



Lynx photo by Jamie Fuge.

SAY HELLO TO LOWER BILLS!

The Fair Hydro Plan reduces electricity bills. These measures include:

- **Refunding the provincial portion of the HST**
Customers receive the eight per cent rebate introduced in January 2017.
- **Introducing a First Nations Delivery credit**
First Nations customers with a service type of “Residential – Normal Density” no longer pay a monthly service charge as of July 1, 2017. This will result in a monthly savings of \$19.45.
- **Removing Regulatory Charges from your bill**
The Ontario Energy Board removed this charge from all bills as of May 1, 2017, resulting in a savings of 0.11 cents per kWh. A typical customer using 1,000 kWh a month will see a savings of \$1.10 per month.
- **Increasing Ontario Electricity Support Program (OESP) credits**
Credit amounts have increased by 50 per cent and more households can qualify as of May 1, 2017. You may qualify for a monthly on-bill credit of **\$52 to \$113**. Please contact the Ontario Native Welfare Administrators’ Association at **1-844-885-3157** or email **oesp@onwaa.com** to see if you’re eligible.



2018 CUSTOMER RATES

We’ve applied to the Ontario Energy Board (OEB) for a 1.8 per cent increase in customer rates for the distribution and generation of electricity, effective May 1, 2018.

Rates are decided through a public process at the OEB. You can participate in the process and your feedback is encouraged. You can learn more by visiting **www.HydroOne.com** and clicking on Regulatory Affairs shown at the bottom of the page and then selecting Hydro One Remote Communities Application. Or you can visit the OEB’s website at **www.OEB.ca**.



LEARN ABOUT METER READING



What does a Meter Reader do?

Meter readers walk or drive specific routes. The meter reader gathers accurate information about the amount of power used, writes down the readings and faxes the kilowatt-hours used to the Remotes billing group at the end of the day.

Meter readers also check meters for defects and damage as well as inform the billing group of these problems. They also respond to customer questions.



Greg Kohls

Meet meter reader Greg Kohls

Greg Kohls is the meter reader for Biscotasing, a town located about 77 kilometres northwest of Sudbury. Greg is responsible for reading the meters for about 60 customers, most of them seasonal. Greg is also the Plant Operator in Biscotasing.

A typical day for Greg is spent monitoring and maintaining the generation station. He conducts daily readings, oil changes and cleaning the plant and trailer. During the winter months, Greg does a lot of shoveling and snow plowing.

Greg enjoys seeing customers and talking to them when he's reading meters. The biggest challenge for Greg is getting access to some of the meters in the winter months – a lot of snowshoeing involved!

KINGFISHER LAKE UPGRADE PROJECT



We're working in co-operation with Kingfisher Lake First Nation on our largest capital project this year. The project involves replacing two of the three units in the community generating station with more modern and fuel efficient units. Over the past year, we've been providing updates to community members and leadership about the project. The upgrade is scheduled to be complete before Christmas and will allow the community to continue to grow and thrive. We're very proud to be working with Kingfisher Lake on this project.



Left to right: 1) Ralph Falcioni, Superintendent - Remote Communities, explaining how the new fuel efficient units work. 2) One of the two, new fuel efficient units. 3) Ralph giving Chief Eddie Mamakwa a tour of the station.



PowerPlay Gives Back

Giving back is a big part of our culture. We're delighted to donate \$20,000 to the Webequie First Nation Community Playground as part of our PowerPlay program that supports active play for children. Webequie is a growing Ojibway community located on the northern peninsula of Eastwood Island on Winisk Lake, 540 kilometres north of the city of Thunder Bay.



Indigenous Games leaves lasting impact

Hydro One was proud to support the 2017 North American Indigenous Games that were held across the Greater Toronto Area, including the Region of Hamilton and Six Nations of the Grand River from July 16 - 23, 2017.



There was no shortage of athletic triumphs as competitors from 22 teams battled for medals in 14 sports. Over 5,000 Indigenous athletes competed, inspiring a generation to come. A strong proponent of Indigenous relations in Ontario and across the country, Hydro One serves 88 First Nations communities, including providing power to 15 remote First Nations communities across northern Ontario.

OUTDOOR SAFETY TIPS



Stay clear of fallen wires

- Keep at least 10 m (30 ft.) away from fallen wires and report them to police and Hydro One immediately.
- If the wire appears to have fallen due to a tree, don't move it and stay at least 10 m (30 ft.) away from both the tree and line.
- If a wire falls across your car while you're in it, don't get out. Wait for the local operator to shut off the power as both the car and the ground around it could be electrified.

Take care near power lines

- Avoid power lines when installing an antenna or doing maintenance. Antennas should be installed at least the height of the antenna plus 3 m (10 ft.) away from lines.
- If you see a tree growing into one of our lines, don't attempt to prune or chop it down yourself. Please call us so that we can assess the tree at 1-888-825-8707.
- If you plan to trim trees on your property, remember you have one free disconnect and reconnect each year to do this safely.

LIFE IN THE NORTH – PHOTO CONTEST WINNERS



Congratulations. We're pleased to announce that Jamie Fuge (Hillsport), Robert Meekis (Deer Lake) and Terry Stoney (Kasabonika) are the proud owners of a new iPad! These three talented photographers submitted a nature and wildlife photo to our Life in the North photo contest. The cover photo of the lynx was taken by Jamie Fuge. We look forward to featuring the other photos in future issues of this newsletter and on our website.

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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Partners in Powerful Communities