

Connected

— HYDRO ONE REMOTE COMMUNITIES —



WHAT'S NEW?



2013 Rate Application

Hydro One Remote Communities filed an application on September 19, 2012, with the Ontario Energy Board for an average electricity rate increase of approximately 3.5%. The increase will mean that an average residential customer, who uses 1,000 kilowatt hours of electricity a month, will pay \$3.06 more per month.

The increase is necessary to ensure continued improvements to Hydro One Remote Communities

electricity systems. It will also ensure that we remain within the budget provided by the Rural and Remote Rate Protection Fund that covers two thirds of the cost of delivering electricity to our customers.

If after studying our application, the Ontario Energy Board approves the new rates, they will become effective later this year.

ENERGY SMART: TIPS FROM HYDRO ONE REMOTES



Tips on Saving Energy

This summer, make your house energy efficient.

- Warm weather is the best time to caulk because caulking sets best in warm weather. Check the entire house for air gaps both inside and outside and fill them with the right caulking or weather stripping.
- Only use compact fluorescent light bulbs: they use 75% less electricity.
- Vacuum or brush refrigerator coils to make them more energy efficient.



- Install a low-flow shower head and low-flow tap aerator to save on hot water.
- Close your blinds and curtains during the day to keep the hot sun out. Open them at night when the air is cooler.
- Remember to turn off the TV, computer, stereo, DVD player and lights when you're not using them.
- If you have heat trace, make sure it is off in the warm months!

PARTNERS IN POWERFUL COMMUNITIES



Community Update – Kingfisher First Nation

Earlier this year, Hydro One made a \$25,000 PowerPlay grant to Kingfisher First Nation, a remote First Nation community. The grant will go toward upgrades to the electrical system in the change rooms in the community arena located in Kingfisher Lake.

The PowerPlay Program benefits children's outdoor and active play facilities in Ontario communities served by Hydro One.

You can apply at www.HydroOne/OurCommitment/Community/pages/powerplay.aspx



(l to r): Councillor Eddie Mamakwa, Kingfisher Lake, Kraemer Coulter, Director – Remote Communities, Hydro One, Chief James Mamakwa, Kingfisher Lake First Nation

POWER OUT?

If your power is out, please call us at
1-888-825-8707

New Grad: Business and Finance, First Nations and Métis Relations

This issue, we want to take you behind the scene and introduce you to Alicia Sayers. Alicia is our Business and Finance Grad in First Nations and Métis Relations at Hydro One. Alicia works with First Nations and Métis employees, communities and organizations to share information, concerns, and ideas of mutual interest to promote effective relations.

New graduates at Hydro One are challenged through multi-department rotations which offer training, mentorship and developmental assignments. As part of the new grad program, Alicia completed rotations in Corporate Communications and Transmission Projects Development.

Alicia joined Hydro One in 2011 after graduating from Wilfrid Laurier University



with Honours Bachelor of Arts in Journalism and Contemporary Studies with Options in Public Relations and Media Studies. "I've always been interested in creative writing and publishing because there are many different responsibilities, and each comes with its own set of challenges," explains Alicia.

Family and culture are very important to Alicia. Alicia is proud to be Ojibwe, Odawa and Potawatomi and grew up in Garden River First Nation. She continuously finds opportunities to celebrate and stay connected to her culture and customs.

Learn more about Hydro One's New Grad Training Program at www.HydroOne.com/Careers.

STAY CLEAR OF FALLEN WIRES

Keep at least 10 metres (33 feet) away from fallen power lines. Even if a fallen wire is on the ground, it can be dangerous. Stay clear and please report its location to Hydro One at 1-888-825-8707 and your local operator immediately.



