



## Why Do Power Outages Happen?

11.8%

Scheduled Maintenance



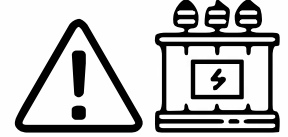
63.5%

Trees, Weather, Wildlife, Vehicular Accidents, etc.



24.7%

Equipment Issues

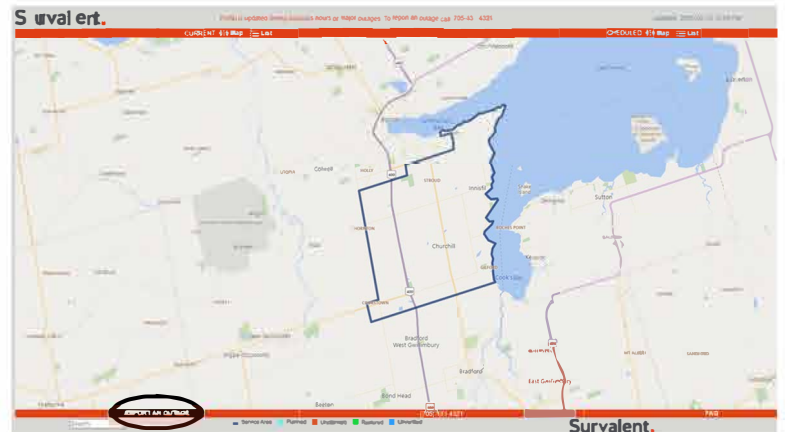


For more information regarding power outages, to report outages and to check the outage map, visit [www.innpower.ca/outages.php](http://www.innpower.ca/outages.php). Follow us on social media for up-to-date information regarding outages.

## How to Report Power Outages

To report an outage, you can call our office at (705) 431-4321, report on our website via the outage map, or report through our social media.

Please note that during an outage, our call lines are often busy due to the call volume. The most up-to-date information on a power outage can be easily found by following us on Facebook and Twitter, or visiting our website outage map at <https://www.innpower.ca/outages.php>.



REPORT AN OUTAGE

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

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! If you have any questions, call our office at (705) 431-4321 for more information!



1 Simply start by calling the Affordability Fund at 1-855-494-FUND (3863)



2 You'll be asked some basic questions, such as your net household income and average electricity bill.



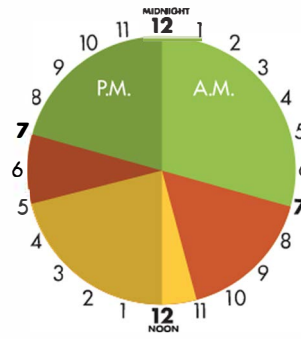
3 You'll receive your free energy-saving kit and may qualify for a free in-home energy audit and installation of energy-saving products and appliances.

Help is here



# Winter Time-of-Use Pricing: Nov 1, 2019 - April 30, 2020

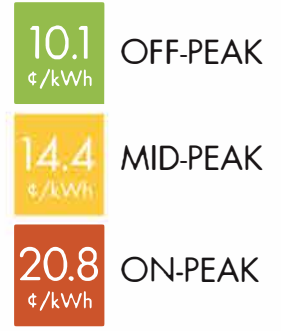
As of November 1st, the Ontario Energy Board (OEB) has set new electricity rates for households and small businesses. The changes to rates were made in order to represent the true cost of electricity.



Winter



Weekends & Holidays



Prices per Demand

Alongside the rate changes, The Province of Ontario has implemented the Ontario Electricity Rebate (OER). The OER is a new, 31.8 % on-bill rebate that replaces the previous 8% provincial rebate and other electricity rate relief provided through the Fair Hydro Plan. The OER will largely offset the new rates set by the Ontario Energy Board (OEB). To learn more, please visit [www.oeb.ca](http://www.oeb.ca).

## Electrical Safety Authority (ESA): NO SAFE SHOCK!



### TIPS FOR PARENTS Electrical Safety at Home

<p><b>No shock is a safe shock.</b> Even low-voltage shocks can have serious long-term after-effects</p>	<p><b>Build it right.</b> Hire only a Licensed Electrical Contractor for electrical work.</p>	<p><b>Replace missing or broken cover plates</b> Outlet covers create a barrier between kids and exposed wires.</p>
<p><b>Replace all frayed cords.</b> Tape won't protect kids from shock.</p>	<p><b>Be an electrical safety role model.</b> Show them how to use electrical devices and appliances safely.</p>	<p><b>Install Tamper Resistant (TR) Receptacles.</b> They help prevent little fingers or objects from going into the outlet.</p>
<p><b>If your child has been shocked, get medical help.</b></p>		

Did you know that in Ontario, an average of approximately 110 kids under the age of 15 end up in the emergency department each year due to an electrical injury? More than half of those children are under the age of 5!

Keep your family safe. Don't be part of the statistic! Use these simple tips to ensure the safety of yourself, your family, and your home.

Remember that there is no safe shock and that all shocks are preventable. Learn more about preventing shocks by visiting [www.esasafe.com](http://www.esasafe.com).

## Remove Clutter and Go Paperless with E-Billing



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Help the Environment by  
Cutting Down on Paper

Register for E-Billing through [Customer Connect](#) in 3 Easy Steps!

- 1 Log in to your Customer Connect Account
- 2 In Customer Connect, click on the "BILLING" drop-down menu and select "E-BILL"
- 3 Select the "Paperless Billing" option and click "Submit"

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