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## Smart Meters and Time-of-Use (TOU) Rates

As part of its plan to create a culture of conservation, the Government of Ontario directed all local distribution companies to install Smart Meters for all residential and small business customers in the province. In keeping with this mandate, Orillia Power has installed Smart Meters at homes and many small businesses. Between June and August, these customers will transition to billing on a Time-of-use (TOU) basis. For the small business customers that still have an older “dial” meter, they will have their Smart Meters installed throughout the summer and will then transition to TOU billing.

If you currently purchase your electricity commodity through an electricity retailer, you will continue to follow the terms and price stated in your contract. Please be aware that during TOU rollout, many other communities have seen an influx of door-to-door salespeople working for electricity retailers, attempting to get customers to sign long-term electricity contracts. These sales people **DO NOT** work for Orillia Power and we encourage you to protect yourself by reading more about electricity retailers on the reverse side of this page.

All customers who currently have a Smart Meter installed, would have recently received an information package on Smart Meters and TOU billing. The information in this newsletter is provided to further assist customers in understanding how they will be billed for electricity under TOU rates. In simple terms, the Smart Meter reads your electrical consumption on an hourly basis and TOU rates are applied according to the time and the day of the week you use it.

## What you can do to take advantage of TOU Rates

TOU rates are based on the times of day and the days of the week that traditionally experience the highest and lowest electricity demands. When demand and production costs for electricity are at their highest, rates will reflect “on-peak” prices; when costs are low, the rates are lower.

Smart Meters and TOU rates can help you manage your electricity costs if you choose to shift some of your electrical use to lower cost periods. For example, by running your dishwasher or other appliances during a low demand time, such as weeknights or weekends, you can reduce your electricity costs because you will pay the “off-peak” rate.

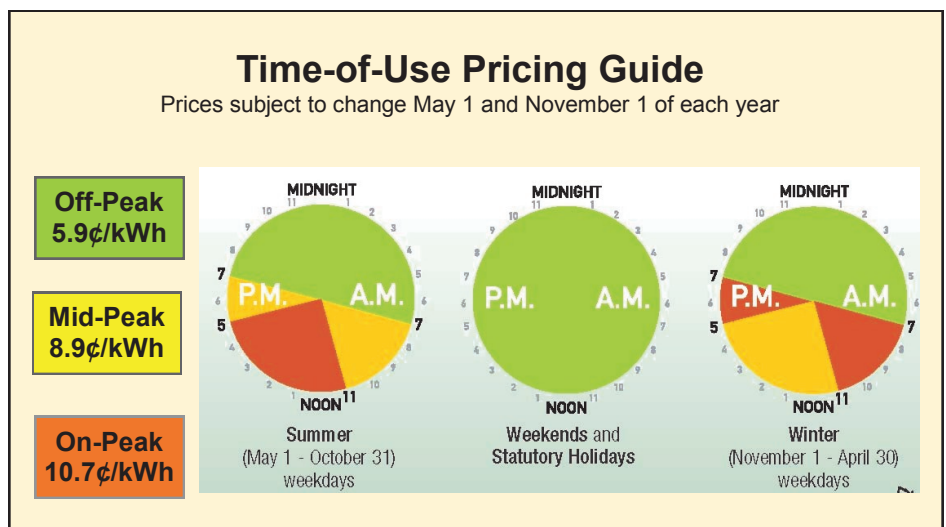
Shifting your load to “off peak” will reduce your costs and help the province smooth out “peak demand” periods, which will result in a more

efficient and less costly electricity system for all of us. Managing the “peak demand” period also has a positive impact on the environment by reducing our dependency on fossil fuel fired peak generation.

The graph below illustrates the daily breakdown when on-peak, mid-peak and off-peak pricing applies and the applicable rates for these time periods.

To assist you in managing your electricity costs further, we have an internet-based tool available that provides you with timely feedback on your TOU electricity consumption patterns. To access your data, simply register under the “log in to your Orillia Power Account” section at [www.orilliapower.ca](http://www.orilliapower.ca).

Our website also contains useful information and links to other informative websites to help you conserve energy and save money.



## Energy Retailers...what you should know

With the roll out of time-of-use rates with the new Smart Meters, energy retailers are knocking on doors soliciting their long-term fixed contracts.

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

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.

If you do sign a contract and buy your electricity from a retailer, you **will not** be eligible for time-of-use rates with your new smart meter. You will pay the contract price of your retailer plus the Provincial Benefit.

The Provincial Benefit changes monthly, but the average for 2010 was 2.79 cents per kWh. This charge is on top of the retailer contract price.

## Energy Saving & Shifting Tips for Time-of-Use (TOU) Prices

Energy conservation, or reducing energy consumption across all time periods, is always the best way to manage your electricity use and costs. With Time-of-Use (TOU) prices, you'll have an additional way to save and reduce strain on the electricity system by shifting use from on-peak to off-peak periods when possible.

The most energy intensive and expensive appliances to run are those that heat or cool air or heat water. Focus to shifting them to off-peak periods when possible.

### Clothes washing and drying

- ◆ Shift doing your laundry to weekends or after 7:00 p.m. weekdays where possible. Wash and rinse with cold water.

### Dishwashing

- ◆ Shift your dishwasher use to off-peak periods where possible. Always run full loads and use the air dry setting.

### Air conditioning and heating

- ◆ Use a programmable thermostat and set it to reduce electricity use when you are not at home.

### Electronics

- ◆ Put your electronics and chargers on power bars with timers. Set the timer for chargers to come on during off-peak hours and shut off a few hours after charging.

### Other appliances

- ◆ Microwaves use up to 75% less electricity than your stove or oven.
- ◆ If you have a dehumidifier in your home, try running it on off-peak hours.

## Energy Conservation Programs

In conjunction with the Ontario Power Authority, Orillia Power is involved with various energy management programs for both residential and business customers.

### Home

- ◆ *SaveONenergy for Home including fridge/freezer pickup, heating and cooling incentives, tips and coupons to help you save*

### Business

- ◆ *SaveONenergy for Business including commercial retrofit and lighting initiatives.*

For all the information you need plus more energy saving tips, please check out the conservation website at [www.orilliapower.saveONenergy.ca](http://www.orilliapower.saveONenergy.ca)

## Summer Safety.....

Electrical safety awareness can help keep summer outdoor activities from becoming disasters.

- ◆ Use outlet covers on outdoor receptacles near swimming pools. Keep cords and electrical devices away from pools.
- ◆ Do not allow power cord connections to become wet. Submerged outlets or electrical cords may energize the water posing a potential lethal trap.
- ◆ Don't use your electric-powered lawn mower in the rain or even on wet grass.
- ◆ Do not barbeque on an electrical 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 outlet that it is plugged into is equipped with a ground fault circuit interrupter (GFCI) to prevent shock or even electrocution.
- ◆ Summer electrical storms can descend upon us with lightning speed. Don't stand out in the open or seek shelter under a tree. Get out of the water if you are swimming. Don't finish that round of golf—lightning can travel through your metal club to you! Seek shelter or stay in your car. Don't forget your pets either—dogs that are chained to a dog house are at risk too!
- ◆ Remember to fly that beautiful new kite away from overhead power lines. Find an open field where there is plenty of room.
- ◆ Stay away from neighborhood utility equipment such as switchgear and transformers—they can be deadly

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

**LEARN FROM  
YESTERDAY  
WHEN  
PLANNING FOR  
TOMORROW!**

