

# making CONNECTIONS



CANADIAN NIAGARA POWER INC.  
A FORTIS ONTARIO Company

Eastern Ontario Power

A FORTIS ONTARIO Company



fall/winter 2016 newsletter



## 24 Hour Emergency Service

To report a power outage or a fallen line call our 24 Hour Emergency Service:

**Canadian Niagara Power: Fort Erie & Port Colborne**

1.844.501.9473 (WIRE)

**Eastern Ontario Power**

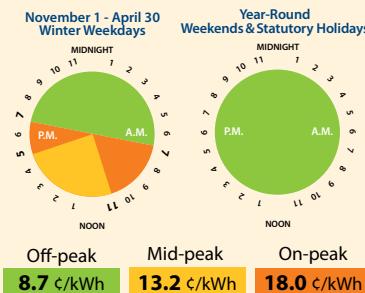
613.382.2118

**Algoma Power**

1.844.901.9473 (WIRE)

## Time-of-Use Winter Rates

The Provincial Time-of-Use summer rates will remain in effect as of November 1, 2016 (winter rates).



## Know when you are consuming the electricity that makes up your monthly bill with MyHydroEye "MHE"

Do you wonder how you consumed the electricity your electricity bill denotes. Registering with MHE allows you to make informed decisions about your electricity habits by monitoring your consumption patterns and costs. Reducing and shifting your usage can impact your monthly billing. To get started with MHE visit [www.fortisontario.com](http://www.fortisontario.com) and choose your local distribution company from the list of "Our Companies." You will need your account number, your name as it appears on your invoice, your service address, and your MHE account activation code located on your invoice.

## Quicker - sign up for E-billing to receive your bills sooner

Save time, reduce clutter & view your bills in one secure online location. To sign up for e-Billing, visit [www.fortisontario.com](http://www.fortisontario.com) and choose your local distribution company from the list of "Our Companies."

## Simplify your bill paying

Why not have your bill payments automatically withdrawn from your financial institution each due date? With our Pre-Authorized Debit plan you will never have to worry about paying your bill on time again.

## Report it!

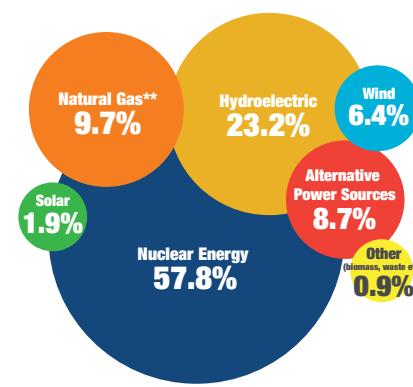
To report a street light that is non-operational, please call your local Municipal office.

## FortisOntario in Your Community

### "Freggie at the Market" Algoma Power Environmental Initiative 2016

Algoma Power Inc. ("API") has entered into a partnership with Algoma Public Health, the Canadian Diabetes Association, and the Johnson Farmer's Market. The partnership focuses on environmental initiatives that introduces children in our local Communities to healthy eating by planting seeds. Seed packets were provided courtesy of API and the children were encouraged to submit pictures of the plants that grew from the seeds.

## Ontario's Supply Mix



\*Includes both Tx (direct) and Dx (embedded) connected generation (Ontario Ministry of Energy)

\*\*Includes generation from facilities that are predominantly natural gas (e.g., Lennox Generating Station)

Note: Figures may not add to 100% due to rounding.

## An Important Safety Message

High winds are a result of fall and winter storms in Ontario. The likelihood of trees coming down on and near power lines is a reality. Power lines on the ground can be energized. In storm situations, electrical hazards likely exist and must be recognized. Trimming or cutting trees in proximity to lines is not safe and is dangerous. It is important to know there may be hazards that you are unaware of. The need to get things "back to normal" should not take precedence over your safety. If you arrive at a scene with downed power lines:

- Don't clear snow, ice, tree branches or other storm debris until the power is disconnected or powerlines are repaired. Utility crews must deem the area electrically safe prior to entry.
- Downed powerlines may be live. Stay back at least 10 metres or 33 feet (the length of a school bus). Electricity can travel through water and the ground around powerlines.
- Immediately call your utility to report any downed wires.

## Farm Stray Voltage

Stray voltage is the varying amounts of low-level voltage that exists between the earth and electrically grounded farm equipment. At high levels the voltages cause a threat to the health and behaviour of livestock. There are a variety of causes and effects from many sources. If you think Stray Voltage is harming your livestock, please call your local utility for an inspection.

## Call Blasts

Your Utility often communicates with customers by automated telephone messages. We advise of community meetings, important initiatives, planned outages, and past due balances. With each message, you can opt out of getting future messages. If you opt out of "any" telephone communication from your utility, you are also opting out of all further communications from your Utility. Please contact your Utility if you have opted out in error.

## Electronic Communications

For those customers that have previously provided your utility company with an e-mail address, please be advised that you have agreed to receive electronic information from us containing news, industry updates and programs regarding our business. **You may withdraw your consent at any time. Please note that this form of communication will not replace regular methods of contacting you that are standard practice such as invoices & collection calls.**

Interest charges on overdue amounts are applicable the day after the due date.

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

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

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

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



Like your utility's Facebook page and start following along.



Find your utility's Twitter handle on their website and follow along for industry information and conservation tips.

## THE MILL GREENHOUSES

Investing in energy efficient lighting can improve in-store customer experiences, provide more attractive product displays, help employees more easily focus on tasks, and help you manage your operating costs. The **SMALL BUSINESS LIGHTING INITIATIVE** offers businesses in Ontario a simple solution for energy efficient lighting.

