Morning Media Scan: Hydro Rate Reduction - May 4, 2017

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Media Scan: Hydro Rate Reduction Pla

May 4, 2017

Click links below to view article:

Print Coverage

Brantford Expositor: Ban on winter hydro disconnections has ended; A5; 2017.05.04

Print Coverage

Brantford Expositor: Ban on winter hydro disconnections has ended; A5; 2017.05.04

PUBLICATION:	Brantford Expositor
PAGE:	A5
DATE:	2017.05.04
SECTION:	News
EDITION:	Final
BYLINE:	Susan Gamble
SOURCE:	Brantford Expositor
KEYWORDS:	protection,against,utility,companies,disconnecting,electricity
ILLUSTRATION:	Postmedia Network / A temporary moratorium that prevented utility companies from disconnecting Ontario electricity customers during the cold winter months was lifted on May 1.;
WORD COUNT:	628

Ban on winter hydro disconnections has ended

Protection against utility companies disconnecting electricity customers during winter has ended.
A temporary moratorium on disconnection that was issued by the Ontario Energy Board at the end of February was lifted on May 1.
Customers with unpaid bills can expect to start getting warnings again.
But local utilities - Brantford Power for city customers and Energy+, which serves customers in Brant County -say they don't want to cut off anyone's power.
"We consider disconnection to be a last possible resort," Brantford Power spokesperson Adriann Kennedy said in an email to The Expositor.
"Our customer service team works proactively with customers to pursue every available option to help them manage their bills."
That usually works, Kennedy said.
Fewer than one per cent of Brantford Power's 39,500 customers were disconnected for arrears last year.
Rather than cut people's power, the utility tries to work with customers to manage their accounts. It recently distributed a flyer in each power bill that explained available support options, encouraging those with concerns about their bills to call.
Energy+ says it already has started to issue notices about possible disconnections to those who are behind on payments.
"We've seen a significant increase in some customer's balances during the moratorium," says Barbara Shorteed, Energy+ vice president of customer care.
"Our plan is to follow our regular collection process now in issuing disconnection notices - not sending out notices en masse but just in the regular daily cycle."
Shortreed says that, during the disconnect ban, the utility ontinued to send notices to customers in arrears to remind them of their balance and provide options for making payments.
Customers can go on an equal billing system, work out a payment plan and seek support through

programs, such as Ontario Energy Support.
Energy+ also has an option of putting people on a load limiter - a device that attaches to a customer's hydro meter and limits the amount of power drawn.
"We think it's a compassionate alternative to disconnecting," said Shortreed.
Last year, Energy+ had between 500 and 700 disconnections due to non-payment in its base of 64,500 customers.
Both Energy+ and Brantford Power put a high priority on getting customers who are facing financial difficulties to call them to discuss their bills.
"We want to communicate," said Shortreed.
"The customer needs to take responsibility for what they owe and try to work with us but the balance needs to decline. We want to be compassionate but we are a business and every bad debt is borne by all of our customers."
The Ontario Energy Board issued a letter to all provincial electricity utilities in January, reminding them of the rules they must follow about disconnecting and reconnecting service.
"We expect utilities to make every effort to help consumers at risk of disconnection to stay connected," said Brian Hewson, the board's vicepresident of consumer protection.
Utilities must provide advance notice of impending disconnection and offer repayment options. They must try to contact the customer by phone or in person at least 48 hours before the disconnection and are required to reconnect within two business days of receiving a payment or entering the customer into a payment arrangement.
Low-income customers may be eligible for special rules or a longer repayment plan and a suspension of the process for 21 days might take place if a customer is eligible for emergency financial help.
This month, the OEB bumped up its support for lower-income electricity consumers by 50 per cent and more people are being accepted on the Ontario Electricity Support Program.
Those already in the program will get an automatic credit adjustment and others can see if they're eligible by going to OntarioElectricitySupport. ca.
More information on disconnection rules can be found at www.oeb. ca/consumer-protection.
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London Free Press: Canada ranks No. 2 in hydro, but potential hits dam: report; N5; 2017.05.04

PUBLICATION: London Free Press
PAGE: N5
DATE: 2017.05.04
SECTION: Financial Post
EDITION: Final
BYLINE: Jesse Snyder
SOURCE: Financial Post
KEYWORDS: canada,substantially,boosted,renewable,electricity,capacity
ILLUSTRATION: Andrewvaughan, The Canadian Press / As Canada strives to bolster its renewable capacity, environmental activists have hindered the development of hydro dams like Nalcor Energy's Muskrat Falls Project in Labrador.;
DATELINE: CALGARY
WORD COUNT: 562

