



For Immediate Release

March 24, 2020

Electricity Rate Relief: Off-peak hours in place all day, every day

Mississauga, ON – Effective immediately, Alectra residential and small business customers on Time-of-Use rates will pay the off-peak rate of 10.1 cents per kWh, which is less than half of the on-peak rate (20.8 cents per kWh), at all times and for the next 45 days. The off-peak rates match what customers would normally pay on weekends.

Alectra has also suspended service disconnections on accounts that are in arrears and we will work closely with customers who require flexible payment plans during this difficult time.

In response to the rapidly evolving pandemic, Alectra has scaled back operations to focus on essential services including emergency power restoration and the safe operation of our electricity distribution grid. This also includes enabling many of our call centre teams to work from home, which may cause increased wait times as this transition is carried out. Customers are advised to visit our website for routine account services and billing inquiries.

For more information about relief programs available to customers visit alectrautilities.com.

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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