

making CONNECTIONS



CANADIAN NIAGARA POWER INC.
a FORTIS ONTARIO Company

Eastern Ontario Power
a FORTIS ONTARIO Company



spring/summer 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 - 905.871.0330

Port Colborne - 905.835.0051

Eastern Ontario Power

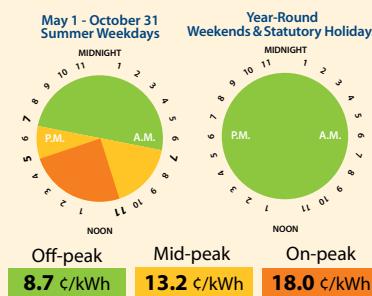
613.382.2118

Algoma Power

705.256.3850 or 1.877.457.7378

Time-of-Use Summer Rates

Provincial summer Time-of-Use rates come into effect as of May 1, 2016.



FREE to our Customers - MyHydroEye

Many of our customers have signed up for MyHydroEye and are understanding the advantage first hand of knowing how they are consuming electricity. Once you are registered, you can access this information from any computer.

Registering with MyHydroEye allows you to make informed decisions about your electricity habits by monitoring your consumption patterns and costs. Reducing and shifting your usage can result in a positive impact on your monthly billing.

To get started with MyHydroEye, visit 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 MyHydroEye account activation code located on your invoice.

Get your Bills Faster than by Mail - e-Billing at your fingertips

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

Less Worry

Why not have your bill payments automatically deducted from your bank account on each due date? By considering a Pre-Authorized Debit plan, you will never have to worry about your bill being paid on time again. Sign up now by visiting www.fortisontario.com and choose your local distribution company from the list of "Our Companies."

FortisOntario in Your Community

International Power Line "IPL" Rebuild Project a success



Photo courtesy of Giant

On Sunday, December 20, 2015 a helicopter installed five ropes successfully across the Niagara River between two new towers. In the following days the ropes were used to pull the wires from tower to tower, connecting Canadian Niagara Power Inc.'s transmission system at the base of Queen Street in Fort Erie to National Grid's transmission system at its Terminal House B on Busti Avenue in Buffalo, New York.

The IPL Rebuild Project is considered a milestone success for Canadian Niagara Power Inc. and National Grid alike.

Important Safety Message

When working near power lines, overhead or underground, ensure the area is safe. It is the law!

Safety standards are a requirement when work is being completed around live power lines both overhead and underground. Death or severe injury can occur when contact is made with live wires.

For Overhead powerlines, FortisOntario's "Third Party in Proximity" program provides the mechanism to notify your local utility of work to be completed in proximity of our overhead electrical lines. Contact your local utility prior to commencing work. Work may include cranes, construction, tree trimming or removals, building cleaning/painting, farm equipment, etc.

For Underground hazards, contact ON1Call first to get an underground locate to ensure you dig safely. Request your free locate online or call 1-800-400-2255.

Remember, you are liable for any damage or injury caused by interfering with any overhead or buried infrastructure.

Power Outage Information

Your Utility appreciates the inconvenience that power outages can cause its customers. At times, equipment is subject to accidents and/or animal contacts. At all times this equipment is subject to Mother Nature and her elements. As a result, continuous repairs, updates and maintenance will occur. During these times, power outages are necessary for public and worker safety.

As always, we endeavour to provide notice of planned outages to allow our customers time to prepare. Unfortunately, unplanned outages are beyond our reasonable control.

Thank you for your continued patience and understanding when a power outage occurs.

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

www.fortisontario.com

www.cnpower.com

www.easternontariopower.com

www.algomapower.com



SMALL BUSINESS LIGHTING - NEW AND IMPROVED

See your business in a new light with our new **SMALL BUSINESS LIGHTING PROGRAM** – available in May 2016 to our eligible Small Business customers. 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 the 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.

RICH PRODUCTS

Rich Products of Canada Ltd. in Fort Erie continues to increase their energy efficiency and savings through the Save on Energy programs. Rich's received \$900,000 over a four-year period through the programs for their energy efficiency upgrades. Rich's and CNP's Energy Efficiency team recently worked together for a process improvement and energy optimization project. Projects including an energy management system and a refrigerant control system, along with lighting, HVAC and other projects have helped Rich's Fort Erie plant achieve a total annual energy efficiency savings of over 4,400,000 kWhs, which is equivalent to approximately 430 homes' electricity use for one year (www.epa.gov).

"This is a great example of Rich's associates driving continuous improvements that are good for business and good for the environment. As a frozen-food manufacturer, electricity represents a significant part of our environmental footprint, so energy efficiency is a key area of focus. Energy champions at each of our facilities allow us to continually share best practices, collaborate on new initiatives, and establish improvement targets." Deb Gondek, Director of Sustainability, Rich Products.



FINLAYSON TIRE

Taking part in CNP's **RETROFIT PROGRAM** truly made a difference for Finlayson Tire in Fort Erie. Not only does new energy efficient lighting make for increased light levels and big savings on their monthly energy usage, but the business also benefited by receiving a financial incentive toward this investment through the **RETROFIT PROGRAM**. A win-win for saving productivity, energy, and money!

The annual energy savings is equivalent to avoiding the carbon dioxide emissions of 1.1 homes' electricity use for one year.

"The new lighting has provided much needed brighter, cleaner light for the mechanics. The program was facilitated by CNP's Energy Efficiency & Conservation Team who made the whole process very easy." Paul Finlayson, Owner, Finlayson Tire.

SUGARLOAF MARINA

Port Colborne's Sugarloaf Marina sails away with Energy Savings. The Marina was using old, inefficient fluorescent lighting fixtures as well as a variety of incandescent lamps in the original building. Mark Minor was the leading force behind the decision to upgrade the facility with high energy efficient LED fixtures. Lighting in the hallways, offices, washrooms, and change rooms were retrofit and lighting control occupancy sensors also installed helps provide more efficiency.

The LED upgrade project generated annual energy savings for the facility of 8,942 kWh with an incentive to support the project through the **RETROFIT PROGRAM**. The annual savings by Sugarloaf Marina is equivalent to 10 average residential homes' electricity consumption for one year.

Congratulations Sugarloaf Marina!

DUREZ CANADA

The savings continue to add up for Durez Canada. Another successful Save On Energy project has completed at Durez Canada, increasing the annual energy savings for the company and incentives received through the **RETROFIT PROGRAM** being re-invested into other projects.

Since 2011, Durez Canada has worked with CNP's Energy Efficiency & Conservation Team to complete projects which have seen the company save over 68,000 kWh annually which is equivalent to the CO2 reduction of 6.5 homes' electricity use for one year (<http://www2.epa.gov/energy/greenhouse-gas-equivalencies-calculator>) and receive approximately 20% of their investment through the **RETROFIT PROGRAM** incentives.

*"As a large consumer of energy we are always seeking ways to reduce our energy usage. The incentives provided through the **RETROFIT PROGRAM** allow us to increase our energy savings investments as well as help make us more cost competitive in an increasingly global market. CNP's Energy Efficiency Team has been a great partner in helping us to identify these opportunities."*

Robert Hunt, Plant Manager, Durez Canada.

ARE YOU READY TO DO MORE?

For more information on all programs available, please contact our Team:
EMAIL: conservation@cnpower.com | conservation@algomapower.com
CALL: your local office and ask for Extension 3399