



save on energy™

Join thousands of Ontarians who are making a difference in their homes and for the province. Innisfil Hydro offers a variety of ways to help you manage energy use at home.



For complete details about energy-saving programs and energy-saving tips visit [www.innisfilhydro.saveonenergy.ca](http://www.innisfilhydro.saveonenergy.ca) today.



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## Customer | Connect

Customer | Connect is a brand new way to view your usage.

View your usage daily, weekly or monthly with useful graphs, educational tidbits, and more to help you manage your consumption.

This guide will provide you with step-by-step instructions on how to use the **Customer | Connect** feature to view your electricity usage online.

If you need any assistance navigating **Customer | Connect** or signing up for an e-CARE account please contact one of our Customer Service Representatives Monday – Friday from 8:30 a.m. to 4:30 p.m. at (705) 431-4321.

Also, take advantage of our convenient, secure and environmentally friendly e-billing option by signing up through your e-CARE account.



Welcome to Innisfil Hydro  
"Our companies shall provide safe, reliable, and competitively priced electricity distribution, products and services to our customers."



Time-of-Use Rates

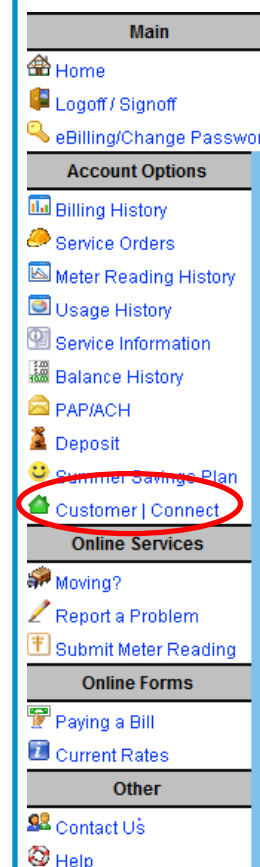
### Innisfil Beach Road Urbanization

On June 01, 2009, Innisfil Hydro will be commencing street relocations of the Hydro Distribution System on the Beach Road between the 22nd Side Road and St. John's Road, as directed by the Town of Innisfil. The scope of this project is to remove the overhead lines and bury them underground to facilitate the urbanization of this section of Beach Road. During the excavation phase of this project there may be some inconvenience to the residents and businesses in this area. Innisfil Hydro has made the sensitivity of this issue clear to the contractors involved to ensure the least amount of disruption as possible. We would like to thank the residents and business owners ahead of time.

Click here to see the town notification.

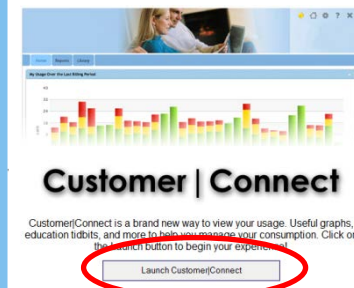
**What's New at Innisfil Hydro**  
**SMART METERS... SMART CHOICE!**  
By 2010, every home and small business in Ontario will have a Smart Meter.  
SMART METERS will encourage us all to think more about how and when we use electricity.

From our main website [www.innisfilhydro.com](http://www.innisfilhydro.com); click on the Account Log In button. If you do not have an e-CARE account follow the instructions to sign-up using the online form.



When logged into e-CARE you will see many helpful Account Options on the left navigation area. Please browse around to learn about your Service and Usage.

Click on the **Customer | Connect** link. A new window will open up.



Click on the Launch **Customer | Connect** icon.

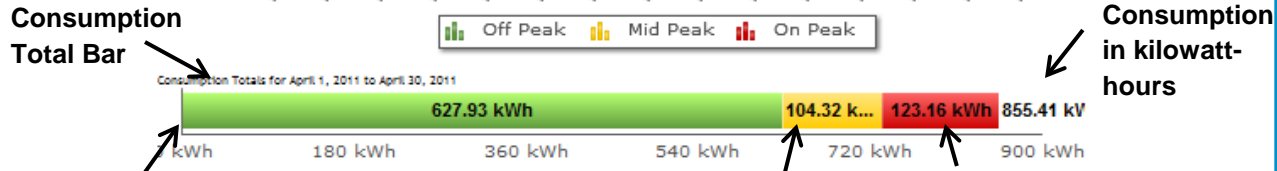
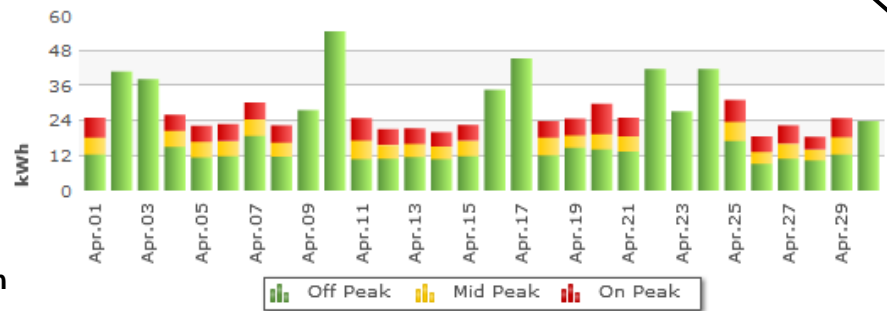
You will see the main page of **Customer | Connect** with your usage over the last 30 days, usage this month compared to last month, library links and the time-of-use periods and costs.



