

For Immediate Release

January 30, 2023

Alectra Utilities to reimburse Guelph and Rockwood customers following the discovery of an overbilling error

Guelph, ON – Upon discovering a programming error in billing for Guelph and Rockwood customers that resulted in overcharges, Alectra Utilities will issue a one-time \$20.66 bill credit to reimburse affected residential customers.

Alectra Utilities has entered into an Assurance of Voluntary Compliance (AVC) with the Ontario Energy Board (OEB) to reimburse impacted customers for the overcharged amount.

“We sincerely apologize for this error and are correcting this miscalculation,” said Linas Medelis, vice president, customer service. “We strive to provide excellent service and billing accuracy to the homes and businesses we serve.”

Guelph and Rockwood customers impacted by the error will receive the credit and a notice within the next 90 days. There is no additional action required by customers as the credit will be automatically applied.

To learn more about how Alectra is working with the OEB to correct this matter, please visit alectrautilities.com/billing

About Alectra’s Family of Companies

Serving more than one million homes and businesses in Ontario’s Greater Golden Horseshoe area, Alectra Utilities is now the largest municipally-owned electric utility in Canada, based on the total number of customers served. We contribute to the economic growth and vibrancy of the 17 communities we serve by investing in essential energy infrastructure, delivering a safe and reliable supply of electricity, and providing innovative energy solutions.

Our mission is to be an energy ally, helping our customers and the communities we serve to discover the possibilities of tomorrow’s energy future.

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