

# Key Contact Information

Updated: February 20, 2026

## Ontario Power Generation (OPG)



**Pensioner Services:** Call 1-855-592-3700 or 416-592-3700

or submit your query via the OPG Pensioners' website **MyLink**

or contact Pensioners Services via email at: [HRSC@OPG.COM](mailto:HRSC@OPG.COM)

Mailing address: OPG Pensioner Services, 1908 Colonel Sam Drive, Oshawa, ON L1H 8P7

Make sure to provide your full name, employee no. & the nature of your query.

**For assistance with Health & Dental claims & issues** (see *\*General Guidelines on page 2*):

Use above phone no. to leave a message or send an email to the above address

and make sure to provide your full name, employee no. & the nature of your query.

**Pensioners Website - MyLink:** <https://mylink.opg.com>

To register, click on "Need Help with Registration" for sign-up instructions & guidance.

For further assistance with this portal contact Pensioner Services at: [HRSC@OPG.COM](mailto:HRSC@OPG.COM)

**Employees & Pensioners Portal:** <https://www.opg.com/employees-and-pensioners>

**Health & Dental Benefits and Claims Enquiries - Sun Life:** 1-844-674-4747

Sun Life's website: <https://www.mysunlife.ca> (use this portal to check coverage, submit claims, etc.)

**OPG Company Websites - News & Media Centre:**

<https://www.opg.com>

<https://www.opg.com/news-resources/newsroom/media-releases/>



**Pensioner Services:** Call 1-877-550-3991 or 416-345-6045

or submit your query via **my HR** by clicking on **Ask HR**

or contact Pensioners Services via email at: [PensionerRequest@HydroOne.com](mailto:PensionerRequest@HydroOne.com)

Mailing address: Hydro One Pensioner Services, 483 Bay Street, South Tower, TCT08, Toronto, ON M5G 2C2

Make sure to provide your full name, employee no. & the nature of your query.

**For assistance with Health & Dental claims & issues** (see *\*General Guidelines on page 2*):

Use above phone no. to leave a message or send an email to the above address

and make sure to provide your full name, employee no. & the nature of your query.

**Pensioners Website - my HR:** <https://hydroone.service-now.com/login.do>

To register, send an email with your full name & employee no. to: [PensionerRequest@HydroOne.com](mailto:PensionerRequest@HydroOne.com)

**Pension Plan Portal** (by Telus Health): <https://hydroone.hroffice.com>

**Health & Dental Benefits and Claims Enquiries - Green Shield Canada (GSC) :**

1-888-525-7587 or 1-888-711-1119 (GSC Customer Service) or email: [customer.service@greenshield.ca](mailto:customer.service@greenshield.ca)

GSC's website: <https://app.greenshieldplus.ca> (use this portal to check coverage, submit claims, etc.)

**Hydro One Company Websites - News & Media Centre:**

<https://www.hydroone.com>

<https://www.hydroone.mediaroom.com>

## Electrical Safety Authority (ESA)



**Enquiries regarding Pension:** Josee Larbalestier at 365-440-0180

or Email: [josee.larbalestier@electricalsafety.on.ca](mailto:josee.larbalestier@electricalsafety.on.ca)

**Enquiries regarding Health & Dental Benefits:** Terri Hughes at 416-708-8092

or Email: [terri.hughes@electricalsafety.on.ca](mailto:terri.hughes@electricalsafety.on.ca)

Mailing address: Electrical Safety Authority, 155A Matheson Blvd. W., Mississauga, ON L5R 3L5

Make sure to provide your full name, employee no. and the nature of your query.

**Pension Payment Enquiries:** CIBC Mellon using the retiree inquiry forms at [www.cibcmellon.com/retirees](http://www.cibcmellon.com/retirees)

Questions can also be directed to Eckler (ESA's pension administrator) at 1-833-545-2267 or

via Email at: [esapensions@eckler.ca](mailto:esapensions@eckler.ca)

**Pensioners Website** (Pension Plan Member Portal): [www.esapension.ca](http://www.esapension.ca)

**Health & Dental Benefits or Claims Enquiries:** Green Shield Canada (GSC) at 1- 888-711-1119 (Cust. Service)

Additional resources relating to claims and updates in the GSC Support Centre which can

be accessed at <https://support.greenshield.ca/SupportCentre/Home> (see *\*General Guidelines on page 2*)

**ESA Company Website - News & Media Centre:** <https://esasafe.com>

## Key Contact Information (Cont'd)

### Independent Electricity System Operator (IESO)



**Retiree Contact:** Greta Turow at 905-403-6994  
or Email: greta.turow@ieso.ca

Make sure to provide your full name, employee no. & the nature of your query.

