

September 2013

# > HYDRO OTTAWA NEWS



## Hydro Ottawa powers-up diversity at Capital Pride



Hydro Ottawa took part in Capital Pride Week by raising rainbow Pride flags at its offices on Albion Road North, at Bank Street, Merivale Road and Maple Grove Road.

“These flags serve as a reminder of inclusion throughout the week, and as a symbol of pride in the diversity present throughout our company,” said Hydro Ottawa’s President and CEO Bryce Conrad at the flag raising ceremony.

Hydro employees and their families also took part in the Capital Pride parade on August 25 by marching alongside Hydro Ottawa’s Chevy Volt and conservation team, carrying a banner that read “Powering All Communities.”

“Our participation in Capital Pride reflects Hydro Ottawa’s support of the LGBT community, and honours the diversity of our customers, colleagues, friends and family members,” says Conrad. “Having a

workforce that is inclusive and supportive of the diversity in our community is crucial to our ongoing success as an organization. I can’t think of a better initiative to highlight the depth of our commitment to being an inclusive employer and corporate citizen.”

Fostering a message of inclusion through Capital Pride is an important part of Hydro Ottawa’s developing Diversity Plan. The company’s plan focuses on inclusion of women, members of visible minorities, persons with disabilities, youth, and those who identify as LGBT (lesbian, gay, bisexual, transgendered).

Aligning with the company’s 2012-2016 Strategic Direction, employee volunteers formed a Diversity Working Group to drive numerous diversity initiatives through to 2016 and send a message to the community about the importance of diverse and inclusive workplaces.

“The International Brotherhood of Electrical Workers (IBEW) has a long and celebrated history of supporting fair and equitable working conditions for all our members,” says Barry Brown, Business Manager/Financial Secretary for IBEW Local Union 636. “We applaud Hydro Ottawa for recognizing and celebrating the diverse workforce that makes up our local union by participating in Capital Pride.”

## UPDATE: saveONenergy Small Business Challenge

After several weeks of encouraging local small businesses to become more energy efficient, Hydro Ottawa is set to announce the winner of the saveONenergy Small Business Challenge. The Ward with the highest percentage of participating business will be announced in the October Update.

### How to reach us ...

#### Customer Service

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

#### Power Outage Reporting and Information

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

## Hydro at AMO

Hydro Ottawa joined in with other power utilities Horizon, Power Stream, and Veridian, at the 2013 AMO conference at the Ottawa Convention Centre. The Utilities of Tomorrow presentation they delivered highlighted the benefits of large utilities and the importance of the transition to smart grid technologies.

Tomorrow's innovative, modern energy system will be a complex grid, capable of integrating new local sources of generation like solar, wind and district energy systems, at the same time allowing for the adoption of new technologies such as microgrids, electric vehicles and vehicle-to-home (V2H) power supply.

There were over 1,200 delegates at the conference this year from hundreds of municipalities and associations across Ontario.



### New financial incentives for emergency rooftop air conditioning unit replacements

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](http://hydroottawa.com/retrofit) or call 613-738-5474.

### LED bulbs now available with the Small Business Lighting program

Beginning in September LED lighting is being added to the saveONenergy Small Business Lighting Program. Eligible small businesses can receive up to \$1,500 in free LED lighting.

Light emitting diode (LED) lights use up to 90% less electricity and last 10 times longer than incandescent lights. Restaurants, diners, medical offices, beauty salons, convenience stores, garages are just some of the businesses taking advantage of this new offer.

For program information, visit [hydroottawa.com/lighting](http://hydroottawa.com/lighting) or call 613-738-5474.



## CEA urges governments to address skilled labour shortage in electricity sector

The Canadian Electricity Association (CEA) is encouraging the Federal and Provincial governments to address the skilled labour shortage in the electricity sector. The CEA's president and CEO, Jim Burpee, says that because human resources challenges are increasingly acute, the federal government and the Premiers need to find a way forward that ensures the availability of skilled trades professionals.

"We are supportive of programs that have enough flexibility in design and in the definitions of what constitutes training to ensure electricity sector apprentices and participating utilities can benefit," said Burpee. "Ours is a highly-regulated industry and the prominent role of provincial regulators in workforce planning must inform discussions with provinces."

