

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

BILLING

SAFETY

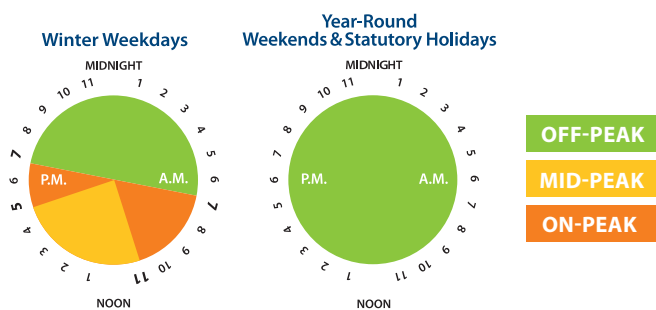
ONTARIO'S SYSTEM-WIDE ELECTRICITY SUPPLY MIX: 2019 DATA

Electricity Retailing – Disclosure to Consumers, O. Reg. 416/99, requires retailers to disclose to consumers the Ontario system-wide electricity supply mix in the manner established by the Ontario Energy Board. The Board's Directive for the Disclosure of Information to Consumers by Electricity Retailers under Ontario Regulation 416/99 prescribes the manner and timing requirements for this disclosure. The Directive applies to all retailers, including distributors that provide standard supply service.

Under O. Reg. 416/99 the Ministry of Energy is responsible for providing Ontario's electricity supply mix data for electricity suppliers. The following label discloses the system-wide electricity supply mix data for 2019. This data must be used by electricity suppliers for the purposes of complying with the disclosure obligations of O. Reg. 416/99 and the Directive. This data should be considered current until further notice.

TIME-OF-USE

The provincial Time-of-Use winter rate period is in effect November 1, 2020 – April 30, 2021. For current pricing go to: oeb.ca/rates-and-your-bill/electricity-rates



ELECTRICITY FACTS

| ELECTRICITY SOURCES | ONTARIO'S ELECTRICITY MIX |
|---------------------|---------------------------|
| Nuclear Energy | 58.2% |
| Water Power | 24.0% |
| Natural Gas* | 06.1% |
| Wind | 08.2% |
| Solar PV | 02.4% |
| Bioenergy** | 00.5% |
| Non-Contracted*** | 00.6% |

* Includes Lennox, dual fuel (ng/bio) consistent with IESO.

** IESO's embedded generation data set merges biomass and gas.

*** Non-Contracted represents a variety of fuel types that the IESO is unable to categorize due to a lack of information from Local Distribution Companies (LDCs). **Note:** Figures may not add to 100% due to rounding.

POWER IS PERSONAL

If you're a Time-of-Use (TOU) customer, you now have a choice. You can choose to switch to Tiered prices.

TOU

The price depends on when you use electricity. You can help manage your electricity costs by shifting your usage to lower price periods when possible.

Tiered

With Tiered pricing, you can use a certain amount of electricity at a lower price. Once you exceed that limit, a higher price applies.

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Considering a switch? Use your own electricity usage information from your bill and our calculator to see side-by-side, what your total bill would look like under TOU and Tiered prices.

Visit oeb.ca/calculator.

Choose the price plan that's right for you. Because **power is personal**.

We're here to help:

1-877-632-2727 | TTY: 1-844-621-9977

publicinformation@oeb.ca | oeb.ca;
or visit your utility's website for more information on the choices available to you.



LEGISLATION CORNER

ENABLING CUSTOMERS TO OPT OUT OF TIME-OF-USE PRICING

The Ontario government is now providing a choice for consumers on the Regulated Price Plan (RPP) who pay time-of-use (TOU) prices. This initiative will allow RPP TOU customers to opt out of TOU pricing in favour of tiered prices starting November 1, 2020.

This option will be available to anyone in Ontario that currently has a communicating TOU meter. If you would like further details on the program, please visit The Ontario Energy Board's website on www.oeb.ca/choice. Election forms are available on your local utility's website.

Did you know? Your utility offers an Equal Payment Plan to their residential, seasonal, and small general services. Contact your utility for more information.

Did you know? By request, deposits will be refunded to designated low-income customers. Please contact customer service for more information.

CALL BEFORE YOU DIG!
CONTACT ONTARIO ONE CALL TO REQUEST YOUR FREE LOCATE. ON1CALL.COM • 1-800-400-2255

fortisontario.com

OUR NEW CUSTOMER PORTAL IS HERE!!



The enhancements our customers have requested have arrived. We have a more inclusive and customer friendly dashboard for you to manage your bills, payments, view your consumption history, and more! All customers who sign up for e-billing at our new portal by March 31, 2021 will automatically be entered in a draw to **WIN 1 OF 2 ENERGY STAR APPLIANCES OF YOUR CHOICE** (max. \$1500.00 value). Please visit our website for details.

To sign up, go to your utility's website or to this link to sign up today myaccount.cnpower.com/app/login.jsp
For customers already on e-billing, you will need to log into our new portal to register. Once you register, your old e-billing account will be deleted.
As always, our Customer Service personnel are available to assist you during regular business hours. Please contact your utility if you have any questions.

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

making connections
CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

IN YOUR COMMUNITY

MAKING YOUR VOICE COUNT - ONLINE SURVEY

Canadian Niagara Power and Eastern Ontario Power want to ensure their Customer's Voices Count with an online survey as each utility develops a new 5 year plan as part of our upcoming rate application. All customers who complete the survey will receive a \$10.00 credit on their account or donation to the United Way – your choice! The input from CNPI & EOP customers will provide insight into our customer's viewpoints which aids the prioritizing of future initiatives. To complete survey, please visit your utility's website below:

CNPI customers - online survey at <http://ow.ly/OwVU50Bm8yE> or visit your utility website @ www.cnpower.com

EOP customers - online survey at <http://ow.ly/2zZn50Bmbgq> or visit your utility website @ www.easternontariopower.com

Hurry, survey is only available until December 31, 2020.