**Pension Payment Enquiries:** CIBC Mellon using the retiree inquiry forms available at: [www.cibcmellon.com/retirees](http://www.cibcmellon.com/retirees) or by calling 1-800-565-0479

**Pension Plan Member Portal:** To register call CIBC Mellon at 1-800-565-0479

Questions can also be directed to TELUS Health (IESO's pension administrator) at 1-888-846-8809 or via Email: [pension-ieso@telushealth.com](mailto:pension-ieso@telushealth.com)

**Health & Dental Benefits or Claims Enquiries:** Manulife Customer Service at 1-800-268-6195 or access the Manulife Plan Member website at: [www.manulife.ca/planmember](http://www.manulife.ca/planmember) (see *\*General Guidelines below*)

**IESO Company Website - News & Media Centre:** <https://ieso.ca>

### Hydro Pensioners Association of Ontario (HPOA) - Provincial Council



For general enquiries please send an email to: [HPOA.Main@gmail.com](mailto:HPOA.Main@gmail.com)

and make sure to provide your full name & the Hydro company you retired from (e.g. *Hydro One, OPG, etc.*).

### Power Workers' Union - Retired Workers' Chapter (PWU/RWC)



Phone: 1-800-958-8798 or 416-481-4491

PWU/RWC – Retired Workers Chapter Website: <https://www.pwu-rwc.ca/>

Email: [rcw@pwu.ca](mailto:rcw@pwu.ca)

### The Society of United Professionals - Pensioners' Chapter



**The Society of United Professionals** website: <https://www.thesociety.ca/>

Phone: 1-866-288-1788 or (416) 979-2709 or email: [society@thesociety.ca](mailto:society@thesociety.ca)

**The Society's Pensioners' Chapter:** Website: <https://www.thesociety.ca/pensioners>

Phone: (416) 979-2709 ext 4000 or 1-866-288-1788 ext 4000

Email: [pensionerschapter@thesociety.ca](mailto:pensionerschapter@thesociety.ca)

Mailing address: Society of United Professional, c/o Pensioners' Chapter, 2239 Yonge St Toronto M4S-2B5

### Quarter Century Club



**Ontario Power Generation (OPG) - Email at:** [quartercenturyclub@opg.com](mailto:quartercenturyclub@opg.com)

**Hydro One - Email at:** [quartercenturyclub@hydroone.com](mailto:quartercenturyclub@hydroone.com)

**Independent Electricity System Operator (IESO) Email at:** [quartercenturyclub@ieso.ca](mailto:quartercenturyclub@ieso.ca)

### \* General Guidelines for Submitting Health & Dental Benefits claims:

**Before contacting Pensioner Services, claimants are asked to adhere to the following recommendations and guidelines:**

- Make sure that the item, service or treatment being claimed is indeed covered by your plan. If unsure about the coverage, your benefits provider should be contacted for clarification and guidance.
- Make sure that any company you plan to deal with is in good standing with your benefits provider. Sun Life's website maintains a list of delisted providers under the "Benefits" section (i.e. *companies that are not covered*). Green Shield (GSC) plan members are advised that when a provider's standing is unknown, to consult GSC prior to making a purchase.
- A predetermination should be requested for any health/dental treatment or medical item expected to exceed \$600.
- As much as possible, obtain a dated prescription from a licensed practitioner for any medication, medical item, etc.
- Always make sure to obtain a dated receipt from your health care or service provider, pharmacy, product supplier, etc.
- When filing a claim, please follow the claim submission guidelines as outlined in your health benefits booklet, your benefits provider's website or your health & dental plan's documentation.
- Disputed claims should first be discussed thoroughly with your benefits provider with the objective of reaching an agreement or resolution (See above for your group's benefits provider's contact information).
- If an issue remains unresolved, claimants are asked to gather as much supporting documentation and details as possible (e.g. *receipts, correspondence, contact notes & dates, claim details, etc.*) and provide this to your Pensioner Services group for follow-up.
- And remember, when calling or emailing Pensioner Services, always provide your full name, employee number, phone number and the nature of your request. **Make sure to specify if the matter is urgent.**



This document is maintained by Marcel Gauthier - HPOA Communications Co-ordinator (Email: [HPOA.Main@gmail.com](mailto:HPOA.Main@gmail.com))