



WHAT'S NEW

Pre-Technology (Electrical) Ontario Certificate Program

Hydro One and Confederation College are excited to launch a **new Pre-Technology (Electrical) Ontario Certificate program** to support regional workforce development. The program is designed to encourage Aboriginal students from the north to apply, but is open to any interested students.

Hydro One is committed to supporting education in electricity-related fields. As part of this program, Hydro One sponsors first semester expenses for eligible candidates providing graduates with the skills and



academic requirements to pursue further post-secondary education in engineering technology, and skilled trades programs and apprenticeships.

Hydro One and Confederation College wish to thank the First Nation and other communities that have warmly welcomed us throughout our recruitment process in the region.

For more information about the program, visit www.confederationc.on.ca/pretech/electrical.



IN YOUR COMMUNITY

PowerPlay Gives Back

Giving back is a big part of Hydro One's culture. The PowerPlay program enables healthy, active and safe lifestyles for children and youth (less than 18 years of age) by helping to fund appropriately-focused recreational facilities and equipment in Ontario communities where Hydro One is the primary electricity distributor. Earlier this year, two Remotes' communities received PowerPlay grants. For program information, visit www.HydroOne/PowerPlay.

Sachigo Lake First Nation

On Jan. 14, the remote community of the Sachigo Lake First Nation received a \$25,000 PowerPlay grant for the supply and installation of electric heaters over the player's boxes and over the penalty boxes in the Phillip Tait Memorial Arena. The arena is an important facility for the community and the heaters will support its use. Kraemer Coulter, Director of Hydro One Remote Communities, presented the cheque.



Kraemer Coulter, Director of Hydro One Remote Communities presents a cheque to Chief Alvin Beardy, Sachigo Lake First Nation.

Kasabonika Lake First Nation

On Mar. 23, Kasabonika Lake First Nation received a \$25,000 PowerPlay grant for upgrades to the community arena. The project was completed on Feb. 28. The Kasabonika Lake First Nations arena is the only non-school community venue for recreation available to children and youth. Bob Shine, Acting Customer Service Manager at Hydro One Remote Communities, presented the cheque.



Bob Shine, Acting Customer Services Manager presents a cheque to Chief Eno Anderson, Kasabonika First Nation.

PHOTOS & STORY SUBMISSIONS

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

Send your photo(s) with the date, location and name to:

Una O'Reilly, Business Integration Manager
Hydro One Remote Communities
5th Floor, South Tower
483 Bay Street, Toronto, ON M5G 2P5
email: Una.O'Reilly@HydroOne.com

POWER OUT?

If your power is out please call us at

1-888-825-8707

EMPLOYEE PROFILE

Abel Kam, DGS Operator, Bearskin Lake First Nation

Abel Kam operates the Bearskin Lake generating station, a position he has held since April 1986. Bearskin Lake First Nation is located on Michikan Lake, about 425 kilometres north of Sioux Lookout.

As one of Hydro One Remotes' most experienced operators, Kam has seen many changes to generating stations over the years. When he was first hired back in 1986, the station was much smaller—and much noisier. He says without a doubt, the most exciting thing that has happened since he started working with Hydro One Remotes was the day the new station was put into service in 2000. He recalls, "The old site had three generators in one room, so it was pretty noisy when you work in there."

The new station was built to Hydro One Remotes' new standards and has room for larger generators that will let the community of Bearskin Lake grow without major changes to the plant itself. It is also much quieter.

Now "Each generator has its own room, so it's not so noisy when you are doing maintenance," Kam says. "Each generator room also has its own crane, so it is much safer for maintenance crews to perform major generator repairs." The station has a separate control room where Kam can monitor each engine's performance, see fuel levels in the tanks and check for alarms. There is also a separate room to store equipment and supplies and a room to store waste for transport out of the community.

Kam spends most of his time working in the station, making sure that the generators are in good operating condition, but he also is responsible for reporting any line problems to Hydro One Remotes' line crew.



