

# Connections

March/April 2019

## Electric Services



**Peterborough  
Distribution Inc.**

*Your Partner in  
Energy Conservation*

**Peterborough  
Utilities Services Inc.**

1867 Ashburnham Dr.  
P. O. Box 4125  
Station Main  
Peterborough, Ontario  
K9J 6Z5

**General Inquiries**

705-748-9300

**Account Information  
and Customer Service**

705-748-6900

[peterboroughutilities.ca](http://peterboroughutilities.ca)



**Home Assistance Program**

1-855-591-0877

[SaveOnEnergy.ca/HAP](http://SaveOnEnergy.ca/HAP)



[AffordAbilityFund.org](http://AffordAbilityFund.org)  
1-855-494-FUND (3863)

## Home Assistance Program for income-eligible households

You do your best to save money – let us help. The Home Assistance Program (HAP) can help you save money and improve your home comfort.

Appliances, lights, and other household items that are old and out of date can make your electricity costs higher. The Home Assistance Program offers free energy-efficient upgrades and an in-home visit with an energy expert to help save you money and make your home more comfortable.

From new energy-efficient appliances, to LED bulbs, to draftproofing and insulation, the program offers significant savings and added comfort; for free.

Eligible participants may qualify for:

- Energy Star® Certified LED light bulbs
- Draftproofing and insulation
- Replacement fridge
- And more!

The Home Assistance Program is designed for lower-income individuals and families to help reduce energy costs and increase home comfort. To receive a free energy audit and become eligible under HAP, you must meet specific requirements. To find out if you qualify, see Program Requirements (right), call 1-855-591-0877 or visit [SaveOnEnergy.ca/HAP](http://SaveOnEnergy.ca/HAP).

If you participate in the Ontario Electricity Support Program (OESP) you automatically qualify for HAP.

For those who do not qualify for HAP, check out the AffordAbility Fund (below) which is not income dependent and offers free energy upgrades to Ontario residents.

### Fund provides free energy updates

Another program is available if you do not qualify for the Home Assistance Program (above). PDI is encouraging all of our customers to take advantage of the AffordAbility Fund, a new initiative being offered by the provincial government. By providing free energy-saving products and services to Ontario residents, the AffordAbility Fund offers consumers a way to reduce electricity usage and lower utility bills.



Whether you rent or own, live in a house or an apartment, the program is available to most of our customers (except those that are eligible for HAP).

To get your free Home Energy Kit and see what else you might qualify for, fill out the form at [AffordAbilityFund.org](http://AffordAbilityFund.org) or call 1-855-494-FUND.

Note that the form asks if you find your bills unmanageable but that is not a requirement of the program.

## Separate utility bills: what you need to do

For regulatory reasons and in preparation for the sale of PDI, we have separated your utility services bills: one bill for electric services, and one for water, sewer and rental services.

### Electric Services

For electric services, your account number, payee (Peterborough Utilities Services Inc.) and billing frequency will stay the same.

### Water, Sewer and Rental Services

For water, sewer and rental services, you have probably been assigned a new account number. If you already had separate utility accounts, your account numbers will remain the same but you will need to assign a new payee (see right).

Billing frequency depends on a number of factors. For more information, check our website.



### Home Assistance Program Requirements

Resident must either:

Live in non-profit housing,

or

Own, rent, or lease the residence and be the primary or secondary utility account holder listed on the bill.

And meet ONE of the following requirements:

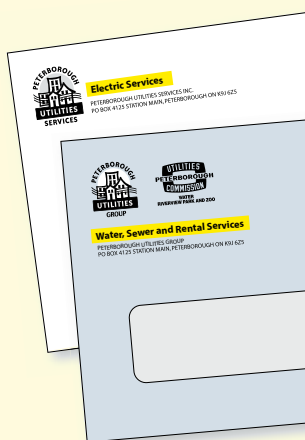
- A) Have a gross household income for last year that is not more than these income limits:
  - 1 person \$32,843
  - 2 people \$40,866
  - 3 people \$50,266
  - 4 people \$61,028
  - 5 people \$78,065
  - 7 or more \$86,914
- B) In the last twelve months, have qualified to participate in a low income natural gas program OR have received a LEAP Emergency Financial Assistance grant
- C) Receive one of the following:
  - Allowance for the Survivor
  - Guaranteed Income Supplement
  - Allowance for Senior
  - Ontario Works
  - Ontario Disability Support Program
  - Ontario Electricity Support Program
  - Healthy Smiles Ontario Child Dental Program

Tenants need their building owner or manager to agree to replacing equipment owned by them and to receive insulation or draftproofing. The building owner or manager must agree to not increase rent as a result of receiving any new energy-efficient equipment.

