment, please notify your local utility.

SAFETY FACT

When working around your home or business you should keep more than 3 metres away from energized power lines to be safe. Immediately call your utility to report any downed wires.

CALL BEFORE YOU DIG!
CONTACT ONTARIO ONE CALL TO REQUEST YOUR
FREE LOCATE. ON1CALL.COM • 1-800-400-2255

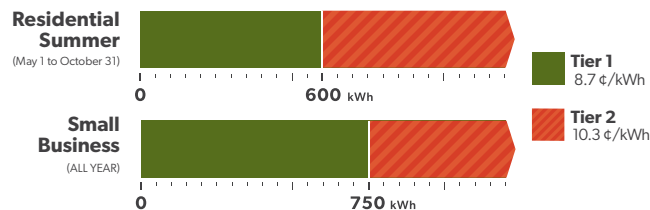
SAFETY

CHANGE IN TIME OF USE HOURS AND TIERED THRESHOLD

On May 1, 2023, summer Time-of-Use (TOU) hours and the change in the Tiered threshold for residential customers under the OEB's Regulated Price Plan (RPP) will take effect and remain in place until October 31, 2023. Electricity prices for both price plans remain unchanged.

Summer Tiered Thresholds Now in Effect

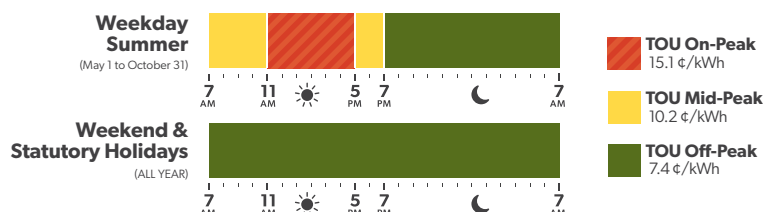
May 1 - October 31, 2023



In Winter, the residential threshold is 1,000 kWh. Small business threshold is 750 kWh year round. Prices remain unchanged.

Summer Time-of-Use Hours Now in Effect

May 1 - October 31, 2023



LEGISLATION CORNER

Ontario Launches New Ultra-Low Overnight (ULO) Electricity Price Plan

The Ontario government is launching its new Ultra-Low Overnight price plan as part of its goal to provide consumers with additional choice and flexibility to manage their energy costs and consumption. Starting May 1, 2023, Ontario LDCs can begin to offer this new optional electricity price plan, with all utilities required to offer it to customers within six months, by November 1, 2023. Your utility will offer this on November 1, 2023.

DISCONNECTIONS FOR NON-PAYMENT WILL COMMENCE ON MAY 1, 2023

Help is available for low-income customers. Please contact the LEAP agency associated to your utility below for more details:

ALGOMA POWER INC:

Sault Ste. Marie area: Algoma District Services Administration Board (705) 842-3370 ext. 200

Wawa/Dubreuilville area: Algoma District Services Administration Board (705) 856-2303 ext. 400

CANADIAN NIAGARA POWER:

Fort Erie: Salvation Army: (905) 871-1592

Port Colborne: Port Cares: (905) 834-3629

CORNWALL ELECTRIC:

United Way Centraide Stormont, Dundas & Glengarry: (613) 932-2051

EASTERN ONTARIO POWER:

Volunteer Centre of St. Lawrence-Rideau: (613) 499-9393 ext. 21