

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

BILLING

SAFETY

Would you like to know your bill amount as soon as it is available? Enroll in **e-billing** today at your utility's website. You will have your bill, electronically, in your inbox the day following its creation.

IN A WORLD THAT NEVER STOPS, MAKE SURE TO NEVER MISS A PAYMENT DUE DATE AGAIN

Sign up for Pre-Approved Debit by contacting your utility.

EQUAL PAYMENT PLAN (EPP) Why not spread your electric bills over a year with our Equal Payment Plan. It is available for our residential, seasonal, and small general service customers. Contact your utility to learn more.

CALL BLASTS Your Utility often communicates with customers by automated telephone messages to advise of community meetings, contests, initiatives, planned outages, and account status. You may opt out of these messages. If this option is chosen, you will not receive ALL further messages. If you have opted out of a message in error, please contact your utility.

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

WITH OFFICES CLOSED TO WALK IN TRAFFIC Your utility has developed new ways to support its customers by telephone, through its portal, and by email. During business hours, we are just a phone call or email away.

YOUR SAFETY/ENVIRONMENT MINUTE

Flood Safety: When water contacts electrical systems, there is a risk of electric shock that could seriously injure or kill you. If flooding has occurred:

1. Do not enter your basement if the water is above the level of electrical outlets, baseboard heaters or furnace, or is near your electrical panel.
2. Call your local electric utility immediately if the water has risen above outlets, baseboard heaters or your furnace, or is near the electrical panel, arrange for them to disconnect power to your home; and
3. Watch out for downed powerlines in flood-affected areas. If you see one, stay back the length of a school bus (10 metres). Call 9-1-1 and your local electric utility to report it.

STRAY VOLTAGE: is the **varying** amounts of low-level voltage that exists between the earth and electrically grounded farm equipment. At high levels, the voltages cause a threat to the health and behaviour of livestock. If you think Farm Stray Voltage is harming your livestock, please call your local utility for an inspection.



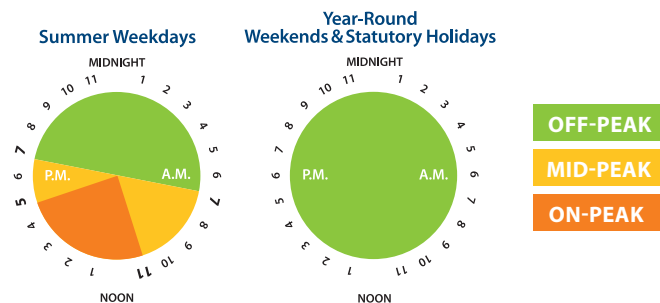
CANADIAN NIAGARA POWER INC.
A FORTIS ONTARIO COMPANY

Eastern Ontario Power
A FORTIS ONTARIO COMPANY



TIME-OF-USE

The provincial Time-of-Use summer rate period is in effect May 1, 2022 – October 31, 2022. For current pricing go to: oeb.ca/rates-and-your-bill/electricity-rates



SPRING CLEANING LEADS TO SAVINGS

Let the sun shine in by cleaning your windows. You will fill your house with more sunlight and use less power for heating.

Spring is an ideal time to change or clean your furnace and AC filters. Doing this will help your furnace run more efficiently.

CHECK OUT YOUR UTILITY'S WEBSITE FOR REGULAR NEWS ABOUT REGULATIONS, RATES, ETC.

LEGISLATION CORNER

CHANGES IN THE ONTARIO ELECTRICITY REBATE (OER) EXEMPTION

"On March 15, 2022, amendments to the General Regulation (O. Reg. 363/16) under the Ontario Rebate for Electricity Consumers Act, 2016 (ORECA) were filed that expand the eligibility criteria for the Ontario Electricity Rebate (OER). These amendments come into effect on July 1, 2022. The amount of the rebate – 17% – is not changing.

Effective July 1, 2022, the eligibility criteria will be expanded to capture three additional types of consumer accounts:

1. Common areas in residential multi-unit complexes such as condominium buildings
2. Retirement residences
3. Mobile home parks

Check out full details at your Utility's website.

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

making connections

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

IN YOUR COMMUNITY



ELECTRICAL SAFETY PRESENTATIONS TO ELEMENTARY SCHOOL STUDENTS IN GRADES JK THROUGH GRADE 8.

Since 1992 Electricity Safety & Conservation ("ESANDC") has represented various hydro companies in Ontario, by offering electrical safety presentations to elementary school students in grades JK through Grade 8.

Utilizing various teaching methods our presentations deal with electrical safety & conservation in the school and home, and outdoors around utility poles, towers and substations. ESANDC programs are designed for two age groups: JK-grade 4 and grades 5-8. The students in grades JK-4 meet "Wires" the safety puppet and learn 15-20 safety & conservation messages that they are able to take home to their parents.

