



Thursday, May 1, 2025

You will soon become a customer of Hydro One

Dear

We are writing to let you know that you will soon become a customer of Hydro One. While you are currently a customer of Halton Hills Hydro Inc. your electricity is provided to you by Hydro One. Pending the Ontario Energy Board's (OEB) approval, Hydro One will become your electricity distributor in the near future. We expect this change to take place in approximately three months. There is no action required on your part, at this time.

What this means to you

This change is being made to serve you better.

It is more cost-effective and efficient for all electricity consumers who live in the same service area to have the same distributor deliver electricity and provide customer service. For example, if your power goes out, you will contact Hydro One- the distributor that supplies electricity to your property and is therefore able to provide you with information as to when the power will be restored. Once this transfer is complete, Hydro One will also be responsible for collecting your meter data, issuing your bills and providing you with customer service.

The delivery of electricity to your property is not affected in any way due to this transfer. Since Hydro One currently has a higher electricity delivery charge, this increase will be offset by a credit applied by Hydro One on your bill as long as you remain the account holder. This fixed credit will be based on your average monthly usage for the past 12 months.

We will be in touch with you again once the OEB's decision becomes available. For more information, please visit the OEB's website <https://www.rds.oeb.ca/CMWebDrawer/Record?q=casenummer:EB-2024-0343&sortBy=recRegisteredOn-&pageLength=400#form1> case number EB-2024-0343.

If you have any questions, please email Halton Hills Hydro Inc. at inquiries@haltonhillshydro.com or call us at (519) 853- 3701. Our office hours are Monday to Friday, 8:30am to 4:30pm.

Krista Perry
Customer Care Manager
Halton Hills Hydro Inc.

Danny Relich
Meter to Bill Director
Hydro One Network