

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

BILLING

SAFETY

Easing Our Customer's Minds:

E-BILLING Forget delays in mail delivery. You will have your bill, in your inbox the day following its creation by signing up for e-billing. To sign up, visit your utility's webpage.

IF YOUR WORLD NEVER STOPS, MAKE SURE YOU WILL NOT MISS A PAYMENT DUE DATE

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

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. When you choose this option, you will not receive further calls related to the message you opt out of. If you have opted out of a message in error, please contact your utility.

EMPOWERING NATURE TO GROW: Algoma Power Inc. has entered into an agreement with Forests Ontario to plant 478 trees, based on the average annual number of pole replacements over the past 5 years, within their service territory in 2020 as part of FortisOntario Environmental Sustainability commitment.

Your Safety/Environment Minute

First Aid Training - Put to Use. Algoma Power Inc. employee Leslie Pettenuzzo jumped into action and helped save a man's life by performing CPR. On February 21, 2020, Leslie was playing in a pool tournament when another participant suffered a heart attack. Leslie recognized the situation, performed chest compressions that revived the individual, and provided aid until emergency services arrived. Leslie credited the training she attended through work for providing her with the knowledge in knowing how to react to the situation.

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.



EQUAL PAYMENT PLAN (EPP) Sign up for our EPP plan to average your monthly bills over the year. This plan is available to all residential, seasonal, and small commercial (GS<50) customers. Please contact your utility for your monthly amount and more details.

Electricity Rates

Due to the current uncertainty of the COVID-19 impact in Ontario, by the time you receive this newsletter the provincial government may have made further changes. For current pricing and TOU information, please visit: <https://www.oeb.ca/rates-and-your-bill/electricity-rate>

LEGISLATION CORNER

OUR PRIVACY POLICY

We collect, maintain and use personal customer information to provide electrical service, programs, and services to customers. By providing the requested information, you consent to its use for these purposes. We will safeguard all of the information you provide to us, and will not share this information with outside parties except for purposes identified in our Privacy Policy or when required to do so by law. You can find a copy of our Privacy Policy through our website at www.fortisontario.com or by contacting our Privacy Officer at (905) 871-0330 or 1-800-278-5394, or email at info@fortisontario.com.

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

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



SPRING | SUMMER 2020

making connections

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE



CANADIAN NIAGARA POWER INC.
A FORTIS ONTARIO COMPANY

Eastern Ontario Power
A FORTIS ONTARIO COMPANY

Algoma Power Inc.
A FORTIS ONTARIO COMPANY

IN YOUR COMMUNITY

SUPPORTING OUR COMMUNITIES

FortisOntario and its employees are proud to be supporters of the United Way as we see the positive impacts that the United Way makes to our local communities within our regions. Many individuals and families need our help to move beyond challenging living situations. The United Way is about community and changing local lives. During 2019, FortisOntario and its employees donated more than \$67,000 to the United Way and its charities.



United Way

**TOGETHER WE CAN
MAKE LOCAL ISSUES
#UNIGNORABLE**

SAFE WORK, SOUND BUSINESS AWARD

Algoma Power Inc. (API) is honoured to be the recipient of the "Safe Work, Sound Business Award" sponsored by Workplace Safety North at the Sault Ste. Marie Chamber of Commerce Outstanding Business Achievement Awards held on Saturday, February 29, 2020.

This award recognizes that API uses a safe work management system, participates in workplace and/or community injury prevention programs and has low injury frequency and injury severity performance results.

"We recognize the relentless commitment and dedication employees have to safety when servicing our customers at Algoma Power. It is with this commitment to both our internal

safe work practices and our public safety programs and events that we are all able to achieve such excellence," says Jennifer Rose, Regional Manager, API.



ELECTRONIC COMMUNICATION: For customers who have previously provided your utility company with an e-mail address please be aware that you have agreed to receive electronic information. If you wish to opt out of this option, please contact your utility.

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, @CNPower, @EOPower



AN IMPORTANT MESSAGE FROM FORTISONTARIO

As we send this newsletter to print, we are uncertain about the effect the COVID-19 Pandemic will have had by the time this newsletter arrives at your mailbox in May. Our hope is that it will be past us, but the reality may be far different.

