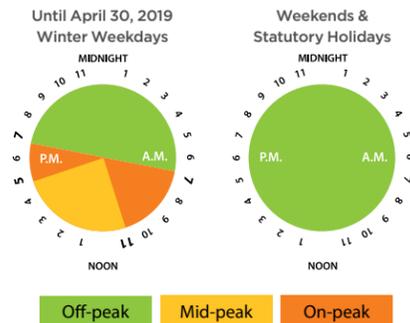


# CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE

## Time-of-Use

Provincial time-of-use winter rate period in effect November 1, 2018 - April 30, 2019



## Your Kilowatt Hour Update

Your Kilowatt Hour outreach continues to be a great initiative! Your utility has reached out in communities they service to meet personally and assist customers to better understand their electricity bills and what conservation programs are available to help reduce power consumption. Our customers have noted they appreciate their utility having individual sessions to discuss questions and to learn more about conservation programs available for them. Watch for future sessions in your community.

**YOUR OPINION MATTERS:** Your utility's annual Customer Service Telephone Survey is underway. FortisOntario has UtilityPULSE contacting a sample group for each of its utilities. This survey provides valuable insight into what matters most to our customers. We thank our customers who participate.

## Your Safety Minute

### STORM SAFETY

High winds can result in trees making contact with power lines and, in some cases, cause the power line to fall to the ground. Never touch any overhead lines that have fallen to the ground, seemingly harmless lines can be fatal. Contact your utility company to assess the situation and make it safe, never take a chance that the line is not energized.

If an overhead line falls on your vehicle, remain in the vehicle if it is safe to do so until a utility representative arrives. If you must evacuate due to a fire or other impending danger, never touch the vehicle and the ground at the same time. Jump clear of the vehicle and hop away keeping your feet as close together as possible until you are a safe distance away. Keeping your feet together reduces the possibility of harmful step potential that can exist when an energized power line touches the ground.

Call before you dig! Contact ON1Call to request your free locate. [on1call.com](http://on1call.com) • 1-800-400-2255

## ONTARIO'S SYSTEM-WIDE ELECTRICITY SUPPLY MIX: 2017 DATA

Electricity Retailing - Disclosure to Consumers, O. Reg. 416/99, requires retailers to disclose to consumers the Ontario system-wide electricity supply mix in the manner established by the Ontario Energy Board. The Board's Directive for the Disclosure of Information to Consumers by Electricity Retailers under Ontario Regulation 416/99 prescribes the manner and timing requirements for this disclosure. The Directive applies to all retailers, including distributors that provide standard supply service. Under O. Reg. 416/99 the Ministry of Energy is responsible for providing Ontario's electricity supply mix data for electricity suppliers. The following label discloses the system-wide electricity supply mix data for 2017. This data must be used by electricity suppliers for the purposes of complying with the disclosure obligations of O. Reg. 416/99 and the Directive. This data should be considered current until further notice.

### ELECTRICITY FACTS

ELECTRICITY SOURCES	ONTARIO'S ELECTRICITY MIX*
Water power	25.6%
Alternative power sources	9.8%
Solar PV	2.2%
Wind	7.2%
Biomass	0.4%
Waste	0%
Nuclear Energy	60.1%
Natural Gas**	4.0%
Other	0.3%

\*Includes both transmission and distribution-connected/embedded generation  
 \*\*Includes dual-fueled facilities that are predominantly natural gas (e.g. Lennox Generating Station) Note: Figures may not add to 100% due to rounding.

## LEGISLATION CORNER

### CHARGES & RATE APPLICATIONS

Utilities in Ontario are responsible for making changes to some components in the portion of your energy bill known as the "delivery charge". All charges and any changes are approved by the Ontario Energy Board prior to being able to bill these charges to Customers.

Your utility remits all the other line items on your bill to the appropriate government authorities.

Generally, your utility applies for a full review of its rates every 5 years. This is called a rate application. A rate application is a comprehensive document that outlines all of your utility's costs — from trucks and buildings to proposed investments in infrastructure, like poles and wires, and its plans to maintain it. Through the process your utility will be required to explain the reasons for requesting a rate change. The Ontario Energy Board reviews these major rate requests carefully, and the review often results in a different amount than the original request. For the years in between, the utility's rates are adjusted by using a formula, which accounts for inflation.



