

LakelandPower

CUSTOMER INFORMATION EVENT

NOVEMBER 2016

SHAREHOLDERS



TOWN OF BRACEBRIDGE, TOWN OF HUNTSVILLE, TOWN OF PARRY
SOUND, VILLAGE OF MAGNETAWAN, VILLAGE OF SUNDRIDGE,
VILLAGE OF BURK'S FALLS



LakelandPower



- >14,000 Customers
- Our mission is to provide safe, reliable, and economic, production and delivery of electrical energy, associated products and services to our customers.
- Power Distribution Company in The Town of Bracebridge, Town of Huntsville, Town of Parry Sound, Village of Magnetawan, Village of Sundridge, Village of Burk's Falls
- Facebook/Lakelandpower
- Twitter @LakelandPower



- Currently own & operate 9 hydroelectric generating stations on 5 separate watersheds
- Generates approximately 14MW of renewable energy.
- 10 turbines
- 19 dams owned
- 22 dam structures operated
- Construction underway on a \$17M upgrade to Cascade Street in Parry Sound
- Consulting for other green energy companies and always expanding.
- Twitter @Bracebridgegen

- Largest Fibre Optic Network in Muskoka
- VOIP Phone Services and hosted PBX
- IT Consulting
- GIS Services
- Streetlight Maintenance
- Water heater rentals
- Fibre to the home: Gigabit Internet!
- @LakelandNetwork

CUSTOMER EVENT DATES

Tuesday November 15th 2016 | Bracebridge Area

Thursday November 17th 2016 | Huntsville Active Living Centre

Tuesday November 29th 2016 | Burk's Falls Arena

Wednesday November 30th 2016 | Bobby Orr Community Centre

MEETING AGENDA

Welcome

Sharon Shipston – Customer Service Manager

Understanding Your Bill

E-Billing

Rates

Jennifer Montpetit – Conservation Demand Management Officer

Save on Energy

Program offerings

Brian Elliott – Operations Manager

Electricity Safety

Capital and Maintenance Planning

BILLING

- Rates
- eBilling
- Pre-Authorized Payment
- Equal Payment Plan
- Ontario Energy Savings Plan
- Website

RATES

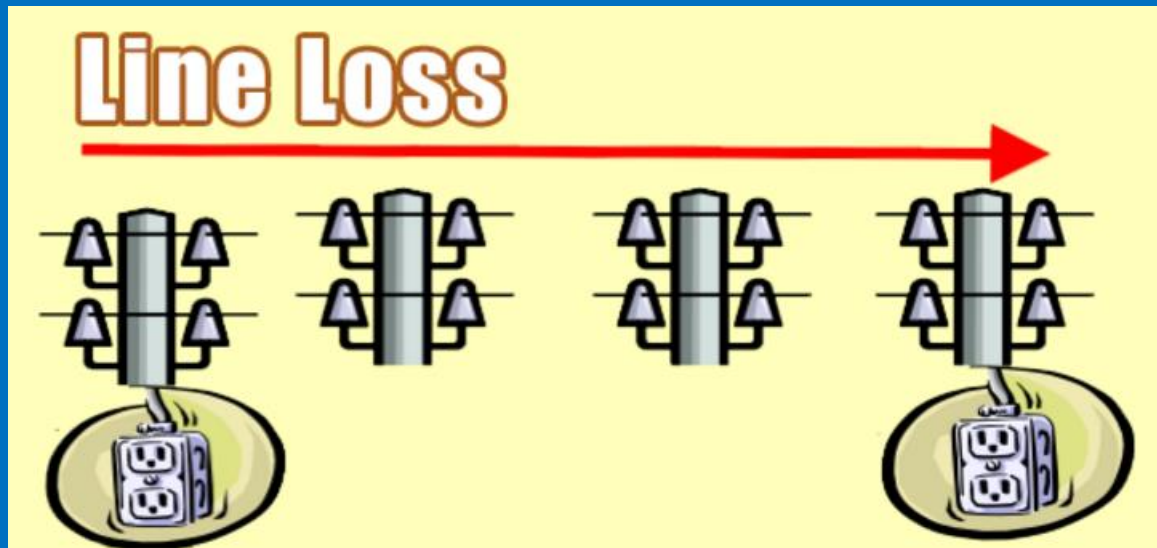
Electricity charge

- Cost for electricity used
- Residential & small business time-of-use (TOU) rates
- TOU rates are set by the Ontario Energy Board (OEB)
- Rates based on 12 month government forecast
- Includes Global Adjustment (GA)
- Utilities do not keep any of the revenue collected from TOU rates.
- Ontario Energy Board (OEB) reviews rates twice a year, on May 1st and Nov 1st.

