

## Energy Programs for your Home and Community

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The Ontario government and its partners offer programs to help Indigenous people reduce their monthly energy bills. These include programs and credits to help improve energy efficiency, including support for Indigenous community energy planning and capacity, and skill building initiatives.

## **1 Electricity Bill Assistance Programs**

### **Ontario Electricity Support Program**

The Ontario Electricity Support Program helps eligible low-income households with a monthly credit of 50 per cent on their electricity bills.

Indigenous consumers qualify for a higher level of assistance.

#### **DID YOU KNOW?**

On July 1, 2017, through Ontario's Fair Hydro Plan, residential electricity bills across the province were reduced by 25%.

Applications are accepted on an on-going basis. For more information, please visit: [ontarioelectricitysupport.ca](http://ontarioelectricitysupport.ca)

First Nations customers may contact the Ontario Native Welfare Administrators Association (ONWAA) for assistance on applications and for more information. Phone: 1-844-885-3157  
Email: [oesp@onwaa.com](mailto:oesp@onwaa.com)

#### **[FNDC Call-out Box]**

##### **First Nations Delivery Credit**

Under Ontario's Fair Hydro Plan, on-reserve First Nation households that are customers of licensed electricity utilities will receive a 100 per cent credit of the delivery or service charge on monthly electricity bills starting July 1 2017.

In order to receive this credit you need to be on your local distribution company's HST exemption list. Contact your electricity provider to ensure you receive these credits.

Not sure who your local electricity provider is? To find out, visit [ieso.ca/findutility](http://ieso.ca/findutility)

For more information please visit: [ontario.ca/fairhydroplan](http://ontario.ca/fairhydroplan)

**Low-Income Energy Assistance Program:** The Low-Income Energy Assistance Program (LEAP) provides a one-time emergency payment towards your electricity or natural gas bill if you are behind on your bill.

For more information contact the Ontario Energy Board at 1-877-632-2727 or [consumerrelations@ontarioenergyboard.ca](mailto:consumerrelations@ontarioenergyboard.ca)

Need help understanding your electricity bill?

Visit: [oeb.ca/rates-and-your-bill/electricity-rates/understanding-your-electricity-bill](http://oeb.ca/rates-and-your-bill/electricity-rates/understanding-your-electricity-bill)

## **Northern Ontario Energy Credit**

This credit helps Northern Ontario residents with the higher energy costs they face living in the North. It is a part of the Ontario Trillium Benefit.

To find out if you qualify, visit: [fin.gov.on.ca/en/credit/noec](http://fin.gov.on.ca/en/credit/noec) or call 1-866-668-8297.

## **2.0 Energy Conservation Programs**

### **2.1 Energy Conservation Programs for Residential Customers**

#### **Save on Energy: Home Assistance Program**

The Save on Energy Home Assistance Program helps income-eligible homeowners and tenants improve the energy efficiency of their homes through free home upgrades such as power bars, energy-saving light bulbs and low flow showerheads.

You may also be eligible for a new, energy-efficient refrigerator or other appliance, such as a window air conditioner. And, if you are in an electrically heated home you may be eligible for a programmable thermostat, weatherstripping around your doors and windows and additional insulation in your attic or basement.

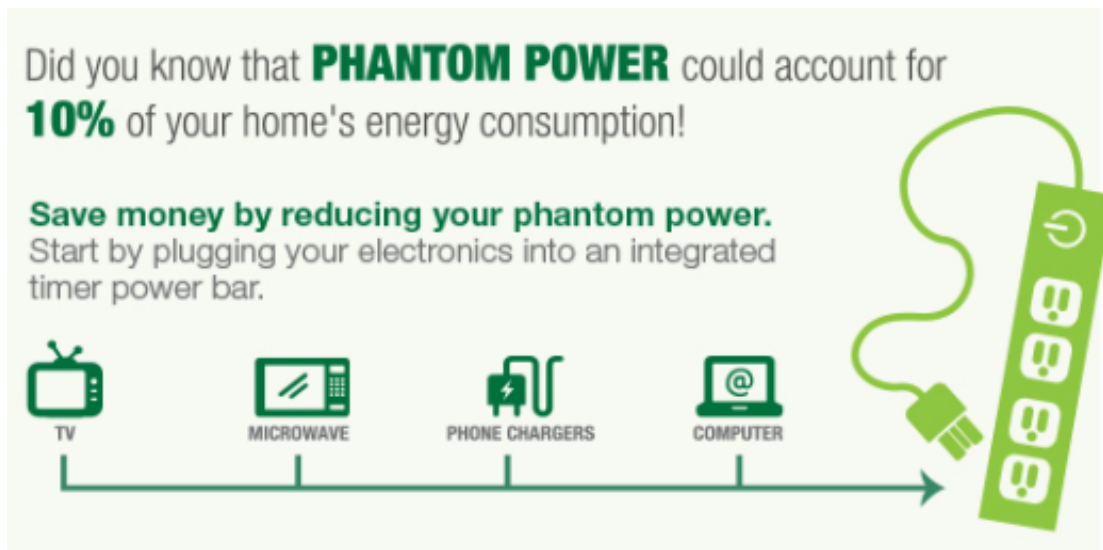
All conservation devices and products provided under the Home Assistance program are directly installed in the home and are free of charge to participants.

