



# 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, time-of-use 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).

## In this issue

- Making payments? Billing processes remain unchanged
- April is Dig Safe Month – Call or click before you dig!
- We're working hard for your community
- Switching to paperless billing is simple
- We're here to help
- Beware of telephone and text scams
- Have an electric vehicle or buying one soon?

### Making payments? Billing processes remain unchanged

We're working to make your transition to Alectra Utilities as simple as possible. While we now have a new name and logo, billing processes remain unchanged. Please continue to make bill payments to the name and address of your legacy utility. For example, select **Guelph Hydro** as the payee when paying your Alectra bill via online banking. Our Customer Service team is available to assist you with any concerns you may have. Contact us at **519-822-3010**, Monday to Friday from 8:30 a.m. to 4:30 p.m.

### April is Dig Safe Month – Call or click before you dig!

Are you planning any yard work that requires digging on your property? Contact **Ontario One Call** first to have a FREE underground cable locate done. Simply provide the details of your project and they will notify the utilities with underground facilities in your area. Any buried cabling or wires on your property will be clearly marked before you dig. Call Ontario One Call 24/7 at **1-800-400-2255** or submit an online request at [on1call.com](http://on1call.com) at least five business days prior to digging. Additional notice may be required during the busy spring season.

### We're working hard for your community

At Alectra Utilities, we're continuously investing in electrical infrastructure improvements that support growth and provide safe, reliable and sustainable power for homes and businesses in the communities we serve. In 2020, we're planning to invest approximately \$283 million in the Alectra grid across our service territory, including the installation of over 930 new poles and the renewal of approximately 300 kilometres of electrical cable. We're committed to delivering value, service and reliability to you. Learn more about our investment in your community at [AlectraUtilities.com](http://AlectraUtilities.com).



*Want to conserve more and save on energy costs? View your electricity usage charts in My Account at [AlectraUtilities.com/MyAccountLogin](http://AlectraUtilities.com/MyAccountLogin).*



*Follow [@AlectraNews](https://twitter.com/AlectraNews) on Twitter for power outage updates in your area, company news, safety and conservation tips, and more.*

## Switching to paperless billing is simple

To switch to paperless billing, simply go to [AlectraUtilities.com/MyAccountLogin](https://www.alectrautilities.com/MyAccountLogin), click on the “MyEnergy View” buttons at the bottom to log in or register, and select paperless e-billing. Your next bill will be paperless – it’s that easy. You’ll receive an email each month when your Alectra Utilities statement is ready to view securely online.

Discover these benefits when you switch to paperless billing:

- Instant statement notification by email
- Securely view, download, print or save your statements
- 24/7 access to current and past bills and payments
- Less environmental impact



Go to [AlectraUtilities.com/ReportOutage](https://www.alectrautilities.com/ReportOutage) to report a power outage, hazard, electrical emergency, or damage to Alectra Utilities equipment. You can also attach a photo to your report. Our System Control and Call Centre staff are on duty 24/7 to receive your outage information.

## We’re here to help

At Alectra Utilities, we’re pleased to offer support programs and payment plans to help keep your account up to date. These programs include:

- The **Ontario Electricity Support Program**, which provides monthly credits directly on the bills of eligible low-income customers.
- The **Low-income Energy Assistance Program**, which offers one-time financial assistance to eligible low-income households.
- Ontario’s **AffordAbility Fund™**, which provides eligible customers access to energy-saving upgrades.

To be connected with these support programs or determine a payment schedule that works for you, contact Customer Service at **519-822-3010** for assistance.



The **Save on Energy™ Home Assistance Program (HAP)** helps income-eligible households lower their hydro bills with **FREE** energy efficient products. If you’ve participated in the OESP or LEAP, you may be eligible. To apply, please email [HAP@greensaver.org](mailto:HAP@greensaver.org) or call **1-855-591-0877**.

## Beware of telephone and text scams

Some scams can be threatening, while others sound too good to be true. If you receive a suspicious phone call, text or letter, Alectra Utilities advises the following:

- Never pay for a charge that isn’t listed on your most recent bill.
- Never provide any personal account or credit card information.
- Don’t click on suspicious links or call the number provided to you.
- Contact Alectra Customer Service at **519-822-3010** to check your account status.

If you believe you may be a victim of fraud, report the incident to the Canadian Anti-fraud Centre at **1-888-495-8501** or online at [antifraudcentre.ca](https://www.antifraudcentre.ca).



## Have an electric vehicle or buying one soon?

Here’s great news from the **Alectra GRE&T Centre** – our innovation hub in Guelph. Several pilot projects are beginning this spring to test new services for our EV customers. How about a program to save you money on charging your vehicle, or services that allow you to sell the electricity stored in your EV’s battery back-up? We’re gearing up today so you can drive your way to a cleaner, better and smarter tomorrow. Stay tuned to our social media channels for more updates on the various pilot projects underway. If you have any questions about EVs or our pilot projects, email us at [EV@AlectraUtilities.com](mailto:EV@AlectraUtilities.com).



Contact us  
[alectrautilities.com](https://www.alectrautilities.com)  
**519-822-3010**

