

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

BILLING

SAFETY

CALL BLASTS Your Utility regularly 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 communications at the end of the message. If this option is chosen, you will not receive future calls. If you have opted out of a message in error, please contact your utility.

IN A WORLD THAT NEVER STOPS, MAKE SURE TO NEVER MISS A PAYMENT DUE DATE AGAIN

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

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.

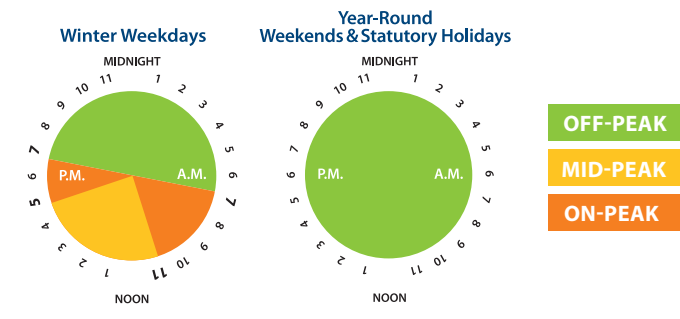
ARE WE HOLDING A GUARANTEE DEPOSIT?

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

NEW DISTRIBUTION RATES WILL BE IN EFFECT AS OF JANUARY 1, 2022 Information about your utility's 2022 rates can be found at your utility's website/about-us/regulatory.

TIME-OF-USE

The provincial Time-of-Use winter rate period is in effect November 1, 2021 - April 30, 2022. For current pricing go to: [oeb.ca/rates-and-your-bill/electricity-rates](https://www.oeb.ca/rates-and-your-bill/electricity-rates)



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.

COVID-19 IS STILL A FACT IN OUR DAILY 2021. 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.

LEGISLATION CORNER

TIME-OF-USE/TIERED PRICING CUSTOMER CHOICE

If you're a residential or small business customer that pays Time-of-Use (TOU) electricity prices, you can now choose to switch to Tiered prices. With TOU, the price you pay depends on when you use electricity. With Tiered prices, you use a certain amount of electricity each month at a lower price. Once that limit is exceeded, a higher price applies. If you want to continue paying TOU prices, no action is required. To learn more about your pricing options, visit www.oeb.ca/choice.

To switch from TOU to Tiered prices, you must complete an election form. Check out your utility's website. If you do not have access to the internet, contact your utility and they will mail you the election form to complete and return.

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



FALL/WINTER 2021



CANADIAN NIAGARA POWER INC.
A FORTIS ONTARIO COMPANY

Eastern Ontario Power
A FORTIS ONTARIO COMPANY

Algoma Power Inc.
A FORTIS ONTARIO COMPANY

making connections

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IN YOUR COMMUNITY



2020/21 UNITED WAY CAMPAIGN

FortisOntario's 2021 United campaign is now underway. In 2020, our companies raised \$58,600 for local United Way organizations through employee donations. Each FortisOntario utility has matched its employee donations. United, we make the biggest difference!



United Way

CONGRATULATIONS TO THE GRAND PRIZE WINNERS OF OUR E-BILLING CONTEST



All of the following winners have selected an Energy Saving appliance of their choice:
Richard Anthony (Tony) Wallace, Eric & Sarah Knutson, Rachel at Everything Floors, Andrew Speck, and Cole W. Hawkhisstone.
We thank all of our customers who participated in our contest.

YOUR OPINION MATTERS: Your utility's annual Customer Service Telephone Survey for 2021 occurred during September and October. UtilityPULSE was contracted to contact a sample group for your utility. This survey provides valuable insight into what matters most to our customers and supports future enhancements. We thank our customers who participated.

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](https://www.fortisontario.com)

[cnpower.com](https://www.cnpower.com) | [easternontariopower.com](https://www.easternontariopower.com) | [algomapower.com](https://www.algomapower.com)

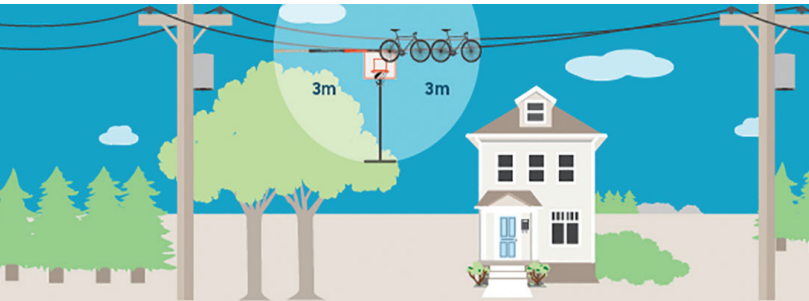


Your Safety Minute

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.

