

February 2, 2021 – Hydro One Pandemic Assistance

As the COVID-19 pandemic continues to rapidly evolve, I wanted to share with you how Hydro One is continuing to support our customers and ensuring our team members that live and work in your communities remain safe and healthy during this critical time. As an essential service, we recognize the critical role we play in powering families, businesses, communities and the infrastructure needed to fight this pandemic.

To support those directly impacted by the pandemic, we have also introduced a number of initiatives to provide financial relief, flexibility and immediate support to our customers and communities. These include:

1. **For residential customers:** Hydro One was one of the first utilities to implement a Pandemic Relief Program. The program provides payment flexibility and financial assistance to help get customers back on track. Customers with outstanding balances can also apply for up to \$750 from the Government of Ontario's COVID-19 Energy Assistance program (CEAP). This program is accepting applications until March 31, 2021.
2. **For small businesses:** This week, Hydro One launched a Small Business Pandemic Relief Program. Combined with the Government of Ontario's COVID-19 Energy Assistance Program (CEAP) for Small Business, Hydro One's new relief program will help connect customers who are struggling with up to \$3,000 in financial assistance. Business customers are encouraged to call 1-888-664-9376 to learn more.
3. **For communities:** Charitable organizations, municipalities and Indigenous communities have adjusted their operations significantly during the pandemic. Through Hydro One's community grant program, organizations are eligible for up to \$25,000 in funding to support community initiatives addressing emotional and physical safety.

For more information on these initiatives, please visit HydroOne.com. Please also feel free to promote these relief programs through your networks.

If you know a Hydro One customer experiencing hardship, we encourage them to call our customer care centre at 1-888-664-9376.

As a customer-driven organization, we believe we have an important responsibility to support local economies and communities. Should you or members of Council have any questions or concerns during this time, please contact our team at Community.Relations@HydroOne.com or 1-877-345-6799. We remain available for more in-depth discussions, council presentations or other means of working with your community to ensure you remain safe, informed and well-served.

Sincerely,

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