

> HYDRO OTTAWA NEWS



Hydro Ottawa expanding clean power generation at Chaudière Falls

On Friday, March 7, The Honourable Bob Chiarelli, Minister of Energy, and Hydro Ottawa President and Chief Executive Officer Bryce Conrad announced Hydro Ottawa will be expanding its operations at Chaudière Falls with the construction of a new 29-megawatt (MW) facility - enough clean energy to power 20,000 homes for a year.

Hydro Ottawa was awarded a 40-year Power Purchase Agreement, administered by the Ontario Power Authority (OPA), for the new facility. Once built, it will provide clean electricity to Ontario and increase Hydro Ottawa's hydroelectric capacity to 58 MW.

This new venture is a key part of our 2012-2016 Strategic Direction and our pursuit of growth opportunities that benefit our customers, shareholder and the environment. This expansion follows our purchase in 2012 of three hydroelectric power plants and a 38.3 per cent interest in the Ring Dam and remaining water rights at Chaudière Falls.

Hydro Ottawa (under subsidiary Energy Ottawa) applied for the contract under the OPA's Hydro Electric Standard Offer Program (HESOP) Municipal Stream in November 2013. Construction is planned to start in 2015.

INSIDE

- > The saveONenergy coupon event is back! **Pg 2**
- > Hydro Ottawa partnership: Making STARS brighter **Pg 2**
- > Monthly billing now in effect **Pg 3**
- > E-Billing popularity continues to grow **Pg 3**
- > Putting the customer first **Pg 3**
- > Change to credit card payment options **Pg 4**



Please click here to view a video of the announcement



Photo (from left to right): Hydro Ottawa President and CEO Bryce Conrad, Energy Minister Bob Chiarelli, Ottawa-Centre MPP Yasir Naqvi and Ottawa South MPP John Fraser at Chaudière Falls.

How to reach us ...

Customer Service

613-738-6400 or
hydroottawa.com

Power Outages

613-738-0188 or
hydroottawa.com/outages



The saveONenergy coupon event is back!



Download coupons online and find a list of participating retailers at hydroottawa.com/coupons

From March 28 to April 27, saveONenergy coupons are available in-store at participating retailers, such as The Home Depot, Home Hardware, Canadian Tire and Lowe's. Coupons are also available online at hydroottawa.com/coupons.

Use saveONenergy coupons for discounts on a wide range of eligible energy-efficient products to help reduce your energy use, including:

- > ENERGY STAR® qualified general and specialty LED light bulbs
- > ENERGY STAR® qualified standard and specialty CFL light bulbs
- > Lighting controls (timers, dimmers, motion sensors)
- > ENERGY STAR® qualified light fixtures and ceiling fans
- > Outdoor clotheslines
- > Power bars with integrated timers or auto-shutoff
- > Heavy-duty outdoor timers

Hydro Ottawa partnership: Making STARs brighter

Hydro Ottawa announced its funding of the Christie Lake Kids (CLK) STAR Hockey and Skating Programs on March 1 at the first Hydro Ottawa STAR Cup hockey game. Christie Lake Kids joined the ranks of the Ottawa Police Service and the Royal Canadian Mounted Police in a fun and friendly match-up.



Photo: On hand to drop the puck at the first Hydro Ottawa STAR Cup were Mayor Jim Watson, Christie Lake Kids Board President Chris Hughes and Hydro Ottawa President and CEO Bryce Conrad. Members of the Ottawa Police Service, including Chief of Police Charles Bordeleau, faced off against the RCMP.

The Hydro Ottawa STAR Cup provides children and youth who participate in the CLK hockey program the chance to suit up alongside community role models like Hydro Ottawa, Ottawa Police, Ottawa Firefighters, Paramedics and RCMP.

Skills Through Active Recreation (STAR) is Christie Lake Kids' inner-city program that builds essential physical, social and character skills for children and youth from low-income families in Ottawa. Operating throughout the school year, the STAR program provides free equipment, coaching, mentoring, transportation, food and facilities to children and youth who would otherwise not have access to skill-building recreation opportunities.

Hydro Ottawa not only sponsors the STAR Hockey and Skating Programs, but our employees also participate in the STAR Cup games.



Photo: During the spring school break, Hydro Ottawa volunteers hit the ice for a friendly game with Christie Lake Kids.

Monthly billing now in effect

For Hydro Ottawa customers, monthly billing is fast becoming a reality.

Our first transition bills were produced on March 6. As a reminder, these transition bills may not represent the regular 30-day billing period - it could be 22 to 66 days. The first monthly bill will arrive

approximately 30 days after the transition bill.

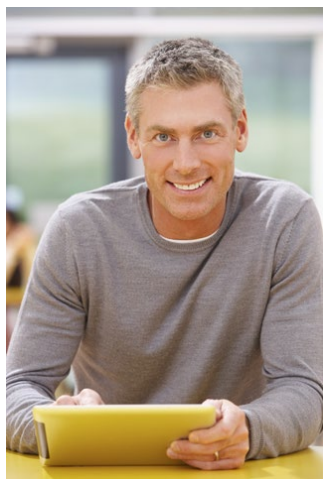
Once transitioned, customers will receive 12 electricity bills a year, instead of six. Each electricity bill will present a consumption period of approximately 30 days.

We will keep you apprised of our progress through regular updates.

For more information, please read our Frequently Asked Questions at hydroottawa.com/monthlybilling.



E-Billing popularity continues to grow



More than 71,000 Hydro Ottawa customers now enjoy the convenience of E-Billing. Once enrolled, they no longer receive a paper bill by mail. Instead, they receive an email when their bill is ready for viewing online via our customer portal, MyHydroLink.

Customers can pay their E-Bill

through their financial institution or by credit card - either online or by phone. Better yet, if they enroll in our pre-authorized payment plan, they won't have to lift a finger. Their payment will be automatically deducted from their bank account on the due date - not a second too soon or too late.

It's all about convenience! Customers can sign up at hydroottawa.com/ebilling

Putting the customer first

Hydro Ottawa has launched an online survey to ask our customers, contractors and developers for feedback on the usability of the *Conditions of Service* document.

At Hydro Ottawa, we are continuously working to re-orient our business around the customer to enhance the customer experience. It means viewing our business from the customer's point of view - understanding their perceptions and requirements, simplifying and improving interactions, and introducing new and innovative solutions to meet their needs.

This survey has been designed to help us understand who reads our *Conditions of Service* document and how often. It will document whether the customer was able to find the information they were looking for and solicit feedback on the way content is presented.



The survey is available at hydroottawa.com/survey until May 25, 2014

Change to credit card payment options

As of March 31, Hydro Ottawa will no longer be accepting Visa credit cards as a method of payment due to a change in Visa's operating rules.

Paymentus, our third-party credit card payment processing service, has implemented this change after receiving a Visa Canada notification that charging a service fee to the purchaser is no longer permitted under the Visa International Operating Regulations (the "Visa Rules"). This change impacts a large number of businesses across the country, including the majority of Ontario's electric and gas utilities.

Hydro Ottawa will still accept other credit options, such as MasterCard.

Customers may continue to make payment by credit card, with the exclusion of Visa, by calling 613-738-6400 or visiting hydroottawa.com/creditcardpayment