



**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

March/April 2020

Electric Services

Connections

Take advantage of these free “greener” billing options

Choose these free, environmentally friendlier options for your utility account management:

- **E-billing saves paper, time and resources**

Get your bills by email, pay your usual way. If you choose to get your invoice this way, you can still get *Connections* newsletter electronically.



- **Pre-Authorized Payments (PAP)**

You'll be notified of the due date and amount coming out before the bill is paid. Your bills will always be paid on time, avoiding late fees.

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



Keep clear of dams and rivers

The coming of Spring means that our waterways – dams, rivers and creeks – will be running swiftly. The current caused by fast running water makes the waterways very dangerous. Please keep your children and pets away from these life-threatening hazards.



Don't get left in the dark

Want to know about planned power outages 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.

So 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.

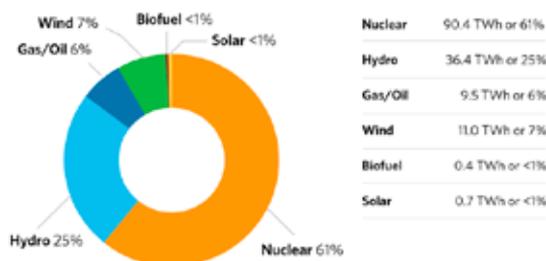
Planned outages and medical equipment

If someone in your home has a medical condition that depends on electrically powered medical equipment, please let us know. We cannot guarantee an uninterrupted supply of electricity but, if your name is on our list, we will make every reasonable effort to inform you ahead of time of scheduled power outages. Please call our customer service at 705-748-6900 for more information or to be added to our notification list.

Local electricity supply

In 2019, 13% of PDI's electricity supply was from our local hydroelectric facilities, 0.8% came from local solar projects and 0.2% came from local biogas. The remaining 86% came from provincial sources generated as shown in the chart below.

This means that more than one-third of our local energy came from hydroelectric sources and only around 5% came from greenhouse gas-emitting sources.





For more information, call our

Customer Service Department

705-748-6900



Refrigeration Efficiency Program

1-833-274-7378

rep@burmanenergy.ca

For more information:
Home Assistance Program

1-855-591-0877

saveONEnergy.ca/HAP

Free Home Energy Kit includes LEDs, power bar, more

Over the past few months, you may have spotted some ads like the one on the right. We are encouraging all of our customers to take advantage of this initiative. 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 below). 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 program takes just a few minutes and will save you money for many years.



Refrigeration Efficiency Program

The Refrigeration Efficiency Program offers up to \$2,500 in rebates for commercial refrigeration upgrades. Upgrades are designed to increase overall equipment reliability and decrease energy use. 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.

Call before you dig (it's the law)

If you plan on putting in fence posts, planting trees, or adding a deck this Spring – call for a free “locate” first. Underground services need to be marked before you begin your project so you don’t accidentally hit them when digging in your yard.

It’s fast and easy to request a locate on your property.

You only need to make one call to mark all your underground services: electric, water, sewer, gas, telephone and cable.

To request a locate, call Ontario One Call or visit www.on1call.com. Make your request a couple of weeks in advance of the planned work and a technician will visit your location to mark the underground services for you, for free.



Call before you dig.

**For “locates”
call 1-800-400-2255**

**or visit
www.on1call.com**

Income-eligible households get free energy upgrades

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 above) which is not income dependent.