



Photo by Terry Stoney, Kasabonika, ON

"BOOZHOO" TO ALL

Hydro One Remotes is committed to providing safe, reliable and affordable power to the communities we proudly serve.

To this end, we continue to make prudent investments in our generation and distribution systems to make sure the power is available when you reach for the switch. Across our entire system, our generation was available for your use 99.97 per cent of the time throughout 2017. Overall, our reliability including both distribution and generation was better than the previous five-year average. Of course, every utility has outages related to storms, equipment failures and planned outages to upgrade, repair equipment or to add new customers. However, we work diligently to minimize any inconveniences when they happen.



We've also been busy working with local leadership and funding bodies to facilitate the very necessary increases in generation capacity so communities can grow and prosper. Over the last five years, we've been successful in upgrading stations and removing connection restrictions in seven communities. In Wapekeka and Kitchenuhmaykoosib Inninuwug, we're building a distribution line to connect the communities so that power can be shared and both communities can benefit. This project is a first step to fulfill our aspirations for grid connection between communities.

Protecting the environment is very important to us. We've been registered to the ISO 14001 standard since 2002 and last year became one of the first companies in Canada to be certified under the new standard.

This edition of our newsletter will give you some tips on staying safe, information on projects we're working on and on programs to make electricity more affordable. We're always at your service!

Miigwech,

Kraemer Coulter
Managing Director
Hydro One Remote Communities Inc.



Partners in Powerful Communities

HELPING COMMUNITIES PROSPER



We're working with Wapekeka First Nation and Kitchenuhmaykoosib Inninuwug (Big Trout Lake) First Nation to build a new 22 kilometre 25 kV overhead line linking these two vital communities.

Using the seasonal winter road, we were able to ship construction materials, supplies and equipment, including over 300 poles for this important project.

Community involvement is critical to the project's success. We held public meetings in both Wapekeka and Kitchenuhmaykoosib Inninuwug in early May.

An experienced, multiple party project team is in place and construction is now under way. Community members have been hired to work on the project and training to facilitate the work is being provided by Hydro One Remotes.

When completed, the tie line will allow the two communities to continue to grow and prosper into the future. The tie line also supports the collective vision of grid connection for the communities engaged in the Watay project.



USING WINTER ROADS SAVES MONEY



Did you know that diesel fuel is our largest cost? This year, we've taken advantage of strong winter road conditions to transport a record amount of cheaper, winter road-delivered fuel. These fuel deliveries result in approximately \$4 million savings in 2018 compared to more costly air-delivered fuel. Savings will be higher if fuel prices continue to climb.

HAVING TROUBLE PAYING YOUR BILL?



Help is available!

The government has simplified the process for customers on social assistance.

If you need help paying your bill, call **1-844-885-3157**. You can get up to \$500 to help pay your bill by applying to our Low-Income Energy Assistance Program (this is a one-time emergency payment only) or an ongoing monthly credit on your bill through the Ontario Electricity Support Program.

If you get social assistance, please apply for these programs. You'll be approved. If you don't get social assistance, you may still qualify. Why not call and find out?

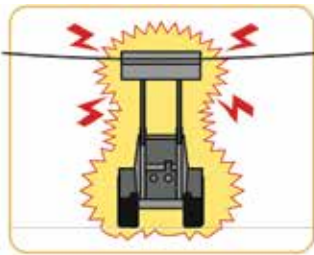
STAY SAFE THIS SUMMER



- Stay clear of overhead electrical wires. Don't touch them with a pole, the boom on a backhoe or any other piece of equipment. Anything that touches the line will conduct electricity and it could kill or seriously injure you.
- Power line contacts can happen at work, at home or when you and your kids are outside having fun. Look up, look out and locate power lines to stay safe. Keep at least 3 to 6 metres away, including ladders, tools and airborne toys.
- Fallen electrical wires are dangerous. Stay at least 10 metres away and report them immediately by calling **1-888-825-8707**.
- In your home, inspect electric cords and replace them if they are damaged. Don't use electrical tools in wet areas and make sure they are plugged into outlets protected by Ground Fault Circuit Interrupters (GFCIs).



Maintain at least three metres clearance from power lines.



Contact with a power line may electrify the vehicle.



Contact with a wire may kill or injure you.



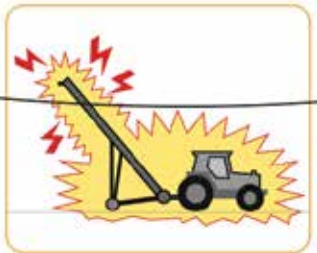
Do not use long poles around wires.



Trimming trees near wires is for qualified professionals only.



Stay ten metres away and report fallen lines immediately.



Be careful when driving a vehicle with a boom.



When using a ladder, look up to avoid the power lines.

REMOTE COMMUNITIES WINS ENERGY STAR AWARD



Natural Resources Canada recognized our efforts and awarded us the prestigious ENERGY STAR® Canada Award for best Regional Utility. This award is given to utilities who have shown leadership and innovation in developing and marketing ENERGY STAR certified products and raising the profile of ENERGY STAR.



The Honourable Jim Carr, Minister of Natural Resources presents award to Lori Rice, Hydro One Remotes.

Thank you to our customers and the housing staff and tribal councils of the First Nations communities that we serve for making our Mail-in Rebate program such a success! We've issued over \$22,000 in rebates since the program started in 2014.

We're pleased to be offering this program again for 2018. The program offers rebates for buying ENERGY STAR-rated refrigerators, freezers, washers, dryers, dishwashers and more with rebates of up to \$200. As well, we offer rebates for a number of energy efficient products such as thermostats, power bars and sensors.

In celebration of ENERGY STAR Day on October 23, enhanced rebate amounts are available for purchases made during the month of October.

A copy of the application form was mailed to customers in June. If you can't find the application form, please call us or you can download one from www.HydroOne.com/remotes. We hope you take advantage of this worthwhile program.

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
483 Bay Street, 12th Floor, North Tower
Toronto, ON M5G 2P5
email: Una.Oreilly@HydroOne.com
Please include photo details (date, location, names) with your submission.
Photos should be at least 1MB.

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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