

March 30, 2020

Keanin Loomis
Hamilton Chamber of Commerce
120 King St. W.
Hamilton, Ontario L8P 4V2

Dear Mr. Loomis,

I'm writing to you today to share Alectra's current efforts to support our small business customers through these extraordinary times. We are all facing a challenge that is unprecedented and our first priority is protecting the safety of our employees and citizens. We are focused on the electricity delivery needs of all our customers as well. Alectra has initiated its Emergency Operations Protocols and is working closely with municipalities, the Province and other partners in order to provide a continuous supply of power and other elements of support for our customers in this time of need.

Alectra has also been working with government and industry stakeholders to provide additional relief for our customers. Last week, the Province announced an across-the-board reduction for Time of Use (TOU) rates for small businesses and residential customers on an interim basis for a period of 45 days, following which the potential continuation of this measure will be reassessed. As reported by the Province, the anticipated cost savings to the average small business owner is approximately \$150 per month on a bill in the range of \$900 to \$950 per month.

In addition to the TOU rate relief, Alectra has been working on other solutions that will make a real difference to our business customers. Last week, together with our industry peers, we extended the period for which we will not disconnect customers to July 31st, or by an additional 90 days. Also, I am pleased to advise that Alectra will be releasing security deposits on eligible accounts provided by all business customers. Collectively this represents an amount approximating \$1.31 million within the City of Hamilton. Furthermore, we will work closely with customers who require flexible payment plans during this difficult time.

Alectra continues to actively collaborate with government and industry stakeholders to explore other innovative ways to provide financial flexibility and relief for our valued business customers. I will be sure to share all progress in this regard.

Please be assured that we are doing everything possible to assist our key commercial and small business customers. It is in everyone's best interests to ensure the ongoing viability and financial health of our business communities. We look forward to continuing to work with you through this difficult period.

Alectra Inc.

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alectra.com

For additional information and current updates, please refer to our website at <https://alectrautilities.com/covid19>, or, reach out to Dan Pastoric, Vice President of Strategic Growth & Special Projects at Dan.Pastoric@alectra.com or 905-283-4100.

Sincerely,



Brian Bentz
President and CEO
Alectra Inc.