"I do generator maintenance, changing oil and fuel filters every 250/500 hours, take oil and antifreeze samples and send out results, keep the place clean—floors, walls and generators, check for problems and report them or repair if possible," Kam says. He also makes sure that there is enough fuel to run the generators.

Kam's colleagues at Hydro One Remotes are impressed by his work ethic. "He is a man of few words, he just gets it done," says Dave Horne, Operations Officer, Remotes. "Kam is calm and pleasant. He is skilled at seeing problems long before they become significant and is committed to keeping the station clean, working hard and keeping an attentive, watchful eye on things," says Mike Hartviksen, First Line Manager of Generation Operations, Remotes.

Kam likes the challenge of making sure "the generators are always in good condition to keep the community's lights up." He takes pride in providing secure electricity to his community and says his goal is "not to have any or many outages." His pride and hard work have paid off; the station has had only four minutes of outages over the past two years.

COMPANY NEWS

Why Hydro One Must Collect on Non-paying Accounts

The cost of diesel fuel, shipping, travel and the small size of our distribution systems makes the electricity Hydro One Remote Communities sells much more expensive than the price we charge our customers.

The Government of Ontario created the Rural and Remote Rate Protection Fund so that customers in rural and remote areas would pay

about the same price for electricity as customers in the rest of Ontario.

Rural and Remote Rate Protection covers about two thirds of the cost to produce electricity in the north. The other third is funded through the rates we charge to you, our customers. If Hydro One Remote Communities customers do not pay their electricity bills, our rates would have to increase

to make up the shortfall. That's not fair to the people who pay their bills, and that's why we must collect outstanding balances when customers fall behind in paying their electricity bills.

Hydro One Remote Communities schedules at least two collection/disconnection trips to every community from April to September. Before every trip, we notify the local Chief and Band Councils and notify every customer who is behind on their payments and encourage them to call our billing

office at 1-800-465-5085 to make payment arrangements. Our aim is to always work with customers to develop payment plans in order to avoid disconnections. During a disconnection visit, field staff are not in a position to negotiate payment options at the door.

We want to work with our customers to ensure they stay current on their accounts. If you fall behind, please call **1-800-465-5085** as soon as you can so we can set-up a payment plan for you.

Help for Low-Income Customers

We know that it has been a harsh winter and some customers may be experiencing difficulties paying their bills. The Ontario Energy Board's Low-Income Energy Assistance Plan (LEAP) requires distributors to set aside funds to help low income consumers avoid service disconnection.

Hydro One Remote Communities has set aside approximately \$43,000 to fund this program within its service territory. The Ontario Native Welfare Administrator's Association (ONWAA) administers the funds. You do not need to live on a reserve or be of First Nation descent to access this program.

Customers can apply for grants of up to \$500. To qualify for payment, you must meet low-income guidelines established by Statistics Canada, show that you have made some attempt to pay your bill and be facing service disconnection. Customers are only eligible for this funding once per year.

If you live on a reserve and would like to access this program, go to your local social assistance office and ask them about LEAP. Your local office will work with the ONWAA to see if you qualify. You do not have to be receiving social assistance to qualify for a LEAP payment.

If you do not live on a reserve, call ONWAA directly, on their toll-free telephone line at **1-877-291-7542**. They will work with you to determine if you qualify for funding.

ELIGIBILITY FOR RURAL AREAS	
Family Size	Income
1 person	\$18,721
2 persons	\$23,306
3 persons	\$28,651
4 persons	\$34,788
5 persons	\$39,454
6 persons	\$44,499
7+ persons	\$49,542

* All figures above are pre-tax family income.

In order to qualify as a low-income consumer, you must have a family income that falls below a certain limit. Those limits are laid out in the table shown.

The amount of income it takes to qualify as low-income changes each year. It also depends on the size of the town or city you live in and the number of people in your family.

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



hydro one

Partners in Powerful Communities