



Electricity rates change province-wide on May 1

Effective May 1, electricity rates have increased for Ontario residential and small business customers who purchase their power through the Regulated Price Plan. Only those customers who have signed a contract with an electricity retailer do not pay Regulated Price Plan prices.

Ontario's new time-of-use rates are:

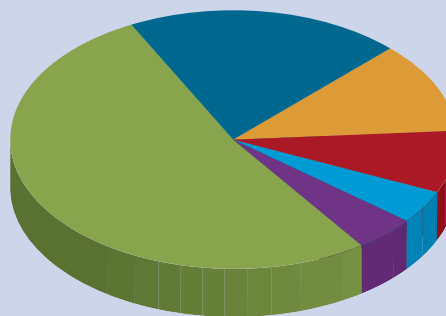
- On-peak (from 11 a.m. to 5 p.m. weekdays) = 12.4 ¢/kWh (up 0.6 cent)
- Mid-peak (from 7 a.m. to 11 a.m. and 5 p.m. to 7 p.m. weekdays) = 10.4 ¢/kWh (up 0.5 cent)
- Off-peak (from 7 p.m. to 7 a.m. weekdays and all day on weekends and holidays) = 6.7 ¢/kWh (up 0.4 cents)







The Ontario Energy Board (OEB) regulates the province's energy sector and sets electricity rates. The charge for electricity generation is collected by Hydro Ottawa and passed through without mark-up.

The OEB has also approved a new Smart Meter Charge to recover the costs of developing and implementing the province's central data repository that stores, processes and manages hourly electricity consumption data for more than 4.3 million smart meters. The new Smart Meter Charge will be \$0.79 per month for residential customers and small business customers with a demand of less than 50 kW.

In all, the changes represent a total bill increase of \$4.04 per month, or 3.55 percent, for a typical residential customer. Small commercial customers will see their total bill increase \$8.89 per month, or 3.29 percent.

Components of the Electricity Bill



| | |
|---|---|
|  | Distribution Charge (19.8% retained by Hydro Ottawa, 0.6% paid for Smart Meter Charge) |
|  | Electricity Generation Charge (paid to generators of hydroelectric, nuclear, fossil-fueled, wind, biomass, biogas and solar electricity), 53.1% |
|  | Debt Retirement Charge to pay the debt of the former Ontario Hydro (paid to the Provincial Government) 4.2% |
|  | Regulatory Charges for administering system and funding programs (paid to Independent Electricity System Operator, Ministry of Energy) 3.5% |
|  | Transmission Charge (paid to Hydro One), 7.3% |
|  | Harmonized Sales Tax (paid to Federal and Provincial governments), 11.5% |

*For a typical residential customer using 800 kWh per month.

How to reach us ...

Customer Service

613-738-6400 or hydroottawa.com

Power Outage Reporting and Information

613-738-0188 or hydroottawa.com/outages

INSIDE

Hydro Ottawa awarded for going green
Page 3

Go green - Sign up for E-Billing!
Page 3

Hydro Ottawa sponsors Homework Club
Page 5



Hydro Ottawa helps restore power in Peterborough

On April 12, thousands in southern Ontario lost power after high winds and freezing rain toppled trees and snapped branches, downing power lines.

As Ottawa escaped the storm relatively unscathed, we were able to assist Hydro One in restoring power to 30,000 customers in the Peterborough area.

A group of 13 Hydro Ottawa power line maintainers worked 16 hour days throughout the weekend to repair broken poles, blown arrestors and downed conductors in the rural area along Highway 7 west of Peterborough.