Canada ranks No. 2 in hydro, but potential hits dam: report; Analysts question renewables' future as projects face environmental concerns

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Canada substantially boosted its renewable electricity capacity over the past decade, and has now

emerged as the second largest producer of hydroelectricity in the world, a new report said Wednesday.
A report by the National Energy Board said that Canada generated 66 per cent of its electricity from renewable sources in 2015. Hydroelectric power accounted for roughly 60 per cent of electricity supply, generating around 79,000 megawatts in 2015.
But as Canada aims to further boost its renewable capacity as part of its lofty climate goals, analysts are questioning hydro's role in the future. Environmental activists have firmly opposed new large-scale hydro dams like BC Hydro's Site C and Nalcor Energy's Muskrat Falls Project in Labrador, which has hobbled development.
"Dams can interfere with fish migration, deplete oxygen in reservoirs, mobilize contaminants, and trap sediment that are important for maintaining downstream habitats including protecting deltas from erosion," the NEB report said.
Analysts and local communities have also begun to question the potential of large-scale hydro dams in provinces like B.C. and Quebec in the future, as focus is increasingly placed on smaller run-of-river projects that generate a fraction of the capacity.
"I wouldn't say we've reached a hard limit where we've done what we can in hydro, but the potential for hydro in regions where we don't already see it is very limited," said Kent Fellows, a research associate with the School of Public Policy at the University of Calgary.
However, the Ottawa-based Canadian Hydropower Association estimates that Canada could generate another 160,000MW of hydroelectricity, compared with 79,000MW today.
As large-scale hydropower projects face some resistance, wind and solar are set to grow rapidly in recent years as their costs continue to fall.
Wind capacity in Canada increased 20-fold between 2005 and 2015, according to the NEB, and accounted for 7.7 per cent of total electricity capacity in 2015. Solar accounted for 1.5 per cent.
As Canada's dependence on renewable sources like solar and wind grows - albeit gradually - governments are now grapplingwith how to build the high-voltage transmission lines that would be needed to offset intermittency.
"There is potential for wind, but the question there is what are the costs, and that cost-benefit calculation becomes very complicated when you have to factor in things like new transmission capacity to get that more regional dispersion," Fellows said.
Substituting intermittent power supplies with more stable ones is vastly more costly in Canada than in higher density countries like Denmark, which generates more than 50 per cent of its electricity from wind power.
In January, researchers at the University of Ottawa's Institute of the Environment released a report that analyzed the long-term cost savings ofbuilding high-voltage connecting lines between several hydro rich and hydro poor regions - for example, between Alberta and British Columbia.
"We found that you can achieve emission reductions at a lower cost ifyou build those transmission lines, and that's including the cost of construction," said Brett Dolter, one of the report's authors.
Canada produced roughly 10 per cent of hydro capacity worldwide in 2015, second only to China at 29 per cent, the NEB data shows. Brazil and the U.S. produced nine per cent and eight per cent, respectively.
Canada's proportion of electricity generated by renewables is the sixth-highest in the world behind Denmark, Norway, Brazil, Austria and New Zealand.
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Ottawa Citizen: Canada ranks No. 2 in hydro, but future unclear; B6; 2017.05.04

PUBLICATION: Ottawa Citizen
PAGE: B6
DATE: 2017.05.04
SECTION: Financial Post
EDITION: Early
BYLINE: Jesse Snyder
SOURCE: Financial Post
KEYWORDS: canada,substantially,boosted,renewable,electricity,capacity

ILLUSTRATION: The Canadian Press / As Canada strives to bolster its renewable capacity, environmental activists have hindered the development of hydro dams like Nalcor Energy's Muskrat Falls Project in Labrador.;

IMAGES: The Canadian Press / As Canada strives to bolster its renewable capacity, environmental activists have hindered the development of hydro dams like Nalcor Energy's Muskrat Falls Project in Labrador. [OTCT_20170504_Early_B6_02_I001.jpg];

DATELINE: CALGARY

WORD COUNT: 428

Canada ranks No. 2 in hydro, but future unclear; But analysts question renewables'future as projects face environmental concerns

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"I wouldn't say we've reached a hard limit where we've done what we can in hydro, but the potential for hydro in regions where we don't already see it is very limited," said Kent Fellows, a research associate with the School of Public Policy at the University of Calgary.

