

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

BILLING SAFETY

Electronic Customer Engagement Tools

E-BILLING

In our fast paced world, why not simplify? To get your bills more quickly than by mail, and to reduce paper, sign up for e-billing by going to fortisontario.com and choose your local distribution company from the list of "Our Companies."

PRE-AUTHORIZED DEBIT

By having your bill payments automatically deducted from your bank account each due date with the pre-authorized debit plan, you save time and never have to worry about timely invoice payments or getting late payment charges.

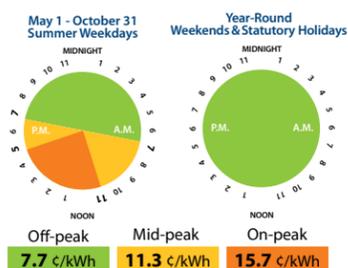
MyHydroEye

Check out how you use electricity with (MHE)! You can use either the (MHE) website or your mobile phone to access the information and understand better how your electrical service is consuming electricity! To register for (MHE) visit fortisontario.com and choose your local distribution company from the list of "Our Companies." You will require your invoice to complete registration.



Time-of-Use SUMMER RATES

The Provincial Time-of-Use summer rates will remain in effect as of May 1, 2017.



Your Kilowatt Hour

Your Kilowatt Hour is a program where your local distribution company reaches out to its customers to meet personally with them to discuss concerns, to assist in understanding electricity bills, and to provide information about conservation programs available to assist in the reduction of power consumption. Port Colborne, Wawa, Johnson Township, and Macdonald, Meredith & Aberdeen Additional Township are a few of the communities already scheduled. Watch for more "Your Kilowatt Hour" sessions coming soon to a community near you.



SPRING | SUMMER 2017

making connections

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CANADIAN NIAGARA POWER INC.
A FORTIS ONTARIO COMPANY

Eastern Ontario Power
A FORTIS ONTARIO COMPANY



IN YOUR COMMUNITY

Algoma Power Inc. Awarded the "Safe Work, Sound Business Award"

Algoma Power Inc. was honoured to be awarded the "Safe Work, Sound Business Award" sponsored by Sault Ste. Marie Safe Communities Partnership at the Sault Ste. Marie Chamber of Commerce Outstanding Business Achievement Awards in February, 2017.

Algoma Power accepted this award on behalf of all of its employees. "We recognize the relentless commitment and dedication employees have to safety when servicing our customers in the Algoma District. It is with this commitment to both our internal safe work practices, and our public safety programs and events, that we are all able to achieve such excellence," says Jennifer Rose, Regional Manager, Algoma Power Inc.



Courtesy of Kevanna.com

Canadian Niagara Power's "Helping Hands" at Work

Throughout 2016 our employees served approx. 230 dinners at FE Salvation Army and Port Cares, and raised over \$10,000 for our local United Way charities. Our team of 'Helping Hands' helped lay floors at a local build with Habitat for Humanity, as well as volunteering themselves and their families to build a float for both the annual Fort Erie & Port Colborne Santa Claus Parades. In December, employees were challenged by the Energy Efficiency Team to "Fill a Pack - Get a Pack". In total, 24 backpacks were filled with donations of food, toiletries, hats & mittens and toys, and delivered to COPE and Port Cares to distribute to those less fortunate in our communities.

TO REPORT A POWER OUTAGE OR A FALLEN LINE CALL OUR 24 HOUR EMERGENCY SERVICE:

Canadian Niagara Power:
Fort Erie & Port Colborne 1.844.501.9473 (WIRE)
Eastern Ontario Power 1.844.601.9473 (WIRE)
Algoma Power 1.844.901.9473 (WIRE)

Eastern Ontario Power is Educating Schools

Eastern Ontario Power is promoting electrical safety & conservation in the Gananoque schools. Utilizing various teaching methods our presentations deal with electrical safety & conservation in the school and home, outdoors around utility poles, towers & substations. Our programs are designed for JK-grade 4 and grades 5-8. The students in JK-grade 4 meet 'Wires' the safety puppet and learn 15-20 safety & conservation messages. The grade 5-8 presentation examines electrical safety & conservation issues in more detail. We talk about electrical hazards in the home, the dangers within electrical substations, and what to do if they are in a car accident involving a utility.

