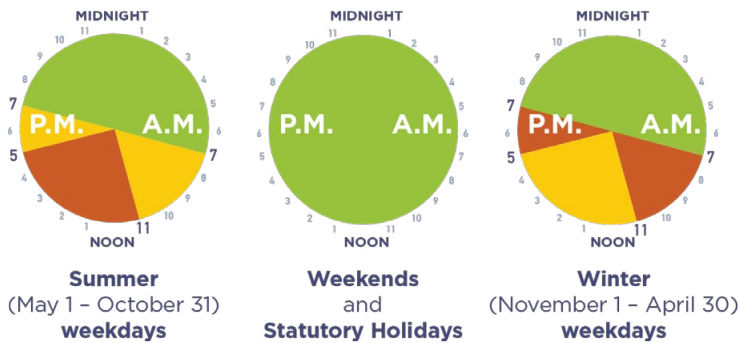


> HYDRO OTTAWA NEWS



Electricity rate change, effective November 1st

The Ontario Energy Board has announced that on November 1st, electricity rates will increase for residential and small business customers across the province to cover the rising costs of generating power.



Ontario's new time-of-use rates:

- > **OFF-PEAK** (7 p.m. to 7 a.m. weekdays and all day on weekends and holidays): **7.2 ¢/kWh** (up 0.5 cents)
- > **MID-PEAK** (11 a.m. to 5 p.m. weekdays): **10.9 ¢/kWh** (up 0.5 cents)
- > **ON-PEAK** (7 a.m. to 11 a.m. and 5 p.m. to 7 p.m. weekdays): **12.9 ¢/kWh** (up 0.5 cents)

For a typical residential customer consuming **800 kWh** of electricity per month, this represents an increase of approximately **\$4.21** or 3.57 percent per month. The average bill for a small business customer with a demand of less than 50 kW, and who consumes an average of **2,000 kWh** per month, will increase by approximately **\$10.53**, or 3.77 percent.

The Ontario Energy Board regulates the province's energy sector and sets electricity rates to ensure a reliable and efficient system. Commodity rates for electricity generation change twice a year, on May 1st and November 1st. These charges are collected by Hydro Ottawa without mark-up and passed through to the province and other electricity market participants.

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

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UNDERSTANDING YOUR BILL

Did you know that **only 20 percent** of what customers pay for their electricity bill is kept by Hydro Ottawa? The other 80 percent goes to electricity generators, Hydro One, the Independent Electricity System Operator, the provincial government, and others.

[Click here](#) for tips and information on managing your electricity bill.

How to reach us ...

Customer Service

613-738-6400 or
hydroottawa.com

Power Outages

613-738-0188 or
hydroottawa.com/outages

Creating Brighter Tomorrows

Hydro Ottawa supports local charities with \$140,000 in energy grants



On October 22nd, Hydro Ottawa and United Way Ottawa showcased how the *Brighter Tomorrows Fund* is helping frontline agencies reduce energy costs, invest in their facilities and improve living conditions for Ottawa's homeless and at-risk population.

Nearly \$140,000 was awarded to 10 agencies for energy saving projects, including \$33,000 from the provincial saveONenergy incentive. Upgrades, such as replacing leaky windows, installing high-efficiency heating and cooling systems, purchasing new energy-efficient appliances, and upgrading old lighting systems will help community organizations reduce their energy bills and redirect savings into programming.

“[The *Brighter Tomorrows Fund*] gives agencies the opportunity to invest in the energy efficiency technologies today that can save thousands in operating costs tomorrow.”

Thanks to the provincial saveONenergy incentive, Hydro Ottawa was proud to support two additional agencies and three more projects.

“The *Brighter Tomorrows Fund* allows Hydro Ottawa to make a meaningful and long-lasting contribution to our community and the environment,” said

Hydro Ottawa President and CEO **Bryce Conrad**. “It gives agencies the opportunity to invest in the energy efficiency technologies today that can save thousands in operating costs tomorrow. The cost savings can then go right back into funding the core work these agencies do to support their clients.”

Since 2011, the Hydro Ottawa *Brighter Tomorrows Fund* has granted more than \$326,000 to frontline agencies in Ottawa serving the homeless and those at risk of becoming homeless to complete energy efficient retrofits and upgrades. The Fund is administered in partnership with United Way Ottawa and uses corporate matching dollars from Hydro Ottawa's annual United Way workplace campaign.

