



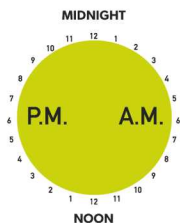
IMPORTANT CUSTOMER INFORMATION

DURING THESE CHALLENGING TIMES.

Our team continues to deliver safe and reliable electricity to your homes and businesses during these challenging times. We realize families and businesses may be struggling and we're committed to providing some security to help manage your bills.

- No service disconnection for residential and small businesses until July 31st.
- Our Customer Care Team is available to discuss a flexible payment arrangement if you need it, so you have some peace of mind today.
- Time-of-use rates are temporarily reduced by the Provincial government. Households, farms and small businesses are being charged off-peak rates 24 hours a day, seven days a week for the next 45 days, starting March 24th.

EMERGENCY TIME-OF-USE PRICES



OFF-PEAK ALL THE TIME
WEEKDAYS, WEEKENDS & HOLIDAYS

OFF-PEAK 10.1¢/kWh

MID-PEAK 10.1¢/kWh

ON-PEAK 10.1¢/kWh

GO PAPERLESS

We encourage customers to be prepared in case you are unable to pick up mail, get to your mailbox due to self-isolation, illness, or if there is a delay in postal service due to COVID-19. Paperless Billing and/or Pre-Authorized Payments are proactive and convenient options to help customers stay on track with monthly bills.

GO TO ... www.EnergyPlus.ca/Paperless

Need help
signing up?

Contact: customercare@energyplus.ca

519.621.3530

519.442.2215

1.877.871.2215



Here are more GREAT reasons to Go Paperless

1. **Easy to set up.** A simple, one-time registration gives you 24/7 access to your bills and usage.
2. **How you want, when you want.** Access your bills and account information in one place, on any device, no matter where you are.
3. **No missed bills.** You'll get an email when your new bill is ready to view. Online access to all your bills for the past two years.
4. **Peace of mind.** Enjoy secure access to view all your transactions, including hourly usage details, meter reading history and payments.
5. **Paperless is better for the environment.**

Access My Account Online
to Learn More & Sign Up:

www.EnergyPlus.ca/Paperless

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