

Welcome

to PUC Services Inc.

YOUR TRUSTED UTILITY
FOR A BRIGHTER TOMORROW

PUC SERVICES

PUC Services Inc. (PUC) operates multiple utilities within Ontario including the supply, treatment and distribution of municipal drinking water, the supply of electricity, and the operation of wastewater treatment facilities.

As a trusted community partner since 1917, PUC is committed to supporting the communities we serve.

OUR MISSION

We are a community leader providing safe and reliable utility services

OUR VISION

Improving communities through curiosity and innovation

OUR VALUES

Safety, Integrity, Customer Centric, Innovative, Accountable

OUR AREAS OF FOCUS

1. Our Customers
2. Our Employees
3. Our Shareholder

PUC Services Inc. at a Glance

- **33K** Electric Customers
- **26K** Water Customers
- **10.2M** Cubic Metres Pumped Per Year
- **2** Sources of Water
- **12** Distribution Stations
- **12,800** Distribution poles
- **470km** of Distribution Mains
- **2** Transmission Stations
- **2,500** Hydrants
- **740km** of Local Distribution Line



Welcome to PUC!

Our promise to you is to lead the way through innovation and compassion to deliver outstanding service every single day.

This Customer Welcome Guide is meant to provide you with everything you need to know about how we operate, your account, saving energy and safety.

Our local Customer Experience team is here to help. If you have any questions, please reach out to us via the following ways:

CALL US

705-759-6500

Monday-Friday,
9:00am – 4:30pm

CUSTOMER CONNECT

Sign-in to your
PUC Customer Connect
account

MYPUC APP

Download the
MyPUC App

EMAIL US

customer.experience@ssmpuc.com

VISIT OUR WEBSITE

www.puc.ca

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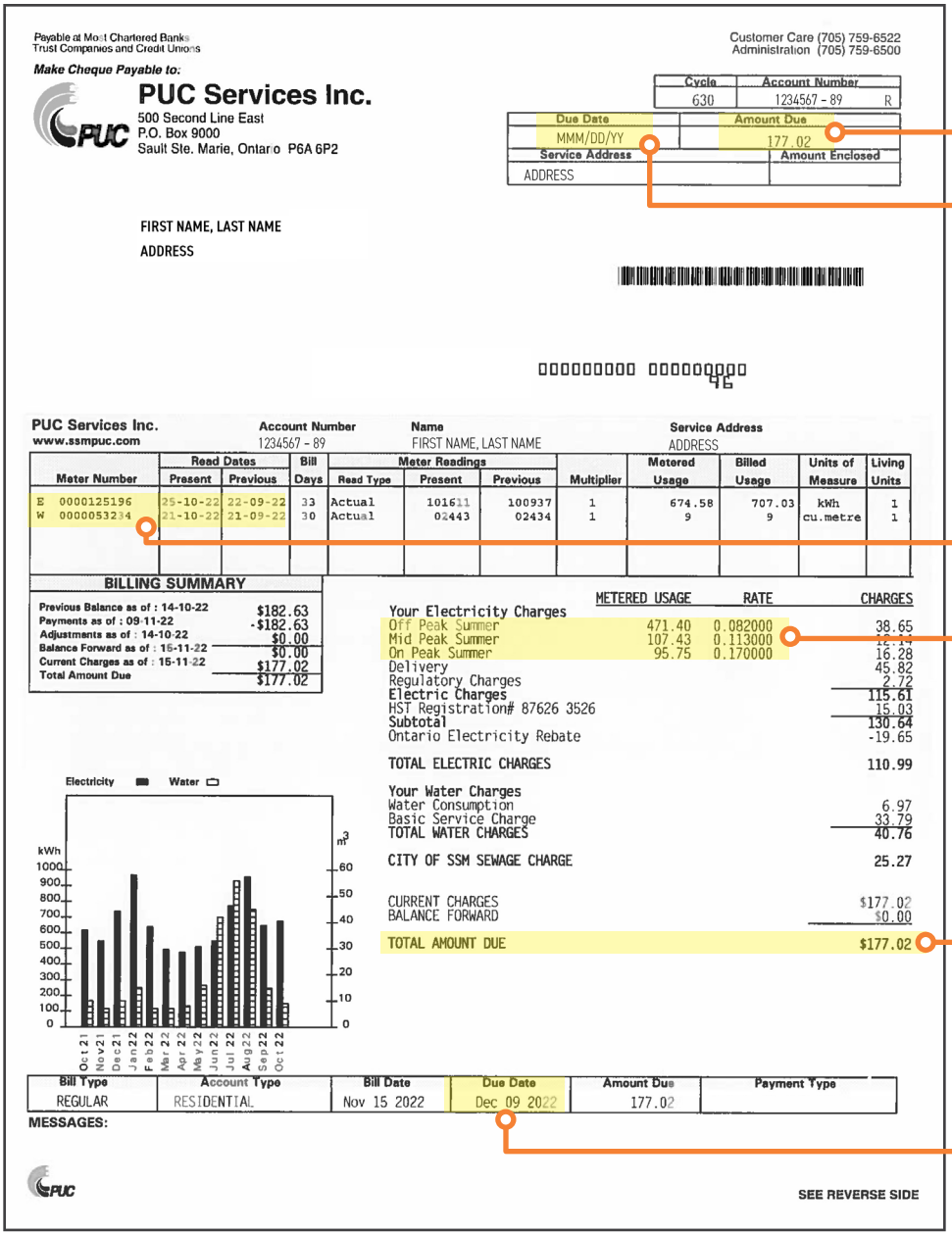
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Key Parts of Your Bill

