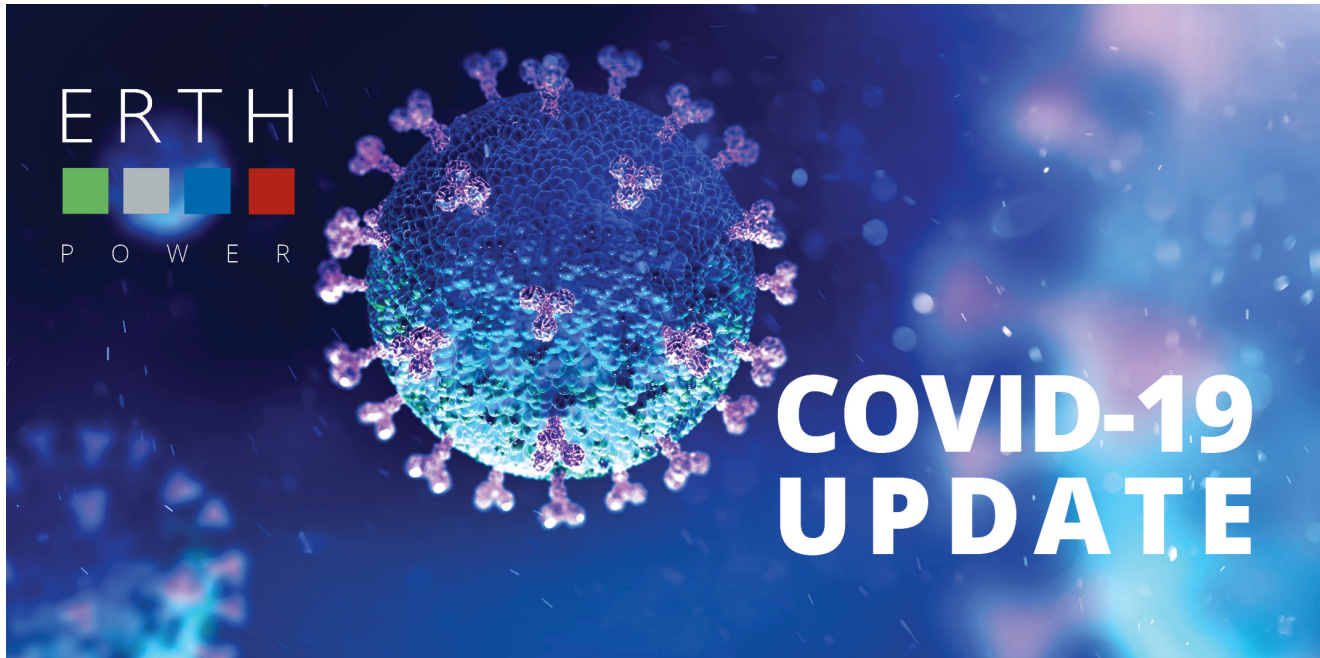


# Coronavirus (COVID-19)

# Disease



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## UPDATE AND ASSISTANCE

With the current COVID-19 outbreak, ERTH Power is taking necessary steps to ensure the safety of our employees, customers and general public.

In an effort to limit the spread of the COVID-19 virus, ERTH offices have been closed to the general public. If you have an on-site meeting at one of our offices, please contact the meeting coordinator to reschedule or to coordinate a conference call. ERTH has also invoked work from home protocols for a subset of our staff and as such, call wait times may be longer than normal. With the increase in remote workers and to better serve you, we encourage customers to contact us via email versus telephone. Thank you for your patience and understanding.

**ERTH Power Corporation**

Email: [info@erthpower.com](mailto:info@erthpower.com)

Phone: (877) 850-3128

Weekdays from 8:30 am – 4:30 pm

## **Financial Assistance**

ERTH will be working with customers needing flexible payment plans in order to allow more time to pay outstanding balances on their account. Contact us to discuss payment options.

***Financial assistance programs, including emergency relief, are available to customers.***

The Low-Income Energy Assistance Program (LEAP), an Ontario Energy Board (OEB) program which provides emergency financial relief to eligible low-income customers to avoid having their service disconnected.. Learn more at the link above.

The Ontario Electricity Support Program (OESP), an Ontario Energy Board (OEB) program that lowers electricity bills for lower-income households. The OESP provides a monthly credit to eligible customers based on household income and household size. The OESP credits are applied directly to eligible customers' bills. You may be eligible to apply. Learn more at the link above

## **Mail Delivery Concerns – Go Paperless!**

With growing concerns about mail contamination, go Paperless. Register for our eBilling service today and gain access to our secure, paper-free service that stores your bills online and gives you the convenience of viewing your account 24 hours a day, 7 days a week. Make bill paying easy. Sign up today!

# **Visitor Screening Questionnaire**

The safety of our employees, contractors, supplier partners and families remain EARTH's overriding priority. Therefore, we will be verifying and documenting the health of contractors, suppliers and visitors who enter EARTH's job sites and facilities.

In order to be granted access to our facilities and job sites, please complete and submit the COVID-19 Visitor Screening Questionnaire. For support or if you have any questions, please contact our customer support team at (519) 485-1820, via our toll free line at (877) 850-3128 or by contacting the person you wish to meet with. EARTH's visitor guidelines can be accessed here [COVID-19 Visitor Guidelines](#).

## **Keeping you updated**

As we continue to monitor the situation closely, we will implement new measures as the changes occur.

New developments or updates will be updated on this page, and posted on Facebook and Twitter.