Hydro Ottawa @hydroottawa

Very nice. RT @judithregion3: just saw hydro Ottawa going down our road. thank you to all the hydro workers helping us this weekend

Hydro Ottawa @hydroottawa

Proud of our crews, who had a busy weekend restoring 15K people in Peterborough area affected by last Friday's storm. ow.ly/i/1TvRE

Hydro Ottawa @hydroottawa

Nice! RT @markjhaug: SHOUT OUT to Hydro Ottawa for driving 9 trucks and people down to help @Ptbo_Canada #blessyou pic.twitter.com/9J2d76JpbT

Hydro Ottawa @hydroottawa

RT @caltek79: Drove past 12+ Hydro Ottawa vehicles heading west on Fleming Drive. Help has arrived for those still without power. #onstorm



Employees Give Back to the Community

On April 15, Hydro Ottawa employees rolled up their sleeves and participated in a blood donor clinic at the company's main office on Albion Road North.

We're proud to say that our employees welcomed this opportunity to give back to the community they serve.

Canadian Blood Services estimates that approximately every minute of every day, someone in Canada needs blood. In fact, according to a recent poll, 52 percent of Canadians say they, or a family member, have needed blood or blood products for surgery or for medical treatment.

Thanks to the resounding success of the clinic, the Bloodmobile will be returning to Hydro Ottawa's Albion Road office on July 9.

Hydro Ottawa awarded for going green

Hydro Ottawa is increasing the supply of clean energy, bringing innovative solutions to energy-conscious consumers and businesses, and taking steps to green its own operations. In recognition of these efforts, on April 22, 2013 Hydro Ottawa was distinguished as one of Canada's Greenest Employers for the third consecutive year.

Hydro Ottawa is the largest municipally-owned producer of green power in Ontario. Its renewable energy facilities include hydroelectric generators at Chaudière Falls and landfill gas-to-energy generators at the Trail Road and Lafèche Landfills. Together these facilities help to reduce greenhouse gases by almost 200,000 metric tons of CO₂ per year.

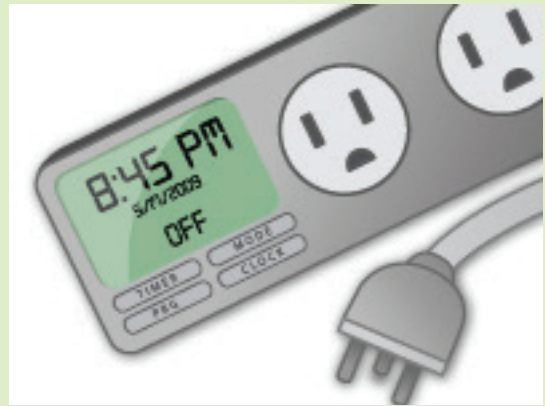
The company is also greening its operations. It has achieved more than 90 percent non-hazardous waste diversion, added more hybrid and flex-fuel vehicles to its fleet, and increased efficiencies at its office facilities and substations.

Ottawa residents and businesses have saved more than 500 million kilowatt-hours over the past six years through participating in Hydro Ottawa's energy conservation programs. That's the equivalent of taking more than 52,000 homes off the grid for a year.

Find easy ways to go green and reduce your electricity consumption at www.hydroottawa.com/conservation.



Phantom power is stealing your electricity!



You may be doing your best to save on your electricity bill by switching off the lights when you're not in the room or shifting usage from peak periods, but there's a sneaky culprit contributing to your bill: phantom power.

Phantom power, also known as standby power, happens when appliances and electronics are switched off but left plugged in (look for red indicator lights on various things around your house). Natural Resources Canada reported that 40 per cent of electricity consumed by household electronics is consumed while in standby.

Some of the biggest contributors to phantom power include set-top boxes/cable boxes, DVD/Blu-ray players, home theatre systems, televisions and other screens, stereos, gaming systems, printers, adapters and chargers.

A great way to eliminate phantom power is to use a power bar that can be switched off when the electronics are not in use. Power bars with timers make this really easy to do.

Other large electricity users to watch out for include clothes dryers, old appliances and electric heaters. If you have electric baseboard heat, consider using programmable thermostats.

Go green - Sign up for E-Billing!