RATES

Adjusted Usage /Loss Factor

- Electricity lost during delivery



RATES

Delivery Charges

A portion of the delivery charge is calculated at a fixed amount. The rest of the charges increase or decrease depending on the amount of electricity you use.

Customer Service Charge: A fixed charge for costs relating billing, customer service and account maintenance, and general utility operations.

Distribution Charge: A variable charge for costs of building and maintaining the distribution system, including overhead and underground power lines, poles, and transformer stations.

Transmission Charge: A variable charge for the costs of transmitters to operate and maintain the high-voltage transmission system that carries electricity from generating stations to your utility.

BILL CHARGES

Regulatory Charges

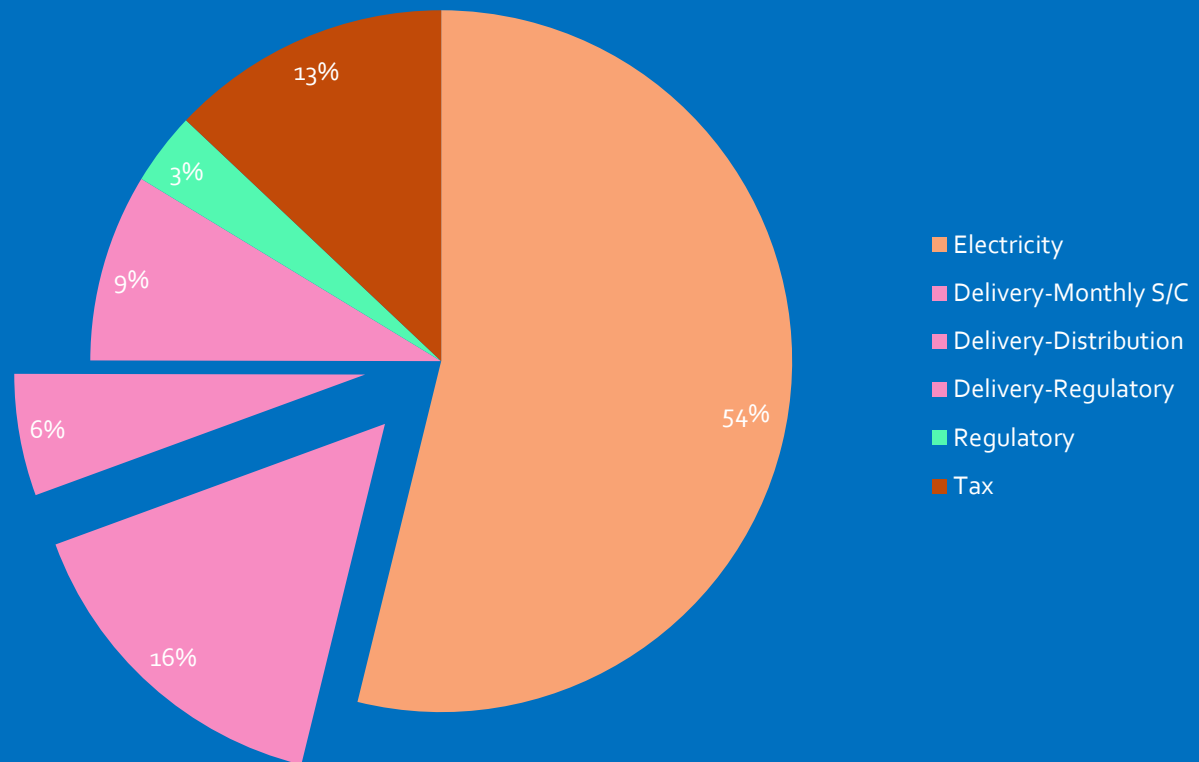
Independent System Electricity Operator (IESO)

Wholesale electricity market

Provincial grid management

RATES BREAKDOWN

Bill Breakdown - Avg Res Household - 750kWh/mth









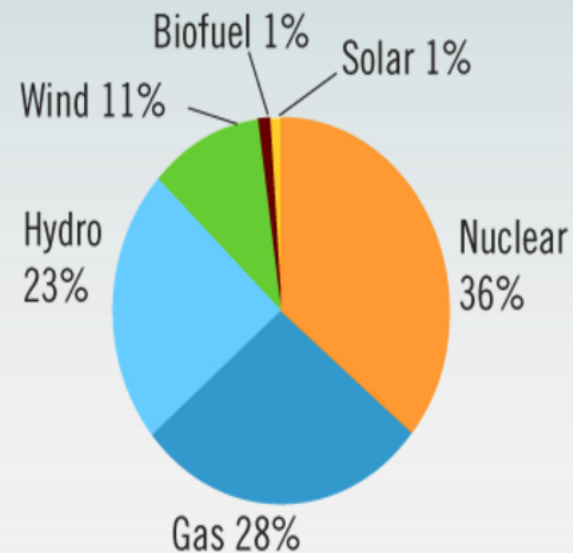
PROVINCIAL GENERATION

Current Supply Mix

The amount of generation actually available at any one time is dependent on facility outages (planned maintenance or unplanned) and the capacity factor of certain forms of supply.

