



SPRING/SUMMER 2026



CANADIAN NIAGARA POWER INC.  
A FORTIS ONTARIO COMPANY

Eastern Ontario Power  
A FORTIS ONTARIO COMPANY

Algoma Power Inc.  
A FORTIS ONTARIO COMPANY

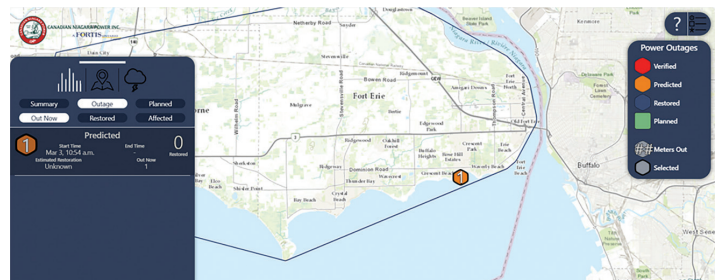
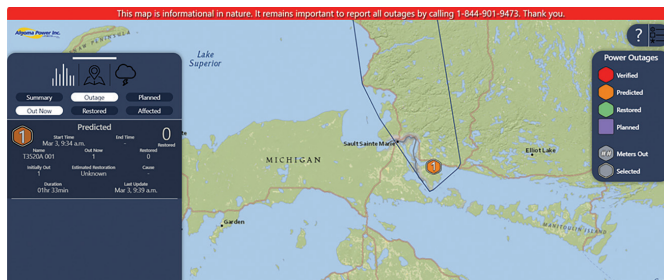
# making connections

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

## IN YOUR COMMUNITY

### OUTAGE MAP UPDATE

Algoma Power Inc. & Canadian Niagara Power Inc. outage maps are live! These maps are online tools to support customers and provide as much information as possible during planned and unplanned or emergency power outages. Access the maps direct from your utility's website or via the following links: <https://outagemap.cnpower.com> | <https://outagemap.algomapower.com/>



### SUCCESSFUL 2025 UNITED WAY CAMPAIGN!

In 2025, FortisOntario and its subsidiaries contributed approximately **\$228,000** to charitable and community initiatives, while employees donated an additional **\$72,295** to United Way and its supported charities. Together, these contributions demonstrate our continued commitment to supporting and strengthening the communities where we live and work.



### WINTER DISCONNECTION BAN ENDING

The annual winter disconnection ban for residential customers ended on April 30, 2026.

### LOW-INCOME ENERGY ASSISTANCE PROGRAM (LEAP)

If you are behind on your electricity bill and are at risk of disconnection, LEAP may be able to help. This program offers a **one-time grant** to reduce your outstanding balance. For more information or to apply, please contact the LEAP agency connected to your utility listed below.

**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

### 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)

**PRIVACY POLICY:** We collect and use personal information to provide electrical service and related programs. By sharing your information, you consent to its use for these purposes. We are committed to protecting your privacy and do not share personal information except as outlined in our Privacy Policy or required by law.



**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

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## BILLING

## SAFETY

**SURVEY SAYS!!** A big thank you to everyone who participated in the 2026 Electrical Safety Survey! Stay tuned—results are coming in our Fall/Winter edition.

**ESSENTIAL MEDICAL EQUIPMENT** Customers who rely on electricity to operate essential medical equipment in their homes are encouraged to contact their utility to ensure this information is on record. Having this information on file helps us better support these customers during both planned and unplanned electricity outages.

**MOVING/CANCELLING SERVICE** If you are moving in or out, or discontinuing your service, please contact our office at least seven (7) days in advance to ensure that we have adequate time to process your request.

**EQUAL PAYMENT PLAN (EPP)** The Equal Payment Plan (EPP) is an interest-free way to spread your electricity costs evenly over 12 months. Customers not enrolled are billed monthly based on actual usage. With EPP, your annual charges are averaged into equal payments, and in the 12th month your account is reconciled to settle any difference. For more information or to enroll, please contact your utility.

