

> HYDRO OTTAWA NEWS



Hydro Ottawa crews devote holiday time to Ontario ice storm restoration efforts

When the major ice storm hit much of Eastern and Central Ontario at the end of December, causing hundreds of thousands of customers to lose power, Hydro Ottawa answered the call for help.

Beginning December 22, a total of 32 Hydro Ottawa workers volunteered to give up holidays with their families to help neighbouring utilities in areas that were particularly affected by the storm. Crews braved dangerous driving conditions and extremely cold temperatures and worked tirelessly to restore power to Hydro One customers in Picton and Brampton, as well as Toronto Hydro customers. The last dispatched crew returned home December 31.

"We are extremely proud of our crews who volunteered to help our neighbouring utilities in their time of need," says Hydro Ottawa President and Chief Executive Officer Bryce Conrad. "We thank them for their selflessness and dedication to their jobs."

At the height of the storm, there were approximately 450,000 Ontario customers without power. Toronto Hydro had about



300,000 of its customers out; Hydro One with around 120,000 without power and other utilities like Enersource, Hydro One Brampton, Powerstream, Veridian Connections, Whitby Hydro and Oshawa PUC also sustaining significant customer outages.

Hydro Ottawa has been active in the media about its involvement in the restoration efforts in various local and national media outlets, including the Ottawa Citizen, the Ottawa Sun, CTV News and more. Hydro Ottawa also provided continuous updates on Twitter, and saw an outpouring of support via this medium.

While the crews were dispatched, Hydro Ottawa ensured enough staff were available in the event that similar power outages were seen here.



Photo: Hydro Ottawa crew in Toronto with Ontario Energy Minister Bob Chiarelli.

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How to reach us ...

Customer Service
613-738-6400 or
hydroottawa.com

Power Outage Reporting and Information
613-738-0188 or
hydroottawa.com/outages

Twitter @hydroottawa
Facebook.com/hydroottawa
YouTube hydroottawalimited



New rates in effect January 1

The Ontario Energy Board approved Hydro Ottawa's application for changes to its distribution rates, effective January 1, 2014.

The total monthly bill for a typical residential customer consuming 800 kWh per month will increase by 1.06 per cent or \$1.29 per month, while the total monthly bill for a small business customer consuming 2,000 kWh per month and a monthly demand of less than 50 kW will increase by about 1.01 per cent or \$2.92.

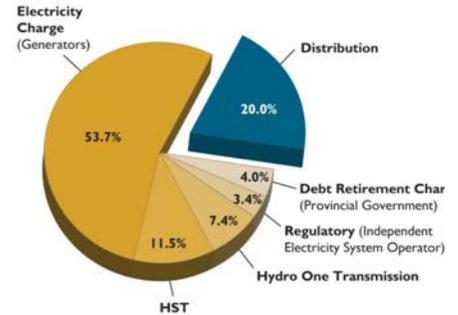
Major Hydro Ottawa business priorities that are reflected in this application include:

- > Continuing to invest in our infrastructure in order to keep our services reliable; and
- > Preparing for the industry-wide challenge of an aging workforce by growing our trades apprenticeship programs.

Hydro Ottawa's distribution rates represent only about 20 per cent of the bill. The other 80 per cent is passed on by Hydro Ottawa, without mark-up, to the other companies responsible for generating and transmitting electricity, to regulators and the government.

UNDERSTANDING YOUR BILL

Your electricity bill is made up of six different charges: electricity, debt retirement, regulatory, transmission, taxes, and distribution. Distribution charges cover the cost of building and maintaining Hydro Ottawa's distribution system. Our distribution rates have been very stable over the past several years, helping customers to keep their costs down.



To see current electricity rates, visit www.hydroottawa.com/rates

How to save energy in 2014

Take charge of your energy bill by making a New Year's resolution to use electricity wisely. Here are three simple tips for saving energy:

1. Shift heavy use to off-peak hours

Appliances like washers, dryers and dishwashers use a lot of electricity. Run large appliances on the weekend or between 7 p.m. and 7 a.m. weekdays to save energy.

Take note of time-of-use hours to help you plan.

2. Reduce electricity waste

Electronic devices, including gaming consoles, TVs, cell phone chargers and computers, waste electricity in standby mode. This is called phantom power.

Avoid it by using power bars with timers or unplugging electronics when not in use.

3. Use electricity more efficiently

There are many energy-efficient products on the market, from CFL and LED bulbs to ENERGY STAR® appliances. Using a programmable thermostat can also help heat your home more wisely.

Know how and when you use the most electricity. Register for MyHydroLink to monitor consumption.

5 energy-saving tips to warm up to winter



Program your thermostat

A properly set programmable thermostat can reduce heating and cooling costs by up to 10 per cent. In the winter, set it to 20°C when home and 18°C overnight or when away.



Reduce drafts

Caulk, seal and weather-strip windows and exterior doors. You can reduce your home heating and cooling needs by up to 20 per cent by eliminating drafts.



Look for an energy-efficient furnace

When buying a new furnace, look for the most energy-efficient model. Visit hydroottawa.com/rebate for more information.



Service your furnace

Have your furnace serviced regularly by a licensed HVAC professional to ensure it is operating efficiently.



Clean your furnace

Replace or clean the filter monthly to prevent the build-up of dust and dirt and keep it running efficiently.