TEXT BOX: The Home Assistance Program provides similar upgrades and services available through Hydro One's First Nations Conservation Program, and conservation programs delivered by Conservation on the Coast.

Want to participate? Contact your local distribution company or the IESO at toll-free 1-877-797-9473 for more information, or visit: [saveonenergy.ca](http://saveonenergy.ca)

Contact your Local electricity or natural gas utility to find out what conservation programs are offered in your area.

For electricity tips and games for kids visit: [kids.saveonenergy.ca](http://kids.saveonenergy.ca)



### **First Nations Conservation Program**

For First Nations that are customers of Hydro One Networks Inc., the First Nations Conservation Program offers energy efficient upgrades for your home. After your home's energy-efficiency assessment, supply and installation will be done for all appropriate upgrades, at no cost to you or your community.

To find out if you qualify, visit: [www.hydroone.com/FNCP](http://www.hydroone.com/FNCP) or call 1-844-349-8972 or contact [fncp@fnesl.ca](mailto:fncp@fnesl.ca)

TEXT BOX: First Nations Engineering Services Ltd., or FNESL, is a 100% Indigenous-owned engineering company based in Six Nations that delivers conservation programs to First Nations communities, among other services.

### **Conservation on the Coast**

For First Nations that are customers of Attawapiskat Power, Fort Albany Power and Kashechewan Power, conservation programs similar to the Save on Energy Home Assistance Program and Small Business Lighting program are offered through Conservation on the Coast.

For more information about programs offered by Conservation on the Coast, visit: [fivenations.ca/index.php/conservation/conservation-3](http://fivenations.ca/index.php/conservation/conservation-3) or call 705-268-0056.

### **Union Gas Home Weatherization Program**

For income-eligible homes with a natural gas furnace and served by Union Gas, you may be eligible for a free home energy assessment and free energy-saving upgrades installed by authorized contractors, including insulation in your basement, walls and attic, water-saving products to lower hot-water costs, and a programmable thermostat. You can save up to 30% on your gas heating bill each year by participating in this program.

For more information visit: [uniongas.com/weatherization](http://uniongas.com/weatherization)

If you live on reserve and are a Union Gas customer, please call the authorized service provider, First Nations Engineering Services Limited (FNESL), toll-free at 1-800-368-0221, for more information.

### **Enbridge Home Winterproofing Program**

Enbridge's Home Winterproofing Program offers income-eligible customers energy-saving improvements to your home at no cost. These include insulation and draft proofing installed by experienced professionals. You can save up to 30% on your gas heating bill each year by participating in this program.

For more information visit [winterproofing.ca](http://winterproofing.ca)

### **Ontario Home Energy Conservation Incentive Program: Incentives to Assess and Upgrade the Energy Efficiency of Your Home**

The Home Energy Conservation Incentive Program is a province-wide multi-fuel home energy efficiency program. It is a coordinated effort between the Ontario Government, Ontario's two largest natural gas distributors and the IESO, and is designed to provide residential consumers with a simple, convenient approach to home energy efficiency improvements.

Through this program, financial incentives are available to help you undertake a home energy audit and to make upgrades (e.g., insulation, windows) throughout your home. As of Spring 2017, incentives are available for electric heating and cooling, electric appliance upgrades, and air source heat pumps for electrically heated homes.

