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March 24, 2020

### Centre Wellington Hydro Media Release to our Customers

CWH is committed to serving our customers throughout the COVID-19 pandemic. We understand our residents' and businesses financial concerns and along with governments of all tiers, we are taking measures to offer relief.

The Provincial Government through the Ministry of Energy announced today the following relief efforts:

**off-peak time-of-use (TOU) electricity rates of 10.1¢/kWh** will apply regardless of the usage time of day or day of the week. This new rate takes effect as March 24 and is expected to remain in effect for the next 45 days.

Centre Wellington Hydro has taken the following steps to reduce the strain on customers:

- Disconnections have been suspended for an additional 3-month period.
- Late payment interest on overdue accounts is being waived until further notice.
- Flexible payment plans can be arranged for bill payments by contacting our office at [enquiries@cwhydro.ca](mailto:enquiries@cwhydro.ca).

Centre Wellington Hydro wants to encourage customers to take advantage of existing province wide financial assistance programs which include:

- OESP: Ontario Electricity Support Program: Designed for Low income households
  - o <https://ontarioelectricitysupport.ca/> or call: 1-855-831-8151
- LEAP: Low-Income Emergency Assistance Program: Emergency one-time grants towards your electricity bill.
  - o <https://www.oeb.ca/rates-and-your-bill/help-low-income-consumers/low-income-energy-assistance-program> or call: 519-843-7000
- Home Assistance Program: Energy-efficiency upgrades for income-eligible homeowners and tenants. Call: 1-855-591-0877
  - o <https://saveonenergy.ca/For-Your-Home/Home-Assistance-Program>
- Affordability Fund: Free energy-efficient equipment upgrades
  - o <https://www.affordabilityfund.org/> or call: 1-855-494-3863.

Centre Wellington Hydro Operations will continue to ensure the safe, reliable electricity distribution our customers expect through this state of emergency pandemic. Although our office is closed to the public our staff will continue to assist with all customer account enquires through [enquiries@cwhydro.ca](mailto:enquiries@cwhydro.ca)