



Photo: Team working on the construction of the 'Tie-Line' connecting Wapekeka & Kitchenuhmaykoosib Inninuwug.

# CELEBRATING 20 YEARS OF SERVICE!

Hydro One Remote Communities Inc. was created 20 years ago from the demerger of Ontario Hydro for the purpose of serving Ontario's off-grid communities in the Far North. Over that time our business and service has evolved and I want to share some notable achievements with you:

- Working with Pikangikum First Nation, Wataynikaneyap Power, Opiikapawin Services, the federal and provincial governments, as well as many others we were able to bring our service to Pikangikum – our first grid-connected community! We have been working closely with the project team and expect to be able to offer our full suite of services very soon.
- We worked with Wapekeka First Nation and Kitchenuhmaykoosib Inninuwug to build the first distribution tie-line in the Far North connecting their off-grid electrical systems. This interconnection allows for the sharing of energy between the communities which will improve reliability and is enabling both communities to grow.
- August 16, 2019, marked another first with the official opening of the Giizis Energy Micro Grid in Kiashke Zaaging Anishinaabek (Gull Bay First Nation) – a fully integrated solar power and renewable energy-storage system that's 100% community owned! We're proud to be a contributor and the operating partner of this unique project.

- Reliability is at the heart of what we do and again this year we're approaching 99.9% generation availability across our entire system – one of the most reliable in Canada.
- Continued protection of the land and water remains a top priority of ours. We have been registered to the ISO 14001 environmental standard since 2002 and strive to improve every year.

On the horizon, we look forward to serving more communities as Wataynikaneyap Power builds their transmission system and connects communities to the provincial grid. This will undoubtedly drive further changes within our business; however, be assured that our unwavering focus on providing exceptional customer service and operational excellence remains. I hope that you have enjoyed a safe summer and will have a bountiful fall.

Miigwech,  
Kraemer Coulter  
Managing Director  
Hydro One Remote Communities Inc.



# FALL ENERGY SAVING TIPS

WINTER IS COMING...  
HOW TO SAVE ENERGY AND MONEY  
WHILE KEEPING YOUR HOME WARM



## Woodstove

- If you cover the damper when you aren't using the woodstove, you'll avoid air leaks and heat loss.
- If you have a fireplace or woodstove, when you need more heat you may want to throw a log on the fire instead of plugging in a space heater. Space heaters use a lot of energy and can be expensive.



## Furnace

- To reduce furnace energy use and improve air quality, you'll want to replace furnace filters at least every three months.
- Check that your heating vents aren't covered up by furniture, appliances or other objects that can block airflow of warm air from your furnace.



## Crawlspace

- Check out your crawlspace – turn on the heater and water heat trace systems just high enough to keep from freezing.
- Check out the vents and make sure they are sealed for the winter to keep the heat in and animals out.



## Vehicle

- If you use a block heater timer when you plug in your car or truck, you can set it so that it turns on 2-3 hours before you leave home instead of keeping your vehicle battery warm all night. This will save you money.

## Seal air leaks

- To stop cold air from coming into your house and warm air from getting out, you may want to weather strip the bottom of your doors or use a "door snake" to stop door drafts.
- Windows can be leaky – to stop heat loss, you may wish to caulk them.



## Reverse rotation

- In colder months, setting ceiling fan blades to run clockwise will push warm air downward.



## Cooking

- Microwaves, slow cookers and toaster ovens use up to half the energy of a conventional oven!
- If you turn off your oven 10-15 minutes before you're done cooking, your food will continue to cook and you'll save money.



## Thermostat

- You may want to install a programmable or smart thermostat to help you reduce heating costs.



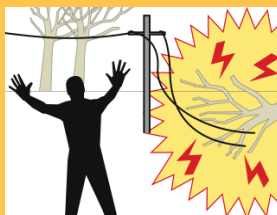
## Washing clothes

- If you wash with cold water, you'll save energy, and money.
- Keep your dryer lint trap cleaned after every use, and make sure the outside dryer vent isn't clogged.

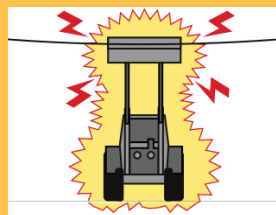
# SAFETY

## Our number one priority

Electricity is a powerful force, and can be dangerous. Here are some safety tips:



Stay ten metres away and report fallen lines immediately.



Maintain at least three metres clearance from power lines.



