

All About Hydro One Remotes





Our Vision

We will be the leading electrical utility and a trusted partner to remote communities in Ontario's north.

Our Mission

We supply safe, reliable and affordable electricity to remote communities by focusing on continuous improvement, operational excellence and outstanding customer service.



We respond to emergency power outages 24 hours a day, 7 days a week. Just call 1.888.825.8707

Learn more about the Power Outage Restoration Process:



Who are we?





- The Remote Communities team is made up of over 80 highly trained and skilled employees including engineers, mechanics, line maintainers, electricians and technicians supported by our customer service, billing and finance departments and stationed in Thunder Bay.
- Northerners can depend on us for safe, reliable and affordable power.
 Did you know, Hydro One Remotes has the lowest electricity rates in Ontario!
- Since the cost of living in the north is high, we operate our business to break-even and we do not make a profit.

In your community

- The majority of the communities we serve are Indigenous and we will work closely with your Chief and Council to meet your community's electricity needs.
- We invest in renewable generation and offer our communities the opportunity to sell renewable electricity to us.
- We respect the land and water and are an environmental leader, recognized provincially and nationally for our achievements. We have been registered to the ISO 14001 environmental standard since 2002.
- We are committed to public safety and work with schools to ensure children know how to stay safe around electricity.
- We believe in supporting local indigenous economies and businesses whenever possible, both in and out of the communities we serve.
 We provide local employment opportunities hiring local community operators to work on our electrical systems, local meter readers, as well as cleaning staff and other services.
- We make great efforts to use Indigenous suppliers, contractors and enterprises; Annually, Hydro One Remotes spends approximately 40% of its total Operation, Maintenance & Administration (OMA) & Capital budgets on Indigenous Procurement (purchases).
- Hydro One has been awarded Gold Partnership Accreditation in Indigenous Relations by the Canadian Council for Indigenous Business.









Communications

Hydro One Remotes uses many to communicate with Leadership and Customers. Our Customer Service, Billing, Operations, Community Relations, and other staff have weekly contact with Band Office staff members and Chief and Council on new connections, upgrades, operator training, contracts, planned work, events etc. in each community. We also have general Customer targeted comms that include:

Bill inserts

Every second
month customers
can expect a
handout in their bill
with information
such as helpful
programs, colouring
contest for children,
newsletters and
more.

E-Bulletins

Monthly email newsletters with content and photos of recent events, safety and energy tips, topical information and more.

Website

Our online presence has been growing, and now includes planned power outages posted weekly, collection trip dates, and information on every program and service offered.



School Presentations & Career Fairs

Meetings with Chief & Council



2024 CAB Annual Meeting

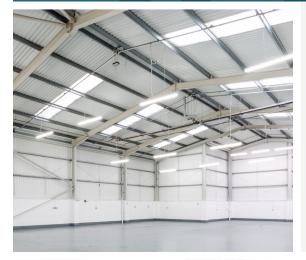
Advisory Board (CAB)

It is very important for Remotes to understand our customers' perspective about our business to help inform and advise on our communications, programs and services.

To help achieve this goal, for many years Hydro One Remotes has relied upon a **Customer Advisory Board.** Currently, it is currently made up of 8 regular customers who must be in a non-elected role in their community (not Chief or Council). Board positions rotate, each a 2-3 year term with overall group membership varied by gender, age, road access or fly-in community and language so as to be as representative as possible of the communities we serve. CAB members are paid an honorarium for their time.



Hydro One Remotes Programs



Commercial Lighting Retrofit Program

This Program assists Hydro One Remote Communities upgrade inefficient lighting systems to energy efficient LEDs in existing bandowned commercial buildings such as the arena, school, band office, hotel, restaurant, community centre and more. Changing over to energy LED lights saves communities thousands of dollars in operating costs annually.