Your utility wants you to be aware of the following information:

Due to the COVID-19 pandemic, we have all had to put our lives on pause at this uncertain time. Your utility wants you to have comfort in knowing that we have taken active measures to address this situation by ensuring critical services are still available to our customers:

- 24/7 trouble line is available to its customers
- Customer Service agents are available by telephone during normal business hours
- Important infrastructure upgrades continue to ensure we provide you with safe and reliable power
- Service work continues to address customer electricity requirements

FortisOntario has advocated after hearing our customer's concerns. We have added bill relief to give you peace of mind while spending more time at home:

- Time-of-Use is on hold for 45 days beginning March 24, 2020
- Disconnections have been cancelled until July 31, 2020 for low-volume customers

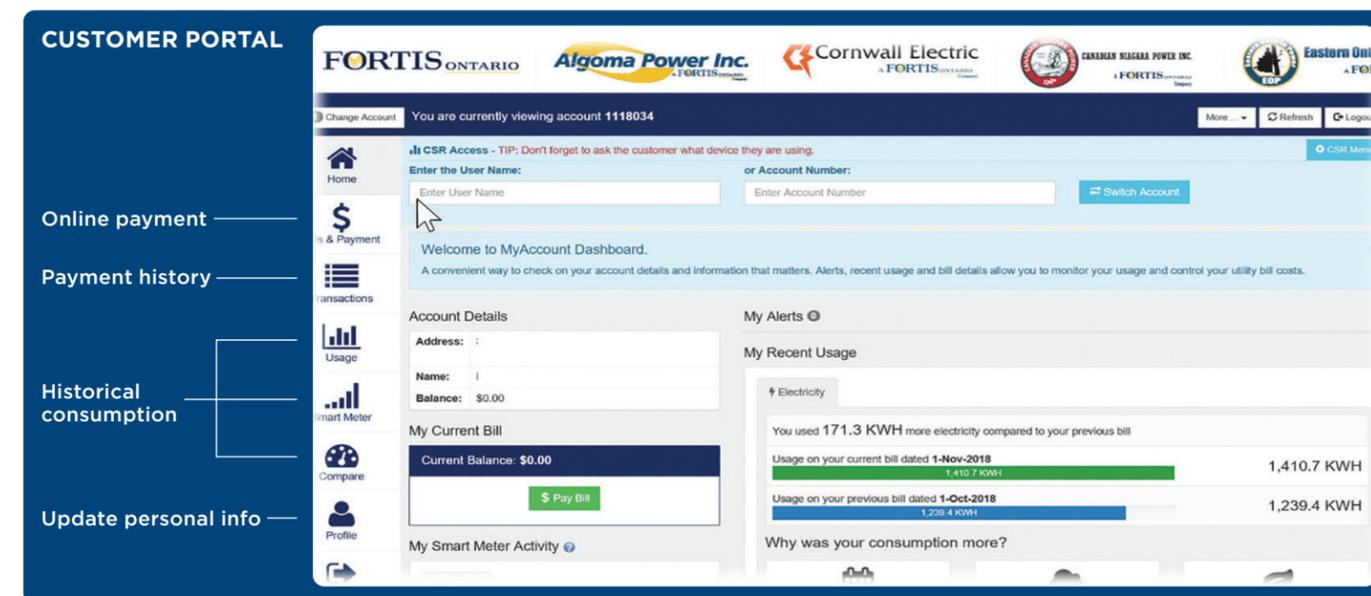
Many of our customers will have concerns about paying their bills during this time. Our Customer Service Agents are available to assist you. We can advise you of agencies or programs that may be available to you. We also offer instalment plans to assist you in managing your bills during this time.

For our crews safety, we respectfully request you keep the recommended social distancing of 2 metres.

Stay safe, stay healthy.

Please visit our website and follow us on Twitter/Like us on Facebook for regular updates regarding the Coronavirus and how your utility is managing its impact.

COMING SUMMER OF 2020 NEW CUSTOMER PORTAL



NEW CUSTOMER PORTAL

We listened to your request for a more inclusive, friendly dashboard. The redesigned Customer Portal provides the tools necessary to allow you to easily access all the commonly requested information.

REDESIGNED DASHBOARD

Integration of billing, online payments and history, consumption information and more into one secure, easy-to-navigate web-based portal, viewable on a wide range of devices.

IMPROVED CUSTOMER EXPERIENCE

With the introduction of new self-help tools such as **e-billing** and **outage notifications**, you will have a complete range of information available to you 24 hours a day. Existing e-billing customers will receive a welcome message to guide them through the registration process within the new portal.

Call today to speak to one of our Customer Service team members and sign-up to our e-billing service and/or outage notifications and you will receive updates as soon as they become available (summer, 2020).



SPRING CLEANING LEADS TO SPRING SAVINGS

IT'S TIME TO GET YOUR FAMILY AND HOME READY FOR Milder temperatures and more fresh air. Here are some helpful tips this spring:

AIR IT OUT

Install a clothesline or drying rack in your back yard and get that fresh spring breeze to dry your laundry. 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.

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.

