



## LEONARD'S BEACH

Leonard's Beach Distribution Station (DS) has had a new makeover. A new station transformer has been installed, which will improve reliability and growth for customers in the area. This is part of a multi-year project, which will involve work at Sandy Cove DS and Big Bay Point DS.



## CUSTOMER CONNECT

InnPower's secure web portal for customers. Access your account information, usage, payments, Time of Use (TOU) data, Green Button data, conservation tips and more.

To register, please visit our website [www.innpower.ca](http://www.innpower.ca), select Account Log In to begin. Once registered, sign up for paperless eBilling, view your account information 24/7, receive email notifications when your bill is available, usage notifications and more. Download, print or save your bill electronically. Reduce paper and help the environment.

If you require assistance registering or would like more information about Customer Connect please contact our Customer Service Department at 705-431-4321 or [customerservice@innpower.ca](mailto:customerservice@innpower.ca).



## Sign up for **E-Billing** today!

Help the environment by cutting down on paper.  
Easy. Convenient. Secure. 24/7 Access.  
Register for E-Billing through Customer Connect!



### What is Stray Voltage?

Farm 'stray' or 'tingle' voltages are small electrical potentials between metal stabling/equipment and floor surfaces. Animals that make contact between these surfaces may receive a tingle or mild shock that disturbs the animals' normal behaviour and can ultimately reduce the efficiency of the farming operation.

An InnPower livestock customer may ask InnPower to initiate a farm stray voltage investigation, where a livestock farm customer provides information that reasonably indicates that farm stray voltage may be adversely affecting the operation of the customer's livestock farm.

### What Causes Stray Voltage?

#### On-farm Sources:

Unbalanced farm electrical system loading, faulty wiring, improper or poor grounding, defective equipment or voltages from gas pipelines or telephone lines are all possible sources. InnPower's neutral system is connected to a farm's grounding system. While this bond protects from shocks caused by faulty electrical equipment and lightning strikes, it may result in stray voltages on grounded farm equipment such as feeders, watering devices, metal stabling, metal grates, milk pipelines and wet concrete floors.

#### Off-Farm Sources:

In a properly functioning electrical system, some voltage exists between the neutral system (ground conductors) and the earth. The level of this voltage can change depending on changes in environmental conditions, electrical loading, and other factors.

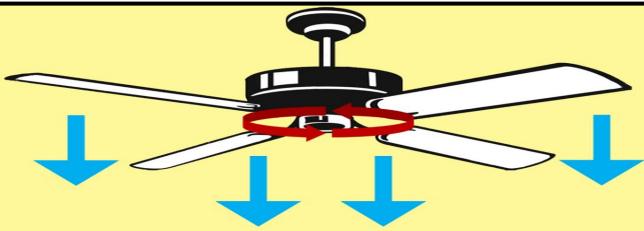
For information on causes, investigation procedure, etc... visit our website at [www.innpower.ca](http://www.innpower.ca). For additional information on stray voltage you can also visit:

[https://www.oeb.ca/oeb/Documents/Regulatory/Distribution\\_System\\_Code\\_AppH.pdf](https://www.oeb.ca/oeb/Documents/Regulatory/Distribution_System_Code_AppH.pdf)

<http://www.omafra.gov.on.ca/english/livestock/dairy/facts/strayvol.htm>

<http://www.omafra.gov.on.ca/english/livestock/dairy/facts/09-075.htm>





## Summer: Counterclockwise

This directs a cooling breeze down into the room while also helping circulate any cold air generated by the air conditioning.



## There is Help for Low-Income Households!!

If you are a customer of an electricity utility and in a lower-income home, you may qualify for a reduction on your electricity bill by applying for the Ontario Electricity Support Program (OESP). The OESP will reduce the cost of your household electricity by applying a monthly credit directly to your bill. The credit amount will depend on how many people live in your home and your combined household income.

**Ontario Electricity Support Program (OESP)** is an ongoing on-bill credit applied directly to the electricity bills of eligible customers.

OESP ☎ 1-855-831-8151 🌐 [OntarioElectricitySupport.ca](http://OntarioElectricitySupport.ca)

**Low-Income Energy Assistance Program (LEAP)** is a one-time grant to assist low income customers facing having their service disconnected.

LEAP ☎ 1-855-487-5327 🌐 [innpower.ca](http://innpower.ca)



**Electrical  
Safety  
Authority**

**CUSTOMER SERVICE**  
1.877.ESA.SAFE / 1.877.372.7233



[www.esasafe.com](http://www.esasafe.com)



Most electrical work requires a Notification ("permit") from the Electrical Safety Authority, which is not the same as a building permit. Find out how to take out a Notification, schedule an inspection and more.

- Follow the Ontario Electrical Safety Code
- Hire Only a Licensed Electrical Contractor
- Take Out a Permit/Notification
- Submit a Request for Inspection
- Obtain a Certificate of Inspection
- Check the Fees

## Any time you disturb the ground!

- ✓ Gardening
- ✓ Fences
- ✓ Pools
- ✓ Aeration
- ✓ and MORE...

1-800-400-2255  
[OntarioOneCall.ca](http://OntarioOneCall.ca)



[InnPower Corporation](http://InnPower Corporation)



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**innservices**

## Water Meter Upgrade Program

InnServices has implemented a program to replace water meters older than ten (10) years at no cost to the property owner. This program will ensure the continued accuracy of your water billings and improve water meter reading efficiency.

The program is being completed in several different phases. A [map](#) is available on InnServices Twitter and Facebook to show their progress and what phase they are working in. Letters are being hand-delivered to the affected customers at the beginning of each phase. When you receive a notice, follow the instructions on the notice. Call the contractor, Wamco to set up an appointment.



[InnServices Utilities Inc.](http://InnServices Utilities Inc.)



[@innservices](https://twitter.com/innservices)



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