To find out more visit: [ohecip.ca](http://ohecip.ca)

### **DID YOU KNOW?**

Lighting represents approximately 17% of total monthly energy costs.

Over 45% of consumed electricity is due to major appliances such as refrigerators, electric stoves or oven, dishwasher, dryer, freezer.

To learn more about other electricity conservation programs and the benefits for your home, please visit: [saveonenergy.ca](http://saveonenergy.ca) or contact your local distribution company.

If you are a natural gas customer with Enbridge Gas Distribution or Union Gas, other offers are available. To find out more please visit:

[enbridgegas.com/homes/manage-energy/rebates-incentive-programs](http://enbridgegas.com/homes/manage-energy/rebates-incentive-programs)

[uniongas.com/residential/save-money-energy/rebates-promotions](http://uniongas.com/residential/save-money-energy/rebates-promotions)

### **Green Ontario Fund and GreenON**

The GreenON website provides a one-stop shop to all Ontario programs and rebates to reduce energy costs and fight climate change. This includes a new GreenON Installations program through which eligible homes can receive, on a limited basis at no cost, a smart thermostat installation and in-home energy review.

For more information please visit: [greenon.ca](http://greenon.ca)

## **2.2 Energy Conservation Programs for Communities and Businesses**

### **Conservation and Renewable Energy (CaRE) Program**

Hydro One Remote Communities Inc. offers the Conservation and Renewable Energy (CaRE) Program, which includes a mail-in rebate commercial lighting retrofit program and a street lighting retrofit program.

To learn more, contact: Hydro One Remote Communities Inc. at 1-888-825-8707.

To learn more about other programs and benefits for your business, band office, community centre, school or more please contact your local distribution company or visit:

[saveonenergy.ca](http://saveonenergy.ca)

[enbridgegas.com/businesses](http://enbridgegas.com/businesses)

[uniongas.com/business](http://uniongas.com/business)

[greenon.ca](http://greenon.ca)

### **CALLOUT BOX: Save on Energy: Small Business Lighting Program**

The Save on Energy Small Business Lighting program helps small business owners manage their energy costs through turnkey installation of energy efficient lighting, thereby eliminating the need for a contractor or project manager.

Eligibility:

- Businesses with average annual demand of less than 100kW

- Participants of the Power Saving Blitz from 2008-2010 and the Direct Install Lighting or Small Business Lighting from 2011-2015 will be eligible to participate.

Eligible Businesses receive:

- An onsite lighting assessment of the facility free of cost
- Up to \$2,000 towards energy efficient lighting upgrades
- Immediate lighting installation

For more information on how to participate, please visit: [saveonenergy.ca/Business/Program-Overviews/Small-Business-Lighting.aspx](http://saveonenergy.ca/Business/Program-Overviews/Small-Business-Lighting.aspx) or contact your local distribution company for more information.

## What is Time-Of-Use (TOU) Pricing?

Ontario residential and small business customers pay time-of-use electricity pricing that reflects the costs of producing electricity at different times of the day. There are three time-of-use periods:

- Off-peak – when energy demand is low and less expensive sources of electricity are used
- Mid-peak – when the cost of energy and demand are moderate
- On-peak – when demand is highest and more expensive forms of electricity production are used.

In winter, electricity use peaks twice daily: when people get up in the morning and when they come home from work. In summer, electricity use tends to peak in the afternoon, when air conditioners are running on high.

Year-round, demand and electricity prices are lower overnight, and on weekends and statutory holidays — so these prices are always off-peak.

