

March 17, 2020

## **A Letter to Our Clients**

These are truly unprecedented times affecting all of our families, our businesses, our communities and our everyday life. With that, I wanted to reach out personally to let you know how we will continue to support you during these difficult times.

### **Our Team**

Our excellent service relies on our team – we're helping them stay informed, updated and prepared, but most importantly to protect themselves and ensure their well-being. We are following all COVID-19 (Coronavirus) public safety guidelines and have adjusted our business practices to maintain the health and safety of our team. This includes:

- having our office team work from home
- postponing in-suite meter installation and maintenance
- anyone working on behalf of Enercare Connections– including our Installation team – is being asked to stay home for the recommended 14-day quarantine period if they are returning from out-of-country, have been exposed to someone with COVID-19 (presumptive or confirmed case) or are feeling unwell.

### **Our Service**

We remain committed to providing you with the service excellence you have come to know and trust. Our customer support centre remains functioning at normal capacity, with our agents all safely working at home. As part of our commitment to customers, Enercare Connections is offering increased payment flexibility to assist customers affected by COVID-19. We are also temporarily suspending disconnections so that no customer experiencing any financial hardship has to be concerned about a potential disconnect.



You can continue to contact our Customer Care and Client Management teams for any billing inquiries:

Tenants and Residents in Condos or Apartments, please contact:

Customer Care Centre

[connections.care@enercare.ca](mailto:connections.care@enercare.ca)

1 866-449-4423

Property Managers and Building Owners, please contact:

Client Management

[client.care@enercare.ca](mailto:client.care@enercare.ca)

1 877-513-5133

We will continue to keep you updated.

Be well. Stay safe.

A handwritten signature in black ink, appearing to read "Adrien Deveau".

Adrien Deveau

President,

Enercare Connections Inc.