Just ask Adam & Diana Sneek of The Mill Greenhouses in Ridgeway.

*"The guys who completed the installation were great to deal with and very accommodating regarding our schedule. Along with our customers, we're really enjoying the improved lighting from the new measures and no more buzzing like we had from our old fixtures. The new lights are bright and show off all of our retail items very nicely."*

## AIRBUS HELICOPTERS - A STAR FOR RETROFIT

In the words of Chris Baker, Composite Manufacturing Supervisor at Airbus Helicopters, Fort Erie:

*"At Airbus Helicopters our journey in the **RETROFIT INITIATIVE** began in August 2014. At that time the company was transitioning in products and processes, including infrastructure renovations and we were tasked to find products that would meet our needs as well as be energy efficient. A company-wide program, "STAR" Special Thank you And Recognition, was introduced encouraging employees to bring forward savings suggestions throughout the company. In its first campaign, the STAR program brought forth some ideas for more energy efficient lighting and controls. In conjunction with the CNP Energy Efficiency Team Airbus began to investigate any available incentives with these new products, thus AIRBUS began its Save on Energy journey."*

*"In my role as the project team leader, I began to work closely with CNP in finding new products and solutions for our growing business. The CNP Energy Efficiency Team was instrumental in offering a quick and easy process for our projects from start to finish, and providing technical advice and suggestions in areas we were not familiar with. Over the last 2 years we have completed many projects resulting in incentives through RETROFIT. With the help of CNP, significant energy avoidances have been achieved for our company. The results of the STAR suggestions and our continued focus on energy savings products and solutions have been a huge benefit for AIRBUS. These benefits will help us continue to be a competitive leader in our industry. We could not have reached these achievements without the help of CNP and the Save on Energy Initiatives."*

Whether your company is looking to become more energy efficient or simply upgrade outdated equipment, incentives through the **RETROFIT INITIATIVE** are available to help reduce payback periods, cut capital costs or pay the incremental cost for equipment that's more efficient than standard equipment. Give our Team a call to find out how you can get these incentives soaring for your business.

**ARE YOU READY TO DO MORE?** For more information on Save on Energy Initiatives available, please contact our Team: EMAIL: [conservation@cnpower.com](mailto:conservation@cnpower.com) | [conservation@algomapower.com](mailto:conservation@algomapower.com) • CALL: your local office and ask for Extension 3399

Subject to additional terms and conditions found at [saveonenergy.ca](http://saveonenergy.ca). Subject to change without notice. Funded by the Independent Electricity System Operator and offered by Canadian Niagara Power (Eastern Ontario Power) and Algoma Power. <sup>TM</sup>Official Mark adopted and used by the Independent Electricity System Operator. Used under licence.

## HONEY-DO LIST FALL AND WINTER

We certainly had a summer to remember, but let's get that Honey-Do List dusted off and go through some home maintenance tips to get your home in energy efficiency mode for the upcoming winter. **Check our website for valuable retail coupons on products which can help you get these jobs checked off the list.**

### FALL LIST

Fall is an important time to do all your preparations, inside and out, for the winter months ahead. When it comes to conserving energy and reducing your energy bill, the work you do in the fall to get ready for winter may be the most important of the year.

- If you don't already have one, install a programmable thermostat to automatically adjust the temperature settings.
- Arrange the yearly maintenance check on your furnace by an expert to ensure it's working at peak efficiency for the winter ahead.
- Caulk or seal drafts around windows, doors, air vents and electrical outlets- they can account for 25% of total annual heating costs.
- Check your insulation. The attic and basement are the first places to consider for more insulation because these areas can represent as much as 15-30% of your homes overall heating and cooling losses.
- Clean or replace furnace filters.

### WINTER LIST

As the temperature outside drops, your energy consumption may climb. Once winter weather sets in, the preparations you made during the fall will really start to pay off. There are still lots of things you can do inside to improve your home's energy efficiency.

- Check the drafts around windows, doors, and electrical outlets. Installing weather stripping, or an outlet/switch sealer kit will prevent cold air from entering through small cracks and crevices.
- Replace incandescent light bulbs with LED bulbs.
- Open your curtains and blinds to let the sun warm the room during the day, then close them at night to reduce heat loss through windows.
- Temperature levels in your home are a matter of individual choice, but the most commonly recommended settings are 20°C (68°F) during the day, 18°C when sleeping and 16°C (61°F) when you are away from home.
- Get ready for the holidays by installing a heavy-duty outdoor timer. A proper outdoor timer will turn your holiday lights on and off automatically; less hassle and more energy savings for you.

**SAVE  
ON  
ENERGY**  
POWER WHAT'S NEXT

**SMALL BUSINESS LIGHTING -  
SEE YOUR BUSINESS  
IN A NEW LIGHT!**

Our **SMALL BUSINESS LIGHTING INITIATIVE** will shine a new light on your business. Once you start seeing the benefits of our incentives for LED lighting, you'll want to look into making other areas of your business more efficient too. LED light provides a crisp, clear environment, as well as better sustainability and lower maintenance costs.

Eligible businesses will receive: A free onsite lighting assessment of their facility; up to \$2,000\* in incentives towards eligible energy efficient lighting upgrades; and a turnkey lighting installation which eliminates the need to obtain quotes, submit incentive applications, project manage the retrofit and clean-up.

**CONTACT A MEMBER OF OUR ENERGY EFFICIENCY AND CONSERVATION TEAM FOR MORE DETAILS.**

\*Some restrictions apply.

