

GrandBridge
ENERGY

WELCOME GUIDE

WELCOME TO OUR COMMUNITY

This Welcome Guide is designed to provide you with information about your account, how to pay your bill, electricity support programs, energy saving tips, reporting outages, where to find outage updates and electrical safety.

If you have any questions, please:

- Call us toll-free at 1-877-871-2215
- Drop by our offices at 39 Glebe Street in Cambridge and 150 Savannah Oaks in Brantford, Monday to Friday, 8:30 a.m. to 4:30 p.m.
- Email us at customercare@grandbridgeenergy.com

STAY CONNECTED



grandbridgeenergy.com



customercare@grandbridgeenergy.com



Toll Free: 1-877-871-2215
Outage Line: 1-833-769-3701



[GrandBridgeEnergy](https://www.facebook.com/GrandBridgeEnergy)



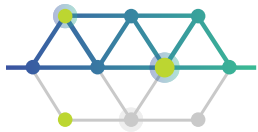
[@GrandBridgeNRG](https://twitter.com/GrandBridgeNRG)



[@GrandBridgeEnergy](https://www.instagram.com/GrandBridgeEnergy)

WHAT'S INSIDE

- About Your Bill
- Payment Options
- Electricity Rate Plans
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GrandBridge
ENERGY

WE ARE YOUR LOCAL HYDRO COMPANY

GrandBridge Energy Inc. delivers electricity and energy conservation programs in the City of Cambridge, the Township of North Dumfries, the County of Brant and the City of Brantford. We provide water/waste water billing and collection services to customers in the County of Brant, on behalf of the County of Brant.

We are a team dedicated to providing ideas, solutions and value-added services that benefit our customers and communities. Our team is actively out and about at community events throughout our service territory. We look forward to meeting you!

We are ready 24/7 to respond to all electricity emergencies.

[Our Conditions of Service](#) outline operating practices, connection policies and types and levels of service available to our customers.

OUR COMMITMENT TO YOUR PRIVACY

When you set up your account, we collected some personal, identifying information from you. We are committed to safeguarding and protecting your privacy. View our [Privacy Policy](#).

ABOUT OUR COMPANY



113,000
CUSTOMERS



636 km²
SERVICE
TERRITORY



85
FLEET VEHICLES



2,143
KILOMETRES
OF POWER
LINES



180
EMPLOYEES

ABOUT YOUR BILL

You can expect to receive your first GrandBridge Energy bill in about six to eight weeks after you move in. Once you receive your first bill, you can sign up for Paperless Billing.

After that, you will receive a monthly bill around the same time each month.

Your monthly bill includes three types of charges — delivery, electricity and regulatory charges — and is regulated by the Ontario Energy Board (OEB).

Visit grandbridgeenergy.com/understandmybill to take a closer look at the various components of your monthly bill.

Customers that live in the County of Brant may also be billed for water and wastewater charges.

Click [here](#) to learn more about water and wastewater in the County of Brant.

GrandBridge ENERGY
GRANDBRIDGE ENERGY INC.
P.O. Box 1060, Cambridge, ON N1R 5X6
grandbridgeenergy.com
Call Toll Free Outage Line 24/7 - See Reverse.

ACCOUNT NUMBER: 00000000-00
AMOUNT DUE: \$165.71
DUE DATE: Jan xx, xxxx
PRINT DATE: Dec xx, xxxx

RETURN THE TOP PORTION WITH YOUR PAYMENT
Late payment - per month 1.50% (effective annual rate 19.56% or 0.045896% compounded daily rate)

000000000000000000001657100000000016571202401122

Meter Number	Billing Period		Billing Days	Type	Meter Readings		Mult	Usage		Units	Adjustment Factor
	Current	Previous			Current	Previous		Base	Adjusted		
ELEC: xxxxxx	xx/xx/xxxx	xx/xx/xxxx	31	Actual	211990	210866	1	1,124.10	1,158.61	kWh	1.030700

Billing Summary

Previous Balance
Payment Received - Thank You
Balance Forward:
Your Electricity Charges
On Peak Summer 170.62 kWh x \$0.151000
Mid Peak Summer 192.54 kWh x \$0.102000
Off Peak Summer 760.94 kWh x \$0.074000
Delivery
Regulatory Charges
Total Electricity Charges:
H.S.T. (Reg. no. 865697585RT0001)
Ontario Electricity Rebate
Total New Charges:
Total Charges:
Total Ontario Support: \$19.14. To learn more about the province's electricity support programs, visit Ontario.ca/yourelectricitybill.