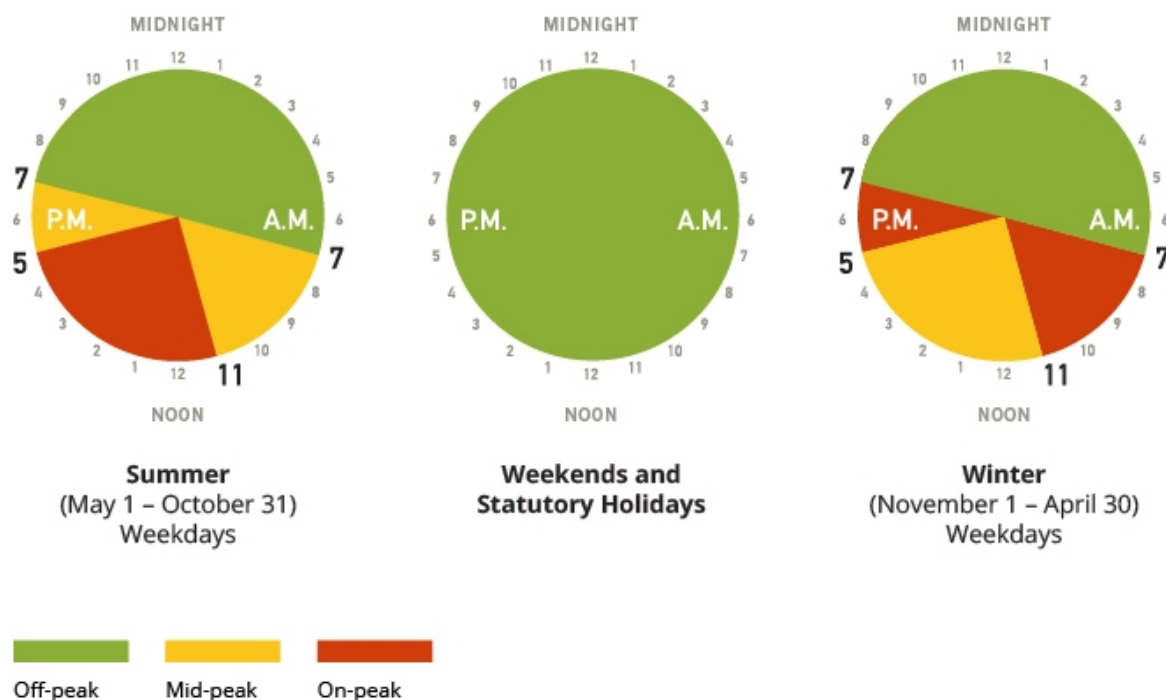


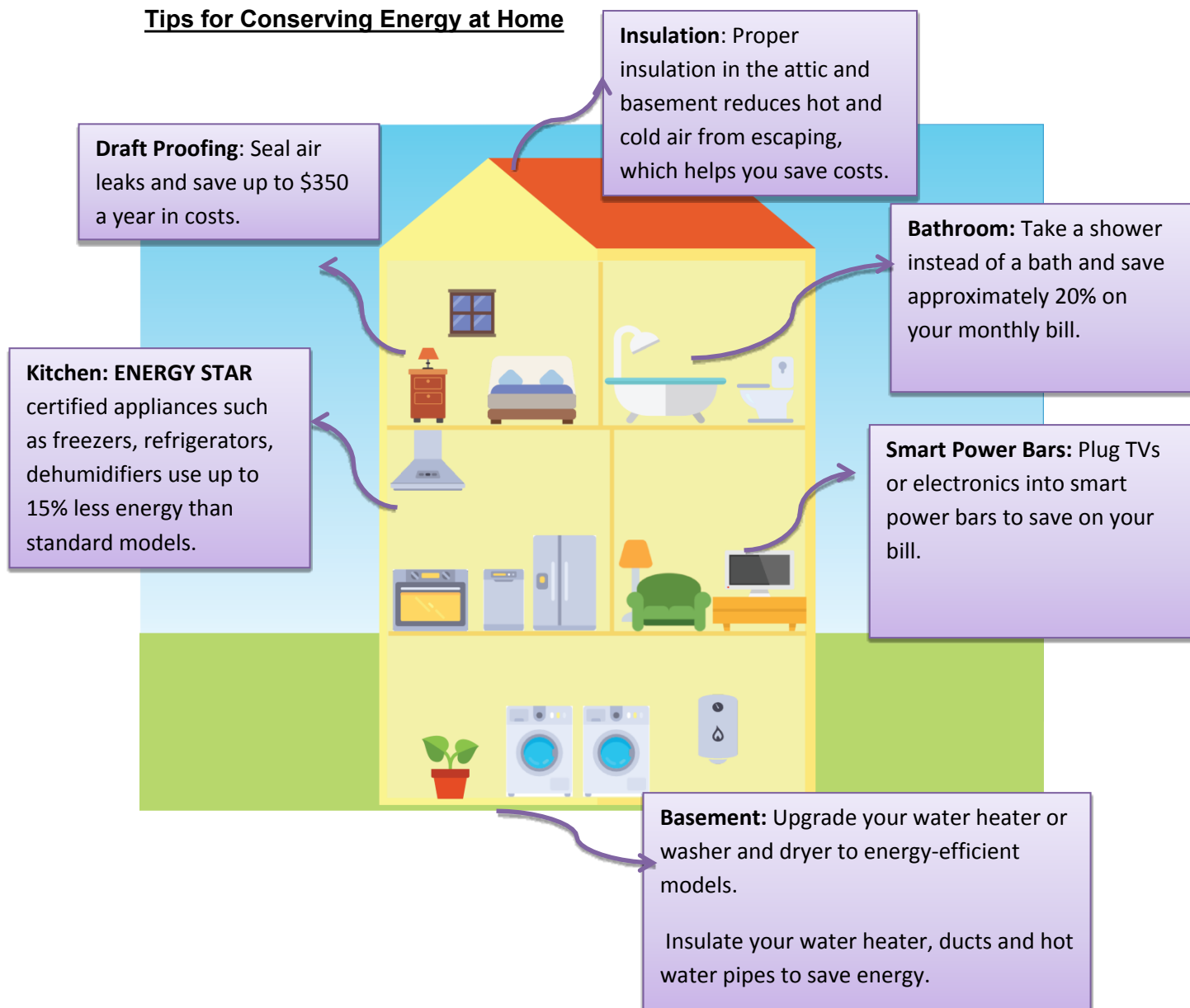
Photo: OEB [NTD: have swapped image for the one from the OEB website]