Both your water and electricity charges will be shown and paid using one bill. PUC bills by read dates for the past 30 days, meaning your bill will be for your prior month's consumption.



Payable at Most Chartered Banks
Trust Companies and Credit Unions

Make Cheque Payable to:

PUC Services Inc.
500 Second Line East
P.O. Box 9000
Sault Ste. Marie, Ontario P6A 6P2

Customer Care (705) 759-6522
Administration (705) 759-6500

Cycle	Account Number
630	1234567 - 89 R

Due Date	Amount Due
MMM/DD/YY	177.02
Service Address	**Amount Enclosed**
ADDRESS	

FIRST NAME, LAST NAME
ADDRESS

PUC Services Inc.
www.ssmpuc.com

Account Number 1234567 - 89
Name FIRST NAME, LAST NAME
Service Address ADDRESS

Meter Number	Read Dates Present	Read Dates Previous	Bill Days	Meter Readings Read Type	Meter Readings Present	Meter Readings Previous	Multiplier	Metered Usage	Billed Usage	Units of Measure	Living Units
E 0000125196	25-10-22	22-09-22	33	Actual	101611	100937	1	674.58	707.03	kWh	1
W 0000053234	21-10-22	21-09-22	30	Actual	02443	02434	1	9	9	cu.metre	1

BILLING SUMMARY

Previous Balance as of : 14-10-22	$182.63
Payments as of : 09-11-22	-$182.63
Adjustments as of : 14-10-22	$0.00
Balance Forward as of : 15-11-22	$0.00
Current Charges as of : 15-11-22	$177.02
Total Amount Due	$177.02

	METERED USAGE	RATE	CHARGES
Your Electricity Charges			
Off Peak Summer	471.40	0.082000	38.65
Mid Peak Summer	107.43	0.113000	12.14
On Peak Summer	95.75	0.170000	16.28
Delivery			45.82
Regulatory Charges			2.72
Electric Charges			115.61
HST Registration# 87626 3526			15.03
Subtotal			130.64
Ontario Electricity Rebate			-19.65
TOTAL ELECTRIC CHARGES			110.99
Your Water Charges			
Water Consumption			6.97
Basic Service Charge			33.79
TOTAL WATER CHARGES			40.76
CITY OF SSM SEWAGE CHARGE			25.27
CURRENT CHARGES			$177.02
BALANCE FORWARD			$0.00
TOTAL AMOUNT DUE			$177.02

Bill Type	Account Type	Bill Date	Due Date	Amount Due	Payment Type
REGULAR	RESIDENTIAL	Nov 15 2022	Dec 09 2022	177.02	

MESSAGES:

SEE REVERSE SIDE

Amount Due

Due Date

Read Date (W – Water), (E – Electric)