Service Address: 123 ANYWHERE ST
\$217.79
\$217.79 CR
\$0.00
\$25.76
\$19.64
\$56.31
\$55.60
\$6.27
\$163.58
\$21.27
\$19.14 CR
\$165.71

Electricity Consumption

Read Date	Off-Peak	Mid-Peak	On-Peak	Electricity kWh / Day
10/2023				1189.00
09/2023				1686.00
08/2023				2234.00
07/2023				1897.00
06/2023				2120.00
05/2023				1989.00
04/2023				1994.00
03/2023				2313.00
02/2023				2313.00
01/2023				2807.00
12/2022				1642.00
11/2022				1642.00
10/2022				54.73

SIGN UP FOR EBILLING

Paperless Billing subscribers will receive an email notification 23 days before the payment is due. You can sign up for Paperless Billing once you've received your first bill from us, in about six to eight weeks after you move in.

Visit myaccount.grandbridgeenergy.com.

AMOUNT DUE: \$165.71
DUE DATE: Jan xx, xxxx
LATE PAYMENT - per month 1.50% (effective annual rate 19.56% or 0.045896% compounded daily rate)

Residential

QUESTIONS? See reverse for contact information
EMAIL: customerscare@grandbridgeenergy.com
VISIT US ONLINE: grandbridgeenergy.com



PAYMENT OPTIONS

Payment of your bill is due 23 days from the bill issue date.

We provide you with many convenient and efficient ways to pay your hydro bill, including pre-authorized payment, bank payment, MoneyGram and credit card. Choose the method that is right for you.

Payment options are listed on the back of your bill or you can access our payment options [here](#).

Avoid late payment charges by signing up for [Pre-Authorized Payments](#).

If you are having, or expect to have, difficulty paying your bill, we encourage you to contact us as soon as possible to make a payment arrangement or discuss financial assistance programs.

ELECTRICITY RATE PLANS

The choice is yours!

Your electricity charges are calculated using either the Time-of-Use (TOU) Rate Plan, Tiered Rate Plan or Ultra-Low Overnight (ULO) Rate Plan.

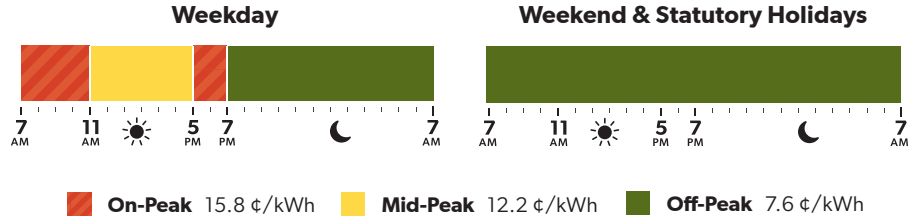
The Ontario Energy Board sets both TOU, Tiered and ULO prices once a year on November 1. For up-to-date pricing, please visit [OEB.ca](https://www.ontarioenergyboard.ca). You can switch between the electricity rate plans at any time.

Do you want to learn more about choosing the right rate plan based on your home's or business's consumption? Sign up for [My Account](#) today.

Time-of-Use (TOU) Rate Plan

Winter Time-of-Use (TOU) Hours

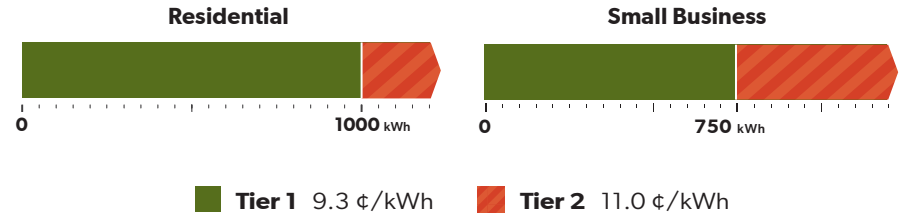
Effective November 1, 2024 to April 30, 2025



