



**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



**Refrigeration
Efficiency Program**

1-833-274-7378

rep@burmanenergy.ca

January/February 2020

Electric Services

Connections

Winter storm safety tips

Winter is upon us, bringing snow, ice and strong winds. As we brace for a cold and snowy season, we want to ensure that you are prepared for any potential electrical safety hazards, such as downed powerlines and flooding.

Severe and even fatal injuries can occur by touching or even being in close proximity to powerlines and electrical wires. The flow of electricity through the human body can burn, severely injure or kill. That leaves no room for mistakes – never put yourself in electricity's path.

In the community:

- Downed powerlines may be live. Stay at least 35 feet (11 meters) – the length of a school bus – away from downed lines because the surrounding ground may be electrified. Immediately report any downed wires to us at 705-748-9300 and call 911.
- Refrain from clearing snow, ice or storm debris until the power is disconnected or powerlines are repaired.
- If a powerline lands on your vehicle, remain in the vehicle until emergency responders arrive. Exiting a vehicle that is touching a live powerline is extremely dangerous. Similarly, do not attempt to assist someone in a vehicle touched by powerlines. Call 911 instead.



Get up to \$2,500 in commercial refrigeration upgrades

The Refrigeration Efficiency Program is offered through PDI and the provincial government to help business owners reduce energy usage and cut costs through upgrades to commercial refrigeration systems.

Upgrades are designed to increase overall equipment reliability and decrease energy use. Replace inefficient motors, reduce and control cold air loss and clear away dust and debris from key components. All upgrades are performed by a licensed contractor and arranged around your schedule, minimizing disruption.

For more information, call 1-833-274-7378 or email rep@burmanenergy.ca.

Beware of scammers pretending to be from a utility

In response to increased fraudulent activity across Ontario, we want to warn our customers about ongoing scams targeting utility customers.

Common tactics include: impersonating the local utility, sending threatening phone calls, texts, emails or showing up in person at a customer's home or business and requesting personal information. The requests can include pressure for immediate cash payment, threats to disconnect service the same day, and even demands that you purchase prepaid debit cards, gift cards or Bitcoin. Peterborough Utilities does not make this type of payment request nor threaten our customers with immediate disconnection.



Around your home:

- Heavy accumulation of snow and ice can bring trees and branches down onto powerlines, causing blackouts and electrically charged hazards. Inspect the trees surrounding your property and call us to trim branches away from overhead powerlines.
- Do your research before buying portable heaters and electrical blankets and ensure they bear a recognized certification mark. That way, you will know they are safe to use.
- Melting snow and ice can contribute to flooding. If water gets into your home, be aware that electrical systems may be affected. If you suspect damage to your electrical system, contact a licensed electrical contractor to make any necessary repairs.
- When flood water rises above electrical outlets or power cords or is near the service panel, it could be energized. Contact us to disconnect the power immediately.
- Do not plug in or attempt to use electrical appliances that have been wet until they have been checked by a licensed electrical contractor or serviced by the manufacturer.
- Portable generators, when used correctly, can provide security and comfort during power outages. Only use outdoors, in dry, well-ventilated areas. Used indoors, generators pose a risk of carbon monoxide poisoning. Never connect your generator to appliances that have come into contact with flood water.
- Portable generators can cause electrical hazards if connected or used incorrectly. Check the generator and all component parts to ensure that they have been approved by a recognized certification agency. Portable generators that are permanently installed into your electrical wiring are required to have a transfer device to protect your home and the utility system by preventing generator power from flowing back into the utility system.

For more information on electrical safety, visit: www.powerlinesafety.info/stormy_weather.php.

Protect yourself from scammers:

- Never make a payment for a charge that isn't listed on your most recent bill from us
- Ignore text messages or emails with suspicious links promising refunds
- Don't call the number provided to you by someone at your door or in an email or text. Instead, call us directly at 705-748-6900 to check the status of your account
- Do not provide any personal information or details about your account

Remember, we will never threaten immediate disconnection for non-payment. If you feel threatened in any way, contact the police.

If you believe you have been a victim of fraud, please contact us at 705-748-6900 as well as the Canadian Anti-Fraud Centre at 1-888-495-8501.



For more information, call our

Customer Service Department
705-748-6900

For more information:

Home Assistance Program
1-855-591-0877
saveONenergy.ca/HAP

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, call 1-855-591-0877 or visit 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 (see below) which is not income dependent.

Program offers free energy-saving products and services



Over the past few months, you may have spotted some ads like the one on the left. We are encouraging all of our customers to take advantage of this initiative, 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 their 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 who are eligible for HAP; see above). All participants get a free Home Energy Kit that includes LED light bulbs, a power bar, an LED night light, a programmable timer and more.

To get your free Home Energy Kit and find out what else you might qualify for, fill out the form at 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.

Enrolment in the AffordAbility Fund program takes just a few minutes and will save you money for many years.

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.

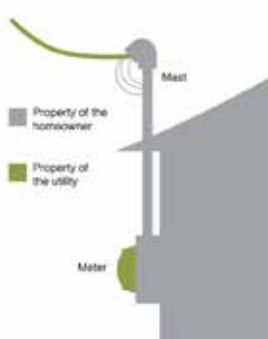
- **Weekly Reports**
We will email you reports with detailed breakdowns of your electricity and water usage. Compare your usage from week to week and see how factors such as weather affect your consumption. Sign up at lowfoot.com/peterborough or by calling us at 705-748-6900.

Ensure your outdoor electrical equipment is in good condition

The meter base – the grey box containing your electric meter – is part of your home's electrical system and it is your responsibility to maintain it so it is safe and in good working condition.

If service to the property is overhead, the stack and the attachment point for the overhead wires are also the responsibility of the property owner.

If you have any concerns about your electrical equipment, call an ESA-licensed electrician to advise you. For a list of licensed electricians, visit www.esasafe.com.



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



E-billing saves paper, time and resources!

Get your bill by email; pay your usual way.

Sign up at peterboroughutilities.ca



Do you heat with electricity?

You can get a free in-home visit from a professional Home Energy Advisor, a Home Energy Plan and upgrades that may include free insulation and/or an ENERGY STAR® heat pump.

Find out more at AffordAbilityFund.org or call 1-855-494-FUND. (Note that this program is not income dependent.)