E-Billing is a convenient, secure and environmentally friendly way to view your electricity bill online. Register for E-Billing through MyHydroLink, Hydro Ottawa's online customer service portal. You will need to have your most recent Hydro Ottawa paper bill handy.

Once you have registered for E-Billing, you will no longer receive a paper bill by mail. Instead, you will receive an e-mail notification when your bill is ready for viewing on MyHydroLink. Then you can pay your E-Bill by telephone or online through your financial institution, or by enrolling in our pre-authorized payment plan.

In all, more than 44,000 customers have signed up for E-Billing. Sign up today at www.hydroottawa.com/account and help us be environmentally sustainable.



saveONenergySM

SMALL BUSINESS CHALLENGE

**You win.
Your business wins.
Our community wins.
It's a win, win, win.**

Take the saveONenergy Small Business Challenge!

FREE energy assessment, up to \$1,500 in energy-efficient lighting, and a touchscreen programmable thermostat.

Save energy!

Energy-efficient equipment will help your business manage energy consumption and contribute to the conservation culture in our community.

For complete details, and to take the Challenge

visit

hydroottawa.com

Funded by the Ontario Power Authority and offered by Hydro Ottawa.
SM Official Mark of the Ontario Power Authority. Used under sublicense.

 **HydroOttawa**

Hydro Ottawa sponsors Homework Club



Hydro Ottawa is proud to support the Homework Club of the Boys and Girls Club of Ottawa, a leader in after school activities in the Ottawa area for youth ages 6 to 18. The availability of a network of club houses offers youth a safe place to be, and structured programming that impacts their long-term development and well-being.

The aim of Boys and Girls Club's programming is to help children develop their self-esteem, strengthen their social skills and strive to contribute positively to their community. Membership to the club is free.

With the Homework Club, children can drop by one of eight locations after school for a healthy snack and a quiet space to work on their school assignments. Clubhouse staff and volunteers are available to provide support and tutoring, as well as access to school supplies, computers and printers.

"Hydro Ottawa's support of the Homework Club will help us reach our goal to provide a safe, supportive environment where children and youth can overcome barriers and develop confidence and skills for life," said Scott Bradford, Executive Director of the Boys and Girls Club of Ottawa.

Last year, more than 1,795 children made 27,338 visits to the Homework Club. The number of participants has grown over 250 percent since the 2007-2008 school-year.

The *peaksaver* PLUS® Pit Crew is shifting energy savings into high gear!

Hydro Ottawa's *peaksaver* PLUS Pit Crew will be out in neighbourhoods this summer.

Beginning in May, the Pit Crew will be promoting our new *peaksaver* PLUS program to existing peaksaver customers with the offer and installation of a free in-home energy display. They will also be sharing energy saving tips and enrolling interested customers in paperless billing.

To inform our customers that the *peaksaver* PLUS Pit Crew will be in their neighbourhood, Hydro Ottawa will reach out to customers in advance of any visit with mail, advertising and telephone calls.

All Pit Crew members will be highly visible, wearing distinctive clothing and carrying an employee identification badge. There will be a Pit Crew page on the Hydro Ottawa web site where customers can see who the Pit Crew is and what they are doing over the summer months.



Conditions of Service review

Hydro Ottawa recently completed a review of its Conditions of Service and is proposing a number of changes in order to continuously improve upon the way we do business with our customers.

The updated document, along with a list of the proposed changes, is now available for review and comment at www.hydroottawa.com/conditionsofservice.

Comments will be accepted until June 13, 2013. An online feedback form is available.

This information is also accessible in print at our main office located at 3025 Albion Road North. Feedback forms are available and may be returned to Hydro Ottawa by mail.

Hydro Ottawa's Conditions of Service includes important information on account administration including service charges, billing procedures, and payment plan options. This document also references associated regulations and codes which govern the services provided, including safety and inspection requirements, as well as, the respective responsibilities of Hydro Ottawa and the customer.