“Thanks to Hydro Ottawa's *Brighter Tomorrows Fund*, the new energy efficient appliances have eliminated the need for ongoing costly repairs to the old appliances,” said **Lisa Ker**, Executive Director of Ottawa Salus. “As the new ENERGY STAR rated appliances are 20 percent more energy efficient than standard models, Salus is benefiting from reduced operating costs through electricity savings that allow us to maintain low rents for tenants, make additional capital repairs and reinvest in critical support programming.”

2013 BRIGHTER TOMORROWS FUND RECIPIENTS

The Elizabeth Fry Society of Ottawa purchased a new energy efficient dishwasher, washer and dryer for its transitional home for women.

Heartwood House purchased a high efficient HVAC unit to provide heating and cooling to its new building on McArthur Avenue.

Multifaith Housing Initiative replaced old leaky windows.

Operation Come Home installed new energy efficient LED lights in its facility on Gloucester Street.

Ottawa Salus Corporation replaced old refrigerators and installed new energy efficient fire-safe stoves in its residences.

Shepherds of Good Hope made energy-reducing safety upgrades to 24 stoves.

St. Joe's Women's Centre installed a new ENERGY STAR refrigerator.

St. Joe's Supper Table installed a new energy efficient washer and dryer.

Youth Services Bureau of Ottawa replaced commercial dishwashers and washing machines at its emergency shelters for young men and women.

Youville Centre received four new commercial appliances.

“The *Brighter Tomorrows Fund* brings together Hydro Ottawa's vision and corporate expertise with United Way's community connections and knowledge,” said **Goldy Hyder**, United Way's 2013 Community Campaign Co-Chair and President of Hill+Knowlton Strategies Canada. “It's a partnership that is making an impact on many community agencies that support some of Ottawa's most vulnerable people. I know these investments will continue to make a difference for many years to come.”

Introducing the Hydro Ottawa Energy Coach

Know a small business that could use some help saving energy – and money? The Hydro Ottawa Energy Coach is here to help.

Get expert advice on ways to cut back on consumption and lower energy bills. Here are three simple tips to get started.

Pick the right bulb

When buying an energy-efficient light bulb, you are not limited to a spiral Compact Fluorescent Light (CFL) bulb. A-line CFL bulbs mimic the look of traditional incandescent light bulbs, with only 25 percent of the electricity consumption. Another option is light emitting diodes (LEDs), which consume only 10 percent of the electricity of an incandescent bulb, come in a variety of shapes and sizes, and last for years.

Consider the space and the application when choosing lighting

The type of lighting and its colour temperature can set the mood of a space. To keep the look of a room consistent, remember to make a note of



the colour temperature before replacing a bulb. For a warmer light that is often used in homes, look for bulbs marked 2700-3000K. For a whiter, “natural” or “daylight” colour, look for bulbs marked 3500-4100K.

Also, consider the purpose of your space. A common mistake is lighting up an entire space when only certain areas are needed. With areas that are not constantly in use, like a storage room, a break room or a washroom, install an occupancy sensor.

Heating and cooling costs add up

It's not just about lighting. Heating and

cooling can be two of the largest contributors to energy costs if they are not already included in a lease. Why waste money heating or cooling your space when there is no one there?

You can choose a thermostat that programs each day of the week separately, as well as models that can be adjusted remotely. Hydro Ottawa offers free programmable thermostats that can be controlled over the Internet as part of its **peaksaver PLUS**® program.

Find more energy saving advice and videos online at hydroottawa.com/smallbusiness.

Hydro Ottawa tees off in support of United Way

Early in October, Hydro Ottawa employees and community sponsors gathered at the Canadian Golf and Country Club, just 20 minutes west of downtown Ottawa, for the Hydro Ottawa Charity Golf Tournament in support of United Way Ottawa. **Angie Poirier**, Co-Chair for the 2012 United Way Campaign, was MC for the event.

Giving back to the community has always been a core part of Hydro Ottawa's mandate. The annual United Way workplace campaign and corporate matching dollars are just one

example of how the organization delivers on this commitment.

Hydro Ottawa launched its 2013 workplace campaign at the end of August with **Chief Charles Bordeleau** of the Ottawa Police Service. Over the past 12 years, Hydro Ottawa and its employees have helped vulnerable members of the community by donating over \$1.3 million to United Way Ottawa. This past June, the company was recognized with the United Way's Best Community Campaign award.



Councillors tour new transformer station

Four city councillors were given a rare opportunity to see the inner workings of the new Terry Fox Transformer Station in Kanata before it is energized.