To learn more, visit hydrooneremotes.ca

(Commercial Lighting Retrofit Program)



Energystar Appliance Rebate Program

The Hydro One Remotes ENERGY STAR® Rebate Program encourages Communities and Customers to purchase ENERGY STAR® Appliances, the top of their class for energy efficiency, saving money on each electricity bill.



To learn more and download an application, visit hydrooneremotes.ca

(Energystar Appliance Rebate Program)



Streetlighting and the Streetlight **Retrofit Program**

Streetlights are a great way to light up dark areas of your community for safety and security. Energy efficient LED bulbs (that can last up 20+ years) are mounted on existing Hydro One Remotes' hydro poles and you are charged the streetlight rate for energy.

If your community has existing older style streetlights, we offer the Streetlight Retrofit Program to give financial incentive to upgrade old bulbs with LED bulbs that saves communities a substantial amount of money over the long term as they use much less energy. Hydro One Remotes will pay your community a Streetlight Retrofit Rebate of \$250 for each streetlight you change to an LED.



To discuss community Steetlighting, reach out to our Customer Service Department at 1-888-825-8707 or email RemotesCustomerService@HydroOne.com





Artist Project

Hydro One Remotes purchases paintings, carvings, handicrafts, photograph, beadwork, and other types of skilled art from local artists and artisans who reside in the communities that we serve. These amazing works are featured in Remotes' publications, newsletters and calendars, and decorate the walls of our office.



To learn more, visit hydrooneremotes.ca (Artist Projects)



Hydro One Remotes Sponsorship

Looking for some prizes or small amounts of funds for an important community event such as a fishing derby, hunting festival, or Christmas party? We invite your community and local organizations to apply to the Hydro One Remotes Sponsorship Program.



To learn more, visit hydrooneremotes.ca

(Sponsorship Opportunities)

Larger Hydro One Sponsorships

Support programs for events, and initiatives that focus on safety training and safe play. We encourage you to apply and tell us how your organization is making communities safer.



To learn more, visit hydroone.com/about/sustainability/communities



"REINDEER"

The Renewable Energy INnovation DiEsel Emission Reduction Program was developed to enable the connection of renewable energy projects in Remotes served communities to reduce the impacts of diesel fuel on the environment. There are two types of REINDEER projects:

- 1. "Stand-alone" projects get paid for energy production according to a calculated rate per kilowatt generated. Only available for non-grid connected communities.
- 2. "Net" Metering projects will receive a reduced monthly bill, and in some situations a credit that expires after 12 months. Available for grid-connected and non-grid connected communities.





Community Employment

with Hydro One Remotes

DISTRIBUTION OPERATORS

In each community there is a local Distribution Operator who is trained by Remotes, learning electrical safety and the local distribution system (poles, meters, etc.). This role greatly helps to quickly identify the source of unplanned power outages, and other issues.

DIESEL GENERATION OPERATORS

In some of the communities that Hydro One Remotes serves, there are one or more local community operators employed at the diesel generating station. Ongoing training is provided to these Operators to ensure they have the skills and knowledge necessary to assist in the operation and maintenance of the plant and ensure reliable and safe power is provided to their communities when needed.

ANNUAL OPERATOR TRAINING COURSES INCLUDE:

- Electrical Safety Awareness
- Emergency Preparedness and Response including Power Outages
- Waste Management & Transfer of Dangerous Goods
- WHMIS (Workplace Hazardous Material Information System)
- · Operations & Procedures
- · Plant Systems & Functions
- · General Environmental Awareness
- Diesel Engine Operations
- Fuel Kiosk & Tank Farm Operations

METER READERS

In each community, we also employ one or more people responsible for reading and submitting energy consumption amounts each month. The accurate and timely meter reads are very important to ensuring that customers receive accurate bills. Meter Readers receive ongoing training and support from our Billing and distribution departments.

We also hire local community members:

- Cleaning personnel for Hydro House Accommodations
- Forestry Brushing (6-8 year rotation of local brushing contract to clear the right-of-way under powerlines)
- Caterers and local translators for local events
- Environmental monitoring projects as needed
- Equipment Rentals & Operation (heavy equipment, snow removal, aggregates & local labour)



Local Operator Sam Shoonias from Gull Bay First Nation explains the Diesel Generating Station computer system.

