

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, conservation and safety tips, and much more. Do you have a topic you'd like us to cover? Send us your suggestions and feedback at newsletter@alecrautilities.com.

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AffordAbility Fund™: We're here to help!

If the cost of energy-saving upgrades seems out of reach, Ontario's new AffordAbility Fund™ can help. We are working with community service organizations to help you improve your home's energy efficiency. You may qualify for a free in-home energy audit and free energy-saving upgrades such as LED bulbs, weatherstripping, insulation, and ENERGY STAR® certified appliances. Whether you rent or own, live in a house or an apartment, you are eligible. Visit AffordAbilityFund.org to find out what you qualify for and how to apply, or call 1-855-494-3863.



Don't let your bills stack up this winter – call us at 1-877-963-6900 – we can help!

Low-income Energy Assistance Program (LEAP)

If you're behind on your electricity bill and face having your service disconnected, you may qualify for financial help through the Low-income Energy Assistance Program. LEAP offers one-time emergency assistance up to \$500 to eligible households. The program is delivered within the Alectra Utilities service territory through social service agencies. The agency will decide if you qualify based on how many people live in the house and your combined household income. To be connected with the correct agency in your area, please contact Customer Service at 1-877-963-6900.



Questions about your bill? Visit our Frequently Asked Questions web page at alecrautilities.com/FAQs.



Portable standby generators, when used properly, can provide an alternative energy source until conventional power is restored. The Electrical Safety Authority (esasafe.com) cautions consumers contemplating the purchase of a portable standby generator to do some homework first – for safety's sake!

More help for more households with the OESP

The Ontario Electricity Support Program (OESP) is an Ontario Energy Board program that reduces electricity bills for lower-income households. If eligible, you can receive an on-bill credit of \$35 to \$75 per month depending on how many people live in your home and your household income. If your home is electrically heated or you rely on an approved medical device, a higher level of assistance is available. Learn more and apply today at OntarioElectricitySupport.ca. Already registered? Contact Alectra Utilities at 1-877-963-6900 to see if it's time to renew your OESP contract.



Prepare your home for energy-efficient winter warmth

Stay warm and reduce the impact of winter weather on your electricity bills with these energy saving tips:

1. Replace your dirty furnace filter to improve air flow and save on energy.
2. Seal leaky heating ducts with duct tape to ensure hot air fills the right space.
3. Wash your clothes in cold water to save the energy needed to heat water.
4. Hang wet clothes on a drying rack, which also helps humidify dry winter air.
5. Upgrade your home's insulation to keep it warm in the winter and cool in the summer.

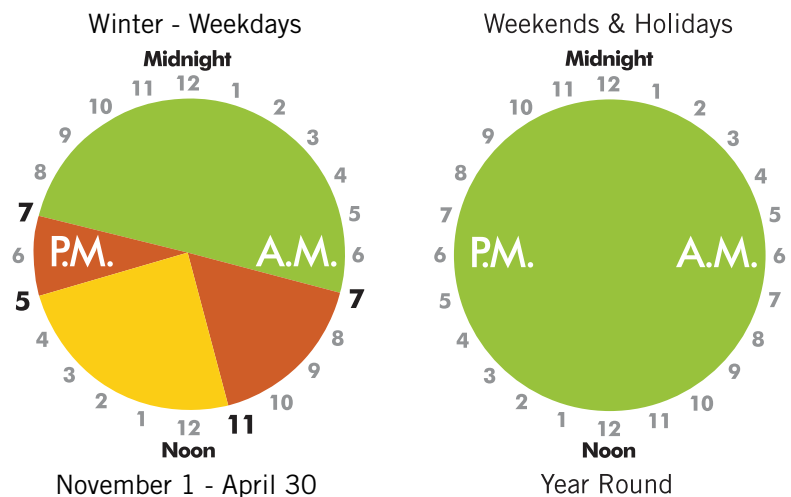


Bonus tip: Use plastic window film or removable caulking on windows you won't be opening during the winter to keep the heat in. You can remove both in the spring and reuse them in the fall. For more tips, visit alectraconservation.com.

Winter Time-of-Use schedule and pricing

We would like to remind you that On-peak and Mid-peak Time-of-Use time periods have changed to winter hours effective November 1, 2018.

On May 1, 2018, the Ontario Energy Board set new Time-of-Use electricity prices based on the current inflation rate as required by the Ontario Fair Hydro Plan Act, 2017. These prices will continue to be in effect until April 30, 2019.



For more information, please visit alectrautilities.com/rates4.

6.5¢
/kWh

Off-peak

9.4¢
/kWh

Mid-peak

13.2¢
/kWh

On-peak

Ontario's System-Wide Electricity Supply Mix: 2017 Data

The system-wide supply mix is the combination of power sources that are used to generate the electricity consumed in Ontario. The table on the right discloses the system-wide electricity supply mix data for 2017, which was published by the Ontario Energy Board on October 5, 2018.

**Includes both transmission and distribution-connected/embedded generation (Ontario Ministry of Energy)*

***Includes dual-fuelled facilities that are predominantly natural gas (e.g. Lennox Generating Station)*

Note: Figures may not add to 100% due to rounding.

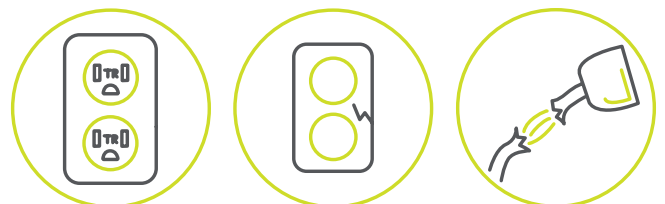
Electricity Sources	Ontario's Electricity Mix*
Water power	25.6 %
Alternative power sources	9.8 %
<i>Solar PV</i>	2.2 %
<i>Wind</i>	7.2 %
<i>Biomass</i>	0.4 %
<i>Waste</i>	0 %
Nuclear Energy	60.1 %
Natural Gas**	4.0 %
Other	0.3 %

3 Simple tips to help prevent shock

While electricity is a necessity of everyday living, we can teach our children about the dangers of electricity and help prevent shocks and burns by doing these three simple home fixes.

1. Install child-safety outlets (tamper-resistant receptacles).
2. Replace broken or missing outlets or cover plates.
3. Replace frayed cords.

If you or someone you know receives an electrical shock, seek medical attention. For more tips, visit esasafe.com/nosafeshock.



Contact us
alectrautilities.com
1-877-963-6900

