



CANADIAN NIAGARA POWER INC.  
A FORTIS ONTARIO COMPANY

Eastern Ontario Power  
A FORTIS ONTARIO COMPANY



FALL/WINTER 2024

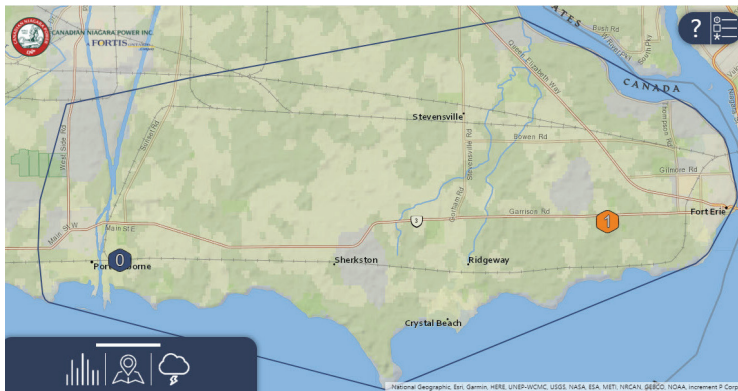
# making connections

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

## IN YOUR COMMUNITY

### OUTAGE MAP AVAILABILITY - 2024

Canadian Niagara Power Inc. customers will soon be able to access an outage map from their smart phone, tablet or computer. Keep an eye out for official launch date and website address by visiting [www.cnpower.com](http://www.cnpower.com)



### ALGOMA POWER INC. COST OF SERVICE

API has applied to the Ontario Energy Board (OEB) to change its distribution rates and other rates and charges effective January 1, 2025.

Up to date information on the OEB proceedings can be accessed at: [www.oeb.ca](http://www.oeb.ca)

The OEB will issue a Decision and Order when the case is concluded, that outlines the outcomes of the application.

The Decision and Order will be posted at the above hyperlink when it is available. API will also notify customers with their first bill containing the new approved rates.

### 2024 UNITED WAY CAMPAIGN UNDERWAY!

FortisOntario companies have kicked off their 2024 United Way Campaigns to support our local community needs. United, we make the biggest difference because, when people come together, we can accomplish so much more than we ever could alone.



### 2023 SCORECARDS OF ELECTRICITY DISTRIBUTORS

The OEB has published the 2023 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.

### 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](https://twitter.com/APIpower), [@CNPpower](https://twitter.com/CNPpower), [@EOPpower](https://twitter.com/EOPpower)

# CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE



## BILLING

## SAFETY

**NET METERING CUSTOMERS** may now select their Regulated Price Plan option. This new option is available through your utility's portal.

**EQUAL PAYMENT PLAN:** Your utility offers an Equal Payment Plan. It is available for residential, seasonal, and small general service customers. Contact your utility to learn more.

**OPENING AND CLOSING ACCOUNTS** requires a minimum of 7 days notification prior to the change.

**LOW INCOME CUSTOMERS** can have their deposit refunded. Please contact your utility for more information.

**ELECTRONIC COMMUNICATION** customers who have provided your utility company with an e-mail address have agreed to receive electronic information. If you wish to opt out of this option, please contact your utility.

**NEW DISTRIBUTION RATES** are proposed to be in effect as of January 1, 2025. Information about rates can be found on your utility's website.

Although walk in access to your utility is not available; we are available by telephone, email, and chat during business hours. Your utility offers 24/7 self-serve options for its customers through our portal. Login or register today at: <https://myaccount.cnpower.com/app/login.jsp>



## YOUR SAFETY/ENVIRONMENT MINUTE

### HIGH WINDS AND DOWNED POWERLINES

Fall and winter storms frequently bring high winds and trees coming down on or near powerlines is a reality. Powerlines on the ground can be energized and electrical hazards may be present, even if they can't be seen. Stay back at least 10 metres or 33 feet from downed powerlines and avoid clearing snow, ice, tree branches or other debris until your utility confirms it is safe. Immediately contact your utility to report downed wires!

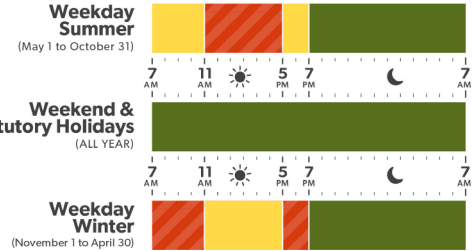
**STRAY VOLTAGE** is the varying amounts of low-level voltage that exists between the earth and electrically grounded farm equipment. At high levels, the voltages cause a threat to the health and behaviour of livestock. If you think Farm Stray Voltage is harming your livestock, please call your local utility for an inspection. tree branches or other debris until your utility confirms it is safe. Immediately contact your utility to report downed wires!

## REGULATED PRICE PLAN

The new rates for the price plans below are in effect November 1, 2024 - April 30, 2025. For current pricing go to: <https://www.oeb.ca/rates-and-your-bill/electricity-rates>

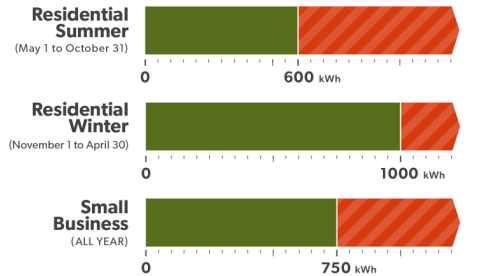
### Time-Of-Use

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



### Tiered

- Tier 1
- Tier 2



### Ultra-Low Overnight

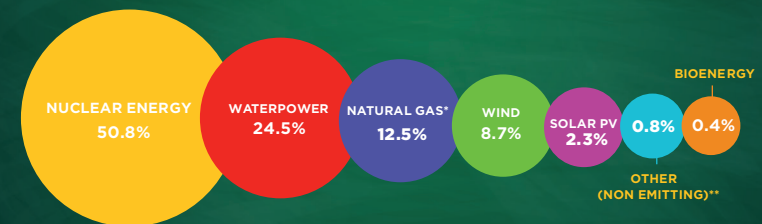
- ULO On-Peak
- ULO Mid-Peak
- ULO Weekend Off-Peak
- ULO Ultra-Low Overnight



A new Ontario Electricity Rebate (OER) rate is also scheduled to be announced effective November 1, 2024.

## LEGISLATION CORNER

### ONTARIO'S SUPPLY MIX 2023 ELECTRICITY FACTS



\* Includes Lennox, dual fuel (natural gas/bioenergy) and non-contracted emitting generation consistent with IESO.

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

Note: 1. Figures may not add to 100% due to rounding. 2. Figures do not account for the sale and retirement of Clean Energy Credits (CECs).