



Follow us on Twitter and Facebook to receive updates on outages, safety tips, etc....



@InnPower and Facebook



InnPower Corporation

Winter Disconnection Moratorium

The Ontario Energy Board (OEB) issued a ban on residential winter disconnections for non-payment from November 15 to April 30. This does not mean that you do not have to pay your bill, customers are still responsible to pay their monthly bills. If you are unable to pay your account in full it is important you contact InnPower at 705-431-4321 and make arrangements to clear your arrears. Our Customer Service team will be able to make arrangements, offer programs such as Arrears Management Program (AMP) and Low-income Energy Assistance Program (LEAP). If you require financial assistance we will be able to direct you to agencies that may be able to assist you.



THE ONTARIO ELECTRICITY SUPPORT PROGRAM

Apply  Online [OntarioElectricitySupport.ca](https://ontarioelectricitysupport.ca)
 Phone 1-855-831-8151
 Through an agency
Barrie Housing 705-726-9082 Ontario Works 705-722-3132


7251 Yonge St. Innisfil, Ontario L9S 0J3
Customer Service 705-431-4321

You may be eligible for:

 **\$35**
To \$75
each month

Low-Income Customers

Programs are in place to help customers who have a lower income, whether it is a one-time assistance or ongoing assistance. The Ontario Electricity Support Program (OESP) for ongoing assistance through a monthly credit, or a one-time assistance through the Low-income Energy Assistance Program (LEAP) which can pay up to \$500.

Important News for Ontario Electricity Support Program (OESP) Customers

Is your OESP due for renewal? OESP has been in place since January 2016. Many applicants were eligible for 2 years. If you still qualify you need to renew your application, this process can take approximately 4 – 6 weeks. Please call Ontario Electricity Support Program at 1-855-831-8151 or visit their website at <https://ontarioelectricitysupport.ca/Renew> to renew your application.

Are you moving?



If you are moving within the InnPower service territory (Innisfil & South Barrie) there are a few things you need to know. If InnPower Corporation is not notified by an existing customer when they move or by a new customer moving in, in advance of the move there is a risk that disconnection of the electrical service will take place. To avoid any inconvenience contact InnPower Corporation to set up your new account or to request a final billing.

Account applications for Residential and Commercial services can be found on our website or by contacting our Customer Service Team at 705-431-4321. Let us know at least three days before the closing date or lease start date to ensure your final bill on time and your new service is set up without any interruption to your service.

If you receive water and wastewater services they are provided through InnServices and billed through InnPower Corporation. The property owner will automatically assume responsibility for the water account and past due amounts may be tax-rolled.

If you currently receive an Ontario Electricity Support Program (OESP) credit on your bill and are moving within Ontario you need to reapply at your new address. ([OntarioElectricitySupport.ca](https://ontarioelectricitysupport.ca) or call 1-855-831-8151)

If you are a landlord and want to assume responsibility for the hydro service when your tenants move, you can fill out a Continuing Service Agreement. This form can be found on our website at www.InnPower.ca or for more information please contact Customer Service at 705-431-4321.



**CALL OR CLICK
BEFORE YOU DIG**
Locate pipes + utility lines at no cost

Call Before You Dig

Homeowner, Contractor or Infrastructure Owner
Contact Centre is open 24/7
1-800-400-2255 www.on1call.com/

View our updated Power Outage & Frequently Asked Questions Page on our Website

We have updated our website (<https://www.innpower.ca/outages.php>) to make it easier to view outages. There are now links to show detailed information about the power outages, current and in the past. We also update Twitter @InnPower and Facebook, but if you do not follow us on social media our outage page on our website also shows the Twitter updates. For current outages click on the link to check Current Outages on Outage Map.

[Twitter @InnPower](#) [Facebook InnPower Corporation](#)

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Powering Innisfil & South Barrie (705) 431-4321

Current Time of Use Rate **13.2 On-Peak** ¢/kWh

NEWS & EVENTS CUSTOMERS CONSERVATION BUILDERS & DEVELOPERS CONSTRUCTION OUTAGES

Power Outages and Frequently Asked Questions

Power Outage Information is now at your fingertips. 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, and it gives customers the ability to view power outages as they occur!

To Report an Outage call 705-431-4321. We also update Twitter @InnPower and Facebook InnPower Corporation

Don't have Twitter? InnPower posts Twitter feeds below.

The outage map below provides customers with the most up to date information on power outages within InnPower's service territory. You can also view more detailed information on power outages by following the links below.

[Check Current Outages on Outage Map](#)

For information on current outages follow link [Current Outages](#) For information on past outages follow link [Past Outage Information](#)

Tweets by @InnPower_

InnPower Corporation Retweeted

POWERLINE DANGER IN ONTARIO: BY THE NUMBERS*



Dump trucks were the **#1** cause of overhead powerline contacts in the past 5 years

THERE WERE **1,338** overhead powerline contacts in the past 10 years (Many more go unreported)

23 PEOPLE NEVER CAME HOME in the past decade because they died from a powerline contact

WHAT YOU CAN DO:



STAY BACK AT LEAST 3 M FROM OVERHEAD WIRES

DROP YOUR BOX AFTER DUMPING THE LOAD

GET A SIGNALLER THEY ARE YOUR EXTRA SET OF EYES

*Statistic from the 2015 Ontario Electrical Safety Report

This message is brought to you by 44,000 volts.

#RespectThePower esa-safe.com

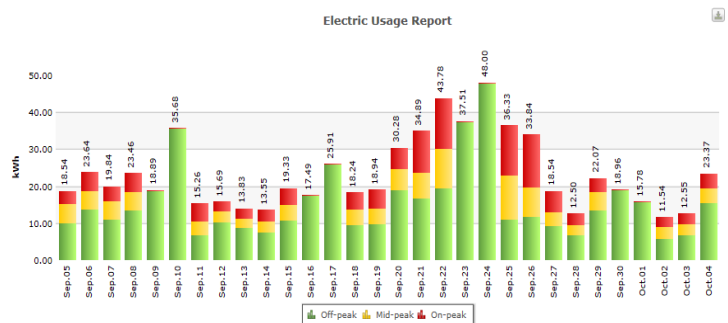


Customer Connect

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 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, usage notifications and more. Download, print or save your bill electronically. Reduce paper and help the environment.

If you require assistance registering or would like more information about Customer Connect please contact our Customer Service Department at 705-431-4321 or customerservice@InnPower.ca.



Note: Unbilled electricity consumption has not been loss-adjusted and may contain estimated data.

InnPower Corporation



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 Phone (705) 431-4321 Fax (705) 431-6872
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