



June 26, 2020

To our valued customers and partners,

In the past few weeks, COVID-19 has delivered a perfect storm of challenges for Canadians, including all of us here in Windsor and Essex County.

As we have struggled to understand this terrible disease and how to help flatten the curve, we have had to learn quickly to internalize and adhere to some pretty stringent restrictions governing everything from the way we do business to the way we interact with family and friends.

It hasn't been easy.

But, difficult as it may be, this experience has shown us how fortunate we are to live in a society that is flexible and responsive. Since March, we have seen many emergency programs, quickly enacted to give us the boost we needed to get by.

ENWIN has been proud to offer relief on a local level through a hiatus on residential disconnections for both water and hydro, the temporary suspension of standard interest penalties on overdue bills, and our commitment to tailoring payment plans to meet our customers' needs. We have also been pleased to support Ontario's cost-saving measures related to Global Adjustment charges and Industrial Conservation programs.

This week, Windsor and most of Essex County joins the other Ontario communities who have entered Stage 2 of the Provincial reopening. The focus at all levels of government is to help Kingsville and Leamington do the same. This is great news for our community. We are justifiably proud to see that our recent sacrifices appear to be leading us in the right direction, and we face the future with a renewed sense of optimism and strength.

And as we move forward, ENWIN will continue to support our community.

Continuing our relief efforts for our water customers, the Windsor Utilities Commission has authorized ENWIN to enhance its contribution to the WRAP program by \$25,000, doubling the assistance available to customers struggling to pay bills.

We look forward to supporting customers through the COVID-19 Emergency Assistance Program (CEAP), announced by the Ontario government to provide one-time payments to consumers to help pay down electricity bill debt incurred over the COVID-19 period. Some details are still being finalized, but residential customers can visit [enwin.com](http://enwin.com) on July 13<sup>th</sup> to find out if they qualify for CEAP and to submit their application for this credit. Applications forms and qualifications for Small Businesses will be available at a later date. Follow @ENWINUtilities on [Twitter](https://twitter.com/ENWINUtilities) to receive updates about when this program will be available.



Like our Provincial and Federal governments – and like our local businesses, industries and families – ENWIN is happy to be moving towards the future. Like you, we are taking cautious steps to recover our balance, as we put in place the safety protocols we will need.

It is inevitable that some of our COVID-19 emergency measures will soon begin to give way to a more recognizable and sustainable business model. As previously communicated, our interest waiver on overdue bills will come to an end on July 1, and we expect that Ontario will resume normal billing practices, including a return to the standard procedures regarding the disconnection of services, on July 31.

These steps are necessary so that utilities can continue to provide a consistent level and quality of service to the public.

Even so, we recognize that this may be difficult for some customers. Please let us know if you are struggling, and give us an opportunity to help you work things out. We will continue to do all we can to support your needs, as our community returns to some semblance of normalcy.

We look forward to the opportunity to offer greater flexibility in November, through the new billing options recently outlined by the Ontario government, and we promise to keep you informed as more information is available.

If you have any questions or concerns, please reach out. Our responsive customer service representatives are ready to help during business hours, Monday to Friday.

I wish the best for all our customers, and look forward to a productive, successful re-opening for our community. Rest reassured that we are here to support you as you transition to the post-COVID-19 world.

Regards,

A handwritten signature in black ink, appearing to read "Helga Reidel", written in a cursive style.

Helga Reidel  
President & CEO, ENWIN Utilities Ltd.