



Fact Sheet

BUSINESS: Municipally owned electricity distribution company serving the communities of Guelph and Rockwood in Ontario.

OWNERS: Owned by Guelph Hydro Inc. (100%) which is, in turn, wholly owned by the City of Guelph.

MISSION: Lead Ontario in powering community wellbeing and environmental stewardship with sustainable energy solutions.

EMPLOYEES: 100 dedicated and highly skilled employees – Unionized employees represented by Local 636 of the International Brotherhood of Electrical Workers (IBEW).

CUSTOMERS: Approximately 48,000 residential and commercial customers in Guelph and Rockwood.

NETWORK: Operates out of facilities in Guelph.
Size of service area (Guelph and Rockwood) = 94 square kilometres
Total kilometres of overhead lines = 429 km
Total kilometres of underground cable = 620 km
Poles = 10,887
Pole-mounted transformers = 1,813
Pad-mounted / vault transformers = 3,752
Meters = 49,005
Smart meters = 5,500 installed

CUSTOMER VALUE: More than 90% of customers report being satisfied with services on an annual customer satisfaction survey

ENERGY CONSERVATION: In 2009, Guelph Hydro Electricity Systems Inc. continued to help build a conservation culture in Ontario by offering the following programs to customers:

- The Great Refrigerator Roundup
- Power Savings Blitz
- Electricity Retrofit Incentive Program
- **peaksaver**[™] Residential Demand Response Program

For more information about Guelph Hydro Electric Systems Inc, please visit:
www.guelphhydro.com

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