

December 2013

# > HYDRO OTTAWA NEWS



## A record \$228,000 raised for the United Way!



Hydro Ottawa is proud to announce that it surpassed its annual fundraising goal for the United Way. A record **\$228,415** was raised in 2013.

More than 650 Hydro Ottawa employees were involved in the United Way workplace campaign this year, in which employee donations are matched by corporate dollars allocated to the **Brighter Tomorrows Fund**.

“Giving back is a big part of who we are as a company,” said Hydro Ottawa President and Chief Executive Officer **Bryce Conrad**. “By working together with the United Way, we are able to act as local champions for change and see real impacts in our community.”

Hydro Ottawa has been a proud supporter of the United Way for 13 years. The company was recognized with the United Way’s Best Community Campaign award in June after raising \$201,905 last year.

Employees engaged in a variety of workplace and city-wide events and activities in 2013 to raise money to support the essential work of the United Way, including a chili cook-off, online auction, bake sales, golf tournament and United Way Day in September.

“United Way Ottawa applauds Hydro Ottawa and its employees for their leadership and generosity in supporting our community,” said **Goldy Hyder**, United Way’s Community Campaign Co-Chair and President of Hill+Knowlton Strategies Canada. “The success of Hydro Ottawa’s campaign contributes to United Way’s goal to change the lives of more than 76,000 lives in our city.”

Through employee donations and corporate matching dollars, Hydro Ottawa’s campaigns have raised more than \$1.5 million for the United Way since 2001.

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### WATCH THE UNITED WAY CAMPAIGN VIDEO

#### How to reach us ...

**Customer Service**  
613-738-6400 or  
[hydroottawa.com](http://hydroottawa.com)

**Power Outages**  
613-738-0188 or  
[hydroottawa.com/outages](http://hydroottawa.com/outages)

## Go paperless by December 31 and we'll plant a tree on your behalf

There's still plenty of time for customers to switch to E-Billing and have a tree planted in their honour!

Hydro Ottawa and Trees Ontario are planting a tree for every customer who goes paperless by the end of the year.

"Over 62,000 customers now enjoy the convenient, secure and environmentally friendly service of E-Billing," said **David McKendry**, Director of Customer Service for Hydro Ottawa. "Now is a great time to make the switch.

Customers who switch to E-Billing help save trees by eliminating the need to print paper bills and inserts."

Customers that register for E-Billing can store and manage bills online using Hydro Ottawa's secure customer portal, MyHydroLink. Payments can be made through online banking or by phone with a credit card.

**Sign up today at [hydroottawa.com/ebilling](http://hydroottawa.com/ebilling).**



### SUPPORT LOCAL FORESTS!

Trees Ontario, our tree planting partner, will plant trees in the Ottawa area next spring.



## Leaders in retiree engagement Hydro Ottawa recognized with inaugural industry award

Hydro Ottawa was pleased to be recognized as a community and industry leader in the advancement of older and retiring workers last month.

Electricity Human Resources Canada (EHRC) awarded the first-ever Innovation in HR Practices - Employer 2013 Award to Hydro Ottawa for its Retiree and Older Worker Engagement Strategy at an awards gala in Toronto on November 7.

The strategy was developed in anticipation of significant increases in retirement over the next 10 years and to address the challenges faced by an aging workforce. The goal of the initiative is to retain talent and ensure knowledge is passed on within the organization.

"Our Retiree and Older Worker Engagement Strategy responds to both the workforce demographic challenges facing many organizations and the growing interest of our workforce to redefine the latter years of their career," said Hydro Ottawa President and Chief Executive Officer **Bryce Conrad**. "By working with our employees, we are creating an environment that promotes the transfer of their knowledge and ensures they continue to be engaged and contributing members of the Hydro Ottawa team."

