



Hydro One

Winter 2011



Billing





Service address: CUSTOMER NAME
CUSTOMER NAME 2
ADDRESS FIELD, ADDRESS NOTES

Your account number: 12345-67890 Bill Group 3

Billing date: June 23, 2010

Page 1 of 2

Customer service

Hydro One Networks Inc.
PO Box 5700
Markham, Ontario L3R 1C8

www.HydroOne.com

For billing and service inquiries, call
1-888-664-9376
Monday to Friday
7:30 am - 8:00 pm
Eastern Time

For 24 hour power outages or emergency service, call
1-800-434-1235

Standard Service supplied by Hydro One

Here's what you owe

Balance forward	\$0.00
Your Budget Billing Plan reconciliation amount	\$170.00
Total amount you owe	\$170.00

After July 13, 2010, a late payment charge of 1.5% monthly (19.56% per annum) will be applied.



For energy efficiency tips to manage your bill visit www.PowerSaver.ca.

Compare the electricity you are using

	Number of days	Average electricity you used per day (kWh)	Type of read
May 3, 2010 - Jun 3, 2010	31	35	Estimate
Apr 2, 2010 - May 3, 2010	31	34	Actual
Mar 1, 2010 - Apr 2, 2010	32	40	Estimate
Feb 1, 2010 - Mar 1, 2010	28	42	Estimate
Jan 4, 2010 - Feb 1, 2010	28	40	Actual
Dec 2, 2009 - Jan 4, 2010	33	38	Estimate
May 1, 2009 - Jun 1, 2009	31	35	Estimate

Please return this slip with your payment.

Your account number: 12345-67890



Total amount you owe \$170.00

Amount enclosed

\$

How to read your bill

Page 1

Balance Information:

- Balance Forward
- Budget Billing Amount (if applicable)
- Automatic Payments (if applicable)
- Total Amount Due

Payment required by this date

Comparison Chart:

Details the average electricity used per day based on an actual or estimated read.

Once smart meters begin communicating with Hydro One's billing system, this chart will show actual readings for customers who are not yet on Time of Use (TOU) ³ billing.



Service address: CUSTOMER NAME
CUSTOMER NAME 2
ADDRESS FIELD, ADDRESS NOTES

Your account number: 12345-67890

Page 2 of 2

How we calculated your charges

Balance forward	Amount of your last bill	\$115.00
	Amount we received on June 4, 2010 - thank you	\$115.00 CR
	Balance forward	\$ 0.00

Your new charges Your service type is Residential - High Density

Electricity used this billing period

We estimated your meter J254247 on June 3, 2010	002970
We read your meter on May 3, 2010	- 002870
Difference in meter readings	000100

Metered usage in kilowatt-hours (100 x 10) = 1,000 kWh
Adjusted usage in kilowatt-hours (1,000 x 1.085*) = 1,085 kWh

Electricity: 600 kWh @ 6.5000 c	\$39.00
485 kWh @ 7.5000 c	\$36.38

Delivery	\$64.27
Regulatory Charges	\$7.71

Debt Retirement Charge	\$7.00
GST (87086-5821-RT0001)	\$7.72

Total of your electricity charges	\$162.08
--	-----------------

Your Budget Billing Plan amount	\$170.00
--	-----------------

Your plan summary	Total of your actual charges billed to date (including this bill)	\$525.70
	Total of your Budget Billing Plan amounts billed (including this bill) -	<u>\$510.00</u>
	Balance remaining in your plan after you have paid this bill	\$15.70

Adjustments	Account set up charge	\$00.00
	GST (86758-4989)	\$00.00
	Total adjustments	\$00.00

How to read your bill

Page 2

Electricity Consumption:

Includes the meter reading (in kWh), the date Hydro One read the meter, and whether the bill is based on an actual meter reading or an estimate.

Electricity Rates:

Electricity Prices are set by the Ontario Energy Board.

Total Charges:

Total electricity charges are comprised of: Electricity charges, Delivery charges, Regulatory charges, Debit Retirement Charge, and taxes.

Common Reasons for High Bills



1. Usage Increase
2. Reconciliation Bills
 - ✓ Budget Billing
 - ✓ Estimated vs. Actual Readings
 - ✓ Changed Meter
3. Past Due Balance
4. Tax Exemptions
5. Electricity Rate Increases – discussed in Pricing section



#1 Usage Increase

- Common reasons for increased usage, and therefore higher electricity bills, include:
 - o Increased number of people in household
 - o Colder and longer winters (more heating)
 - o New appliances or electronic devices
 - o Hotter and longer summers (more air conditioning)
 - o Slightly longer billing period than usual





#2 Reconciliation Bills

Budget Billing

- Budget Billing (BB) establishes a payment amount based on your consumption history and usage pattern, allowing you to make equal monthly payments.
- The balance in your payment plan is reflected on your monthly bill.
- Hydro One's system will automatically review your BB amount every 6 and 9 months and will adjust your BB amount based on your actual energy consumption.
- After 12 months, Hydro One adjusts your account based on your actual energy consumption. You are then credited for any overpayment OR charged for the balance owing.



Reconciliation Bills

Estimated vs. Actual Readings

- Although you have a Smart Meter, your meter likely is not yet communicating automatically with Hydro One. Therefore, your meter is still scheduled to be manually read every 3 months.
 - **Please make sure your meter is accessible to Hydro One Meter Readers**
- If your meter is not read by a Meter Reader, then the Hydro One Billing System will calculate an estimate reading based on your usage patterns.
- The Comparison Chart on each bill will indicate your reading as either “Actual “ or “Estimate”.

Compare the electricity you are using			
	Number of days	Average electricity you used per day (kWh)	Type of read
May 3, 2010 - Jun 3, 2010	31	35	Estimate
Apr 2, 2010 - May 3, 2010	31	34	Actual
Mar 1, 2010 - Apr 2, 2010	32	40	Estimate
Feb 1, 2010 - Mar 1, 2010	28	42	Estimate
Jan 4, 2010 - Feb 1, 2010	28	40	Actual
Dec 2, 2009 - Jan 4, 2010	33	38	Estimate
May 1, 2009 - Jun 1, 2009	31	35	Estimate



Reconciliation Bills

Estimated vs. Actual Readings continued

- Reasons for High “Actual” Bills:
 - o Your consumption may have increased, or
 - o Your estimates were too low.
- Reasons for High “Estimate” Bills:
 - o Your consumption may have decreased and your estimates are reflecting your previously higher usage patterns.
- If you would like to ensure that your billing is based on actual consumption, you can read your own meter and submit your reading by calling our Customer Communication centre or by logging onto the [My Account Self Service](#) website.



Reconciliation Bills

Meter changes

- A meter change can be due to:
 - a) smart meter installation
 - b) meter verification program
- This may create a high bill if the meter is changed outside a regular reading cycle, causing a reconciliation of usage sooner than would normally occur.



#3 Past due balances

- Your payment is due when your bill is issued.
 - o Hydro One allows 19 days to receive your payment before a late payment charge is applied.
 - o Please allow at least 5 *business* days for payment processing.

- o If payments are not made in full, or are received after the date shown on your current bill, a late payment charge will be applied to your next bill.
 - o The late payment charge is 1.5% per month on the outstanding balance



Payment Options

- You have several options for paying your Hydro One bill.
 1. Pre-Authorized Payments
 2. Pay at Your Financial Institution
 3. Online Banking with Your Financial Institution
 4. Cheque by Mail
- E-Billing: Conveniently receive bills online

#4 DRC and HST



- What is the **Debt Retirement Charge**?
 - The Debt Retirement Charge is used to pay off the residual stranded debt of the former Ontario Hydro.
- Who is eligible for **DRC** exemption?
 - Customers who are Status Indians and Indian Bands purchasing electricity consumed on a Reserve or certain individuals in the diplomatic community are exempt from paying the DRC.
- Who is eligible for **HST** exemption?
 - Status Indians **living on a reserve**, Provincial government offices, band empowered schools, hospitals or social service entities

HST and DRC Exemptions



- **How do I get my account HST and DRC exempt?**
 - o Hydro One requires your Certificate of Indian Status card number.
 - o Residential customers are required to provide their Status card number by phone or email each time they move into a property.
 - o Commercial customers must provide their Status card number by fax.
 - o It is **the customer's** responsibility to provide Hydro One with their Status card number.
 - o Status card numbers less than 9 or 10 digits will **not** be accepted.
 - o The Band number is also required for exemption on accounts identified as band councils, and band-empowered entities consuming electricity on a reserve.

HST and DRC Exemptions



- **If HST/DRC is being charged on your bill:**
 - o Please contact our Customer Communication Centre with your Certificate of Indian Status card number.
 - o Hydro One will apply a credit to your account for any GST or HST charged within the current calendar year.
 - o For any GST charges applied prior to January 1, 2010, you need to file for the refund when you submit your Federal Income Tax return for the current year.
 - o Hydro One will apply a credit to your account for any DRC charged, up to a maximum of four years, depending on the GST exemption date.

Reading Your Meter - If it is not automatically being read



- If you would like to ensure that your billing is based on actual consumption, you can read your own meter and submit your reading by calling our Customer Communication centre or by logging onto the [My Account Self Service](#) website.
- To determine when to provide a meter reading:
 - a) Call our Customer Communication Centre
 - b) Use the schedule provided on our Website based on your Bill Group (provided at the top of your bill on Page 1, next to your account #)

The image shows a screenshot of a Hydro One bill header. On the left is the Hydro One logo. To the right, there are three rows of text: 'Service address:' followed by 'CUSTOMER NAME', 'CUSTOMER NAME 2', and 'ADDRESS FIELD, ADDRESS NOTES'; 'Your account number:' followed by '12345-6789' and 'Bill Group 3' (which is circled in red); and 'Billing date:' followed by 'June 23, 2010'. In the bottom right corner, it says 'Page 1 of 2'.