Trimming or cutting trees near wires is for qualified professionals only.



Never try to lift an electrical wire.

WHAT DOES A PEER SAFETY CHAMPION DO?

This year, we selected Bo Stewart, Regional Maintainer, as our first Peer Safety Champion. Bo was selected by his peers for his contributions to fire system safety at Remotes.

Bo is responsible for inspecting and maintaining 20 fire alarm systems in Remotes. He’s also responsible for electrical fire prevention. His job is critical to our operations, the safety of our infrastructure, and the communities we serve.



In the event of a fire, the system Bo maintains will snuff it out and contain potential damage to a specific area.

Bo also works with the local operators at each plant. He trains the operators and teaches them about fire safety, including how extinguishers work and what to do in the event of a fire.

Bo works safely for his two daughters, Raeya and Emily, and his wife Carla.

“I love my job. There’s a lot of satisfaction that comes along with keeping our employees, contractors and customers safe. Plus – I love the people I work with. Most of us spend more time with one another than we do with our own families, but we have a lot of fun together, we cheer one another up when we’re down. Eventually, these people become your family too.”

OESP & LEAP



**Did you know that the Ontario Energy Board has two programs to help you pay your electricity bills?**

We know that electricity bills can be high. These two programs can really help out. All eligible customers may want to apply to these programs.

**Ontario Electricity Support Program (OESP)**

Depending on your income and the number of people in your home, you could receive a credit on each electricity bill. See the chart below for details.

**OESP Monthly Credit Amounts**

Household Income (total \$ earned by all people in house)	Number of people living in the house (Household Size)						
	1	2	3	4	5	6	7+
\$28,000 or less	\$68	\$68	\$75	\$83	\$90	\$113	\$113
\$28,001-\$39,000		\$60	\$68	\$75	\$83	\$90	\$113
\$39,001-\$48,000			\$52	\$60	\$68	\$75	\$83
\$48,001-\$52,000				\$75	\$52	\$60	\$68

**Low-Income Energy Assistance Program (LEAP)**

If you’re struggling to pay your bill, you may qualify for a one-time grant of up to \$600. (You need to have a disconnection letter to be eligible for this program).

**To apply to OESP or LEAP:**

Please call the Ontario Native Welfare Administrators Association (ONWAA) at **1-844-885-3157** or visit **[www.ontarioelectricitysupport.ca](http://www.ontarioelectricitysupport.ca)**. Customers don’t need to be on social assistance to qualify.

## COMMUNITY RELATIONS ACTIVITIES

Late last year, we hired Gail Murray as our new Community Relations and Customer Program Coordinator to better serve you. Gail is improving relationships and communications with our customers and communities as well as leading the delivery of our Customer Programs, including conservation, billing assistance, public safety and developing new initiatives.

Here are some highlights:

- Revamping the Customer Advisory Board – Six community members from the region meet to share their opinions and give feedback on our programs.
- Holding Community Information Meetings – So far this year, we have visited Sandy Lake, Bearskin Lake, KI, Wapekeka, Marten Falls, Kingfisher Lake, Kasabonika Lake and North Caribou Lake.
- Student outreach – We're very interested in talking to youth about career opportunities in the energy field. This year, we've attended the career fairs at Dennis Franklin Cromarty High School in Thunder Bay and Eenchokay Birchstick School in Pikangikum First Nation.
- We also participated in KI Energy Day, and the Opiikapawiiin Services (OSLP) Youth Energize workshop.

This fall, we'll continue visiting communities and talking about programs and services we offer.

# HOW TO READ A METER



The numbers on the meter tell us how much electricity you have used. In most Hydro One Remote Communities, there's one or more local meter readers hired to go to each home in your community and read the meter each month. In a few communities, seasonal customers phone in their own meter reads. It's easy to read your meter:

- Simply read the meter like you'd an odometer on a car.
- Read the numbers from left to right.
- If you are a seasonal customer, you can call in your meter read to 1-800-465-5085.

## IF YOU HAVE ANY QUESTIONS, COMMENTS OR JUST WANT TO SAY HI, PLEASE REACH OUT TO:

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[www.HydroOne.com/Remote-Communities](http://www.HydroOne.com/Remote-Communities)



**HydroOne.com**



**For bill inquiries:**

tel: 1-800-465-5085

**For power outages and emergencies:**

tel: 1-888-825-8707



**Hydro One Remote Communities Inc.**

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