Hydro Ottawa employees celebrated the new retiree strategy at an annual Employee Forum on November 12. The strategy includes pre-retirement

## CELEBRATING THE STRENGTH OF OUR WORKFORCE

On November 12, Hydro Ottawa held its annual Employee Forum and Recognition Event where employees were honoured for workplace achievements and community involvement.

At the forum, Hydro Ottawa announced the results of its 2013 United Way workplace campaign, paid tribute to employees from the past, and recognized career milestones ranging from five to 35 years of service. Awards were also distributed to employees for living the Hydro Ottawa values of **teamwork, integrity, excellence** and **service**.

planning, a conversational guide, an association of retirees, and two-way mentorship between veteran hydro workers and new talent, among many other initiatives.

The Innovation in HR Practices - Employer 2013 Award was established by EHRC to recognize and celebrate an individual or team that has displayed a high degree of innovation in the design and implementation of a unique human resources program or project and can demonstrate, anticipate or derive business value from the same.

## Five energy-saving tips for the holidays

With holiday entertaining, baking and the cold weather quickly approaching, it's not only time to watch our waistline, but also our electricity usage. Read the following five tips on how to conserve energy while staying warm – and still indulging in the occasional shortbread!

### 1. Reduce drafts

Caulk, seal and weather-strip windows and install a seal sweep on doors to keep the heat in during winter months.

### 2. Choose smart lighting

Now that it is darker longer, think about lighting controls, power bars with timers for indoor holiday lights, and switching to CFL or LED bulbs.

Choose LED holiday lights and put

them on timers.

### 3. Use a programmable thermostat

There is no need to heat the house when you are not home. Install a programmable thermostat to manage the amount of energy you use during the day.

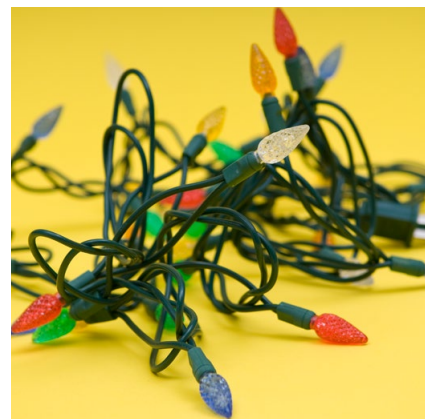
Get a free programmable thermostat by joining **peaksaver PLUS**.

### 4. Clean the furnace

Replace or clean furnace filters regularly to ensure air flows properly throughout your home. Remember to clear anything blocking the heating vents.

### 5. Keep the heat in

When cooking your holiday meals, remember to turn on the oven light and look through the glass window instead



Choose **LED holiday lights** and put them on timers.

of opening the door to check food. Heat is lost every time the door is opened.

Find free coupons for a wide range of energy-efficient products at [hydroottawa.com/coupons](http://hydroottawa.com/coupons).

## Getting ready for winter

With the season of snow and sleet upon us, it's important to know how extreme weather can impact your electricity supply. Read the following information on power outages and know where to get help in the event of an emergency.

### Power Outage 101

Ottawa's power grid is vulnerable to extreme weather conditions, such as ice storms, heavy snow and strong winds. Adverse weather and environmental conditions account for 15 per cent of outages in the city. Here are a few things to remember if you lose power:

- > Turn off all appliances, tools and electronics, and turn the thermostats down to prevent damage from a power surge when the electricity is restored.
- > Keep your fridge and freezer doors closed – a full freezer will keep food frozen for 24 to 36 hours.



- > Don't use barbecues, heating equipment or home generators inside – they give off carbon monoxide, which can cause health problems and is life-threatening.
- > Make sure your carbon monoxide detector has batteries.
- > Never plug a home generator into a wall outlet, and only operate it outdoors in well ventilated conditions, away from doors and windows.

### When the power comes back on after an outage:

- > Check the food in your fridge and freezer to make sure it hasn't gone bad.
- > Reset your clocks, timers and alarms.
- > Restock your emergency kit and check batteries on equipment.
- > Wait at least 10-15 minutes for the electricity system to stabilize before reconnecting appliances and electronics.