Service address:	CUSTOMER NAME CUSTOMER NAME 2 ADDRESS FIELD, ADDRESS NOTES
Your account number:	12345-6789 Bill Group 3
Billing date:	June 23, 2010

Page 1 of 2



When to read your meter- example Bill group 3

August		
First Day Available	Bill Group	Cutoff Date
7/2/2010	5	7/7/2010
7/5/2010	6	7/8/2010
7/6/2010	7	7/9/2010
7/7/2010	0	7/12/2010
7/8/2010	8	7/13/2010
7/9/2010	9	7/14/2010
7/12/2010	10	7/15/2010
7/13/2010	11	7/16/2010
7/14/2010	12	7/19/2010
7/15/2010	13	7/20/2010
7/16/2010	14	7/21/2010
7/19/2010	15	7/22/2010
7/20/2010	16	7/23/2010
7/21/2010	17	7/26/2010
7/22/2010	18	7/27/2010
7/23/2010	19	7/28/2010
7/26/2010	20	7/29/2010
7/27/2010	1	7/30/2010
7/28/2010	2	8/3/2010
7/29/2010	3	8/4/2010
7/30/2010	4	8/5/2010

For Aug readings they need to be provided between July 29 and Aug 4

September		
First Day Available	Bill Group	Cutoff Date
8/3/2010	5	8/6/2010
8/4/2010	6	8/9/2010
8/5/2010	7	8/10/2010
8/6/2010	8	8/11/2010
8/9/2010	9	8/12/2010
8/10/2010	10	8/13/2010
8/11/2010	11	8/16/2010
8/12/2010	12	8/17/2010
8/13/2010	13	8/18/2010
8/16/2010	14	8/19/2010
8/17/2010	15	8/20/2010
8/18/2010	16	8/23/2010
8/19/2010	17	8/24/2010
8/20/2010	18	8/25/2010
8/23/2010	19	8/26/2010
8/24/2010	0	8/27/2010
8/25/2010	20	8/30/2010
8/26/2010	1	8/31/2010
8/27/2010	2	9/1/2010
8/30/2010	3	9/2/2010
8/31/2010	4	9/3/2010

For Sept readings they need to be provided between Aug 30 and Sept 2



How to read Your Meter

- Reading a digital meter is easy. Simply read the meter like you would an odometer on a car — read the numbers from **left to right**.
- Your kWh reading will be displayed for four seconds followed by a one second display of '88888'. This will be continuous.



Display where reading shows

Electricity Retail Contracts



- o Customers may choose to purchase electricity from Retailers rather than pay Regulated Price Plan rates with Hydro One.
 - o If customers buy from an electricity retailer, the **Provincial Benefit** is not included in the contract price offered by the retailer (**Provincial Benefit** is displayed as a separate line item on bills).
 - o The electricity rate stated in the contract is usually fixed for a number of years but may change depending on the terms of the contract.
 - o Many contracts with Retailers have penalties should you decide to opt out early.

Electricity Retail Contracts



- Retailer Tips:
 - o Check to ensure the retailer is licensed by the Ontario Energy Board to sell electricity.
 - o Read the contract **carefully** before signing to be aware of all of the terms and conditions.
 - o Hydro One is not affiliated in any way with any electricity retailers. If it is **not** your intent to sign the retailer's contract, do **not** provide them with your Hydro One account number or show them a copy of your bill.
 - o Ask the **retailer** questions if anything is unclear!

Security Deposits



- To avoid having a security deposit applied to your account, you must *maintain* a good payment history.
- Good Payment History is defined as follows:
 - No more than one returned cheque or pre-authorized payment due to insufficient funds, not due to Hydro One error
 - No more than one Disconnect Notice Letter (after July 29, 2004), not due to Hydro One error
 - No Cut Out For Non Pay or Disconnect Trips, not due to Hydro One error
- A good payment history must be attained for:
 - **ONE** year for residential customer
 - **FIVE** years for non-residential customers with less than <50kW demand
 - **SEVEN** years for non-residential customers with equal to or greater than >50kW demand



Calculation of Security Deposits

- If a security deposit is required, it is calculated at 2.5 times the customer's average bill for monthly-billed customers.
 - For bi-monthly or quarterly-billed customers, the average bill is multiplied by 1.75 or 1.5, respectively.
- For Customers who have received two or more disconnection notices in a 12-month period, the deposit will be calculated on the highest actual or estimated bill.

If a customer's hydro account was charged a security deposit, Hydro One can help. A customer service agent can offer up to 'six months extension' to pay off a deposit, in equal monthly installments.

Payment Agreements Residential Customers



When in need, Hydro One offers customers an opportunity to pay their hydro balance off through a “*Payment Agreement*”

- Whether a current or overdue bill, Hydro One can offer a customer a payment agreement for either 5 or 10 monthly installments depending on the amount of the arrears owing.
- If a customer misses 2 installments within the payment agreement, the agreement is considered defaulted and collections activities resume up to and in including disconnection of service.
- There are no extensions permitted for defaulted payment agreements and customers would not be eligible for another payment arrangement for a minimum of 2 years.
- Hydro One is making every effort to reach a reasonable outcome for our customers while adhering to the Ontario Energy Board’s established rules.

Managing Your Usage

- Reasons for High Bills:
 - o High electricity usage during “on-peak” hours.
- Tips to Save Energy:
 - o Manage your electricity usage and costs by shifting energy intensive activities to off-peak hours when possible.
 - o Speak with our trained Energy Conservation Agents to gain valuable energy saving tips.
 - o Login onto Hydro One’s [My Account Self Service](#) Website.
 - o Visit www.PowerSaver.ca



Important Contact Information



Customer Communication centre

- o Telephone: 1-888-664-9376 Monday to Friday 7:30 am to 8:00 pm.
- o Fax: 905-944-3251
- o Email: CustomerCommunications@HydroOne.com
- o Mailing Address: PO BOX 5700, Markham, Ontario L6G 1B7

Ontario Energy Board:

- o Telephone: 1-877-632-2727 Monday to Friday 8:30 a.m. to 5:00 pm.

Ministry of Revenue:

- o Telephone: 1-866-668-8297 Monday to Friday 8:30 a.m. to 5:00 p.m.



Smart Meters and Time-of-Use Electricity Prices

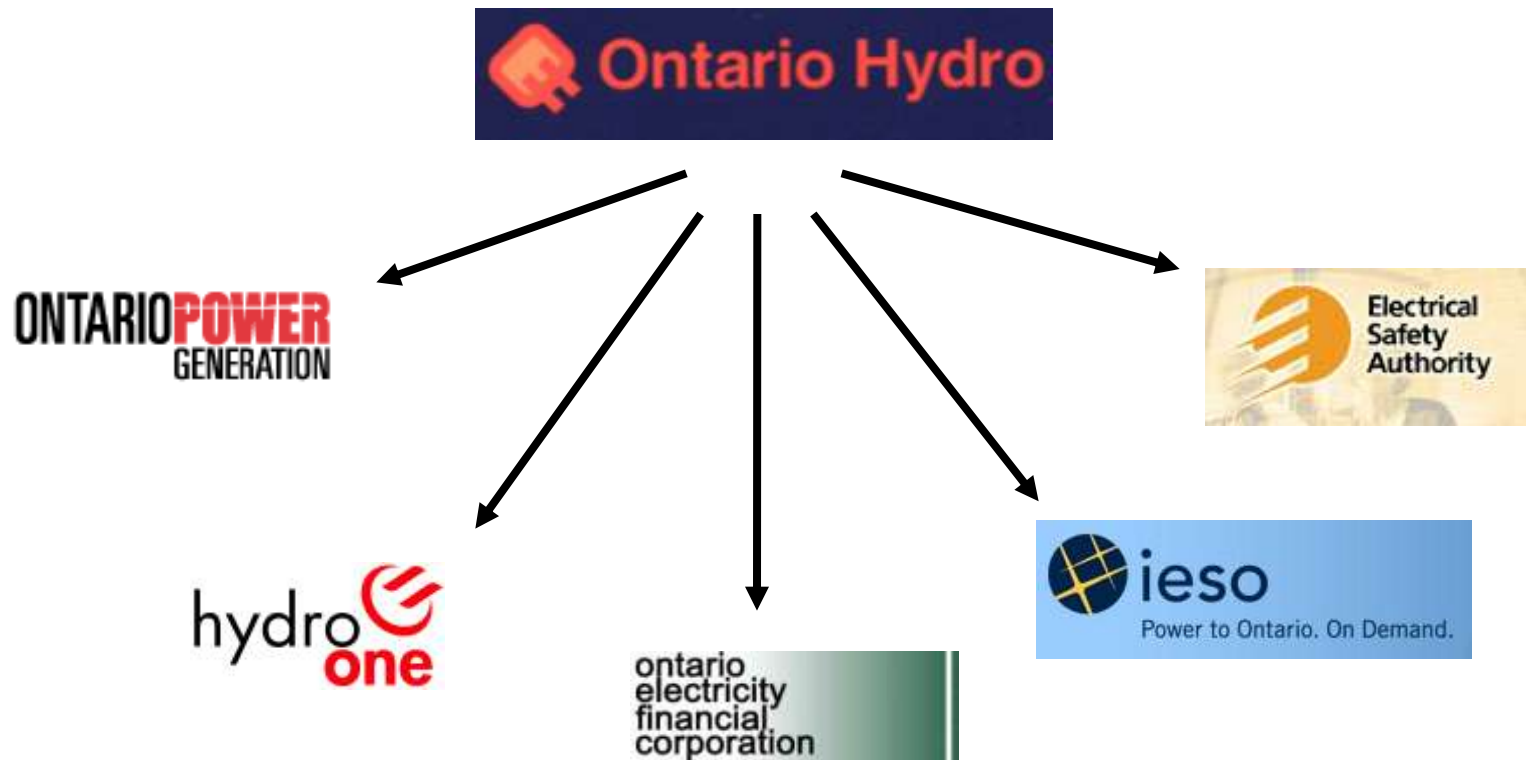
First Nations' 2011 Northern Housing Conference
February 17, 2011