Safety FACT:

When working around your home or business you should keep more than 3 metres away from energized power lines to be safe.





SAVE ON ENERGY - POWER WHAT'S NEXT

Why not check out what programs are available to you through this provincial program.
Visit <https://www.saveonenergy.ca>

NEW ONLINE CUSTOMER PORTAL

Our new online customer portal is now live and providing our customers with so much more! Why not sign up and see how easy it is for you to check out your bills, review your consumption patterns and compare your bills. If you haven't already done so, please register at the following link: <https://myaccount.cnpower.com/app/register.jsp>

Some of the online features include:

View and pay your bills for all account from a single log in.	View detailed daily, weekly or monthly consumption.	Compare your consumption over various periods.	Reduce paper consumption by signing up for eBilling.

To register You will need your Account Number and Meter Number as seen in the example below, which you can retrieve from last month's bill.

Account Number	
Account #:	1234567
Amount Due:	\$ 135.78
Statement Date:	Jan. 11, 2021
Due Date:	Feb. 05, 2021
Payment Amount:	

Meter Number	
Meter Reading(s):	123456
Meter Number:	123456
Billing Multiplier:	1
Adjustment Factor:	1.053000
From:	Dec 1, 2020 00:00
To:	Jan 1, 2021 00:00
Previous:	176,912.200000 kWh
Present:	176,912.200000 kWh
Metered Qty:	848.699940 kWh
Billed Qty:	848.699940 kWh

YOUR UTILITY IS KEEPING SCORE

All Ontario utilities must provide a scorecard for each calendar year, to track and show comprehensive performance information. The information in these scorecards show data for 20 specific measures within the following four key areas of performance:

- Customer focus
- Operational effectiveness
- Public policy and responsiveness
- Financial performance

To view your Utility's current Scorecard, please visit your utility's website.

COVID-19 - DEALING WITH UNCERTAINTY

Given the challenging times, we are here to listen and support you in managing your electricity usage. If you have any questions or require assistance registering, please feel free to contact customer service at your utility during business hours.



YOUR UTILITY HAS A NEW WEBSITE

FortisOntario's new websites were launched on June 30, 2021. Communicating to our customers is a top priority and in order to provide you with the latest in regulatory, industry and company updates, we are working hard to redesign all aspects of our websites. Future progress updates will be provided via social media so please follow your utility on Twitter or like us on Facebook.

Visit your utility's website at the links below:

www.cnpower.com

www.easternontariopower.com

www.algomapower.com

TOP 4 REASONS TO CALL OR CLICK BEFORE YOU DIG

FOR PROJECTS OF ANY SIZE

- 1 **Protect your property and loved ones**
- 2 **Prevent Injuries**
- 3 **Avoid damages**
- 4 **It's the law!**

Get the dirt on small digs.



WIN FREE POWER FOR A YEAR!



POWER UP YOUR BILL

It's time to get more from your power bill! When you switch to online billing, you'll get all of the info in your old paper bill, with additional features and on-the-go flexibility.

- See your bill as soon as it's ready—no mailing delays
- 24/7 access to view, download or print current and past bills
- See all your power usage in one place and find ways to save

You'll be notified by email when your bill is ready, cutting down on delivery time and making it easy to open, review and pay your bill whenever, wherever.

Now, when you make the switch, you'll be entered to win a grand prize of free power for a year.

Visit the link for your utility below to learn more!

- Algoma Power Inc.: www.algomapower.com/go-paperless
- Canadian Niagara Power Inc.: www.cnpower.com/go-paperless
- Eastern Ontario Power: www.easternontariopower.com/go-paperless

ONTARIO'S SYSTEM-WIDE ELECTRICITY SUPPLY MIX 2020 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 2020. 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.

ELECTRICITY FACTS

ELECTRICITY SOURCE	ONTARIO'S ELECTRICITY MIX
Nuclear Energy	56.8%
Water Power	24.4%
Natural Gas*	06.3%
Wind	08.7%
Solar PV	02.4%
Bioenergy**	00.5%
Non-Contracted***	00.9%

* Includes Lennox and dual fuel (natural gas/bioenergy) consistent with IESO.

** IESO's embedded generation data set combines 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.