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# Rates and Billing Conservation & Renewable Energy Program (CARE)

Hydro One Remote Communities Inc.

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# Overview

By the end of this session you will know:

- Who we are, What we do, & Who our Customers are
- How we are funded
- Our Rate Structure
- How to Read YOUR Bill
- How bills for Remote Community customers compare to grid customer bills



# Overview continued

## You will also learn:

- What the CARE Program is
- What the CARE Program offers
- Why *YOU* should *CARE*
- What *YOU* can expect from Remotes, and
- How to get more Information



# Customers and Service Territory



21 Remote Communities are served by Hydro One

15 are First Nation Communities

13 are Air access only

3,500 Customers

19 distribution systems

58 Diesel Generators

2 Mini-Hydro Stations

4 Wind mills

Handle 14 - 17 Million Litres Fuel per year

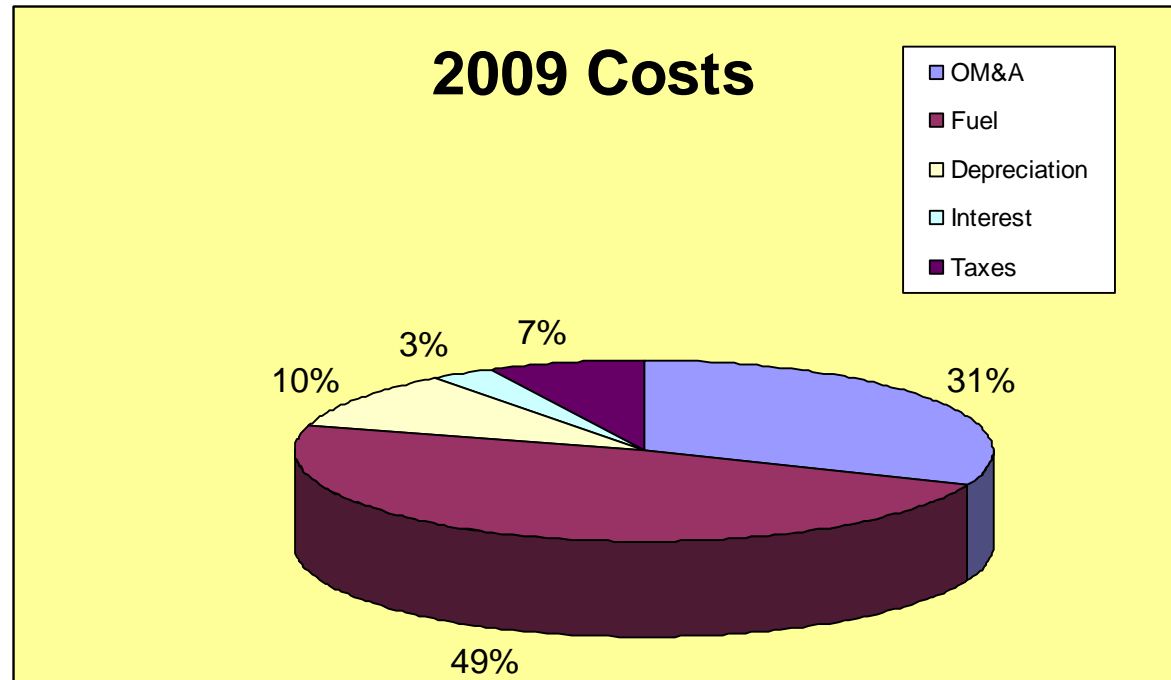
The communities of Whitesands and Collins are served through the Armstrong Distribution system and generating station