Ontario's installed generation capacity totals 36,050 MW which includes*:

	Nuclear:	12,978 MW or 36%
	Gas/Oil:	9,942 MW or 28%
	Hydro:	8,432 MW or 24%
	Wind:	3,923 MW or 10%
	Biofuel:	495 MW or 1%
	Solar:	280 MW or 1%



RETAILERS

- Retailer contracts are for *electricity only* and the contract price does not have GA built in like government TOU pricing.
- GA must be charged separately every month for these customers.
- OEB website has lots of information on what to consider before signing with a retailer

E-BILLING

eBilling

- Email sent once bill is processed
- Contains account number, due date, amount due
- Allows customers more time to plan their bill payment
- Gives us more time to assist our customers with billing inquiries or payment arrangements.
- Easy to set-up through our online portal accessible from our webpage or we can set it up for you.

PRE-AUTHORIZED PAYMENT PLAN

Pre-Authorized Payment and Budget Billing

- Amount is withdrawn on the due date
- Budget program is 12 months, 12th month is the reconciliation month
- Budget amount is based on 12 months previous billing history
- Budget review completed at least twice a year to adjust payments if required
- Combine with eBilling for no paper and worry free payments on time

ONTARIO ELECTRICITY SUPPORT PROGRAM

Ontario Electricity Support Program (OESP)

- New government program since Jan 2016 For low-income families
- Based on income level and number of people in the home
- Application process outlined in detail on the OESP website
- Credits can be \$30-\$50 monthly, more for those with electric heat

WEBSITE

Website

- Online forms
- Bill message info
- Bill explanation
- Operations
- Conservation



CUSTOMER INFORMATION EVENT

DISCUSSION / QUESTIONS

Through the saveOnEnergy program, you can redeem coupons for retail electricity conservation products including LED light bulbs, power bars with integrated timers, and more.

BE EFFICIENT
BUY EFFICIENT

Download Coupons



KEEP YOUR COOL.

Save with incentives designed for *your comfort*.

RECEIVE UP TO \$650 IN INCENTIVES WHEN YOU PARTICIPATE IN THE HEATING AND COOLING PROGRAM

LakelandPower

CONSERVATION DEMAND MANAGEMENT

NOVEMBER 15, 2016

HEATING & COOLING

UP TO
\$650
IN INCENTIVES



COUPONS

UP TO
\$112
IN INSTANT SAVINGS



BUYING A NEW HOME?

KEEP
EFFICIENCY
IN MIND WHEN
SELECTING A
NEW HOME



TIPS

EVERYTHING
YOU NEED
TO KNOW ABOUT
SAVING MONEY &
ENERGY @ HOME



CONSERVATION FIRST FRAMEWORK



- 2016 – 2021 (CFF)
- Energy Savings target of 15.8GWh
- Provincial Energy reduction target of 7TWh
- 4 year CDM plan submitted and approved
- Pilot Programs

PROGRAM OFFERINGS

RESIDENTIAL

SAVE  ON
ENERGY™



COUPON EVENTS



HEATING & VENTILATION

FINDING



a Participating
Contractor

CHECK STATUS



of your
incentive

READING



our FAQs
section

YOU CAN RECEIVE:

\$250
incentive



\$400
incentive

when you install an ENERGY
STAR qualified central air
conditioning system.

when you install a more efficient
stand-alone CEE "Tier 2" level
central air conditioning system.

\$250
incentive

when you install a high-efficiency
furnace equipped with an Electronically
Commutated Motor (ECM).

