

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



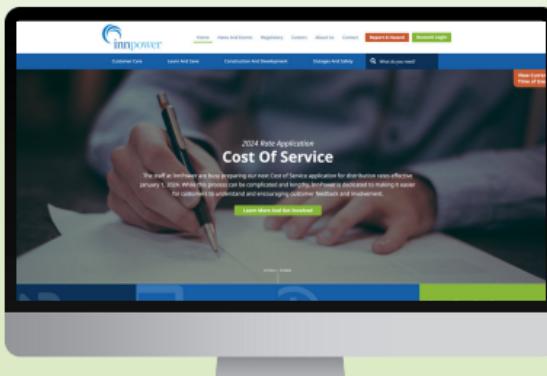
Local distribution companies (LDCs) such as InnPower, are funded by the distribution rates included in the delivery charge paid by customers.

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](http://www.innpower.ca) for more information including:

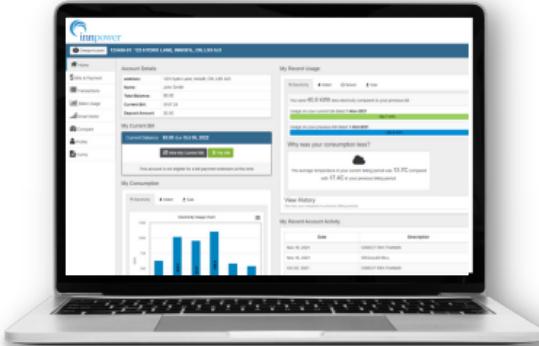


- *InnPower and its Role in Electricity Distribution*
- *An Overview of InnPower Customer Bills*
- *InnPower's 2024 COS Rate Application*
- *The Ontario Energy Board and its role in the COS Application Process*

# 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!

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