



CANADIAN NIAGARA POWER INC.
A FORTIS ONTARIO COMPANY

Eastern Ontario Power
A FORTIS ONTARIO COMPANY

Algoma Power Inc.
A FORTIS ONTARIO COMPANY



FALL/WINTER 2025

making connections

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

IN YOUR COMMUNITY

FTSO ENVIRONMENTAL RESPONSIBILITY UPDATE



FortisOntario is delivering on its corporate goals by supporting projects that bring clean, reliable energy to remote communities, reducing diesel use and fostering long-term community development. The 1,800 km Wataynikaneyap Power transmission system will ultimately connect 17 remote First Nations to the Ontario power grid, removing their reliance on diesel-generated electricity.

CANADIAN NIAGARA POWER SUPPORTS LOCAL SPCA

CNPI employees showed incredible community spirit by collecting and donating supplies to the local SPCA. Their generosity is helping support animals in need and making a real difference close to home. Along with the supplies, the CNPI Community Committee donated \$500.00 to the SPCA as well.



2025 UNITED WAY CAMPAIGN UNDERWAY!

FortisOntario companies have kicked off their 2025 United Way Campaigns to support our local community needs. "By uniting the power of people, organizations, and resources, we're creating awareness, inspiring action, and advancing positive change in communities nationwide."



United Way

www.unitedway.ca

2024 SCORECARDS OF ELECTRICITY DISTRIBUTORS

The OEB has published the 2024 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, @CNPpower, @EOPpower

fortisontario.com

cnpower.com | easternontariopower.com | algomapower.com

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

BILLING

E-BILLING Switch to e-billing for a simpler, faster way to manage your account. Ditch the paper clutter. Get your bills notifications delivered directly to your inbox. Pay anytime, anywhere, with the convenience of e-billing. Get instant access to your billing history and payments online.

ENROLL FOR PAD PAYMENTS: Your utility offers Pre-Authorized Debit, where payments are withdrawn automatically from your chequing account on the due date of the bill. Contact your utility to learn more.

MOVING IN OR OUT? Opening and closing accounts requires a minimum of 7 days notification prior to the change. This can be done online or over the phone.

LOW INCOME CUSTOMERS can have their deposit refunded. Please contact your utility for more information on this and on support programs available.

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, 2026. Information about rates can be found on your utility 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 AN IMPORTANT SAFETY MESSAGE

Substations are critical components of the electrical grid. They house a variety of high-voltage equipment, including transformers that reduce transmission line voltage to levels suitable for safe distribution throughout the city. Vandalism and damage to substation equipment, including fences, can create hazards to workers and the public. Immediately report suspicious behaviour near substations and stay clear of the area.

FARM 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 behavior of livestock. If you think Farm Stray Voltage is harming your livestock, please call your local utility for an inspection.



REGULATED PRICE PLAN

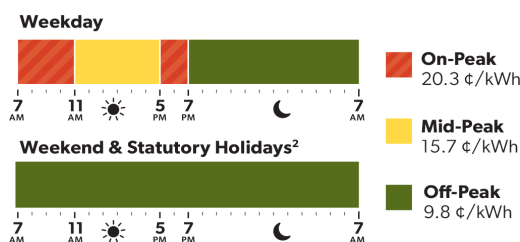
Effective November 1st, electricity rates under Ontario's Regulated Price Plan (RPP) will change, including updated Time-of-Use periods and Tiered thresholds. Review your plan to ensure it fits your usage:

<https://myaccount.cnpower.com/app/login.jsp>

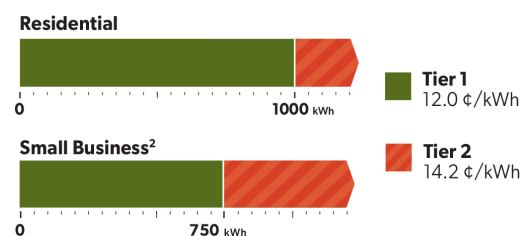
For current pricing in Ontario please visit:

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

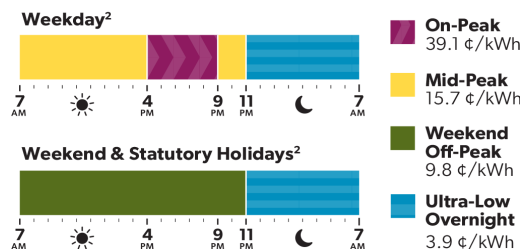
Time-of-Use (TOU) Hours¹



Tier Thresholds (kilowatt hours)¹



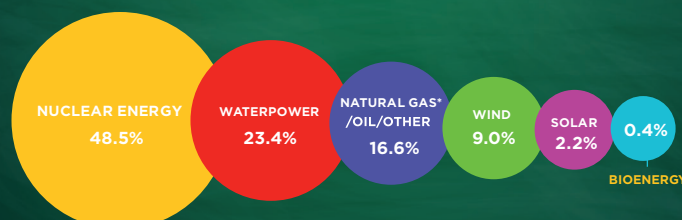
Ultra-Low Overnight (ULO) Hours¹



¹ Prices apply to the Electricity Line of your bill. ² All year.

Effective November 1, 2025, the Ontario government's Ontario Electricity Rebate (OER) will change to 23.5%. Visit <https://www.ontario.ca/page/manage-energy-costs-your-home#section-1>

LEGISLATION CORNER ONTARIO'S SUPPLY MIX 2024 ELECTRICITY FACTS



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

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).