



## General Report

# Ottawa River Power | At a glance

25

Employees

510km

Distribution lines

11

Substations



35

Square km of service area

4

Service territories

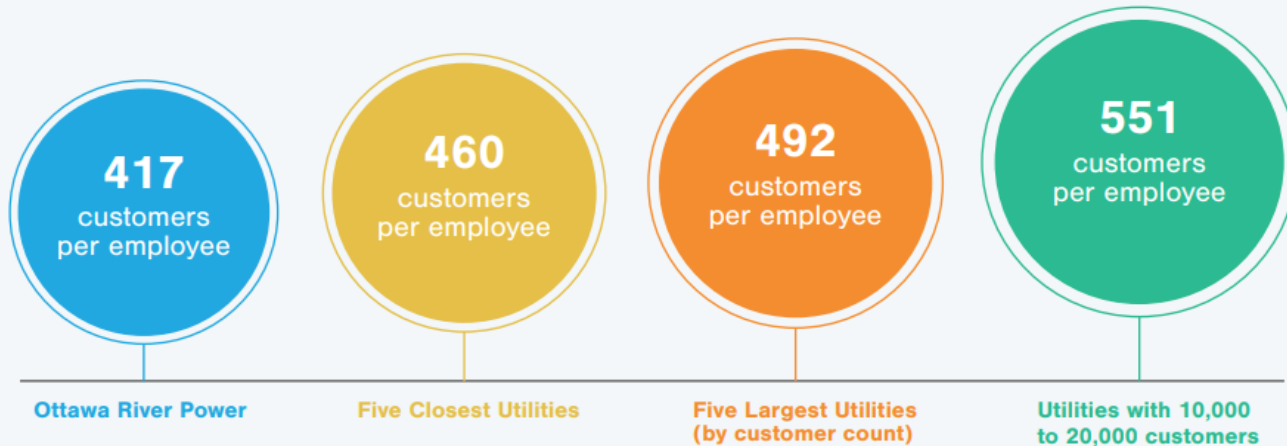
11,387

Customers

# Ottawa River Power Your Local Power Provider

Ottawa River Power provides some of the most reliable, least expensive power in Ontario, while using more employees per customer. Lower rates plus great customer service.

## OUR EMPLOYEES



## OUR RATES

### RESIDENTIAL



Our residential customers pay  
**18% less**  
than the average utility customer in Ontario

15th lowest rates for residences out of 63 Ontario utilities

15/63

### SMALL BUSINESS



Our small business customers pay  
**26% less**  
than the average utility customer in Ontario

10th lowest rates for small businesses out of 63 Ontario utilities

10/63

### LARGE BUSINESS

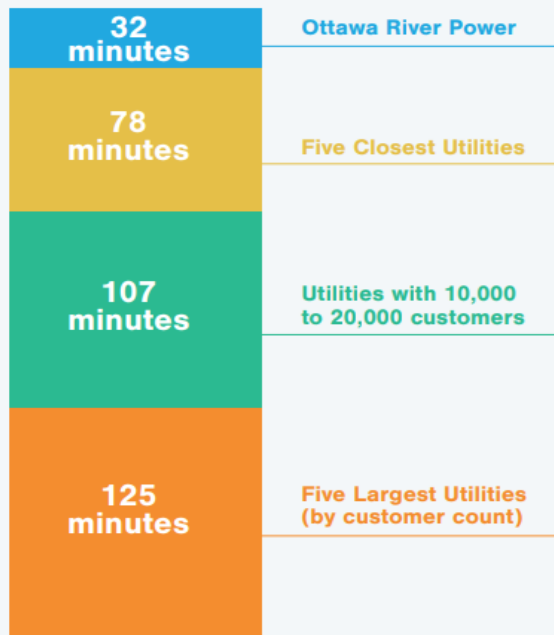


Our large business customers pay  
**64% less**  
than the average utility customer in Ontario

13th lowest rates for large businesses out of 63 Ontario utilities

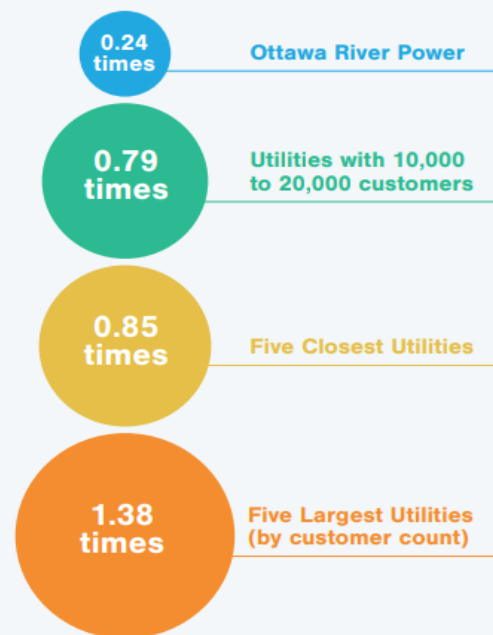
13/63

Ottawa River Power customers experience  
**shorter interruptions**  
in supply of power



Determined by dividing the total monthly duration of all interruptions experienced by all customers, in hours, by the average number of customers served.

