

Connections

Peterborough Distribution

March/April 2021

Peterborough Utilities Services Inc.

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PeterboroughUtilities.ca

HydroOne.com/Peterborough



Electrical safety before, during, and after a flood



When water makes contact with electrical systems, there is a risk of electric shock that could seriously injure or kill you. These safety steps could save your life, or the lives of first responders and utility personnel working in the area.

Preparing to evacuate

If you need to leave your home because flooding is imminent, move electrical appliances and devices out of your home or to an area in the house above the expected level of flood water. Unplug appliances that you can't move and turn off the breakers.

If flooding has occurred

Be careful! Electricity can move through water or wet flooring and cause a severe electrical shock. If it can be done safely, make sure appliances are unplugged and breakers are off. Never stand in water to operate breakers.

Do not go into your basement if the water is above the level of electrical outlets, baseboard heaters or furnace, or is near your electrical panel. Call us immediately and we will disconnect power to your home.

Even if the water has receded, your electrical system has likely been damaged and will have to be assessed and repaired before power is restored.

Has a recent flood damaged your electrical system?

Hire a Licensed Electrical Contractor to check your home's electrical system and make any necessary repairs. You can find a Licensed Electrical Contractor in your area on the Electrical Safety Authority website at esasafer.com.



Adapted from esasafer.com/safety/storm-safety/flood-safety.



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.

If you see downed powerlines, stay back the length of a school bus.

Call 911 and us at 705-748-9300.



Stay back 10 m (33 ft)



E-billing saves paper, time and resources!

Get your bill by e-mail; pay your usual way.

Sign up at peterboroughutilities.ca

Financial help for residential and business customers

The COVID-19 Energy Assistance Program (CEAP) and CEAP for Small Business (CEAP-SB) provide a one-time, on-bill credit to eligible electricity customers to help them catch up on their energy bills and resume regular payments. More information is available on our website or give us a call.

Other programs for lower-income customers

- Ontario Electricity Support Program (OESP) (ontarioelectricitysupport.ca), 1-855-831-8151.
- Low-income Energy Assistance Program (LEAP) and Fund for Utility Service Emergencies (FUSE). Find out more at housingpeterborough.com or call 705-743-2272.
- Energy Affordability Program (saveonenergy.ca) offers energy-saving upgrades tailored to the specific needs of your home, all at no cost.



The provincial government's CEAP-SB program includes assistance for businesses and registered charities affected by the pandemic.

Find out more about time-of-use and tiered rates

Customers who currently pay time-of-use electricity prices, can now choose to switch to tiered prices.

- Time-of-use (TOU) – the rate depends on when you use electricity.
- Tiered – customers are charged a fixed lower rate for a certain amount of electricity each month. Once that threshold is exceeded, the rate goes up.

Compare what you'll pay on the two different plans using the rate calculator found at oeb.ca/calculator.

Which option is right for you?

Some residential customers may favour tiered prices because they want the flexibility to do their household chores at any time of the day, or because their total usage rarely exceeds 600 kWh in a summer month, or 1,000 kWh in a winter month. (For small businesses, the threshold is 750 kWh.)

Others may prefer to stay with TOU pricing. For instance, customers who work shifts may be able

to use more electricity at times when lower off-peak prices apply, and customers who recharge their electric cars may also want to take advantage of the lower off-peak prices that apply at night.

For more information about your options, and to try the rate calculator, visit oeb.ca.



Customers can now choose between time-of-use and tiered rate structures, depending on what works best for them.

Free options help you stay on top of your utility bills

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 "Account Login." Your PIN number is on the last page of your invoice.

Update your contact information

We'll try to let you know ahead of time if utility disruptions will be occurring in your neighbourhood. Log in to your account at peterboroughutilities.ca and make sure that we can contact you if needed.



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For "locates"
call 1-800-400-2255
or visit
www.on1call.com

