



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 2017

**Inside this issue:**

- Switch to paperless billing and **receive a \$5 bill credit**
- Veridian receives prestigious industry award for **LDC Performance Excellence**
- **Ontario's Fair Hydro Plan** – bringing electricity bills down

**...and much more.**



OFFER EXPIRES SEPTEMBER 29, 2017

Switch to **paperless billing** and receive a

**\$5 BILL CREDIT!**

This one-time credit is only available for new enrollments.  
Visit [veridian.on.ca](http://veridian.on.ca) to learn more.

## Veridian receives prestigious industry award for LDC Performance Excellence

**Veridian Connections was named Ontario's top-performing electric utility by the Electricity Distributors Association (EDA) at their annual awards gala held earlier this year.**

The Ontario Power Generation LDC Performance Excellence award is presented to a local electricity distribution member of the EDA which has distinguished itself among its peers by performance excellence in a number of key areas, most notably Occupational Health & Safety, Operational Excellence and Financial Operations.

To learn more about the award, visit our website at [veridian.on.ca](http://veridian.on.ca)



# SAVE ENERGY AND MONEY!

## ENERGY EFFICIENCY FOR YOUR WHOLE HOME

You could benefit from thousands in incentives and ongoing energy savings.

The Home Energy Conservation Incentive Program makes it easy and affordable for you to improve the energy-efficiency of your home, lower your energy bills and reduce your greenhouse gas emissions.

Qualified homeowners can take advantage of valuable incentives by participating in the program.

Visit [ohecip.ca](http://ohecip.ca) for more information.



## HEAT PUMPS

Do you heat your home electrically?

Save up to 50 per cent on energy costs<sup>†</sup> when you install an air-source heat pump.

Get up to \$4,000\* in rebates to upgrade.

Talk to a participating contractor, or visit [veridian.on.ca/hvac](http://veridian.on.ca/hvac) for more information.



## GET YOUR SAVE ON ENERGY COUPONS BEFORE SEPTEMBER 30!

Save on Energy coupons are available for download to help you save on a wide range of energy-efficient products including LED bulbs, power bars with integrated timers or auto-shutoff, and more.

Visit [veridian.on.ca/COUPONS](http://veridian.on.ca/COUPONS)



## HELP FOR LOW-INCOME CONSUMERS

The free Save on Energy Home Assistance program is designed to help qualified homeowners, tenants and social and/or assisted housing providers improve the energy-efficiency of their homes or buildings.

Visit [veridian.on.ca](http://veridian.on.ca) for more information.



Subject to additional terms and conditions found at [saveonenergy.ca](http://saveonenergy.ca).

\* Incentives are available for installation of eligible equipment completed between July 1 and Dec. 31, 2017 and submitted no later than Feb. 1, 2018. Equipment must be purchased from and installed by a participating contractor.

† Estimated annual electricity cost savings are based on past program experience. Actual savings may vary.

Save on Energy is powered by the Independent Electricity System Operator and brought to you by Veridian Connections Inc.

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**SAVE ON ENERGY**  
POWER WHAT'S NEXT



## ONTARIO'S FAIR HYDRO PLAN

Bringing electricity bills down



### Ontario's Fair Hydro Plan

- Electricity bills will be lowered by 25 per cent on average for residential consumers.
- Rate increases will be held to inflation for four years.
- As many as half a million small businesses and farms will also benefit from this reduction.
- Lower-income Ontarians and those living in eligible rural communities will receive even greater reductions, as much as a 40 to 50 per cent cut.

The benefit will vary for individual consumers depending on electricity usage and service territory. These measures include the eight per cent rebate introduced in January 2017 and build on previous initiatives to deliver broad-based relief on all electricity bills.

To find out more, visit [ontario.ca/FairHydroPlan](http://ontario.ca/FairHydroPlan)

## Get outage news – anywhere, anytime

- Visit our website at [veridian.on.ca](http://veridian.on.ca) for our outage map and Twitter feed
- Follow us on Twitter @VeridianTweets
- Call our 24-hour Outage Hotline at **1-866-579-6819**
- my alerts Register for my.alerts at [veridian.on.ca](http://veridian.on.ca)



## Contact Information

### General Business Enquiries

Ajax/Pickering: 905-427-9870

All other service areas: 1-888-445-2881

Email: [generalenquiry@veridian.on.ca](mailto:generalenquiry@veridian.on.ca)

### Customer Services Department

(all service and connection-related enquiries)

Ajax/Pickering: 905-427-9870

Belleville (Construction & Engineering enquiries): 613-966-1235

Gravenhurst: 705-687-2321

All other service areas: 1-888-445-2881

Email: [service@veridian.on.ca](mailto:service@veridian.on.ca)

### Conservation

Phone: 1-888-445-2881

Email: [conservation@veridian.on.ca](mailto:conservation@veridian.on.ca)

### Customer Care Department

(for all billing-related enquiries)

Ajax/Pickering: 905-420-8440

All other service areas: 1-888-420-0070

Email: [customer-care@veridian.on.ca](mailto:customer-care@veridian.on.ca)

