



For Immediate Release

October 8, 2019

Oshawa, ON – Oshawa Power is currently creating their five-year infrastructure investment plan and are seeking direct customer input. The plan will determine where investments need to be made to provide a reliable, safe, progressive and modern distribution system.

The Ontario Energy Board (OEB) requires electricity distributors to include customer feedback outlining their expectations and opinions on investments and development plans in infrastructure and services.

Oshawa Power has created an online survey designed to help understand their customer's priorities as they relate to subjects such as: safety, reliability, equipment replacement, facilities, infrastructure maintenance, upgrades, etc. Results from the survey will help create a Distribution System Plan for 2020-2025 based on their customers' needs, while maintaining the quality of service and reliability Oshawa residents have come to expect.

As part of their customer engagement plan, Oshawa Power has several customer outreach events planned:

- Oshawa Power will host a telephone town hall with residential customers on October 28, 2019
- A public town hall meeting will take place on November 5, 2019 at the McLaughlin Library
- A visit to the Oshawa Seniors Community Centres - John St. branch on November 6, 2019
- Oshawa Power will be hosting information booths at various library locations throughout November

"It's important to involve our customers in the planning process so we know that our priorities and our customers' priorities are aligned. We want our customers to have a say in how money is spent and to learn about our planning process. Ultimately, we are here to serve our customer and provide a safe and reliable electricity supply." says Ivano Labricciosa, President and CEO, Oshawa Power.

For those who complete the survey, Oshawa Power is expressing their gratitude by offering the opportunity to win one of five (5) \$200 prepaid credit cards, or you can help support your community by choosing to have Oshawa Power donate \$5.00 to a local charity.

"We appreciate that everyone has busy lives and wanted to say thank you for taking the time to give us your feedback. We decided to do something a little different by offering customers the opportunity to have a donation sent to one of the three local charities that serve our community. We need to support the community that supports us", continues Labricciosa.

The three charities Oshawa Power has chosen to support are:

- Durham Outlook for the Needy – a volunteer run organization consisting of a soup kitchen (St. Vincent's Kitchen) and food bank
- Simcoe Hall Settlement House – started in 1935 dedicated to aiding and improving the lives of less advantaged children, families and vulnerable adults
- YWCA Durham - provided emergency shelter and longer term housing, counselling and resources for women and children experiencing domestic violence for over 70 years

"YWCA Durham must fundraise to offer the many programs we do, from emergency shelter to housing to counselling, and so we are very grateful to Oshawa Power for the chance to spread the word about what we do and receive valuable funds that will be put to good use in this community", says Debra Mattson, Communications and Fund Development Manager, YWCA Durham.

Oshawa Power invites all residents and businesses to participate in the survey and public events. The survey will be open from October 1, 2019 through November 30, 2019 and can be accessed on their website www.opuc.on.ca.

For more information please reach out to Sheila Risorto, Marketing and Communications Analyst, Oshawa Power at communications@opuc.on.ca.

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