Seminar Overview



- Introduction/Background
- Smart Meters: The Basics
- Why Smart Meters and Time-of-Use (TOU) Pricing?
- Time-of-Use Electricity Prices: The Fundamentals
- How will TOU Prices Impact my Electricity Bill?
- What are the Best Energy Management Strategies on TOU Prices?
- Conclusions/Questions

Electricity Sector in Ontario

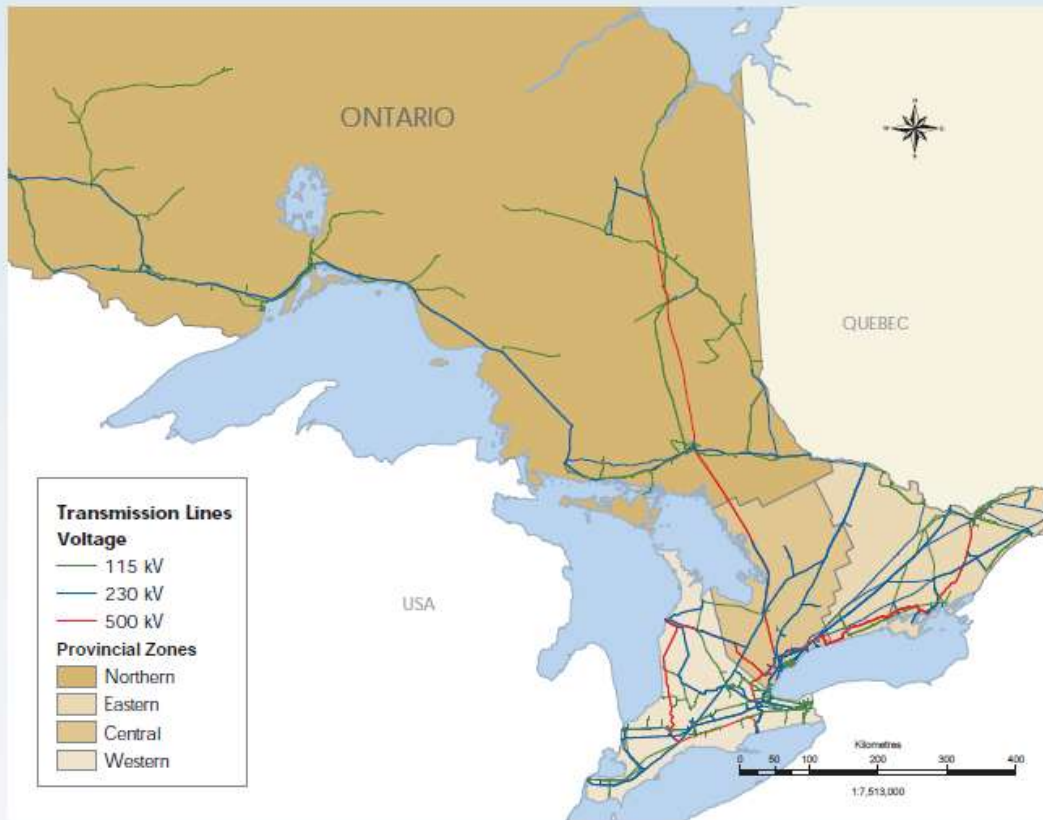


On April 1, 1999, Ontario Hydro was restructured into five separate corporations

Hydro One Overview



System at a Glance



Transmission:

28,600 km

Hydro One's transmission wires would measure this far if stretched end to end

96%

Hydro One owns and operates 96 per cent of Ontario's transmission assets, by capacity

276

Transformer Stations (TS) and Switching Stations (SS)

640,000 km²

Geographic area served

48,000

Towers

Customers:

112

Large industrial customers

1.3 million

Distribution customers (homes, farms, seasonal, small business)

20

Remote Communities served through 18 distribution systems

Subsidiaries:

Hydro One Networks Inc.
Hydro One Remote Communities Inc.
Hydro One Telecom Inc.
Hydro One Brampton Networks Inc.

Where Your Electricity Dollar Goes



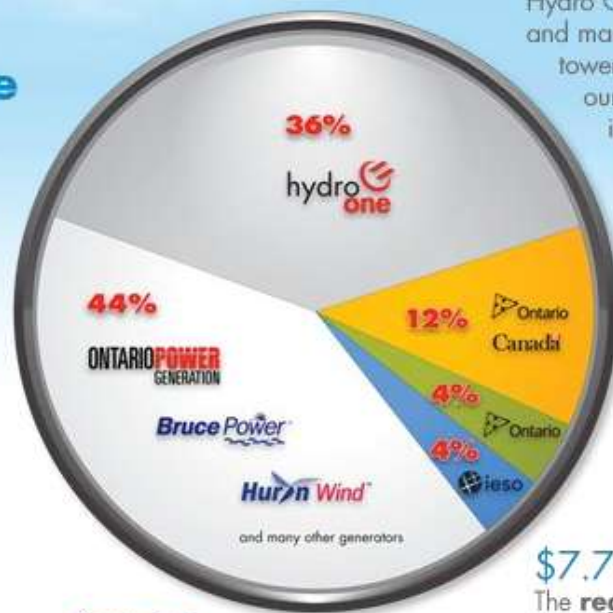
Where the DOLLARS GO

The Smiths' last Hydro One bill was \$176.48

Hydro One's delivery rates are approved and set by the Ontario Energy Board. They also set the price of electricity for Time-of-Use and Regulated Price Plans.

This year, the Smiths will see an increase of approximately 20% in their electricity bill:

- 8% – increase in the cost of electricity
- 8% – introduction of the HST
- 4% – increase in delivery rates



\$64.27

Hydro One's cost of **delivering** electricity and maintaining all of the lines, poles, towers and transformers that make up our system today. This also includes investments to develop our power grid for the future.

\$20.30

The **Harmonized Sales Tax** applied to the total of the bill

\$7.00

The **Debt Retirement Charge** set by the Ontario Ministry of Finance to pay down the residual stranded debt of the former Ontario Hydro

\$7.71

The **regulatory charge** for administering the electricity system and maintaining the reliability of the provincial grid

\$77.20

The cost of **generating** the electricity used during the billing period. This is the commodity cost, set by the OEB.

Electricity Bill in Ontario



From **HYDRO ONE**

Metered usage in kilowatt-hours

According to the meter, the amount of electricity you use, measured in kilowatt-hours (kWh).

Adjusted usage in kilowatt-hours

When electricity is transmitted over long distances and passes through different wires and transformers, there is a small amount of power lost.

Time-of-Use pricing

The majority of customers will be introduced to Time-of-Use pricing within the next year.

Delivery charges

Hydro One's cost to move electricity from where it is generated to customers.

		Service address: MR. DAN SMITH 123 MAIN STREET PEMBROKE, ON	Page 2 of 2
		Your account number: 12345-67890	
How we calculated your charges			
Balance forward	Amount of your last bill		\$115.00
	Amount we received on July 30, 2010 - thank you		\$115.00 CR
	Balance forward		\$ 0.00
Your new charges	Your service type is Residential - High Density		
	Electricity used this billing period		
	Meter J254247 for billing period July 2, 2010 to August 3, 2010		
	Metered usage in kilowatt-hours (100 x 10) = 1,000 kWh		
	Adjusted usage in kilowatt-hours (1,000 x 1.085) = 1,085 kWh		
	Electricity:		
	On-Peak:	215.00 kWh @ 9.9000 c	\$21.29
	Mid-Peak:	363.00 kWh @ 8.0000 c	\$29.04
	Off-Peak:	507.00 kWh @ 5.3000 c	\$26.87
	Delivery:		\$64.27
	Regulatory Charges:		\$7.71
	Debt Retirement Charge:		\$7.00
	HST (87086-5821-RT0001)		\$20.30
	Total of your electricity charges:		\$176.48

Regulatory charges

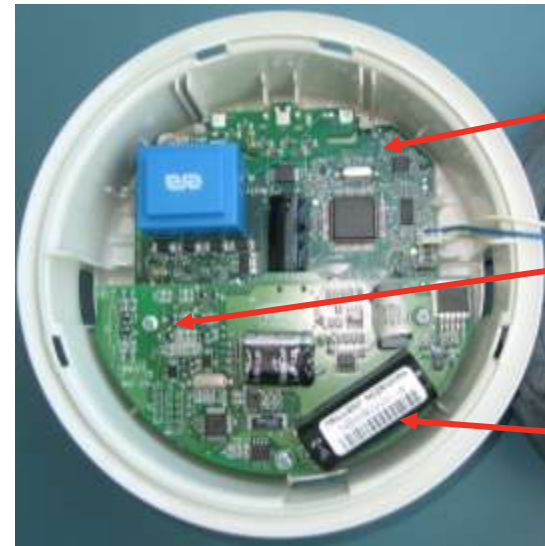
The charge for administering the electricity system and maintaining the reliability of the provincial grid.