However, the Ottawa-based Canadian Hydropower Association estimates that Canada could generate another 160,000MW of hydroelectricity, compared with 79,000MW today.

As large-scale hydropower projects face some resistance, wind and solar are set to grow in recent years as their costs continue to fall.

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As Canada's dependence on renewable sources like solar and wind grows - albeit gradually - governments are now grappling with how to build the high-voltage transmission lines that would be needed to offset intermittency.

"There is potential for wind, but the question there is what are the costs, and that cost-benefit calculation becomes very complicated when you have to factor in things like new transmission capacity to get that more regional dispersion," Fellows said.

Substituting intermittent power supplies with more stable ones is vastly more costly in Canada than in higher density countries like Denmark, which generates more than 50 per cent of its electricity from wind power.

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National Post: Future looks dry for big hydro projects; FP3; 2017.05.04

PUBLICATION: National Post

PAGE: FP3
DATE: 2017.05.04
SECTION: Financial Post
EDITION: All_but_Toronto
BYLINE: Jesse Snyder
SOURCE: Financial Post
KEYWORDS: canada,substantially,boosted,renewable,electricity,capacity
ILLUSTRATION: Andrew Vaughan, The Canadian Press Files / The new hydroelectric facility at Muskrat Falls, N.L., under construction in 2015. Despite Canada becoming the No. 2 hydro producer in the world, future mega-projects seem in doubt, analysts say.;
IMAGES: Andrew Vaughan, The Canadian Press Files / The new hydroelectric facility at Muskrat Falls, N.L., under construction in 2015. Despite Canada becoming the No. 2 hydro producer in the world, future mega-projects seem in doubt, analysts say.
[NTNP_20170504_All_but_Toronto_FP3_02_I001.jpg];
DATELINE: CALGARY
WORD COUNT: 569

Future looks dry for big hydro projects; Renewables Opposition rises on effects to local environments

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Canada's proportion of electricity generated by renewables is the sixthhighest in the world behind Denmark, Norway, Brazil, Austria and New Zealand. Only 12 countries generate more than half of their electricity from renewable supplies.
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Windsor Star: Canada ranks No. 2 in hydro, but potential hits dam: report; B10; 2017.05.04

PUBLICATION: Windsor Star
PAGE: B10
DATE: 2017.05.04
SECTION: Financial Post
EDITION: Early
BYLINE: Jesse Snyder
SOURCE: The Windsor Star
KEYWORDS: canada,substantially,boosted,renewable,electricity,capacity
ILLUSTRATION: Andrew Vaughan, The Canadian Press / As Canada strives to bolster its renewable capacity, environmental activists have hindered the development of hydro dams like Nalcor Energy's Muskrat Falls Project in Labrador.;
IMAGES: Andrew Vaughan, The Canadian Press / As Canada strives to bolster its renewable capacity, environmental activists have hindered the development of hydro dams like Nalcor Energy's Muskrat Falls Project in Labrador. [WIST_20170504_Early_B10_02_I001.jpg];
DATELINE: CALGARY
WORD COUNT: 567

Canada ranks No. 2 in hydro, but potential hits dam: report; Analysts question renewables'future as projects face environmental concerns

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Sarnia This Week: Research Park cutting energy costs; A3; 2017.05.04

PUBLICATION: Sarnia This Week
PAGE: A3
DATE: 2017.05.04
SECTION: News
EDITION: Final
BYLINE: Paul Morden
SOURCE: Postmedia Network
KEYWORDS: western,research,electricity,efforts,years,lower
WORD COUNT: 548

Research Park cutting energy costs; County facility saving $380,000 a year on electricity bill

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The Western Sarnia-Lambton Research Park has cut its electricity bill by 44 per cent, and it's not done yet.
Efforts over the last two years to lower electricity use at the 27,000 square metres of office, pilot plant and lab space spread across five connected buildings on Modeland Road in Sarnia have already created $380,000 in annual savings for the County Lambton community development corporation which owns it.
That accomplishment was celebrated earlier this week at an event attended by representatives of

