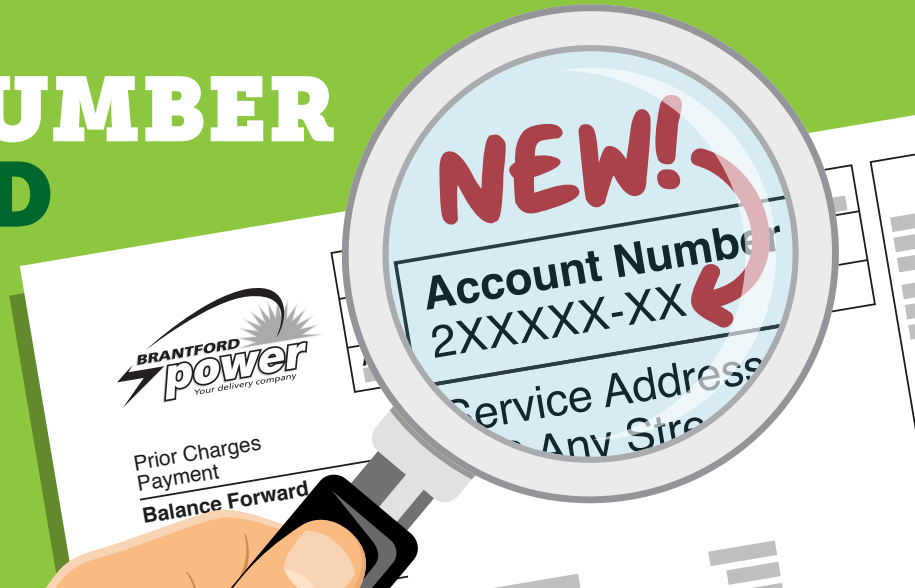


YOUR NEW ACCOUNT NUMBER HAS ARRIVED

We have upgraded to serve you better. Look inside for details on other changes.



WE ARE TAKING STEPS TO SERVE YOU BETTER

Brantford Power is committed to providing you with exceptional customer service. We have implemented a new billing system with modernized technology. In the near future, this will allow us to introduce customer-friendly enhancements, including:

- Improvements to our My Account online tool
- 24/7 access to additional self-serve options
- More ways to pay your bill
- Tools to help you manage your energy consumption.

If you have any questions, please contact our Customer Care department at 519-751-3522 or customerservices@brantfordpower.ca.



CHANGES TO YOUR BILL AND OTHER ENHANCEMENTS

You have been assigned a new account number

- You do not need to contact your financial institution.
- Your previous Brantford Power account number has been automatically mapped to your new account number.
- All Brantford Power customers received new account numbers.

Our upgraded automated payment process now offers you more payment options

- You can choose to make a recurring payment through My Account, or a one-time payment without having to register for My Account.
- We are utilizing Paymentus, a third-party payment processing service.
- Paymentus provides Brantford Power customers with the opportunity to make secure payments using VISA, MasterCard or debit. Brantford Power customers will not be charged a fee for this service.

You may have received your new bill a few days later than usual

- Due to the transition to the new billing system, your Brantford Power bill may have arrived a few days later than usual.
- The number of days that you are billed for remains the same.
- Your payment due date has been adjusted accordingly and did not change from our standard business practice; 16 days from the statement date on your bill.

If you have any questions about your billing period or payment due date, please contact our Customer Care department at 519-751-3522 or customerservices@brantfordpower.ca.

Same bill format, easier to read

- The layout and location of information on your new Brantford Power bill is still relatively the same.
- Your new bill has subtle design enhancements to make it easier for you to read.
- Helpful information has been added to the back of your bill.



PRE-AUTHORIZED PAYMENT USERS



Pre-authorized payment by credit card

We have enhanced our automated payment process by utilizing Paymentus, a new third-party payment processing service. **To ensure a secure move to the new provider, all customers who are currently paying by pre-authorized credit card will need to register with Paymentus using their new account number.**

If you choose not to register with Paymentus, payments will no longer be processed through your credit card and you will need to make alternate arrangements.

To register for Paymentus, visit myaccount.brantfordpower.com.



There is no change to pre-authorized payments from your bank account

If you make pre-authorized payments from your bank account, you don't need to do a thing.

Your scheduled payments will be automatically applied to your new account number.

No action is required from you.



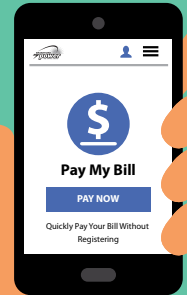
E-BILLING CUSTOMERS



We have streamlined our e-Billing option in My Account

Brantford Power has redesigned the e-Billing option within our My Account online tool to enhance your customer experience. All of the existing features are available and you can now also view your payment history and pay your bill directly from My Account. Existing e-Billing customers will continue to see their historical invoices in My Account.

To ensure the security of your personal information, customers who are currently enrolled in e-Billing will receive an email with a link to register in the new system when their bill is ready.



Please contact our Customer Care department if you have any questions:

- Phone: **519-751-3522** (Monday-Friday, 8:30 a.m. – 4:30 p.m., excluding holidays)
- Email: customerservices@brantfordpower.ca