

the source

from Veridian Connections



the source is your source...

...stay up-to-date with information on money-saving programs, tips for reducing electricity use and news about Veridian in your community.

VERIDIAN CUSTOMER NEWSLETTER:
SUMMER 2011

Inside this issue:

- **saveONenergy FOR HOME^{OM}** – Great new programs to save.
- **Our new website** – Putting our customers first.
- Free, secure and fast – **it's eBill!**
- **Our Ajax facility's** LEED[®]-eligible expansion.
- and much more.



saveONenergy[™]
FOR HOME

The province's new **saveONenergy** programs make it easier than ever for homeowners to manage their electricity use.

Take advantage of a wide range of conservation programs that can help you save energy, control your electricity costs and contribute to Ontario's culture of conservation.

HEATING & COOLING INCENTIVE^{OM}

Receive up to **\$650*** when replacing your old central cooling and heating systems**. Once your installation is complete you can **save up to \$325***** a year on energy costs.

FRIDGE & FREEZER PICKUP^{OM}

Save up to **\$125** a year on electricity costs by having your old fridge or freezer removed for **FREE†**. Call **1-877-797-9473** or visit **www.veridian.saveonenergy.ca** to schedule a pickup.

COUPONS^{OM}

Save instantly throughout 2011 on a wide range of energy-efficient products for your home. Download your free coupon booklet at **www.veridian.saveonenergy.ca**.

Take the saveONenergy PLEDGE

Earn **15 AIR MILES[®]** reward miles when you pledge to take simple conservation actions that can help you manage your electricity use. Pledge today by visiting **www.mysaveonenergypledge.ca**.

For more information on these programs, including year-round tools, tips and incentives to help manage your electricity use and save on energy, visit **www.veridian.saveonenergy.ca**.

Subject to additional terms and conditions found at saveonenergy.ca. *Incentives are available for installation of eligible equipment between Jan. 1, 2011 and Dec. 31, 2011, and must be submitted no later than Feb. 1, 2012. Equipment must be purchased from and installed by a participating contractor. **Replacement furnaces must be high-efficiency models with an electronically commutated motor (ECM). ***Annual electricity cost savings are estimated based on past program experience. Actual savings may vary. †Fridges and freezers must be 15 years of age or more, in working condition and between 10-27 cubic feet. Access conditions apply. Funded by the Ontario Power Authority and offered by Veridian Connections Inc. A mark of the Province of Ontario protected under Canadian trademark law. Used under sublicense. ^{OM}Official marks of the Ontario Power Authority. Used under license. [®]Trademark of AIR MILES International Trading B.V. Used under license by LoyaltyOne, Inc. and Ontario Power Authority.



Improving customer service means always putting you first.

Why enroll in Veridian's Pre-Authorized Payment Plan? Here are two good reasons.

- 1 Peace of mind.** Know exactly how much you'll be paying for electricity each month. Your previous 24 months of electricity usage (when available) will be used to calculate an equal payment amount, to be withdrawn from your account on your choice of the 15th or the 28th of each month.
- 2 Simple and secure.** Stop paying late fees and avoid the hassle of writing cheques or paying your bills at the bank. Veridian's Pre-Authorized Payment Plan will automatically debit your bank account on the day that your electricity bill is due. You have the option of paying in equal or variable monthly installments. The service is free and secure.

Register for Veridian's Pre-Authorized Payment Plan today at www.veridian.on.ca.

eBill: free, secure and fast!

Veridian's eBill service is an environment-friendly alternative to receiving your invoice statements by mail. Register for eBill, and for each invoice, Veridian will send you an e-mail message letting you know that your electricity bill is ready to be reviewed online at your convenience. eBill is free, it's 100 per cent secure and saves trees by reducing the amount of paper bills produced.

Sign up for eBill today at www.veridian.on.ca.

Veridian launches new website

Our redesigned website combines simple navigation, a clean layout and helpful features to ensure you have the information you need at your fingertips – industry updates, conservation, account information and more. Ease-of-use was foremost in its development – it's full of useful tips and simple-to-use, with large, straightforward on-screen menus and graphics.

Visit our new website at www.veridian.on.ca.



Veridian President and CEO Michael Angemeer (left) accepts the Canada's Greenest Employer award from Canada's best-selling career author, Richard Yerema. Also pictured: Veridian's Fred Damiani (Manager, HR) and Mark Turney (Manager, Grid Operations).



Veridian completes 26,000 sq. ft. LEED®-eligible expansion to head office



Veridian named one of Canada's Greenest Employers for second consecutive year

The special designation recognizes Veridian as an employer that leads the nation in creating a culture of environmental awareness in the workplace, and one that is committed to earth-friendly business practices. The competition's selection committee chose Veridian for a number of reasons, including:

- Our commitment to environmental stewardship.
- Rewarding employees who walk, cycle, take public transit or carpool to work.
- Our support for educational initiatives and electric vehicle development.
- Providing interest-free loans for the purchase of energy-efficient appliances and a similar program for the purchase of hybrid vehicles.
- Construction of the Leadership in Energy and Environmental Design (LEED) eligible expansion to our head office.

The two-story addition accommodates the consolidation of key business operations. Bringing the majority of staff under one roof supports service improvements and operating efficiencies that will help us better serve our customers in Ajax and beyond.

The new building includes design attributes that will make it eligible for Leadership in Energy and Environmental Design (LEED)* certification.

* LEED is an internationally accepted benchmark for the design, construction and operation of high-performance green buildings. LEED® is a registered trademark of the U.S. Green Building Council.

Useful websites and phone numbers

24-hour outage hotline: 1-866-579-6819

Bill-related enquiries:

Ajax and Pickering 905-420-8440
Gravenhurst 705-687-2321
All other service areas 1-888-420-0070

Smart meters and Time-of-Use pricing:

www.veridian.on.ca www.ieso.ca
www.smartmetersontario.ca

Service and connection-related enquiries:

Ajax and Pickering 905-427-9870
Belleville 613-966-1235
Gravenhurst 705-687-2321
All other service areas 1-888-445-2881
To book online www.veridian.on.ca



VERIDIAN
CONNECTIONS

The power to make your community better.