## Where to find power outage information

Hydro Ottawa provides three main sources of power outage information:

- > When an outage occurs, customers can call the **Power Outage Line** at 613-738-0188 to report the outage and get updated information.
- > An **online power outage map** is updated every 15 minutes at [hydroottawa.com/outages](http://hydroottawa.com/outages).
- > Customers can follow Hydro Ottawa on **Twitter** for outage updates at [twitter.com/hydroottawa](http://twitter.com/hydroottawa).

## Students spend a day at Hydro Ottawa

It's not often you'll find a 15 year old in a hard hat or a Grade 9 student monitoring power outages with their parent. But on November 6, 20 students from across Ottawa stepped outside the classroom and into the doors of Hydro Ottawa for Take Our Kids to Work Day.

Each year, Hydro Ottawa participates in national Take Our Kids to Work Day, giving students the opportunity to explore career options, see what skills are needed in the workforce and gain a

## Emergencies and extended outages

While these instances are rare, unpredictable winter weather can be a culprit of extended outages. Make sure you and your family have a plan and are prepared.

Start by making a list of what needs to be done ahead of time, and how your family will coordinate. Be sure that everyone knows the location of your fire extinguisher, water valve, electrical panel, gas valve and floor drains. Make an emergency kit and store important documents in waterproof containers.

better appreciation of the work their parents do for Hydro Ottawa. Exciting new features were added to this year's program, including a tour of the Chaudière Falls Generating Station No. 2 at Victoria Island and a visit to the Chaudière Falls ring dam.

The day was a great success and gave students a better understanding of Hydro Ottawa's role in the community, as well as the importance of workplace safety and energy conservation.

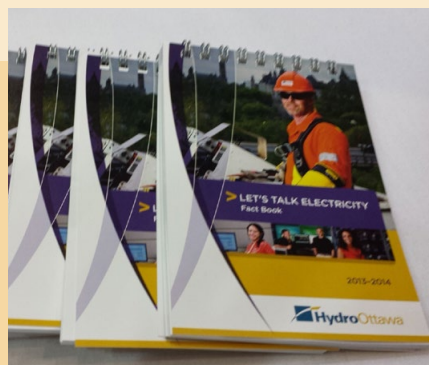
## LIGHT UP SAFELY THIS HOLIDAY SEASON

When December rolls around, holiday lights and decorations are pulled from storage bins and hoisted onto trees, light posts and eaves troughs across the city. If you're decorating this festive season, light up safely with the following tips:

- > **Avoid overloading circuits:** Plugging too many lights and decorations into an outlet can be a fire hazard. Use power bars and avoid stringing three or more lights together when decorating.
- > **Choose the right light for the job:** Light strings and other decorations are rated for indoor and outdoor use. Read packages before purchasing and be careful to never exceed the recommended wattage.
- > **Make safe use of space:** Keep extension cords and power bars away from furniture to avoid damage. Extension cords under carpets and through doorways pose a safety risk. When plugging-in outdoors, keep connections away from driveways and walkways where puddles or ice can accumulate. Make sure bulbs are clear from supply cords, wires, cloth, paper and other heat-sensitive products.

Remember, holiday decorations are not designed for year-round use and can deteriorate over time. When the holidays are over, take them down and avoid excess energy bills and electrical safety risks.

**For more holiday safety tips, visit the Electrical Safety Authority's website at [esasafe.com](http://esasafe.com).**



### LET'S TALK ELECTRICITY!

The new Hydro Ottawa Fact Book is now online. The book includes updated information on the company, Ontario's electricity system, billing and rates, power outages, conservation and more.

**Visit [hydroottawa.com/factbook](http://hydroottawa.com/factbook) to download your copy.**

**Happy Holidays!**  
from our family to yours