Bluewater Power, the local electricity utility, and Ontario's Independent Electricity System Operator (IESO.)
Bluewater Power provided $194,000 through Ontario's Save on Energy program to help the research park with heating and cooling equipment upgrades, as well as new LED exterior and interior lighting.
Alex Palimaka, a Bluewater Power vice-president, called the research park's results "a phenomenal, I would say, world-class achievement."
The event included tours of the research park and a luncheon with speaker Terry Young, vice-president of conservation and corporate relations with the IESO.
"It's a fairly significant result, when you look at what they've done and the way that they've done it," Young said about the energy savings at the research park.
"You walk through the facility and you see they are not just saving money but it's a brighter place."
Tom Strifler, executive director of the research park, said they began with an energy assessment and then upgraded heating, cooling and lighting equipment.
Previously, energy accounted for 30 per cent of the operating costs for the facility.
"We're always looking at our cost structure so we can remain competitive on our lease rates," Strifler said.
"We think this has given us a little bit of a step up."
Approximately 90 per cent of the research park is occupied by its more than 30 tenants.
Along with reducing costs, the recent work improved lighting levels at the facility, particularly in its parking lots, Strifler said.
"We did remove some of the ancient fixtures and put in LED, which are much brighter but use a lot less energy."
Response from tenants to the changes has been positive, Strifler said.
Next up are plans for a $1.5-million to $2-million co-generation combined heat and power project for the facility, he said.
"You see a number of those being used across the provinceÉ usually large complexes like hospitals and schools," Stifler said.
"We've got almost everything in place for that."
Using natural gas to generate hot water and electricity, it is expected to create an additional $200,000 in savings, Strifler said.
"We're just waiting for final engineering and approvals."
If all goes well, that equipment could be installed and operating next year, Stifler said.
It's expected to cut in half the amount of electricity the site will have to purchase.
Palimaka said Bluewater Power officials hope the research park's success will encourage "other customers to seize the same kind of opportunity to reduce their energy consumption and, frankly, become more competitive."
As well as benefiting individual customers, conservation efforts like those carried out at the research park have a broader impact, Young said.
"It's a win for us as the system operator, because we're not dealing with those peaks in electricity that we used to, because customers are much more energy efficient."
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Kincardine News: Hydro One expands winter reconnection program, eliminates security deposits; A4; 2017.05.04

PUBLICATION:	Kincardine News
PAGE:	A4
DATE:	2017.05.04
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EDITION:	Final
SOURCE:	Kincardine News
KEYWORDS:	hydro,announced,additional,changes,policies,company
WORD COUNT:	408

Hydro One expands winter reconnection program, eliminates security deposits

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Hydro One announced last week additional changes to its customer-facing policies.
The Company is expanding the successes of its winter reconnection program launched this past

December to provide relief measures for customers that accumulated significant balances on their accounts over the winter months.
"We are changing the way we do business with our customers and working hard at becoming a trusted service provider," said Ferio Pugliese, Executive Vice President, Customer Care and Corporate Affairs, Hydro One. "Last year we committed to reviewing our customer-facing policies and making changes to ensure all customers are treated fairly and getting greater value for the services we provide.
We will continue to work at delivering on that promise."
The changes to Hydro One's customer-facing policies include: Eliminating residential security deposits Reducing our deposit requirements for businesses
New customer relief measures to help our most vulnerable customers that are at risk of disconnection Doubling the funding to the United Way's Low-Income Energy Assistance Program Extending our winter moratorium until June 1, 2017
The relief measures for the Company's most vulnerable customers will include: home energy audits, enrolment in all available financial and conservation programs, programmable thermostats and flexible payment arrangements.
These measures aim to help customers better manage their electricity usage to get back on track and avoid any future disruption to their electricity service.
The Company is also putting value back into the hands of its customers by eliminating all residential security deposits, returning existing deposits and reducing deposit requirements for businesses.
To help Hydro One's most vulnerable customers the company will also contribute an additional $2.2 million to the United Way for the Low Income Energy Assistance Program.
The Company has publicly committed to a more customerfocused approach, to better listen and act on customer concerns. Earlier this year 28 Hydro One senior executives - including Mayo Schmidt, President and CEO, Hydro One - joined the Customer Call Centre team to speak directly with more than 800 customers, answer questions, get feedback and commit to action.
Hydro One has also been examining its business and focusing on efficiencies, keeping costs down and delivery rates affordable. To help customers dealing with acute hardship, Hydro One introduced the Winter Relief Program in December 2016, an initiative to get the lights - and in some cases heat - back on in time for winter for hundreds of customers who had been disconnected earlier in the year.
To learn more, visit www.hydroone.com/fliptheswitch.
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Kincardine News: Electricity increase shocks customers with May 1 price jump; A3; 2017.05.04