Time-of-Use Periods f



Smart Meters: The Basics

Your New Smart Meter



Standard Meter
Circuitry

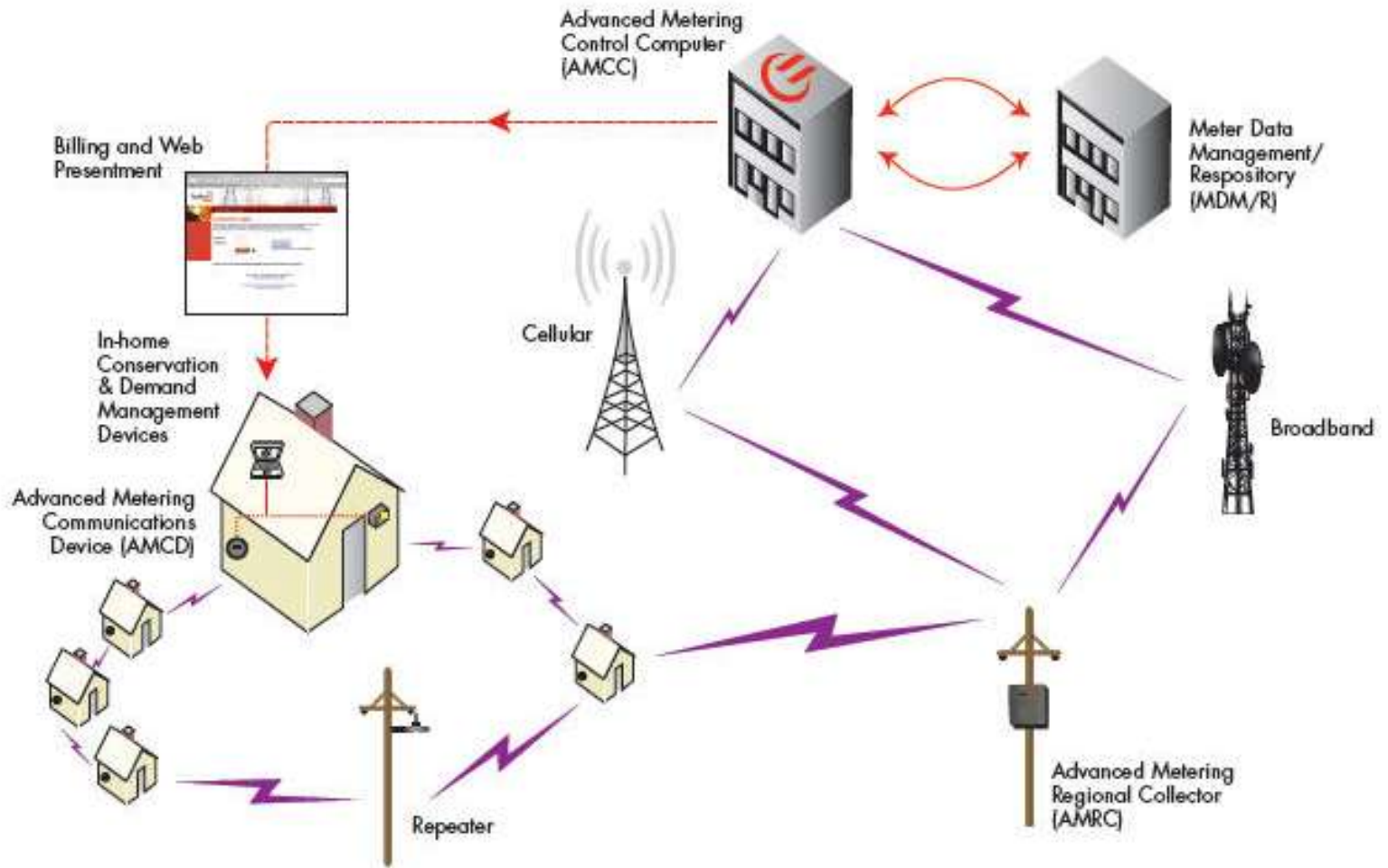
Communication Module

Super Cap
- Last gasp for outages

- Meter consists of two components
 - Solid state meter (industry has been using for years)
 - Radio that enables the meter to communicate
 - Meter enables electricity consumption to be measured hourly
- Meters approved by Measurement Canada, tested by manufacturer, and tested by Hydro One before they are deployed



How Does The Smart Metering System Work?





Why Smart Metering and Time-of-Use Pricing?

Smart Meters and Time-of-Use Prices: Overview



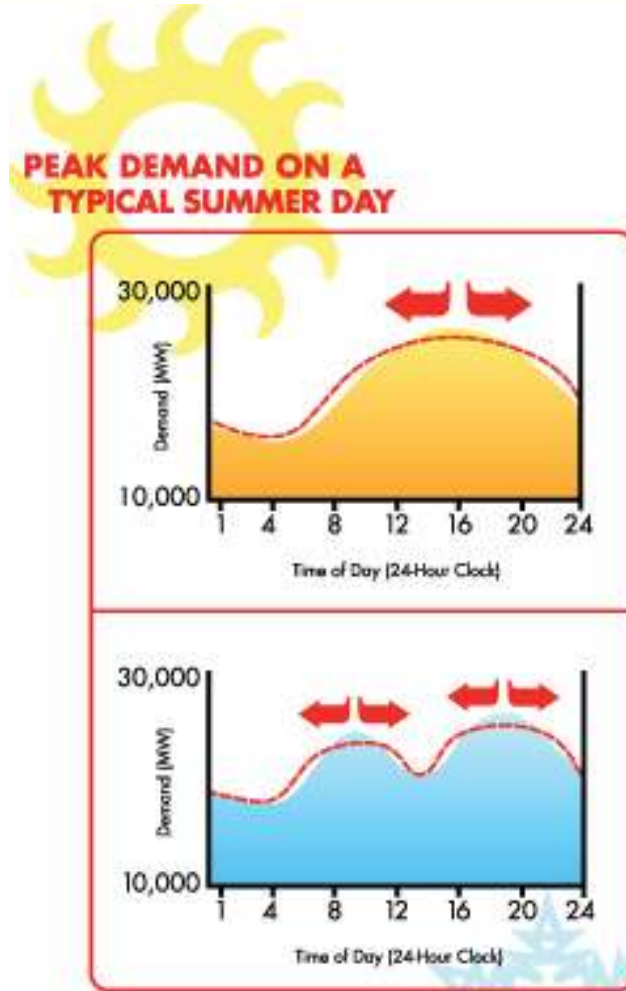
- Smart meters and Time-of-Use (TOU) prices are a Provincial government initiative to promote a culture of energy conservation in the province
- TOU prices are a new way to help customers:
 - Manage electricity use (and costs)
 - Reduce strain on the electricity system
 - Help the environment



Demand for Electricity in Ontario



- When we all use electricity at the same time, we produce “peak demand” periods
- In Ontario, we have:
 - One peak in the summer
 - Two peaks in the winter



The Problem: Supplying Electricity at Peak Times Has A Range of Negative Impacts



- Supplying electricity at peak times has a range of negative impacts:
 - It adds to electricity costs
 - It's hard on the environment
 - It adds to the amount of new transmission and distribution infrastructure Ontario must build (and customers must pay for) and puts a strain on the electricity system
- So working together to reduce our electricity use at peak times makes good sense... and that's where Smart meters and Time-of-Use prices come in





Time-of-Use Electricity Prices: The Fundamentals



Time-of-Use Electricity Prices Explained

- Today, consumers pay the “average” price for electricity in two tiers even though prices change throughout the day
 - Consumers using electricity off-peak are paying more than it costs to produce
 - Consumers using electricity on-peak pay less than what it costs to produce
- Time-of-Use prices better reflect what it costs to produce electricity at different times of the day, day of week, and season.

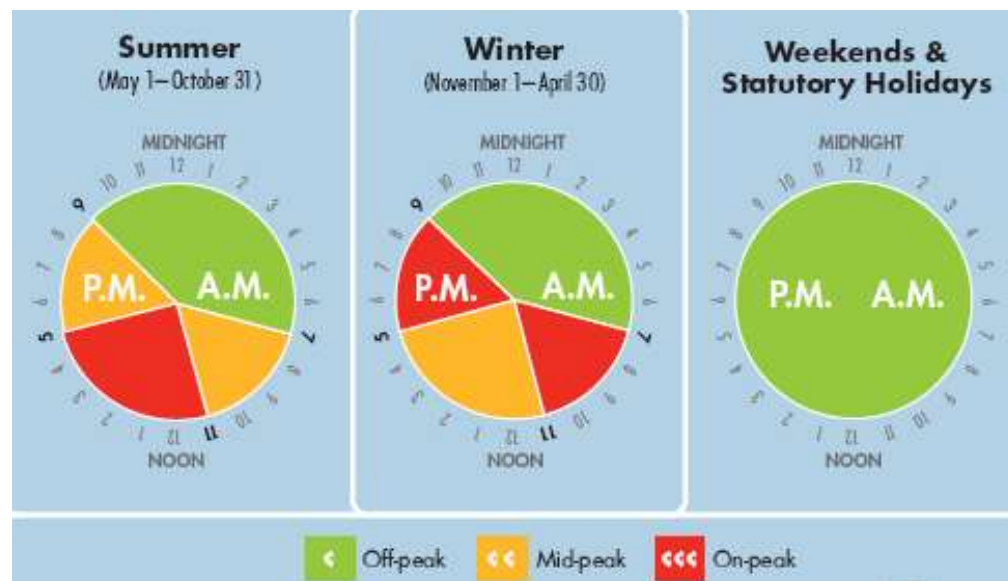
Regulated Price Plan (RPP) - Tiered Prices	
Lower-tier Price:	6.4 ¢/kWh
Higher-tier Price:	7.4 ¢/kWh
Current Tier Threshold:	Residential winter threshold: 1,000 kWh per month