INTEREST CHARGES ON OVERDUE AMOUNTS ARE APPLICABLE THE DAY AFTER THE DUE DATE.

Your Safety Minute

Pad-mounted electrical equipment may be utilized to distribute electricity to homes and businesses. This equipment can consist of a locked green metal utility box containing high voltage electrical equipment. Tampering with or attempting to open this equipment is extremely dangerous. If you notice damage or evidence of tampering to utility equipment, please notify your local utility.

Stray Voltage

Stray Voltage is the varying amounts of low-level voltage that exists between the earth and electrically-grounded farm equipment. At high levels the voltages cause a threat to the health and behaviour of livestock. If you think Farm Stray Voltage is harming your livestock, please call your local utility for an inspection.

CALL BEFORE YOU DIG! CONTACT ONICALL TO REQUEST YOUR FREE LOCATE. ONICALL.COM • 1-800-400-2255

LEGISLATION CORNER

REDUCING YOUR ELECTRICITY BILL

The Ontario Government plans to further reduce electricity bills to total an average of 25% for all residential customers as part of a significant system restructuring that will address long-standing policy challenges and ensure greater fairness.

Starting this summer, Ontario's Fair Hydro Plan will provide households with an additional 17% break. Many small businesses and farms will also benefit from the initiative. People with low incomes and those living in eligible rural communities will receive even greater reductions to their electricity bills. As part of this plan, rate increases over the next four years will be held to the rate of inflation for everyone.

An 8% reduction has already occurred as of January 1, 2017 for the majority of consumers in Ontario.

Contact your local distribution company for more details as they become available.

fortisontario.com

cnpower.com | easternontariopower.com | algomapower.com



LIKE YOUR UTILITY'S FACEBOOK PAGE and start following along.



FIND YOUR UTILITY'S TWITTER HANDLE ON THEIR WEBSITE and follow along for industry information and conservation tips.



TIM HORTONS WAWA EFFICIENCY... HOW SWEET IT IS

When Mark and Tracey Toffner took over managing the Tim Hortons restaurant in Wawa, they knew they wanted to run it right. Always keeping the best interests of their customers in mind, as well as having to watch their bottom line, they decided to take on the task of becoming energy efficient.

With the guidance of API's Energy Efficiency team, it was easy to take this first step and put money back toward their bottom line by taking part in the Save on Energy **RETROFIT PROGRAM**. The incentive offered through the program was used to leverage the difference between standard efficiency and high efficiency. It was evident that,

with today's LED lighting technology, this was the route to take which made the decision easy; and, now they're saving over 16,400 kWh annually in electricity. These savings are equivalent to approximately 2 homes' electricity use in one year, and CO2 reductions equal to switching 410 incandescent lightbulbs to LED.

Now that the project is complete, the Toffner's not only benefit from the annual energy & maintenance savings, but also the knowledge they are providing their customers and staff with cleaner, brighter light levels in the walking and parking areas for the restaurant.

"The consumption savings on our bill was evident within the first month of having our new exterior LED lighting installed. In addition to the energy savings, we will also benefit from lowered maintenance costs. Working with Algoma Power's Energy Efficiency team to secure the incentive money was easy and took minimal time; which, in my daily schedule is hard to come by. I appreciated their commitment to the process and would recommend making the call to Algoma Power for anyone taking on energy efficiency projects for their business," stated Mark Toffner, Owner - Tim Hortons Wawa.



SMALL STEPS LEAD TO BIG GAINS

Walking in to Fort Erie's Timbr-Mart today, you might notice items you've never seen before. Not that they weren't there in the past, but because the new LED lighting increases the overall ambiance of the retail area creating a bright, bold and vibrant environment, and decreasing eye strain for both customers and employees.