Time-Of-Use /Tier Rates

Amount Due

Due Date

Your Electricity Bill

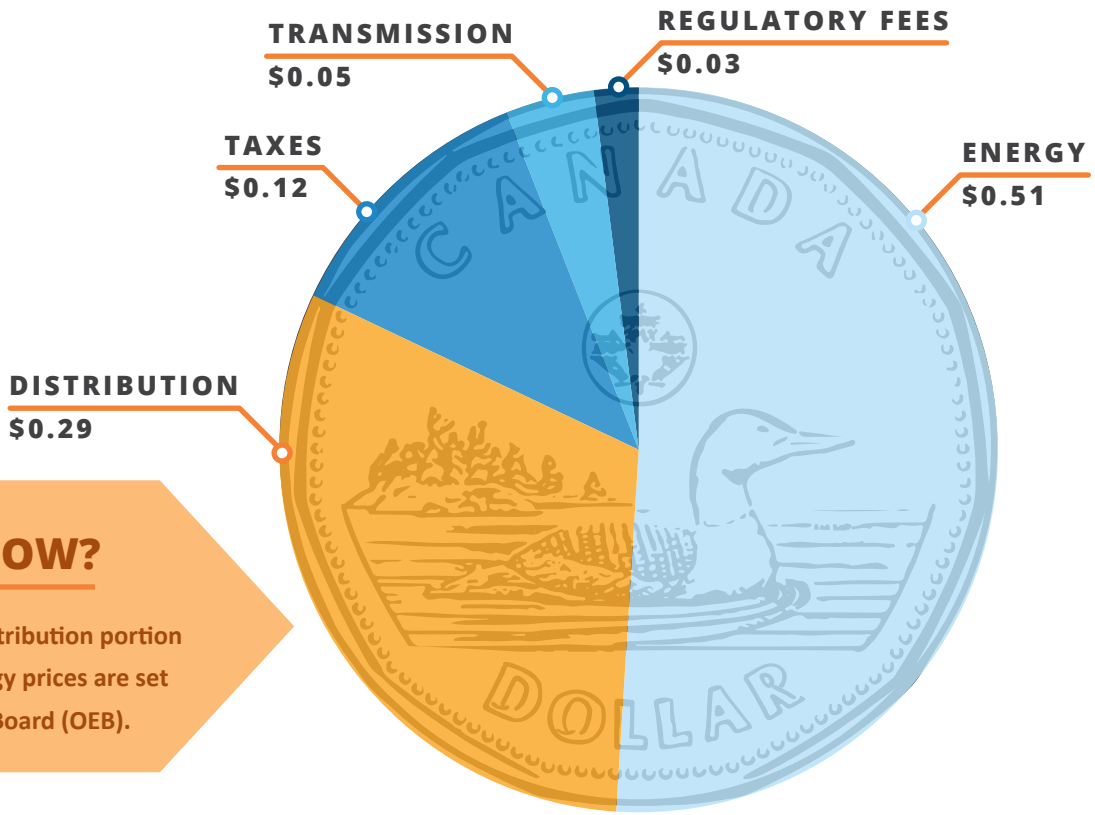
The charges on your bill go to different places. Your monthly electricity charges include five different types of charges; distribution (or delivery), energy costs, regulatory fees, transmission, and taxes.

This pie chart helps explain the breakdown of electricity charges and where your money goes each month.

NOTE: If you have water, the bill also includes your monthly water and sewer charges.

1 Dollar in Your Bill

(PER DOLLAR, 750 KWH RESIDENTIAL CUSTOMER)



DID YOU KNOW?

PUC charges for the distribution portion of your bill, while energy prices are set by the Ontario Energy Board (OEB).

Electricity Rates *Your Choice*

PUC customers have two choices when it comes to how you are charged for energy use.

LEARN MORE

Your Electricity Price Plan

Time-Of-Use

TOU Pricing reflects the cost of producing electricity at different times of day based on demand. TOU pricing has three periods: on-peak (when energy demand and cost is high), mid-peak (when energy demand and cost is moderate), and off-peak (when energy demand and cost is low).

Tiered Pricing

Customers can choose to switch to tiered pricing. With tiered prices, customers can use a certain amount of electricity each month at a lower price. Once that limit (called a threshold) is exceeded, a higher price applies. The threshold normally changes with the season to reflect changing usage patterns – for example, there are fewer hours of daylight in the winter and some customers use electric heating.

*In the winter period (November 1 – April 30), the tier threshold for residential customers is 1,000 kWh, so that households can use more power at the lower price. In the summer period (May 1 – October 31), the tier threshold for residential customers is 600 kWh. The tier threshold for small business customers is 750 kWh all year round.

