



WELCOME

to Wasaga Distribution's newsletter:
your source for timely and helpful information that matters to you.

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NEW DISTRIBUTION RATES EFFECTIVE MAY 1, 2026

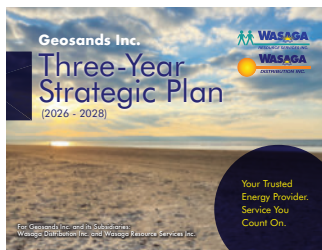
Starting May 1, 2026, you may notice a 1.02% increase in the Distribution Rates portion of your electricity bill. These rates are reviewed and approved by the Ontario Energy Board.

These updates help us continue to:

- Maintain and strengthen the local electricity system
- Replace aging equipment to reduce outages
- Prepare for growth as our community continues to expand

We understand that any change to your bill matters. We remain focused on balancing reliability with affordability, ensuring you receive dependable service every day.

2026-2028 STRATEGIC PLAN: GROWING WITH OUR COMMUNITY



Wasaga Distribution is proud to support Geosands Inc.'s new Strategic Plan, which sets our direction for the next three years.

As Wasaga Beach continues to grow, this plan helps

ensure we are ready to meet increasing energy needs while keeping service reliable and costs manageable.

What this means for you:

- Continued investment in a stronger, more reliable electricity system
- Improvements to how we communicate and serve our customers
- A focus on responsible spending to help keep rates stable
- Support for our employees so they can continue delivering great service

At its core, this plan is about supporting a thriving, connected community, today and into the future.

UPDATED CONDITIONS OF SERVICE

We have updated our Conditions of Service, which outline how electricity service is provided to our customer.

These updates help ensure clarity, safety, and consistency for everyone. The include:

- Clarified connection and service requirements
- Updated billing and payment policies
- Enhanced safety and technical standards

We encourage customers, contractors, and developers to review the updated document on our website.

APRIL IS DIG SAFE MONTH

April is Dig Safe Month, a great reminder for everyone in our community to stay safe before starting any outdoor digging projects.

Building a deck or fence, putting in a pool, planting a tree or digging a new garden? Before starting to dig, get a free underground cable located done to avoid severe injury and costly repairs from hitting a buried line.

Submit a locate request at **OntarioOneCall.ca** at least five days before you dig. Locators from each utility with underground infrastructure in your area will come to mark the cables. **Then, dig safely: Respect the marks and follow the instructions.**



GET BACK ON TRACK WITH WASAGA DISTRIBUTION:

We understand that unexpected challenges may impact your ability to keep your bill up to date – but remember you're still in control, and we can help. As of May 1, 2026, disconnections will resume for customers in arrears who have defaulted on payments. Contact us immediately to set up a payment plan at 705-429-2517 or for Financial Aid information.

POWERASSIST: ENHANCED OUTAGE SUPPORT

Wasaga Distribution has partnered with PowerAssist to enhance how outages are reported and responded to. Report an Outage or Electrical Emergency: for all power outages and electrical emergencies – 24 hours a day, 7 days a week-please call our dedicated line:

1-888-726-1186.

This line connects you directly to outage support, ensuring

issues are identified quickly and crews are dispatched as needed. When available, you may also receive estimated restoration times (ETRs) to help you plan.

In the coming weeks, we will also introduce a live webchat feature on the Outage Map page of our website, providing another way to access outage information. Social media updates will continue to be shared as outages occur.

For non-outage and non-emergency inquiries, please continue to use our main office line.

ENERGY SAVINGS PROGRAMS FOR YOUR HOME

There are a number of programs available today to help you reduce your energy use, lower your electricity bill, and make your home more comfortable year-round.

Through initiatives supported by the Province of Ontario and delivered through organizations such as Save on Energy, residents can take advantage of several current programs, including:

- **Home Renovation Savings Program**

Get rebates on upgrades like insulation, heat pumps, smart thermostats, windows, and even energy-efficient appliances.

- **Peak Perks Program**

Earn incentives for allowing brief adjustments to your thermostat during peak demand periods, helping reduce strain on the electricity grid.

- **Solar & Distributed Energy Resources (DERs)**

Homeowners can explore options, such as rooftop solar panels and battery storage systems, to generate and manage their own electricity. Programs and net metering opportunities can help offset energy costs and support a cleaner, more resilient grid.

- **Electric Vehicle (EV) Charging & Electrification Support**

As more households adopt electric vehicles and electric heating, programs and incentives are evolving to support EV chargers and energy-efficient electrification solutions.

To learn more or explore what options are right for your home, visit:

- Save on Energy Website
- The Government of Ontario energy programs page
- Or contact Wasaga Distribution – we're happy to help guide

Taking advantage of these programs is a great way to save money, increase your home's comfort, and be part of a more sustainable energy future in our community.

MANAGE YOUR ACCOUNT ONLINE WITH MY ACCOUNT

Whether you're a new customer or a current customer, make sure you're signed up for our online portal to get access to your account anytime:

- Track your household's electricity usage
- Get your current balance, due date & history
- View save or print your current & past bills
- Switch to paperless billing! – Ebilling is more convenient, reliable and secure. You can sign up to get an email notification or e-bill sent to your inbox when your statement is ready.

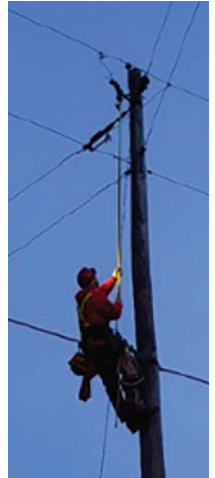
INVESTING IN YOUR NEIGHBORHOOD: SPRING / SUMMER POLE LINE REBUILDS

You may notice our crews and authorized contractors working throughout Wasaga Beach this Spring and Summer as we continue our multi-year commitment to grid modernization.

What are we doing?

A "Pole Line Rebuild" is a comprehensive upgrade of our local electrical backbone. This work typically involves:

- **Replacing Aging Poles:** Swapping out older wood poles for newer, stronger ones that are more resilient against the high winds and heavy ice we see in our coastal environment.
- **Upgrading Hardware:** Installing modernized insulators, transformers, and "smart grid" switches that allow us to isolate outages and restore power faster.



What to expect in your area:

- **Traffic Management:** To keep our workers and the public safe, you may see temporary lane closures. We appreciate your patience and remind drivers to please slow down in work zones.
- **Planned Interruptions:** In some cases, a short, planned power outage is required to safely transfer service to the new equipment. If your home is affected, we will provide you with advance notice via mail or a door knocker.

Where We Are Working this Spring and Summer:

- 68th St N
- Shore Lane (45N to 50N)
- Shore Lane (16N Eastward to End)
- Knox Rd E

Why it matters:

These rebuilds are the most effective way to prevent unplanned outages before they happen. By investing in our poles and lines today, we ensure Wasaga Beach has a "future-ready" grid that can handle the increased demand from new homes and electric vehicle charging.

LET'S STAY CONNECTED!

Follow our social media channels to stay up to date with timely Wasaga Distribution news at your fingertips.



Follow us on Twitter
@wasagahydro



Like us on Facebook for energy
conservation tips & more



Sign-up for our e-newsletter
@ www.wasagadist.ca