

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

BILLING

SAFETY

Electronic Customer Engagement Tools

E-BILLING

Snowbirds and Travelers – Signing up for e-billing is an easy way to receive your bills no matter where you are in the world.

CALL BLASTS

Your Utility often communicates with customers by automated telephone messages to advise of community meetings, contests, initiatives, planned outages, and account status. You may opt out of these messages. If this option is chosen, you will not receive further calls related to the message you are opting out of. If you have opted out of a message in error, please contact your utility.

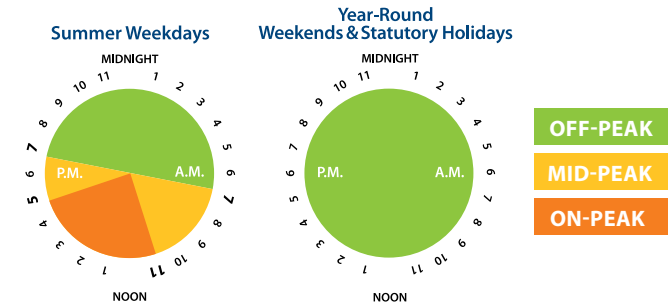
NEVER MISS A PAYMENT DUE DATE

Sign up for Pre-Approved Debit by contacting your local utility.



Time-of-Use

PROVINCIAL TIME-OF-USE SUMMER RATE PERIOD IN EFFECT MAY 1 - OCTOBER 31, 2019.



Electronic Communication

Your utility will use your email address on file to send electronic information from time-to-time. If you wish to opt out of this option, please contact your local utility.

To report a street light that is non-operational, please call your local Municipal office.



SPRING | SUMMER 2019



CANADIAN NIAGARA POWER INC.
A FORTIS ONTARIO COMPANY

Eastern Ontario Power
A FORTIS ONTARIO COMPANY



making connections

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

IN YOUR COMMUNITY

SUPPORTING OUR COMMUNITIES

UNITED WAY DONATION

FortisOntario Companies and its employees proudly supported the United Way by donating a total of \$51,921.00 in 2018. The United Way programs cover essential services, reducing poverty, workforce entry, and food security to support healthy and vibrant communities.

FORT ERIE SPCA

November 2018 was dedicated to giving back to our four-legged friends at the Fort Erie SPCA. Through various fundraising activities, our Canadian Niagara Power family raised \$916.74 in donations. This donation sponsored a kennel for one year as well as a mound of food for the facility!

API POWER OF GIVING FOOD DRIVE

In December 2019 Algoma Power collected several boxes of non-perishable food items collected during API's Power of Giving Food Drive along with a combined monetary donation by employees and company of \$477.80.

EQUAL PAYMENT PLAN (EPP) – Your Utility will notify you by letter if your EPP payment needs aligning (historical usage and current payments are not equal to annual consumption). Annually, at settlement, the monthly payment is adjusted to reflect past 12 months consumption for the new EPP year.

Your Safety Minute

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.

Make the area safe, it is the law. Safety standards are a requirement when work is being completed around live power lines. Death or severe injury can occur when contact is made with live wires. It is the constructor's responsibility to ensure everyone on the work site adheres to the safe limits of approach for live lines. FortisOntario's "Third Party in Proximity" program provides the mechanism to notify your local utility of work to be completed in the proximity of our electrical lines. Contact your local utility to complete notification documents prior to commencing work.

REGULATORY CORNER

SECURITY DEPOSITS

If you are a low-income customer your utility will waive your security deposit. Please contact your local utility for more information.

LATE PAYMENT CHARGES

Interest charged on overdue amounts is applicable the day after the due date and is calculated at 1.5% monthly. Interest on overdue amounts compounds daily.

PROPOSED CHANGES TO CUSTOMER SERVICE RULES

The Ontario Energy Board (OEB) is proposing a suite of changes to strengthen customer service rules that protect electricity consumers in the province. Please see www.oeb.ca/newsroom/2018/customer-service-rules-review for more information.

