

For Immediate Release

March 6, 2024

Alectra launches customer engagement survey on electricity grid future planning and growth

Mississauga, ON – Alectra Utilities Corporation (Alectra) launched its customer engagement survey seeking feedback on future planning and operations, to fortify and modernize the electricity grid. This is in response to increasing customer demands caused by population growth and the expected electrification of transportation and home heating.

Alectra is regulated by the Ontario Energy Board (OEB), Ontario's independent energy regulator. As Alectra is a distributor of electricity, distribution rates are what Alectra charges customers. To have future rate changes approved, Alectra is required to submit a comprehensive plan with proposed pricing and spending to the OEB. The OEB will then review the plan and proposed rates for 2027–2031 in an open and transparent public process known as a **rate-rebasing application**. Distribution rates make up approximately 23 per cent of a typical Alectra residential bill.

“As we consider how we will continue to support our customers into the future, we are focused on reliability, affordability and customer service,” said Blair Peberdy, Senior Vice President of Regulatory, Government and Corporate Relations. “We are seeking input from all of our customers so that our plans reflect their priorities as we prepare to meet the challenges of the changing energy environment.”

Customer input is an important part of the rate application process and interested Alectra Utilities customers can complete the **customer engagement workbook, which includes the survey and more information**, here: alectracustomerfeedback.com. Customers may also receive communications directly from Alectra, or through our customer research firm, Innovative Research.

With aging distribution system assets and the advent of new technologies, Alectra is interested in customer feedback on how – and to what extent – we should be renewing and upgrading infrastructure to maintain reliability. We also welcome input regarding new technologies to increase efficiencies and reduce costs. One of those technologies that Alectra utilizes is an innovative process called [cable injection](#), where we repair, protect, and extend the life of underground cables without digging them up, reducing greenhouse gas emissions.

Customers can help shape our electrical future by sharing their thoughts on topics such as: **What parts of your community’s power grid should we focus on? Do you drive an EV, or are you planning to? How important are green initiatives to you? How should we communicate planned outages and safety tips?** Future updates on our rate-rebasing application process will be posted at alectrautilities.com.

Alectra Utilities is committed to investing in the electricity grid across all 17 communities it serves to support growth and to continue to provide safe and reliable service. Learn more about our commitment to reliability at alectrautilities.com/improving-reliability.

-30-

About Alectra Utilities

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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