

> HYDRO OTTAWA NEWS



Hydro Ottawa celebrates National Electricity Month

June marks annual National Electricity Month, designated by the [Canadian Electricity Association](#) (CEA). This initiative is aimed at encouraging Canadians to learn more about how the electricity system works and to consider the value it brings to their everyday lives.

Hydro Ottawa will be sharing updates via social media, including tweets and Facebook posts, to spread the word about electricity's value to our customers this month. Followers will be encouraged to share information about the activities, devices and appliances electricity affords them. Follow the conversation at [@hydroottawa](#) and [@CDNelectricity](#), along with the hashtags [#electricitymonth](#) and [#powerforthefuture](#).

We are also hosting tours of Canada's oldest operating hydroelectric generating station, Chaudière Falls Generating Station No. 2, during [Doors Open Ottawa](#) weekend. On June 7-8, the public will be able to step inside the 123-year-old facility to discover how hydroelectricity was, and still is, produced. Please [click here](#) for more information.

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How to reach us ...

Customer Service

613-738-6400 or [hydroottawa.com](#)

Power Outages

613-738-0188 or [hydroottawa.com/outages](#)



Join the conversation on Twitter by following [#electricitymonth](#) and [#powerforthefuture](#)



Our latest video: Investing in electricity infrastructure for tomorrow

There is a lot going on behind the scenes to make sure power is supplied to our 315,000 and growing customer base. To keep the city's power safe and reliable, our Asset Planning team decides how to invest in Hydro Ottawa's aging infrastructure. For the past three years, we have made capital investments of more than \$250 million in our electrical distribution system. This includes replacing power lines, poles and transformers that have exceeded their life expectancy, as well as increasing capacity by expanding existing – and building new – infrastructure. While we update our grid, we are adding new technologies to help prevent outages and speed up restoration when the lights do go out.

As our city continues to grow, so does the need for more electricity. At Hydro Ottawa, our equipment must, and will, keep up with this demand.

Please [click here](#) or on the below image to check out our latest video.



Investing for tomorrow: Electricity infrastructure

Hydro Ottawa plants more than 14,000 trees in our community

Forests Ontario and its local partner, the Rideau Valley Conservation Authority (RVCA), have planted a total of 14,414 trees on Hydro Ottawa's behalf in Ottawa. Every tree represents a Hydro Ottawa customer who registered for our "Go Paperless! and we'll plant a tree" campaign in 2013.

The trees, which include species such as red maple, silver maple, white spruce and cedar, were planted in two locations in Stittsville, one in Richmond and one in Barrhaven. The trees will be monitored by the RVCA and Forests Ontario.

On May 15, Bryce Conrad and Hydro Ottawa staff joined Councillor Steve Desroches, Forests Ontario and RVCA to help plant some of these trees in Barrhaven.

E-Billing is a convenient, efficient and environmentally friendly service available to our customers. We continue to encourage customers to go paperless and sign up for this secure, fast and green option. Sign up for E-Billing at hydroottawa.com/ebilling or call 613-738-6400 (Monday to Friday, 8 a.m. to 8 p.m., except statutory holidays).

Forests Ontario is a charitable organization that relies on donors to achieve its tree planting and forest restoration goals. More information is available at forestsontario.ca.



Photo (left to right): RVCA Forestry Technician Matt Shea, RVCA Forestry Program Manager Scott Danford, Councillor Steve Desroches, Hydro Ottawa President and CEO Bryce Conrad, Hydro Ottawa Communications Manager Susan Barrett, and Forests Ontario CEO Rob Keen.

Hydro Ottawa converts treasures to cash at annual garage sale to support United Way Ottawa

On Saturday, June 21, Hydro Ottawa employees will be holding the second annual Hydro Ottawa/United Way Garage Sale, open to the public. It will take place from 8 a.m. to 1 p.m. in the parking lot of Hydro Ottawa's Merivale office located at 1970 Merivale Road (corner of Slack and Merivale).

This year's sale will include furniture, clothing, toys, household items and crafts. Volunteers will also be serving pancakes, baked goods and refreshments. All proceeds to be donated to United Way Ottawa.

Over the past 13 years, Hydro Ottawa has raised more than \$1.5 million for United Way Ottawa. This year, we launched our 2014 United Way Campaign on May 22 and our fundraising efforts are already in full swing.



Introducing our new company blog

THE ELECTRIC BLANKET: COVERING OTTAWA'S ELECTRICITY INDUSTRY

Hydro Ottawa, in collaboration with *EMC newspapers*, is launching a new blog, "The Electric Blanket," this month. The blog will educate customers about important industry news and issues in a conversational, entertaining format.

Look for the "shameless plug" in the blog posts for fun facts about the company. We will be linking to the blog on www.hydroottawa.com and promoting it via [Twitter](#) and [Facebook](#). Stay tuned for the first post and please share it with your colleagues, friends and family.



Hydro Ottawa recognized for outstanding customer service



Photo (left to right): Mark Schell, Shane Labrash, Richard Thorne and Christopher Kelly.

Hydro Ottawa's Conservation and Demand Management (CDM) team was recognized last month for providing exceptional customer service to its commercial customers with a Pinnacle Award from the Building Owners and Managers Association (BOMA) of Ottawa.

This well-deserved award is given to companies that represent innovation, teamwork, outstanding service and commitment to clients.



Your summer air conditioning checklist

As the summer starts to sizzle, your central air conditioner may be working overtime to keep you cool. Before turning on your air conditioner, make sure it is working safely and efficiently with this simple checklist.

- > Remove leaves, twigs and debris from around your air conditioner's outdoor condenser unit. With the power turned off, hose down the unit regularly to make sure it's free of dust.
- > Check your furnace filters and clean or replace them regularly. Dirty filters may restrict air flow and reduce efficiency.
- > Only cool what you need — close off vents in unused rooms or in your basement, where it is naturally cooler.
- > Use ceiling fans to help keep rooms cool so you can turn your air conditioner down or off.
- > Turn the humidifier off during the summer cooling season. Leaving the humidifier on will only increase the cooling load and force the air conditioner to work harder.
- > Remember to switch your thermostat from "heat" to "cool."
- > Do not set your thermostat below 20°C, as this can cause problems for your central air conditioner, including freezing up. Ideally, set the thermostat to 25°C when at home; 28°C when away, or turn it off.

- > Have a qualified professional service your central air conditioner annually to ensure it is operating safely and efficiently.
- > If shopping for a new central air conditioning unit, consider the newer ENERGY STAR®-qualified models, which are up to 70 per cent more efficient than older models. Rebates are available through the [heating and cooling incentive](#) for energy-efficient central air conditioners. Visit hydroottawa.com/rebate for more information.



For more information, visit the [Heating, Refrigeration and Air Conditioning Institute of Canada](#) and hydroottawa.com/tips.

Upcoming events

Doors Open Ottawa

- > June 7-8, 2014
- > Held at Chaudière Falls Generating Station No. 2
- > [Click here](#) for more information

Tree planting at the University of Ottawa

- > June 19, 2014

United Way Garage Sale

- > June 21, 2014
- > Held at Hydro Ottawa's Merivale Road office
- > [Click here](#) for more information

Happening on social media

@hydroottawa posted:

"May marks the official launch of Hydro Ottawa's new team of field operators performing first response, troubleshooting and planned & emergency switching"