Tiered Rate Plan

Winter Tier Thresholds (kilowatt hours)

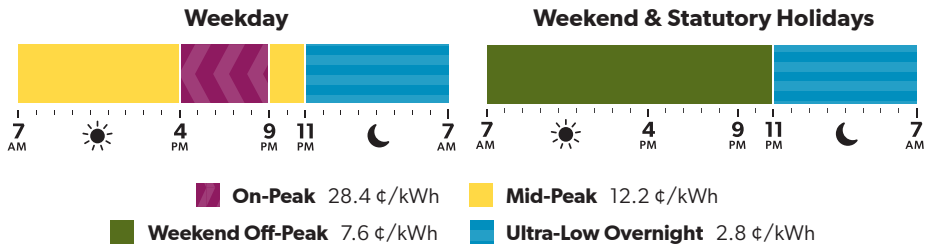
Effective November 1, 2024 to April 30, 2025

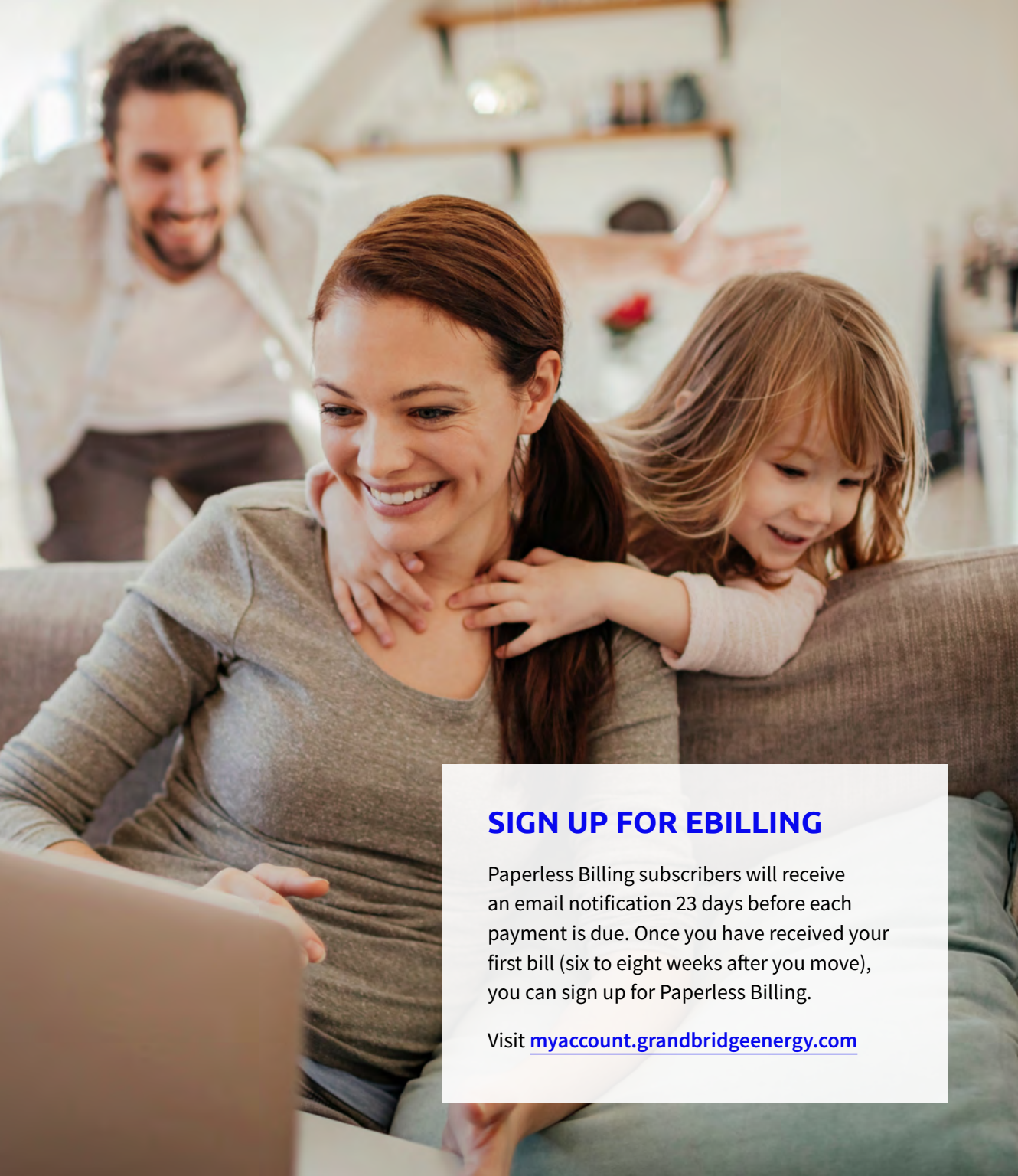


Ultra-Low Overnight (ULO) Rate Plan

Winter Ultra-Low Overnight (ULO) Hours

Effective November 1, 2024 to April 30, 2025





SIGN UP FOR EBILLING

Paperless Billing subscribers will receive an email notification 23 days before each payment is due. Once you have received your first bill (six to eight weeks after you move), you can sign up for Paperless Billing.

Visit myaccount.grandbridgeenergy.com

MY ACCOUNT

Want to learn more about your energy consumption? We offer an easy-to-use, online portal where you can access your account information 24/7.

What can you do with My Account online?

- ✓ Monitor and compare your hourly, daily and monthly consumption.
- ✓ Check your account balance.
- ✓ View, print or pay your bill.
- ✓ Track your consumption from month to month to help you save energy.
- ✓ Link multiple accounts to one user profile.
- ✓ View and change your hydro rate plan.
- ✓ Sign up for eBilling.

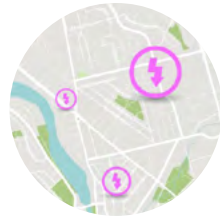
Once you have received your first bill (in about six to eight weeks after you move), you can register your account online myaccount.grandbridgeenergy.com

STAY CONNECTED DURING POWER OUTAGES

GrandBridge Energy provides safe and reliable electrical service to all homes and businesses in our service territory. From time-to-time, outages can occur. Most are unplanned. We are ready 24/7 to respond to all electricity emergencies.

Some outages are planned so that GrandBridge Energy can safely perform required maintenance on the system. As part of doing our best to inform you in advance of any planned outages affecting your service, planned outages are displayed on our 24/7 Outage Map.

STEP 1



24/7 Outage Map

