



Hydro One Remote Communities Inc.

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HydroOneRemotes.ca

Hydro One Remotes E-Bulletin

AUGUST 2024

2024 Customer Advisory Board Annual Meeting



In photo left to right: Charles Benson (North Caribou Lake First Nation), Joyce Angees (Wunnumin Lake First Nation), Micah Winter (Kingfisher Lake First Nation), Stephen Chapman (Sachigo Lake First Nation), Stacey Barry (Gull Bay First Nation), Raymond Hatfield (Sagamok Anishnawbek First Nation and community of Biscotasing).

Purpose of the Customer Advisory Board (CAB)

It is important for Remotes to understand our customers' perspective about our business to help inform our communications, programs and services as we continually strive to make our business better.

To help achieve this, for many years Hydro One Remotes has a Customer Advisory Board of 6-8 regular customers in a non-elected role in their community (not Chief or Council). Board positions rotate, each a 2-3 year term with overall group membership varied by gender, age, road access or fly-in community and language so as to be as representative as possible of the 24 communities we serve. CAB members are paid an honorarium for their time.

The CAB has been instrumental in providing key feedback to Remotes, informing our direction on communications, contests, education, programs and services over the years. **Last week, we had our annual all-day meeting in Thunder Bay, which included a tour of the Hydro One Remotes office.**

One of the recommendations that came out of this year's meeting was to post the Collections Trip schedule on the Hydro One Remotes website, as well as including it in our E-bulletin – so here it is! Article below, and more information online here: [Hydro One Remote Communities Inc. - Collections \(hydrooneremotes.ca\)](https://www.hydrooneremotes.ca/collections).

Thank you, 2024 CAB members!



What is the Ontario Energy Board?

The Ontario Energy Board ([OEB.ca](https://www.oeb.ca)) is Ontario's independent energy regulator, which means **it makes decisions and rules for how energy companies like Hydro One Remotes operate.** They set the prices (rates) for electricity, and make sure that customers are treated fairly, and that the energy sector is reliable and sustainable.

The OEB also provides customer service standards that utilities must follow including **rules on payment options, collections, and disconnections.** They also have 2 bill assistance programs for Customers – the [Ontario Electricity Support Program \(OESP\)](https://www.oeb.ca/oesp) and the [Low-income Energy Support Program \(LEAP\)](https://www.oeb.ca/leap) – both of which are

administered for our customers by the [Ontario Native Welfare Administrators Association \(ONWAA\)](#).

FALL 2024 Collections Trip Schedule

Community:	Payment Deadline:
Armstrong	Aug 30
Gull Bay First Nation (KZA)	Aug 30
Whitesand First Nation	Aug 30
Collins (Namaygoosisagagun First Nation)	Aug 30
Bearskin Lake First Nation	Aug 30
Neskantaga First Nation	Sep 6
Marten Falls First Nation	Sep 6
Webequie First Nation	Sep 6
Biscotasing	Sep 6
Hillsport	Sep 6
Oba	Sep 6
Sultan	Sep 6
KI (Big Trout Lake)	Sep 13
Wapekeka First Nation	Sep 13
Pikangikum	Sep 13
Kingfisher Lake First Nation	Sep 20
Wunnumin Lake First Nation	Sep 20
North Caribou Lake First Nation	Sep 20
Deer Lake First Nation	Sep 27
Sachigo Lake First Nation	Sep 27
Sandy Lake First Nation	Sep 27
Fort Severn First Nation	Oct 4
Wawakapewin First Nation	Oct 4
Kasabonika Lake First Nation	Oct 4

Collections Trips

Two times a year, in the spring and in the fall, Remotes schedules a Collections Trip to each community we serve.

If you are behind on your bill payments, you will receive a letter from us, and if you are in a First Nation Community, your name will also be included on a list of unpaid accounts to Chief and Council.

During a Collections Trip, customers that have not made arrangements to pay their bill are disconnected by our technical staff. *Note: we will never disconnect a customer in the wintertime.* Our Collections efforts are a last resort and to ensure uninterrupted electrical service, bills should be paid on time.

If you have received a reminder letter or disconnection notice,

please do not wait and immediately reach out to our **Billing Department at ph. 1-800-465-5085** or email RemotesBilling@HydroOne.com. We are here to help and will work with you to find a solution.

To learn more about Collections visit [Hydro One Remote Communities Inc. - Collections \(hydrooneremotes.ca\)](#).

