

Customer Programs

Get Local
First Nations
Delivery Credit,
Ontario Electricity
Support Program



2017 By The Numbers

Get Local

- To date, we've visited over 1,500 customers in 35 Communities across the province.

Customers In Arrears

- There has been a reduction of customers in arrears by 2,400 since January 2017, a reduction from 8,900 to 6,500.

First Nations Delivery Credit (FNDC)

- Hydro One launched a blitz in August 2017 to reach out to customers who were not receiving the First Nations Delivery Credit. Since then, we have reduced that number by 1,600 to a total of 4,891. Included in the 4,891 are 2,470 seasonal properties.

Ontario Electricity Support Program (OESP)

- We have doubled OESP enrollments for First Nations customers through our get local efforts from 1,600 to 3,400.

Top 10 Communities Who Can Benefit from the First Nations Delivery Credit

Below are the number of customers, by Community, that are not currently enrolled in the First Nations Delivery Credit, as well as the number of seasonal properties included in the total.

Community	# Customers Not Enrolled	Seasonal Properties
Saugeen 29FN	1180	1135
Kettle Point 44FN	453	246
Nipissing FN	296	30
Parry Island 16FN	245	209
Christian IS 30FN	243	224
Curve Lake 35FN	227	61
Moose Factory	210	0
West Bay 22FN	194	0
Six Nations 40FN	173	0
Georgina Is 33FN	155	122

* We need your help in identifying if the accounts classified as seasonal are inhabited by First Nations customers

FNDC – Next Steps to 100% Enrollment

Hydro One will be attempting to have 100% enrollment in FNDC by the end of 2018 to ensure all customers are receiving the full benefit of the credit.

How we plan to achieve 100% enrollment

- We need your support! Average customer savings of 50%!
- Increase the number of Get Local Community visits to 60
- Provide detailed maps to Band Offices to help identify seasonal properties and properties not inhabited by First Nations customers
- Door to door visits to meet with customers to assist with the enrollment process
- Social Media campaigns, marketing campaigns (radio, newspaper)

Benefits of FNDC

Below is an example of a customer's bill pre Fair Hydro Plan and post Fair Hydro Plan for the same time period in 2017 and 2018:

- Feb. 2017 Bill:
 - Consumption: 4,100 kwh
 - Total charges: \$650
- Feb. 2018 Bill:
 - Consumption: 6,000 kwh
 - Total charges: \$399
- There is a \$250 difference between 2017 and 2018 and in the case of this customer, consumption increased by one third from 4,100 kwh to 6,000 kwh

Get Local 2018

TURN ON THE POWER
OF POSSIBILITY

Hydro One plans to continue to grow this program by expanding Get Local from 35 Communities to 60 Communities in 2018.

***Has Hydro One been to your Community?
Would you like to schedule a Get Local session in your Community?
We'd love to meet with you!***

To request a Get Local session in your Community, please call us at 1-866-994-9909 x 5821 or email us at FNMCustomer@HydroOne.com

- One-on-One meetings with Hydro One and our customers
- Assist with enrollments in FNDC, OESP and other various programs
- Provide dedicated and knowledgeable staff to answer any questions or concerns our customers may have

A photograph of a woman and a young girl sitting together outdoors, blowing on dandelions. The woman is on the right, wearing a pink shirt, and the girl is on the left, wearing a red sweater. They are both looking down at the dandelions they are holding. The background is a soft-focus outdoor setting.

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OF POSSIBILITY**

Thank You!