Since 2015, Fort Erie Timbr-Mart has been able to reduce their annual energy consumption by up to 30%; all in conjunction with the assistance of CNP's Energy Efficiency team and participating in the Save on Energy programs for business customers.

The guidance they received on the best route to take to become energy efficient, and lower their operating & maintenance costs, has resulted in big gains through small steps. Timbr-Mart took the recommendations and utilized both the **SMALL BUSINESS LIGHTING AND RETROFIT PROGRAMS** CNP offers.

Their energy reduction is enough to supply 69 homes' annual energy consumption for one year. Plus, their carbon reduction would be equivalent to planting and growing 943 tree seedlings for 10 years! Not only beneficial to their business but to our environment.

"We used 'off-the-shelf' EnergyStar® LED bulbs, which Timbr-Mart stocks, and great inventiveness to make it affordable for the business. We did not just go out and spend a lot of money on brand new light fixtures", explained Greg Hunter, Process Improvement Manager.

Is your business unsure where to begin reducing their energy usage just like Timbr-Mart and Tim Horton's? Are you interested in working with our Energy Efficiency Team to help guide you toward the measures and programs that best suit your needs? Contact a member of our Business Energy Efficiency Team to discuss how we can assist you with an Efficiency Assessment.

**ARE YOU
READY TO
DO MORE?**

For more information on Save on Energy Programs available, please contact our Team:

EMAIL: conservation@cnpower.com | conservation@algomapower.com • CALL: your local office and ask for ext. 3399

Subject to additional terms and conditions found at saveonenergy.ca. Subject to change without notice. Funded by the Independent Electricity System Operator and offered by Canadian Niagara Power (Eastern Ontario Power) and Algoma Power. TMOfficial Mark adopted and used by the Independent Electricity System Operator. Used under licence.

BENEFITS OF LED LIGHTING

- Instant Restrike in the event of a power disturbance
- Lightened electrical circuit loads due to reduced energy consumption
- Virtually maintenance free
- Cleaner, whiter light
- Enhanced employee productivity/less likely to induce headaches
- Increased security and comfort levels (HVAC load)
- No toxic gases (mercury/other) to avoid in the event of a breakage
- Typically shatterproof/shatter resistant
- Potential to reduce the number of bulbs/tubes (reduce over lit areas) to achieve same or better light levels



HOW DO I KNOW WHICH LED BULB TO BUY?

When you're shopping for lightbulbs, compare lumens to be sure you're getting the amount of light, or level of brightness, you want. The Lighting Facts Label will help. This new label will make it easy to compare bulb brightness, color, life, and estimated operating cost for the year.



source: <https://energy.gov/energysaver/lumens-and-lighting-facts-label>

Buy Lumens, Not Watts

In the past, lightbulbs were purchased based on how much energy, or watts they used. Wouldn't it make more sense to buy lights based on how much light they provide?

When you're shopping for lightbulbs, you can choose your next lightbulb for the brightness you want by comparing lumens instead of watts. A lumen is a measure of the amount of brightness of a lightbulb -- the higher the number of lumens, the brighter the lightbulb. Lumens measure how much light you are getting from a bulb. More lumens means it's a brighter light; fewer lumens means it's a dimmer light. Lumens let you buy the amount of light you want. So when buying your new bulbs, think lumens, not watts.

The brightness, or lumen levels, of the lights in your home may vary widely, so here's a rule of thumb:

- **To replace a 100 watt (W)** incandescent bulb, look for a bulb that gives you about 1600 lumens. If you want something dimmer, go for less lumens; if you prefer brighter light, look for more lumens.
- **Replace a 75W bulb** with an energy-saving bulb that gives you about 1100 lumens
- **Replace a 60W bulb** with an energy-saving bulb that gives you about 800 lumens
- **Replace a 40W bulb** with an energy-saving bulb that gives you about 450 lumens

**SAVE
ON
ENERGY**
POWER WHAT'S NEXT