



A Message from Renfrew Hydro Inc.

Your local electricity distributor



Keeping the lights on, our customers and staff safe, and providing financial relief to help you get through the COVID-19 pandemic...

We are doing everything we can so you can focus on what is most important: your family's health and well-being.

We are in this together, every step of the way.

We have taken extra steps to protect our workers and actions to ensure electricity continues to be delivered safely to your home, business, industry and critical facilities and infrastructure throughout our town. We extend our gratitude and deepest appreciation for the courageous efforts of all the essential workers, upon whom our community depends. We also want to thank everyone for staying home and practicing social distancing.

During these unprecedented times, some of our customers have lost their jobs or incomes, had to close their businesses, are isolating, or staying at home to care for loved ones. We encourage you to contact us to find out more about rate relief measures and programs to help you.

Rate Relief

- Customers on time-of-use rate plans now pay the lowest off-peak rate of 10.1 cents/kWh 24 hours a day, seven days a week, providing a monthly average savings of about \$16. This revised rate will be in effect until May 31, 2020.

Financial and Program Assistance

- Late payment fees will be waived until July 1, 2020.
- The ban on service disconnections has been extended until July 31, 2020.
- Security deposits provided by residential customers will be returned as a credit on their next bill.
- Payment flexibility including deferrals are available.
- Call us or visit www.renfrewhydro.com for information about relief available through the Ontario Electricity Support Program's monthly on-bill credit, the Home Assistance Program, the Affordability Fund Trust and the Low-Income Electricity Program.

- We are continuing to advocate on behalf of our customers and are working with our industry peers and the Provincial Government to introduce other relief-providing programs.

Operational Changes

- We have made operational changes based on Ontario and Renfrew and District Health Unit recommendations, business continuity planning, and best practices.
- Self-monitoring and screening, physical distancing, high levels of hygiene, and sanitizing work areas are the norm for staff.
- Our crews are available on a 24/7 basis and will respond to all emergencies and power outages.
- Give help. Get help. Mutual aid agreements are in place. If we need help from other utilities, we can count on them, and if they need help, they can count on us.

While in-person counter service has been suspended temporarily, you can still reach us at 613-432-4884 from 8:30 a.m. to 4:30 p.m. Mondays through Fridays, by email at info@renfrewhydro.com or by fax at 613-432-7463. We appreciate your patience as call volumes and length of calls are higher and longer.

We feel honoured and privileged to serve our community and want you to know that we are here for you, so please don't hesitate to get in touch with us. We will get through this together!

Stay safe.

Lance Jefferies, President
on behalf of Renfrew Hydro Inc.'s Board of Directors:
Bruce Rozycki, Chair; Andy Boldt; and Merv Beckstead