



March 21, 2020

To our valued customers and partners,

The events of the past few weeks are a reminder of just how connected we really are. We're faced with a unique, generational-scale challenge that can only be tackled by working together.

I'm proud to lead an organization that is committed to doing everything possible to ensure that our family of employees and customers remain healthy and safe in this unprecedented time.

To stay ahead of the extraordinary circumstances facing our community, Oakville Hydro has undertaken several measures to manage the pandemic.

We're following public health protocols and practicing social distancing. Most of our employees are working remotely. But be assured that essential operational personnel are on the job to ensure that there is no disruption to your electricity service.

Many people are currently facing financial hardships, so effective immediately, Oakville Hydro is taking the following actions:

- Extending the provincial disconnection ban for residential and low-volume, small business customers until July 31, 2020
- Suspending collection action until further notice
- Offering Arrears Payment Arrangements in order to provide customers with more time to pay outstanding balances on their account

I would also like to remind customers that we offer several programs to assist those having difficulty paying their electricity bills, including the Ontario Electricity Support Program, AffordAbility Fund and Low-Income Energy Assistance Program. Please visit us at www.oakvillehydro.com to find out more. You can also connect with us through our [Twitter](#), [LinkedIn](#) and [Facebook](#) pages.

I believe that we're in this together, so I want you to know that Oakville Hydro is taking all the necessary actions and precautionary measures to manage a reliable electricity supply, while maintaining the safety of the community and our employees.

Please keep safe as you take care of yourself and your family.

Sincerely,

Rob Lister
President & CEO