# Our Costs -- 2009



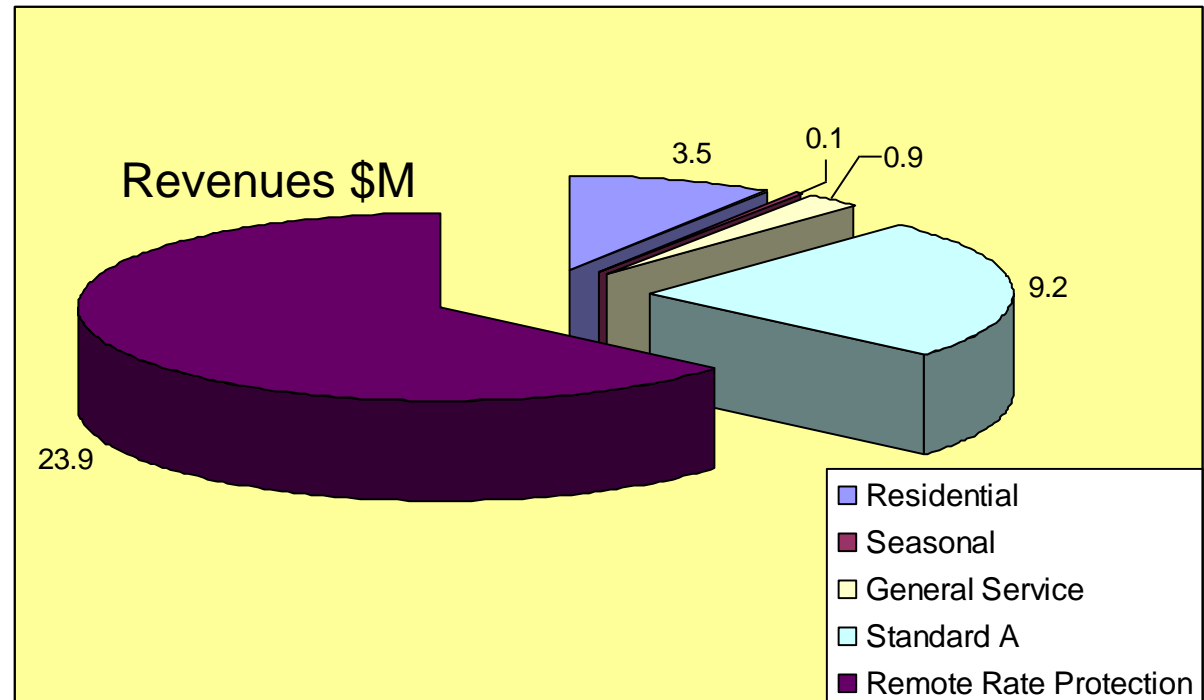
- The cost to serve the remote north is high
- Most of our costs are not controllable but we do our best to manage them.
- Transportation of staff and equipment is a key cost driver
- Fuel is our largest single cost.
- Our business is operated to break-even. We do not make a profit.



# Our Revenues



- Rates for most customers are set below the cost of service
- Standard A customers pay rates slightly above the cost
- Customer rates provide just over 1/3 of our revenues
- The shortfall is made up through the province's Rural or Remote Rate Protection (RRRP) program, administered by the Ontario Energy Board



# Customer Classes and Rates

- Our customers pay a single rate for both generation and distribution. Customers who are part of the competitive market pay separate charges for electricity, delivery, regulatory and wholesale charges.
- Ontario electricity distributors are regulated by the Ontario Energy Board. This means they approve our budget and set rates for customers through a public hearing process.
- 2 Broad categories of customer, established by Provincial Regulation:
  - Standard A or government funded. These customers pay rates slightly higher than cost
  - Non Standard A includes Residential, Seasonal, General Service (commercial) and Street Lighting



# Our Rates

<b>Residential Year Round</b>		
kWh	Monthly Service Charge	kWh Rate
First 1,000		\$ 0.0812
Next 1,500	\$ 17.24	\$ 0.1082
All Additional		\$ 0.1631
<b>Residential Seasonal</b>		
kWh	Monthly Service Charge	kWh Rate
First 1,000		\$ 0.0812
Next 1,500	\$ 29.13	\$ 0.1082
All Additional		\$ 0.1631
<b>General Service Single Phase</b>		
kWh	Monthly Service Charge	kWh Rate
First 6,000		\$ 0.0909
Next 7,000	\$ 29.29	\$ 0.1206
All Additional		\$ 0.1631
<b>General Service Three Phase</b>		
kWh	Monthly Service Charge	kWh
First 25,000		\$ 0.0909
Next 15,000	\$ 36.68	\$ 0.1206
All Additional		\$ 0.1631



