

# alectraNews

Welcome to the Alectra Utilities customer newsletter, your source for timely and helpful electricity news that matters to you. Stay informed with short articles about Alectra services, new developments, support programs, Time-of-Use prices, conservation and safety tips, and much more. Do you have a topic you'd like us to cover? Send us your suggestions and feedback at [newsletter@alecrautilities.com](mailto:newsletter@alecrautilities.com).

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## Your monthly statement is getting a new look

We're making your statement easier to read and understand, with a new look coming in 2019! At the same time, all customers will have a new account number, which will be located at the top left corner of your statement. While we're making changes to serve you better, please note that billing periods may be longer or shorter than normal over the next few months. Do you pay by online banking? Later in 2019, simply update your bank with your new account number for a seamless switch.



*Don't let your bills stack up this winter – call us at **1-866-458-1236** – we can help!*

## Updated My Account portal coming in 2019

With new tools and an improved dashboard, the My Account web portal will make it easy to monitor your account, and provide a fast, easy and secure way to view your monthly statements and transaction history online. You'll receive an invitation to sign up for the updated My Account web portal in 2019. By switching to our ebilling service, you can also receive your monthly statements faster, while making an environmentally-friendly choice. Watch our quick video to learn more at [alecrautilities.com/MyAccountVideo](http://alecrautilities.com/MyAccountVideo).



*Questions about your bill? Visit our Frequently Asked Questions web page at [alecrautilities.com/FAQs](http://alecrautilities.com/FAQs).*



*Portable standby generators, when used properly, can provide an alternative energy source until conventional power is restored. The Electrical Safety Authority ([esasafe.com](http://esasafe.com)) cautions consumers contemplating the purchase of a portable standby generator to do some homework first – for safety's sake!*

## AffordAbility Fund™: We're here to help!

If the cost of energy-saving upgrades seems out of reach, Ontario's new AffordAbility Fund™ can help. We are working with community service organizations to help you improve your home's energy efficiency. You may qualify for a free in-home energy audit and free energy-saving upgrades such as LED bulbs, weatherstripping, insulation, and ENERGY STAR® certified appliances. Whether you rent or own, live in a house or an apartment, you are eligible. Visit [AffordAbilityFund.org](http://AffordAbilityFund.org) to find out what you qualify for and how to apply, or call **1-855-494-3863**.



## Prepare your home for energy-efficient winter warmth

Stay warm and reduce the impact of winter weather on your electricity bills with these energy saving tips:

1. Replace your dirty furnace filter to improve air flow and save on energy.
2. Seal leaky heating ducts with duct tape to ensure hot air fills the right space.
3. Wash your clothes in cold water to save the energy needed to heat water.
4. Hang wet clothes on a drying rack, which also helps humidify dry winter air.
5. Upgrade your home's insulation to keep it warm in the winter and cool in the summer.

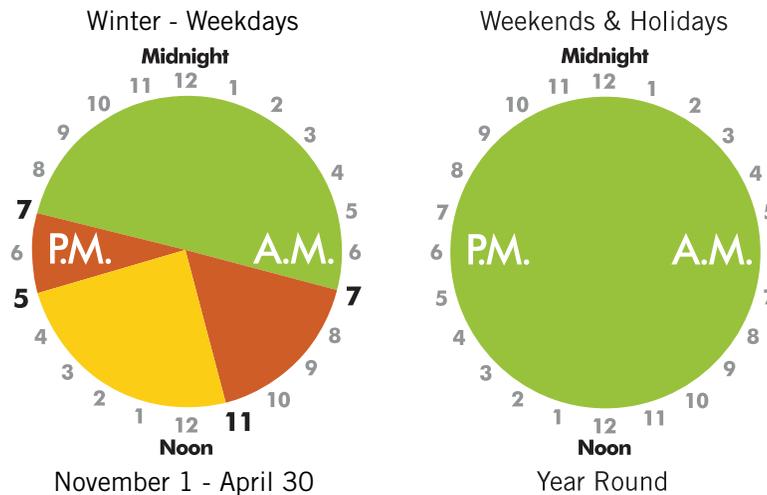


*Bonus tip: Use plastic window film or removable caulking on windows you won't be opening during the winter to keep the heat in. You can remove both in the spring and reuse them in the fall. For more tips, visit [alectraconservation.com](http://alectraconservation.com).*

## Winter Time-of-Use schedule and pricing

We would like to remind you that On-peak and Mid-peak Time-of-Use time periods have changed to winter hours effective November 1, 2018.

On May 1, 2018, the Ontario Energy Board set new Time-of-Use electricity prices based on the current inflation rate as required by the Ontario Fair Hydro Plan Act, 2017. These prices will continue to be in effect until April 30, 2019.



For more information, please visit [alectrautilities.com/rates3](http://alectrautilities.com/rates3).



## Ontario's System-Wide Electricity Supply Mix: 2017 Data

The system-wide supply mix is the combination of power sources that are used to generate the electricity consumed in Ontario. The table on the right discloses the system-wide electricity supply mix data for 2017, which was published by the Ontario Energy Board on October 5, 2018.

*\*Includes both transmission and distribution-connected/embedded generation (Ontario Ministry of Energy)*

*\*\*Includes dual-fuelled facilities that are predominantly natural gas (e.g. Lennox Generating Station)*

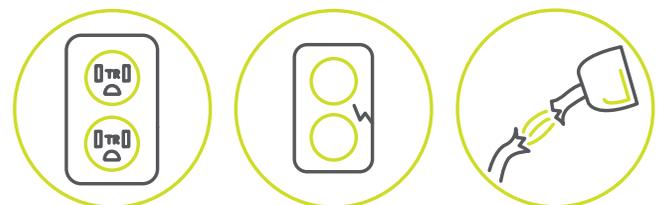
*Note: Figures may not add to 100% due to rounding.*

| Electricity Sources       | Ontario's Electricity Mix* |
|---------------------------|----------------------------|
| Water power               | 25.6 %                     |
| Alternative power sources | 9.8 %                      |
| <i>Solar PV</i>           | 2.2 %                      |
| <i>Wind</i>               | 7.2 %                      |
| <i>Biomass</i>            | 0.4 %                      |
| <i>Waste</i>              | 0 %                        |
| Nuclear Energy            | 60.1 %                     |
| Natural Gas**             | 4.0 %                      |
| Other                     | 0.3 %                      |

## 3 Simple tips to help prevent shock

While electricity is a necessity of everyday living, we can teach our children about the dangers of electricity and help prevent shocks and burns by doing these three simple home fixes.

1. Install child-safety outlets (tamper-resistant receptacles).
2. Replace broken or missing outlets or cover plates.
3. Replace frayed cords.



If you or someone you know receives an electrical shock, seek medical attention. For more tips, visit [esasafe.com/nosafeshock](http://esasafe.com/nosafeshock).



Contact us  
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