

Hydro One Customers Realize Annual Savings of 400

Hydro One announced in May that its customers - from homeowners to school boards, to ski resort operators - had achieved annual energy savings of more than 400 million kilowatt-hours. That is enough electricity to power approximately 35,000 homes for a year, resulting in greenhouse gas emission savings of more than 260,000 tonnes of CO₂.

“Hydro One customers across the province, whether they are businesses, institutions, farms or residential customers, are conserving energy every minute of every day,” said Giuliana Rossini, Director Strategy and Conservation Officer of Hydro One. “Our customers have responded so strongly because conserving energy is a double win: it’s great for the environment and it pays off financially,” said Rossini.

Hydro One has enlisted 1.5 million participants in energy conservation efforts with its own programs and in collaboration with the Ontario Power Authority (OPA). These include reducing peak demand, shifting consumption to off-peak periods, and retrofitting or installing equipment and systems using more energy-efficient technologies.

Mass market programs have reaped positive results:

- Through *The Great Refrigerator Roundup* more than 50,000 old, energy-guzzling refrigerators, freezers and air conditioners have been picked up free of charge since 2006.
- Business customers took up the offer of cash rebates to replace old inefficient equipment with energy-efficient technologies through the *Electricity Retrofit Incentive Program*. They replaced more than 60,000 inefficient technologies by the end of 2008, receiving rebates up to \$120,000 per project.
- Approximately 20,000 customers, predominantly residential, chose to have a free thermostat with load control capability installed in their homes since 2006, through the *peaksaver* program.
- Approximately 2,100 small businesses received an energy audit and 1,350 of them completed efficiency improvements

through the *Power Savings Blitz* launched in 2008, offering small businesses an energy audit and up to \$1,000 in free lighting retrofits.

Large business customers achieved 40 MW in peak reduction during last summer’s peak demand period through Hydro One’s custom *Double Return Program* for large to mid-market customers. By reducing average peak electricity demand by 5 to 10% between 7:00 am and 7:00 pm on business days, companies were paid double the amount of what they saved in delivery charges. A special website helps eligible commercial/industrial distribution companies with interval meters and all transmission-connected customers compare their peak load to last year’s and track their progress.

“Hydro One customers across the province, whether they are businesses, institutions, farms or residential customers, are conserving energy every minute of every day,”

In order to provide practical energy efficiency ideas and information to their customers, Hydro One has produced a series of educational publications. Pamphlets on heating, lighting,

Million Kilowatt Hours

caulking, appliances, landscaping, windows, hot water, conservation and cooling are available to customers to help them use electricity wisely. The series focuses on providing practical tips and a range of options for any budget. The pamphlets are available on Hydro One's *Power Saver* webpage at www.PowerSaver.ca.

In addition, nearly 10,000 customers have used the *PowerSaverPlus* online home energy audit and received valuable tips on how to lower their electricity consumption and bill.

Hydro One is leading by example. In 2008, the company began a comprehensive energy audit of all utility trucks and vehicles. This was a first step in building a more environmentally conscious fleet. As part of its internal program called *Greener Choices*, Hydro One is raising environmental awareness and encouraging conservation among its employees with a focus on building a conservation culture within the company. ■



Hydro One delivers electricity safely, reliably and responsibly to homes and businesses across the province of Ontario and owns and operates Ontario's 29,000 km high-voltage transmission network that delivers electricity to large industrial customers and municipal utilities, and a 123,000 km low-voltage distribution system that serves about 1.3 million end-use customers and smaller municipal utilities in the province. Hydro One is wholly owned by the Province of Ontario.

A Proactive & Award-Winning Workforce Renewal Program

Hydro One is facing the retirement of 30 per cent of its workforce in the next few years. To help fill these positions, Hydro One has partnered with Mohawk College in Hamilton, Algonquin College in Ottawa, Northern College in Timmins and Georgian College in Barrie to develop curriculum for the future employees of the electricity transmission and distribution sector. Hydro One is contributing to scholarships, program development and equipment over four years.

Hydro One has invested more than \$3 million to help Ontario colleges train and recruit people for engineering technicians, technologists and trades positions in the electricity sector.

In February of this year, Colleges Ontario awarded Hydro One for its significant achievements in advancing college education in Ontario.

"We have taken a proactive and leadership role in curriculum development with four Ontario Colleges to ensure workers are trained and ready when we need them. This has been an extremely creative and productive partnership and I believe a model for other employers to consider," said Tom Goldie, Senior Vice President, Corporate Services, Hydro One.

The four colleges have seen a significant increase in both applications and enrollment in the engineering technology program since the announcement of the partnership in 2007.

