



February 2022

Dear Valued Customer:

As mentioned in our first communication, we will continue to reach out and communicate the key areas of the transition. We are excited to show you some of very positive changes that you will come to see in the near future. This includes some exciting changes to the Espanola Regional Hydro Website and introducing the format changes to your bills that will make them easier to understand and read.

Your Website: www.erhydro.com

You will still access the Espanola Regional Hydro website the same way at www.erhydro.com, but we are working hard to create a new look so we can serve you better! Very shortly, you will begin to see a more modern website design that will make it easier for you to find up to date information on topics such as how to contact us, conserving energy, what phone number to use to access the "Call Before You Dig" service, work programs like the Vegetation Management program and much more.

The website is a key tool to get information to you very quickly. We take pride in ensuring it is updated regularly with information that may be relevant to the communities we serve. That is why we want to ensure it is effective and easy to use for anyone who visits.

Your "New Look" Bill

There will be a number of changes that you will see with regards to your bill: format, information, and customer account number are some of the main changes.

All Espanola Regional Hydro customers will have a new account number on your first "new look" bill. We will be sending you a letter ahead of time that provides your new account number so that you will be able to update your banking information, if applicable. We will be including your old account number on the header of the bill for reference. What we won't change are your billing dates: we are working diligently to ensure that the billing period, issue of the bill, and due dates will be the same as what you have today.

One of the changes you will notice is that the bill will certainly look somewhat different. We can assure you that it contains the same information that you are used to seeing monthly. We thought it was best to provide a reference of exactly where those changes are. Notably, where you can find your new account number. Please take a moment to look at the image on the next page for a sneak peek! When you receive your first "new look" bill and if you do not see the information you are expecting, our Customer Service team will be available to assist you!

What's next?

We are on schedule for our March 1 switch-over date where our Customer Service team will be supporting your billing needs. You will still contact us using the same ERH phone number of 705-869-2771, and selecting Option 2 to speak with our Customer Service team. For email correspondence, you can continue to send emails to customerservice@erhydro.com.

Your March bill for February consumption will be your last bill in the "old" format. Expect to see your first "new look" bill in April, which will be for your March consumption.

Our next letter will provide you with your new account number and new banking information.

Coming soon: If you are an e-billing customer, look for an email from our Customer Service team at customerservice@erhydro.com on how to access your bills (old and new!) on your new e-bill portal.



You can access additional information at www.erhydro.com or www.northbayhydro.com/erhproject. If email is your preferred method of contact, you can always send any questions you may have to erhproject@northbayhydro.com.

Sincerely,

The NBHDL-ERH Transition Team