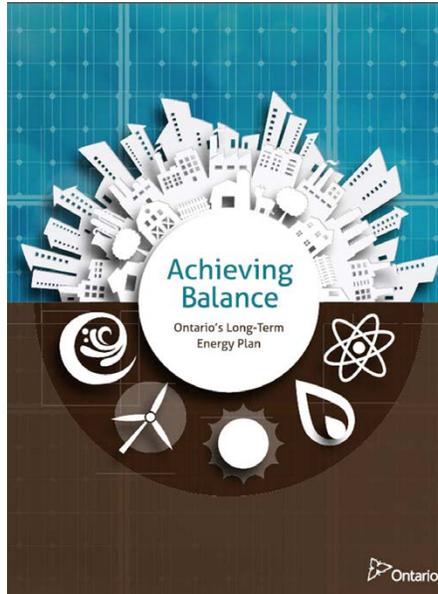
Find more energy-saving tips at hydroottawa.com/tips

Ontario releases Long-Term Energy Plan

On December 2, the Ontario government unveiled its Long-Term Energy Plan aimed at achieving balance in the sector and focusing on clean, affordable energy.

It plans to do this by implementing new conservation programs and standards, lowering costs for consumers, introducing new financing tools to consumers and moving ahead with nuclear refurbishment at Darlington and Bruce generating stations.

"This plan reflects what we heard from thousands of people and dozens of organizations right across the province. Our vision for Ontario is to create a clean, affordable and reliable energy system that focuses on conservation and addresses regional needs," said Minister of Energy Bob Chiarelli in a press release.



Visit <http://www.energy.gov.on.ca/en/ltep/> for more information.

emPOWERme: A new energy education hub

Have you ever wondered how electricity is made or how it gets from a generating station to your house? Want to know more about Ontario's smart grid or the provincial plan to build clean, affordable energy?

The Ontario Ministry of Energy's new emPOWERme webpage is designed to help consumers better understand how the province's electricity system works. With videos, interactive learning tools, infographics and other material, the new emPOWERme page is a one-stop shop for energy education.

Visit <http://www.energy.gov.on.ca/en/empowerme/> for more information.



Hydro Ottawa recognized as provincial leader in apprenticeship training

Hydro Ottawa was honoured to be a finalist in the 2013 Ontario Minister's Awards for Apprenticeship Training for its support of apprenticeship programs and commitment to continuous learning.

"Our continued success is predicated on a highly skilled, engaged and sustained workforce," says Hydro Ottawa President and Chief Executive Officer Bryce Conrad. "Providing apprentices with leading safety and trades training that is celebrated for its excellence fosters the development of critical talent within our organization and our industry."

The awards, now in their 10th year, celebrate employers that show leadership in training apprentices, support the apprenticeship training system, and promote careers in the skilled trades.



Photo: Hydro Ottawa President and Chief Executive Officer Bryce Conrad in the field with members of Hydro Ottawa's apprenticeship program.

Hydro Ottawa gives back

The holiday season was a great time for giving back to the community – and giving back is an essential part of Hydro Ottawa's business. Here is a quick look at some of our latest volunteer initiatives.

United Way Community Action Days

United Way Community Action Days connect workplace teams with community organizations, enabling them to work together and take action on a volunteer project.

In December, Hydro Ottawa staff volunteered at holiday events for Operation Come Home, Ottawa Salus, the Youville Centre, and St. Joe's Supper Table.



Photo: Employees from Hydro Ottawa helped Operation Come Home prepare for a holiday shopping party at its re: Purpose store on Gloucester Ave.

Stittsville Parade of Lights

On Saturday, November 30, Hydro Ottawa took part in the Stittsville Parade of Lights. Employee volunteers and organizers walked alongside a line truck decorated with holiday lights, handing out candy canes to families and children in attendance.

Hockey scrimmage with Christie Lake Kids

On Friday, November 15, volunteers from Hydro Ottawa laced up their skates and threw on their hockey helmets to join Christie Lake Kids for an afternoon on the ice.

The hockey scrimmage was in support of the Christie Lake Kids STAR (Skills Through Activity and Recreation) program. This inner-city program provides children with the opportunity to learn, grow, and build skills in a setting that matches each child's unique needs.

[Watch this quick video for highlights](#)



Photo: A winning drawing entry for Hydro Ottawa's 2013 holiday card.

Celebrating the spirit of the season

Hydro Ottawa staff, management and their families celebrated the spirit of the season last year, from charity involvement to employee gatherings to community participation.

Hydro Ottawa was a proud Evergreen sponsor of the Mayor's 13th Annual Christmas Celebration at City Hall on December 7. Hydro Ottawa President and Chief Executive Officer Bryce Conrad attended on behalf of the company. The day brought in 4,000 lbs of food and \$450 dollars in donations for the Ottawa Food Bank.

At the Hydro Ottawa Christmas party, employees enjoyed an evening of good food and great company.

Hydro Ottawa's infamous children's party saw staff and their families gather for a morning of food, face painting, crafts, and, of course, an appearance by Santa Claus.

Children of Hydro Ottawa employees also got the chance to put their artistic abilities to work as designers for Hydro Ottawa's 2013 holiday card. The art contest awarded two youngsters with a Cosmic Adventures gift card, framed copy of the holiday card with their drawing, and attribution on the card itself.