Choose the price plan that's right for you.
Visit: oeb.ca/choice

We're here to help:

T: 1-877-632-2727 **TTY:** 1-844-621-9977
E: publicinformation@oeb.ca
W: oeb.ca
or contact your local utility.

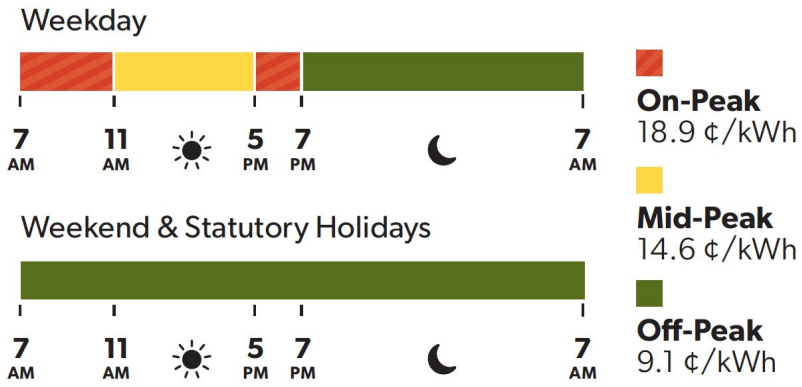
ONTARIO ENERGY BOARD

Time-of-Use Hours and Tiered Thresholds

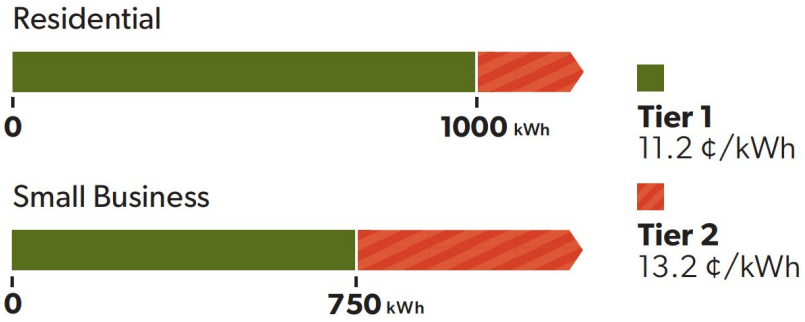
November 1, 2026 – April 30, 2027

Prices remain unchanged for Time-of-Use and Tiered price plans. This applies to the Electricity Line of your bill

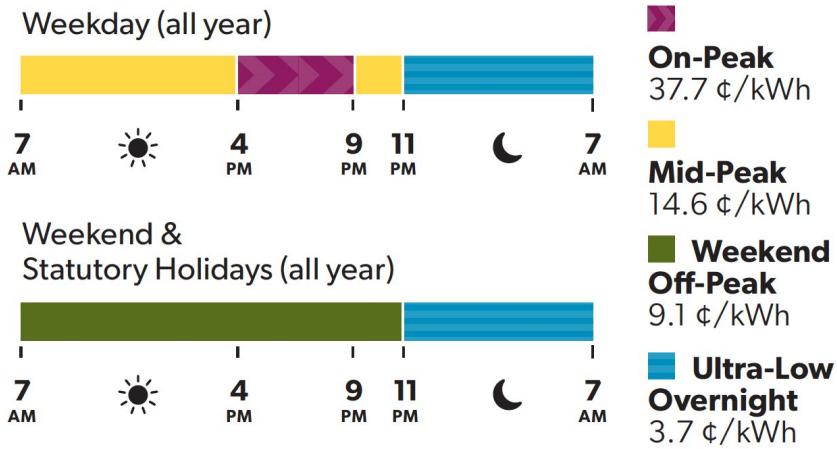
Time-of-Use Hours



Tiered Thresholds (kilowatt hours)



Ultra-Low Overnight (ULO) Hours



ONTARIO ENERGY BOARD

Payment and Billing

Payment Options

How to pay your bill:

BANK



Branch or online

CREDIT CARD



Paymentus

DROPBOX



500 Second Line East

MAIL



Cheque

Billing Support

Ontario Energy Board - Ontario Electricity Support Program (OESP)

If you are a customer of an electric utility and in a lower income home, you may qualify for a reduction on your electricity bill.

Low Income Energy Assistance Program

The Low-Income Energy Assistance Program (LEAP) provides assistance to low-income families and individuals in our community who require financial assistance to pay their heating and hydro bills.

Visit www.ontarioelectricitysupport.ca for more information.

