



CANADIAN NIAGARA POWER INC.  
A FORTIS ONTARIO COMPANY

Eastern Ontario Power  
A FORTIS ONTARIO COMPANY



FALL/WINTER 2022

# making connections

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

IN YOUR COMMUNITY

## WIN A KIA ELECTRIC HYBRID VEHICLE FROM FORTISONTARIO



**DON'T DELAY.  
TIME IS RUNNING  
OUT.**

**VISIT YOUR UTILITY'S WEBSITE FOR  
MORE INFORMATION AND TO  
ENROL TODAY!**

**GET REWARDED FOR GOING GREEN!**

### 2022 UNITED WAY CAMPAIGN UNDERWAY

FortisOntario companies have kicked off the 2022 United Way Campaigns to support our local community needs. United, we make the biggest difference!



### 2021 SCORECARDS OF ELECTRICITY DISTRIBUTORS

The OEB has published the 2021 Scorecards of Electricity Distributors in Ontario. The scorecard measures how Ontario's electricity distributors are performing each year. Visit your utility's website to learn how your utility is doing and for more information.

**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](http://fortisontario.com)

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

# 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.

For customers who receive ebills, did you know that you can access your bills online at tax time by either printing a hard copy or sending file as a PDF to your accountant? Account balances can be requested from your utility for a service charge.

### 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.

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

**EQUAL PAYMENT PLAN** Your utility offers an Equal Payment Plan for those who wish to have equal payments throughout the year. It is available for our residential, seasonal, and small general service customers. Contact your utility to learn more.

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

**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.

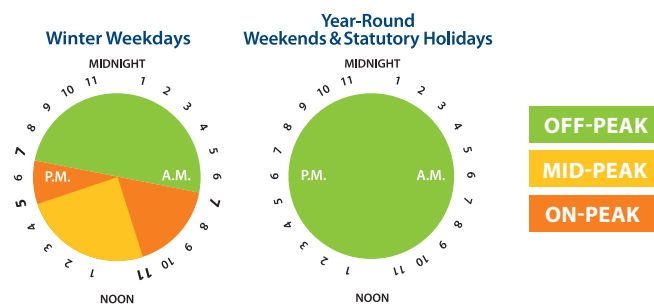
### OUR OFFICES REMAIN CLOSED TO PUBLIC ACCESS

We offer 24/7 self-serve options for our customers. During business hours we are just a phone call, email, or online chat away.



## TIME-OF-USE

The provincial Time-of-Use winter rate period is in effect November 1, 2022 – April 30, 2023. For current pricing go to: <https://www.oeb.ca/rates-and-your-bill/electricity-rates>



## LEGISLATION CORNER

### ONTARIO'S SYSTEM-WIDE ELECTRICITY SUPPLY MIX: 2021 DATA ELECTRICITY RETAILING DISCLOSURE TO CONSUMERS

O. Reg. 416/99, requires retailers to disclose to consumers the Ontario system-wide electricity supply mix in the manner established by the Ontario Energy Board (OEB). The OEB's Directive for the Disclosure of Information to Consumers by Electricity Retailers under Ontario Regulation 416/99 prescribes the manner and timing requirements for this disclosure. The Directive applies to all retailers, including distributors that provide standard supply service. Under O. Reg. 416/99 the Ministry of Energy is responsible for providing Ontario's electricity supply mix data for electricity suppliers. The following table discloses the system-wide electricity supply mix data for 2021. This data must be used by electricity suppliers for the purposes of complying with the disclosure obligations of O. Reg. 416/99 and the Directive. This data should be considered current until further notice.

### 2021 ELECTRICITY FACTS

Electricity sources	Ontario's Electricity Mix*
Nuclear Energy	55.3%
Water Power	23.3%
Natural Gas*	8.1%
Wind	9.0%
Solar PV	2.5%
Bioenergy**	0.5%
Non-Contracted***	1.2%

\* Includes Lennox and dual fuel (natural gas/bioenergy) consistent with IESO.

\*\* IESO's embedded generation data set combines biomass and gas.

\*\*\* Non-Contracted represents a variety of fuel types that the IESO is unable to categorize due to a lack of information from Local Distribution Companies (LDCs).

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

## YOUR SAFETY/ENVIRONMENT MINUTE

### COPPER THEFT: IS IT WORTH A LIFE?

Copper theft is especially harmful because of the safety risks it creates. Thefts from electric utility property, such as substations and power poles, can cause fires, explosions, power outages, and electric shock.

Copper theft is also dangerous for thieves themselves. Substations and power poles carry high levels of fatal electricity. Many copper thieves have been killed or seriously burned or injured while trying to steal from electric utilities.

If you notice anything unusual with electric facilities, such as an open substation gate, open equipment, hanging wire, etc. contact your electric utility immediately call your local utility for an inspection.

**If you see anyone suspicious around electric substations or electric facilities call the police.**

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