COOLING



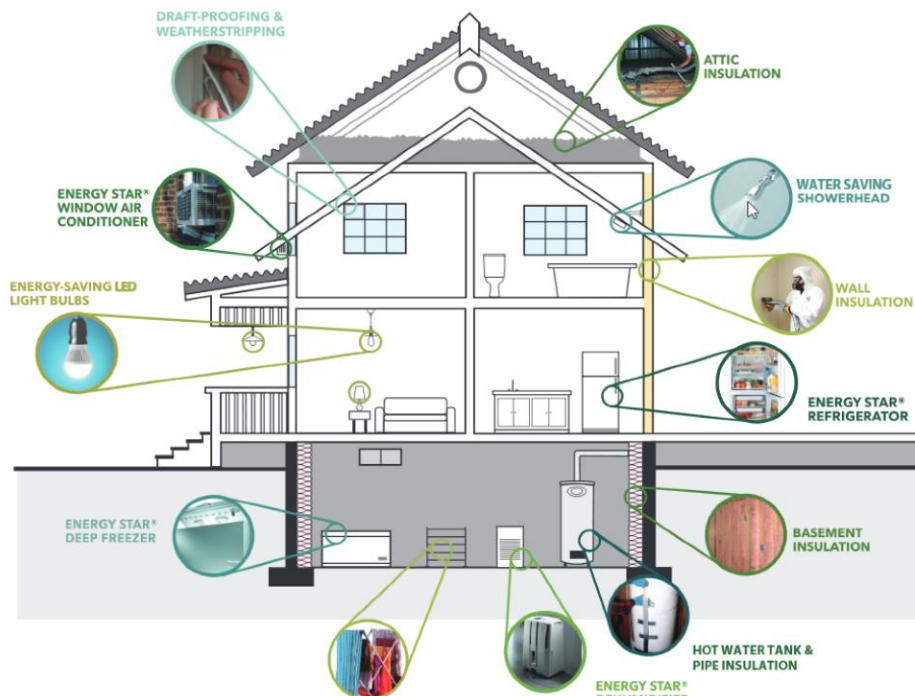
HEATING



HOME ASSISTANCE PROGRAM

SAVE ON ENERGY

Free Energy Upgrades with the Home Assistance program



Who is eligible?

You are eligible if your annual household income is the same or less than the amounts shown below:

Number of people living in the home	After-tax annual household income [†]
1 person	\$19,460
2 persons	\$27,521
3 persons	\$33,706
4 persons	\$38,920
5 persons	\$43,514
6 persons	\$47,667
7 or more persons	\$51,486

[†]The information is subject to change to align with Low Income Measure (LIM) updates.

For complete details or to apply
call 905-283-3965 or email
hap@greensaver.org

PROGRAM OFFERINGS BUSINESS



RETROFIT

Save on Energy Retrofit incentives reduce project and operational costs for energy-efficiency equipment upgrades – and open the door to new possibilities for your business.

[LEARN MORE](#)



SMALL BUSINESS LIGHTING

Along with saving energy, new lights for your business can provide more attractive product displays and improve worker productivity.

[LEARN MORE](#)



ENERGY MANAGERS

Hire an energy manager to recommend and implement energy savings initiatives for your business. Your customers, employees, and your bottom line will thank you.

[LEARN MORE](#)



- Retrofit
- High Performance New Construction
- Audit Funding
- Small Business Program

RETROFIT



Retrofit



**ADD
POWER
TO YOUR BUSINESS
BY USING LESS
OF IT.**

WHAT SAVE ON ENERGY CAN DO FOR YOU:



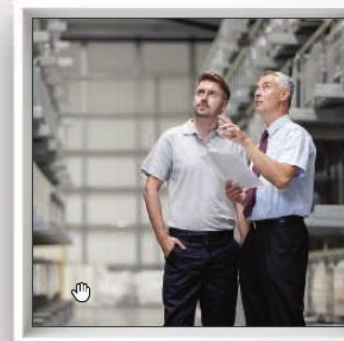
FASTER PAYBACK ON PROJECT COSTS

Benefit from incentives and
reduce your upgrade costs



IMMEDIATE OPERATIONAL SAVINGS

Boost your company's
performance and bottom line



INCREASE CUSTOMER SATISFACTION

Improve your work environment
and client comfort



INCREASE PRODUCTIVITY AND QUALITY

Lower your electricity
and maintenance costs

HIGH PERFORMANCE NEW CONSTRUCTION



High Performance New Construction



Ensure Energy Efficiency is Built into your New Construction or Major Renovation Project from Day One.