CONGRATULATIONS TO OUR \$500.00 WINNERS:

We thank all of our customers who signed up for e-Billing during our recent contest. Congratulations to our \$500.00 winners: Township of St. Joseph, Jeanne & Ed Arthurs, Kaveh Mirsaedi, Donna Korytko, Nikki & Tyler Thibodeau, Kris Anderson, Antoinette Mendes de Franca, Majbah Ahmed, Sean Cooke, and the Regional Municipality of Niagara.



Grand Prize Winner, Lawrence Renaud

MAKING YOUR VOICE COUNT

Algoma Power Inc.'s "Make Your Voice Count" survey contest ended January 31, 2019. A \$10.00 credit for each survey completed has been applied to customer accounts. The input from API customers provided insight into customer viewpoints which aids the prioritizing of future initiatives. Congratulations to our Grand Prize Contest Winner, Lawrence Renaud, who received \$1500.00 towards a new EnergyStar® refrigerator.

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



SPRING CLEANING

LEADS TO SPRING SAVINGS

AIR IT OUT

Install a clothesline or drying rack in your back yard and get that fresh spring breeze to dry your laundry. Hardware stores have a great selection that are easy to install. No outdoor space? Try an indoor drying rack.

MAKE YOUR WINDOWS WORK

Insulated drapes come with thermal fabric and are available in many fashionable colours and patterns. Using them can keep your home cool.

LET THE SUN SHINE IN

Clean your windows to help fill up your house with more sunlight and less power. Also, Daylight Savings Time starts in March, so you can keep the lights off well into the evening.

FILTER OUT WINTER

Spring is the ideal time to change or clean your furnace and air conditioner filters, which have been collecting dust all winter. Cleaning the filters will help them run more efficiently.

DON'T DUCK OUT OF CLEANING YOUR DUCTS

If you haven't done it for a few years, getting your ducts cleaned can improve air quality and help your heating, air conditioning and ventilation systems operate efficiently.

TIME TO CHANGE THE AIR CONDITIONER?

Don't wait until the hottest day of the summer. Stay cool with a new air conditioner with a high energy efficiency rating.

KEEP THE REFRIGERATOR COOL

If your fridge is coughing and wheezing, it's probably wasting energy and on its last legs. Getting a new ENERGYSTAR®-rated fridge or freezer may save you up to \$125 a year in electricity costs.

FAN OUT

Air conditioners will kick in and out when thermostat settings give them the signal that the temperature is too high or low. Fans are designed to circulate air to maintain room temperature at a consistent level at the hottest times of the day. You'll save energy, money and wear-and-tear on your air conditioner by using a fan more often.



Avoid over-filling your fridge, which decreases air circulation and makes it work harder and less efficiently.



YES!

We can help ease what you spend on electricity. For good!



If energy-saving upgrades are out of reach, we're here to help.

Your local electric utility and community services are working together to help you improve your home's energy efficiency with free energy-saving upgrades.

You may qualify for free energy-saving products, including:



ENERGY STAR® certified LEDs



ENERGY STAR® certified appliances



Insulation and weatherstripping

Spend less, save more!



All you need to do is let us know you need to reduce your electricity bill. Whether you rent or own, live in a house or an apartment, you are eligible.

Three ways we may be able to help:

- 1 Receive a Home Energy Kit with products which may include ENERGY STAR® certified light bulbs, a power bar and/or faucet aerators, along with energy-saving tips.
- 2 Receive a visit from a Home Energy Advisor. They'll create an Energy Plan for you and can arrange for ENERGY STAR® certified products and appliances.
- 3 If your home is heated electrically, you'll receive all the benefits listed above, plus you may qualify for home insulation and/or an ENERGY STAR® certified heat pump.

Visit AffordAbilityFund.org Or call: 1-855-494-FUND

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