

October 2013

> HYDRO OTTAWA NEWS



And the winner of the **saveONenergy**^{OM} Small Business Challenge is...

Kanata South
(Councillor Allan Hubley)
for the highest participation rate
Congratulations!

This summer, 280 businesses across Ottawa discovered new ways to save energy.

We've tallied up participation in the city's 23 wards, and the winner is Kanata South.

The saveONenergy Small Business Challenge encouraged local small businesses in Ottawa to become more energy efficient. Thanks to all participants for contributing to our community's conservation culture.

Hydro Ottawa has two great

programs that can help businesses lead the way in energy conservation. Help reduce strain on Ottawa's electrical system with the Small Business Lighting program and *peaksaver* PLUS.

Small Business Lighting

Participants receive a free lighting assessment to identify energy savings, and up to \$1,500 of lighting and other energy-efficient upgrades free of charge.

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For eligibility and program details, visit hydroottawa.com/lighting.

peaksaver PLUS

Participants receive a free, professionally installed touch screen, programmable thermostat with online access to the thermostat controls.

For eligibility and program details, visit hydroottawa.com/thermostat.

Replace your rooftop air conditioner now, and we'll increase your incentive up to 600%

For a limited time - until December 31, 2013 - increased incentives are available for emergency replacement of rooftop air conditioning units.

Businesses replacing their rooftop air conditioning unit with a high efficiency model can qualify for **incentives of up to \$10,000.**

Businesses have up to 45 days from installation to apply.

For more information on the saveONenergy Retrofit Program, visit hydroottawa.com/retrofit or call 613-738-5474.

How to reach us ...

Customer Service

613-738-6400 or
hydroottawa.com

Power Outage Reporting and Information

613-738-0188 or
hydroottawa.com/outages

 **Hydro Ottawa**

Go paperless and we'll plant a tree!



To celebrate our transition from paper to electronic bills, we're planting a tree for every customer that registers for paperless E-Billing before Dec. 31!

Hydro Ottawa is partnering with Trees Ontario, a non-profit organization, to plant trees within Hydro Ottawa's service territory. The trees will be planted next spring under the supervision of the Rideau Valley Conservation Authority.

"We are encouraging all of our

customers to go paperless and sign up for this convenient, secure and environmentally friendly service," said Hydro Ottawa President and CEO Bryce Conrad. "Not only will we save paper by not printing bills and inserts, we can support local forests in the process."

All residential and small business customers are eligible to register for E-Billing on Hydro Ottawa's secure customer portal, MyHydroLink. E-Billing allows you to view, manage and store your bills online. Instead of receiving a bill in the mail, you receive an email when your bill is ready for viewing. Payments can be made online or by phone using your financial institution or credit card.

"We are committed to bringing innovative solutions to energy-conscious consumers and taking steps to think green in all of our operations," said Conrad. "As one of Canada's Greenest Employers for a third consecutive year, Hydro Ottawa is focused on delivering service to customers with minimal impact on the natural environment."

Sign up for E-Billing today and get a tree planted in your honour: hydroottawa.com/ebilling.

EXPERIENCE THE CONVENIENCE OF MYHYDROLINK



Busy? With MyHydroLink, you can check your account on the go.

Switch to Hydro Ottawa's secure, convenient E-Billing service and we'll email you when your bill is ready for viewing online. Whether you use an iPhone, Blackberry, desktop or Android device, your account is just a click away - anytime, anywhere.

Using MyHydroLink, you can pay your bill, monitor your account balance, track electricity consumption, and request or modify services.

Over 52,000 customers are already enjoying the convenience of E-Billing. Sign up today at hydroottawa.com/account.

Hydro Ottawa kicks off annual United Way campaign

Hydro Ottawa is in its second month of fundraising for the annual United Way workplace campaign.

The campaign was launched on Aug. 29 with Chief Charles Bordeleau of the Ottawa Police Service.

