

# 2021 Rate Application

ERTH Power has applied to the Ontario Energy Board to change its electricity distribution rates effective May 1, 2021. If the application is approved as filed, a typical residential customer would see an increase of \$0.16 per month. Other customers, including businesses, may also be affected. For more information, please visit our Regulatory Page.

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## Town of Otterville

In order for ERTH Power to make improvements to the electricity supply system, a temporary power interruption has been planned for Wednesday November 25, 2020 from 9:00 am to 2:00 pm (weather permitting). Not all customers will be affected. Customers located in the blue highlighted area on the map will be affected.



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## Planned Outage – Town of Belmont

In order for ERTH Power to make improvements to the electricity supply system, a temporary power interruption is necessary. There will be a planned power interruption in Belmont for the purpose of maintenance on Sunday September 20,

2020 from 6:00 am to 12:00 pm (weather permitting). Not all customers will be affected. Please see the attached map for details.



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## **Planned Outage – Town of Clinton**

In order for EARTH Power to make improvements to the electricity supply system, a temporary power interruption is necessary. There will be a planned power interruption in Clinton for the purpose of maintenance on Sunday September 20, 2020 from 1:00 am to 6:00 am (weather permitting). Not all customers will be affected. Please see the attached map for details.



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## **Planned Outage – Town of Clinton**

In order for EARTH Power to make improvements to the electricity supply system, a temporary power interruption is necessary. There will be a planned power interruption in Clinton for the purpose of maintenance on Sunday September 13,

2020 from 1:00 am to 6:00 am (weather permitting). Not all customers will be affected. Please see the attached map for details.



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## **ERTH Continues to Operate during COVID-19**

 As ERTH Power continues to operate during this unprecedented time, I am writing to provide you with an update on the status of ERTH Power operations. We want you to know that we are doing everything possible to deliver ongoing safe and reliable electricity to our communities. As the pandemic continues to evolve, and in recognition of the critical and essential services that ERTH provides, we are also taking active measures to support our customers.

Additionally, I want to reassure you that our number one priority remains the health and safety of our employees, customers and the public. We are actively following the guidelines and recommendations of Public Health organizations and we continually monitor official third-party communications.

To stay ahead of these extraordinary circumstances, we have undertaken several measures including, but not limited to the following:

- ERTH facilities have been closed to non-essential visitors and increased cleaning has been implemented
- Restrictions have been placed on face-to-face meetings and travel

- Returning to work protocols have been established and are actively being monitored
- Employees who can work from home are now doing so under our Work From Home agreement
- Social distancing measures have been enacted with increased segregation of office personnel, work crews, staggered shifts and separated facility touch-down locations

The above measures follow ongoing steps performed by all staff to manage exposure to the virus through proper hygiene, sanitation, communication, social distancing and self-isolation as required.

Many people are currently facing financial hardships, so please be aware of the various measures being undertaken by the Government of Ontario and EARTH Power to support our customers. I would also like to remind customers that we offer several programs to assist those having difficulty paying their electricity bills, including the Ontario Electricity Support Program, Affordability Fund and Low-Income Energy Assistance Program. For more information on the above, please visit our website [www.earthpower.com](http://www.earthpower.com).

We are all in this together, but please know that EARTH Power is taking all the necessary actions and precautionary measures to manage a reliable electricity supply, while maintaining the safety of our employees and communities we serve.

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## **COVID-19 – Time-of-Use Rates**



# Time-of-Use periods

In response to the outbreak of COVID-19, the Government of Ontario issued an Emergency Order under the *Emergency Management and Civil Protection Act*. As a result, starting on March 24, 2020 residential and small business customers on time-of-use (TOU) pricing will pay **10.1 ¢/kWh no matter what time of day the electricity is consumed**. This means that TOU customers will be paying the **“off-peak” price** throughout the day as long as the Emergency Order remains in place. The Government has indicated that it intends to keep the 10.1 ¢/kWh pricing in place for 45 days.

**The 10.1 ¢/kWh pricing applies automatically – no customer action is required.** Some customers may receive a bill before their utility or unit sub-meter provider is able to implement the price change, in which case they will receive a credit on the following bill.