## Ways to save energy and take advantage of Time-Of-Use pricing

- Change the time you do household chores
  - Do laundry on the weekends when electricity prices are low.
  - Run the dishwasher after 7 p.m. or before 7 a.m. on weekdays.
- Manage appliances effectively
  - Turn off appliances when you are out or set them to 'sleep mode'
  - Consider using a fan in the summer between 11 a.m. and 5 p.m. to minimize electricity use during on-peak periods.
  - Conserve electricity use by turning down your furnace a few degrees in the winter between 7 a.m. and 11 a.m. and 5 p.m. to 7 p.m. to minimize electricity use during on-peak periods.
- Unplug small appliances when they're not being used.
  - Includes TVs, computers, chargers that aren't turned off.

## Tips for Conserving Energy at Home



#### TIP: Lighting Conservation

- Make the switch! Replace incandescent light bulbs with more efficient lighting like LEDs, which can use up to 75% less electricity.

#### TIP: Refrigerators and Freezers

- Ensure the temperature of your refrigerator is between 2°C and 5°C.
- To allow for better air circulation do not overfill your refrigerator.
- The temperature of your freezer should be no lower than -18°C as it will use approximately 2% more electricity for each degree below -18°C.
- Regularly vacuum any dust on the back and underneath the refrigerator, including the coils and air intake grill.

#### TIP: Stoves

- Avoid opening the oven door when baking, as approximately 20% of the oven's heat is lost when opening the door.
- Use a lid to cover your dishes while you cook, reducing energy consumption by 14%.
- When cooking small amounts of food, use a microwave oven, toaster oven or slow cooker as it uses less energy than electric stoves.

#### TIP: Microwaves

- Did you know: Microwaves use 50% less energy than a convention oven? Ensure that the door seals are in good condition and leave sufficient space around the microwave to allow for optimal function of the air vents.

### **3.0 Programs for your Community**

#### **Energy Planning**

##### **Aboriginal Community Energy Plan Program**

The Aboriginal Community Energy Plan program, administered by the Independent Electricity System Operator (IESO), provides funding support to Indigenous communities to assess current electricity needs and opportunities for conservation, efficiency and renewable energy by developing a community energy plan.

To date, almost 100 First Nations communities across Ontario are participating in the Aboriginal Community Energy Plan program.

If your community is interested in developing a community energy plan, or if you would like more information about the Aboriginal Community Energy Plan program, please visit: [ieso.ca/get-involved/funding-programs/aboriginal-community-energy-plans/overview](https://ieso.ca/get-involved/funding-programs/aboriginal-community-energy-plans/overview) or contact the IESO at 416-969-6317 or [ACEP@ieso.ca](mailto:ACEP@ieso.ca)

Indigenous communities may be eligible for up to \$90,000 per community to develop a new community energy plan, up to \$25,000 per community to update an existing community energy plan. Remote communities are eligible for an additional \$5,000 in funding under both streams.

