

> HYDRO OTTAWA NEWS



Hydro Ottawa recognized as a top employer

ONE OF CANADA'S GREENEST EMPLOYERS

Our commitment to sustainability was praised by MediaCorp, which distinguished Hydro Ottawa as [one of Canada's Greenest Employers](#) for the fourth consecutive year. We were proud to receive this national award for our dedication to electricity conservation, green energy solutions and environmental stewardship.



A BEST EMPLOYER FOR 50-PLUS CANADIANS



Hydro Ottawa was named one of [Canada's three best employers for 50-plus workers](#) by the Workplace Institute as a result of our innovative Retiree and Older Worker Strategy, *Prime Time*, which addresses anticipated challenges of an aging workforce.

TOP EMPLOYER FOR YOUNG PEOPLE

Hydro Ottawa also makes it a priority to engage those at the beginning of their careers through our summer student program, apprenticeships, career fairs, mentorship programs, training, and partnerships with local post-secondary institutions. For this commitment to young talent in the workplace, we were named one of [Canada's Top Employers for Young People](#) for 2014.

EXCELLENCE IN COMMUNICATIONS

Hydro Ottawa has won the Electricity Distributors Association's (EDA) Communications Excellence Award for its 2013 "Go Paperless" E-Billing campaign. This prestigious award recognizes initiatives that have successfully informed the public about an electric utility's program. The success of our campaign will see our partner, Trees Ontario, plant 14,414 trees in Ottawa this spring on our customer's behalf!



Photo: Hydro Ottawa's Director of Communications and Public Affairs, Owen Mahaffy, at right, accepts the award at the EDA Industry Award Ceremony.

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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



Hydro Ottawa's conservation team

Hydro Ottawa is taking its electricity conservation message into the community again this summer. The team's focus is to educate customers in a fun and engaging way about how to save money and electricity at home. The team comes fully equipped with a booth, presentations, informational handouts, and displays.

To book the conservation team for an event, email ConservationTeam@hydroottawa.com or call us at 613-738-5499 ext. 488

peaksaver PLUS® PIT CREW is shifting back into gear this summer!

Hydro Ottawa customers participating in *peaksaver*® are likely to see our *peaksaver* PLUS PIT CREW at their door this summer, offering energy-saving tips, enrolling those interested in E-Billing, and more. Read on to see what other helpful solutions they will be sharing and find out when they will be in your neighbourhood.

- > Hydro Ottawa is giving away free Energy Displays as a thank you to those participating in the *peaksaver* free thermostat program. The *peaksaver* PLUS PIT CREW will deliver the free Energy Display right to the door. They will even install it and show the customer how to use it. The Energy Display shows customers how much electricity they are using at that very moment. It's a great tool to help customers understand and manage how they use electricity.
- > The *peaksaver* PLUS PIT CREW is scheduled to be in Kanata in May, Barrhaven in June, Ottawa South in July, and Orleans in August. The team is driving a clearly marked Hydro Ottawa vehicle for maximum visibility. All members wear distinctive Hydro Ottawa-branded clothing and carry employee identification cards.



For more information, visit hydroottawa.com/PitCrew

Participation in *peaksaver* PLUS® is subject to terms and conditions, which can be viewed at saveonenergy.ca. Funded by the Ontario Power Authority and offered by Hydro Ottawa. *peaksaver*® and *peaksaver* PLUS® are registered trade-marks of Toronto Hydro Corporation. Used under licence.

Hydro Ottawa announces *Bright Ideas* contest winners

HYDRO OTTAWA ANNOUNCED THE WINNERS OF ITS *BRIGHT IDEAS* CONTEST ON EARTH DAY (APRIL 22)

Julie Trudel's Grade 1 class at Knoxdale Elementary School and Carissa Blaseg's Grade 8 class at Katimavik Elementary School each won \$1,000 for classroom resources. As a consolation prize, five participating classes won a pizza lunch party.

Bright Ideas is a contest for Ottawa-area schools that promotes a culture of electricity safety and conservation. The contest started in the classroom through lessons and learning activities. Students were encouraged to become ambassadors, sharing information and starting discussions with their parents, friends and neighbours as they completed their challenge.



Check out some of the amazing artwork students created on our website



Colder winter impacts electricity bills

According to Environment Canada, Ottawa faced its coldest winter since 1994!

