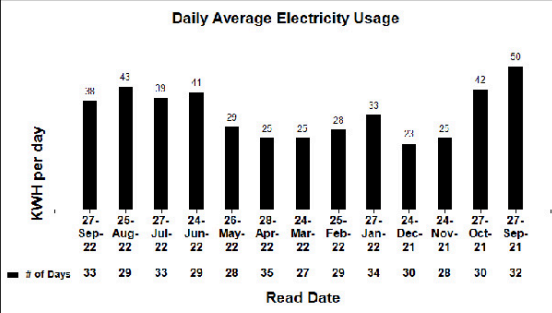




Account Number  
3793639415  
Please reference this number when making a payment.

Statement Date  
Amount Due  
Due Date



Please make your payments to Alectra Utilities Corporation.

Account Number: 3793639415  
Use this number for all types of payments

Amount Paid:

## CUSTOMER SERVICE

### Hours of Operation:

Monday to Friday from 8:30 am to 4:30 pm  
excluding statutory holidays (hours may vary  
by location).

### Visit the Alectra Utilities website at

[alectrautilities.com](http://alectrautilities.com) to:

- Access your account
- View your smart meter and Time-Of-Use data
- Go paperless
- Advise that you are moving
- View our outage maps
- Learn about conservation

## IMPORTANT PHONE NUMBERS

### Customer Service / Power Outages:

Alectra Utilities 1-833-253-2872

Call Before You Dig:

ON 1Call 1 800 400 2255

### Water Emergencies (business hours):

City of Vaughan 1 877 963 6900

City of Markham 1 877 963 6900

### Water Emergencies (after hours):

City of Vaughan 905 832 8562

City of Markham 905 477 7000

### Water Emergencies (24/7):

City of Hamilton 905 546 2489

## IMPORTANT INFORMATION

### Always Ask for ID

For your protection, all Alectra Utilities employees and contractors carry a photo identification card.

### Are you Moving?

Please notify our office at least 1 week in advance of the closing date. A new account charge will be applied whenever a customer changes an address or registers for a new account. Customers will be held responsible for all electricity used until notice is received and the account is finalized.

### Supply Of Power

Alectra Utilities will endeavour to use reasonable diligence in providing a regular and uninterrupted supply of service, but does not guarantee a constant supply of electricity or the maintenance of unvaried frequency or voltage.

### Access to Equipment

Alectra Utilities equipment located on a customer's premise is in the care and at the risk of the customer. Alectra Utilities will, at

reasonable times, require access to this equipment for reasons that include inspections, maintenance, repair, alteration, replacement, disconnection, calibration and metering.

### Disconnection/Reconnection of Service

When an electrical service has been disconnected from Alectra Utilities' distribution system for six months or longer, Alectra Utilities will deem the service non-existent and require the condition of a new service be met prior to reconnection. The customer is required to apply to the Electrical Safety Authority (ESA) for inspection before reconnection can be done.

### Privacy Information

In accordance with privacy legislation, Alectra Utilities representatives may only discuss a customer's account with the account holder or an authorized representative of the account holder. Contact Customer Service to notify us of any changes to your account information or to update your selected authorized representative.

## GLOSSARY OF TERMS

### Electricity

This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition.

### Delivery

These are the costs of delivering electricity from generating stations across the Province to Alectra Utilities then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles, and operate provincial and local electricity systems. A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use. The delivery charge also includes costs relating to electricity lost through distributing electricity to your home or business. Alectra Utilities collects this money and pays this amount directly to our suppliers. When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business.

### Regulatory Charges

Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid and include the costs associated with funding Ministry of Energy conservation and renewable energy programs.

### Global Adjustment

Electricity generators in Ontario receive a combination of payments from the operation of the wholesale market, payments set by regulation and payments under contracts. Your portion of the net adjustments arising from these and other authorized payments is included on your bill as the Global Adjustment.

*NOTE: For a detailed explanation of electricity terms, please visit our website at [alectrautilities.com](http://alectrautilities.com) or [ontarioenergyboard.ca](http://ontarioenergyboard.ca).*

## PAYMENT METHODS

Alectra Utilities offers many convenient payment methods: Pre-authorized payment, telephone banking, online and credit card (fees in effect). For further details, please visit our website at [alectrautilities.com](http://alectrautilities.com).

Please consider the environment and switch to paperless billing at [alectrautilities.com](http://alectrautilities.com).

Cheque or money order payments can be mailed to the following address:

**Alectra Utilities** P.O. Box 3700 Concord, ON, L4K 5N2

Alectra Utilities has programs and payment plans to help customers who are having difficulties paying their electricity bills.

There are additional programs for qualifying low-income customers. For more information about our Equal Payment Plan, the Low-Income Energy Assistance Program, or the Ontario Electricity Support Program, visit our website at [alectrautilities.com](http://alectrautilities.com) or contact our Customer Service department.

[alectrautilities.com](http://alectrautilities.com)

