



**Peterborough
Distribution Inc.**

*Your Partner in
Energy Conservation*

**Peterborough
Utilities Services Inc.**

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Electric Services

Connections

Celebrating many years of conservation success

In late March, the provincial government announced an early end to conservation programs offered by Local Distribution Companies (LDCs) such as PDI. This ends more than a decade of successful conservation initiatives in Peterborough, Lakefield and Norwood. We would like to take this moment to celebrate the notable goals we have achieved over the years, running successful conservation programs and events, helping to build broader awareness about saving energy and creating a culture of conservation.

Programs Helped Reduce Energy Usage

We have helped many people in our communities save money, support climate-change reduction and live more sustainably by reducing the amount of energy they use. Thousands of coupons have been redeemed, heating and cooling system rebates received and low-income customer home-energy retrofits completed. We have helped people live more comfortably, for less money.

Cash incentives were given to hundreds of business customers to encourage them to be more energy efficient while reducing their costs. This translates directly into helping these businesses become more viable while providing work to local contractors and vendors.

In 2015, we were given until the end of 2020 to achieve local energy reductions of 37.88 GWh (approximately the energy used by 50,000 homes in a month). This was a very ambitious goal and we were originally concerned about how achievable this target would be. Remarkably, at the halfway mark we had achieved 83% of the target, while spending

less than half of our budget to do so. More significantly, if we include the additional 200 business customers currently enrolled in programs but who haven't yet completed their retrofits, we forecast that we will exceed our target by a substantial margin. All of the LDCs in Ontario, combined, have succeeded in bringing about energy reductions of more than 8,000 GWh.

We are proud of the incredible success we have had, and we want to thank you for doing your part to help, by taking advantage of these great programs and supporting energy efficiency.

Changes to Provincial Programs

The following programs will no longer be offered: the Business Refrigeration Incentive, the Audit Funding Program, Residential New Construction, High Performance New Construction, Existing Building Commissioning, Monitoring and Targeting, Instant Discount (Deal Days) and the Heating and Cooling Incentive.

The following programs will continue until 2020 through other agencies: the Retrofit Program, Small Business Lighting, the Energy Manager Program, Process and System Upgrades, Energy Performance Program, the Home Assistance Program and energy-efficiency programming for Indigenous communities. For those already enrolled, we will help you complete the process. If you are not enrolled but are interested in these programs, they are available through the Independent Electricity System Operator (IESO) by calling 1-877-797-9473 (all programs except Retrofit) or 1-844-303-5542 (Retrofit), or online at www.saveonenergy.ca.

First-ever Energy Awareness Day at PRHC

During Earth Week, PDI's conservation team visited the Peterborough Regional Health Centre – which has nearly 3,000 staff members and volunteers – to raise awareness about sustainable living and energy efficiency.

PDI spoke to PRHC staff about installing conservation devices at home and saving on electricity costs. They also signed up staff for e-billing and weekly energy reports and distributed information about the AffordAbility Fund Trust Program and the Home Assistance Program. PDI showcased their electric fleet and shared items with participants that would help save water and energy at home and also encourage litterless lunches.

Through PDI's Energy Manager Program, PRHC has been able to hire an Energy Manager, to initiate and manage energy management programs to save money that can be reinvested into operations and patient care.



PRHC Energy Manager Paul Orser (centre) accepts a cheque from PDI for financial incentives after completing multiple retrofit and sustainability projects.

PDI donated three prize packs, featuring conservation products including a smart thermostat, power bar, LED dimmer and motion sensor, LED lamps, water conservation items, a clothesline and litterless lunch products (like bamboo utensils and a stainless steel straw).

There's help for lower-income households

If you are in a lower-income home, you may qualify for a reduction on your electricity bill through the Ontario Electricity Support Program (OESP).

If you qualify, the OESP will reduce the cost of your household electricity by applying a monthly credit directly to your bill. The credit amount will depend on how many people live in your home and your combined household income.