**ACCESSING YOUR UTILITY'S SERVICES** Customers can access a variety of 24/7 self-serve options through our online customer portal. While walk-in service is not available, our team is here to help by **telephone, email, or online chat** during regular business hours. Current hours of operation can be found on your utility's website.

**CALL BLASTS** Your utility uses automated phone messages to share information about planned outages, account updates, and community initiatives. If you're not receiving these calls, you may have opted out or we may have outdated contact information. To update your preferences or confirm your details, please contact your utility.

### Algoma Power Inc.

705-256-3850 | customerservice@algomapower.com | algomapower.com

### Canadian Niagara Power Inc.

Fort Erie: 905-871-0330 | Port Colborne: 905-835-0051  
customer.service@cnpower.com | cnpower.com

### Eastern Ontario Power

613-932-0123 | cs@easternontariopower.com | easternontariopower.com

## REGULATORY REVIEW

### Have you paid a security deposit on your residential utility account?

Please be aware that security deposits may be refunded for customers who qualify as designated low-income households. Eligibility is determined based on criteria established by applicable regulations. If you believe you may qualify or would like more information about the refund process, required documentation, or how to apply, please contact your utility directly. A customer service representative will be able to review your account, explain the available options, and guide you through any next steps.

## REGULATED PRICE PLAN

The Summer price plans for customers on the regulated price plan are in effect May 1, 2026 – October 31, 2026. For more information regarding Price Plans, visit:

<https://www.oeb.ca/consumer-information-and-protection/electricity-rates>

| TOU Price Periods | ❄ Winter (November 1 - April 30)                          | ☀ Summer (May 1 - October 31)                             | TOU Prices (c/kWh) |
|-------------------|---|---|--------------------|
| <b>Off-Peak</b>   | Weekdays 7 p.m. - 7 a.m.<br>Weekends and holidays all day | Weekdays 7 p.m. - 7 a.m.<br>Weekends and holidays all day | <b>9.8</b>         |
| <b>Mid-Peak</b>   | Weekdays 11 a.m. - 5 p.m.                                 | Weekdays 7 a.m. - 11 a.m. and<br>5 p.m. - 7 p.m.          | <b>15.7</b>        |
| <b>On-Peak</b>    | Weekdays 7 a.m. - 11 a.m.<br>and 5 p.m. - 7 p.m.          | Weekdays 11 a.m. - 5 p.m.                                 | <b>20.3</b>        |

| Tier Thresholds | ❄ Winter (November 1 - April 30)   | ☀ Summer (May 1 - October 31)  | Tiered Prices (c/kWh) |
|-----------------|--|--|-----------------------|
| <b>Tier 1</b>   | Residential - first 1,000 kWh/month<br>Non-residential - first 750 kWh/month   | Residential - first 600 kWh/month<br>Non-residential - first 750 kWh/month   | <b>12.0</b>           |
| <b>Tier 2</b>   | Residential - for electricity used above 1,000 kWh/month<br>Non-residential - for electricity used above 750 kWh/month | Residential - for electricity used above 600 kWh/month<br>Non-residential - for electricity used above 750 kWh/month | <b>14.2</b>           |

| ULO Price Periods          | All Year                                       | ULO Prices (c/kWh) |
|----------------------------|--|--------------------|
| <b>Ultra-Low Overnight</b> | Every day 11 p.m. - 7 a.m.                     | <b>3.9</b>         |
| <b>Weekend Off-Peak</b>    | Weekends and holidays 7 a.m. - 11 p.m.         | <b>9.8</b>         |
| <b>Mid-Peak</b>            | Weekdays 7 a.m. - 4 p.m. and 9 p.m. to 11 p.m. | <b>15.7</b>        |
| <b>On-Peak</b>             | Weekdays 4 p.m. - 9 p.m.                       | <b>39.1</b>        |



## 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.