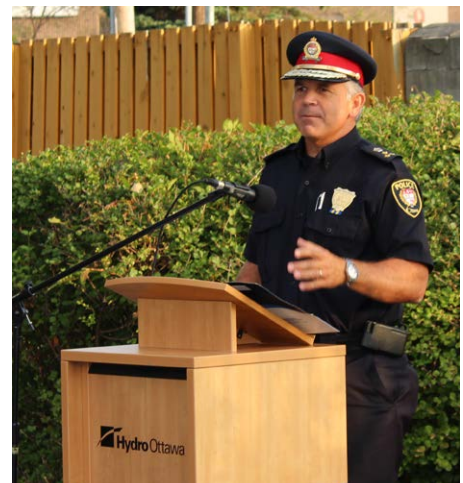
By working with United Way, Hydro Ottawa makes an amazing impact on youth and the community as a whole, Chief Bordeleau said in a speech to Hydro Ottawa employees and United Way representatives.

"[Hydro Ottawa] understands that

there's a need to provide support to those in need in our community," he said.

"As a police officer, I see the value of what United Way does," Chief Bordeleau added. "What United Way does best is bring people to the table to try and resolve root causes."

Hydro Ottawa has been creating lasting change in the community with United Way for 12 years. In 2012, we ran our most successful workplace campaign to date, raising a record \$201,905.



“Just like those who rely on the electricity we deliver, thousands of people in our community count on the United Way,” said Hydro Ottawa President and CEO Bryce Conrad. “The inspiring generosity of our employees makes me proud to be a part of Hydro Ottawa.”

Through employee donations and corporate matching dollars, Hydro Ottawa’s campaigns have raised more than \$1.3 million. Matching dollars are allocated to the Brighter Tomorrows Fund, a community investment program designed to support frontline agencies that serve people who are homeless or at risk of being homeless. The funds are invested in energy-efficient technologies or products.

This past June, Hydro Ottawa was recognized with the United Way’s Best Community Campaign award.



> Proud to show support for a good cause: Hydro Ottawa employees pose for a group photo at United Way Day in Ottawa on Sept. 12.

A day for United Way

Hydro Ottawa’s United Way Day was held on Sept. 12. Employees participated in a range of fun activities to help raise funds for the annual workplace campaign. The day was a great success and more fundraising events are planned for the next year.



> Director of Customer Service David McKendry with Michael Allen, president and CEO of United Way Ottawa



Get ready for monthly billing

In November, Hydro Ottawa will begin transitioning from bi-monthly to monthly billing, making it easier for customers to budget their expenses and track consumption patterns.

Instead of receiving six bills a year, customers will receive 12 bills, with each representing a consumption period of approximately 30 days. This change will be reflected in the due date and billing periods on the bill.

We expect to have all customers on monthly billing in early 2014. Account numbers and electricity charges will not be affected by this change.

HOW WILL MONTHLY BILLING AFFECT ME?

- > A shorter monthly billing cycle will give you a more accurate view of your consumption patterns.
- > A shorter consumption cycle makes it easier for customers to manage household budgets. By knowing your consumption patterns in advance, you can better manage your expenses and potentially lower your electricity bill.
- > Your Hydro Ottawa bill will be on a monthly cycle, the same way you receive your gas, telephone and other utility bills.
- > If you are a **Pre-Authorized Payment Plan** customer, the amount due will continue to be automatically debited on the due date. It will be debited, however, on a monthly rather than a bi-monthly basis.
- > If you are an **Equal Monthly Payment Plan** customer, there are a few more changes you need to be aware of. This information will be sent to you directly in the coming weeks.

For a list of frequently asked questions, visit hydroottawa.com/monthlybilling.

Showcasing the power of trades

New Canadians are getting some insight into Hydro Ottawa's apprenticeship program and career opportunities thanks to the National Capital Region YMCA-YWCA Power of Trades program.

Delivered in partnership with United

Way Ottawa, Power of Trades is a pre-employment program designed to help trained tradespeople from foreign countries find a career in Ontario's skilled trades sector.

In September, ten students in the program toured Hydro Ottawa's Bank

Street facility and saw apprentice powerline maintainers in action. Hydro Ottawa President and CEO Bryce Conrad said that partnering with the Power of Trades program fits with the company's Diversity Plan and helps fill shortages in the electrical trades.

"Our goal at Hydro Ottawa is to attract and retain a diverse group of talented people," said Conrad. "Our involvement in Power of Trades is a great way to do that."

The Diversity Plan focuses on inclusion of women, members of visible minorities, persons with disabilities, youth and those who identify as LGBT (lesbian, gay, bisexual, or transgendered).

"The skilled trades are an important part of Ontario's economic future," said Conrad. "We're proud to support new Canadians on their pathway to success in the electricity industry."

