



CANADIAN NIAGARA POWER INC.
A FORTIS ONTARIO COMPANY

Eastern Ontario Power
A FORTIS ONTARIO COMPANY



FALL/WINTER 2023

making connections

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

IN YOUR COMMUNITY



CANADIAN NIAGARA POWER GIVES A HELPING HAND

CNP Customer Service employees volunteered September 13, 2023 at "Strong Fort Erie Neighbourhoods (SFEN)." They helped prepare, pack, and hand out over 300 meals to community members in need! The Company also gave a monetary donation to the personal product bank which filled shelves to help 200-300 people in the community for one month.

#CNPinthecommunity



GREEN BUTTON IS AVAILABLE ON NOVEMBER 1, 2023



Green Button
Download My Data®

Green Button can help you easily access and securely transfer your data energy to better understand it. A standardized data format will give residential and business energy customers an option to easily access and securely transfer their energy usage data. Green Button data can help you make more informed choices about your energy use, switching electricity price plans or making efficiency investments to your home or business. Register now at your utility's portal to access this new feature:

<https://myaccount.cnpower.com/app/login.jsp>

BENEFITS OF E-BILLING & YOUR UTILITY'S PORTAL

E-billing offers many benefits including reducing clutter, reducing paper, and reducing your carbon footprint. Other benefits you will enjoy once you register for the portal are:

- View and pay your bills from a single log-in;
- Have more time between receipt of your bill and when it is due;
- View detailed daily, weekly, or monthly consumption;
- Compare your consumption with other periods;
- Change between TOU, Tiered, and Ultra-Low rates
- Update your phone number and/or email address;
- Access on-line forms (Stop Service/Move Out, Transfer Service, Pre-authorized Debit enrollment or cancellation);
- Access to Green Button to analyze your energy usage data.

TO REPORT A POWER OUTAGE OR A FALLEN LINE CALL OUR 24 HOUR EMERGENCY SERVICE:

Canadian Niagara Power:
Fort Erie & Port Colborne 1.844.501.9473 (WIRE)
Eastern Ontario Power 1.844.601.9473 (WIRE)
Algoma Power 1.844.901.9473 (WIRE)



LIKE YOUR UTILITY'S FACEBOOK PAGE and stay informed about what is happening in the electric industry, programs, funding, and contests.



THE BEST WAY FOR YOU TO ACCESS INFORMATION when larger unplanned outages occur follow your local utility:
@APIpower, @CNPpower, @EOPpower

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

BILLING

SAFETY

NET METERING CUSTOMERS will soon be able to select which Regulated Price Plan option is preferred. This new option will be available in January 2024 through your utility's portal.

EQUAL PAYMENT PLAN Your utility offers an Equal Payment Plan for those who wish to have equal payments throughout the year. It is available for our residential, seasonal, and small general service customers. Contact your utility to learn more.

OPENING AND CLOSING ACCOUNTS Your Utility requires a minimum of 7 days notification of any account changes.

LOW INCOME CUSTOMERS can have their deposit refunded. Please contact your utility for more information.

ELECTRONIC COMMUNICATION For customers who have previously provided your utility company with an e-mail address, please be aware that you have agreed to receive electronic information. If you wish to opt out of this option, please contact your utility.

NEW DISTRIBUTION RATES will be in effect as of January 1, 2024. Information about 2024 rates can be found at your utility's website.

YOUR SAFETY/ENVIRONMENT MINUTE

AN IMPORTANT SAFETY MESSAGE

High winds are a result of fall and winter storms in Ontario. The likelihood of trees coming down on and near powerlines is a reality. Powerlines on the ground can be energized. In storm situations, electrical hazards likely exist and must be recognized. Trimming or cutting trees in proximity to lines is not safe and is dangerous. It is important to know there may be hazards that you are unaware of.

STRAY VOLTAGE is the **varying** amounts of low-level voltage that exists between the earth and electrically grounded farm equipment. At high levels, the voltages cause a threat to the health and behaviour of livestock. If you think Farm Stray Voltage is harming your livestock, please call your local utility for an inspection.

ALTHOUGH WALK IN ACCESS TO YOUR UTILITY IS NOT AVAILABLE; WE ARE AVAILABLE BY TELEPHONE, EMAIL, AND CHAT DURING BUSINESS HOURS. YOUR UTILITY OFFERS 24/7 SELF-SERVE OPTIONS FOR ITS CUSTOMERS THROUGH OUR PORTAL. WHY NOT REGISTER TODAY AT:

<https://myaccount.cnpower.com/app/login.jsp>



REGULATED PRICE PLAN

The "winter price plans" for customers on the regulated price plan are in effect November 1, 2023 - April 30, 2024. For current pricing go to:

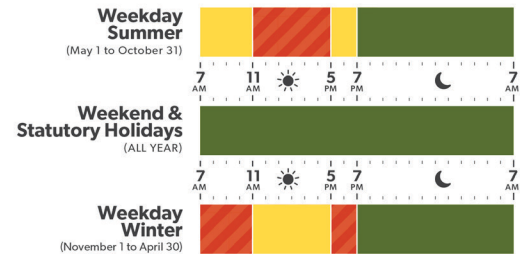
<https://www.oeb.ca/rates-and-your-bill/electricity-rates>

Time-Of-Use

TOU On-Peak

TOU Mid-Peak

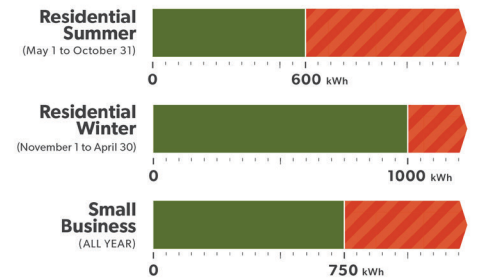
TOU Off-Peak



Tiered

Tier 1

Tier 2



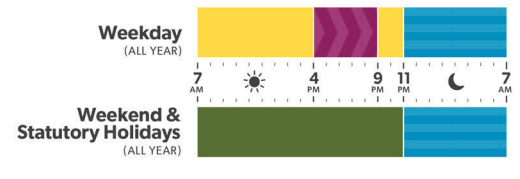
Ultra-Low Overnight

ULO On-Peak

ULO Mid-Peak

ULO Weekend Off-Peak

ULO Ultra-Low Overnight



LEGISLATION CORNER

SUPPLY MIX

2022 ELECTRICITY FACTS

Electricity sources

Nuclear Energy	51.0%
Water Power	25.1%
Natural Gas*	10.2%
Wind	9.9%
Solar PV	2.5%
Bioenergy	0.4%
Other (non-emitting)**	0.9%

Ontario's Electricity Mix

* Includes Lennox and dual fuel (natural gas/bioenergy) consistent with IESO.

** Other represents a variety of non-contracted fuel types that the IESO is unable to categorize due to a lack of information from Local Distribution Companies (LDCs)

Note:

1. Figures may not add to 100% due to rounding.

2. Figures do not account for the sale and retirement of Clean Energy Credits (CECs)