- Lighting Incentives
- HVAC Incentives
- Mechanical engineering Incentives

AUDIT FUNDING



Available Audits for Businesses and Tenants

**Electricity Survey
and Analysis**



**Detailed Analysis of
Capital Intensive
Modifications**



**Building Systems
Audit**



**Electricity Survey
and Analysis for
Tenants**



SMALL BUSINESS LIGHTING



SEE YOUR BUSINESS IN A NEW LIGHT



SMALL BUSINESS LIGHTING PROGRAM

Get up to \$2000 in rebates
for state of the art lighting
Open to past participants

ENERGY SAVING

Reduce electricity and
cooling costs to improve
your bottom line



SAFETY FIRST

Upgrade your lighting and
improve overall safety with
greater visibility



BRIGHTER SPACES

Make your
workplace
more inviting



LASTS 50,000 HRS

Spend less time
replacing bulbs and more
time on your business

THREE SIMPLE STEPS



Call 705-645-2670
for an
appointment



We'll assess
your options



A licensed
contractor will install
your new lights

- The program is Hassle Free, No Cost Assessment
- Potential for free supply and installation of certain measures identified during assessment
- 5 Year Warranty on all installations

**Book your free assessment
today!**

THANK YOU TO ALL LAKELAND CUSTOMERS THAT PARTICIPATED IN 2016

- Alan Cumber McDonalds – Huntsville
- West Parry Sound Health Centre
- The District of Muskoka
- Trillium Lakeland District School Board – Monk Public
- Uponor Infra Ltd - Huntsville
- The Town Of Huntsville
- Home Depot – Bracebridge
- Home Hardware – Parry Sound
- The Town of Parry Sound
- Metro Canada – Bracebridge
- Leons of Muskoka
- Muskoka Foundry
- Titanium Trucking
- The Village of Burk's Falls
- The Town of Bracebridge
- Harbour of Hope
- Wal-Mart – Parry Sound
- Huntsville Public Library
- Harbour of Hope – Parry Sound

THANK YOU TO ALL LAKELAND CUSTOMERS THAT PARTICIPATED IN 2016

- Trillium Lakeland School Board – Muskoka Falls
- Home Hardware – Sundridge
- South Muskoka Curling
- Little Black Bow Apparel
- Parry Sound Mall
- Muskoka Riverside Inn
- New Scene Development
- Wal-Mart – Bracebridge
- Travelodge
- Social Bank – Parry Sound
- Lofthouse Manufacturing – Burk's Falls
- Alan Cumber McDonalds – Bracebridge
- Canadian Tire
- Muskoka Brewery
- Pelecan Bay North
- Home Hardware Burk's Falls
- Sundridge Arena

CONSERVATION FIRST FRAMEWORK

FOR HOME

FOR BUSINESS

CHANNEL ALLIES

Business Login



Find programs in your area

Enter your postal code:

Find

[ABOUT US](#) | [RESOURCES](#) | [CONTACTS](#)



Search this site



Fall Coupon Event

Power What's Next

Unexpected Benefits

What is Save on Energy?



When you
Save on Energy,
you can Power
What's Next.

Power What's Next

When you Save on Energy, you can Power What's Next.

[LEARN MORE »](#)

1 2 3 4

MOVING FORWARD



- Visit WWW.LAKELANDPOWER.ON.CA
- COMPLETE SURVEY
- Contact Jennifer Montpetit for further details



CUSTOMER INFORMATION EVENT

DISCUSSION / QUESTIONS



LAKELAND POWER

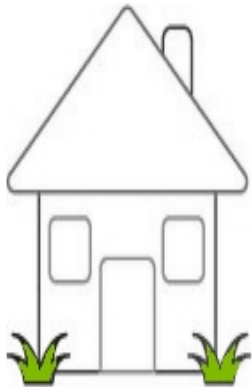


<https://www.esasafe.com/>

TREE TRIMMING

- **Landscaping & Tree Trimming**
- **Trimming Trees Around Powerlines**
- **Tree planting Guidelines**
- **Storm Safety Info**

ONTARIO ONE CALL



When should a homeowner call ON1Call?

Any time you dig on or near your property, call us first. Even if you're just digging with a shovel, be sure to get a locate in advance. Some underground cables or lines are just below the surface. You can contact us 24 hours a day, 7 days a week.



To request a locate

Request your free locate online or call 1-800-400-2255. We are open 24 hours a day, 7 days a week. You will need your name, phone number, email address, address of the dig site (including nearest intersection), and the type of work being done so that we can process your order efficiently.

2017- 2021 CAPITAL PROJECTS

Lakeland Power's 2017-2021 capital project builds will be focused on both underground and overhead assets in all 6 municipalities Lakeland Power services



CAPITAL PROJECTS - 2017

2017:-

- Sherwood Dr Pinewood Dr. Dawsonwood Dr
Bracebridge- U/G cable replacement convert to 27.6Kv
- Ecclestone Dr – Bracebridge, River St. ,Great North rd.
Parry Sound , -pole/TX/ wire replacement- voltage
conversion
- Centre St , Mary st, Huntsville- pole/TX/ wire
replacement
- Sundridge, Burks Falls, Magnetawan - TX/pole/Wire
changes >40yrs old
- PCB transformer changes - Parry Sound