Regulated Price Plan (RPP) - Time-of-Use (TOU) Prices	
Off-peak Price:	5.1 ¢/kWh
Mid-peak Price:	8.1 ¢/kWh
On-peak Price:	9.9 ¢/kWh



TOU Price Periods

- TOU prices are set by the Ontario Energy Board in May and November
- Three Time-of-Use Periods
 - On Peak
 - Mid-Peak
 - Off-Peak
- Time-of-Use Periods vary
 - Time of day, Day of week
 - Season (Summer/Winter)
- The lowest prices (off-peak):
 - 9:00 pm–7:00 am weekdays
 - All day weekends
 - All day holidays
- Beginning in May 1st, off-peak will begin at 7:00 pm instead of 9:00 pm, giving 2 more hours of lower cost electricity in the evenings





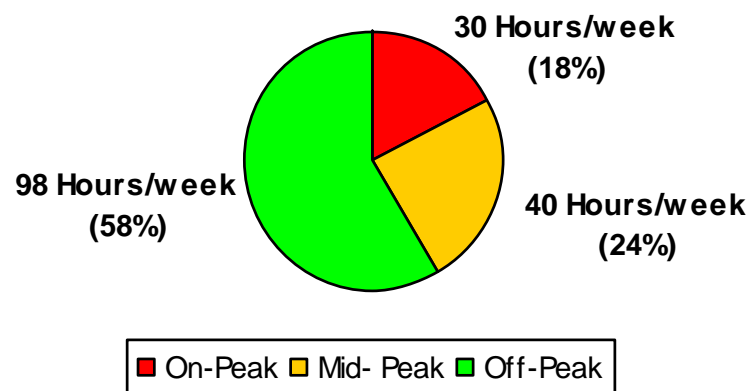
How will Time-of-Use Prices Impact My Electricity Bill?



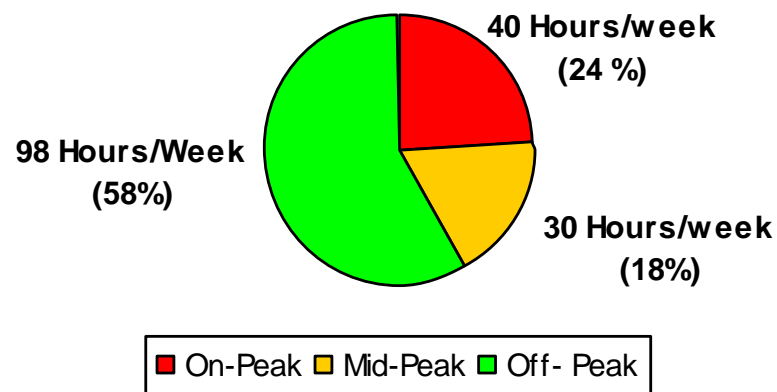
Bill Impacts on Time-of-Use Prices

- Bill impacts on TOU prices depend on usage characteristics and ability/desire to shift use where possible
- Difficult to make generalizations but:
 - Customers who use most of their electricity off-peak will experience downward pressure
 - Customers who use most of their electricity on-peak (and do not shift) will experience upward pressure
 - Customers who have the average load profile in the province will see little difference
 - Equipment/appliances that operate

SUMMER BREAKDOWN



WINTER BREAKDOWN



Time-of-Use Pricing Pilot (2007)



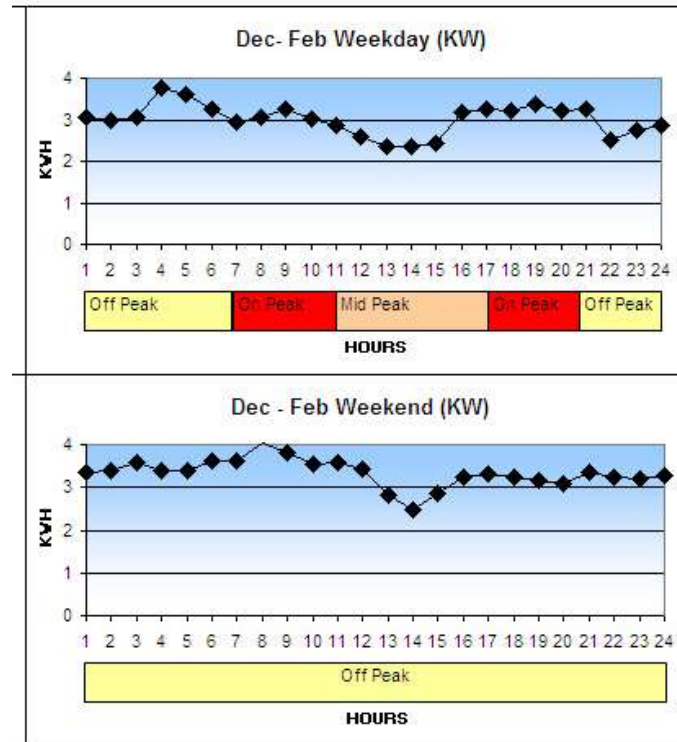
A Time-of-Use price pilot was conducted with about 500 residential customers in northern York Region. Results:

- 76% of customers paid a lower bill on TOU prices
- Average savings over 4 months -- \$23 (-\$5.75/mo.)
- Maximum savings over 4 months -- \$125 (-\$31.25/mo.)

- Average increase over 4 months -- \$7 (+\$1.75/mo.)
- Maximum increase over 4 months -- \$23 (+\$5.75/mo.)

- Only 4% of customers found the rate to be inconvenient
- 75% wanted to stay on TOU pricing

Bill Impact without Shifting: Electric Heat Customer



	On Peak	Mid Peak	Off Peak	Total kWh	RPP Charge	TOU Charge	Difference	Impact	%Impact
October*	149	290	623	1060	\$ 65.60	\$ 64.37	\$ (1.23)	Better	-1.9%
November	335	200	838	1374	\$ 83.07	\$ 84.11	\$ 1.04	Worse	1.3%
December	537	355	1363	2254	\$ 142.03	\$ 138.25	\$ (3.78)	Better	-2.7%
January	501	331	1524	2356	\$ 148.85	\$ 140.14	\$ (8.71)	Better	-5.9%
February**	465	269	1203	1938	\$ 120.84	\$ 117.76	\$ (3.08)	Better	-2.6%
Total	1987	1445	5551	8982	\$ 560.40	\$ 544.64	\$ (15.76)	Better	-2.8%



What are the best energy management strategies on Time-of-Use pricing?

What Are The Best Energy Management Strategies For Time-of-Use Rates?



1. Learn how you consume electricity

- ✓ View your electricity use on-line the day after you use it.
- ✓ Identify patterns in your usage and opportunities to conserve and shift



2. Conservation should always be your first action

- ✓ Reduce power use across all hours of the day wherever possible




3. Shift when possible and appropriate. The most energy intensive and costly appliances to run are those that heat or cool air or water:

- ✓ Clothes washing and drying
- ✓ Dishwasher
- ✓ Heating and Air Conditioning



Register at www.HydroOne.com
to view your Electricity Use



 **Customer Login**
Click here to login >>>
Did you [forget your password?](#)
Not registered? [Create an online profile](#)

Power Outages



Call 1-800-434-1235 to report a power outage, fallen tree hazard or emergency (24 hours).

How do I?

- Save Energy
- Pay My Bill
- Understand My Bill
- Find Rates & Prices
- Get Time-of-Use Info
- Move In or Out
- Search Unregistered Easements

Popular Links

- Tenders & Proposals
- Industrial & LDCs
- Contractors
- Generators
- Feed-in Tariff Program
- Electricity and Safety
- Conditions of Service
- First Nations and Métis
- En français

Hydro One News



Understanding Your Power is an [online exhibit](#) designed to help you learn more about what we do, your power's journey, the value of electricity, your bill, the future smart grid, and more. (Adobe Flash Player required)



Where does your electricity dollar go? See a [breakdown of the charges](#) found on a typical residential customer bill. For a closer look, read our latest fact sheets that explain [standard](#) and [time-of-use](#) bills.



Visit 10 Smart Meter Lane to learn more about [Time-of-Use prices](#) and how to make them work for you. For more information, read our customer newsletter, [Staying Connected](#), or visit our [TOU](#) and [smart meter](#) sections.

