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“All Children Matter” - special commission for Hydro One Remotes for September 30th by artist Tim Tait, member of Sachigo Lake First Nation.

“Four nations with children representing each nation. The orange circle is the higher power connecting all nations’ children.”

Wake the Giant!



One of the wonderful performers at Wake the Giant (photo by Andrei Rosario).

On September 6, Hydro One was again a proud sponsor of the Wake the Giant music festival in Thunder Bay. This amazing annual event is organized by Dennis Franklin Cromarty School and aims to make a more welcoming and inclusive city for Indigenous people, youth and their communities.



Hydro One staff members Bo Stewart and Dan Swoluk volunteering at the Hydro One booth.

Fall Collections Schedule

FALL 2025

Community	Planned Trip Week	Payment Deadline
Kingfisher Lake FN	22-Sep	19-Sep
Wunnumin Lake FN	22-Sep	19-Sep
North Caribou Lake FN	22-Sep	19-Sep
Bearskin Lake FN	22-Sep	19-Sep
Sachigo Lake FN	22-Sep	19-Sep
Neskantaga FN	29-Sep	26-Sep
Marten Falls FN	29-Sep	26-Sep
Webequie FN	29-Sep	26-Sep
Big Trout Lake FN	29-Sep	26-Sep
Wapekeka FN	29-Sep	26-Sep
Armstrong	6-Oct	3-Oct
Gull Bay	6-Oct	3-Oct
Whitesand	6-Oct	3-Oct
Collins	6-Oct	3-Oct
Deer Lake FN	6-Oct	3-Oct
Sandy Lake FN	6-Oct	3-Oct
Fort Severn FN	13-Oct	10-Oct
Wawakapewin FN	13-Oct	10-Oct
Kasabonika Lake FN	13-Oct	10-Oct
Pikangikum FN	13-Oct	10-Oct
Poplar Hill FN	13-Oct	10-Oct
North Spirit Lake FN	20-Oct	17-Oct
Keewaywin FN	20-Oct	17-Oct
Biscotasing	20-Oct	17-Oct
Hillspport	20-Oct	17-Oct
Oba	20-Oct	17-Oct
Sultan	20-Oct	17-Oct

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Jiimaanike

Make a Canoe Project



Birchbark canoe made by community members this summer.

Kiashke Zaaging Anishinaabek (Gull Bay First Nation) was a recent recipient of the **Hydro One Energizing Life Grant!**

The community received \$25,000 towards their Jiimaanike (Make a Canoe) initiative to bring back the traditional skill of crafting birchbark canoes for cultural and recreational activities.

To learn more about Hydro One Grants visit:
[Energizing Life - Community Grants for Ontario Non-Profits](#) | [Hydro One](#)

North Spirit Lake Community Visit

In late August, we had a fantastic visit to newly grid-connected North Spirit Lake First Nation, met with customers, answered questions, and helped with bills.

Gene Taylor and Sheldon Adams from ONWAA/Ishkoday joined the trip and signed up many customers in the



Local Meter Reader Raven Rae meets Hydro One Remotes
Billing Representative Lynda Lex

If you, too, would like to apply for a cheaper bill, call 1.844.885.3157 or apply online at OntarioElectricitySupport.ca.



Individual home backup power?

Some residential customers have **individually owned portable generators** as additional back-up power, often used to support critical medical equipment like a dialysis machine or ventilator, or to have just in case.

The easiest method is with a **GenerLink™**. It is an approved device that goes between the meter and the meter base on your home, allowing a portable generator to be plugged in (*see the images below showing a meter with the device installed*).

It must be installed by a qualified electrician onsite together with a Hydro One Remotes technician providing a disconnect/reconnect. We remove the meter, your electrician installs the **GenerLink™**, then we reinstall the meter.

To book an appointment, please reach out to our Customer Service team at ph. 1.888.825.8707 or email RemotesCustomerService@HydroOne.com.



Did you know that meters are electrified?!

Do not remove a meter on your own! It is very dangerous.

If you need a disconnection, please reach out to our Customer Service team at ph. 1.888.825.8707 or email RemotesCustomerService@HydroOne.com.



CUSTOMER SATISFACTION SURVEY RUNNING OCT 1- NOV 26!

A heads-up that in efforts to further improve our business, there will be an anonymous, voluntary **Customer Satisfaction Survey** by Viewpoints Research starting tomorrow. 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!

No purchase necessary. Contest runs from 10:00:00 a.m. ET on October 1, 2025, until 11:59:59 p.m. ET on November 26, 2025. There is a total of three (3) prizes available to be won, as follows: energy efficient toaster oven, or another small appliance of approximate value of \$100 CDN to be determined by Hydro One Remotes. The odds of winning depend on the number of entries received. Selected entrants must answer a skill testing question and sign a release. For full rules and how to enter, visit www.hydrooneremotes.ca.

HOW TO REACH US

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