

InnPower delivers **safe, reliable, cost-efficient**, and **innovative** electricity services to **Innisfil and South Barrie**.



As one of the **fastest growing electrical utilities** in Ontario, InnPower maintains a service territory of **292 square kilometers** (the same size as Mississauga).

This includes:



over **20,000**
customers



over **10,000**
poles

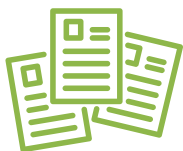


close to **1,000**
kms of
powerlines



10
Distribution
Stations

2024 Cost of Service Application



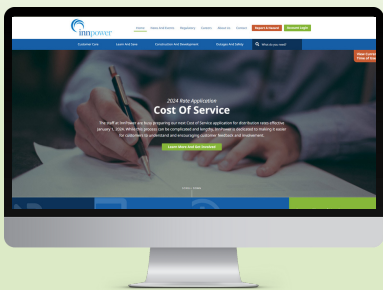
Local distribution companies (LDCs) such as InnPower, are funded by the distribution rates included in the delivery charge paid by customers.

These rates are approved by the Ontario Energy Board through a **Cost of Service** (COS) Application.

The staff at InnPower are busy preparing our next Cost of Service application for distribution rates effective January 1, 2024.

While the COS process can be **complicated** and **lengthy**, **InnPower is dedicated to making it easier for customers** to understand and encouraging customer involvement through the process.

Visit www.innpower.ca for more information including:

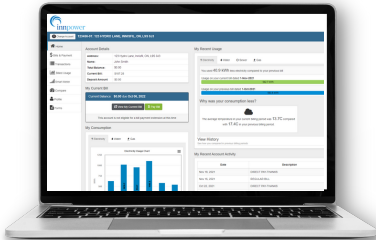


- *InnPower and its Role in Electricity Distribution*
- *An Overview of InnPower Customer Bills*
- *InnPower's 2024 COS Rate Application*
- *The Ontario Energy Board and its role in the COS Application Process*

NEW CUSTOMER PORTAL

InnPower's new customer portal is **launching in April!**

The new portal will bring new and improved features including:



- Self-Serve Online Forms
- Smart Meter Consumption Data
- View and Pay Bills Online
- Transaction and Payment History
- Analyze/Download Consumption History
- Linking Multiple Accounts

As we transition to the new portal, **existing customers will receive an email with details** on how they can switch their online account to the new portal.



Questions or concerns? Contact our Customer Service Team!

Phone: 705-431-4321 **Email:** cs@innpower.ca

In-Office: 7251 Yonge St, Innisfil ON L9S 0J3



IMPORTANT: Some customers will be contacted via **email for username and/or password changes** that are required to switch their account to the new portal.

