FALL 2026 wasagadist.ca

WASAGA DISTRIBUTION INC.

Newsletter

WELCOME

to Wasaga Distribution's newsletter:
your source for timely and helpful information that matters to you.

IN THIS ISSUE

- Fall Energy-Saving Checklist
- Save Energy, Save Money
- Understanding Your Electrical Bill
- Help Keep Our Utility Crews Safe
- Be Prepared for Fall Storms and Power Outages

FALL ENERGY-SAVING CHECKLIST

As the temperatures begin to fall and the days become shorter, a few simple changes can help improve your home's comfort and manage electricity use.

- Seal drafts around windows and doors with weather stripping or caulking
- Clean or replace furnace and heat-pump filters regularly
- Have your heating system inspected and serviced by a qualified professional
- Open curtains during sunny days to let in natural warmth and close them at night to help retain heat
- Reverse ceiling fans to run clockwise at a low speed, helping circulate warm air downward
- Keep heating vents, baseboard heaters and cold air returns clear of furniture and other items
- Use a programmable or smart thermostat to avoid heating an empty house

SAVE ENERGY, SAVE MONEY - SUPPORT ONTARIO'S ELECTRICITY GRID

Looking for ways to reduce your electricity use and save money? Save on Energy, an initiative of Ontario's Independent Electricity System Operator (IESO), offers programs, rebates and incentives to help residents and businesses make energy-efficient improvements.

Programs for Residents – Home Renovation Savings Program

If you are planning home improvements, you may be eligible for rebates on upgrades such as:

- Heat Pumps, Solar Panels & Battery Storage, Insulation & Air Sealing; Energy-efficient windows and doors; Heat Pump Water Heaters; Smart Thermostats; and Eligible energy efficient appliances.

Some upgrades require a home energy assessment or must be completed together with another eligible improvement.

Peak Perks

Have an eligible smart thermostat and central air conditioning or a qualifying heat pump? You may be eligible for Peak Perks.

Participants allow brief thermostat adjustments during periods of high electricity demand on hot summer days. You will be notified of adjustments, remain in control of your thermostat and can opt out at any time.

Eligible participants currently receive a $75 virtual prepaid Mastercard when they enroll and $20 for each year they remain enrolled.

Energy Affordability Program

Income-eligible Ontario household may qualify for energy saving products and home upgrades at no cost. Depending on eligibility and the needs of the home, assistance may include:

- LED lighting and smart power strips;
- Weather-stripping and draft proofing;
- Energy-efficient appliances;
- Insulation;
- Programmable or smart thermostats; and
- Cold climate air-source heat pumps.

Programs for Small Businesses

The Save on Energy Small Business Program helps eligible businesses reduce electricity use and operating cost through energy efficient equipment improvements. Available support may include:

- An on-site energy assessment
- Eligible lighting upgrades
- Refrigeration improvements; and
- Professional installation of approved equipment.

Start Exploring Your Savings:

Whether you are improving your home, upgrading your business equipment or planning a larger energy-efficiency project, a Save on Energy Program may help. Please visit **www.saveonenergy.ca** to see if you qualify for any of these amazing savings programs.

UNDERSTANDING YOUR ELECTRICITY BILL

Your electricity bill contains several charges that work together to support the generation, delivery and reliable operation of Ontario's electricity system

Electricity

This charge represents the cost of the electricity used by your home or business. For customers who purchase electricity through the regulated system, the price is based on ther selected price plan:
Time-of-Use; • Ultra-Low Overnight; or • Tiered Pricing Your total electricity charge will depend on how much electricity you use and, under Time-of-Use and Ultra-Low Overnight pricing, when you use it.

Delivery

The Delivery charge covers the cost of bringing electricity from generating facilities to your home or business through Ontario's transmission and local distribution systems.

It supports items such as:

- Poles, overhead and underground powerlines;
- Transformers and substations;
- Metering, billing and customer service;
- System maintenance and emergency response; and
- Electricity transmission across the province

Some delivery charges are fixed, while others vary according to electricity consumption. Wasaga Distribution's distribution rates are reviewed and approved by the Ontario Energy Board.

Regulatory Charges

Regulatory Charges support the operation of Ontario's wholesale electricity market and the reliability of the provincial electricity system. These charges include services provided by the Independent Electricity System Operator.

Taxes, Rebates and Credits

Harmonized Sales Tax is applied to electricity bills. Eligible customers may also see the Ontario Electricity Rebate or other assistance credits shown separately on their bill.

Why Does My Bill Change?

Your total bill may vary because of:

- Changes in the amount of electricity used;
- The time of day electricity is used;
- Seasonal heating or cooling needs;
- The number of days in the billing period;
- Changes to approved electricity or delivery rates; or
- The application of rebates, credits or account adjustments

Wasaga Distribution delivers electricity and issues customer bills, but it does not independently establish every charge appearing on the bill. Many electricity, transmission, regulatory and rebate amounts are established or approved provincially.

Customer who have questions about their bill or electricity price plan are encourage to contact Wasaga Distribution's Customer Service Team.

LETS STAY CONNECTED!

Follow our social media channels to stay up to date with timely Wasaga Distribution news at your fingertips.

Follow us on Twitter @wasagahydro

Like us on Facebook for energy conservation tips & more

Sign-up for our e-newsletter @ www.wasagadist.ca



HELP KEEP OUR UTILITY CREWS SAFE

Wasaga Distribution crews work in all weather conditions to maintain the electrical system and retore power safely. Customers and motorists can help protect our crews by giving them the space they need to work.
When approaching a utility vehicle or roadside work area:

- Slow down and be prepared to stop
- Obey all signs, cones and directions from traffic-control personnel
- Remain alert and avoid distracted driving
- Do not enter or drive through a marked work zone
- Keep a safe distance from utility vehicles, equipment, powerlines and workers
- Never approach a crew to ask when power will be restored. Crews may be working around energized equipment and must remain focused on the task
- Obtain outage information through Wasaga Distribution's official communication channels

Restoration work must be completed in a careful sequence to protect both the public and our employees. Please be patient and allow crews to assess damage and complete repairs safely. Please slow down, stay back and help everyone get home safely.

BE PREPARED FOR FALL STORMS AND POWER OUTAGES

Strong winds, heavy rain and early-season snow can damage trees and electrical equipment, resulting in unexpected power outages. Taking a few steps in advance can help keep your household safe and comfortable.

Build an Emergency Kit

Keep enough essential supplies to support everyone in your household for at least 72 hours; including:

- Flashlights and extra batteries;
- A battery-powered or hand-crank radio;
- Portable chargers or power banks;
- Drinking water and non-perishable food;
- Necessary medications and a basic first-aid kit;
- Blankets and warm clothing;
- A manual can opener; and
- Important contact information.

During an Outage

- Check whether the outage is limited to your property by looking at your electrical panel and checking whether nearby homes have power
- Report the outage through Wasaga Distribution's after-hours reporting line at 1-888-726-1186
- Follow Wasaga Distribution's website and social media accounts for available restoration updates
- Use flashlights instead of candles to reduce the risk of fire
- Keep refrigerator and freezer doors closed
- Turn off or unplug sensitive electronics to protect them from possible power surges
- Leave one light switched on so you will know when power has been restored

Stay Away from Downed Powerlines

Always treat a downed powerline as energized and dangerous. Stay at least 10 metres away approximately the length of a school bus and keep children and pets away. Call 911 if the line presents an immediate danger and notify Wasaga Distribution.