



March 25, 2020

Time of Use (TOU) Electricity Rates Suspended for 45 Days | COVID-19

Enercare Connections' customers on Time of Use (TOU) rates will see a change in their electricity bills. This change comes from action taken by the Ontario Government in response to the COVID-19 pandemic.

As of yesterday, March 24, 2020, customers on TOU pricing will pay **off-peak rates** (10.1 cents per kilowatt-hour) no matter what time of day electricity is consumed; this new pricing was applied automatically; no action is required by customers or property management teams. Off-peak rates will apply:

- 24 hours a day
- 7 days a week
- For a total of 45 days

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 you may have:

Tenants and Residents in Condos or Apartments, please contact:

Customer Care Centre
connections.care@enercare.ca
1 866-449-4423

Property Managers and Building Owners, please contact:

Client Management
client.care@enercare.ca
1 877-513-5133

Sincerely,

Your Enercare Connections Team