

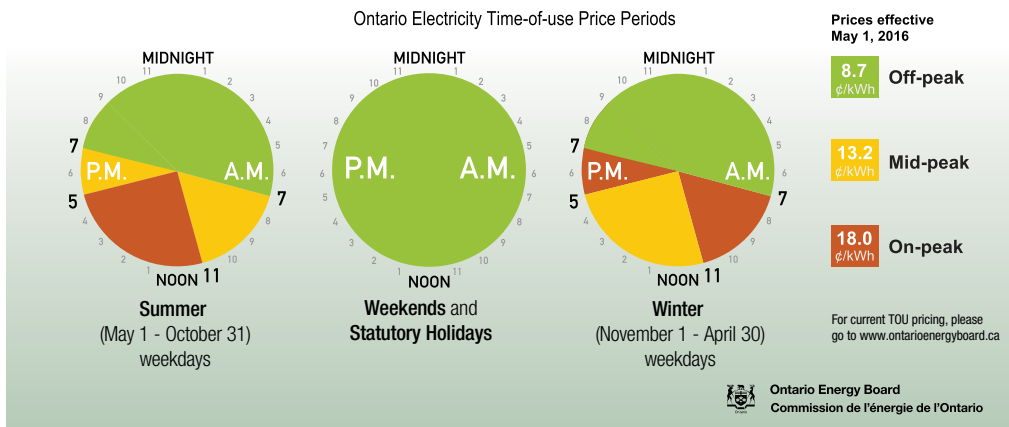
# EnerSource News

 EnerSource  @EnerSourceNews

# Spring 2016

## New electricity rates in effect May 1st

In April, the Ontario Energy Board (OEB) announced changes to electricity commodity rates across the province. Effective May 1, 2016, Time-of-Use (TOU) customers in Ontario will be billed per kWh as indicated in the chart below:



The price is increasing by approximately \$3.13 per month on the 'Electricity' line, and about 2.5% on the total bill, for a household that consumes 750 kWh per month. For more information, please visit [www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca).

## Electricity bill phone scams

Ontario residents lose thousands of dollars every year to phone scams related to their electricity bills.

Protect yourself:

- If someone calls and demands immediate payment by pre-paid credit card or wire transfer, hang up the phone!
- Report the incident immediately to EnerSource at 905-273-9050 and the Canadian Anti-Fraud Centre at 1-888-495-8501.

 Ontario Energy Board

**YOU MAY QUALIFY TO GET  
\$30-\$50 OFF PER MONTH  
ON YOUR ELECTRICITY BILL**

The Ontario Electricity Support Program offers monthly on-bill credits to help households ranging in size from one or two people earning \$28,000 or less to seven or more people earning \$52,000 or less. The credit amount depends on how many people live in your home and your combined income.

Apply online at  
**OntarioElectricitySupport.ca**

Questions? 1-855-831-8151 (toll-free)



## Emergency preparedness

Enersource is reminding all customers to be prepared in the rare instance of an extended power outage or other widespread emergency.

According to Emergency Management Ontario, it is recommended that all households build an emergency survival kit.

This kit should include water, dried and canned food, emergency supplies (flashlights, batteries, first-aid, prescription medicines, manual can opener, portable radio, and a digital thermometer), as well as food for pets.

Please be assured that in the event of any electricity disruption, Enersource has a team of dedicated professionals working to restore power as soon as possible.



## Protecting wildlife and electricity services

Enersource is installing wildlife guards throughout Mississauga to decrease the number of power disruptions and animal fatalities related to contact with electrical equipment.



## Save money with conservation coupons

Save money and conserve power with coupons for energy-efficient products, including LED bulbs, power bars with integrated timers and ceiling fans. Coupons are available at participating retailers or you can print your own by visiting [www.enersource.com/energy-savings-tips/print-your-coupons-today](http://www.enersource.com/energy-savings-tips/print-your-coupons-today)

# SAVE \$3

**on ENERGY STAR® certified specialty CFL light bulbs, single or double packs**

(covered, decorative, dimmable, flood, spot, globe, candelabra, tri-light, etc.)

This coupon has no cash value and cannot be combined with other discounts, rebates or offers. Offer applicable at time of purchase by Ontario residents for personal use only at participating Ontario retailers. Only one coupon can be used per item, with a limit of five coupons per product type (SKU) for each customer. This coupon only applies on products with a pre-tax price greater than the face value of the coupon. All taxes are based on the original purchase price, prior to the coupon discount and payable by the customer. The Independent Electricity System Operator (IESO) does not provide any warranties, guarantees or endorsements, for any product and assumes no liability for their use.

For participating retailers and more information, visit [saveonenergy.ca](http://saveonenergy.ca)



Coupon valid through December 31, 2016. This coupon is subject to terms and conditions set out on this coupon. Official Mark of the Independent Electricity System Operator.

SAVE ON ENERGY

POWER WHAT'S NEXT



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## Calculating how and where you use electricity

The Independent Electricity System Operator (IESO) recently launched Kilowatt Way, an interactive website to help customers estimate their average electricity usage. Customers are asked a series of questions to determine how and where they use electricity. The site calculates an estimated bill and then provides tips on how to be more efficient.

For more information, please visit [www.kilowattway.ca](http://www.kilowattway.ca).

## Outdoor electrical safety

This spring, Enersource is supporting two important safety initiatives - 'Dig Safe Month' and 'Powerline Safety Week'. As the warmer weather returns, the season for outdoor maintenance projects begins. When working outside, it is important to remember that electrical equipment exists both underground and overhead.

Contact with or damage to any electrical equipment can have serious consequences, including personal injury, the chance of creating a safety risk for others and the loss of essential services.

### Underground

At least one week before digging is required, customers and contractors are reminded to contact Ontario One Call's free 24-hour a day service by telephone at 1-800-400-2255 or by visiting [www.on1call.com](http://www.on1call.com).

### Overhead

When using ladders outside, Enersource reminds everyone to 'look up, look out and locate powerlines' to avoid possible contact. Ladders should also only be carried horizontally to ensure they are clear of overhead electrical equipment.

Plant trees away from overhead powerlines so they don't eventually grow into the electrical system. If your trees are growing into powerlines, please call Enersource for information on how to address this issue safely.