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What’s New?

New Electricity Rates—effective November 1, 2009

The Ontario Energy Board (OEB) released new electricity commodity prices which took effect November 1, 2009.

These regulated price plan (RPP) prices are reviewed semi-annually and are reflected on the “Electricity” line of residential consumer bills.

The new RPP tiered prices increased by 0.1 cent per kilowatt hour (kWh) to:

- 5.8 cents per kWh up to 1,000 kWh each month, and
- 6.7 cents per kWh above that

Based on a residential consumer using 800 kWh per month, the impact of this increase on the average

electricity bill is a reduction of about \$1.00 per month. This is because in the winter season (Nov 1 to Apr 30), consumers can use up to 1,000 kWh per month at the lower price instead of the 600 kWh per month that applies during the summer.

RPP prices are based on a 12-month forecast and are designed to provide stable and predictable electricity pricing as well as ensure the price consumers pay better reflects the price paid to electricity generators.

The Ontario Energy Board regulated the province’s electricity and natural gas sectors in the public interest.

For more information, visit the OEB website at: www.oeb.gov.on.ca or contact the Consumer Relations Department at 1-877-632-2727

“Smart Talk” on smart meters

You probably have noticed that you have a new “smart meter” at your house. Orillia Power completed the residential smart meter installations in November of 2009.



Installation of commercial smart meters will continue in 2010.

For now your smart meter will continue to be read monthly just like your old meter.

It is anticipated that the switch to time-of-use billing for Orillia customers is targeted for the spring of 2011. Orillia Power will notify its customers well in advance of this date.

Be in the know when a Retailer comes knocking!

Orillia Power does not send agents door to door, but an electricity retailer representing an independent company may come knocking at your door in an attempt to offer you a contract to supply your electricity.

A few thoughts to keep in mind:

- ◆ Agents must show their id with their name, company name and the company’s

OEB licence number.

- ◆ Don’t be pressured into making a decision.
- ◆ Take time to review and compare prices—if you buy from Orillia Power, the price is set by the OEB and is subject to adjustment every 6 months—if you buy from a Retailer, the price stated in your contract is usually for a

number of years.

- ◆ You are under no obligation to show a copy of your current electricity bill to anyone who comes to your door.
- ◆ If you choose to sign with a retailer, your contract will only be for electricity—Orillia Power will continue

to bill for delivery, regulatory charges and the debt retirement charge. If you choose a retailer, the prices you’ll compare are only for the electricity charge.

- ◆ Remember that the Ontario Energy Board does licence retailers, but they do not regulate the price they offer.

It pays to be in the know!

Winter Energy Saving Tips

Did you know that in most houses, 25% of air leaks out of the basement, 20% through exterior electric outlets, 13% through the windows and 10% through vents?

Heating

- ◆ Replace your regular thermostat with a programmable one to keep room temperatures constant.
- ◆ Set your thermostats to 19° C in the daytime and 17° C at night.
- ◆ Close all blinds and curtains at night to keep the heat in and open in the daytime to let in the warmth of the sunshine.
- ◆ Close the damper on your fireplace once the fire has gone out. If you don't use your fireplace at all, consider having it sealed off completely.
- ◆ Make sure your heating vents are not blocked by furniture or curtains and the vents are open so you are not blocking that nice warm heat from the room.
- ◆ Don't stand in the doorway talking with the door open - you are just sending your heating dollars out the door.
- ◆ Avoid heating areas that are not insulated such as a garage or workshop.

Windows

- ◆ Caulking and weather stripping around windows will help to keep out the cold drafts of winter.

Hot Water

- ◆ Wrap your water heater in an insulation blanket to eliminate heat loss.

INVEST IN TOMORROW — PRACTICE SAFETY TODAY!

Winter Power Failures—what to do

Power failures can last from a few hours to several days and are often caused by freezing rain, sleet storms and/or high winds. An extended power failure during the winter months and subsequent loss of heating can result in cold, damp homes, severe living conditions and damage to walls, doors and plumbing.

- ◆ You can install a non-electric standby stove or heater but it must be adequately vented outside.
- ◆ Keep a good supply of wood on hand if you have a wood-burning fire place or stove and keep the chimney's clean.
- ◆ If you use an emergency generator, follow operating instructions carefully.
- ◆ Don't use charcoal or gas barbeques or camping heating equipment indoors—they give off deadly carbon monoxide.
- ◆ Use proper candle holders—never leave lit candles unattended.

Our safety message.....

Electrical shock and fire hazards are often caused by poor or improperly installed wiring and electrical systems.

This includes:

- ❑ improperly installed lighting
- ❑ faulty or temporary wiring
- ❑ poorly-made connections
- ❑ improper use of appliances and extension cords.

The Electrical Safety Authority (ESA) encourages you to:

- ❑ regularly check your home for:
 - loose or damaged plugs
 - damaged and/or frayed electrical cords
 - fuses that blow or circuit breakers that trip frequently, or for circuits that won't work when fuses are replaced or breakers reset
 - dim or flickering lights

Remember—electricity always takes the easiest path to the ground and we don't want that path to be you!

Please be kind to our meter readers.....

Reading meters during the winter months can be especially risky. Slips and falls are among the most frequent mishaps, Blocked and cluttered meter areas, snow, ice, fences and shrubs can make life difficult for our meter readers.

Ensuring clear and safe access to your hydro meter is very much appreciated by those individuals providing this service. They work in all kinds of weather to make sure the job gets done on time.

- ◆ Keep an emergency survival kit containing provisions for at least 3 days, including non-perishable food and water.
- ◆ Have lots of blankets and warm clothing.
- ◆ Have a battery operated radio and spare batteries.
- ◆ Have backup for anyone who relies on electric life sustaining equipment.
- ◆ Keep windows and doors closed—even in very cold weather, a house with closed doors and windows will not become too cold for comfort for several hours.

