



ENTEGRUS®

How to reach us

ONLINE

for quick and convenient service

- ✔ **Email us.** Customer Service aims to respond to all email inquiries within 24 hours. Consider emailing **customerservice@entegrus.com**. You can also send photos of concerns to help us better understand and address any issue promptly.
- ✔ **Live Chat.** Connect with us through live chat on our website at **entegrus.com** for assistance.

CONNECT ON SOCIAL MEDIA

Social Media accounts are monitored
Monday - Friday, 8:30am - 4:30pm.

Follow us for outage updates and
information relevant to your electricity
service. For account related inquiries,
please contact us online through email
or live chat.



Beta Testers Wanted: SMS ALERTS



Entegrus is seeking account holders to be Beta Testers for its new SMS/Text alert capabilities.

Customers who opt-in to receive Entegrus text notifications will now receive text messages rather than a phone call for: scheduled outages, specific customer notices, past due account notices and collection reminders, and budget payment amount changes.

Customers may opt out at any time. **Unplanned outage notifications are not included in this Beta Test.** Customers can visit Entegrus' Outage

Map or Social Media Channels for the latest unplanned outage information.

To opt-in, text 'Yes' to: 1-888-695-7003. You will require your 13 digit account number. **Visit entegrus.com/SMS** for detailed instructions.

2023 Supply Mix

Ontario's 2023 Electricity Supply Mix is now available on our website. For more information, visit: entegrus.com/regulatory

