

Date/Time: April 28, 2020

Dear Customer,

Re: Supporting Eastern Ontario Power customers during the COVID-19 outbreak

As an essential service provider, we continue to implement steps to ensure the health, safety and well-being of our employees, customers and the community. Here is what we're doing to assist our customers during this challenging time.

We are always here for you.

We are here to answer any questions or concerns you may have and assist you with billing, payments or other power-related inquiries.

Residential and small business customers

Eastern Ontario Power is supporting our residential customers who are unable to work, and small businesses that have been forced to close as a result of the COVID-19 outbreak.

Should you happen to be facing challenges paying your electricity bill, we have suspended any disconnection and/or collection activities during these uncertain times until July 31, 2020. Also remember that off-peak pricing is in effect until May 7, 2020 after which we will be implementing additional initiatives from the Ontario government.

Customers seeking financial assistance programs can find information at the following links:

- Ontario Electricity Support Program (OESP): [OEB OESP](#)
- Low Income Assistance Program (LEAP): [OEB LEAP](#)
- Affordability Fund: [Affordability Fund](#)

or by calling directly to our office at **(613) 382-2188** for more information.

Large commercial and industrial customers

For large commercial and industrial customers, please contact our office (above) and a Customer Service team member will work with you to determine the best payment arrangement.

Helping protect you from scams and fraud

Your safety is our priority. We're aware that scammers and fraudsters are taking advantage of the COVID-19 public health emergency and may threaten to disconnect your utility service. Ways that these criminals may contact you include phone calls, texts, phishing emails, contacting you via social media or door to door visits.

If you receive an email that appears to be from Eastern Ontario Power that you are unsure about, do not:

- Click on links
- Open attachments
- Download pictures
- Respond to or forward message

Also, if you receive a suspicious phone call from someone claiming to be from Eastern Ontario Power, the best thing to do is hang up and contact us to confirm if the call is valid.

Safety is our top priority

While working in the community, our crews will keep appropriate physical distancing measures with each other when possible. To reduce risk to our employees and customers, we have stopped all planned work that would require an employee to enter a customer's home, including planned meter exchanges. In an emergency where we must enter a customer's home, our employee will wear the necessary personal protection equipment.

Across Ontario, health care, community and government organizations are working hard day and night, and we thank you for the extraordinary efforts to support the province during such a challenging time.

On behalf of the entire leadership team at Eastern Ontario Power Inc. you have our commitment to do the best for our employees, customers and the communities we serve.

Stay Safe!