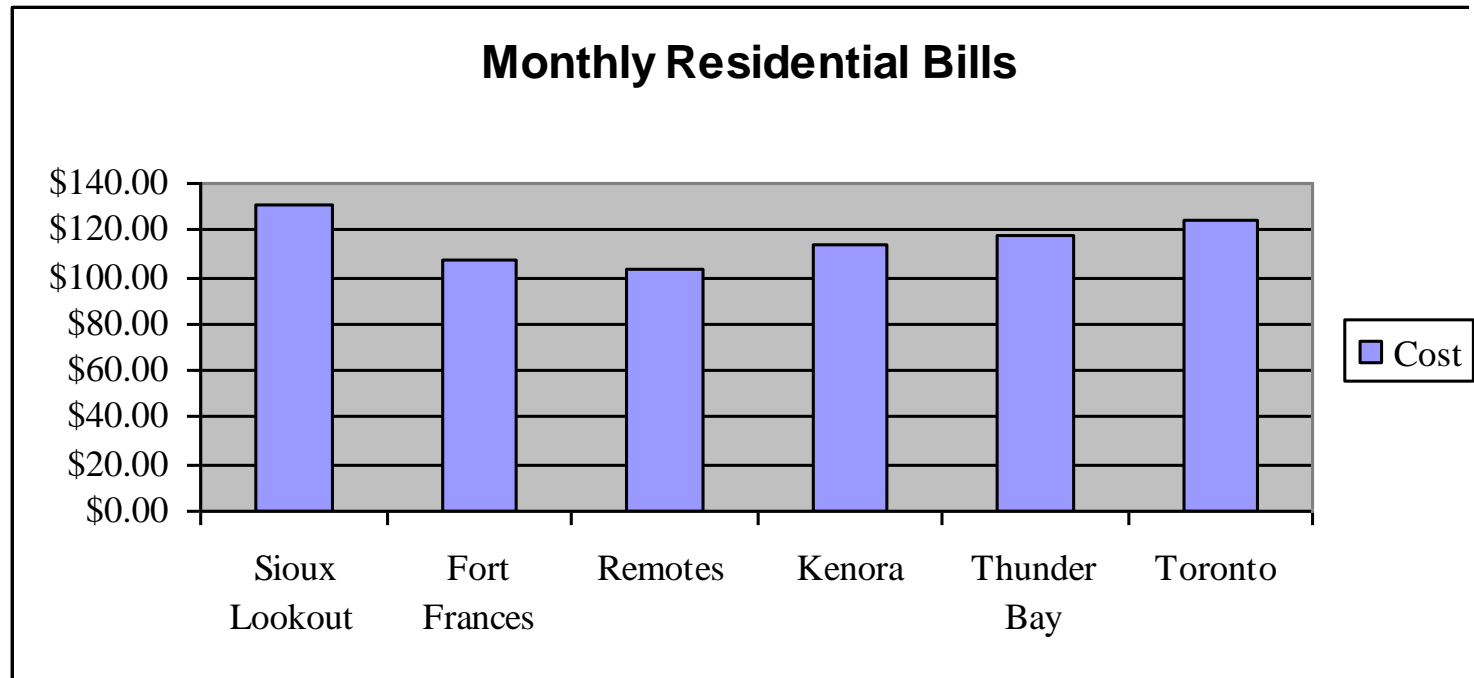


# Our Rates

<b>Streetlights</b>		
kWh	Monthly Service Charge	kWh Rate
	\$ N/A	\$ 0.0901
<b>Standard A Residential Road Rail</b>		
kWh	Monthly Service Charge	kWh Rate
First 250	\$ N/A	\$ 0.5340
All Additional		\$ 0.6101
<b>Standard A Residential Air Access</b>		
kWh	Monthly Service Charge	kWh Rate
First 250	\$ N/A	\$ 0.8060
All Additional		\$ 0.8821
<b>Standard A General Service Road Rail</b>		
kWh	Monthly Service Charge	kWh
All	\$ N/A	\$ 0.6101
<b>Standard A General Service Air Access</b>		
All		\$ 0.8821
<b>microFIT Generator Service Classification</b>		
	Monthly Service Charge	
	\$ 5.25	



# Our Bills



- Bills for our residential customers are comparable to rates in the rest of the province
- Bills for commercial customers are also comparable.
- Our government funded customers pay much higher rates, about 10 times as high as residential customers

# Your Bill Explained

Balance from previous billings

Customer service

Hydro One Remote  
Communities inc.  
680 Desverhal Place  
Thunder Bay, Ontario  
P7E 8C8

For billing and service  
inquiries, call  
1-800-465-5085  
Monday to Friday  
8:00 am - 4:30 pm  
Eastern Time

For 24-hour power  
outages or emergency  
service, call  
1-888-925-8707

## Here's what you owe

Balance forward that is past due	\$732.01
Your new charges	\$514.70
Adjustments	\$15.13
<b>Total amount you owe</b>	<b>\$1,321.84</b>

The total amount you owe, as indicated on this bill, is due on the billing date. If payment is not received by **February 2, 2011** (the Required Payment Date), a late payment charge of 1.5% compounded monthly (19.58% per year) will be calculated from the billing date and applied to your next bill.

The Ontario Government has taken 10% off your electricity bill to help you with the costs of building a clean energy future. Learn about the new Ontario Clean Energy Benefit: [ontario.ca/energyplan](http://ontario.ca/energyplan) or 1-888-655-4636.

This bill includes a past due balance and should be paid immediately to avoid interruption in your electricity service. If this amount has been paid, please accept our thanks and pay only the new charges.

