

Beta Testers Wanted: **SMS ALERTS**

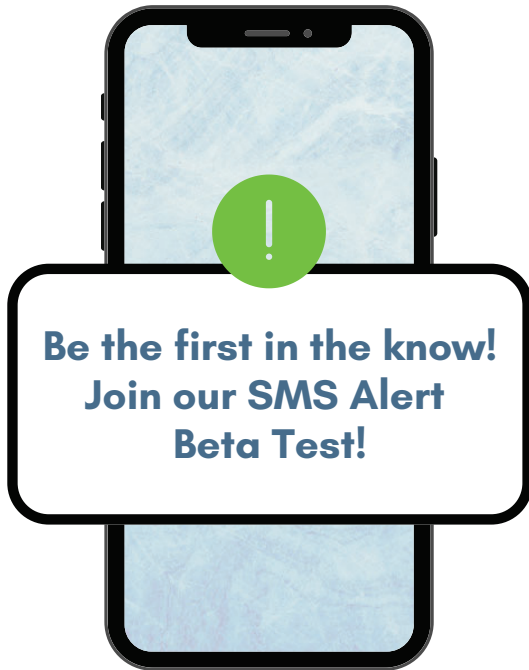
Entegrus is seeking account holders to be Beta Testers for its new SMS/Text alert capabilities.

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.



Energy scams can target anyone. **Stay alert.**

At Entegrus, your safety and security are our priority. As fraudsters continuously evolve their tactics, it's crucial to stay vigilant. From phishing emails to imposters, fraud takes various forms, aiming to deceive and obtain personal information. Here's how you can protect yourself:

Stay Informed: Educate yourself about common fraud tactics and stay updated on the latest scams circulating in your area.

Verify Requests: Legitimate representatives will never ask for sensitive information without proper verification procedures.

Protect Personal Information: Never share personal or financial information over the phone or email unless you initiated the contact and are certain of the recipient's identity.

Report Suspicious Activity: If you encounter any suspicious activity or believe you've been targeted by fraudsters, report it immediately to Entegrus and local authorities.

Visit entegrus.com/fraud to learn more, and for recently reported examples.





ENTEGRUS - MAIN RATES EFFECTIVE MAY 1, 2024

The Ontario Energy Board has approved the following electricity rate changes, effective May 1, 2024*

	Residential		General Service <50kW		General Service >50kW	
Delivery Charges:						
Service Charge	\$	\$29.44	\$	\$36.84	\$	\$118.08
Distribution Charge	\$/kWh	\$0.0079	\$/kWh	\$0.0208	\$/kW	\$8.1804
Retail Transmission Network Service Rate	\$/kWh	\$0.0104	\$/kWh	\$0.0092	\$/kW	\$3.9982
Retail Transmission Connection Service Rate	\$/kWh	\$0.0076	\$/kWh	\$0.0067	\$/kW	\$2.8668
Regulatory Charges:						
Wholesale Market Service Rate	\$/kWh	\$0.0045	\$/kWh	\$0.0045	\$/kWh	\$0.0045
Rural or Remote Electricity Rate Protection Charge	\$/kWh	\$0.0014	\$/kWh	\$0.0014	\$/kWh	\$0.0014
Administration Charge	\$	\$0.25	\$	\$0.25	\$	\$0.25

2024 Regulatory Update

The Regulatory Charges have been updated by the Ontario Energy Board effective May 1, 2024. The Remote Electricity Rate Protection Charge is now \$0.0014 per kWh, and the Wholesale Market Service rate remains unchanged at \$0.0045.

For the latest rate information, visit: entegrus.com/rates

**All rates listed apply to Regulated Price Plan ("RPP") customers. Non-RPP customers are subject to a further Distribution credit of \$0.0017/kWh related to the Global Adjustment Variance Account.*

Summer Time-of-Use (TOU) Hours and Tier Thresholds

Effective May 1 to October 31, 2024

Choose the price plan that's right for you.

- TOU
- Tiered
- ULO

Visit:

oeb.ca/choice

We're here to help:

1-877-632-2727

oeb.ca

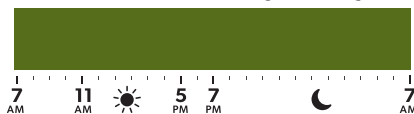


TOU Hours*

Weekday



Weekend & Statutory Holidays



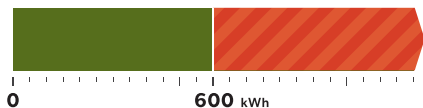
 **On-Peak** 18.2 ¢/kWh

 **Mid-Peak** 12.2 ¢/kWh

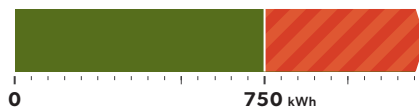
 **Off-Peak** 8.7 ¢/kWh

Tier Thresholds (kilowatt hours)*

Residential



Small Business



 **Tier 1** 10.3 ¢/kWh

 **Tier 2** 12.5 ¢/kWh

*Prices remain unchanged. Prices apply to the Electricity Line of your bill.

Ultra-Low Overnight (ULO) Price Plan

Effective May 1 to
October 31, 2024

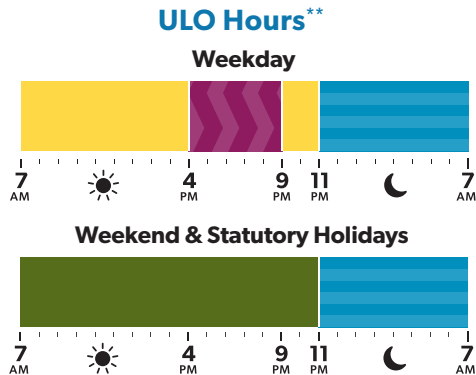
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On-Peak 28.6 ¢/kWh **Mid-Peak** 12.2 ¢/kWh

Weekend Off-Peak 8.7 ¢/kWh **Ultra-Low Overnight** 2.8 ¢/kWh

**Prices and hours remain unchanged. Prices apply to the Electricity Line of your bill.