Online Tools

PUC provides online tools to help make completing service request easy and efficient.
We strive to improve your experience with us every day.

MOVING? LET US HELP

REPORT A PROBLEM WITH A STREETLIGHT

SUBMIT WATER METER READING

SETTING UP PRE-AUTHORIZED PAYMENTS

My Account

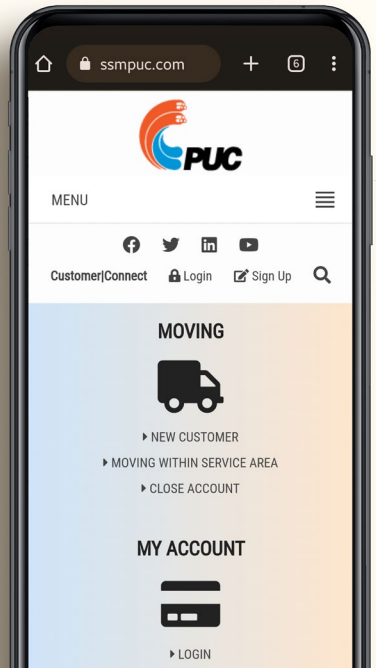
The PUC Customer Connect Portal can help you:

- **Monitor hourly, daily and monthly consumption**
- **View your bill online**
- **Compare consumption from month to month**
- **Subscribe to Paperless Billing**

Benefit of Paperless Billing

- Safe and Secure
- Fast and Efficient
- Access billing anywhere

How to create an account



Quickly and easily setup your CustomerConnect Account.

1. Visit www.puc.ca
2. Click on Account Login
3. Fill out a quick form with your information, including the Account number that has been provided to you.

That's it! You now have access to all of your billing information, consumption and more!

PUC, mobile

Track and monitor energy consumption to save using our mobile MyPUC App. Free to download on Apple and Android devices.

Download on the App Store

GET IT ON Google Play



MyPUC App

OUTAGE REPORTING

Get information on both planned and unplanned outages. Report active outages conveniently in real time.

NEWS AND UPDATES

Stay in the know with everything PUC. Never miss out on key updates, news and information about PUC in the communities we serve.

EASY COMMUNICATION

Allows secure and convenient two-way communication to report issues, notify PUC of changes to your information and have your say.

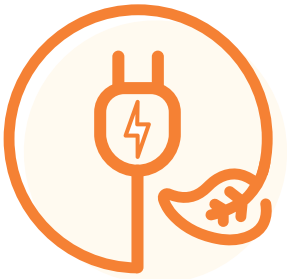
BILLING INFORMATION

Easy access to current and past bills for water and electricity usage. Download and print billing information in one simple step.

TRACK AND CONSERVE ENERGY

Track and monitor energy consumption to manage usage and save money.

Save on your energy bill



We know energy savings is important to you, and it's important to us too!

There are many different factors that contribute to higher electricity bills. The age and condition of appliances, weather, and usage during mid and on-peak periods can all impact your monthly bill.

Here are some tips to help you keep your energy consumption as low as possible. By conserving energy in your home, you can:

- increase the value of your home
- Save money on your PUC bill
- Ensure a better future for your family
- Be proud of a clean and green environment

WAYS TO SAVE MONEY ON YOUR BILL:

- Wash Your Laundry in Cold Water
- Install a programmable thermostat
- Older, inefficient refrigerators can cost over $10/ month or more to operate. Regularly vacuum coils to remove any dust or debris that could make your fridge and/or freezer work harder.
- Keep the temperature in your fridge between 2 and 5 degrees Celsius. The temperature of your freezer should be -18 degrees Celsius.
- Dry your clothes on an outdoor clothesline during warmer months.
- Dry full loads, but don't overload your dryer.
- Upgrade to an Energy Star certified dehumidifier that has more efficient refrigeration coils, compressors and fans, remove the same amount of moisture as a conventional dehumidifier but use nearly 30 percent less energy.
- Keep windows and doors closed when your air conditioning is on.
- Keep your blinds and curtains closed during the day to help lower the temperature of your home.
- Change the filter on your air conditioner monthly.
- Don't plant flowers or shrubs within a meter of your air conditioning unit to prevent your unit from overworking.
- Install LED lighting. LED lights can save 80% or more over incandescent lights, and last three times as long.
- Use your barbeque instead of your stove top for meals whenever possible to lower your consumption.