CAPITAL PROJECTS - 2018

2018:-

- James St./ Woodward St./Front St/ Alice St. Bracebridge. Forest St.Parry Sound - pole/wire / Tx change Voltage conversion
- Main St Sundridge , Veterans Way Huntsville. Replace poles/wire/ Tx's
- MS1& 2 Parry Sound- remove from service
- Magnetawan and Burks Falls pole changes/Tx changes <40yrs old
- Brofoco Dr- Bracebridge replace U/G primary cables and transformers



CAPITAL PROJECTS - 2019

- Brofoco Dr- Bracebridge replace U/G primary cables and transformers
- Bird Lane/Toronto St./ Richard St/Kimberly St./John St/ Ontario St./ Muskoka Rd– Bracebridge, Bowes St. and Wakefield- Parry Sound. Poles/wires/ transformers. Voltage Conversion
- Magnetawan /Sundridge/ and Burks Falls pole changes/Tx changes <40yrs old
- Walpole St/Marry St W –Huntsville- poles /wires/ transformers
- William St. Parry Sound. Cascade St. to James St.- poles wires transformers- voltage conversion

LakelandPower



CAPITAL PROJECTS - 2020

- Meadow Heights - Bracebridge U/G cable replacement voltage conversion
- Woodchester Dr. –Bracebridge, Church St / Cascade St Parry Sound replace poles wires transformers voltage conversions
- Replace U/g cables and Padmount transformer at Parry Sound High School and Menominee rd Huntsville
- Lakeview Dr.- Sundridge replace primay cable, vaults and transformers
- Magnetawan and Burks Falls pole changes/Tx changes <40yrs old

LakelandPower



CAPITAL PROJECTS - 2021

- Meadow Heights - Bracebridge U/G cable replacement voltage conversion
- MS3 Bracebridge - decommission 4Kv substation
- Golden Beach Substation/old MS3 site - Prep Old MS3 site to accommodate a 27.6 Kv substation. Move Golden Beach Substation to the MS3 site and install 3- 27.6 Kv feeders from the new substation site.
- MS5 Parry Sound -install viper reclosers on all feeders
- Station St - Parry Sound, Florence St – Huntsville - replace poles, wires and transformers
- pole changes <40yrs old –Sundridge, Magnetawan, Burk's Falls