[More Hydro One News...](#)



My Account Summary View

[TOU Home](#)

[Hourly](#)

[Daily](#)

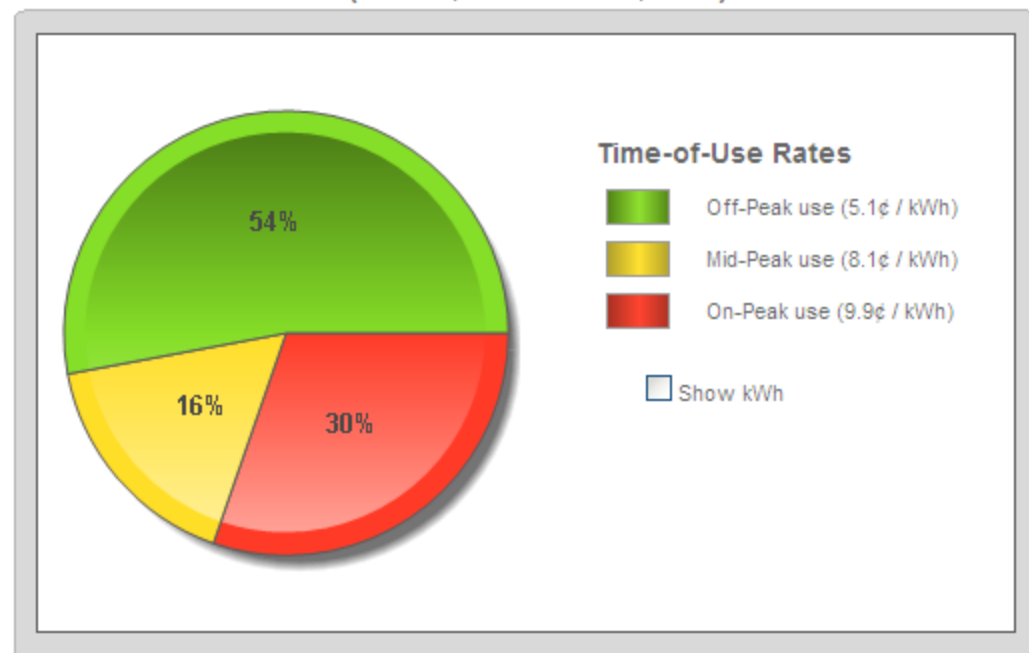
[Monthly](#)

[Billing Period](#)

[About TOU](#)

MY ELECTRICITY USE: SUMMARY

MOST RECENT 30 DAYS (JAN 10, 2011 - FEB 8, 2011)



Information presented on this site is preliminary until billed.

Time-Of-Use prices reflect the cost of the 'electricity' line of your bill only. Delivery, Regulatory and Debt Retirement charges are additional line items found on your bill and are not included here. See [my bill explained](#) for more information.



Did You Know?

Electricity consumers across Ontario are making the switch to Time-of-Use (TOU) prices; a new way for consumers to manage their electricity use (and costs), reduce strain on the electricity system, and help the environment. You are scheduled to make the switch to TOU prices on the date provided in your TOU notification letter.

Popular Links

[Learn more about TOU prices](#)

[View my daily electricity use](#)

[Compare my bills](#)

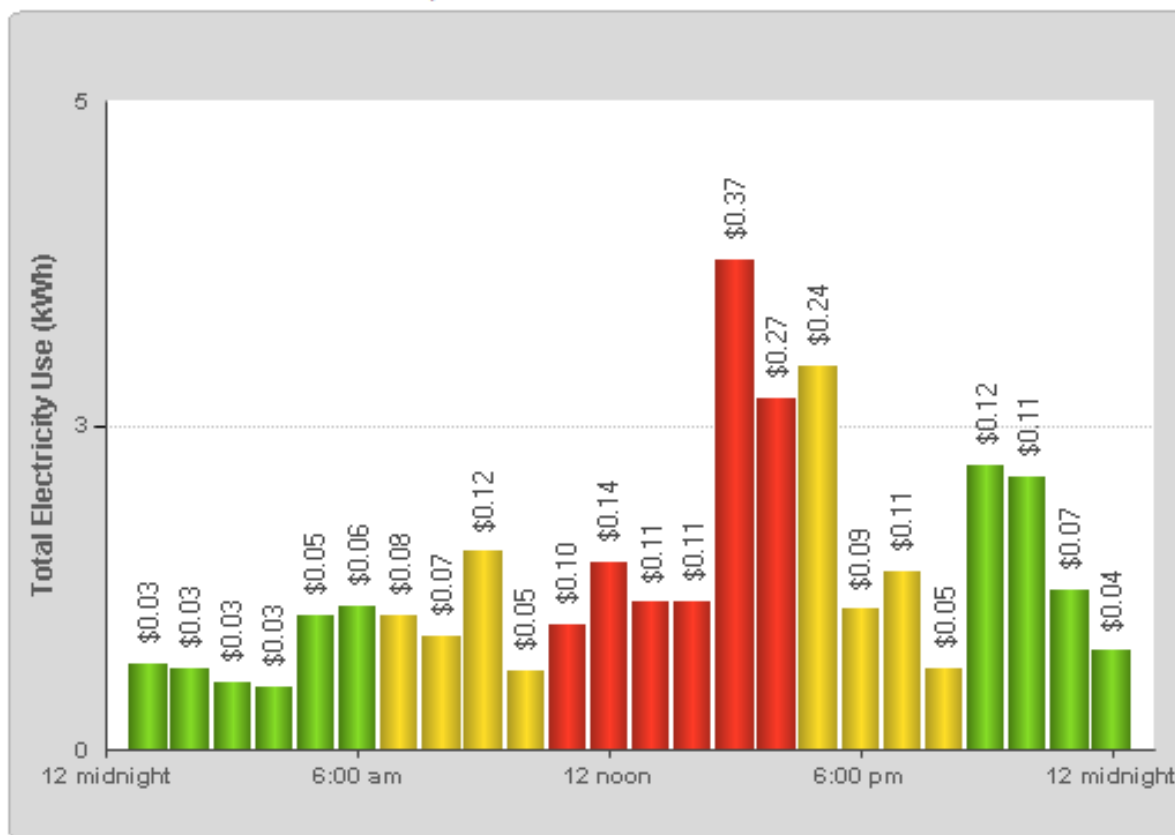


My Account Hourly View


- TOU Home
- Hourly**
- Daily
- Monthly
- Billing Period
- About TOU

MY ELECTRICITY USE: HOURLY

WEDNESDAY OCTOBER 20, 2010



« Previous Day

 Change Date

Next Day »



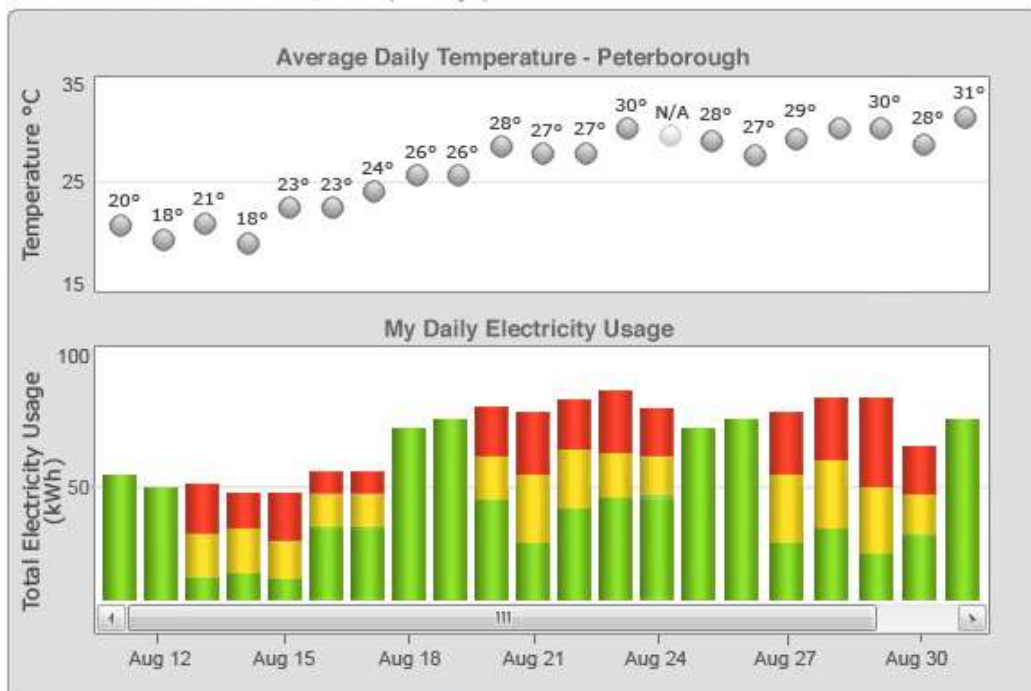
My Account Daily View with Temperature

Name: John Smith Account: 12312312345678 Select a meter: 789789

[TOU Home](#) [Hourly](#) [Daily](#) [Monthly](#) [Billing Period](#) [About TOU](#)

MY ELECTRICITY USE: DAILY

AUGUST 7 - SEPTEMBER 7, 2008 (30 Days)



« Previous 30 days

Change Dates

Next 30 days »

Summary:

Total Usage: 15,492 kWh

Total Cost: \$1,003.73



Did you know?

On very hot or cold days the amount of electricity you use may be higher than normal.

Using a programmable thermostat can help you manage your costs by automatically reducing your heating or air conditioning when you're not at home.