### **Education and Capacity Building Program**

The Education and Capacity Building Program offered by the IESO provides funding to support energy initiatives that provide education, build capacity and develop the skills of Indigenous communities to participate in the energy sector. Eligible initiatives could include staff training, education workshops, and awareness campaigns.

Questions? Call: 416-969-6317 or send inquiries to: [ECB@ieso.ca](mailto:ECB@ieso.ca)

For more information, please visit: [ieso.ca/get-involved/funding-programs/education-and-capacity-building-program/overview](https://ieso.ca/get-involved/funding-programs/education-and-capacity-building-program/overview)

### **Project Development**

#### **Aboriginal Loan Guarantee Program**

Delivered by the Ontario Financing Authority, the Aboriginal Loan Guarantee Program supports Indigenous communities' participation in renewable energy and transmission projects by providing a guarantee for up to 75% of the equity participation in a project, up to a maximum of \$50 million.

This may include transmission projects, wind, solar and hydroelectric generation projects.

To learn more, visit: [ofina.on.ca/algp](https://ofina.on.ca/algp) or contact: [algp@ofina.on.ca](mailto:algp@ofina.on.ca) or 416-325-8356.

#### **Energy Partnerships Program**

The Energy Partnerships Program, administered by the IESO is open to Indigenous communities and includes a Partnership Stream and a Project Development Stream.

- The Partnership Stream: funds development for the legal, technical and financial work required to assess and develop opportunities for participating in renewable energy and transmission projects.
- Project Development Stream: provides funding for costs associated with developing renewable energy projects such as obtaining regulatory approvals.

For more information, please contact Energy Partnerships Program staff at 416-969-6317 or at [EPP@ieso.ca](mailto:EPP@ieso.ca)

Or visit: [ieso.ca/get-involved/funding-programs/energy-partnerships-program/overview](https://ieso.ca/get-involved/funding-programs/energy-partnerships-program/overview)

### **REINDEER Renewable Energy Program**

For customers of Hydro One Remote Communities Inc., the Renewable Energy Innovation Diesel Emission Reduction (REINDEER) program is aimed at reducing the impact of diesel fuel by enabling the connection of renewable energy projects.

The REINDEER program has two renewable energy streams: standalone and net metering.

The standalone stream is for projects whose primary purpose is to provide additional generation to the community and feed all power produced into the local distribution system. Under this stream, projects are paid based on the kilowatt hours (kWh) of electricity produced through an agreement with Hydro One Remote Communities.

The net metering stream enables customers to generate their own electricity to reduce the per kWh cost paid to Hydro One Remote Communities. Under this stream, customers receive a credit on their monthly electricity bill.

For more information, please contact Hydro One Remote Communities at 1-888-825-8707 or