LakelandPower



LakelandPower

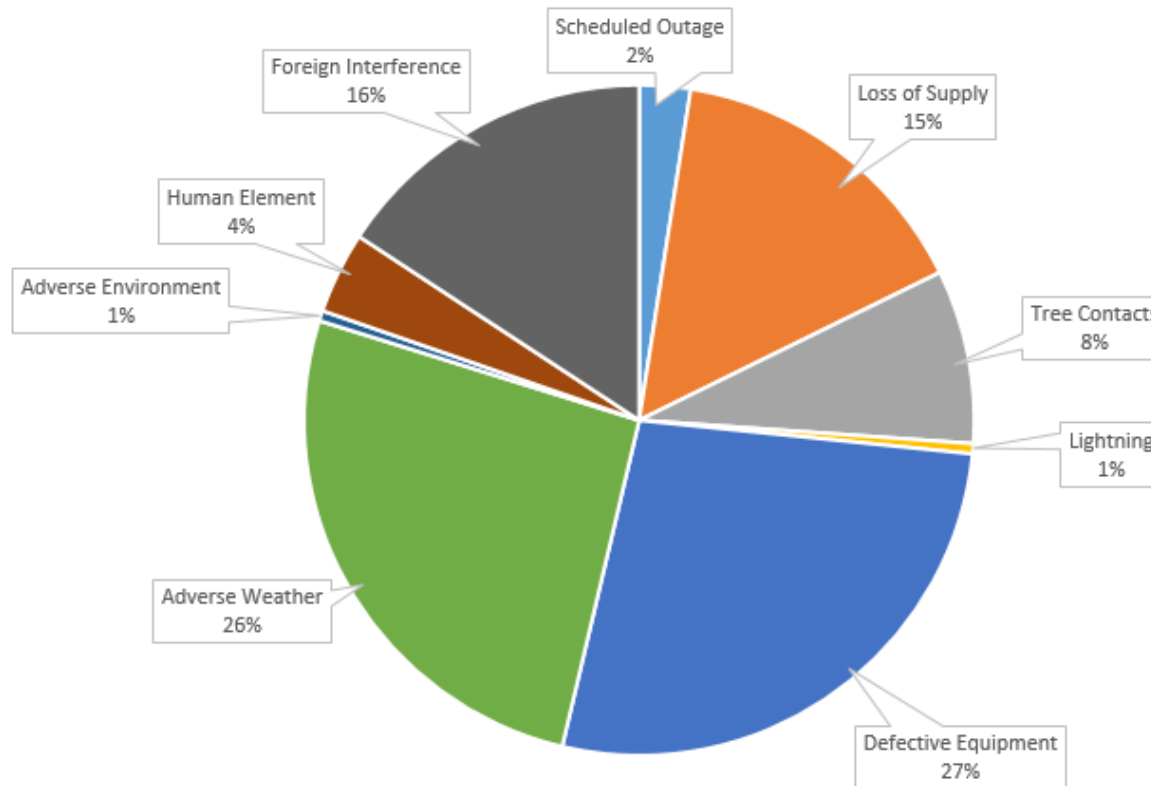


LakelandPower



OUTAGES

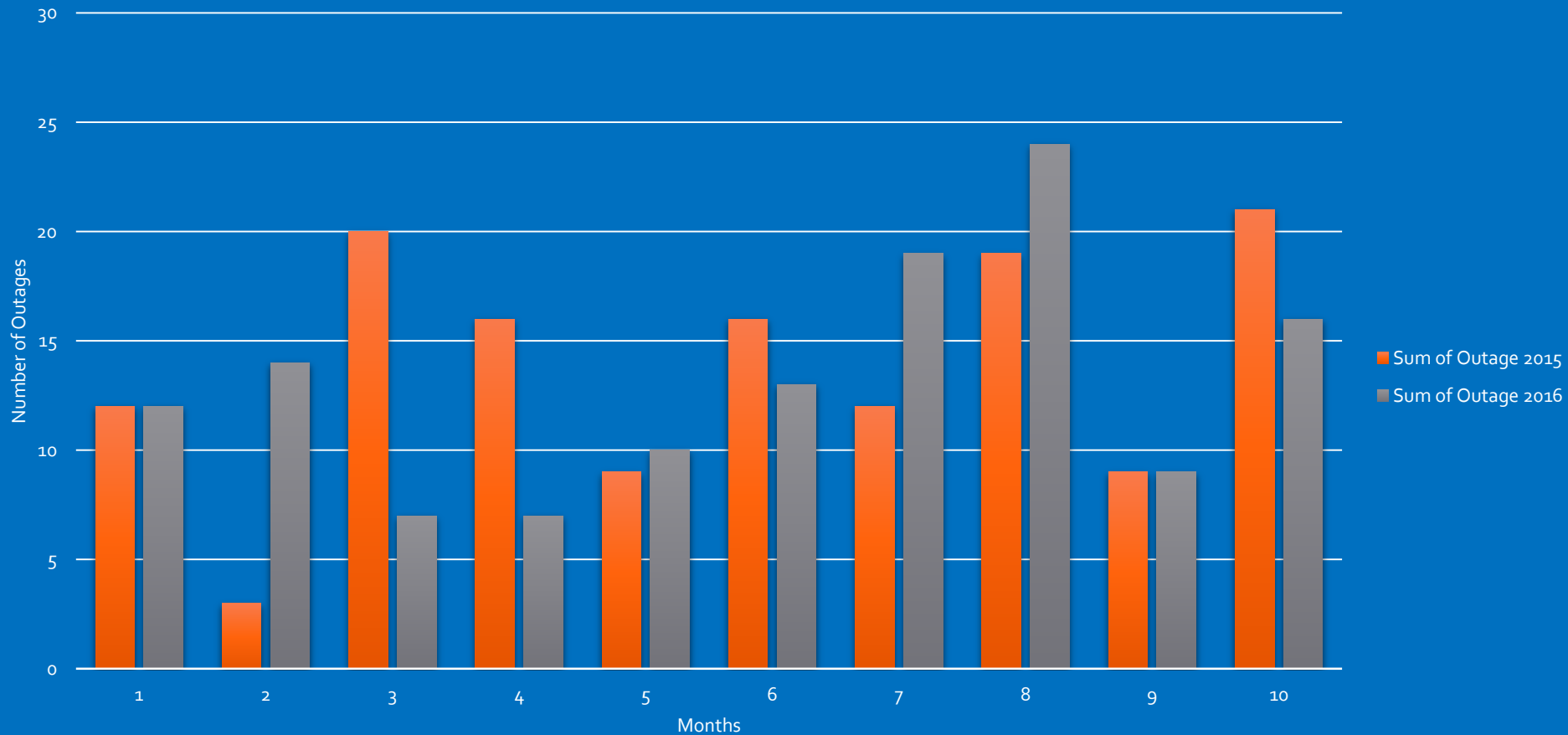
October 2015 - October 2016 Outage by Cause



