



Illustration by Darwin Peters, Pikangikum First Nation, 2019. *Fish with the spirit of a moose swims, giving light to the land.*

## DEAR CUSTOMERS & COMMUNITY PARTNERS,

I hope this note finds you well and safe. As the global COVID-19 pandemic has evolved over the past few months, Hydro One Remotes has recognized the critical role we have in continuing to energize families, businesses and communities. As an essential service, Hydro One Remotes has been working alongside your leadership to safeguard the health and safety of your community, our customers and our employees while ensuring the safe and reliable supply of power is maintained.

During this time, we introduced a number of additional precautions to protect you and your community including the health screening of our crews before travelling to communities, using masks where social distancing cannot be maintained and the introduction of enhanced cleaning protocols at every location we have employees. I also want to acknowledge all of our station operators, as your work is critical to maintaining the reliable supply of energy to your community!

To support our customers during this challenging time, we have implemented the following measures to assist:

- increased payment flexibility
- refunded security deposits
- suspended late payment fees.

In addition, we cancelled our spring collections trip to all communities ensuring that no customers will have their power disconnected during this difficult time.

As spring turns into summer, the land and water will open and the birds will return. During this renewal, I'm confident that we too will all emerge stronger and with a recharged sense of connection and community.

Stay safe.



Kraemer Coulter  
Managing Director  
Hydro One Remote Communities Inc.



# WHAT'S A REGIONAL LINE MAINTAINER?



## JIM GRANT – LEGEND OF THE LINES

### Does this man look familiar?

If you live in a Hydro One served remote First Nation, chances are you have seen Jim Grant. Jim, affectionately called “Big Dog” by his crew, is a legend here at Remotes – an extremely dedicated employee celebrating his 34<sup>th</sup> year on the job!

### How did you begin your career?

I began my career in 1986, as a Linesperson in the Thunder Bay Area, then moved over to Hydro One Remotes in 1999, where I have worked ever since.

### What do you like best about your job?

I love working for Hydro One Remote Communities. The best part of my job is helping people in the north. I spend most days working in communities where I manage a line crew that connects houses, installs poles, replaces transformers as well as dealing with any powerline issues. I’m often called to fly north when there’s an emergency such as a power outage. The physical, results-based aspect to the trade is very satisfying to me. At the end of

A Regional Line Maintainer, also known as a Powerline Technician, is a very important job at Hydro One. Men and women in this skilled trade are in charge of constructing and maintaining transmission and distribution lines including erecting towers and poles for powerlines, as well as installing and repairing transformers, regulators, fuses, and other equipment high up the pole!

Regional Line Maintainers work at all times of day and night to restore power due to storms, fires and other emergencies. This is a hands-on, satisfying and demanding career where you work outside in all types of weather.

Visit [www.HydroOne.com/Careers](http://www.HydroOne.com/Careers) to learn about many types of apprenticeship programs, educational opportunities and careers at Hydro One.

the day, you see your results, and you have made a difference. I love being a difference maker.

I’m keen to share my knowledge with others, and I thrive on mentoring apprentices in all aspects of the trade, including proper procedures and safety.

### What’s your greatest accomplishment?

Under my watch, there were no injuries or safety incidents during the construction of the monumental KI to Wapekeka distribution “tie line” that saw 300 poles installed and strung to connect the two communities. I was honoured to be named the 2018 Hydro One Remotes Safety Champion for this accomplishment!

### What’s the highlight of your career?

In 2019, I received the Hydro One Northern Lights President’s Award for outstanding service. This has been the highlight of my career. I must give credit for my successful career to my wife, Holly. I couldn’t have done it without her love and support.

### What do you like doing in your spare time?

When I’m not running a training course, fixing a problem or mentoring staff in the field, I enjoy working out, camping with my family or catching a Raptors, Leafs or Jets game.

Everyone here at Remotes and customers in the north say a big “thank you” Jim!

# ENERGY TIPS FOR SPRING & SUMMER

HERE ARE SOME TIPS TO HELP YOU KEEP COOL AND SAVE ELECTRICITY AS THE WEATHER WARMS UP.



## Turn off winter heaters

- Check that all the heaters you used this winter are turned off such as baseboard heaters, crawlspace heaters, and water heat trace systems.



## Laundry

- Use cool water to wash your clothes – it takes a lot of electricity to heat water.
- Hang clothes on a clothesline instead of using the dryer.



