

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](mailto:customercare@grandbridgeenergy.com)

## STAY CONNECTED

 [grandbridgeenergy.com](http://grandbridgeenergy.com)

 [customercare@grandbridgeenergy.com](mailto:customercare@grandbridgeenergy.com)

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

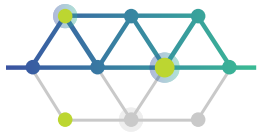
 [GrandBridgeEnergy](https://www.facebook.com/GrandBridgeEnergy)

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

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

## WHAT'S INSIDE

- About Your Bill
- Payment Options
- Electricity Rate Plans
- My Account Online
- Power Outages
- Online Tools
- Electricity Support Programs
- Energy Saving Ideas
- Electrical Safety
- Connecting With Us
- Providing Your Feedback



**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



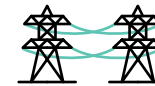
**116,000**  
CUSTOMERS



**661 km<sup>2</sup>**  
SERVICE  
TERRITORY



**85**  
FLEET VEHICLES



**2,201**  
KILOMETRES  
OF POWER  
LINES



**231**  
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.

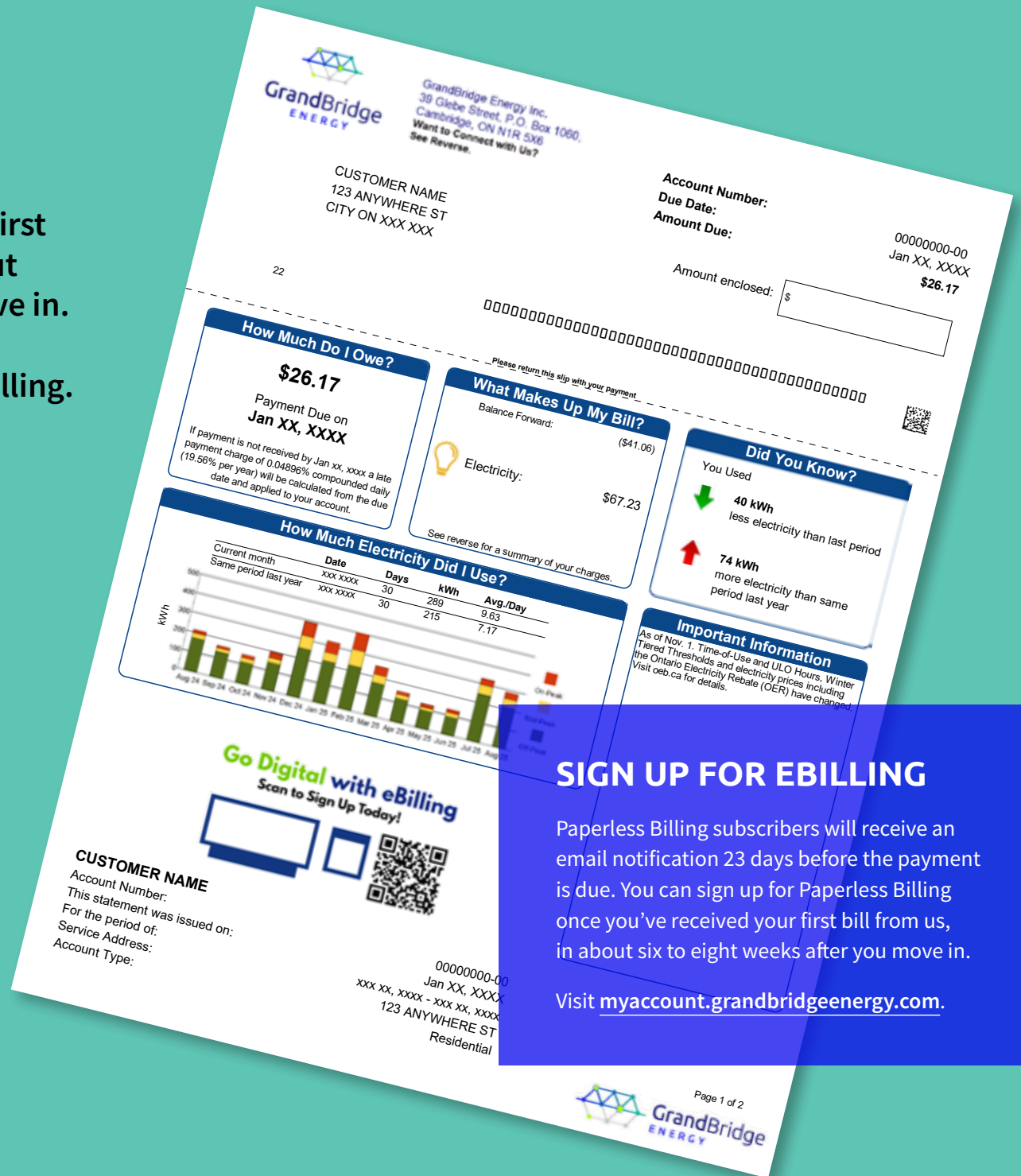
After that, you will receive a monthly bill around the same time each month.

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](http://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.



## 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](http://myaccount.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.

