



Date: July 29, 2020

Dear Customer,

The ban on disconnection of residential and low-volume electricity consumers for non-payment is set to expire on July 31, 2020. Throughout the pandemic, Canadian Niagara Power has been working with its customers to manage payments on electric accounts. As your local utility, we understand that you may be facing challenges paying your electricity bill. If this is the case, we encourage you to contact our office and a Customer Service team member will work with you to determine an appropriate payment arrangement.

Residential and small business customers

Canadian Niagara Power is supporting our residential customers who are unable to work, and small businesses that have been forced to close as a result of the COVID-19 outbreak.

Customers seeking financial assistance programs can find information at the following links:

- COVID-19 Energy Assistance Program (CEAP): [OEB CEAP](#)
- Low Income Assistance Program (LEAP): [OEB LEAP](#)
- Ontario Electricity Support Program (OESP): [OEB OESP](#)
- Affordability Fund: [Affordability Fund](#)
- Social Agencies: Please call our office for more information

or by calling directly to our office at **(905) 871-0330** or **(905) 835-0051** for more information and/or to set up payment arrangements.

Large commercial and industrial customers

For large commercial and industrial customers, please contact our office (above) and a Customer Service team member will work with you to determine the best payment arrangement.

Safety is our top priority

At this time, our offices will remain closed to the public. All interactions are managed over the telephone, fax, mail, email, or drop box. Customer Service is available by telephone from 8:00 a.m. – 4:30 p.m. weekdays to support our customer's requirements.

While working in the community, our crews will keep appropriate physical distancing measures with each other when possible. To reduce risk to our employees and customers, we have stopped all planned work that would require an employee to enter a customer's home, including planned meter exchanges. In an emergency where we must enter a customer's home, our employee will wear the necessary personal protection equipment.

Across Ontario, health care, community and government organizations are working hard day and night, and we thank you for the extraordinary efforts to support the province during such a challenging time.

On behalf of the entire leadership team at Canadian Niagara Power you have our commitment to do the best for our employees, customers and the communities we serve.