Popular Links

[Energy conservation tips](#)

[TOU Appliance Calculator](#)

[Learn more about TOU Rates](#)

CHART OPTIONS

- Show Average daily Temperature
- Show Cost

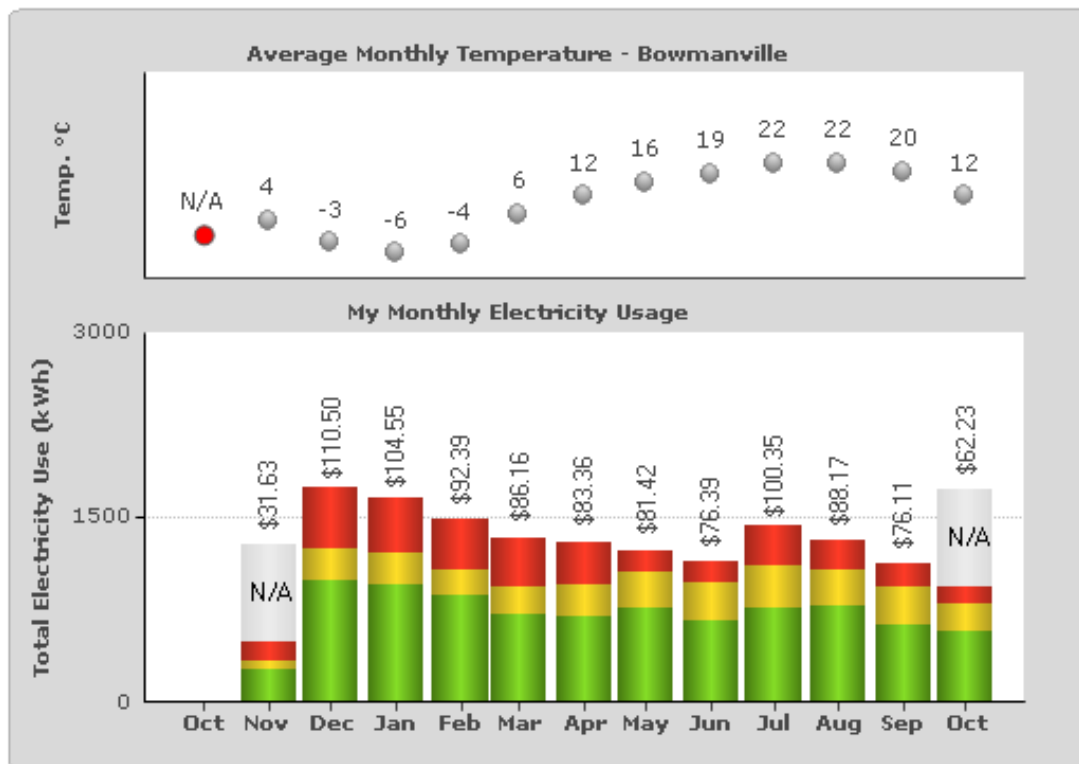


My Account Monthly View with Temperature

TOU Home Hourly Daily **Monthly** Billing Period About TOU

MY ELECTRICITY USE: MONTHLY

OCTOBER 2009 - OCTOBER 2010



« Previous Year

Change Date

Next Year »



Did You Know?

On very hot or cold days, the amount of electricity you use may be higher than normal.

Using a programmable thermostat can help you manage your costs by automatically reducing your heat or air conditioning when you are not at home.

Popular Links

[Energy conservation tips](#)

["10 Smart Meter Lane" TOU appliance calculator](#)

[Learn more about TOU prices](#)

CHART OPTIONS

Show average monthly temperature

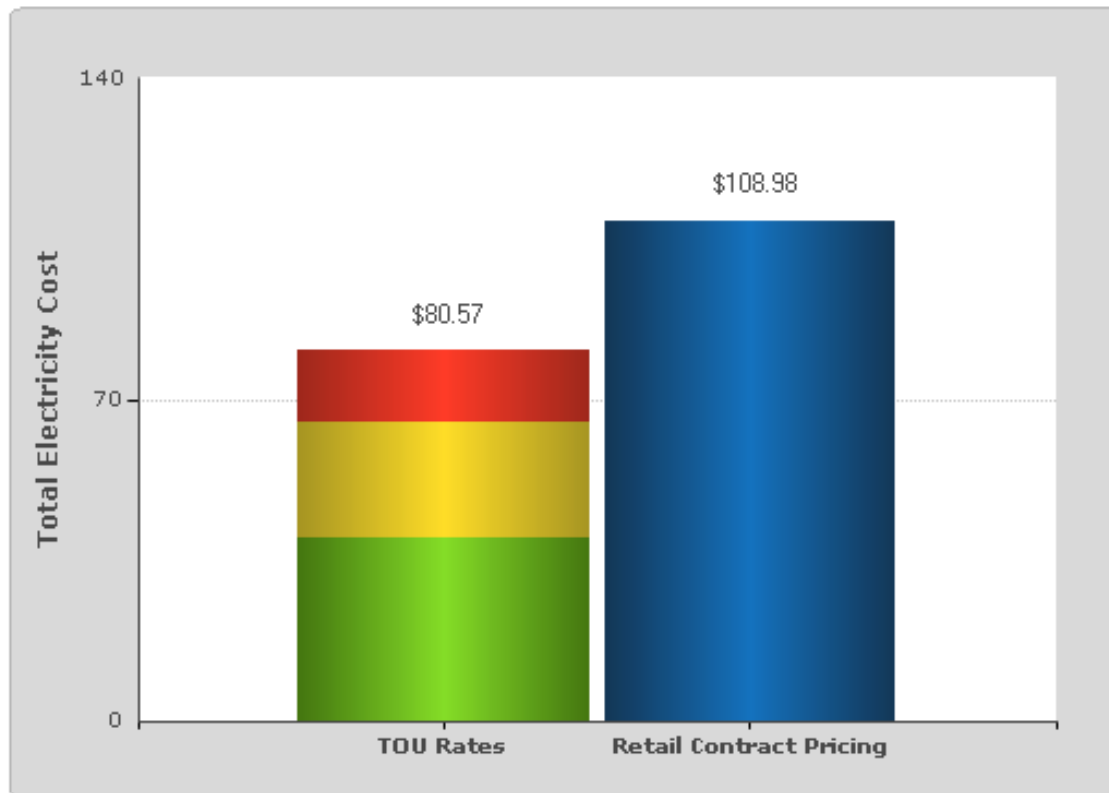
Show Cost

My Account TOU/Retail Contract Comparison View



MY ELECTRICITY USE: RETAIL CONTRACT

SUNDAY SEPTEMBER 12, 2010-MONDAY OCTOBER 11, 2010



« Previous Bill

Next Bill »



Did You Know?

If you have, or are considering, a contract with an electricity retailer, this tool compared Time-Of-Use prices to contract prices.

Popular Links

For more information on contracts with electricity retailers, please visit the Ontario Energy Board.

CHART OPTIONS

Date Range

Billing Period

Select a Date Range:

Sep 12, 2010



Oct 11, 2010



Enter the Contract Price:

8.9

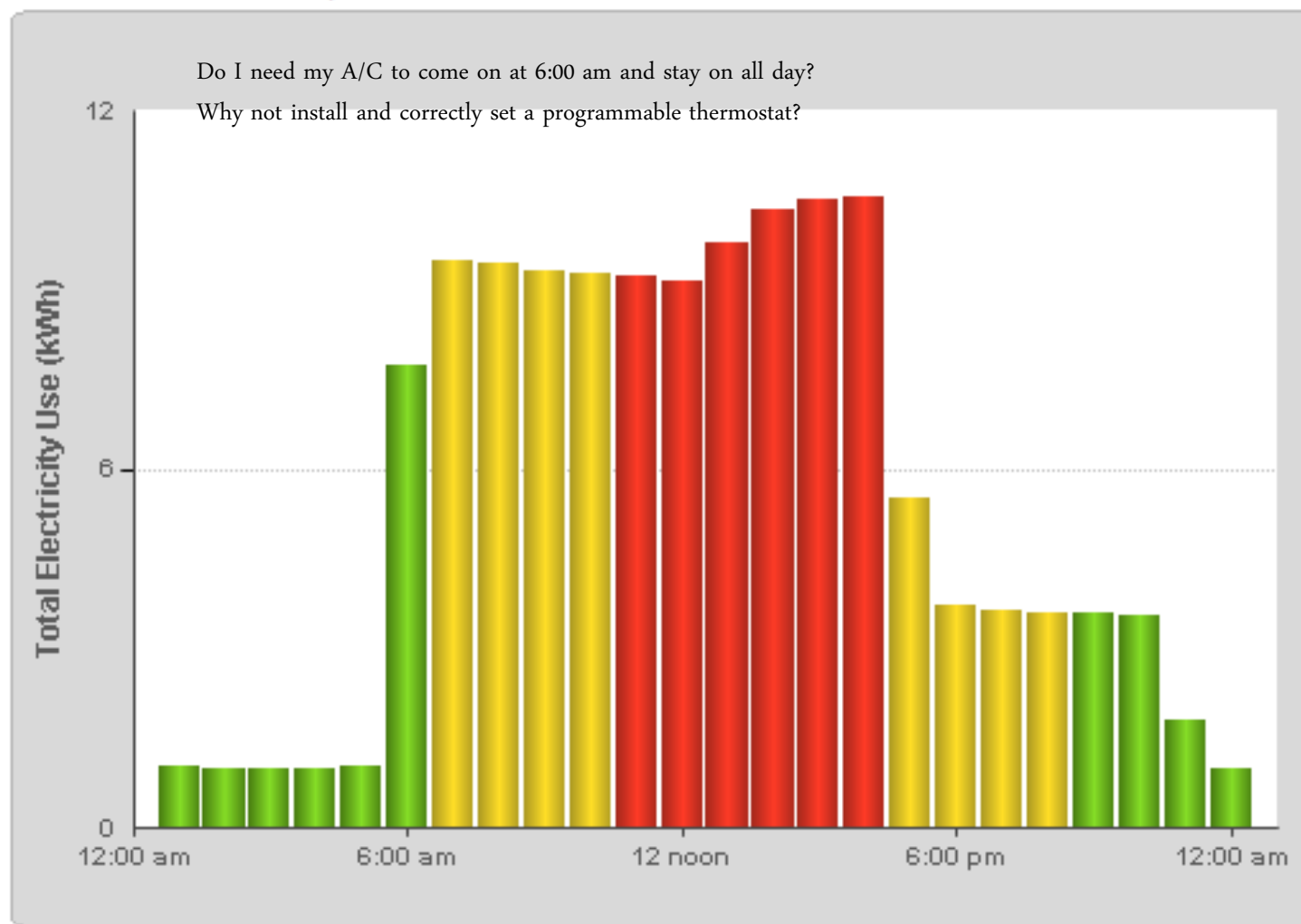
¢/kWh

SUBMIT



What Can I Learn from Understanding my Usage?

