



CANADIAN NIAGARA POWER INC.  
A FORTIS ONTARIO COMPANY

Eastern Ontario Power  
A FORTIS ONTARIO COMPANY

Algoma Power Inc.  
A FORTIS ONTARIO COMPANY



SPRING/SUMMER 2025

# making connections

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

## IN YOUR COMMUNITY

### OUTAGE MAP AVAILABILITY - 2025

It is our pleasure to announce that Canadian Niagara Power Inc. customers are now able to access an Outage Map. This map is available from smart phones or desktops.

<https://outagemap.cnpower.com>



### THE ANNUAL WINTER DISCONNECTION BAN FOR RESIDENTIAL CUSTOMERS ENDS ON APRIL 30, 2025

Low-income Energy Assistance Program (LEAP)- If you are behind on your bill and may face having your service disconnected, this program provides a one-time grant towards your electricity bill. 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

Wawa/Dubreuilville area:

Algoma District Services Administration Board: (705) 856-2303

#### CANADIAN NIAGARA POWER:

Fort Erie - Port Cares: (905) 994-5276

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

#### EASTERN ONTARIO POWER:

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

### SUCCESSFUL 2024 UNITED WAY CAMPAIGN!

Always proud to support and make a real impact in our communities! We're so excited to share that during the month of December 2024, because of the e-billing enrolment campaign, our companies welcomed 2,282 new e-billing customers and in turn, donated \$11,410 to the United Way! The United Way is about community and changing local lives. In addition to the e-billing enrolment campaign held in the month of December, FortisOntario and its employees donated more than \$74,000 to the United Way and its charities in 2024.



United Way

**PRIVACY POLICY:** We collect, maintain and use personal customer information to provide electrical service, programs, and services to customers. By providing the requested information, you consent to its use for these purposes. We will safeguard all the information you provide to us and will not share this information with outside parties except for purposes identified in our Privacy Policy or when required to do so by law.

### 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](https://fortisontario.com)

[cnpower.com](https://cnpower.com) | [easternontariopower.com](https://easternontariopower.com) | [algomapower.com](https://algomapower.com)

# CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

## BILLING

## SAFETY

### SURVEY SAYS!!!!

The 2024 results of the Electric Utility Customer Satisfaction Survey spoke volumes. Thank you for your feedback!

- All FortisOntario companies were rated above Provincial and National averages for customer satisfaction, commitment and performance ratings.
- Watch for our outreach for the 2025 survey in the Fall of this year!

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

**DEPOSITS WILL BE REFUNDED TO DESIGNATED LOW-INCOME CUSTOMERS.** If this applies to you and your utility is holding a deposit, please contact us.

**ACCESSING YOUR UTILITY'S SERVICES** There are several 24/7 self-serve options for our customers through our online customer portal. Although walk-in access to your utility is not available; we are available by telephone, email, and chat, during business hours; which are 8:30am to 4:30pm, Monday to Friday.

**CALL BLASTS** Your Utility communicates with customers by automated telephone messages to advise of planned outages, account status, community meetings, contests and initiatives. If you're not receiving these calls, you may have opted out of automated messages, or we may have an incorrect phone number on file. If you have opted out in error, and/or to confirm we have your proper contact information, please contact your utility.

## YOUR SAFETY/ENVIRONMENT MINUTE

### STAY CLEAR OF DOWNED POWERLINES

Always assume that downed powerlines are live and know that electricity can travel through the ground and water.

- Stay back at least 10 meters or 33 feet (the length of a school bus) and immediately contact your local utility company.
- If you are within 10 meters of a downed powerline (whether on foot or in a vehicle), do not move unless you are in immediate danger.
- If you need to move to a safer location, jump clear of vehicles with your feet together and hop or shuffle until you are 10 meters away in order to avoid bridging ground gradients.



## REGULATED PRICE PLAN

The "summer price plans" for customers on the regulated price plan are in effect May 1, 2025 – October 31, 2025. For current pricing go to:

<https://www.oeb.ca/rates-and-your-bill/electricity-rates>

### Time-Of-Use

TOU On-Peak

TOU Mid-Peak

TOU Off-Peak

#### Weekday Summer

(May 1 to October 31)



#### Weekend & Statutory Holidays

(ALL YEAR)



#### Weekday Winter

(November 1 to April 30)



### Tiered

Tier 1

Tier 2

#### Residential Summer

(May 1 to October 31)



#### Residential Winter

(November 1 to April 30)



#### Small Business

(ALL YEAR)



### Ultra-Low Overnight

ULO On-Peak

ULO Mid-Peak

ULO Weekend Off-Peak

ULO Ultra-Low Overnight

#### Weekday

(ALL YEAR)



#### Weekend & Statutory Holidays

(ALL YEAR)



## REGULATORY REVIEW

The Ontario Electricity Support Program (OESP) provides an ongoing monthly credit directly on qualified consumers' electricity bills. If you're the customer of an electricity utility and your household size and income meet certain levels, you may qualify for a reduction on your electricity bill through the OESP.

Visit: <https://oesp.ca/> for more information.

### Low-income Energy Assistance Program (LEAP)

If you're behind on your electricity or natural gas bill and face having your service disconnected, you may qualify for emergency financial help through LEAP.

**Qualifying for a LEAP grant depends on two factors:**

- How many people live in the home
- The combined annual household income

Visit: [www.oeb.ca/](http://www.oeb.ca/) for more information.