

Dear Valued Customer,

On August 1, 2020, Hydro One Inc. acquired the business assets of Peterborough Distribution Inc. We are working to bring our businesses together, to ensure that our customers continue to receive great service. We are writing to inform you that this is the last electricity bill you will receive from Peterborough Distribution before you transition to Hydro One Networks Inc. ("Hydro One").



Important information about closing your Peterborough account

This is your last Peterborough Distribution bill. Please pay your balance to Peterborough Distribution by the due date. If you have an outstanding balance as of May 31, 2021, it will be transferred to your Hydro One account.

If you are enrolled in the following programs, they will be automatically transferred to your new Hydro One account:

- Pre-Authorized Payment
- Budget Billing
- e-billing
- Ontario Electricity Support Program (OESP)
- Installment Billing through Arrears Management Plan (AMP)

Your Peterborough Distribution Weekly Energy Report is ending, and if you require your historical data it must be saved by May, 31, 2021.

Your Peterborough Distribution online Self-Service Portal for electricity service and records will no longer be available after June 30, 2021. If you require your historical records, please save them before this date. You will have access to Hydro One's *myAccount* service when you receive your first Hydro One bill.



Your new Hydro One Account

Your next bill will be from Hydro One. It will include your new Hydro One account number.

Your first Hydro One bill will be for a longer billing period than normal by about 13 days. Hydro One and Peterborough Distribution use different billing systems. Hydro One will bill you closer to the time when your meter is read than Peterborough Distribution, and this one-time change will occur when the transition happens. To learn more, visit HydroOne.com/Peterborough.

Hydro One is ready to help by offering an interest-free payment plan to spread the cost of the additional usage over multiple bills. Please call Hydro One at 1.888.664.9376 once you receive your first bill to set up a payment plan.



Continuing to put customers first

From now until May 31, 2021, please continue to contact Peterborough Distribution at 705-748-6900, Monday to Friday between 8:30 a.m. to 4:30 p.m. or after hours at 705-748-9300, to report a power outage or to discuss your Peterborough Distribution service.

Take a tour of Hydro One's customer service offerings and learn more about the transition at HydroOne.com/Peterborough. Hydro One will provide you with a welcome package and more information with your first bill in June.

We have proudly supplied the communities of Peterborough, Lakefield and Norwood with safe and reliable electricity. It has been our privilege and we thank you.

Sincerely,

Arnold Parcels
General Manager

Peterborough Distribution (1937680 Ontario Inc.)