# making connections

CONNECTING YOU TO ENERGY INFORMATION YOU CAN USE



CANADIAN NIAGARA POWER INC.  
A FORTIS ONTARIO COMPANY

Eastern Ontario Power  
A FORTIS ONTARIO COMPANY

Algoma Power Inc.  
A FORTIS ONTARIO COMPANY

## IN YOUR COMMUNITY

### CANADIAN NIAGARA POWER INC. HOST DINNER FOR PORT CARES

A team of Canadian Niagara Power Inc. 'Helping Hands' hosted and served approximately 87 dinners on June 25, 2018 at Port Cares to local residents. The community was very appreciative of the delicious meal and it was an enjoyable event for the volunteers. Many thanks to the team and to Heather Fazekas for organizing the successful event.



WIN YOUR BILL!

Don't miss your chance to win your bill & support the United Way!!

Register for e-Billing before December 14, 2018 for your chance to win 1 of 5 - \$500 prizes!! Your local utility will also donate \$5 to the United Way for each new registrant. To sign up and for full contest details, please visit [www.fortisontario.com](http://www.fortisontario.com) and choose your local distribution company from the list of "Our Companies." Don't delay, sign up today for an opportunity to win!!



## MAKE YOUR VOICE COUNT

Algoma Power Inc. will make their customers' voice count by adding a total of seven surveys to its website. Algoma appreciates the valuable input of their customers on a variety of utility related issues. To complete the surveys please visit [www.algomapower.com](http://www.algomapower.com) and click on the "give feedback" button under the "Make Your Voice Count" logo.

### TO REPORT A POWER OUTAGE OR A FALLEN LINE CALL OUR 24 HOUR EMERGENCY SERVICE:

#### Canadian Niagara Power:

**Fort Erie & Port Colborne** 1.844.501.9473 (WIRE)  
**Eastern Ontario Power** 1.844.601.9473 (WIRE)  
**Algoma Power** 1.844.901.9473 (WIRE)



**LIKE YOUR UTILITY'S FACEBOOK PAGE** and start following along.



**FIND YOUR UTILITY'S TWITTER HANDLE ON THEIR WEBSITE** and follow along for industry information and for large outage updates.

## THE VALUE OF ELECTRICITY CONSERVATION

Over the last decade, electricity conservation has benefitted Ontarians in many ways: lowering electricity bills, protecting the environment, and improving living standards. Critics often question whether electricity conservation is needed when the province has surplus electricity. The answer is, yes. The ECO's Making Connections report explains that during hours of peak demand, Ontario has very little electricity to spare, especially during hot summers like the one the province is having this year.

Electricity conservation is still needed, though Ontario can do more to make it more effective at reducing system and environmental costs. Conservation should be focused more on times of peak demand – when Ontario's electricity relies on its natural gas plants, which emit greenhouse gases that contribute to climate change. In the near future, more electricity conservation will be needed at all times of the day as Ontario's current surplus will not last long; more electric vehicles and heating systems will increase electricity demand, while retiring one of Ontario's nuclear plants will decrease supply.

**“Many homes in vulnerable communities are electrically heated. The benefits from improved thermal comfort, and reduction in heat- and cold-related and financial stress can be significant for conservation measures targeting the building envelope or heating or cooling systems.”**

– Making Connections, page 307

## BENEFITS OF ELECTRICITY CONSERVATION

Current province-wide electricity conservation programs offer financial incentives to homes, businesses, schools, office buildings and industries to encourage participation.

Customers can save money when purchasing energy-efficient equipment and devices, and on their electricity bills once the equipment is running. For low-income and Indigenous customers, these programs are offered at little or no cost, reducing financial stress while increasing living comfort, and health and safety.

Investment in conservation has also had economic benefits for companies. Local companies have developed new technologies such as evaluation software and reporting tools to track conservation programs. Contractors have hired and trained employees to deliver conservation programs across the province, and specialized jobs like energy managers have become more common.