During the winter, cold temperatures can be a contributing factor to increased electricity use. Heating systems account for approximately 60 per cent of a typical customers' bill, and a colder winter means they have to work harder to keep up. Even if customers don't heat their homes with electricity, their furnace motor and fan have to run more, making bills higher.

Increases in consumption have led to an increase in customer service calls. Hydro Ottawa encourages customers to take advantage of [MyHydroLink](#), our online customer service portal, and [time-of-use rates](#). These will allow them to monitor their electricity use and shift it to off-peak pricing periods. A number of energy conservation programs and incentives are also available.

If customers are having trouble paying their bill, they can sign up for our Equal Monthly Payment Plan to help smooth out their electricity costs over a 12-month period. For low-income energy customers, Hydro Ottawa delivers a Low-Income Energy Assistance Program (LEAP) — a year-round, province-wide emergency financial assistance program.



To apply for Ontario's Low-Income Energy Assistance Program (LEAP), contact:
The Salvation Army Ottawa
Booth Centre
613-241-1573

Electricity rates change province-wide on May 1

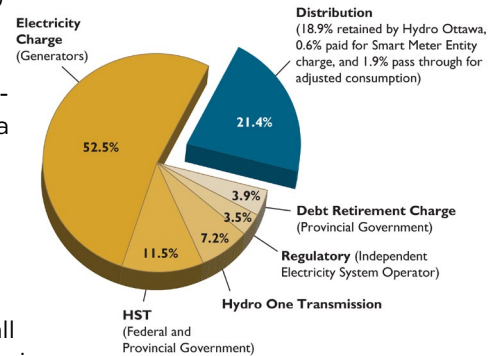
Effective May 1, electricity rates will increase for Ontario residential and small business customers who purchase their power through the Regulated Price Plan. Only those customers who have signed a contract with an electricity retailer do not pay Regulated Price Plan prices.

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

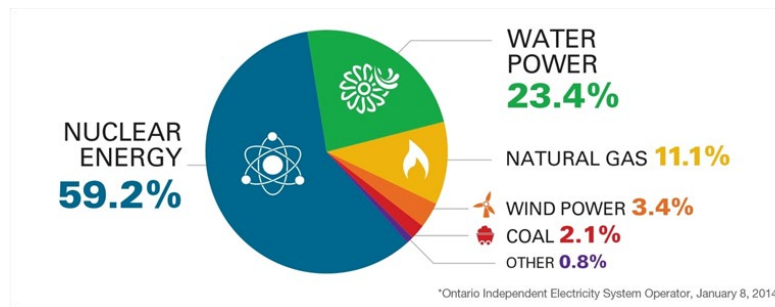
- > On-peak (from 11 a.m. to 5 p.m. weekdays) = 13.5 ¢/kWh (up 0.6 cents)
- > Mid-peak (from 7 a.m. to 11 a.m. and 5 p.m. to 7 p.m. weekdays) = 11.2 ¢/kWh (up 0.3 cents)
- > Off-peak (from 7 p.m. to 7 a.m. weekdays and all day on weekends and holidays) = 7.5 ¢/kWh (up 0.3 cents)

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.

In all, the changes represent a total bill increase of \$3.07 per month, or 2.48 per cent, for a typical residential customer. Small commercial customers will see their total bill increase \$7.67 per month, or 2.61 per cent.



Where does Ontario's electricity come from?



Ontario's electricity supply comes from a variety of sources. The Independent Electricity System Operator (IESO) recently released 2013 statistics for electricity supply in the province.

Ontario's electricity system will continue to evolve over 2014 and beyond with the introduction of solar energy to the grid, demand response and wind generation developing critical mass, as well as the nuclear refurbishment program.

Putting the customer first

Hydro Ottawa is still accepting feedback this month on the usability of its *Conditions of Service* document. Customers, contractors and developers can submit their feedback through the [online survey](#) that we launched last month.

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

Upcoming events

DOORS OPEN OTTAWA

Doors Open Ottawa is an annual weekend event celebrating the community's built heritage. One of the sites featured is Hydro Ottawa's Chaudiere Falls Generating Station, where visitors can take guided tours of the facility and learn interesting facts about how hydroelectricity is generated.

- > Hydro Ottawa will be at Generating Station No. 2 at Chaudiere Falls
- > June 7-8, 2014
- > [Click here for more information](#)

