August 2012

NOTICE OF CHANGE IN BILLING

This letter is to notify you that Algoma Power Inc. (API) will be changing to a new billing software program in November 2012. There will be a number of changes to the bills when this happens.

- **Bills will be issued monthly.**
  API will take the annual readings for cottages in September 2012. The bills will be issued in October. Any accounts on equal billing will be reconciled then. This will be the last time you will be billed for a whole year at once. After this, bills will be issued monthly, based on month-end readings, wherever possible. Billing and due dates will change.

- **The appearance of the bills will change.**
  The bills will look different, but the current structure of the rates will be the same. The electricity portion will continue to be calculated on tiered rates.

- **Time of Use Billing.**
  Time-of-use rates will come into effect early in 2013. API will inform you when the change to time-of-use rates will take effect.

- **Electronic bills will be available.**
  API is pleased to offer electronic billing once the changeover is made. This is a good option for everybody, but especially for those who live outside API’s service area, as bills will reach you much more quickly than letter-mail, giving you more notice before the due date, and saving paper in the process. You will receive further information and a special promotion for signing up after the change to the new billing software is complete. Watch your bill and check our website [www.algomapower.com](http://www.algomapower.com) for more details on E-Billing!

- **Pre-authorized Debit**
  Pre-authorized withdrawals of payment from your Canadian bank account will continue to be available as they are now. This option works well for those who live outside the area and depend on the mail.

- **Equal Billing**
  If you are already on equal billing, you will remain on it, unless you request not to be. The billing and due dates will change. We will let you know of the changes once they have been finalized.

There will be fine-tuning during the first few months after the change. We appreciate your understanding and patience as we adjust to the new system.

If you have any questions, please contact Customer Service by one of the methods listed below.

Yours truly,

Algoma Power Customer Service Department