



CANADIAN NIAGARA POWER INC.
A FORTIS ONTARIO COMPANY

Eastern Ontario Power
A FORTIS ONTARIO COMPANY



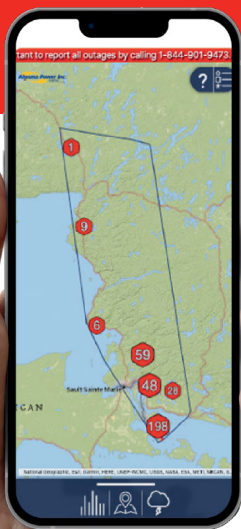
SPRING/SUMMER 2024

making connections

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

IN YOUR COMMUNITY

OUTAGE MAP AVAILABILITY & PLAN FOR 2024



API customers are now able to access an Outage Map. This map is available from smart phones or desk top computers.

<https://www.algomapower.com/about-us/news-media/api-outage-map-officially-live>

We are happy to announce that CNP will have an outage map available to its customers in late 2024.

MAY 1, 2024 - DISCONNECTIONS FOR NON-PAYMENT BEGINS:

Help is available for low-income customers. 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**

CORNWALL ELECTRIC:

United Way Centraide Stormont, Dundas & Glengarry:
(613) 932-2051

EASTERN ONTARIO POWER:

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

SUCCESSFUL 2023 UNITED WAY CAMPAIGN!

FortisOntario companies had another successful campaign in 2023 with approximately \$66,907.00 contributed to the United Way. This was accomplished with our employees' generous donations and FON companies matching employee donations!



United Way

ARE YOU THINKING OF INSTALLING A HEAT PUMP?

Heat pumps are powered by electricity. If you do not currently heat your home with electric appliances, i.e. baseboard heaters, and you install a heat pump, you will see an increase in electric consumption on your bill.

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

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE



BILLING

SAFETY

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

WHY NOT SIGN UP FOR PRE-APPROVED DEBIT?

You will never miss a payment again and will avoid late fees. Contact your utility today!

EQUAL PAYMENT PLAN Did you know that residential, seasonal, and small general service customers are eligible to sign up for an Equal Payment Plan? Why not avoid spikes caused by cooling or heating with electricity? Your monthly payment will be based on your yearly consumption divided over 12 months. Contact your utility to learn more.

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

MAKE SURE YOUR UTILITY HAS YOUR TELEPHONE NUMBER Your utility reaches out by telephone for outages, account updates, surveys, reminders, etc. If you opt out on any automated call, you will not receive any automated communications.

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.

CHECK OUT OUR ONLINE PORTAL There are several 24/7 self-serve options for our customers through our portal. Although walk in access to your utility is not available; we are available by telephone, email, and chat, during business hours. <https://myaccount.cnpower.com/app/login.jsp>



YOUR SAFETY/ENVIRONMENT MINUTE

HIT THE BRAKES

The Spring and Summer are the busiest work seasons for utility companies. When you approach a temporary roadside work zone, remember to “Hit the Brakes - Not Us.” Stay alert behind the wheel and remember to slow down and approach work zones with caution, pass only when safe, and watch for workers. Drivers who disregard temporary work zone signage could be fined and receive demerit points and drivers who injure or kill a worker may be subject to criminal charges. Our workers are operating large vehicles and maneuvering heavy materials while working in a high voltage electrical environment – respecting our work zones keeps all of us safe.

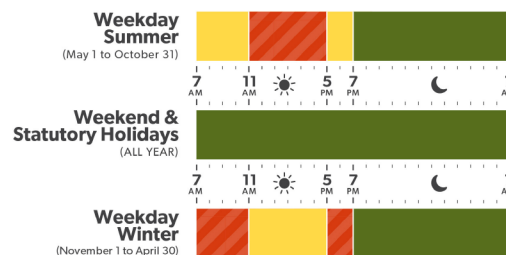
REGULATED PRICE PLAN

The “summer price plans” for customers on the regulated price plan are in effect May 1, 2024 – October 31, 2024. For current pricing go to:

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

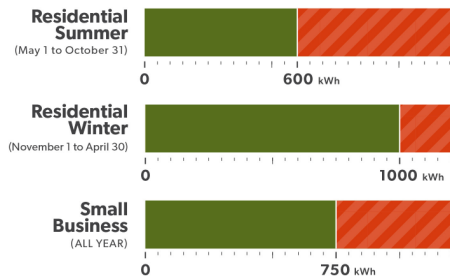
Time-Of-Use

- TOU On-Peak
- TOU Mid-Peak
- TOU Off-Peak



Tiered

- Tier 1
- Tier 2



Ultra-Low Overnight

- ULO On-Peak
- ULO Mid-Peak
- ULO Weekend Off-Peak
- ULO Ultra-Low Overnight



LEGISLATION CORNER

The Ontario Electricity Support Program (OESP) & Low-income Energy Assistance Program (LEAP) Eligibility is Expanding: On March 1st, 2024, the income eligibility thresholds for OESP and LEAP will increase. **What does this mean?** For OESP, more customers will qualify for financial assistance through the OESP’s monthly on-bill credits. Existing recipients may also be eligible for higher credit amounts but will need to re-apply to access them. LEAP is an Ontario-wide program that assists customers with energy bill arrears. Below are the changes as of March 1st, 2024:

- Income eligibility has increased, matching OESP.
- The maximum electricity grant has increased from \$500 to \$650
- The maximum grant for electrical heating customers has increased from \$600 to \$780

More Information:
<https://ontarioelectricitysupport.ca>
 Low-income Energy Assistance Program | Ontario Energy Board (oeb.ca)