



Powering Innisfil & South Barrie

(705) 431-4321



Fall 2018



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



@InnPower and Facebook



InnPower Corporation

Afford Ability Fund™



Your local electric utility and community services are working together to help you improve your home's energy efficiency with free energy-saving upgrades, which can lower home energy use and your electricity bill. See if you qualify! Visit innpower.ca



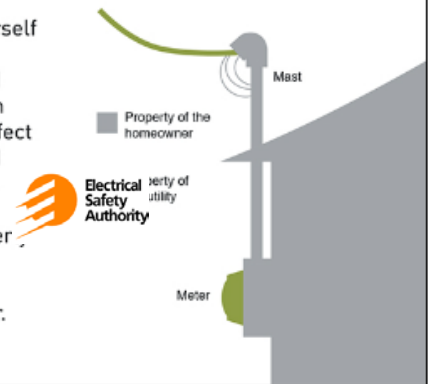
3 Levels of Support Available

AffordAbilityFund.org

705-431-4321

ALWAYS HIRE A LICENSED ELECTRICAL CONTRACTOR TO ASSESS THE SITUATION AND MAKE THE REPAIRS

Never attempt major electrical repairs yourself or hire an unlicensed electrician. This could delay your power from being reconnected, affect insurance claims, and create safety hazards. Licensed Electrical Contractors can properly arrange for permits, inspection, and reconnection of power.



We are ready to assist you!



Customer Service or Outages call

(705) 431-4321

[email customer.service@innpower.ca](mailto:customer.service@innpower.ca)

THE ONTARIO ELECTRICITY SUPPORT PROGRAM

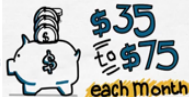


Apply Online OntarioElectricitySupport.ca
 Phone 1-855-831-8151
 Through an agency
Barrie Housing 705-726-9082 Ontario Works 705-722-3132



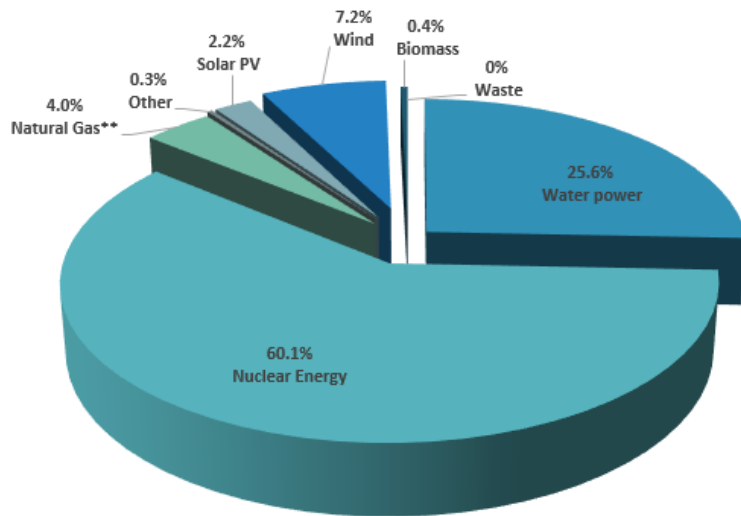
7251 Yonge St. Innisfil, Ontario L9S 0J3
Customer Service 705-431-4321

You may be eligible for:



211 is a helpline that provides information on and referrals to Ontario's community, social, health-related and government services.

Ontario's System-Wide Electricity Supply Mix 2017



■ Water power ■ Nuclear Energy ■ Natural Gas** ■ Other ■ Solar PV ■ Wind ■ Biomass ■ Waste

Ontario's system-wide electricity supply mix is posted annually on the website for the Ontario Energy Board (OEB) at www.oeb.ca. This shows the combination of power sources used to generate electricity.



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/

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?

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 lightning 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.

For information on causes, investigation procedure, etc... visit our website at www.innpower.ca. For additional information on stray voltage you can also visit:

https://www.oeb.ca/oeb/Documents/Regulatory/Distribution_System_Code_AppH.pdf

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

<http://www.omafr.gov.on.ca/english/livestock/dairy/facts/09-075.htm>



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 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.

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.

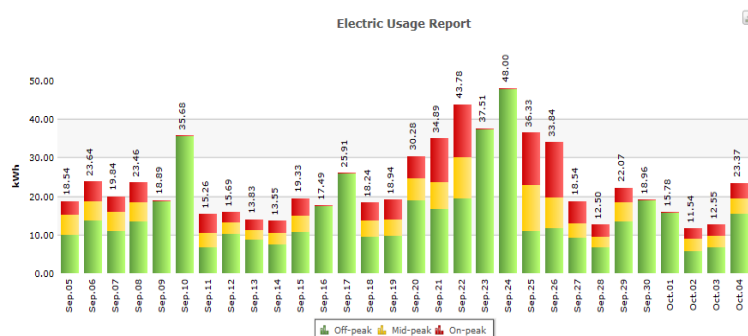
To register please visit our website www.innpower.ca click on Account Log In to begin. Once registered, sign up for paperless eBilling. View your account information 24/7, receive email notifications when your bill is available, usage notifications and more. Download, print or save your bill electronically. 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.



*Sign up for eBilling today.
Fast • Secure • Convenient • Less
Expensive • Environmentally*

Easy to monitor daily usage.



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