If you are experiencing a power outage, please first check our [24/7 Outage Map](#) to see if the outage has already been reported and for updates. Note that it may take up to 15 minutes for outages to be displayed on the map.

STEP 2



Toll-Free Outage Line

1-833-POWER-01 (769-3701)

If you don't see your outage on our 24/7 Outage Map, call our Outage Line 24/7. We encourage you to provide information that will help our crews (e.g., tree on line, heard a loud bang or saw a flash).

STEP 3



Social Media

Follow us on X [@GrandBridgeNRG](#) and Facebook [GrandBridgeEnergy](#) for updates during major outages.

Do not use social media to report outages.

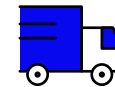
Please report any outages not shown on our 24/7 Outage Map to our toll-free Outage Line 1-833-769-3701.





ONLINE TOOLS

We know you are busy.
That's why we offer
online tools to help make
completing service requests
easy and convenient.



**On The Move?
We Can Help!**

Whether you are moving within our
service territory or leaving the community,
we can make your move easier.
Complete a [move request form](#) online.



**Self-Service
Forms**

Do you need your hydro disconnected
or reconnected while you make electrical
upgrades to your property? Are you worried
about trees touching a power line or a
pad-mount transformer needing repair?
Let us know by completing one of our
self-service forms in our [Form Hub](#).

ELECTRICITY SUPPORT PROGRAMS

A number of support programs are available to assist residential customers in minimizing their monthly bills.

ONTARIO ELECTRICITY SUPPORT PROGRAM (OESP)

OESP helps reduce electricity bills for low-income households with a monthly on-bill credit. The amount of the credit will depend on how many people live in the household and the combined household income. Find out if you are eligible and how to apply by visiting OntarioElectricitySupport.ca or call 1-855-831-8151.