Power Outage Information

PUC Distribution Inc. provides safe and reliable electrical services to homes and businesses within the communities we serve.

The reality is, power outages can occur from time to time.
Most power outages are short in duration, unintended and result of extreme weather.
In other cases, outages are planned in order for PUC to do maintenance work.



Outage Map

If your power has gone out, please check the outage map on our MyPUC App or our website **www.puc.ca**. The outage map is interactive, providing up to date information.

Information will be provided on the geographical location of the outage, the cause of the outage and the approximate number of customers affected.

You can also use the MyPUC App to easily report outages when they occur at your home or business.

VPR
Vulnerable Persons Registry

Vulnerable Person's Registry

The Vulnerable Persons Registry (VPR) is a free, voluntary and confidential service aimed at improving the safety of residents living at home who would be at greater risk during emergencies.

The VPR improves safety by providing key information to emergency response teams in order to help them be more aware when addressing large scale emergencies.

To learn more about who can register, visit: **www.soovpr.com**

Are You Prepared?

You can greatly lessen the impact of a power outage by taking the time to prepare in advance.

You should be prepared to take care of yourself and your family during a power outage for at least 72 hours. Know the risks, have a plan and prepare a 72-hour emergency preparedness kit with the following items:

- Windup or battery powered flashlight
- Windup or battery powered radio
- Batteries for your flashlight and radio
- Portable external battery charger for smart devices
- Water (2 Litres per person per day)
- Canned or dried food that won't spoil
- Manual can opener
- Cash
- Blankets
- Candles and matches
- A hard copy/paper list of emergency numbers and important contacts
- First aid kit
- Medical items and perscriptions you require
- Download the MyPUC App (iOS or Android) to receive notifications to keep you informed

Report Outages easily with the

MyPUC App

Download on the App Store

GET IT ON Google Play

Electrical Safety

It's the Law!
Call or Click Before you Dig

Do you know what's below? There is buried infrastructure all over Ontario. You must contact **Ontario One Call** to get buried cables, pipes and wires located so you can dig safely.

Call Ontario One Call at least five business days before starting your project to receive your free locate.

Visit ontarioonecall.ca to complete your locate request online or call **1-800-400-2255** to request your free locate today.

Powerline Safety Tips

Coming into contact with overhead powerlines can mean instant and lethal damage. Respect the power by using common sense and taking care when working around powerlines.

8 Essential Powerline Safety Tips from the Electrical Safety Authority (ESA):

1. LOCATE POWERLINES.

Before you start any yard work or outdoor home maintenance, locate powerlines. Be especially aware of powerlines that may be hidden by trees.

2. STAY BACK 3 METRES.

You don't have to touch a powerline to get a deadly shock. Electricity can jump or "arc" to you or your tools if you get too close. Have someone watch to make sure you stay at least three metres (10 feet) back from powerlines.

3. CARRY LADDERS SIDEWAYS.

Never carry ladders upright as they may come in contact or close to powerlines. Check for overhead powerlines before standing a ladder up.

4. STAY AWAY FROM DANGEROUS AREAS.

Keep away from electrical transmission and distribution lines, and never climb utility poles. If a toy ends up inside a transformer station, call the Local Distribution Company. Don't try to retrieve it yourself.

5. CALL OR CLICK BEFORE YOU DIG.

Powerlines are sometimes buried underground. Before you start construction on a deck, fence or other landscaping project, contact Ontario One Call. Ask to locate all utility-owned underground infrastructure. This includes natural gas, communications and power lines, and water and wastewater pipes. Private underground powerlines such as supply to a pool or separate garage is not located by the utility.

6. PLANT TREES AWAY FROM OVERHEAD POWERLINES.

Avoid the problem now, before trees grow up into the powerlines. If your trees have already grown into the powerlines, contact your local utility or a utility arborist. Do not prune trees around powerlines yourself. More tree pruning and landscaping tips here.

7. WATCH FOR DOWNED POWERLINES.

If you see one, stay back about the length of a school bus (10 metres or 33 feet). Call 9-1-1 and the Local Distribution Company immediately.

8. TALK TO YOUR KIDS ABOUT POWERLINE SAFETY.

Help children find safe places to play, away from utility poles and powerlines. Remind children never to climb trees near powerlines. Make sure they look closely, since leaves and branches can hide the wires. The green boxes on lawns or in parks are also off-limits.

Visit www.esasafe.com for more information.