

Enersource News

 Enersource  @EnersourceNews

Fall 2016

 Ontario Energy Board

THERE'S HELP FOR LOW-INCOME HOUSEHOLDS

You may qualify for a reduction on your electricity bill with the new **Ontario Electricity Support Program**.



OntarioElectricitySupport.ca

1-855-831-8151

Need help managing your energy costs?

In addition to the **Ontario Electricity Support Program (OESP)**, there are other programs to help low-income customers experiencing difficulty with paying their electricity bills.

The **Low-Income Energy Assistance Program (LEAP)** provides emergency financial relief to eligible low-income customers.

The **Save on Energy Home Assistance Program (HAP)** helps qualified homeowners, tenants and social and/or assisted housing providers improve the energy efficiency of their homes.

For more information, please click on the names of each program listed above.

A report card from the Ontario Energy Board

Once again, Enersource has received exceptional marks in the Ontario Energy Board (OEB) Scorecard for electricity distributors.

The OEB's Electricity Distributor Scorecard allows customers to gain a better sense of how well their local utility is performing. Measures assessed in the Scorecard include service quality, customer satisfaction, system reliability, conservation and efficiency.

To view the Scorecard, please visit: www.enersource.com

Prepare today for tomorrow's cooler weather

As temperatures begin to cool, now is the time to start preparing your home for autumn and winter weather.

The following tips can help you reduce your energy usage over the cooler months:

- Position your thermostat where it is not affected by heat and draft sources such as direct sunlight, hot air ducts, appliances, stairwells and outside doors.
- Keep heat from escaping your home by properly insulating and sealing your basement.
- Turn down the temperature! You could save approximately 2% off your annual heating costs by lowering your thermostat by one degree Celsius during the cooler weather.
- Apply plastic film to your windows to reduce air leaks.

Visit www.enersource.com for more tips.

Winter Time-of-Use begins November 1st

The Ontario Energy Board announced there will be no changes to electricity commodity rates.

Please remember that on November 1st, peak-pricing times changed from Summer to Winter hours.

Winter Rates (November 1-April 30)

	SUN	MON	TUE	WED	THU	FRI	SAT
12 am - 7 am	Off-Peak						
7 am - 11 am	Off-Peak	Mid-Peak	Mid-Peak	Mid-Peak	Mid-Peak	Mid-Peak	Off-Peak
11 am - 5 pm	Off-Peak	Mid-Peak	Mid-Peak	Mid-Peak	Mid-Peak	Mid-Peak	Off-Peak
5 pm - 7 pm	Off-Peak	Mid-Peak	Mid-Peak	Mid-Peak	Mid-Peak	Mid-Peak	Off-Peak
7 pm - 12 am	Off-Peak						

On-Peak \$\$\$
18¢/kWh

Mid-Peak \$\$
13.2¢/kWh

Off-Peak \$
8.7¢/kWh

Save Money with Conservation Coupons

Save money on everyday items with energy saving coupons that can be used at participating retailers in Mississauga until December 31, 2016. Save on a wide range of energy-efficient products including LED bulbs, power bars with integrated timers and weatherstripping. Coupons are available at participating retailers or you can print your own by visiting www.enersource.com/coupons.



A powerful message to keep you safe this fall

Autumn marks a shift in outdoor activities from summer lawn maintenance to pre-winter yard cleaning.

When uprooting gardens, raking leaves and pruning trees, please be aware of your surroundings. Use extra caution when digging and using ladders or tools near powerlines and other electrical equipment. Contact with underground or overhead electrical services can have serious consequences, including personal injury, safety risks for others, and the loss of essential services.

If your work requires ground excavation, please call 1-800-400-2255 or visit www.on1call.com at least one week before digging. For more information about electricity safety, visit www.esasafe.com.

Illuminating the safe path to holiday lighting

The festive season is around the corner and Enersource would like to remind everyone to make safety a priority when decorating for the holidays. Here are some simple safety tips to remember:

- Never use frayed or damaged holiday lights, cords or extensions.
- Don't place outdoor holiday lighting near overhead powerlines, utility poles or street lights.
- Don't run wires across driveways, walkways or high-traffic areas.
- For outdoor lighting, always use Canadian Standards Association (CSA) approved equipment (lights, cords, plugs and sockets) marked for outdoor use.



- Keep outdoor connections above-ground and out of puddles.
- Avoid plugging too many lights and decorations into an outlet or overloading with extension cords. Overloaded circuits can overheat and start a fire.

Other billing news

Ontario recently passed legislation that will reduce electricity bills by eight per cent. This is equivalent to the provincial portion of the Harmonized Sales Tax (HST) and will take effect beginning January 1, 2017. These savings will automatically appear on your electricity bill and are expected to save the average household about \$130 per year.