



## Customer Connect: Sign up Today!

InnPower's secure web portal for customers!



- Secure, 24/7 Access
- View Account Information
- Monitor Usage
- View Bills
- Set up Reminder Notifications
- Time-of-Use (TOU) Rates and Information
- Sign up for E-Billing
- and More!

To register for Customer Connect, please visit our website, [www.innpower.ca](http://www.innpower.ca) and select Account Login to begin.

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## Remove Clutter and Go Paperless with E-Billing



Help the Environment by Cutting Down on Paper. Easy.  
Convenient. Secure. 24/7 Access.  
Register for E-Billing through Customer Connect!



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## AffordAbility Fund™: Spend Less, Save More!

Is the cost of electricity putting a strain on your budget? The AffordAbility Fund™ is here to help with three easy steps!

The AffordAbility Fund™ will help improve your home's energy efficiency, lower your home's energy use and reduce your monthly cost of electricity. How? By replacing old, inefficient products with **FREE** energy-saving upgrades!

1



Simply start by filling out the form at [AffordAbilityFund.org](http://AffordAbilityFund.org) or call 1-855-494-FUND

2



Next, you'll get a call from the AffordAbility Fund. You'll be asked some basic questions, such as your net household income and average electricity bill.

3



You'll receive your free energy-saving kit and may qualify for a free in-home energy audit and installation of energy-saving products and appliances.

# Why Do Power Outages Happen?

4.1%

Scheduled  
Maintenance



67.1%

Trees, Weather, Wildlife,  
Vehicular Accidents, etc.



28.8%

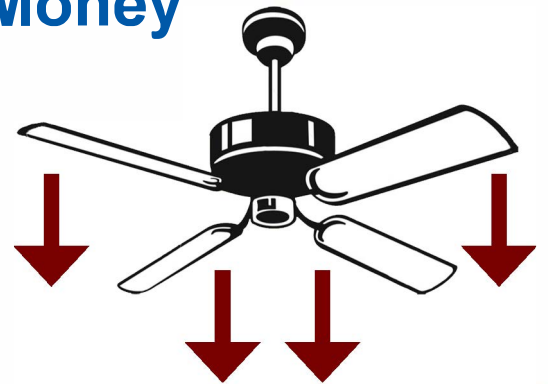
Equipment Issues



For more information regarding power outages, to report outages and to check the outage map, visit [www.innpower.ca/outages.php](http://www.innpower.ca/outages.php). Follow us on social media for up-to-date information regarding outages.

## Ceiling Fans: Save Energy and Money

Looking to save energy and money this fall and winter? Set the direction of your ceiling fan to clockwise. Since warm air rises, this direction will help push warm air back down while also circulating any heat produced by your heating system.



## Are You Being Haunted by Phantom Power?

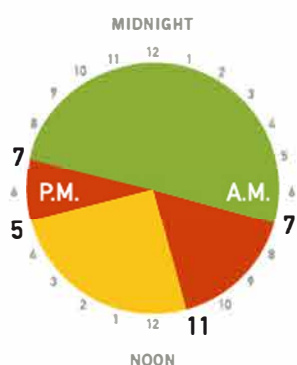


Many electronics and appliances consume power even when they are not being used. This is called **PHANTOM POWER**. Phantom power can account for up to **10 %** of your electricity bill!

Avoid phantom power by unplugging the electronics/appliances when they are not in use or by plugging them into power bars.

If using a power bar, try switching it off while you are at work or asleep, or get one with a timer that does that automatically for you!

## Time-of-Use (TOU) Rates: Effective November 1st



Off-peak  
Mid-peak  
On-peak

Don't forget that the TOU Rate periods change starting November 1st until April 30th. Please see the adjusted TOU periods.

In winter, less daylight means electricity use peaks twice: once in the morning when people wake up and turn on their lights and appliances, then again when people get home from work. There are two sets of on-peak hours to reflect this.

## FOLLOW US



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