



CONTINUED SERVICE PLANNING FOR CORONAVIRUS (COVID-19)

Dear Valued Customers, Vendors and Stakeholders,

With the increasing news and concern regarding the Coronavirus (COVID-19) pandemic, we recognize the importance of continuing to serve you reliably, safely and efficiently. We assure you that we have been closely monitoring news from reputable sources, such as the Government of Ontario and your Local Public Health Unit.

Newmarket-Tay Power is taking extra precautions to keep customers, employees and communities at large safe. We remain committed to transparency during this time and have defined our contingency plan for various types of situations that may arise. While the risk still remains low in Canada, Newmarket-Tay Power is taking the following measures to limit the spread of an outbreak:

- In an effort to minimize the spread of an outbreak, Newmarket-Tay Power will be closing its facilities to the public effective March 16, 2020. Although public access will be restricted, business will continue.
- We have increased communications with our employees on health and safety measures.
- Cleaning protocols, such as routine surface cleaning, have been enhanced at each of our offices.
- On-site and in-person scheduled meetings with third parties have been suspended until further notice. Meetings will be conducted by webinar, conference call or other virtual communication tools we have in place.

If you would like more information or have any questions, please feel free to contact us:

Phone

- Newmarket Customers: [905-895-2309](tel:905-895-2309)
- Tay Customers: [705-534-7281](tel:705-534-7281)
- Midland Customers: [705-526-9361](tel:705-526-9361)

Email

- Newmarket Customers: nmhydro@nmhydro.ca
- Tay Customers: tayhydro@tayhydro.com
- Midland Customers: midpuc@midlandpuc.on.ca



Web Portal, E-Billing

- Newmarket Customers: <http://www.nmhydro.ca/myaccount.asp>
- Tay Customers: <http://tayhydro.com/myaccount.asp>
- Midland Customers: <https://mdld-connect.theitmgrou.com/CC/connect/authentication/Login.xml>

Payments

- Online bank payments and bank ATM
- Credit card via web portal and phone (Newmarket and Tay customers)
- Cheque via mail or payment deposit box

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