The grade 5-8 presentation examines electrical safety & conservation issues in more detail. We talk about electrical hazards in the home, the dangers within electrical substations, and what to do if they are in a car accident involving a utility pole and power line. To find out more visit esanda.ca

2021 UNITED WAY CAMPAIGN

FortisOntario companies raised \$56,040.50 in 2021 for local United Way organizations through employee donations with each utility matching their employee's donations. United, we make the biggest difference!



WHO WON FREE POWER FOR A YEAR?

Congratulations to Tyson A McHatten (CNPI), Joan Stewart (EOP), & Alyson Harten (API) who enrolled to receive e-bills and won free power for a year.



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.

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

DISCONNECTIONS FOR NON-PAYMENT WILL BEGIN AS OF MAY 2, 2022

Effective May 1, 2022, the Ontario Energy Board's (OEB) winter ban on electricity disconnections for non-payment of hydro bills by residential customers will end. Your utility understands that this may still be a difficult time for its customers due to many unknowns with respect to returning to varying degrees of normal. We want you to feel confident that there are programs in place to support you; and our Customer Service Team is equipped to help work with you to find solutions. Your utility will put its best foot forward to assist you where and when we can. If you have an overdue balance, contact your utility today!

DID YOU KNOW?

- ▶ Planned outage information is now at yourfingertips. Your Utility provides information and details about upcoming planned outages at its website (when scheduled).
- ▶ You can pay bills at your financial institution through our portal at: <https://myaccount.cnpower.com/app/login.jsp>
- ▶ Check out your Utility's website for Energy Efficiency tips
- ▶ You can pay your bills by credit card through our portal at: <https://myaccount.cnpower.com/app/login.jsp>
- ▶ If you are consuming electricity, by reducing your kWh consumption, you will reduce your bill total
- ▶ You can easily know what period your bill is for by looking to the far-left column on your bill. You will see both the monthly period and how many days your bill covers
- ▶ You can update your mailing address and phone number through our portal at: <https://myaccount.cnpower.com/app/login.jsp>
- ▶ Coming soon, your Utility will be offering web-chat via your Utility's website. Follow us on Facebook & Twitter to be the first to know when it becomes available
- ▶ Contact Customer Service for information about financial support options if you have a past due balance that is subject to disconnection
- ▶ Behind the scenes, your Utility is working to provide you with even more services at your fingertips. Be assured, we will let you know as soon as enhancements become available to you
- ▶ During regular business hours, your Utility is available to discuss your inquiries by both telephone or email



Why not check out what programs are available to you through this provincial program. Visit saveonenergy.ca

FORTIS ONTARIO COMPANIES SUPPORT THEIR COMMUNITIES

Here are some of the ways we've been doing this:

CANADIAN NIAGARA POWER:

Port Cares- Port Colborne: Participation in Community Meal Program, School & Children's Lunch Kit Program, and a donation of 25 pairs of PJ's, 8 Gingerbread Houses, and four laundry baskets of food supplies.

Salvation Army - Fort Erie: Donated food supplies and non-perishable food and care items for the Salvation Army's Food Bank shelves, as well as \$1,300.00 to stock shelves.

ALGOMA POWER:

Raised \$3,040 to support food banks in its region (Bruce Mines & Area Food Bank, Wawa Community Food Bank, St. Joseph Island Food Bank, Garden River's Mijim Gaamig Food Bank, Goulais Mission Food Bank, Echo Bay Food Bank, Batchewana First Nation Food Cupboard, Thessalon Food Bank, & Dubreuilville Food Bank).

EASTERN ONTARIO POWER:

Participated in collecting over 300 pounds for donation to a local food bank.

TOP 4 REASONS TO CALL OR CLICK BEFORE YOU DIG

FOR PROJECTS OF ANY SIZE

- 1 Protect your property and loved ones**
- 2 Prevent Injuries**
- 3 Avoid damages**
- 4 It's the law!**

Get the dirt on small digs.



WE HAVE AN EXCITING PRIZE FOR THIS YEAR'S E-BILLING CAMPAIGN!



It's time to get more from your power bill! When you switch to online billing, you'll get all of the info in your old paper bill, with additional features and on-the-go flexibility.

- See your bill as soon as it's ready—no mailing delays
- 24/7 access to view, download or print current and past bills
- See all your power usage in one place and find ways to save

You'll be notified by email when your bill is ready, cutting down on delivery time and making it easy to open, review and pay your bill whenever, wherever.

HOW TO SWITCH TO ONLINE BILLING:

Login or Register to My Account and turn on paperless billing.
myaccount.cnpower.com/app/login.jsp

Continue checking for contest updates by visiting your local utility's website.