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Beaded moccasins by Emily Whitehead, Webequie First Nation, 2025

Annual Customer Advisory Board Meeting



CAB members outside the Remotes office in Thunder Bay, August 7, 2025. Left to right: Stacey Barry (Gull Bay First Nation), Joyce Angees (Wunnumin Lake First Nation), Raymond Hatfield (Sagamok Anishnawbek & Biscotasing), Charles Benson (North Caribou Lake First Nation), Steven Chapman (Sachigo Lake First Nation) and Matthias Winter (Wapekeka First Nation).

It is important for Remotes to understand our customers' perspective to help inform and advise us as we continually strive to make our business better.

To help achieve this, for many years **Hydro One Remotes has a Customer Advisory Board (“CAB”)** made up of regular customers who provide key feedback on our communications, contests, education, programs and services.

Last week, we had our **annual in-person meeting** in Thunder Bay where the group also enjoyed a tour of Remotes, asking questions to staff to learn more about our business. *We thank you CAB members for continuing to make our business better!*

Interested to become a member of the CAB when a spot becomes available? [Apply here](#)

Neskantaga Upgrade Project Celebration!



Project partners celebrate the event with a cake cutting in the community. Left to right, Councillor Coleen Moonias, Project Manager Cam Laidlaw (Remotes), Councillor Brad Moonias, Jenna MacLaurin (ISC), Eric Campbell (MNP) and Lindsey Jupp (Matawa Tribal Council).

As off-grid communities’ energy needs grow, Hydro One Remotes works with community leadership and Indigenous Services Canada to plan and construct Diesel Generating Station upgrades.

On July 15th, Neskantaga First Nation, Hydro One Remotes, Matawa Tribal Council and Indigenous Services Canada celebrated the conclusion of a \$10.7 million, 3-year Diesel Generating Station Upgrade Project that included 7 new 50,000 L Bulk Fuel Tanks and a new 1500kW CAT3516 generator and building expansion.



In honour of Meter Reader and Operator Appreciation Month, Hydro One Remotes Generation Manager Keith Barr congratulates longtime Neskantaga Diesel Generating Station Operator Abe Moonias on a job well done.



BBQ in Webequie



We were thrilled to spend a couple of days enjoying the 50th Anniversary celebration in Webequie First Nation!

Longtime dedicated Webequie Diesel Generating Station Operator Crispa Anderson and ONWAA / Ishkoday representatives Gene Taylor and Sheldon Adams helped to make our day of BBQing a success.

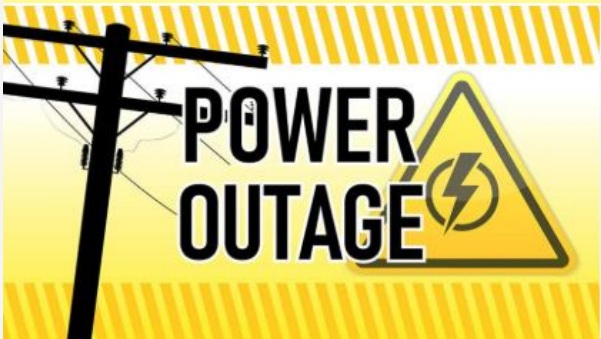
Congratulations to the community and to the organizers of this fantastic event!





Cheaper Bills!

Gene Taylor and Sheldon Adams from [ONWAA](#) / [Ishkoday](#) signed up customers in Webequie for the Ontario Electricity Support Program (OESP). If you would like to apply to get a cheaper bill, visit [OntarioElectricitySupport.ca](#) or call **1.844.885.3157**.



Prepare for an Outage

Unplanned power outages happen for many reasons, including lightning strikes, trees or animals on the line, ice storms or wildfires.

If your power goes out, please call our emergency line any time of day or night at **1-888-825-8707**. Our team will work to find out why the power is out and make a plan to resolve it as quickly as possible.

Note that all **planned** power outages are listed on the front page of our website: [HydroOneRemotes.ca](#)



CUSTOMER SURVEY COMING...

A heads-up that in efforts to further improve our business, there will be an anonymous, voluntary **Customer Satisfaction Survey** this fall. You may be called by phone, and there will also be an option to participate on our website. Those that participate will be entered to win a prize!

HOW TO REACH US

POWER OUTAGE OR EMERGENCY CALL

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SERVICE, upgrades, new connections:

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