



Outages and Upgrades/Changes: For the time being, Battle River Power Coop (780-672-7738) will continue to operate the system and be your contact for outages and service upgrades or for other matters related to your existing service.

New Services: In anticipation of the pending transfer of services, Tomahawk REA will no longer accept new members or connect new services as these requests will now be completed by FortisAlberta. Please contact our customer care centre, located in Airdrie, at 310-WIRE (9473).

FortisAlberta Rate Assessments – REVISED April & May: Starting April 2 FortisAlberta staff will contact every Tomahawk REA member by phone to discuss your electric service. To make the transition as smooth as possible, we want to make sure we are providing the right service for your needs.

Protecting your privacy: Our representatives will already have access to your basic member information, including your name and your land location. We will ask general questions regarding your electrical service and what you use it for. We will not ask you for personal financial information. If you are contacted by anyone claiming to be from FortisAlberta who requests your banking or financial information, please hang up and notify us at 310-WIRE (9473) or email us at askfortis@fortisalberta.com regarding the incident.

Reviewing Facilities – April & May: Starting April 8 you can expect to see FortisAlberta staff, in marked vehicles, inspecting in detail the power line poles by foot and by vehicle including assets on member's property. They will be looking for ways to improve the service in the Tomahawk area and ensure we are ready to operate July 9, 2024.

Welcome Packages – May & June: Based upon the information gathered during the rate assessment calls, FortisAlberta will mail out a welcome package to all members. If you have not received a welcome package **by June 21, 2024** please contact us at 1-844-514-4050 or askfortis@fortisalberta.com.

Meter Exchange Day & Payment to Tomahawk REA – July 9, 2024: Electric distribution service will be directly provided by FortisAlberta starting Tuesday July 9, 2024. **Our staff plan to change all the existing meters in one day.** Please do what you can to help this effort by ensuring your meter is accessible to our staff and any obstacles are removed. More information on this will be gathered during the rate assessment calls taking place in April & May.

We continue to work closely with your Tomahawk REA Board, Battle River Power Coop, various government agencies and within our own organization to ensure the orderly and efficient transfer of the system. Please visit <https://www.tomahawkreasale.ca/> to sign up for automatic alerts. We are happy to provide safe and reliable electrical distribution services to you as soon as the transition is complete.

**FORTIS
ALBERTA**