

# Inside Fall 2016



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## Ontario Electricity Support Program

The Ontario Energy Board is helping make electricity more affordable for low-income households. The Ontario Electricity Support Program (OESP) will provide ongoing assistance directly on the bills of eligible electricity customers. Please visit <https://ontarioelectricitysupport.ca>

## Summer Weather Bill Impact

Summer 2016 has seen record setting temperatures and subsequently an increase of electricity used by customers. This increased demand has also impacted the way customers used their energy. Data analytics when comparing May 2016 to August 2016 indicate there was an average customer shift (based on all TOU customer data) of approximately 6% from Off-Peak (\$0.087/kWh) commodity pricing with 5% shifting to Peak (\$0.18/kWh) and 1% shifting to Mid-Peak (\$0.132/kWh). Commodity (cost of electricity) accounts for approximately 60% of the total electricity bill based on a residential account using 750 kWh per month on Standard Supply Service. Increased consumption coupled with a possible shift in what time of day electricity was consumed, may have impacted your total bill. Customers are encouraged to register for Customer Connect, a secure web portal that allows customers to understand how much electricity they are using, when they are using their electricity and the ability to make informed decisions to reduce energy costs.

## Customer | Connect

InnPower's secure web portal for customers. Access your account information, usage, payments, Time of Use (TOU) data, Green Button data, conservation tips and more. To register please visit our website [www.innpower.ca](http://www.innpower.ca) click on Account Log In to begin. Once registered, sign up for paperless **eBilling**. View your account information 24/7, receive email notifications when your bill is available, download, print or save your bill electronically. Reduce paper and help the environment.

## Remember to call before you dig

To request a free underground cable locate:

- Call Ontario One Call **1-800-400-2255** or
- Submit an e-ticket at [www.on1call.com](http://www.on1call.com)

Ontario One Call is open 24 hours, seven days a week. Please give at least five working days' notice.



## Outages

View outages with our new Customer Outage Portal. InnPower is excited to introduce a new way to shed some light on the status of power outages. Our Customer Outage Portal is now available online, giving customers the ability to view power outages if they occur. Visit <http://www.innpower.ca/outages.php>

## Powerline Safety Tips

- In the event of a storm:
- Beware of downed powerlines, they may still be energized. Stay up to 35 feet away from these lines and contact InnPower to report downed powerlines.
  - If your vehicle comes in contact with powerlines, do not leave the vehicle unless you are in immediate danger. If you need to leave the vehicle it is recommended that you jump out of the vehicle landing with your feet together without touching the vehicle and the ground at the same time. You should then shuffle away without raising your feet off the ground – ensuring that your feet are always touching one another.
  - Ensure portable emergency generators and their components, are approved by a recognized certification agency. Unapproved products may not meet provincial safety standards.
  - Ensure your generator installation includes a transfer device and proper connection cords to protect you, your home and utility workers. A licensed electrical contractor can assist in defining your electrical installation requirements. Generator installations should be inspected by the Electrical Safety Authority.
  - Beware of flood water – if it has risen above electrical outlets or power cords it could be energized. Contact InnPower to disconnect the power from outside your home.
  - Ensure electrical installations and appliances have been checked by a licensed electrical contractor prior to use.



## Electrical Safety Tips for Kids

- √ **DO** ask a grown up to put safety covers on outlets if there are little kids in the house.
- √ **DO** unplug hair dryers, hair straighteners and curling irons when you're done with them.
- √ **DO** remind your parents to look up and look out for powerlines if they're working in the yard with a ladder or trimming trees. They should also call Ontario One Call before they dig holes to build a deck or a fence.
- × **DON'T** stick anything into electrical outlets, into the end of an extension cord, or into electrical stuff that's plugged in (your mom is right, never stick a knife into a toaster!)
- × **DON'T** plug too many cords into an outlet. Even using adapters to add cords can still cause overloads and fires. Ask your parents to buy a proper power bar.
- × **DON'T** use any cords that look cracked, pinched, have loose plugs or look worn out. Never use cords that heat up when they're plugged in even if they look okay otherwise.
- × **DON'T** yank the cord from an outlet -- it can damage your electronic stuff or the outlet or both.
- × **DON'T** touch outlets or switches if the cover is missing or broken.
- × **DON'T** plug anything into an outlet if there's water on the floor or counter near it.
- × **DON'T** use hair dryers, radios, or any other electrical stuff in or near water – like the sink, tub or shower.
- × **DON'T** play near any powerlines or electrical equipment like the green boxes you see on lawns or fields.
- × **DON'T** get on any roof to play or to get a ball or toy if it lands up there. Powerlines usually attach to a house near the roof. If you touch one, it could kill you.
- × **DON'T** fly kites near powerlines, ever.
- × **DON'T** climb trees near powerlines – tree branches can hide them. Remember, electricity can go right through the tree branch - and right through you!
- × **DON'T** climb hydro poles or the fences around electrical stations.

## Electrical Safety Tips for Parents

- √ **DO** replace broken cover plates right away – remember to turn the power off at the panel and use a tester to confirm the power is off.
- √ **DO** childproof wall outlets to help avoid accidents.
- √ **DO** use an approved power bar that has surge protection and is protected with a Ground Fault Circuit Interrupter (GFCI).
- √ **DO** look up and look out for overhead powerlines in your yard and in your community. Stay at least three meters away – and that includes your ladder and tree pruner.
- √ **DO** read the rest of ESA's electrical safety tips on how to stay safe at work, at home and in your community.
- × **DON'T** remove the third prong (the grounding pin) of a plug.