COLLECTIONS TRIPS

We do not want to disconnect anyone and we work hard to communicate with Chief & Council, Ontario Works and the customer to avoid disconnections. We offer payment plans, and promote the LEAP program.



To learn more, visit hydrooneremotes.ca/collections

ELECTRICITY RATES (PRICES)



Visit our website for more information and our latest rates:

hydrooneremotes.ca/electricity-rates



ENERGY

Ontario Energy Board

Programs to Help Customers

The OEB has 2 financial programs to help customers in Ontario. For Hydro One Remotes customers, these 2 programs are administered by the Ontario Native Welfare Administrators Association (ONWAA):

Ontario Electricity Support Program (OESP)

If you are eligible, this program puts a credit on your monthly bill anywhere from \$35 up to \$113 depending on your income, heating source of your home, at-home medical devices, and how many people are living in your house.



Apply online at:
ontarioelectricitysupport.ca
Email: oesp@onwaa.ca
Call Ontario Native Welfare
Administrators Association (ONWAA):
1-844-885-3157

Low-income Electricity Assistance Program (LEAP)

If a customer has fallen behind, they may be eligible for a grant of up to \$780 each year to help avoid service disconnection.



To apply, contact the Ontario Native Welfare Administrators Association (ONWAA) at

1-844-885-3157

Email: oesp@onwaa.ca

Or reach out to your Ontario Works Administrator (note: you do not need to be on OW to apply).



Staff at Hydro One Remotes celebrating registration to the environmental standard ISO 14001.



HydroOneRemotes.ca



Planning New Connections or Service Upgrades?

When making plans, please call our Customer Service department at: **1-888-825-8707** (7:30 a.m. - 3:30 p.m. ET) or email us at: **RemotesCustomerService@HydroOne.com**



We will discuss your project and offer you advice on placement, locations to help to save you money. Note that Remotes strives to bundle work, does not make a profit on service, and charges at cost.

Learn more on the steps to new connections on our website: **hydrooneremotes.ca/new-connections**

Payment Options

We offer customers many ways to pay their bills, including:



Online Banking or Mobile Banking App

Add Hydro One as a "Payee" (a company you want to pay):

- Select: Hydro One Remotes Communities Inc. or Hydro One Networks Inc. (either will work)
- 1. Type in your **12 digit account number** (in the top right corner of your bill starting with a 29)



Online though our website with Paymentus

Accepts credit cards, most debit cards, "WE" cards, Apple Pay, Google Pay and Paypal, anytime of day or night.



Telephone Banking

Phone our Billing line at **1.800.465.5085** to pay on your phone through Paymentus (accepts credit cards, most debit cards, "WE" cards, Apple Pay, Google Pay and Paypal, anytime of day or night).



At the Post Office or Store

Send a money gram from your local post office or store.



By Mail

Mail us a money order or band cheque.

Billing Options



MyAccount

Login to or register for *my*Account, an online portal, to see your balance, due date, payment history and recent electricity usage.

Paperless Billing

If you would like your bill emailed to you, rather than through mail, call our Billing Department. You can also register through MyAccount.

Budget Billing

With Budget Billing you pay an AVERAGE of your annual bill each month, instead of high bills in the winter and lower bills in the summer, giving a steady payment amount to budget for.

AutoPay (Pre-Authorized Payment)

If you have a bank account, you can sign up for free to have your exact payment automatically withdrawn 21 days after the bill is issued. A simple and easy way to always pay on time and avoid late payment charges.

*NOTE: Many Communities have signed up their band accounts for AutoPay to avoid the monthly EFT hassle and to never miss a payment.

Please contact our Billing Department to talk more about payment and billing options:

Phone: 1-800-465-5085

Email: RemotesBilling@HydroOne.com

