



February 2, 2021

To our valued customers and partners,

It is hard to believe that the year 2020 has come and gone, and with it, the anniversary of the first confirmed case of COVID-19 in Canada, on January 27. Together, we have experienced more than a year of challenges related to COVID-19.

Across the country and the province, businesses, residents and governments have faced unprecedented, ongoing impacts, with the Second Wave hitting the country just in time for our winter holiday season.

Here in Windsor and Essex County, we faced the last few weeks of 2020 as a 'hot spot' location for COVID-19 case spread in Ontario, experiencing further lockdowns and restrictions as our numbers climbed. We are grateful for the dedication of our health authorities, our government officials, our first responders, our citizens and our employees for their hard work towards reversing this trend.

At ENWIN, we are most grateful for our own front-line workers, who have managed to maintain our electricity and water service and roll out government programs to our customers – even as they devised and implemented alternative work arrangements to keep the public and each other safe. We recognize that this hasn't been easy, and we applaud their tenacity and dedication.

ENWIN has been proud to reach out to customers with many offers of help, such as our summer and winter suspensions of residential hydro disconnections, coinciding with the Ontario Energy Board (OEB) regulations and lockdown periods, and our ongoing commitment to tailoring payment plans to meet our customers' needs.

We were also proud to roll out a temporary suspension of residential water disconnections, on behalf of Windsor Utilities Commission, and an enhanced contribution to the Wrap program, which doubled the level of assistance available to customers in 2020. During the current lockdown, effective January 13, 2021, we have once again suspended water disconnections until further notice.

As we move forward in 2021, we continue to support government aid and relief programs to our customers, including residential rate options, a new fixed rate for Regulated Price Plan (RPP) Time-of-Use and Tiered customers, grants and loans for business customers, and other Ontario and Government of Canada business relief programs.

We recognize the stresses you have endured over the past many months, and we are committed to taking every opportunity to help, wherever we can. This means keeping



you up to date on the Ontario assistance programs available to electricity customers, facilitating applications under the regulations directed by the OEB, and helping you to understand the best options for you.

We are now processing applications for the [COVID-19 Emergency Assistance Program \(CEAP\)](#) and the [COVID-19 Emergency Assistance Program for Small Businesses \(CEAP-SB\)](#), which was recently amended by the Ontario government, to increase benefits and open eligibility to a broader range of customers.

Further information about programs for customers is available on our website under [Financial Assistance for Residents](#) and [Financial Assistance for Businesses](#).

The Ontario Energy Board website provides further details of assistance to businesses at [Small Business Recovery Resources](#), as well as [Ontario's Small Business Support Grants, and Property Tax and Energy Bill Rebates](#).

As always, ENWIN's customer care representatives are available weekdays from 8:30 a.m. to 4:30 p.m., at 519-255- 2727, to answer questions, help you understand your options and implement any measures they can to help you during difficult times. You can also email them at [www.info@enwin](mailto:www.info@enwin). They will be happy to review your account with you and make suggestions that may help.

As we move into February, we wish you peace and tranquility, and the support of friends and family – in whatever form that may come.

We look forward to continuing to support your needs throughout 2021.

Sincerely,

Helga Reidel  
President & CEO, ENWIN Utilities Ltd.