



March 24, 2020

To our valued customers and partners,

In the face of the Coronavirus COVID-19, and the emergency declaration in Windsor and among our neighbouring municipalities, we — the employees of ENWIN Utilities and the Windsor Utilities Commission — are developing new and unprecedented ways of doing business, in order to continue to deliver our services to you. I am proud of the dedication of our entire employee team, and we thank each of you — our customers and partners — for your assistance and patience.

To address some of the extraordinary circumstances facing our community, ENWIN has undertaken several pandemic management measures. We're following public health protocols and practicing social distancing. Many of our employees are working remotely and we are investigating methods to allow more to do so. The business of delivering electricity and water to your homes is considered an essential business on the list of services that may remain open, as just released by the Province of Ontario. Please be assured that essential operational personnel are on the job to ensure that any normal disruption to your electricity service or your water service can be rectified as soon as possible. We ask for your patience during this time.

To help the many people facing financial hardships, ENWIN has joined with other provincial utilities in extending the provincial disconnection ban on residential and low-volume small business customers, until July 31, 2020. We have also suspended collection action until further notice, and we will remain available to review your unique concerns in any payment arrangements. With today's announcement from Ontario Premier Ford, our billing department will start the process to implement the Time of Use power rate change, for the next 45 days as approved and announced by the Premier.

I also remind electricity customers that we offer several programs to assist those having difficulty paying their electricity bills, including the Ontario Electricity Support Program, AffordAbility Fund and Low-Income Energy Assistance Program.

To ensure that all our water customers have water available for hand-washing and home needs, we have also implemented a disconnection ban for residential customers, until further notice.

I would also like to request that you help in keeping our workers safe by exercising social distancing with our staff working in the field. If possible, please stay away from work sites or ensure at least two metres distance between yourself and our employees, to keep everybody safe.

We are in this together, and I want you to know that ENWIN is taking all the necessary actions and precautionary measures to manage a reliable electricity and water supply, while maintaining the safety of the community and our employees.

Please stay safe as you take care of yourselves and your families. I wish each of you good health.

Sincerely,

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

Helga Reidel, President & CEO