



FALL 2021



Electricity Prices - Effective November 1, 2021

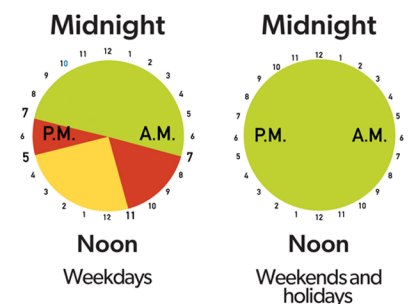
On October 22, 2021, The Ontario Energy Board (OEB) announced that electricity prices for households and small businesses **will not change** as of November 1, 2021 under the Regulated Price Plan (RPP).

The winter Time-of-Use (TOU) hours and the change in the Tier threshold for residential customers on Tiered pricing will take effect November 1 as usual.

Effective November 1, 2021 the Ontario government's Ontario Electricity Rebate (OER) will be changed to 17.0%.

Winter Time-of-Use (TOU) prices per kilowatt hour:

OFF-PEAK	8.2 ¢
MID-PEAK	11.3 ¢
ON-PEAK	17.0 ¢



Winter Tiered prices per kilowatt hour:

Residential	Small business
Above 1,000 kWh monthly:	Above 750 kWh monthly:
11.5 ¢	11.5 ¢
1,000 kWh	750 kWh
First 1,000 kWh monthly:	First 750 kWh monthly:
9.8 ¢	9.8 ¢

For more information on electricity rates, visit www.innpower.ca.

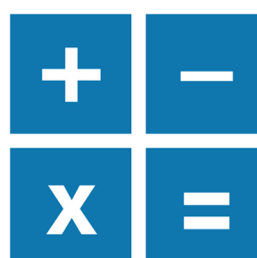
Power is Personal: Customer Choice



Residential & Small Business customers can choose their price plan and switch between Time-of-Use (TOU) and Tiered prices. Visit oeb.ca/choice for more information.

With TOU, the price you pay depends on when you use electricity. You can help manage your costs by shifting your electricity usage to lower price periods when possible.

With Tiered pricing, you can use a certain amount of electricity at a lower price. Once you exceed that threshold, a higher price applies.



Use electricity usage information from your bill and the OEB calculator to see what your total would look like under TOU and Tiered prices. Visit oeb.ca/calculator

Power is Personal.

Choose the price plan that is right for you.

Remove Clutter and Go Paperless with E-Billing



Easy. Convenient. Secure.
24/7 Access.



Help the Environment by
Cutting Down on Paper

Register for E-Billing through Customer Connect in 3 Easy Steps!

- 1 Log in to your Customer Connect Account
- 2 In Customer Connect, click on the "BILLING" drop-down menu and select "E-BILL"
- 3 Select the "Paperless Billing" option and click "Submit"

Don't Wait for Winter Storms!

Emergencies can happen at **any time** and **without warning**. Be ready. With a little preparation, you can respond quickly to help yourself and others.



**IS YOUR FAMILY
PREPARED?**



Know the Risks

The consequences of emergencies can be similar, but knowing the risks in your region can help you better prepare.



Make a Plan

Every household needs an emergency plan. It will help you and your family know what to do in an emergency and it only takes 20 minutes. Make the plan part of your emergency kit.



Get a Kit

In an emergency you will need some basic supplies. You may need to get by without power or tap water. Be prepared to be self-sufficient for at least 72 hours. Make sure your kit is easy to carry and everyone in the household knows where it is.



Pole Top Rescue Training

Balancing their skills with safety, our team must climb a pole, rescue a 185 pound training mannequin and safely deliver them to the ground. Although we hope to never need this skill, it is important to be prepared for emergencies!

Food Bank Donation

InnPower's awesome Social Committee and staff members recently teamed up to raise money for the Innisfil Food Bank, donating a total of \$743!



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