And now there's a new and improved process to submit your OESP application online. Visit the website at OntarioElectricitySupport.ca, click on "New Application" or "Renew Application." When you're finished, you can take advantage of our new feature and submit your consent form electronically to make sure your application is processed as quickly as possible.



Find out if you're eligible at the website: OntarioElectricitySupport.ca. If you have any questions or concerns, call 1-855-831-8151, Monday to Friday, from 8:00 am to 9:00 pm.

ONWAA is available to assist Indigenous communities with their applications. Indigenous households can contact ONWAA at 1-844-885-3157 or emailoesp@onwaa.com.



AffordAbilityFund.org
1-855-494-FUND (3863)



For more information, call our

Customer Service Department

705-748-6900



Call before you dig.

For "locates" call 1-800-400-2255

or visit www.on1call.com

The real danger of powerlines

Our communities have many kilometres of overhead powerlines supplying us with electricity. Most of us don't think about the silent but potentially deadly risks posed by overhead powerlines. We depend on powerlines to power our homes, businesses, and neighbourhoods, but it's important to recognize the potential danger by using common sense and exercising safety precautions when playing or working around them.

Contact with a powerline can happen in an instant, but its impact is felt forever. From serious injury to death, the results are always devastating.

What You Can Do: 7 Essential Powerline Safety Tips

1. Look up, look out and locate powerlines when cleaning eavestroughs and windows, working on the roof, painting the house or pruning trees. Always have a signaller – someone who can watch to make sure you stay at least 3 metres away.
2. Carry ladders horizontally, never vertically, and check for overhead powerlines before putting them up.
3. Keep away from electrical transmission and distribution lines, and never climb utility poles. Always obey the safety signs. If a toy ends up inside a transformer station, call us – don't try to retrieve it yourself.
4. Call or click before you dig! Powerlines are not only found above ground, they can also be buried beneath it. Before you start construction on a deck, fence or other landscaping project contact Ontario One Call to locate all utility-owned underground infrastructure including natural gas, communications and power lines, as well as water and wastewater pipes.



Remember, you don't have to touch a powerline to receive a deadly shock. Electricity can jump or "arc" to you or your tools if you get too close.

5. Plant trees away from overhead powerlines so they don't grow up into the powerlines. If your trees have grown into the powerlines, contact us. Do not trim trees around powerlines yourself.
6. Watch for downed powerlines – if you see one stay back 10 metres or 33 feet (the length of a school bus) and call 911 and us immediately.
7. Talk to your kids about powerline safety and help them find safe places to play, away from utility poles and powerlines. Choose wide-open spaces to fly kites, and never attempt to retrieve a kite or any other object that is tangled in a powerline. Remind children never to climb trees near powerlines and make sure they take a close look since leaves and branches can hide the wires. The green boxes on lawns or in parks are also off-limits.

Visit powerlinesafety.ca for more information.



Don't get left in the dark

Want to know about planned power outages or traffic disruptions before they happen? We can easily keep you informed, as long as we have up-to-date contact information such as your cell phone number or email address. We'll let you know ahead of time if a planned outage will be occurring in your neighbourhood.

Give us a call at 705-748-6900 or log in to your account at peterboroughutilities.ca and make sure that we can contact you if needed.



Obey the signs and stay safe

As summer begins, we want to remind everyone to obey all warning signs and barriers near hydro-electric dams. Water levels around dams can change very quickly, in summer and winter. During a power outage, water spills directly into the Otonabee River, suddenly creating fast and turbulent water.

Some dams are outfitted with a loud horn indicating that the water is about to be released. If you hear the siren, immediately evacuate the area.

Free options help you stay on top of your utility bill

Take advantage of these free options to help you manage your utility services accounts:

- **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 or by calling us at 705-748-6900.



Stay in touch with Facebook and Twitter

Get up-to-date information including notification of power outages and watermain breaks.

Look for the links on our home page: peterboroughutilities.ca

