



WHAT'S NEW

Meet the Hydro One Remotes Billing Team

We're taking you behind the scenes to introduce you to the Hydro One Remotes Billing Team: Sandy Lamme and Chris Briand. Sandy and Chris are responsible for making sure your bill is correct, that it gets to you on time and to help you stay on track to pay your bills.

keep up to date." She says it's much better if you call before you move to let us know and allow us to start the paperwork.

Sandy says the best part of her job is looking for ways to help customers pay their bills. "Customers can call us if they fall behind and we'll try to find ways to help them pay their bills." She can set up monthly payment plans, budget billing, help customers with ways to save electricity advice and can tell them about programs such as the Low Income Energy Assistance program. "If customers do find they are falling behind, it's always better for them to call us before their bills get out of hand." Staying on top of your bill and paying monthly is always the best way to ensure bills stay manageable.

When Chris isn't working, he likes to spend time with his wife and two young sons. He also is a curler, who has successfully competed in the National Mixed Curling Championship. Sandy likes to travel and go camping with her husband and son.

Chris and Sandy work with local meter readers to make sure your meter is read every month so your bill is correct. Once the meter reader gets the readings, he faxes them to Chris who enters them into the billing system. If the bill has errors, they are reviewed and the appropriate corrections are made. Winter can present challenges to accurately read your meter since the snow makes the meters difficult to access. Sandy says, "It really helps the meter readers if customers can keep the path to their meters clear."

When you move out of your house and into a new one, the billing team makes sure your account is changed so you're not charged for bills you don't owe. "Sometimes people forget to let us know when they're moving, so we work closely with the Housing Managers to try and



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IN YOUR COMMUNITY

Power Play

On July 13, Sandy Struthers, Hydro One Networks Inc. President and CEO Hydro One Remote Communities Inc., and Jon Rebick, VP, Lines and Forestry, presented a \$20,000 cheque to the Fort Severn First Nation community for renovations to the Youth/Community Centre in Fort Severn, Ont.



ENERGY SMART: TIPS FROM HYDRO ONE

Get ready for colder weather

- Before winter, remove, clean and store your air conditioner. Cover and seal the window opening for the unit, to prevent air leaks. If it isn't possible to remove the unit, surround it with insulation from the inside, cover the insulation with polyethylene sheeting and seal it with duct tape.
- Replace or seal broken windows or doors. When installing new windows in your home refer to the Energy Star label to ensure the most efficient models for your region.
- Take a walk around your home and check the condition of the exterior caulking around the windows and doors. Removing and replacing damaged or missing caulking is an easy way to keep moisture out of the building while sealing air leaks.



Check to see if the window and door frames are well sealed in your home. If you feel a draft around the trim, gently remove it and spray low-expansion foam or insert insulating strips into the cavity then re-install the trim. Or for a quick fix apply a bead of paintable caulking where the frame and wall meet. The same can be done around your exterior doors. Be sure to check the condition the weather stripping, and replace as necessary.

- Be sure to change your furnace filter at least once a month for optimal efficiency.
- Remember to turn on crawlspace heaters and water heat trace systems just high enough to keep from freezing. Make sure the vents are sealed for the winter to keep the heat in and visitors out.
- Insulate heating ducts that travel through unheated areas of your house to prevent heat loss.
- Keep your dryer lint trap clean after every use. Check to make sure the outside vent is not clogged. Do not vent your dryer inside your home as this can contribute to moisture problems. Remember to use your energy savings settings.

- Don't line your conventional burners with aluminum foil, this may reflect too much heat and could damage your elements. Do keep the drip pans clean however to avoid fires.
- When cooking winter comfort meals consider using the microwave, a toaster oven for smaller portions or a crock pot. They all use less energy than your full size oven and often save time too. When monitoring your cooking time take advantage of the light and window in your oven or purchase an inexpensive meat thermometer that can be read from outside the oven. Use pots that properly match the stovetop's element size and have properly fitting lids. Use your kettle to boil water instead of a pot, or use your wood stove this is a great way to take advantage of the heat being generated.

PHANTOM POWER

Since we spend more time indoors when the weather gets cooler, remember when electronics are a large portion of energy consumption in the home, even when they're off.

While plugged in most electronics still draw small amounts of power. This is called Phantom power or Standby load. So unplug when not in use or use power bars.



PROGRAMMABLE THERMOSTATS

Easy to install, programmable thermostats are a great way to save energy. Simply program the thermostat to 20 degrees when you are usually home and awake and set it for 17 degrees during the night or when you are out of the home. If you aren't in the position to install or replace a thermostat you can practice this manually instead. Remember to not place your centrally located thermostat in the same room as your wood stove.



ENERGY SAVINGS

Thinking of buying new appliances for your home? Think energy efficiency and save your receipts.

Since its launch in 2014, the Mail-In Rebate Program has successfully paid \$12,700 in rebates to our customers. This program continues and we encourage you to take advantage of these savings!

The Mail-In Rebate Program is offered year round and is designed to help you buy new or upgraded appliances for your home. Multiple items can be submitted on one application, or you can send in more than one application for different appliance purchases. You choose what's most convenient for you.

We accept applications from organizations who are purchasing eligible products on behalf of our customers such as First Nation Councils, Health Canada, Social Assistance Canada, or from individual customers.

How do I qualify?

All customers are eligible. The application form has a full set of instructions for how to qualify.

Applications must:

- Be completed in their entirety
- Meet the requirements of the program (see second page)
- Must include required supporting documentation in order to receive a rebate.

Remotes will NOT be following up on unsuccessful applications.

Feedback has been great so far on the program, read what one of our satisfied customers had to say:

"On top of the Rebate from Hydro One Remote Communities Inc. Rebate Program, we are contributing to meeting our community's daily energy needs with these Energy Star/Energy Efficient appliances which meet the required standards. Thank You to Hydro One Remote Communities Inc. for providing this very worthwhile program."

- Mike Morris, Councilor Housing Portfolio Kasabonika Lake First Nation

An application form has been included in this bill insert for your future use. Feel free to make additional copies or contact Remotes.Care@HydroOne.com for additional copies or for more information.

PHOTOS & STORY SUBMISSIONS

We're always looking for ways to connect with our customers and their communities.

Photo or story submissions about what's happening in your community can be sent to:

Una O'Reilly, Business Integration Manager
Hydro One Remote Communities
12th Floor, North Tower
483 Bay Street, Toronto, ON M5G 2P5
email: Una.Oreilly@HydroOne.com

Please include photo details (date, location, names) with your submission.

Contact Us



For bill inquiries:
tel: 1-800-465-5085

Hydro One Remote Communities Inc.
680 Beaverhall Place, Thunder Bay, ON P7E 6G9



For power outages and emergencies:
tel: 1-888-825-8707
24 hours a day, 7 days a week



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