The CEA is supportive of action by all levels of government to address the skilled worker shortage and encourages the federal and provincial governments to work together to address these challenges.

The Association recently released a policy paper titled *Power for the Future: Electricity's Role in a Canadian Energy Strategy*. The paper

provides a series of recommendations to Premiers as they make important decisions about the future of Canada's integrated electricity system.

Some of the coming challenges the industry faces include:

- > 40% of the current workforce in the electricity sector is set to retire between 2011 and 2016, according to Electricity Human Resources Canada. That's about 45,000 employees leaving in the span of five years.
- > The need for additional workers to undertake the renewal of Canada's electricity infrastructure, estimated by the Conference Board of Canada to require 156,000 jobs each year over the next 20 years.
- > The need for the next generation of electricity sector workers to possess new skill sets to support the integration of new technologies.

## Ontario's Low Income Energy Assistance Program (LEAP)

Low-income energy consumers who are having difficulty paying their bills may qualify for emergency relief to avoid having their service disconnected. If they are eligible, they can apply to receive a one-time payment of up to \$500 per calendar year, credited directly to their hydro bill.

To find out if you qualify, visit [ontarioenergyboard.ca](http://ontarioenergyboard.ca), or contact the OEB's Customer Relations Centre at 1-877-632-2727.

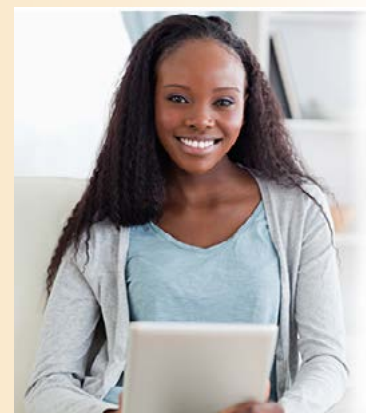
To apply for LEAP, contact the Salvation Army Ottawa at 613-241-1573. They will ask for related

documents such as electricity bills, disconnection notices, ID, proof of household income, etc.

Customers who qualify as a low-income energy consumers automatically qualify for special customer service rules, including: waiving and refunding security deposits, extended payment deadlines for under-billing adjustments, equal billing/payment plan options, flexible arrears payment agreements and using load control devices instead of disconnections.

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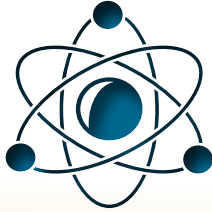
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SM-0173

# ONTARIO'S SYSTEM-WIDE ELECTRICITY SUPPLY MIX\*

Ontario's electricity supply comes from a variety of sources. As Ontario continues its plan of eliminating coal-based electricity by 2014, renewable forms of energy are playing a more prominent role in the supply mix.



**56.9%**  
NUCLEAR ENERGY



**22.2%**  
WATER POWER



**14.7%**  
NATURAL GAS



**3.4%**  
ALTERNATIVE  
POWER SOURCES



**2.7%**  
COAL/OIL

\*Ontario Energy Board, November 19, 2012

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## Do you know where your energy comes from?

Your power comes from a variety of sources in Ontario. As the province phases out coal, renewable forms of energy are playing a more prominent role in providing electricity to the grid.

According to Ontario's electricity system operator, the IESO, there is 35,858 MW of installed generation in the province's electricity market. The amount of generation actually available at a given time depends on outages and generating capacity.

### Tree trimming

Trees close to power lines can create power outages and public safety concerns. In Hydro Ottawa's service area, there are some 180,000 trees in proximity to 2,900 km of overhead lines. If you notice that trees are growing dangerously near power-lines, call our tree trimming number at: 613-738-6400 (option 4 patches you through), and our professionals will take care of it!

We trim more than 40,000 trees each year in Ottawa. Our crews follow industry best practices, receive extensive training in line-clearing techniques, and are regularly updated on electrical awareness.

And if you're planting a tree, check out our "Tree Planting Advice" pamphlet to make sure it won't pose a hazard in the future, or if you will need a root deflector. You can find our guide, and other useful publications here: [www.hydroottawa.com/media/publications](http://www.hydroottawa.com/media/publications)