PUBLICATION:	Kincardine News
PAGE:	A3
DATE:	2017.05.04
SECTION:	News
EDITION:	Final
BYLINE:	Antonella Artuso
SOURCE:	Postmedia
KEYWORDS:	ontario,hydro,customers,shock,price,electricity
WORD COUNT:	655

Electricity increase shocks customers with May 1 price jump

Ontario hydro customers are in for a shock as the price of electricity rose again May 1.
The Ontario Energy Board (OEB) recently announced new time-of-use pricing that jacks up the peak rate to 16.1 cents kWh from 14 cents kWh, effective May 1.
It will be more than twice as expensive to use electricity between 11 a.m. and 5 p.m. on weekdays than at night or on weekends.
A typical household will see a $5.71 or 4.6% jump in their monthly hydro bill based on the new pricing, the OEB says.
Ontario Progressive Conservative MPP John Yakabuski said the figure used by the OEB to estimate the

impact on bills is just an average, and many people will see a bigger increase on top of years of rising prices.
Ontario's hydro rate is the second highest in Canada, behind PEI, and more than most jurisdictions in the United States, he said.
"People are at their wit's end," he added. "Every time you turn around, you're getting hit with another increase."
As of May 1, time-of-use electricity pricing switches over to summer hours.
Off peak power rates - overnight and on weekends and holidays - rise slightly to 8 cents kWh from 7.7 kWh.
Mid-peak rates also climb to 12.2 cents kWh from 11.4 cents kWh.
"Increased costs from Ontario Power Generation's (OPG) nuclear and hydroelectric power plants make up about half of this increase. Costs from new generation sources are another driver, representing about one-third of the increase," a statement says. "The OEB is also introducing a new 2:1 ratio between on-and off-peak prices that will benefit customers who shift their use to the cheapest time period."
Yakabuski said the "new generation" must refer to the wind turbines sprouting up around the province.
Premier Kathleen Wynne said the new on-peak/offpeak rate differential should encourage conservation which ultimately helps keep bills down.
"The increase that the OEB announced today is not as high as it was projected to be in our long-term energy plan," Wynne said. "Everything that we are doing in terms of energy prices is an attempt to put that downward pressure on them."
Ontario Environmental Commissioner Gord Miller has called for a greater difference between off and peak power rates to encourage people to shift their electricity use to a time of day when there is less demand - like at night.
The electricity system would then have to build fewer costly power plants.
However, not everyone can move electricity use to off hours, Yakabuski said.
"If you're one of those people who runs a mid-day business ... - small little ma and pa restaurant serving the lunch crowd - you have no way of getting out of that peak," he said. "If you're a senior suffering from a respiratory disorder that requires you to run air conditioning during the summer months, you're getting hammered again."
If the OEB maintains the pattern it has adopted since 2007, hydro prices will increase again in the fall.
The unpopular Debt Retirement Charge disappears from hydro bills as of Jan. 1, but so does the Ontario Clean Energy Benefit that reduces bills by 10%. HOW TO AVOID A SHOCK (Or when to run your washing machine, air conditioning and big screen TVs after May 1) 7 p.m.-7 a.m., weekends and holidays - at 8.1 cents per kwh this is your cheapest (although not cheap) time to use electricity.
7 a.m.-11 a.m.; 5 p.m.-7 p.m. weekdays - at 12.2 cents per kWh, it's going to hurt but still less expensive to turn on dishwasher and dryer during these two periods than when peak rates kick in.
11 a.m.-5 p.m. weekdays - unless you've got a money tree in your backyard, try to power down - that electricity costs a shocking $16.1 cents kWh.
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Kincardine News: MPP Thompson gives perspective on Ontario Liberal 2017 budget; A12; 2017.05.04

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MPP Thompson gives perspective on Ontario Liberal 2017 budget