## ELECTRICITY CONSERVATION HAS SIGNIFICANT ENVIRONMENTAL AND FINANCIAL BENEFITS:

### 1. More conservation means less generation that emits greenhouse gases.

This is more important when demand is high, and to meet that demand, Ontario must turn to expensive gas generation plants that release greenhouse gases into the atmosphere. Investing in conservation means the province saves on the operational and fuel costs of running gas plants.

### 2. Electricity savings from conservation often last for several years.

Today's programs help delay or eliminate the need to build expensive new electricity generating plants, or improve transmission and distribution equipment. This can save the province money now and in the future.

## HOW MUCH DOES ELECTRICITY CONSERVATION COST?

To date, conservation remains the most cost-effective way to increase electricity supply in the province. In addition, it has no negative environmental impact. All electricity conservation programs are required to be cost-effective, meaning the benefits must outweigh the costs to be eligible for delivery. This includes programs for low-income and/or Indigenous communities that must form part of a cost-effective portfolio. The ECO has noted before, however, that this cost-effectiveness test can be further improved, and the province committed to work on this.

## HOW MUCH ELECTRICITY HAS THE PROVINCE SAVED?

Since 2006, electricity conservation programs run by utilities have saved Ontario 68 billion kWh of electricity. This translates to about 2.5 years' worth of electricity consumption in the Toronto area. Figure 19.2 in our Making Connections report shows the amount of continuing electricity savings from province-wide conservation programs since 2006. Without electricity conservation programs, Ontario's electricity use would have been 5% higher in 2016. These savings will last for years to come.

Under the current framework alone, 50 million energy-efficient devices have been bought across the province. As well, 12 local/regional programs and over 20 conservation pilots have been launched by local distribution companies (LDCs) and local companies.

In Chapter 19 of our Making Connections report, the ECO noted there are still more opportunities for the province to expand electricity conservation and save even more money.

## CONCLUSION

Electricity conservation has been a critical part of Ontario's electricity system, and will become even more important in the coming years. The ECO has a mandate to monitor and report on progress on electricity conservation, as well as the conservation of other fuels. Read the ECO's latest reports on energy conservation on the Environmental Commissioner of Ontario website.

Reprinted with Permission: Environmental Commissioner of Ontario; <https://eco.on.ca/>; <https://eco.on.ca/blog/the-value-of-electricity-conservation/>

Afford  
Ability  
Fund

Ontario

# YES!

We can help ease what you spend on electricity. For good!



If energy-saving upgrades are out of reach, we're here to help.

Your local electric utility and community services are working together to help you improve your home's energy efficiency with free energy-saving upgrades.

You may qualify for free energy-saving products, including:



ENERGY STAR® certified LEDs



ENERGY STAR® certified appliances



Insulation and weatherstripping

## Spend less, save more!



All you need to do is let us know you need to reduce your electricity bill. Whether you rent or own, live in a house or an apartment, you are eligible.

## Three ways we may be able to help:

- 1 Receive a Home Energy Kit with products which may include ENERGY STAR® certified light bulbs, a power bar and/or faucet aerators, along with energy-saving tips.
- 2 Receive a visit from a Home Energy Advisor. They'll create an Energy Plan for you and can arrange for ENERGY STAR® certified products and appliances.
- 3 If your home is heated electrically, you'll receive all the benefits listed above, plus you may qualify for home insulation and/or an ENERGY STAR® certified heat pump.

Visit [AffordAbilityFund.org](http://AffordAbilityFund.org) Or call: 1-855-494-FUND

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ARE YOU  
READY TO  
DO MORE?

For more information on Save on Energy Programs available, please contact our Team:

EMAIL: [conservation@cnpower.com](mailto:conservation@cnpower.com) | [conservation@algomapower.com](mailto:conservation@algomapower.com) • CALL: your local office and ask for ext. 3399

Subject to additional terms and conditions found at [saveonenergy.ca](http://saveonenergy.ca). Subject to change without notice. Funded by the Independent Electricity System Operator and offered by Canadian Niagara Power (Eastern Ontario Power) and Algoma Power. <sup>SM</sup>Official Mark adopted and used by the Independent Electricity System Operator. Used under licence.

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ON  
ENERGY  
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