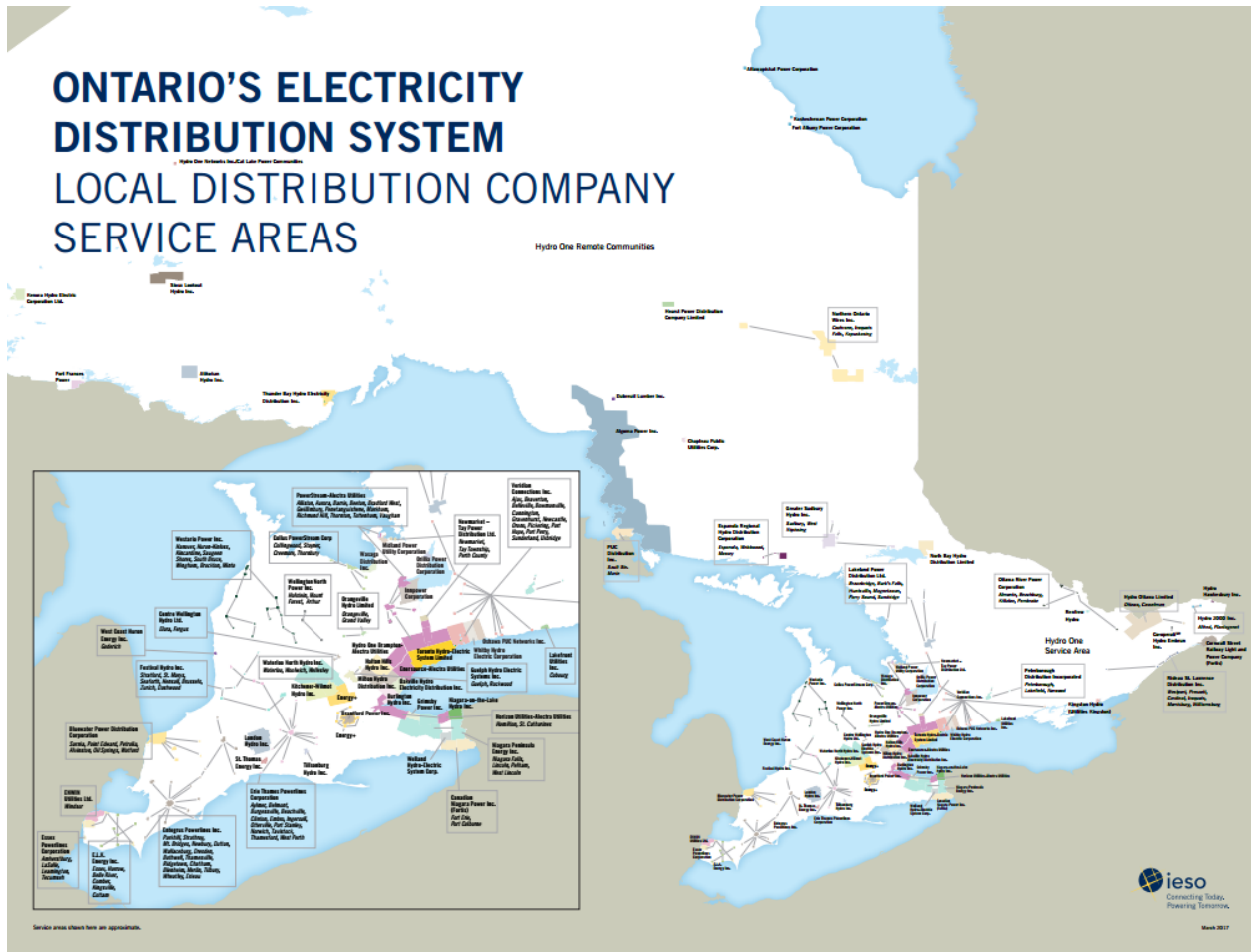
[RemotesCustomerService@HydroOne.com](mailto:RemotesCustomerService@HydroOne.com)

## **4.0 Who is My Local Distribution Company?**

Visit this link to find out: [ieso.ca/findutility](https://ieso.ca/findutility)

**[\*If possible, include a map, that spans two pages that shows which LDCs serve which areas of the province. Example map below (from IESO)].**

# ONTARIO'S ELECTRICITY DISTRIBUTION SYSTEM LOCAL DISTRIBUTION COMPANY SERVICE AREAS



## **5**

### **Major Energy Sector Entities**

Hydro One: Ontario's largest transmitter and distributor of electricity, responsible for taking electricity from the source of generation and transporting it to its customers. As a local distribution company, Hydro One offers a number of support and conservation programs for homes and businesses.

Independent Electricity System Operator (IESO): A provincial agency that ensures there is always enough electricity to meet the province's energy needs. It is also responsible for planning and securing electricity to meet future needs, and overseeing delivery of electricity conservation programs.

Ontario Energy Board: A provincial agency that sets the prices for natural gas and electricity in Ontario. It also regulates the activities of generators, transmitters, distributors, and the wholesalers and retailers of electricity and natural gas. And, it oversees the delivery of natural gas conservation programs.

Ontario Power Generation: an Ontario Crown agency that produces almost half of the electricity in Ontario. They own and operate two nuclear stations, 66 hydroelectric stations on 24 rivers systems, two biomass stations, one thermal station and one wind turbine.

### **Definitions**

Kilowatt (kW): A standard unit of power that is equal to 1,000 watts (W). Ten 100-watt light bulbs operated together require one kW of power.

Kilowatt-hour (kWh): A measure of energy production or consumption over time. Ten 100-watt light bulbs, operated together for one hour, consume one kWh of energy.

Local Distribution Company (LDC): A utility that owns and/or operates a distribution system for the local delivery of electricity to consumers.

Natural Gas Distributor: A utility that owns and/or operates a distribution system for the local delivery of gas to consumers.