



FORT FRANCES POWER CORPORATION

COVID-19 Pandemic Response Rate Relief & Financial Assistance Program Offerings

Dear Valued Customers,

We are here to support our local community throughout this difficult time. We are pleased to inform you that the Government of Ontario is providing temporary 45-day emergency relief to support Ontarians impacted by the global COVID-19 outbreak.

As of Tuesday, March 24, 2020, households, and small businesses in Fort Frances who pay time-of-use electricity rates will be charged the lower off-peak rates 24 hours a day, seven days a week.

If you are experiencing financial difficulty, please contact our office or visit us online to find out if any of the following financial assistance program offerings are right for you: Low Income Energy Assistance Program (LEAP); Home Assistance Program (HAP); Affordability Fund Trust; Equal Payment/Budget Plans (EPP); Arrears Management Program.

We have also extended the suspension of electricity disconnections for an additional three months for residential and small business customers effective immediately.

The Government has granted us approval to continue to operate during our normal business hours of Monday to Friday 8:00 AM to 4:00 PM throughout this pandemic and our dedicated staff is here to assist you with all of your needs either by telephone at **(807) 274-9291** or by Email at ffpc@fortfrances.ca.

Sincerely,

Joerg Ruppenstein
President and CEO

Larry Cousineau
Board Chairman