



Hydro One Remote Communities Inc.

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HydroOneRemotes.ca

Hydro One Remotes E-Bulletin

NOVEMBER
2023

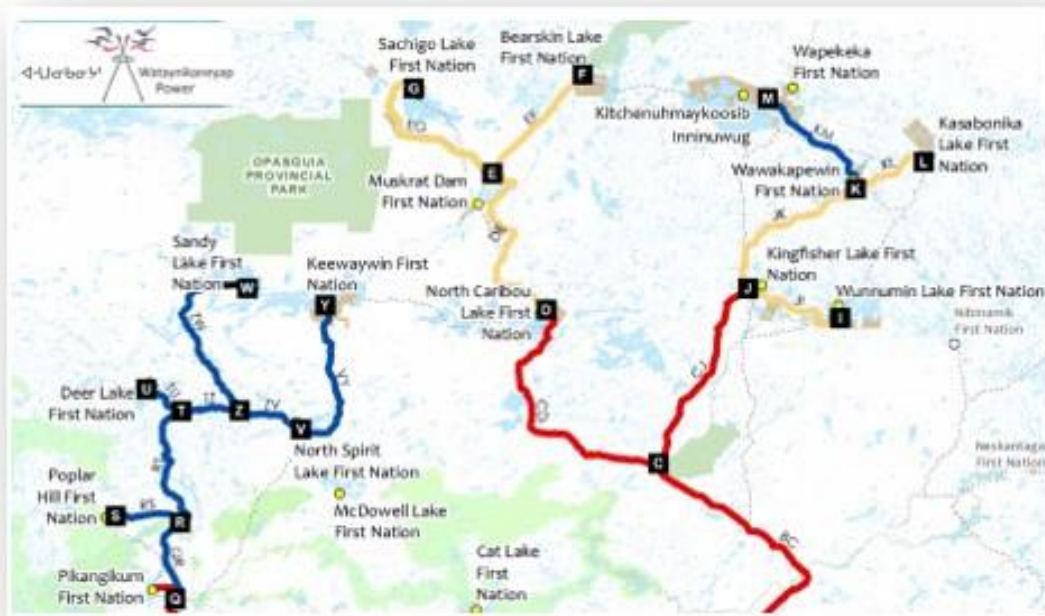
Customer Satisfaction Phone Survey this month

*We want to hear
from you!*

Every 2 years an independent company is hired to call Hydro One Remotes' customer phone numbers at random to hear



how from you how our service is. Customers who complete the 3-minute survey are entered to in a prize draw for energy efficient toaster ovens, LED Christmas lights and other energy efficient prizes. Your answers are used to improve our business – we thank those of you who are contacted in advance for your participation.



Getting Grid-Connected?

As the Wataynikaneyap Transmission Line project continues northward, some communities are becoming connected to the provincial power grid and wondering if they will notice any changes to their residential bills. If your bills are already from Hydro One Remotes, the answer is no – **we will still be your local distributor and residential bills will be the same:** same electricity rate, same emergency phone number, same programs, and same customer service and billing numbers. Your bills will continue as usual, and you will not notice any disruption or “restart” to your electricity use.

For more information on the Wataynikaneyap Powerline project, please visit wataypower.ca.

Keeping the Heat In your Home

Heating your home is over 60% of your electricity bill!

The more heat you can keep in your house & stop it from leaking out, the less money you'll spend.

- **Up to 13% of your home's total heating & cooling could be escaping through the spaces around your windows & doors.** Draft proof or weatherstrip around frames to prevent air loss.



- **Insulation helps keep your home warm in the winter & cool in the summer.** When correctly installed, insulation can deliver comfort & savings, especially during the hottest & coldest times of the year.
- **Clogged furnace filters** are bad for your home’s air quality & plus they use more energy & force the system to work harder. Check the furnace filters monthly & remember to **clean or replace them every 90 days.**

- If you have a woodstove, when you need more heat, you may want to throw a log on the fire – **space heaters and electric heat use a lot of energy & can be expensive.**
- **Check out your crawlspace** - turn on the heater & water heat trace systems just high enough to keep from freezing.
- **On sunny winter days,** open window coverings to let warm light in. Once the sun sets, close them to retain heat.

ENERGY STAR® Appliance Rebate Program

Look for the blue logo on the front!

ENERGY STAR® Appliances are in the top of their class for energy efficiency, which means they use less energy than other appliances, saving you money on your electricity bill. **If you purchase an ENERGY STAR® Appliance, fill out the attached application,** send a photo of your receipt, & Hydro One Remotes will mail you a check for up to \$200 per appliance!

Website

Be sure to check out our “Remotes only” website at HydroOneRemotes.ca for information on all of our programs & services.

Mail Slow?

Call our Billing Department at 1.800.465.5085 to sign up for E-Billing and have your electrical bills emailed to you instead!



For more information on our programs and services please visit:
HydroOneRemotes.ca

BILLING:

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1.800.465.5085

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RemotesBilling@HydroOne.com

SERVICE, including new connections:

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1.888.825.8707

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RemotesCustomerService@HydroOne.com

IF POWER OUTAGE OR EMERGENCY CALL:

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1.888.825.8707

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