Note: Unlimited electricity consumption has not been set-up and may contain estimated data.

\*Weekends and statutory holidays are always off-peak.

When you place your mouse over the different colours, you will see how many kilowatt-hours (kWh) you used each day during **on-peak**, **mid-peak**, and **off-peak**. Click on the Reports tab to view consumption by day, month or week.

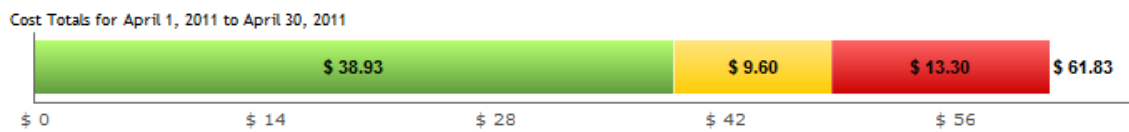


**Total Off-peak Consumption in kilowatt-hours**      **Total Mid-peak Consumption in kilowatt-hours**      **Total On-peak Consumption in kilowatt-hours**

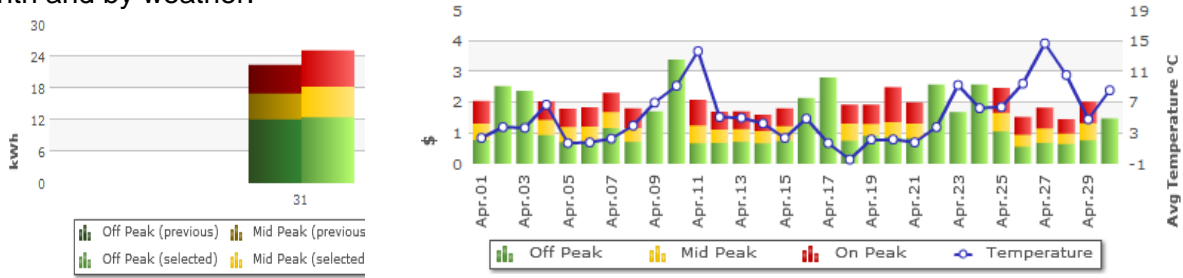
Select the Range that you would like to view. You can also click **D W M** to show your Daily, Weekly or Monthly consumption.

If you want to view by Cost you can chose to view that using the Show drop-down menu. The graph will be the same but the consumption total bar will display the commodity costs.

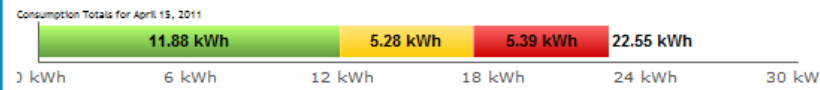
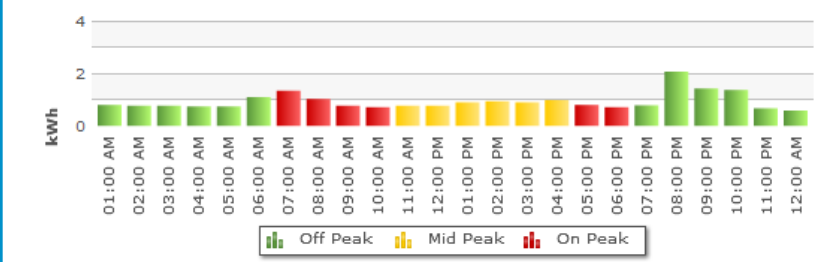
**NOTE:** These costs are for consumption only and do not include loss adjustments, delivery, regulatory charges or taxes.



Using the Overlay drop-down menu, you will be able to compare usage from the previous month and by weather.



One of the key tools for analysis is the ability to zoom into a single day and view the usage in an hourly-organized format. It can be a valuable tool to understand abnormalities in a larger time period. *Why did I use so much energy on Tuesday?*



The library tab provides conservation, home, community, safety and other information that you may be interested in. Click **Read More...** to learn about a topic.

Another key feature is the ability to configure threshold-based notifications. It is important in managing our overall monthly usage and allows us to accommodate budgets from a cost and usage perspective. Using the My Progress box on the Home Page, we can determine where to



set up our monthly thresholds. Access the notification set up screen by clicking the My Account Icon in the top right of the screen. The notification settings screen will appear. From here you can set up thresholds by entering appropriate values. As an example, a monthly value we could use in this case would be 913 kWh – which corresponds to last month's usage. This will ensure that notification is sent if usage exceeds 913 kWh. Using the Report tab can provide further values for weekly and daily thresholds that would be appropriate. Once satisfied with the threshold settings, press the save button and notifications will be sent via the contact methods selected.

When notification arrives it will appear in one of the following formats on the Home Page.