

Backgrounder: Working together to better serve customers

Alectra is the largest municipally-owned electric utility in Canada distributing electricity to nearly one million customers within a 1,800 sq. km service territory consisting of 15 communities.

Alectra was formed earlier this year with the merger of three local electrical utilities – Enersource, Horizon Utilities, PowerStream – and the subsequent joint purchase of Hydro One Brampton.

A Community Partner: At Alectra we believe that respect and loyalty for our like-minded municipalities is important for success. While geographically diverse, we share the view that we must create sustainable value for our customers, shareholders, and employees.

We also believe that embracing the unique cultures and working as an ally for our local communities is integral to helping us provide an enhanced, reliable customer experience.

We are working together to create an electricity utility that provides the people, businesses and communities we serve with innovative, affordable and clean energy alternatives.

Value, Opportunity, Leadership: Alectra is a leader in electricity distribution and providing integrated energy solutions, made possible through the consolidation of our four publicly-owned utilities. The consolidation has provided the resources and helped achieve the greater efficiencies that Alectra needs to deliver the smart and simple choices that our customers demand.

Alectra is positioned for success and has a strong voice to contribute to a changing, fast-paced industry. In a world where climate change and cost control have driven the need to adopt technological advancements, we can now provide new renewable, cost-effective distributed energy resources, such as solar PV, that are helping municipalities succeed when it comes to reaching their low carbon emission targets and keeping electricity rates low for customers.

For example, Alectra's increased smart grid capabilities can be seen in the Town of Penetanguishene. A utility-scaled microgrid provides decentralized electricity distribution during power disruptions to make sure service is maintained and customers get the best value for their money.

Working Together is Better: Alectra is committed to pursuing growth opportunities that align with our strategic vision and goals. Guelph's strong community focus and its determination to be a leader in low-carbon and renewable technologies make Guelph Hydro a good fit as a partner for Alectra.

Alectra has committed to:

- Work with Guelph's new climate change office
- Support Guelph's Community Energy Initiative
- Share our voice on local environmental initiatives
- Preserve and enhance community presence
- Foster green energy and technology solutions for customers in Guelph and all of Alectra's communities.