

Date/Time: March 24, 2020

Dear Customer,

Re: COVID-19 and Your Electricity Service

As the coronavirus (COVID-19) pandemic continues to evolve, I'm reaching out to share details about how Eastern Ontario Power is responding and how we are ensuring that you will continue to receive the electricity you depend on from us.

First, we are here for you.

Eastern Ontario Power is taking active measures to support customers and protect its employees and the public. Our teams meet regularly as we monitor the situation and have plans in place to ensure continued safe and dependable delivery of service. Our operational staff deployed in the field will continue regularly scheduled work to ensure we maintain service levels and respond to outages in a safe effective manner.

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. All Ontario electric utilities are in discussions with the Ministry of Energy to finalize a form of bill relief, which we will release to you once available. 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](#)

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

Second, we are doing our part to help contain the spread of the virus.

We care about the safety and well-being of you, the community and our employees. We have adopted all current practices such as supporting self-isolation measures, restricting all non-essential business travel, enhanced sanitization routines, encouraging frequent hand washing, adopting social distancing and limiting visitor access to our sites.

Third, we will keep you informed.

This situation is changing every day, which means that our response may need to adjust as well. We will be keeping our website, www.easternontariopower.com as well as our social media feeds updated with the latest information.

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 you have our commitment to do the best for our employees, customers and the communities we serve.

Sincerely,

Jackie Baird
Regional Manager