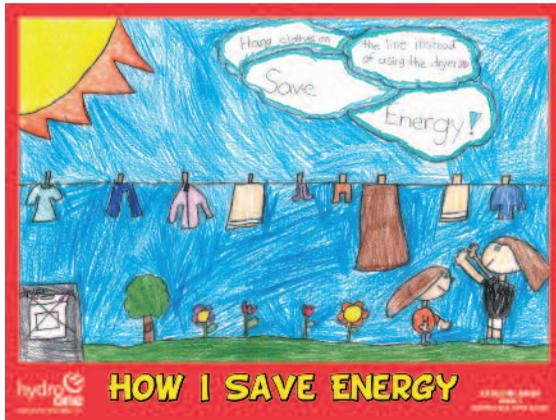
"How I Save Energy" Poster Contest

Hydro One Remote Communities is pleased to announce the winners of the "How I Save Energy" Poster Contest. Choosing just four pieces of art out of the almost 300 we received was a very difficult task. Artwork was judged based on the following criteria: content accuracy, clarity, attention and appropriateness.

Thanks to each school who participated.

Congratulations to the Winners!

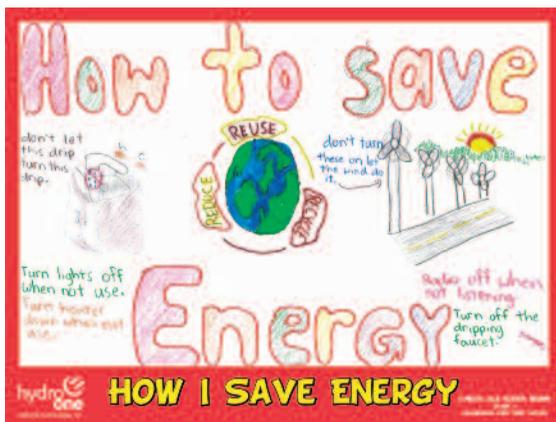
(In no particular order)



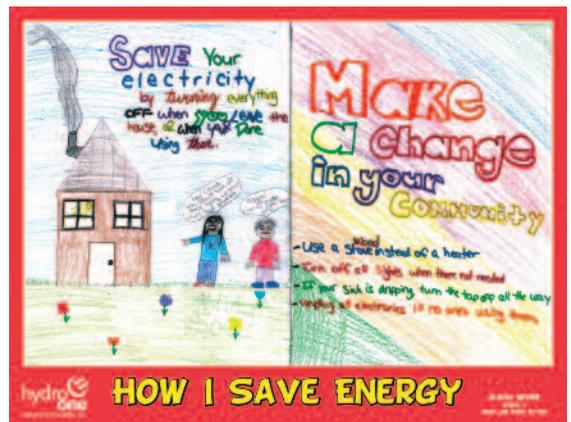
Katelyn Baker – Grade 3
Henry Coaster Memorial School
Marten Falls First Nation



Brett Bighead – Grade 6
Mary Ann Agnash Memorial School
Kingsfisher Lake First Nation



Lynden Jack Rueben Brown – Grade 5
Chief Simon McKay Education Centre
Kasabonika Lake First Nation



Alaina Spade – Grade 8
Deer Lake School
Deer Lake First Nation

TELL US IF YOU MOVE!

Please call 1-800-465-5085 before you move so that we can close out your account. If you don't, you will still be responsible for the electricity used at your old house and you will have to pay that bill before you get connected at your new house.

COMPANY NEWS



Why must Hydro One 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 (RRRP) so that customers in rural and remote areas would pay about the same price for electricity as customers in the rest of Ontario.

RRRP 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.

The Hydro One Remote Communities team 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. Please note that during a disconnection visit, field staff are not in a position to negotiate payment options at the door. They can only accept 100% of what is due to avoid disconnection.

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.

If we do have to disconnect your service, we aim to reconnect you within 10 business days after payment is received.

NEW CONSTRUCTION



Are you building a new home?

Please call our Customer Service Department at **1-888-825-8707, Ext 2805** to request a layout, once the foundation has been constructed. We can then schedule our crew to have a layout completed.

Remote Communities then does an estimate based on the information we received for the layout. Estimates are based on doing all work during the summer months, so call just as soon as

the foundation is complete. All costs must be paid prior to connection of your service.

Also please remember that meter bases must be located at the front of the building or on the side of the building, not more than 3 metres from the front facing the street or roadway.

Thank you for your cooperation, and good luck with your construction project!

Contact Us



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

Hydro One Networks 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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Partners in Powerful Communities