



MILTON HYDRO

The Conservation

Your source of information for electricity conservation activities in and around Milton

Meter

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Conservation Halton puts its name into action!

The innovative "Energy Drill" program has spread through the Region thanks to the participation of Conservation Halton, a community-based environmental agency. Conservation Halton, under direction of its Board, chose to participate in the Energy Drill program because their very mandate is to conserve, protect and manage natural resources.

Says Director Kevin Keith: "Conservation: that is who we are!"

Modeled after a fire drill, the Energy Drill program is an electricity demand response program that brings about reductions in the amount of electricity consumed during periods of peak demand, and in turn protects natural resources from depletion and pollution.

An Energy Drill is triggered by smog alerts, high wholesale electricity prices, electricity system reliability issues and other alarms like public appeals. During the Energy Drills, "Energy Marshals" undertake a prescribed set of electricity demand reduction measures, including resetting thermostats, turning off unnecessary lighting and equipment, and deferring energy use.

In an effort to improve local air quality, actions such as painting, cutting grass and refueling vehicles are also deferred during an Energy Drill as these activities can contribute to the formation of smog.

Conservation Halton began running Drills in May 2006. The day of the first scheduled practice run of the Energy Drill turned out to be the real thing and it has been running Energy Drills ever since. Electricity demand reductions totalled 31.6 kW on that first day, the rough equivalent of 400 standard light



The Raptor Centre at Mountsberg Wildlife Centre

bulbs, 160 desktop computers or 24 dishwashers, all running at the same time! Results ranged up from that value in following drills, reaching over 2 MW during snow-making periods at Kelso/Glen Eden.

Today 50 buildings owned and managed by Conservation Halton, from small gatehouses to larger administrative buildings and study centres, are participating in the Energy Drill program. These buildings are found all across the Halton Region; in Milton, Oakville, Burlington and Halton Hills. Some of the key participants in the Energy Drill include the Kelso/Glen Eden ski area, the Mountsberg Wildlife Centre, the Conservation Halton administration centre in Burlington, and the Crawford Lake Conservation Area.

An Energy Drill gets under way when staff at the Conservation Halton administration centre receive a notification and spread the word by pager, cell phone, email, fax or radio to all 50 of the participating buildings. Some of the buildings participating in the program have a huge demand for electricity. Kelso/Glen Eden is one of the top five consumers in Milton, using 2.1 MW of electricity to run its snow-making equipment.



e-billing has its advantages

Milton Hydro is now offering customers the option to have monthly bills emailed instead of receiving a printed bill in the mail.

- Review bills 24 hours a day, 7 days a week;
- Secure, paper-free service;
- Reduction or elimination of paper filing and storage;
- Simplified record retention.

It's the environmentally responsible choice! Visit www.miltonhydro.com to register for this e-bill service today.

What is "CDM"?

CDM stands for "Conservation and Demand Management", and refers to how people manage the use of electricity. "Conservation" means minimizing the use of electricity through using electrical equipment less or by switching to energy efficient equipment. "Demand management" means shifting the time of use of electrical equipment away from peak periods; the times of day, week and year when the demand for electricity is very high. Both conservation and demand management are essential to managing our electricity needs and resources in a sustainable manner.

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Although an Energy Drill is called for a one hour period, Conservation Halton tries to sustain its response, where possible, for the whole day. To accompany the actions taken as part of the Energy Drill, Conservation Halton also has an employee engagement program for its staff which includes coaching, and education and awareness seminars. Conservation Halton has 80 full time and more than 50 seasonal staff, all working together to implement the Energy Drills.

Participation in the Energy Drill has meant that demand response and energy conservation are now ingrained in the culture at Conservation Halton. Staff are proud to be a part of this sustainable program.

For further information about Conservation Halton, please visit: www.conservationhalton.on.ca

What's new at Milton Hydro?

Milton Hydro's website has a fresh new face.

Visit: www.miltonhydro.com

Smart Meter rollout!

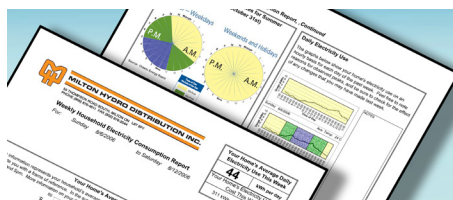
Watch out for Milton Hydro's plans for its Smart Meter rollout in 2007. Milton will be one of the first communities in Ontario to be "Smart Metered". More information to follow.

Online CDM module

Look for Milton Hydro's new Conservation & Demand Side Management service on our website. Sign up for this free secure service to:

- view your account online
- compare your consumption to a random selection of homes on your street
- use a bill analyzer to compare your bill to previous periods
- view your interval data usage by time period (on peak, mid peak or off peak), by day or by month
- learn about energy saving ideas to help save you money.

The service should be available to customers by early May.



If only you knew...

What would you do if you knew how much electricity you were using and which time period you used it in? Would you change your habits if you were charged based on the time of day you used electricity? That's what Milton Hydro wants to find out.

Together with University of Waterloo Master's student Jennifer Robinson, and in collaboration with the Centre for Energy (one of the Ontario Centres of Excellence), Milton Hydro is carrying out an innovative study which examines behaviours and attitudes related to residential electricity conservation. Over 60 Milton residences have been recruited to participate in the study.

The study uses data from Smart Meters (the devices that are being installed in homes across Milton to record a household's electricity use levels on an hourly basis) to build data sheets for each participating residence. These data sheets are distributed to participants once a week, and include average daily electricity use, hourly profiles of electricity use, and a comparison to the same values the residence used during the

same week in the previous year.

The study looks at how residents respond to the feedback data sheets, both through surveys on their thoughts and opinions, and through changes in their actual electricity use. The study aims to answer questions like

- How can this new information be used to help residents conserve and shift electricity use from on-peak hours?
- What type of "feedback" is most useful and important to customers?
- In what format should the feedback be?
- How much information is too much information?

While the official and detailed results of the study are yet to be published, Milton Hydro has already made use of lessons learned in the development of their new online module where all residents will be able to log on and review the electricity use patterns in their own home. Stay tuned for results in the next edition of the Conservation Meter!

Meet an energy savvy Milton resident...



When Milton resident Jovita Paulo received a survey about energy conservation in the mail last May, she took a moment to fill it out. Answering those few questions led to her participation in an innovative Residential Feedback study taking place in Milton.

Through the study, Jovita received information sheets every week that drew upon data remotely read from the Smart Meter installed at her residence, and showed her exactly when her family used electricity in their home. She took advantage of this information to shift the time of her electricity use away from on-peak times, saving money on her electricity bills. Jovita found these feedback sheets useful, and is glad to have had the opportunity to take advantage of them.

Jovita's participation in the study was not her first exposure to energy conservation and demand

management. Over the last couple of years, magazine articles, newspaper articles and pamphlets that came in her electric bills taught Jovita that by taking simple actions like switching incandescent light bulbs to compact fluorescent bulbs, and by using kitchen appliances in off-peak times, she could save money and help the environment. Jovita acted on these opportunities and now enjoys the benefits of energy conservation and electricity-use shifting every day.

Jovita's luck didn't end with her discovery of energy conservation! As a thank you for her time in filling out the survey, Jovita was entered in a draw for a gift certificate to a local restaurant — and she won! Jovita treated her family, visiting from the Philippines, to a feast at the Mandarin Buffet.

Questions? Visit www.miltonhydro.com or call Customer Service: 905-876-4611



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