For more information please visit the Ontario Energy Board website.

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## ERTH Power offers assistance to customers during COVID-19

✘ Ingersoll, ON March 20, 2020 – As the COVID-19 outbreak continues to evolve, and acknowledging the vital and essential services that ERTH Power provides, we are taking aggressive steps to support our customers.

Recognizing the economic uncertainty for our customers associated with the COVID-19 outbreak, ERTH Power is extending

the provincial disconnection ban by an additional three months. As such, ERTH Power will suspend its collection action and offer Arrears Payment Arrangements in order to provide our customers more time to pay outstanding balances on their account if needed.

To further assist customers experiencing difficulties and financial hardship due to the COVID-19 pandemic, ERTH Power would like to remind customers that it offers financial assistance through several programs to those struggling to pay their electricity bills. Customers seeking financial assistance programs can find the information on the ERTH Power website [www.ertthpower.com](http://www.ertthpower.com)

- ERTH Power has contingency policies and procedures to ensure the electricity system remains stable, our workforce is safe and protected, and that we continue to provide the necessary information, updates and support to customers
- ERTH Power continues to monitor the COVID-19 pandemic situation closely and has continued to implement further measures as the situation changes

## About ERTH Power

ERTH Power Corporation, “Your Hometown Utility” launched in July 2000, located in the heart of Southwestern Ontario, now representing the amalgamation of ten former Public Utilities Commissions (PUCs) serving the communities of Port Stanley, Aylmer, Belmont, Ingersoll, Thamesford, Otterville, Norwich, Burgessville, Beachville, Embro and Tavistock, Clinton, Mitchell, Dublin and Goderich. We are a local distribution company (LDC) providing safe and efficient delivery of electricity, billing and maintenance service to over 25,000 residential and commercial customers within our licensed service territory.

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# COVID-19 Update

✘ EARTH Power is closely monitoring the situation surrounding the COVID-19 pandemic and out of precaution we have closed our offices to visitors. EARTH Power offers many ways for our customers to contact our office from their home.

Please visit [www.earthpower.com](http://www.earthpower.com) for details.

EARTH Power recognizes that these are difficult times and would like our customers to know that we understand the challenges they face. Time of Use prices are regulated by the Ontario Energy Board and any changes to the timing of off peak pricing would require direction from the Provincial government. As such EARTH Power is currently working with our industry associations and local MPPs to bring forward awareness of these concerns. EARTH Power has determined that it will not be initiating collections activity on its customers during this time and will extend the winter disconnection ban until such time that the state of emergency situation has been lifted. As always crews will work to ensure a safe and reliable supply of electricity to our customers, please call us at 1-877-850-3128 if you experience any issues.

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# ONTARIO ELECTRICITY REBATE DECLARATION FORM

Effective November 1, 2019, the Government of Ontario introduced the **Ontario Electricity Rebate** providing eligible

customers with a 31.8% reduction on the pre-tax amount of their bill. There are new eligibility requirements for the OER. In order to receive the new rebate, if you fall under one of the scenarios below, you'll need to complete and send us this form no later than January 31, 2020.

- The consumer has a demand for electricity of 50 kilowatts or less.
- The consumer annually uses not more than 250,000 kilowatt hours of electricity.
- The consumer carries on a business that is a farming business for the purposes of the Farm Registration and Farm Organizations Funding Act, 1993, and holds a valid registration number assigned under that Act or the consumer's obligation to file a farming business registration form was waived pursuant to an order made under subsection 22 (6) of that Act.
- The account is in respect of a long-term care home licensed under the Long-Term Care Homes Act, 2007, other than an account that is also in respect of a hospital.
- The account is solely in respect of a multi-unit complex and all the following conditions are met:
  - The account has (i) a demand for electricity greater than 50 kilowatts and (ii) annual electricity consumption greater than 250,000 kilowatt hours.
  - The multi-unit complex contains at least two units ("qualifying units") that consist of a self-contained room or set of rooms, including kitchen and bathroom facilities, that are for the sole use or intended use of the unit, and are occupied and used as a residence.
- Ontario Electricity Rebate Declaration Form\_OEB