## Lighting

- Choose LED light bulbs – they use 75 per cent less electricity than regular incandescent bulbs and last 25x longer!



## Close the curtains

- When the weather is really getting warm, close curtains and blinds to block the sun from heating up your home.



## Move the air in the house

- Create a cross-breeze by opening windows on opposite sides of your home. This is ideal in spring when temperatures are mild.
- Consider installing a ceiling fan. Set the blades to spin counter-clockwise in the summer (in the winter change the direction to clockwise to circulate warm air).
- At night, open all the windows to let cool air inside.



## Cool your kitchen

- When cooking, use smaller appliances when you can, like crock-pots, toaster ovens and microwaves.
- Consider heading outdoors and use the BBQ.



## Air conditioners

- If you have an air conditioning unit, clean or replace the filters monthly.
- If you're looking for a new appliance, including an air conditioner, look for the Energy Star label, which means the appliance is in the top of its class for energy efficiency!
- Save your receipt and apply to our Energy Star Appliance Rebate Program to receive money back. Visit [www.HydroOne.com/Remote-Communities](http://www.HydroOne.com/Remote-Communities) to download a form.

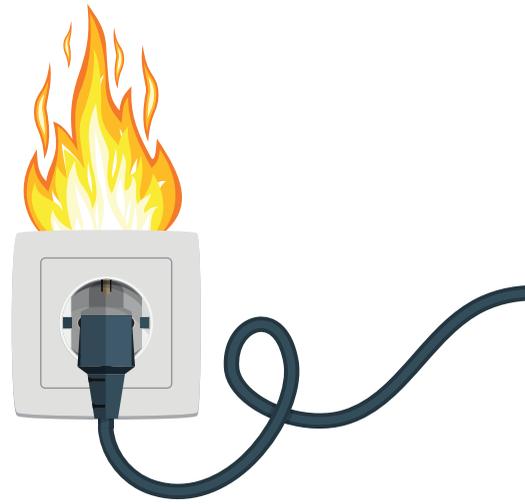
## CALLING ALL ARTISTS!



We're looking for original art that we may use in a future Hydro One Remotes publication. If you, or someone you know, is an artist and would like to learn more, please text, call or email Gail Murray, Community Relations & Customer Program Coordinator at cell (807) 627-9736 or [gail.murray@HydroOne.com](mailto:gail.murray@HydroOne.com). We're planning to purchase at least one painting (\$300) from each of the 17 First Nations communities that we proudly serve. Please help spread the word!

# TIPS TO STAY SAFE

Electricity helps make our lives easier but there are times when we forget about power and its potential for fire-related hazards. Here are some electrical tips to help keep your home safe.



## Warning signs of faulty wiring or electrical systems

Contact your housing manager or licensed electrician immediately to repair electrical problems if you experience any of the following issues in your home:

- Flickering or dimming lights
- Switches or outlets that are hot to touch and/or emit an acrid odour
- Discoloured cords, outlets and switch plates
- Repeatedly blown fuses and tripped circuit breakers

## Lighting safety

- Use a light bulb with the right number of watts for all lamps and fixtures. There should be a sticker on the fixture, and printing on the bulb that indicates the number of watts.

## Appliance safety

- Major appliances (refrigerators, dryers, washers, stoves, air conditioners, microwave ovens, etc.) should be plugged directly into a wall receptacle outlet.
- To prevent overloading, only use one small appliance (toaster, kettle or coffee maker) at a time.

## Cord, outlet & plug safety

- Don't run cords under carpeting, bedding, or other combustible materials.
- Discard frayed or broken cords and never splice two cords together.
- Don't overload outlets or use extension cords in place of outlets.
- Extension cords are only for temporary use.
- Unplug your electrical gadgets when they're not in use.
- Use a certified power bar, if you need to plug multiple items into an outlet.

**IT'S IMPORTANT TO NOTE** that we're only responsible for the electrical system **outside** your home (meter, poles, powerlines, etc.). You or your band are responsible for the wiring issues **inside** your home.



[www.HydroOne.com/Remote-Communities](http://www.HydroOne.com/Remote-Communities)



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

**For power outages & emergencies**  
tel 1-888-825-8707



**Hydro One Remote Communities Inc.**  
680 Beaverhall Place  
Thunder Bay, ON P7E 6G9

## FOLLOW US



@HydroOneOfficial



@HydroOne



@HydroOneOfficial



Hydro One