Please visit the ESA website for more safety tips. <https://www.esasafe.com/consumers/electrical-safety-tips/safety-at-home>

## Stray Voltage

### What is Stray Voltage?

Farm 'stray' or 'tingle' voltages are small electrical potentials between metal stabling/equipment and floor surfaces. Animals that make contact between these surfaces may receive a tingle or mild shock that disturbs the animals' normal behaviour and can ultimately reduce the efficiency of the farming operation.

An InnPower livestock customer may ask InnPower to initiate a farm stray voltage investigation, where a livestock farm customer provides information that reasonably indicates that farm stray voltage may be adversely affecting the operation of the customer's livestock farm.

### What causes Stray Voltage?

Stray voltage can be produced by a variety of on-farm and off-farm sources.

#### On-farm sources:

Unbalanced farm electrical system loading, faulty wiring, improper or poor grounding, defective equipment or voltages from gas pipelines or telephone lines are all possible sources. InnPower's neutral system is connected to a farm's grounding system. While this bond protects from shocks caused by faulty electrical equipment and lighting strikes, it may result in stray voltages on grounded farm equipment such as feeders, watering devices, metal stabling, metal grates, milk pipelines and wet concrete floors.

#### Off-farm sources:

In a properly functioning electrical system, some voltage exists between the neutral system (ground conductors) and the earth. The level of this voltage can change depending on changes in environmental conditions, electrical loading, and other factors.

### Common Ways to Reduce Stray Voltage

Common ways of reducing tingle voltage would be to reduce grounding resistance of the system grounds and system neutral and by repairing faulty electrical equipment and wiring. An alternative solution, particularly applicable to milking parlours, is the installation of an equi-potential grid. The grid consists of a welded wire mesh, embedded in the concrete of the cow platform in the parlour and in other areas where cows contact bonded stabling or feeding or water devices.

The mesh is bonded to the neutral, thereby raising all contact to the potential grids of the neutral and eliminating exposure to stray voltage. Equi-potential grids are required in new milking parlour construction under the Canadian Electric Code and are included in Canada Plan Service milking parlour plans. The grid offers the added advantage of improving system grounding and eliminating electric shock hazard for livestock on the grid from all sources including lighting.

### Stray Voltage Response Procedure

If you think you have a stray voltage problem, call InnPower Customer Service at (705)-431-4321 to set up an appointment. It is estimated that InnPower requires five business days or less following receipt of a complaint or inquiry to contact the livestock farm customer to schedule a site visit for the purpose of initiating an investigation. Information required from the livestock farm customer includes:

1. Are there any of the following symptoms noticed for dairy cows?
  - Reluctance to enter milking parlour
  - Reduced water or feed intake
  - Lowered milk production
  - Nervous or aggressive behaviour
  - Uneven and incomplete milkout
  - Increased mastitis
  - Reduced growth
2. Any recent changes to electrical circuits, motors or hardware?
3. Any recent changes or additions to barn operations?
4. Any history or past precedence of stray voltage problems?

For additional information on the effects of stray voltage on livestock see:

#### Appendix H. Ontario Energy Board's Distribution System Code.

[http://www.ontarioenergyboard.ca/OEB/Documents/EB-2007-](http://www.ontarioenergyboard.ca/OEB/Documents/EB-2007-0709/appA_Amendment_DSC_Stray_Volt_20090616.pdf)

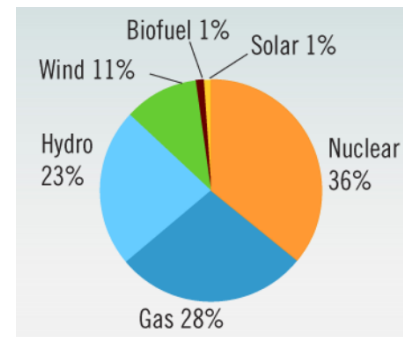
[0709/appA\\_Amendment\\_DSC\\_Stray\\_Volt\\_20090616.pdf](http://www.ontarioenergyboard.ca/OEB/Documents/EB-2007-0709/appA_Amendment_DSC_Stray_Volt_20090616.pdf)

#### Agriculture, Food and Rural Affairs (OMAFRA)

<http://www.omafra.gov.on.ca/english/livestock/dairy/facts/strayvol.htm>

## Supply Mix

Ontario's installed generation capacity totals 35,951MW which includes:



The amount of generation actually available at any one time is dependent on facility outages (planned maintenance or unplanned) and the capacity factor of certain forms of supply.

## Tree Trimming

Tree trimming helps prevent power interruptions. InnPower's Forestry Program works to keep trees away from our primary powerlines along the street, however it is the customer's responsibility to ensure trees on their property are properly maintained and do not interfere with overhead powerlines coming from the road to their home or business. Please contact a professional arborist with powerline experience to perform the work. Information on InnPower's 2016 Forestry Program can be found on our website [www.innpower.ca](http://www.innpower.ca). InnPower will charge for repairs as a result of damage caused to its distribution system by others.

## Electric Car Chargers



If you are an owner of an electric vehicle, InnPower would appreciate hearing from you via email at [customerservice@innpower.ca](mailto:customerservice@innpower.ca) or you can submit a request online via InnPower's website at <http://www.innpower.ca/contact.php>. Providing InnPower with your address and level (ie.1, 2 or 3) of your charger assists InnPower with future planning.

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