

Customer Relief Information Overview

Alectra – Electricity Distribution & Integrated Energy Solutions

June 8th, 2020



Update

We are all facing an unprecedented challenge. Alectra is working closely with our municipal partners, the province, and others in a coordinated response to meet the challenges that COVID-19 presents. Please find attached a list of announced Customer Relief measures available to Households and Businesses. In addition, below is a list of our recent community support initiatives

Community Support

Announcement Date	Action
May	Alectra contributed \$15,000 to William Osler Hospital Systems' purchase of a specialized machine used for rapid testing of COVID-19 test samples for 3 hospitals in Brampton, Peel and Etobicoke
May	Alectra donated \$85,000 for the purchase of a Healthworks Clean Mini Machine N95 Mask Cleaner for Niagara Health Foundation. The machine services 5 medical sites across 7 municipalities in Niagara Region
May	Alectra donated \$273,00 to local United Way Chapters for their "Local Love in a Global Crisis" COVID-19 campaign, \$400,000 in impact
April	Alectra donated \$230,000 to food banks in eight communities.
April	16,800 N95 masks donated to front-line healthcare workers in seven hospitals across our service territory to support their work against COVID-19

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.

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Customer Relief Information Overview

Current Customer Relief Programs and Initiatives available to
Alectra's Residential and Business Electricity Customers
June 8th, 2020



Customer Group: Residential and Small Business [General Service less than 50 KW]

Announcement Date	Action
Future TBD	The government has expanded the existing Low-Income Emergency Assistance fund to assist customers struggling to pay energy bills as a result of COVID-19. COVID Emergency Arrears Program (CEAP). The Ministry is targeting a July implementation for CEAP with a June announcement. Funds will be limited. Available only to Residential customers with 2 months or more of arrears.
June	Effective June 1, 2020, Ontario introduced a COVID-19 Recovery Rate of 12.8¢/kWh for TOU Regulated Price Plan customers, also effective 24 hours a day, seven days a week. This temporary rate will be in effect until October 31, 2020.
Ongoing	Alectra continues to work with our customers to offer flexible payment plans, equal billing, and other measures to assist them with paying their bills. Alectra is part of a utility coalition working with the government on the post TOU-holiday transition
April 15 th	Waived Late Payment Charges for 60 days for water and wastewater customers in Hamilton, Markham, Vaughan and Guelph
April 15 th	Waived Late Payment Charges for 60 days for electric customers across our service territory.
March 31 st	Returned all eligible small business deposits, a total of \$12M to customers across Alectra's service territory
March 19 th	Disconnections for non-payment suspended until July 31

Customer Group: Commercial and Industrial Customers [Class B] 50 KW up to 5 MW and [Class A] 5 MW and above

Announcement Date	Action
May 1st	<ul style="list-style-type: none"> o The GA rate for smaller industrial and commercial consumers (i.e., Class B) has been set at \$115 per megawatt-hour, which is roughly in line with the March 2020 value. Large industrial and commercial consumers (i.e., Class A) will receive the same percentage reduction in GA charges as Class B consumers. o Subject to the approval of subsequent amendments, deferred costs would be recovered over a 12-month period beginning in January 2021. <p>Industrial Conservation Initiative (ICI) is a program in which large industrial users of electricity could reduce their costs by lowering their load during Ontario's peak demand hours. Government is reviewing – no timeline given.</p>