



May 22, 2020

To our valued customers and partners,

It has been just over two months since we first faced the emergence of the Coronavirus COVID-19 in our community. With the emergency measures needed – both in Windsor and at the Provincial level – we have all had to find some new and unprecedented ways of doing what we do.

At ENWIN, we needed to make some big changes, quickly, and I am grateful to the talented employees who helped us do it. To those who worked many long days and nights reimagining new ways to stay safe and get things done – thank you. Your efforts allowed us all to report for duty, accomplish our tasks and serve our customers' needs in a difficult time.

With the government taking first steps to re-open the province, it is now time to think about the future. Utilities across Ontario are taking a careful look at how to accomplish their goals – while still keeping safety top-of-mind.

Many people are wondering, “What does that mean for me?”

For you, our customers, it means we will continue to find safe and innovative ways to maintain service levels and fulfill our commitment to you. Throughout the coming months, your needs will – as always – be the focus of all we do.

We recognize how this crisis has impacted your families, your businesses and your lives. We will continue, as we have over the past two months, to do everything we can to help, in keeping with Ontario's plans for assistance to residents and businesses.

We are proud of the role ENWIN has played in helping customers survive the economic impacts of this disease – including our suspension of collection action, our moratorium on both electricity and water disconnections and our commitment to tailoring payment plans to our customers' needs. We have also helped the Ontario government implement a Time-of-Use power rate change that will continue to provide bill relief to residents and small businesses until May 31.

In the next few weeks, we will focus on assisting businesses, through a new Ontario cost-saving measure that will defer a portion of the Global Adjustment charges for residential, commercial and large industrial customers who are not part of the Regulated Price Plan (RPP), as well as customers who participate in the Industrial Conservation Initiative program. We will work with all qualified customers to ensure they see this provincial change reflected on bills from the beginning of April to the end of June.

We hope these measures have helped, and will continue to help you during this very difficult time.



As we move forward, we will continue to refine the processes and measures that enabled our current success. For some of our employees, it may mean continuing to work remotely, some or all of the time. In the field, many of our workers will continue, as they have throughout this emergency, to respect the need for physical distancing. For all, it will mean new and improved safety protocols – new ways of working with each other and the public.

For you, our customers, many things will remain business as usual: Our customer service representatives will continue to take your calls, to help you in your moments of need. And our communications department will continue to post information on our website and Twitter accounts, to keep you informed. Our field crews will keep working to ensure we have the infrastructure to provide you with electricity and water.

As the situation continues to change, we will evolve with it. I have faith in our ability to envision and create solutions, as we are challenged to find new and better ways to operate. We look forward to doing that with you in mind.

I have attached a video that I hope you will enjoy. It is my way of expressing my pride in ENWIN's everyday heroes, and our commitment to all of you!

[Link to Video Message](#)

I wish each of you continued good health and safety as we move forward together.

Sincerely,

A handwritten signature in black ink, appearing to read "Helga Reidel". The signature is fluid and cursive, with a small dot above the "i" in "Reidel".

Helga Reidel, President & CEO