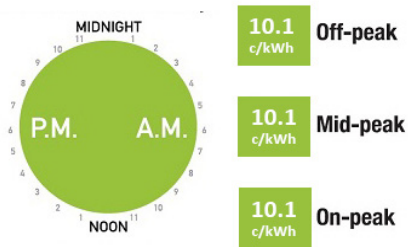


Emergency Relief for Time-of-Use Pricing

45 day emergency TOU relief



Effective Tuesday, March 24, 2020, all households, farms and low volume small businesses who pay time-of-use electricity rates will be **charged off-peak rates** 24 hours a day, seven days a week. This emergency relief will be in place for 45 days from March 24, 2020.

See the reverse side of this slip for frequently asked questions.

Entegrus is here to help. Please reach us at customerservice@entegrus.com, or at the phone number below. We appreciate your patience during this time of significantly increased call volume.

Visit us online or contact us by phone or email.

1-866-804-7325 (Press option #2)
customerservice@entegrus.com

entegrus.com



Time-of-Use (TOU) Price Reduction FAQs

Do I have to take any action?

No action is required. This will be applied automatically to household, low volume small businesses and farms, currently paying TOU rates, for electricity consumed post 12:00am EST March 24, 2020.

When will I see this on my bill?

Customers receive a bill for the *prior month's* consumption, pay attention to the read date on your bill as this rate comes into effect March 24.

I signed up with an Electricity retailer, how does this affect me?

If you have opted to sign with an electricity retailer instead of Entegrus, you do not pay TOU rates and have agreed to a contracted price. Please contact your energy retailer with any questions.

Visit our dedicated webpage for more FAQs & additional information: www.entegrus.com/COVID19