



March 20, 2020

AN OPEN LETTER TO OUR VALUED CUSTOMERS

PUC Services recognizes the impact and stress COVID-19 is causing in people's daily lives. As the COVID-19 pandemic continues to evolve, one thing that won't change is our commitment to providing you with safe, reliable and affordable electricity, water and wastewater services.

We are closely monitoring the situation, and are following the guidance of local, provincial and national public health authorities. We have plans in place that protect the health and safety of our employees, while making sure you can keep the lights on and access safe drinking water.

We are here to help.

We understand there are customers who are unable to work because of self-isolation or illness or are struggling with other pandemic related consequences. Recognizing the uncertainty for businesses and residents, PUC has programs in place to help you get through these difficult times.

- We have extended the suspension of electricity disconnections to July 31, 2020, so customers do not have to worry about being without electricity during this time.
- We will work with you to access programs to help you manage your electricity costs, including the Low-income Energy Assistance Program (LEAP), the Ontario Electricity Support Program (OESP) and the AffordAbility Fund.
- We are committed to being flexible with all business and residential customers, and have options in place such as payment plans, extended credit terms and more.
- We are advocating to the provincial government on the unfairness with respect to time of use pricing when people are working from home. While PUC does not have any control on time of use pricing, we are hearing your concerns, we are passing them along and we are advocating for some temporary changes.

Please reach out to us to discuss your options and start the conversation. We are committed to ensuring all our customers are safe, the lights are on, and the water is running.

We also want to alert customers to ongoing phone scams of people pretending to be PUC Services. PUC is NOT making phone calls that threaten disconnection. If you receive a suspicious phone call, do not provide any personal information, including PUC or credit card account numbers, and report the incident to the Canadian Anti-Fraud Centre.

For the protection of the general public, we have temporarily restricted access to all PUC buildings. PUC is asking visitors, including any customers, contractors and suppliers to interact via phone, e-mail, or other online options on ssmpuc.com.

Please reach out to our Customer Care team at customer.care@ssmpuc.com or 705-759-6522 for assistance. We are here to answer questions and help in any way we can.

Thank you for your trust in PUC. We will get through this together.

Sincerely,

A handwritten signature in black ink, appearing to read 'Robert Brewer', written in a cursive style.

Robert Brewer
President, CEO
PUC Services Inc.