LOW INCOME ELECTRICITY SUPPORT PROGRAM (LEAP)

LEAP is an emergency financial assistance program for low-income energy customers. It is not for regular or ongoing bill payment assistance. Social service agencies screen and assess applicants in need. Customers in the County of Brant and City of Brantford can request assistance from the [Housing Resource Centre \(St. Leonard's\)](#) by calling 1-888-621-0034. Customers in Cambridge and North Dumfries can contact [Waterloo Region Social Services](#) or call 519-883-2100 (select Option 1).

ENERGY AFFORDABILITY PROGRAM

This program supports income-eligible residential customers by helping to lower their monthly electricity costs and to increase their home comfort. Customers may receive energy-saving products, home energy needs assessments or energy saving kits customized to meet specific needs, including energy-saving LED lighting, timers, faucet aerators and much more — all for free. For more information about the Energy Affordability Program and how to apply, visit saveonenergy.ca

ONTARIO ELECTRICITY REBATE (OER)

OER reduces the pre-HST costs on customers' bills. Residential customers using <50kW are automatically eligible for the rebate and do not have to apply. Rebates automatically appear on electricity bills.

Please check out our support programs on the [Financial Assistance](#) page.

Check it out!
You might
qualify.



Now, more Ontarians qualify for the Ontario Electricity Support Program (OESP)

The Government of Ontario has changed the eligibility for the program as of March 1, 2024.

The credit amount depends on 2 factors:

- How many people live in the home
- The combined annual household after tax income

Apply now or learn more at **OESP.ca**

ENERGY SAVING IDEAS

We want to help you keep your energy consumption as low as possible. Here are some no-cost or low-cost ways to improve your energy efficiency and lower your total energy costs.

To find more ways to save, take a tour through the Save on Energy home and find energy saving opportunities! Visit the [SaveonEnergy.ca](https://www.saveonenergy.ca) to get started!

5 EASY WAYS TO SAVE ENERGY AND MONEY

- 1** Install motion sensors or timers in locations where you might forget to shut off lights.
- 2** Use your high-consumption appliances, such as washing machines and dishwashers, during off-peak hours.
- 3** Change your furnace filter every three months to help your furnace and central air conditioning run more efficiently.
- 4** Reduce “phantom power”. Make sure electronics are off during periods of inactivity by plugging them into a power bar with a timer or auto shut-off.
- 5** Set your ceiling fans to rotate clockwise at a low speed in the winter; and switch them to counter-clockwise in summer to help cool the air.



ELECTRICAL SAFETY

It is VERY important to be aware of potential shock hazards associated with electrical distribution equipment such as hydro poles, powerlines, transformers and transformer stations. If you touch or even come close, you could receive a severe shock, burn or be killed.

Call Before You Dig

Schedule a free electrical locate by calling Ontario One Call at least five business days before starting a digging project on your property. It's the law and your responsibility! To request your locate, visit ontarioonecall.ca or call 1-800-400-2255.



Don't Tamper with GrandBridge Energy Equipment

Keeps kids and pets away from the green pad-mounted transformers on the ground. They contain live, high-voltage electrical equipment. Please keep transformers clear of landscaping so crews can access the equipment.



Look Up! Look Out!

When undertaking outdoor activities — such as standing on a ladder, installing holiday lights or cleaning eaves — remember you must keep your body and/or equipment at least three metres (at least 10 feet) away from overhead power lines. Electricity can jump or “arc” from a powerline to a metal object or your body. You don't have to touch a powerline for it to hurt you.



Watch for Downed Powerlines

If you see a downed powerline, stay back at least ten metres (33 feet or the length of a school bus), call 911 and contact us. If a powerline falls on your car, stay inside until help arrives. Only get out if there is a fire hazard. Jump clear of the vehicle with both feet hitting the ground at the same time, then shuffle away with both feet always touching the ground.

**ONTARIO
ONECALL**

call or click
before you dig



GrandBridge
ENERGY

CONNECT WITH US



39 Glebe Street, P.O. Box 1060, Cambridge, ON N1R 5X6



customercare@grandbridgeenergy.com



grandbridgeenergy.com



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[GrandBridge Energy Inc.](https://www.instagram.com/GrandBridge_Energy_Inc)



1-877-871-2215 Outage Line: 1-833-769-3701

PROVIDE YOUR FEEDBACK

Please fill out our [Website Feedback Form](#) to provide us with your suggestions, concerns or compliments.