YOUR SAFETY MINUTE

STORM DAMAGE:

With wind, ice or snow storms in Ontario, the likelihood of trees coming down on and near power lines is a reality. Power lines on the ground can be energized. In storm situations, electrical hazards likely exist and must be recognized. Trimming or cutting trees in proximity to power lines is unsafe and can be life threatening. It is important to know that there may be hazards that you are unaware of when power lines are in contact with trees. You may want to get your property “back to normal” as soon as possible, however it is imperative to proceed with caution. Contact your electrical utility prior to entering an area where trees are in contact with power lines. Utility crews must deem the area electrically safe prior to entry. Call First!!

CREW SAFETY:

When our crews are working to restore power their safety and their focus is imperative. Customers should contact their local utility about concerns with respect to conditions on or with electrical powerline equipment. Please refrain from approaching crews while they are working to restore power.



YOUR OPINON MATTERS: Your utility’s annual Customer Service Telephone Survey is underway this fall. FortisOntario has Utility PULSE contacting a sample group for each of its utilities. This survey provides valuable insight into what matters most to our customers and supports future enhancements. We thank our customers who participate.

COVID-19 IS STILL A FACT IN THE FALL OF 2020. PLEASE BE ADVISED THAT:
Your utility’s office will remain closed
Crews in the field require a minimum of 2 metres from approaching people to ensure their safety

SPACE KEEPS YOU SAFE!

Trimming and removing trees near powerlines is a hazardous activity with potentially tragic consequences. For your safety always **keep at least 3 metres (10 feet) of space** between the powerlines and yourself, your tools and your equipment.

Consider the use of prefessional tree service and call your utility for guidance before trimming and removing trees near powerlines on your property. For the sake of your family, don’t be the cause of a tragic accident.

For the sake of your neighbours, don’t be the cause of an unplanned outage.

Again remember to follow these tips:

- Keep 3 metres/10 feet of space
- Call your utility first
- Use a professional tree service



TIMELY INFORMATION ABOUT YOUR BILLS/DEPOSITS:

Your due date is now 25 days after you have been billed (statement date). This extra time to pay a bill has been welcomed by our customers. This change also means that there will be times where your payment is not applied before the next bill is created (statement date). For these times you will notice a balance forwarded on your bill even when paid by the due date. Check the statement date on the bill and compare when you paid your last bill.

Deposits will be waived for small general, residential, and seasonal customers who agree to be on our Equal Payment Plan or who agree to directly pay bills from a financial institution. Deposits are not required for all customers who pay on the due date for each bill.

Contact our customer service department with any inquiries about these features.

SAVINGS WHILE WORKING FROM HOME

WITH COVID-19 BEING A REALITY, MANY HAVE A NEW ROUTINE OF WORKING FROM OUR HOME. NOW’S A GOOD TIME TO THINK ABOUT WAYS TO KEEP OUR HOME ENERGY CONSUMPTION (AND UTILITY BILLS) TO A MINIMUM. WORKING FROM HOME IS GENERALLY CONSIDERED TO HAVE MANY ENVIRONMENTAL BENEFITS, LIKE REDUCING THE NUMBER OF PEOPLE DRIVING TO WORK, AND CUTTING DOWN ON OFFICE BUILDING ENERGY NEEDS. BUT WORKING FROM HOME ALSO MEANS YOU WILL BE USING MORE ENERGY AT HOME THAN YOU USUALLY WOULD.

Here are our top tips to increase the energy efficiency of your home office:



Turn off the lights!

Chances are, your home has more natural light than your office. Make the most of it by opening your curtains during the day and switching off your lights. The bonus? Natural light is known to be good for your mental health and productivity.



Grab a blanket

It may not be smart, or even casual. But when you’re working from home it doesn’t really matter. By keeping a blanket handy while you work you can avoid cranking up the heat to keep warm. Just make sure to hide it on your lap when video-conferencing with your boss!



Unplug all distractions

You’d be surprised at how many distractions are hiding in your home. The good news is that by unplugging everything you’re not using for work including the printer, any chargers lying around the house, TVs and other screens, you’ll be doing the planet and your productivity a favour. Cutting down on a little vampire energy every day will go a long way.



Manage your time efficiently

Some people prefer working from home rather than going to the office because they can focus on their work without the distractions of the office – coffee breaks, noisy coworkers, endless in-person meetings. Getting your work done faster means you free up time for other things – like going outside or reading. Don’t forget to turn off your computer and any other work-related technology when you stop working!



Use energy-efficient equipment

When it comes to energy efficiency, labels are important. Where possible, make sure you are using ENERGY STAR qualified products (find a list of them here) as these will guarantee you are getting the highest energy efficiency from your equipment. Another great option if you’re looking for new equipment with lower energy consumption is to use refurbished equipment. It’s both cheaper and greener.



Check your energy-saving settings

Most computers these days have built-in settings to help you save energy. Check your system preferences and set them to low power or energy-saving mode where possible.



Smart power strips

A small investment will give you high energy saving returns. By plugging all your work-related equipment into a smart power strip you can ensure that you won’t be drawing power when you’re not at work while leaving you the option of keeping your most essential devices “always on”.

