



## Fact Sheet

**BUSINESS:** Municipally owned electricity distribution company in Ontario.

**OWNERS:** Owned by Guelph Hydro Inc. (100.0 %).

**MISSION:** Our employees are dedicated to delivering electricity reliably and safely while enhancing community comfort and business profitability. We are committed to providing value to our customers and shareholder.

RELIABLE SUPPLY – On average, customers who experienced an outage in 2006 were only without power for 22 minutes.

COST EFFECTIVE – The average distribution rate increase for residential customers in 2006 was 1.24%.

CUSTOMER VALUE – 89% of customers report being satisfied with services in 2006.

**EMPLOYEES:** 90 dedicated and highly skilled employees.

**CUSTOMERS:** Provides electricity and related utility services to over 46,000 residential and commercial customers in Guelph and Rockwood.

Residential customers = 42,344

Commercial customers = 4,101

New residential and commercial customers connected in 2006 = 929

**CONSUMPTION:** Total electricity consumption by GHESI customers in 2006 = 1.6 GWh

**DEMAND:** Peak Load  
Winter = 249 MW  
Summer = 286 MW

**NETWORK:** Operates out of facilities in Guelph.  
Size of service area (Guelph and Rockwood) = 93 square kilometres  
Total kilometres of overhead lines = 425 km  
Total kilometres of underground cable = 577 km  
Poles = 11,500  
Pole-mounted transformers = 1,763  
Pad-mounted / vault transformers = 3,537  
Meters = 46,500  
Smart meters = 250 in pilot project

**HEALTH AND SAFETY:**

Number of hours without a lost time incident = 137,078 in 2006

Recognized by the Electrical and Utilities Safety Association for our excellent safety record

**ENERGY CONSERVATION:**

GHESI's energy conservation efforts saved almost 1.4 million kWh in 2006, enough energy to power 160 homes for one year, and reduce peak demand by 540 kW.

GHESI's Conservation and Demand Management plan was designed to provide an array of programs over a broad cross-section of its customer base, to reinforce the creation of a "conservation culture" through behavioural change in all its customers. In 2006, GHESI was a key supporter in the development of the City of Guelph's innovative Community Energy Plan (CEP). GHESI and Guelph Hydro Inc. are committed to seeing the CEP succeed to the benefit of Guelph's residents, businesses and environment.

For more information about Guelph Hydro Electric Systems Inc., visit: [www.guelphhydro.com](http://www.guelphhydro.com)

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