MONDAY JUNE 21, 2010



« Previous Day



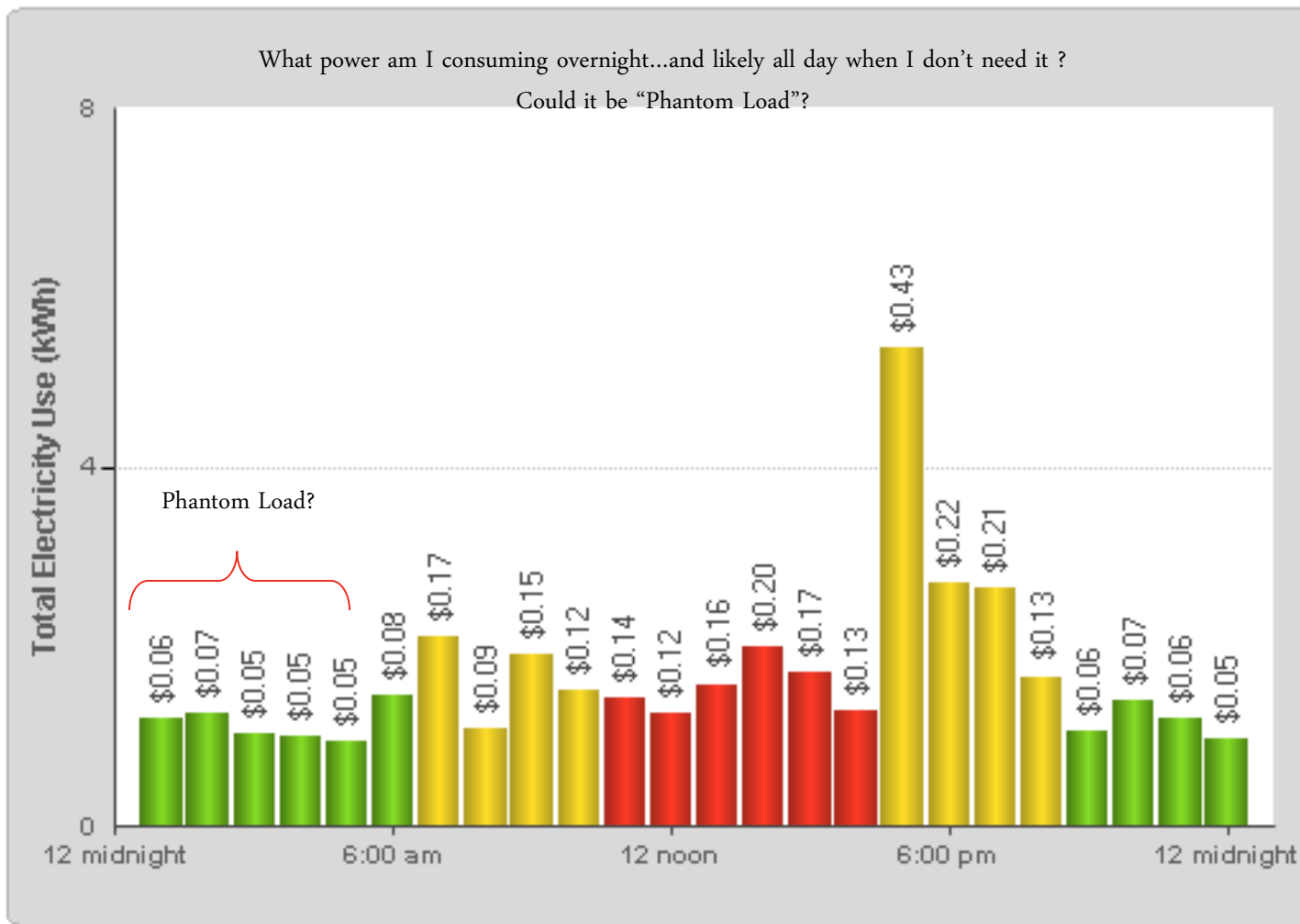
Change Date

Next Day »



What Can I Learn from Understanding my Usage?

TUESDAY OCTOBER 19, 2010



« Previous Day



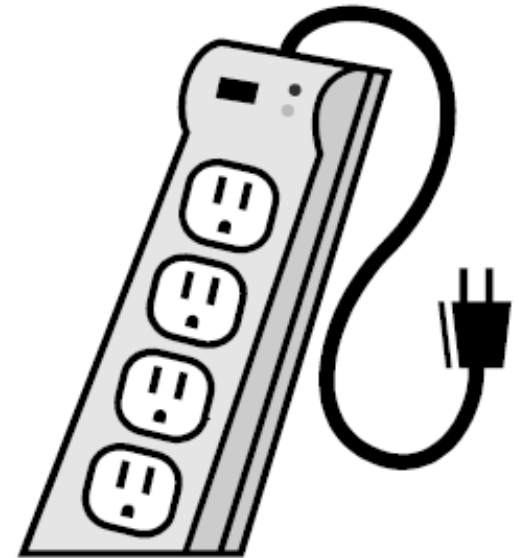
Change Date

Next Day »



Reduce Your “Phantom” Load

- Phantom load is the electricity consumed by a device when it is turned off
- Example: Your television consumes electricity as it waits for you to hit the “on” button on your remote
- US Study: 6–10 percent of energy use…translating to billions of dollars spent and countless amounts of pollution into the atmosphere
- On average, 25 appliances in your home consuming power when not needed
- What can you do?
 - Unplug all devices when not in use
 - Alternatively, plug your devices into a power bar (and turn it off when appliance not in use)…or use a power bar with a timer (set it and forget it!)
 - Watch out for the cube shaped transformers that plug into the wall. These buggers are 60–80% inefficient when plugged in



Potential Savings from Shifting Electricity Use



Appliance	Time-of-Use Price Examples		
	Off-peak 5.1¢ per kWh	Mid-peak 8.1¢ per kWh	On-peak 9.9¢ per kWh
Clothes Dryer (1 load)	11¢	18¢	22¢
Clothes Washer (1 load/hot wash)*	40¢	63¢	77¢
Clothes Washer (1 load/cold wash)	6¢	9¢	11¢
Dishwasher (1 load)*	18¢	29¢	36¢
AC Central – 25 degrees (1 hour)	14¢	22¢	27¢

} \$100 savings per year off vs. on peak

} \$40 savings per year off vs. on peak

*Cost of electric water heating included.

Prices shown are as of November 2010 and reflect only the electricity cost on your bill. They do not include delivery, regulatory or other charges. Prices are subject to change by the Ontario Energy Board in May and November each year.

Potential Savings from Shifting Other Common Activities



	Duration / Usage	kWh	RPP lower	RPP upper	On-peak	Mid-peak	Off peak
Rate			6.5 c	7.5 c	9.9 c	8.0 c	5.3 c
Vacuum Cleaner	1 hour	1.20	\$0.08	\$0.09	\$0.12	\$0.10	\$0.06
Oven Self-Cleaning Cycle	1 cycle	5.00	\$0.33	\$0.38	\$0.50	\$0.40	\$0.27
Pool Pump w/Heater	1 hour	4.50	\$0.29	\$0.34	\$0.45	\$0.36	\$0.24

Based on TOU Prices effective May 1st, 2010

10 Smart Meter Lane Appliance Calculator



The graphic features a yellow brick house with a dark blue roof and chimney. A bird is perched on the roof. The house has a white arched doorway and a window with a cross pattern. A smart meter is mounted on the wall to the left of the door, and another smart meter is on a post to the right. A sign on the post reads "10 Smart Meter Lane". The background shows a blue sky, green trees, and a blue stream with a white fence.

hydro one **ieso**
Power to Ontario. On Demand.

Shift your electricity use and see the difference it can make to your bill.

Go now!

Note that prices shown here only reflect the electricity or commodity cost on your bill.

11:50 AM OFF-PEAK | CURRENT TIME-OF-USE PRICE **5.3 ¢/KWH** | **ON-PEAK STARTS MONDAY AT 7:00 AM**

MORE INFO →

- Time-of-use prices & periods
- What a smart meter does
- Energy saving tips
- Why smart meters make sense

hydro one **ieso** **Ontario**
Power to Ontario. On Demand.

Take Advantage of Energy Conservation Programs



Fridge Round-up

We'll pick up that old fridge, freezer or A/C and haul them away...for FREE!



peaksaver® Program

Enrol in *peaksaver*® and help Ontario manage peak demand this summer.



PowerSaverPlus Energy Audit Tool

Assess your energy use online and learn how to conserve energy.



Appliance Calculator

Find out how much your household appliances cost each month to run.

Visit HydroOne.com to keep up to date on new energy conservation programs



Hydro One TOU Notification Plan



Customers in less dense areas of the province will make the switch to TOU later in 2011 through 2012



Conclusion



- Smart meters and Time-of-Use electricity prices are part of the province's plan to promote a culture of energy conservation in the province
- Smart meters and time-of-use (TOU) prices are a new way for customers to:
 - Manage electricity use (and costs)
 - Reduce strain on the electricity system
 - Help the environment
- Best Strategy :
 - Learn- understand how you consume electricity at www.HydroOne.com
 - Conserve across all time periods
 - Shift when possible and appropriate focusing on activities that heat or cool air or water
- You will be notified directly in the mail about 30 days in advance of your switch to TOU prices with a helpful brochure and TOU period reminder decals

Thank-You



- Thank-you for your time
- Questions?