Ottawa River Power customers experience  
**fewer interruptions**  
in supply of power



Determined by dividing the total number of interruptions experienced by all customers, by the average number of customers served.

## OUR COST PER CUSTOMER

Ottawa River Power has some of the lowest average costs per customer in Ontario

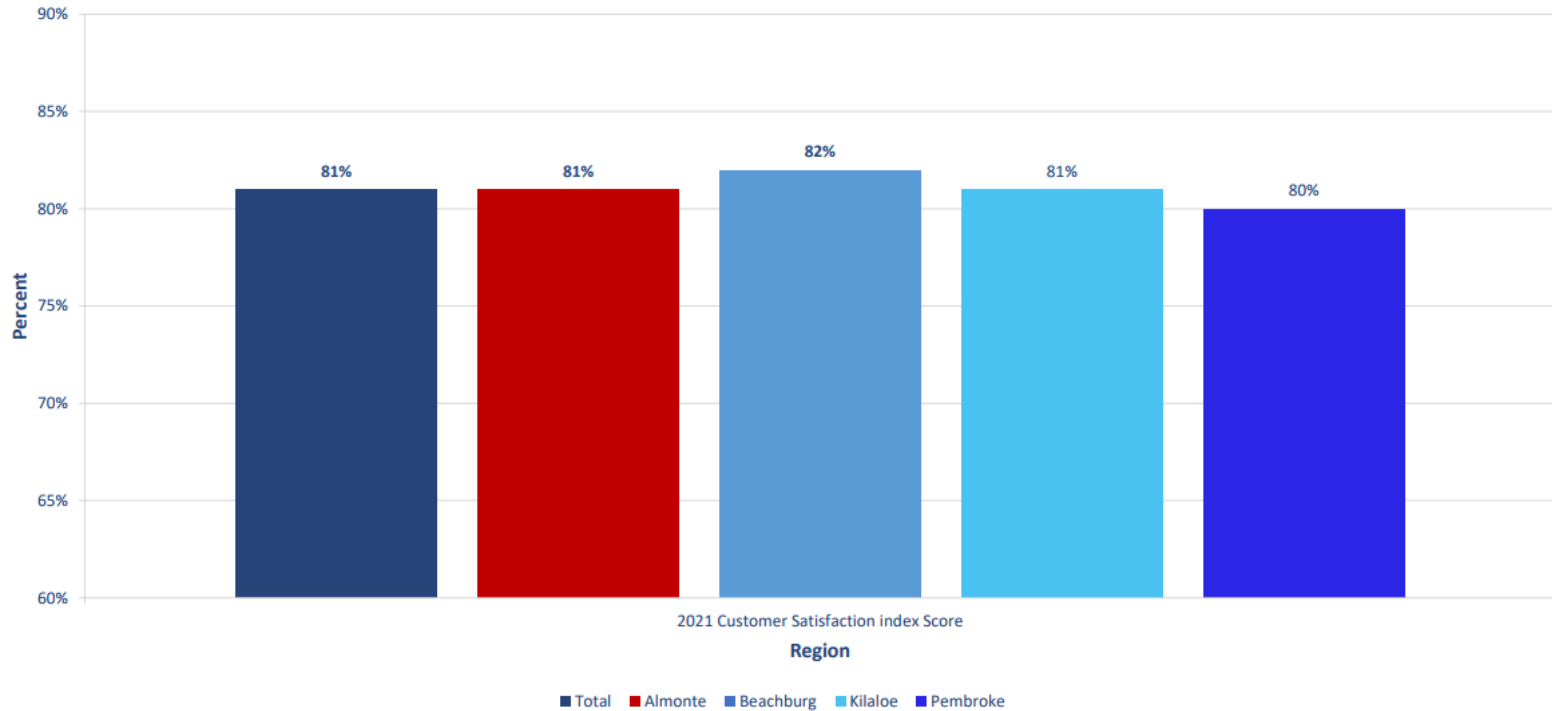


# Customer Satisfaction

Ottawa River Power's 2021 Customer Satisfaction Index Score is 81%, This is 1% greater than the 2019 score (80%) and 2% higher than the average of all LDCs (79%).



## 2021 Customer Satisfaction Index by Region





**MS4**

Almonte  
(Energized 2020)



A decorative graphic in the top-left corner consisting of a network of grey dots connected by thin grey lines. Some dots are highlighted with blue circles or blue dots.

# OTTAWA RIVER **POWER**

**“A Proud Locally Owned Utility”**

A decorative graphic in the bottom-right corner, similar to the one in the top-left, featuring a network of grey dots connected by thin grey lines, with some dots highlighted in blue.