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The Ontario Liberal government is artificially balancing the budget with previously-announced cash-grabs and one-time revenue streams to try to curry favour with Ontarians ahead of the 2018 general election,

according to Huron-Bruce MPP Lisa Thompson.
"The Liberal government is trying to balance the budget by using money from its capand-trade scheme, increases to vehicle and driver registration fees, and the sale of Hydro One assets," said Thompson in a media release. "Their spending in this budget has increased to a record of $141 billion-which is up over $6 billion from 2016.
The Liberal government under Premier Wynne's watch have not curbed their spending. As a result, the debt this year will climb to a staggering $312."
Just to reach budget 'balance', the Liberals needed $1.8 billion from cap and trade, used $500 million in pension assets-despite the Auditor General's advice not to, and included $1.5 billion in money from the federal transfer, $450 million from land transfer taxes, and $1 billion from the sale of Hydro One and other assets.
That totals over $5 billion in one time and unusual revenues to reach budget balance.
"The government is recklessly gambling with the finances of our province," she said. "They've grown our debt, drained our wallets and spent billions of our dollars on their friends. They have no plan to help support sustained growth in rural Ontario, and ignored the PC's four reasonable budget asks."
In an Opposition Day Motion two weeks ago, the PCs asked for the following: A long-term plan to get Ontario's debt under control; Take immediate steps to address the root of Ontario's hydro crisis.
These measures include: stop signing contracts for power we don't need, dismantle the Green Energy Act, stop the fire sale of Hydro One, and rein in exorbitant executive compensation in the energy sector;
Solutions to addressing Ontario's housing crisis, including evidence-based measures to address both supply and demand, the establishment of a panel of industry experts, and an immediate review of the government portfolio;
Immediately steps to make cap-and-trade revenue neutral, where any money generated is returned to hardworking Ontarians; and An immediate moratorium on school closures, and an immediate review of the flawed Pupil Accommodation Review Guideline that determines these closures.
"The Liberals are demonstrating once again that they're only interested in what's best for them," said Thompson. "Ontarians need a government that acts in their best intersts. Instead, today we've witnessed Kathleen Wynne's Liberal government cook the books a year before the next election."
To read the 2017 Budget visit www.fin.gov.on.ca/en/budget/ontariobudgets/2017/budget2017.pdf.
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Kincardine News: United Way addresses recent changes to electrical sector; A10; 2017.05.04

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United Way addresses recent changes to electrical sector

May 1 brings changes to electricity file for the United Way of Bruce Grey The United Way would like to reach out to the community and remind people who are in arrears on their electricity bills, that the winter disconnection ban is lifting May 1.
"Consumers who are behind can find themselves disconnected if they have not made payment arrangements or resourced communities supports," cautions United Way executive director Francesca Dobbyn. "We encourage everyone who is behind to call 211 to connect to community services."
Applying to the LEAP (Lowincome Energy Assistance Program) puts a 21 day hold on a disconnection and gives applicants time to complete the application. If an applicant has already accessed the LEAP program there may be other resources to assist with arrears. Consumers can find out about those programs by calling 211.
The May 1 date also marks significant changes to electricity rates across the province.

· Off peak KWh charges are dropping to 7.7 cents kwh (11% reduction) · Mid-peak is dropping from 13.2 cents kwh to 11.3 cents kWh (14% reduction) · On-peak is dropping from 18 cents kWh to 15.7 cents kWh (13% reduction).

The OESP (Ontario Electricity Support Program) a rebate for eligible low income consumers will see a 50% increase in the monthly rebate. A consumer who has a $30 monthly rebate will automatically go to $45 a month.

Consumers heating with electricity will have a base rate change from $45 a month to $68 a month.

"The OESP is a simple mechanism to increase supports to a cohort of consumers already verified as low income," Dobbyn said. "Applying for the OESP is fairly simple and there are many agencies in the community, including the United Way that can assist with an application for qualifying households".

To qualify the electricity bill has to be in the applicants name and meet income guidelines. The income guidelines are available by calling 211.

"As the provinces implements the various components of the Fair Hydro Plan, we expect electricity bills to further drop," she said.

"There are more changes coming on the delivery side for our most rural residents, but I don't have a clear timeline on those changes, and the degree those changes will affect consumer bills."

By the Numbers Since October 1st the United Way has processed over 160 applications for electricity support with another 50 files in the application process.

This represents $83 000 in support provided to assist with $122 000 in arrears with $40 000 in arrears to be processed. Since the OESP began (November 2015) the United Way has assisted with over 300 OESP applications. For information please call Francesca Dobbyn at 519-376-1560.