### To pay your new utility bill:

- To pay through your bank (online, telephone, ATM or teller): You will need to set up your new account number with the new payee 'Peterborough Utilities – Water'.
- To pay by cheque: Use the stub from your bill and make the cheque payable to 'PUG Services Corp.'
- Pre-authorized payments: We will transition these payments to the proper accounts.
- ICI accounts (EFT): Email us at [directpayment@peterboroughutilities.ca](mailto:directpayment@peterboroughutilities.ca) to request the required banking information. Even if your account number for these services has not changed, you will need to update the EFT banking information.

For more information, call us at 705-748-6900 or visit [www.peterboroughutilities.ca](http://www.peterboroughutilities.ca)





For more information, call our

**Customer Service Department**

705-748-6900



## Sign up now and you could win a \$100 gift card

We offer a variety of free options to help you stay on top of your utility services bills.

- **E-billing**  
Get your bills by email, pay your usual way.
- **Pre-Authorized Payments (PAP)**  
Your bills will always be paid on time, avoiding late fees. You'll be notified of the amount coming out before the bill is paid.

To sign up for e-billing or PAP, visit our website and click on "Customer Self-Service Web Portal." Your PIN number is on the last page of your invoice.

- **Weekly Reports**  
We will email you weekly reports with detailed breakdowns of your electricity and water usage. Sign up at [lowfoot.com/peterborough](http://lowfoot.com/peterborough) or by calling us at 705-748-6900.



### You could win a \$100 gift card

And now there's even more reason to sign up for e-billing, pre-authorized payments and weekly reports. Enroll before May 31, 2019, and your name will be entered in a draw to win a \$100 gift card from Lansdowne Place.

## Construction planned this summer

An underground power line rehabilitation is scheduled in the Foxfarm Road and Brimwood Crescent area of Peterborough this summer.



The work includes installing new underground ducts, cables and transformers. Area residents may be affected by temporary power outages as the new equipment is installed. Any residents affected by power outages will be notified by phone at least 24 hours in advance.

During construction, we endeavour to keep any inconvenience to a minimum. Traffic detours, when necessary, will be in place during the construction periods with local/emergency traffic and garbage collection permitted.

Thank you for your patience and cooperation.



## PDI programs invest in local businesses

If you own a business, remember that saving energy is good for your bottom line. Through our programs, you can get cash incentives to help you reduce your business's electricity usage. Two local businesses have benefitted from PDI's Save On Energy programs to conserve energy and save money.

**Smiles To You** on Hunter Street in Peterborough removed old, inefficient lighting and put in new LED fixtures for beautiful results. Just one more reason to smile!

**Knock On Wood**, a cornerstone Peterborough business on George Street, invested in improvements that save money every day, reducing their monthly bill. Today their sign is shining a little brighter with new LED lights all while using much less energy.

Call us to discuss how we can help your business save money: Joseph Jedinak at 705-748-9301 x1323 or Cathy Mitchell at 705-748-9301 x1334. You can also find more information at [PDIconserves.ca](http://PDIconserves.ca).



Russell Tate, Denturist (left) with PDI's Joseph Jedinak, getting paid to reduce energy usage in their new business, Smiles To You.

PDI's Joseph Jedinak (left) shown with Knock On Wood owner Dave Madill.



**KNOCK ON WOOD**

*I am grateful to Joseph and the PDI conservation team for providing more than just assistance in navigating the incentive program. It was a very positive learning experience, crunching numbers and consumption costs, resulting in a decision that was sensible in more than just a financial view.*

*Our storefront sign now has brighter and longer-lasting LED lights that not only consume less energy, but are also more environmentally friendly to dispose of at the end of their life cycle than our previous bulbs. Thank you!*

– Dave Madill, Knock On Wood