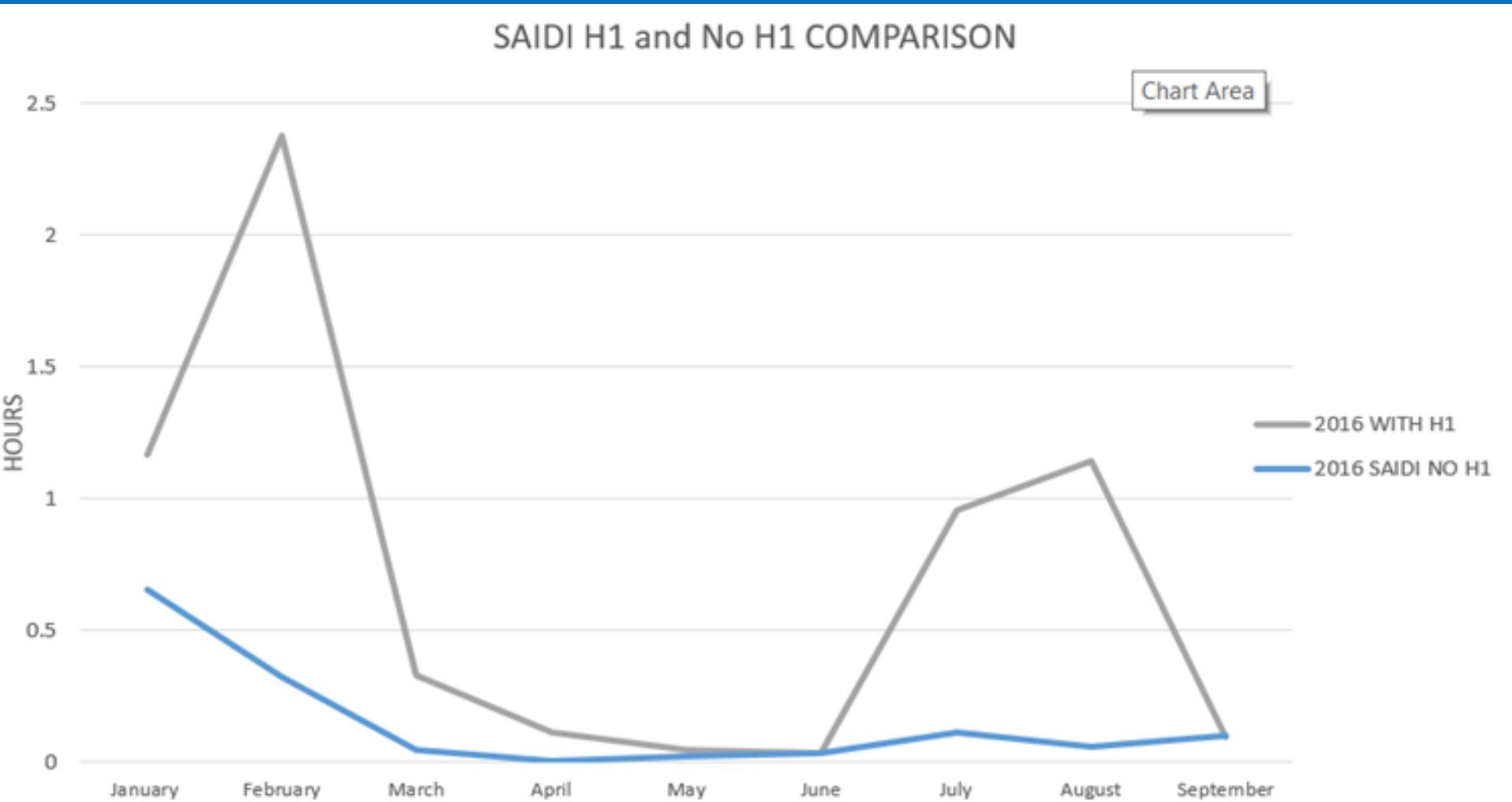
■ Scheduled Outage ■ Loss of Supply ■ Tree Contacts ■ Lightning ■ Defective Equipment ■ Adverse Weather ■ Adverse Environment ■ Human Element ■ Foreign Interference

LAKELAND POWER

Outages By Month 2015 To 2016
(January To October)



OUTAGES



HELPFUL LINKS

<https://www.esasafe.com/>

<http://www.ontarioenergyboard.ca/OEB>

<http://www.ieso.com/>

<https://www.saveonenergy.ca/>



CUSTOMER INFORMATION EVENT

DISCUSSION / QUESTIONS



LakelandPower

THANK YOU FOR ATTENDING

CUSTOMER EVENTS 2016

WWW.LAKELANDPOWER.ON.CA