Councillors **Allan Hubley, Scott Moffatt, Marianne Wilkinson** and **Shad Qadri** were given a personal tour of the station by Hydro Ottawa employees on October 17th and 24th.

The Terry Fox Transformer Station is expected to have a positive impact on west-end neighbourhoods, providing alternative supply points throughout the distribution system and allowing for quick transferability during emergencies.



Hydro Ottawa joins Councillor Qadri to celebrate St. Daniel School mural

In September, students at St. Daniel School gave a makeover to the fence surrounding Hydro Ottawa's transformer station near Woodroffe Avenue and Baseline Road. This new mural, painted on the cement wall which backs on to the school yard, was

officially unveiled at a heart-warming ceremony held at the school on October 25th.

The learning mural was created by artist Nicole Bélanger and depicts children enjoying sports and recreation throughout the four seasons.

> Councillor Shad Qadri with artist Nicole Bélanger and representatives from Hydro Ottawa, St. Daniel School and Crime Prevention Ottawa at the mural unveiling on October 25th.

Funding for the project was provided by the City of Ottawa/Crime Prevention Ottawa Paint It Up! youth engagement mural program. Councillor **Shad Qadri**, Chair of the Board for Crime Prevention Ottawa, joined Hydro Ottawa staff to celebrate the mural with students, parents and teachers.

The painting at St. Daniel School is part of a larger initiative to introduce outdoor classrooms, trees for shade and other natural spaces to facilitate learning, playing and socializing for students. The process of planning, designing and creating the mural with students, teachers, parents and the community at large was a great kick-off to the school's greening project and will build interest, excitement and pride in the school yard.



A successful first summer at Christie Lake

Last month, Hydro Ottawa and **Christie Lake Kids** celebrated the success of the first summer camp held at the *Hydro Ottawa Sustainable Youth Leadership Centre*, located at Belle Island on Christie Lake. This innovative facility is the first and only program in Canada that provides disadvantaged youth with an opportunity to experience and learn about alternative energy while developing leadership skills.

“Contributing to the well-being of our community has always been a part of

Hydro Ottawa’s core mandate”, said Hydro Ottawa President and CEO Bryce Conrad. “The programs that Christie Lake Kids offers build character and provide youth with practical, hands-on experience. Through our support, we are providing valuable life skills that help at-risk youth grow into healthy successful adults.”

For seven weeks in the summer and eight weekends during the school year, youth aged 13-17 live and work together on Belle Island, building leadership and

teamwork skills. The facility includes roof-mounted solar panels to power lighting, composting toilets, solar-heated showers, and a bicycle-powered water pump that works with a gravity-pressurized water system.

More than 300 children and youth from Ottawa are expected to visit the site each summer to explore alternative sources of energy and sustainable living.

“I think it’s important that kids can come to places like this because it gets them in touch with a different side of the world”, said Liam, a camper at Christie Lake Kids.

“The Hydro Ottawa Sustainable Youth Leadership Centre has provided a one of a kind opportunity for our youth to develop pro social skills, outdoor skills, and a lifelong passion for energy conservation and environmentalism”, said **Carole Gagne-Ince**, Executive Director of Christie Lake Kids. “What we’ve started, in partnership with Hydro Ottawa, has a really, really bright future.”

Hydro Ottawa employees helped construct the new Sustainable Youth Leadership Centre in May and have the opportunity to mentor youth enrolled in the Christie Lake Kids S.T.A.R. (Skills Through Activity and Recreation) Program.

Information session held for Westcliffe Estates community

In the spring of 2014, Hydro Ottawa will begin work on a cable and transformer replacement project in the Westcliffe Estates neighbourhood (College Ward), strengthening the electricity delivery system for the west-end community and the rest of the city.

Hydro Ottawa hosted a community meeting for residents on October 22nd to share information on the scope of the project, its impact on the neighbourhood, and to address individual concerns. The goal was to

provide community members with advanced notice of the work, which may require Hydro Ottawa crews to access infrastructure located within easements and on the City of Ottawa’s Road Right-of-Way.

Any structures, including pools, sheds and walkways, as well as landscaping located over the underground cables or around transformers may require removal in advance by residents to allow safe access for hydro crews.

The meeting was part of Hydro Ottawa’s ongoing commitment to deliver safe, reliable electricity service and keep constituents informed of upgrades taking place in their community.

Investing in Ottawa’s electricity infrastructure is necessary to keep the supply of electricity as reliable as possible. From 2013 to 2016, Hydro Ottawa will invest about \$100 million annually to maintain, replace and enhance our infrastructure, such as distribution substations, poles, wires, and transformers.