

“Smart Talk” on smart meters



When will I see my smart meter?

Installation must be complete by the end of 2010 and Orillia Power is currently evaluating the technologies offered to

select the most cost effective installation. Negotiations with vendors will commence in May of 2008. Installation of the smart meter is scheduled between May and July of 2009.

The smart meter will become fully functional when all the related systems (communications and billing infrastructure, etc.) are in place and time-of-use rates come into effect. Until this happens, your smart meter will act just like your old one does now.

How are smart meters different than my current meter?

Our old style meters can only measure the total amount of electricity used for an entire billing period and they have to be read manually. Customers are being charged an average price for the total energy consumed by the province. In this way, we are subsidizing the cost of peak demand users and other high energy users.

When the time-of-use rates are in effect with the smart meter, you will only be paying for exactly what you use. With the ability to measure when electricity is used, different prices will apply at different times of the day. With time-of-use pricing, you will have a new way to manage the electricity you use.

Will I see lower electricity bills?

With time-of-use rates, you'll be able to see the results of your conservation efforts – and you'll save money if you can shift your heaviest electricity use to off-peak hours. Equipment like air conditioners, electrical heating, space and water heating, as well as dryers, ovens and lighting can use a great deal of electricity.

Further updates will be available as the project progresses.

Further information on smart meters:

www.oeb.gov.on.ca

www.smartmetersontario.ca

www.powerwise.ca

www.energy.gov.on.ca

www.ieso.ca

Know your options: A message about door-to-door electricity sales



In an effort to protect our customers, we continue to advise that Orillia Power **does not** engage in door-to-door solicitation.

We recommend that you ask for proper identification from any individual who tries to solicit electricity services at your door or who may be presenting themselves as an employee of Orillia Power.

It is important to remember that you are under **no obligation** to provide your personal billing information to anyone, regardless of the company they represent. By providing this confidential and personal information, you may find yourself inadvertently committing to a sales contract.

Retailers have an obligation to tell you the price you will pay for electricity under the contract, as well as the price you would pay through Orillia Power.

If you do decide to sign a contract, you have a 10-day “cooling off” period, where you may cancel your contract without a penalty.

Orillia Power **does not compete** with electricity retailers and **does not profit** from the “electricity portion” of your bill.

If you buy your electricity from a retailer, you will not be eligible for time-of-use rates with your smart meter. You will pay the contract price of your retailer.

For information on electricity retailers and accepted practices, contact the Ontario Energy Board at 1-877-632-2727 or www.oeb.gov.on.ca.

Annual Tree Trimming Program Update

Once again Orillia Power is working on its city-wide annual tree trimming program in order to maintain a safe clearance between the overhead electrical power lines and tree branches. Orillia Power performs this maintenance not just to maintain a reliable distribution system, but for the safety of the general public and all power line workers.

A safety message ...

SUMMER OUTDOOR ELECTRICAL SAFETY

With the welcome arrival of the spring and summer months, many of us will be spending more time outdoors. While you enjoy the fresh air, don't let a dangerous electrical hazard put you or your loved ones at risk.

- When using electric appliances like lawnmowers or hedge trimmers, always make sure any extension cord you use is rated for outdoor use. The proper amperage for most tools and appliances is usually displayed somewhere on them – make sure the extension cord you are using is rated for this amperage.
- Never remove the grounding pin from a three-pronged plug. This defeats the proper grounding of the appliance rendering it unsafe.
- Do not barbeque on an electric grill when it is raining or even just drizzling. Be sure to unplug the grill before cleaning it and as with all outdoor appliances, make sure the receptacle it is plugged into is equipped with a ground fault circuit interrupter (GFCI) to prevent shock or even electrocution.
- **Water & Electricity** - With all the water in and around them, pools, hot tubs, and spas are dangerous areas for appliances and electronics. Make sure all electrical appliances are clear of splashing or dripping water and that all outlets nearby are GFCI equipped. If an electrical appliance falls into the water, shut off the circuit before unplugging it, don't reach into the water to get it!
- **Stormy Weather** – If you see a storm approaching, try to find shelter indoors or at least get to a low area away from trees. If you are in a pool or hot tub, get out immediately. Don't wait until the storm is on top of you. Lightning can travel sideways up to ten miles. If you are on the golf course, don't finish your game. Lightning can travel through your metal club to you. Don't forget your pets either – dogs that are chained to a dog house are at risk too!

**ELECTRICITY IS A PART OF OUR EVERYDAY LIFE
AND MUST BE TREATED WITH RESPECT.**

**REMEMBER THAT ELECTRICITY ALWAYS TAKES THE
EASIEST PATH TO THE GROUND & WE DON'T WANT
THAT PATH TO BE YOU!**

THE SAFE WAY IS THE RIGHT WAY!



Energy Saving Tips

Orillia Power is committed to helping customers to become more energy efficient.

Summer Energy-Efficient Ideas

- Use ceiling fans as your first line of defense against summer heat.
- Close blinds and curtains during the day to keep the heat out.
- Turn off all sources of heat whenever you can, including lights and appliances, especially at the hottest times of the day.
- Don't use your oven in the heat – enjoy the great outdoors with a barbecue!
- Raising the thermostat on your central air conditioner will save you money on your electricity bill. Clean or replace the filter regularly.
- You can reduce air-conditioning energy use by as much as 40 percent by shading your home's windows and walls. Plant trees and shrubs to keep the day's hottest sun off your house.
- Dry your clothes outside – they smell fresh and they'll last longer too!
- Put your pool pump on a timer – it doesn't need to run 24 hours a day. If you need to heat your pool, use solar panels – it's free heat and doesn't hurt the environment or your pocketbook!

POWER INTERRUPTIONS

Power interruptions are not 100% controllable. Ice, wind, snowstorms, lightning strikes, fallen trees and car accidents are the most common reasons for power outages. Orillia Power provides services 24.7 and every effort is made to restore power as quickly as possible with the least amount of inconvenience to our customers.

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