Learn more about 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 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](https://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. You can apply as follows:

- **Brantford/Brant County customers** can apply by contacting the United Way of Simcoe Muskoka — Monday to Friday, 8:30 a.m. to 4 p.m. at 1-855-487-5327. Customers can also request assistance from SOAR Community Services (formerly St. Leonard's) by calling 1-888-621-0034. After the phone number we can add New! Complete the Application Online: Eligibility is determined after you have completed the entire LEAP application and submitted your supporting documents. Access the form [here](#).
- **City of Cambridge and Township of North Dumfries customers** looking for LEAP or Social Services assistance can contact Waterloo Region Social Services by calling 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](https://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](https://OESP.ca)

# ELECTRICITY PRICE PLANS

## The choice is yours!

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

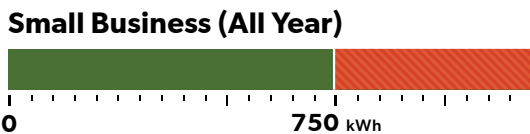
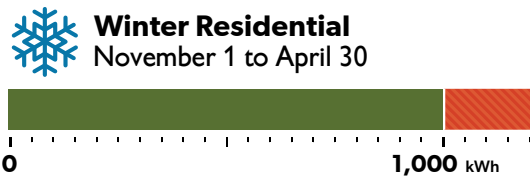
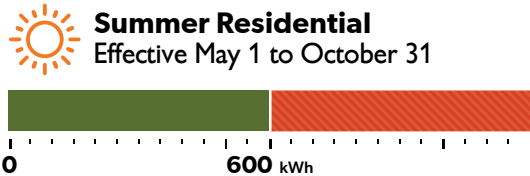
The Ontario Energy Board sets both TOU, Tiered and ULO prices once a year on November 1.

For up-to-date pricing, please visit [OEB.ca](http://OEB.ca). You can switch between the electricity price plans at any time.

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

## Tier Thresholds (kilowatt hours)\*

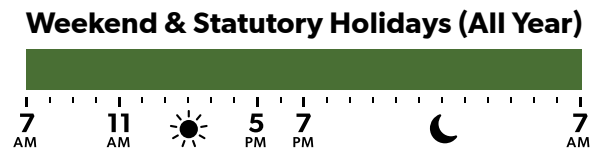
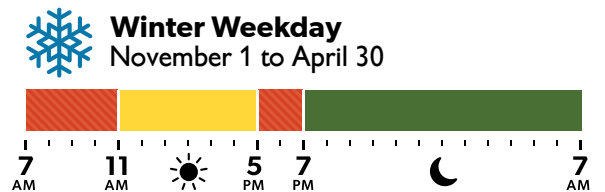
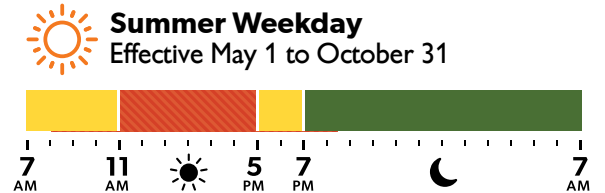
Tier 1 Tier 2



\* Thresholds based on a 30-day billing period.

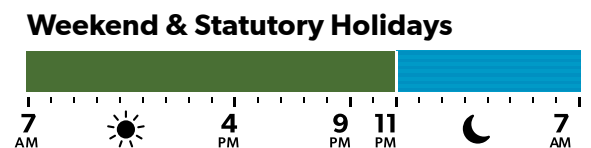
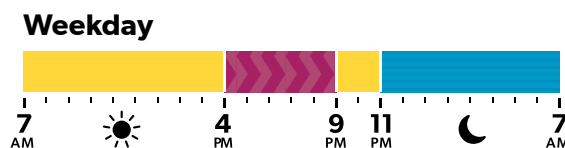
## Time-of-Use (TOU) Hours

On-Peak Mid-Peak Off-Peak



## Ultra-Low Overnight (ULO) Hours

On-Peak Mid-Peak Weekend Off-Peak Ultra-Low Overnight





# 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?

- ✓ Enroll in eBilling.
- ✓ Monitor and compare your hourly, daily and monthly consumption.
- ✓ Check your account balance.
- ✓ View 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 electricity price plan.

## SIGN UP FOR EBILLING

Paperless Billing subscribers will receive an email notification 23 days before each payment is due.

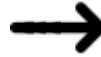
Visit [myaccount.grandbridgeenergy.com](https://myaccount.grandbridgeenergy.com)

# 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. Stay informed about planned outages and scheduled work affecting your service by visiting our Planned Outages and Work webpage [here](#).

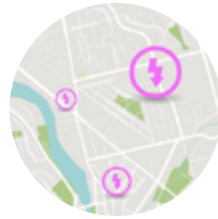
STEP 1



STEP 2

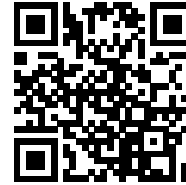


STEP 3



## 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.



## View our Outage Centre

**Call 1-833-POWER-01**  
**Text 1-888-726-1139**

Crews are ready to respond if the power goes out.

### **To report outages not already showing on the Outage Map:**

- TEXT 1-888-726-1139
- CALL the Outage Info Line at 1-833-769-3701



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

# 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.

Learn about programs, tips, and incentives for reducing your electricity use by take a tour through the Save on Energy pages on our website:

- For your home [here](#)
- For your business [here](#).

## 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.



SAVE ON  
ENERGY™

  
GrandBridge  
ENERGY

# 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](http://ontarioonecall.ca).



## 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](mailto:customercare@grandbridgeenergy.com)



[grandbridgeenergy.com](http://grandbridgeenergy.com)



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



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



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



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

