

community source



Special Annual Review Edition

STRATEGIC PLANNING: DRIVING RESULTS

Last year, Enersource had a clear and comprehensive plan to drive technical innovation, heighten customer and stakeholder engagement and enhance shareholder value.

Enersource has further solidified its position at the forefront of Ontario's electricity distribution sector, and is recognized as an industry leader.

This edition of Community Source will highlight several key strategic successes that were realized in the areas of reliability, safety and technical innovation. We will also update you on our community involvement.

In 2009, Enersource is well positioned to maintain our industry-leading standard of excellence.

We wish to thank our valued customers and recognize the talent and dedication of our employees.

RECOGNIZING LEADERSHIP

In October 2008, Enersource Corporation officially dedicated a state-of-the-art municipal substation in Streetsville in honour of Mayor Hazel McCallion's 38 years of service as a Hydro Commissioner and Board Member.

The Hazel McCallion Municipal Substation was designed to fit into the streetscape and blend with neighbourhood surroundings. The Substation has a capacity of 40 megawatts and distributes electricity to several thousand customers in the village of Streetsville and its surrounding areas.

The substation is fittingly dedicated to Mayor Hazel McCallion's leadership and invaluable contribution to the successful operation of Enersource as one of the safest and most reliable distributors of electrical power in Ontario.



World-Class Reliability

It is through critical infrastructure investments, a strategic engineering focus and extremely dedicated operational and field staff that we raised our reliability performance dramatically over 2007. We will continue with our strategic approach to sustain world-class reliability.

In 2008, our average system outage duration of 19.7 minutes per customer annually is considered outstanding for the electricity sector.

EHM's engineering, operations and maintenance functions align to identify and address distribution system requirements and implement key projects to fulfill current and future customer demands. Over the last few years, we have added further capacity to our distribution system to accommodate customer growth.

The City of Mississauga's electricity demand is growing at a rate of two to three percent annually.

SYSTEM AVERAGE INTERRUPTION DURATION PER CUSTOMER
NOTE: IN 2007 THE ENERSOURCE AVERAGE OF 38.7 MINUTES WAS SUBSTANTIALLY LOWER THAN THE ONTARIO UTILITY AVERAGE OF 175 MINUTES. THIRTY MINUTES REPRESENTS A WORLD-CLASS BENCHMARK.



Conservation Culture

In 2008, Enersource partnered with the Ontario Ministry of Energy and Infrastructure, Hydro One Networks and Hydro One Brampton to launch an innovative pilot program that helps customers to save on their energy costs, while protecting the environment.

The PowerHouse Program provided residential homeowners with access to zero-interest loans ranging from \$2,000 to \$50,000, or a rebate for installing qualifying renewable electricity generation technologies, including:

- solar photovoltaic panels
- solar water heating systems
- geothermal energy systems
- small wind turbines



PROTECTING YOUR PRIVACY

Enersource is committed to respecting the privacy of individuals through the protection

of personal information. We have recently updated our privacy policy. It can be viewed at: www.enersource.com/HM/privacypolicy.aspx or if you have questions, please email us at: privacy@enersource.com.

Our bills will have a brand new look!

Coming soon in an envelope near you!

Technical Innovation

Making Operations Smarter

In September of last year, Enersource successfully implemented a new electrical distribution operations system that introduces leading-edge technology in the electricity industry. The Integrated Operating Model (IOM) will ultimately establish a single interface for operators and engineers to view and operate the distribution system. Using real-time map updates and streamlined work flows, the IOM will provide analysis, outage probability modeling and automated restoration capabilities.

This innovation will greatly improve system planning, outage response times and the delivery of greater overall system efficiency.

Smart Meter Update

Smart metering, an Ontario Government initiative, calls for electricity distribution companies to replace conventional mechanical meters with smart meters that record not only how much electricity is used but the time of day it was used.

When the smart meters are integrated with the provincial data management system, variable electricity rates will be applied during different times of the day. This Time-of-Use (TOU) pricing is intended to empower customers to adjust their electricity use during peak times and shift usage to off-peak times, when the cost of electricity is lower.

Safety First

Each year, we undertake an aggressive training regime to ensure our personnel are trained in the best and safest industry practices and are provided with state-of-the-art equipment. Trades and technical employees participate in comprehensive annual training that includes reviewing electrical utility safety rules, work area protection, gas detection training and first

aid training. We also believe that employee health and wellness play an integral role in maintaining a strong safety record. All employees can access company health and wellness program offerings that support healthy lifestyles.

Construction Supervisor Rob Elliot explains safe work procedures to some of our outside personnel.

2007
61,000

2010
35,000

2008
40,000

2009
35,000

Did you know that all of the old mechanical meters are fully recycled?

With plans to replace over 185,000 meters by 2010, Enersource set a goal to completely recycle all the old meters and divert tons of waste away from landfills. This process includes carefully removing the glass lens for it to be shredded and recycled; separating the components inside the meters by commodity (aluminum and copper); and selling each commodity separately to smelters and mills. Even the boxes and pallets that the smart meters are shipped in are recycled!



Supporting our Community



HABITAT FOR HUMANITY GREEN BUILD IN MISSISSAUGA

This past spring, Enersource Corporation and Habitat for Humanity Mississauga were pleased to break ground on the first-ever Mississauga home build. As the lead sponsor, Enersource announced a \$100,000 commitment last year towards the inaugural home building project.

As part of Habitat Canada's commitment to build affordable, energy-efficient homes, the Mississauga project will incorporate green technologies allowing the sponsored family to save energy, save money and minimize the environmental impact of their new home. To learn more about this Spirit of Giving donation and green features planned for the Habitat Mississauga home please visit www.enersource.com/habitatforhumanity.

ABOVE: Habitat for Humanity hosted the Playhouse Challenge at this year's Bread and Honey Festival. The "Bugs Life" playhouse built by the Enersource team was a hit with the kids.

FOCUS ON ENVIRONMENT

Enersource Corporation's Spirit of Giving program is our commitment to the community we serve through the financial support of charitable organizations and employee volunteerism.

We are excited and proud to support a wide variety of charitable organizations in Mississauga with a focus on the areas of health, safety, environment and community.



ABOVE: Energy Conservation Week 2009. Enersource reached out to the community in partnership with the Dixie Bloor Neighbourhood Centre to promote energy conservation to their clients.



Enersource employees participated in the 24 Hour Spin that raised funds for the Trillium Health Centre.

ENERSOURCE PLEDGES \$100,000 TO TRILLIUM HEALTH CENTRE

This winter, Enersource Corporation proudly announced that the company has pledged \$100,000 to Trillium Health Centre's "Cardiac Challenge." The Enersource donation will make an important contribution to the Trillium Health Care Foundation in support of its fundraising campaign for the new Hazel McCallion Centre for Heart Health. Trillium Health Centre Foundation's goal is to raise \$15 million for the Hazel McCallion Centre for Heart Health, using the funds to upgrade essential medical equipment, build a more robust technological infrastructure, and initiate new programs and research to improve patient treatments. To date, \$12 million of the \$15 million goal has been raised.



We want to hear from you!

Community Source
Enersource Corporation
3240 Mavis Road
Mississauga, ON, L5C 3K1
communitysource@enersource.com
905-273-9050



Please recycle this newsletter.