



**Peterborough
Distribution Inc.**

*Your Partner in
Energy Conservation*

**Peterborough
Utilities Services Inc.**

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General Inquiries

705-748-9300

**Account Information
and Customer Service**

705-748-6900

peterboroughutilities.ca



For urgent situations,
as well as reconnects
and move-in/
move-out requests,
customer service staff can
be reached through our
virtual call centre at:

1-888-841-3372

May/June 2020

Electric Services

Connections

COVID-19 pandemic: Electric utility status update

At Peterborough Utilities Group (PUG), the health and safety of our staff, our customers and the community is our top priority.

Providing an essential service, maintenance crews are observing new guidelines to protect themselves and the public while working. Please avoid approaching our workers but, if you need to speak to them, maintain a two-metre (six-foot) physical separation.

Our office is closed to the public and office staff is mostly working from home. For emergencies, or situations such as move-in/move-out requests, we have established a virtual call centre at 1-888-841-3372.

As a company, we want to help ease the financial pressures the pandemic has brought. So, for our residential and small commercial customers, we have:

- refunded all electric security deposits (\$1.3M total),
- temporarily eliminated late charges, and
- temporarily ended disconnects.

The PUG team is also contributing to community support services that are so urgently needed right now. "I am particularly proud of our staff and board members, who have personally committed \$125,000 to Kawartha Food Share and to the Community Foundation of Greater Peterborough to assist those in need," said PUG President and CEO John Stephenson. "We are hoping to make another \$125,000 donation over the next few months."

Please visit peterboroughutilities.ca and follow us on social media for the latest information.

Provincial rate relief

The Ontario government provided some electricity rate relief for the majority of our customers by offering off-peak rates 24 hours a day, seven days a week, to all time-of-use customers until at least mid-May.

The province has also delayed the annual rate increases that usually take effect in May.



PUG donated Personal Protective Equipment (PPE) including masks, protective suits, sanitizer, cleaning supplies, wipes and gloves to Peterborough Regional Health Centre (PRHC).

Programs available to help with electricity bills

Peterborough Distribution Inc. (PDI) has teamed up with various partners through the years to help people with their utility bills. The following programs are still in place during the pandemic and may be of help:



- The Ontario Electricity Support Program (ontarioelectricitysupport.ca) supports lower-income households by applying a monthly credit directly to your utility bill. Call 1-855-831-8151 for more information.
- The Low-income Energy Assistance Program (LEAP) and Fund for Utility Service Emergencies (FUSE) provide financial assistance to those who are behind on their electric utility bills. Funding for FUSE is provided by Peterborough Utilities and through donations from our customers. Find out more at housingpeterborough.com or call 705-743-2272.
- The Home Assistance Program (saveonenergy.ca) and AffordAbility Fund (affordabilityfund.org) offer free energy-saving upgrades for all our customers. Call 1-855-494-3863 for more information.



For more information,
call our

**Customer Service
Department**

705-748-6900



Be careful when charging your devices

With most of us spending more time at home, our phones, laptops and tablets are spending more time with us on the couch. We want to remind everyone to charge these devices only on hard surfaces. Charging them on a soft surface, such as a bed, carpet or couch, may cause the device to overheat and catch fire.

Some fire departments also advise against leaving devices plugged in overnight.



Obey the signs and stay safe

When stay-at-home restrictions are lifted, we want to remind everyone to obey all warning signs and barriers near hydroelectric 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.

Protect yourself from the dangers of powerlines

In our communities, many kilometres of overhead power lines supply residents and businesses with electricity. 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.

Powerline Safety Tips

1. Look up and locate powerlines before 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. If a toy ends up inside a transformer station, call us.
4. Call or click before you dig. Before you start construction on a deck, fence or other outdoor project, contact Ontario One Call to locate all utility-owned underground infrastructure.
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.
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. The green boxes on lawns or in parks are also off-limits.

Visit powerlinesafety.ca for more information.



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.



New website launched

We are pleased to announce the launch of our newly redesigned website. The updated site has been restructured to make it easier to find what you're looking for. New features include up-to-date utility news, easier access to account information and current time-of-use rates. The new site is cleaner and easier to navigate – and we think it looks great, too! Visit peterboroughutilities.ca and take a look around.



Call before you dig.

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

or visit
www.on1call.com