

# Connected

— HYDRO ONE REMOTE COMMUNITIES —



## WHAT'S NEW?



### New Ways to Pay Your Electricity Bill

Payments to your electricity bill can still be made by cheque, pre-authorized payment, budget payment or in person at your bank. However, you can now:



- **Pay by credit card** by calling our office at 1-800-465-5085 and we will process your credit card payment.
- **Pay by MoneyGram.** Money orders are quick, convenient, inexpensive and available at most postal outlets and some stores.



### Customer Advisory Board Members Needed

We are looking for people who like working on a team, who are interested in how we provide service, and who have ideas on how we can improve our service, to join our Customer Advisory Board.

As a Customer Advisory Board member, you will travel to Thunder Bay twice a year and offer your perspective on issues such as training, policies and programs.

You will learn about our business and will also help us understand what matters to our customers. We pay expenses related to meetings including meals, travel and accommodation, and also offer a small honorarium.

If you are interested in participating, please send a letter about yourself and why you are interested to:

**Una O'Reilly**  
**Business Integration Manager**  
**Hydro One Remote Communities**  
**8th Floor, South Tower**  
**483 Bay Street**  
**Toronto, ON M5G 2P5**  
**E-mail: [una.oreilly@HydroOne.com](mailto:una.oreilly@HydroOne.com)**





## STAY WARM THIS WINTER

Our winters can get pretty cold.

When you keep the heat inside your home, your electricity bill stays lower.

Here are some easy-to-do winter heating tips to keep you warm when the temperature drops below the freezing mark.

Taking the time to do a few small tasks around your house can make a big difference.



### Don't Let Heat Escape

A properly fitted door closes firmly and doesn't allow air to leak in on the sides, top or bottom. If it does leak air, put weather-stripping around the door frame.



### Seal Leaks

Caulk leaks around windows and doors. Look for places where you have pipes, vents or electrical conduits that go through the wall, ceiling or floor. Check the bathroom, underneath the kitchen sink, pipes inside a closet, etc. If you find a gap at the point where the pipe or vents goes through the wall, seal it up. Caulking works best on small gaps. Your hardware store should have products to close the larger gaps.



### Cold Windows? Draw the Blinds

Think about using heavy blinds or drapes to help keep cold out and heat in. This will help you reduce heat loss and keep cold air at bay. But be sure to let in the light during the daytime —those rays of sun will help heat your home.



### Don't Block Baseboard Heating

The key to efficient baseboard heating is airflow. Make sure your furniture isn't blocking the flow of air into or out of an electric baseboard heater. Dust and dirt can decrease the amount of heat your baseboard heaters are able to produce. At least once a year use your vacuum cleaner to remove as much dust as you can from each of your heaters.

### Plug Outlets

Blocking electrical outlets and switches with the right weather stripping material is one of the easiest, fastest and most effective jobs you can do.



### PHOTOS & STORY SUBMISSIONS

We are 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  
8th Floor, South Tower  
483 Bay Street, Toronto, ON M5G 2P5  
E-mail: [una.oreilly@HydroOne.com](mailto:una.oreilly@HydroOne.com)

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



#### Hydro One First Nations, Métis and Inuit Award

The creator of our award logo, Naomi Johnson, is a Mohawk Bear clan from Six Nations. Naomi has a BFA honours from York University and a diploma in Cultural Resource Management from the University of Victoria.

### Hydro One Awards Scholarships for First Nations, Métis and Inuit Students

Hydro One is now accepting applications for its First Nations, Métis and Inuit (FNMI) Award, a scholarship for First Nations, Métis and Inuit students for post-secondary education in power-related studies.

Earlier this year, the first recipients of the FNMI Awards were awarded to Joseph Wabegijig, an Odawa from the Wikwemikong First Nation located on Manitoulin Island and a recent graduate of the Civil Engineering Technology and Travis Reinke, a descendant of the Ottawa Algonquin First Nation.



Interested students can complete and submit an application form by visiting the Hydro One Career section of our website, [www.HydroOne.com/Careers](http://www.HydroOne.com/Careers) or by sending an e-mail to [careers@HydroOne.com](mailto:careers@HydroOne.com). Applications are due December 31, 2013.

### COMMUNITY SAFETY: COPPER THEFT

Hydro One facilities are sometimes targets of copper theft. This can be a very dangerous criminal activity. Removing copper from live power structures poses a high risk of electrocution. Removal of copper elements from our facilities can result in power failures or dangerous power surges, which could take weeks to repair.

To make sure your community keeps its lights on, please report any information about copper theft in your community by calling Crime Stoppers toll-free at 1-800-222-8477 (TIPS). Callers do not have to identify themselves or appear in court.

## REMOTE COMMUNITIES: CONDITIONS OF SERVICE



As a Hydro One Remote Community customer, the details of your contract can be found in the "Conditions of Service" document which clearly defines the relationship we have with all our customers. You can request a complete copy of this document by calling 1-800-465-5085. Here is a brief summary of what it contains:

**Privacy:** All of your customer information is held in the strictest confidence. We disclose your information only for billing purposes, when required by law or in order to process past due accounts.

**Security Deposits:** We collect security deposits from new customers and customers who do not have a good payment history. If you maintain a good payment history, your security deposit will be refunded.

**Rates:** Our bills are based on rates that are approved from time to time by the Ontario Energy Board. These rates are shown on your bill.

**Late Payment Charges:** Bills are due on the billing date. A late payment charge of 1.5% per month is applied if payment is not received within 19 days of the billing date. The required payment date on the bill is set 19 days after the billing date. When a required payment date is a weekend or a holiday, the payment will be required on the next business day.

**Disconnection and Reconnection:** We can disconnect your electricity or limit the amount you can use if you do not pay your bills or if your electrical system is unsafe.

**Your Electrical Equipment:** You are responsible for the installation and maintenance of your electrical service entrance equipment. For your own safety, remember that this work must be inspected by the Electrical Safety Authority.

**Our Electrical Equipment:** We will repair or replace any of our electrical equipment that fails due to ordinary wear and tear. All other repairs will be your responsibility.

**Power Interruptions and Surges:** Events beyond our control can cause power interruptions or voltage irregularities. Therefore we cannot guarantee a continuous or constant supply of power and are not liable for any damages caused by power interruptions or surges.

**Closing your account:** Please give us seven days' notice to let us read your meter and issue a final bill.

**Questions? We want to hear from you.** If you have a question that you would like to see answered in a future issue of *Connected*, e-mail [webmaster@HydroOne.com](mailto:webmaster@HydroOne.com) or send it to **Hydro One Corporate Communications, 483 Bay St., 8th Floor, South Tower, Toronto, ON M5G 2P5.**

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## 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

[www.HydroOne.com](http://www.HydroOne.com)



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