New charges

Total amount that you owe

Number of days in billing period

## Compare the electricity you are using

	Number of days	Average electricity you used per day (kWh)	Type of use
Dec 14, 2010 - Jan 13, 2011	30	140	Actual
Nov 12, 2010 - Dec 14, 2010	32	178	Actual
Oct 14, 2010 - Nov 12, 2010	29	125	Actual
Sep 14, 2010 - Oct 14, 2010	30	84	Actual
Aug 12, 2010 - Sep 14, 2010	33	69	Actual
Jul 14, 2010 - Aug 12, 2010	29	55	Actual
Dec 11, 2009 - Jan 12, 2010	32	196	Actual

Average electricity used each day



Please return this slip with your payment **123-456-7890**

Your account number

Total amount you owe **\$1,321.84**

Amount enclosed

\$



# Your Bill Explained

Payments you have made

Amount of your last bill

## How we calculated your charges

<b>Balance forward</b>	Amount of your last bill	\$1,524.10
	Amount we received on December 17, 2010 - thank you	\$515.21 CR
	Amount we received on January 7, 2011 - thank you	\$216.96 CR
	<b>Balance forward that is past due</b>	<b>\$792.01</b>

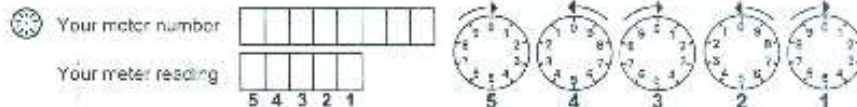
Each line shows the cost per kWh at each rate level

Monthly Service Charge

Ontario Clean Energy Benefit

Late payment charge & other adjustments

<b>Your new charges</b>	Your service type is Residential - Normal Density	
	<b>Electricity used this billing period</b>	
	We read your meter J1079497 on January 13, 2011	006075
	We read your meter on December 14, 2010	- 006655
	Difference in meter readings	000420
	Electricity you used in kilowatt-hours (420 x 10) = 4,200 kWh	
	Electricity: Cost for 1,000 kilowatt-hours at rate of 8.1200¢	\$81.20
	Cost for 1,500 kilowatt-hours at rate of 10.8200¢	\$162.30
	Cost for 1,700 kilowatt-hours at rate of 16.3100¢	\$277.27
	<b>Service charge</b>	<b>\$17.24</b>
	<b>Total of your new charges</b>	<b>\$538.01</b>
	Ontario Clean Energy Benefit (-10%)	\$23.31 CR
	<b>New total of your electricity charges</b>	<b>\$514.70</b>
<b>Adjustments</b>	Late payment charge **	\$16.13
	<b>Total adjustments</b>	<b>\$16.13</b>
	** GST/HST exempt	



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# New Connections

- We can help you reduce the cost of electrical connections to new buildings in your community.
- Call us when you start planning your construction
- Call us before the drawings are completed
- Keep in touch with us while you build
- Let us know of changes during construction
- 1-888-825-8707





# HORCI - First Nations Conservation Initiative



# What is the CARE Program?

## *Conservation and Renewable Energy Program*

To build awareness about Energy Conservation, Efficiency and Renewable Energy Practices.

This is accomplished by:

- Working closely with our customers
- Researching new Programs & Products
- Providing Energy **Saving** Tips & Tools
- Encouraging Partnerships, and
- Initiating Demonstration Projects

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# What is Energy Conservation?

Steps **Individuals** can take to reduce their **Own** consumption and **SAVE MONEY**. Simple and Inexpensive

Such items may include:

- Turning out lights when not in use
- Unplugging items carrying a phantom load
- Keeping the electrical heat low when not at home or during the night

These are items that require little effort and no investment.

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# What are some *CARE* Initiatives?

## Energy & Water Conservation Initiatives

- Hot Water Tank Blankets
- Power Cost Monitors
- Fluorescent Light Bulbs
- Motion Detector
- Block Heater Timers
- Christmas Light Exchange
- Cold Water Laundry Detergent
- Low-Flow Shower Heads





# What is Energy Efficiency?

Replace or New Items that may carry an Initial cost but  
REMEMBER **Savings** are continual.

Some of these items can include:

- Incandescent light bulbs to compact fluorescent
- Installing household appliances with the Energy Star Label
- Installing low flow plumbing fixtures
- Increasing Air Tightness when building or retrofitting buildings

Did you know using less water reduces energy costs?



# What is Renewable Energy?

Generated from resources that can be naturally replaced such as sunlight, wind, tides, rain and geothermal heat.

A community investment providing long range benefits and future community cost **Savings**.

Greatly reduce costs of other fuels, and

Lessens associated environmental risks.



# So ... Why Should We CARE?

- Customer Savings
- Community Savings
- Supplier Savings
- Illustrates Environmental and Social Responsibility by:
  - Reducing consumption of non-renewable resources
  - Improving air quality and reducing green house gases
  - Retains the integrity of First Nations land
  - Illustrating to others First Nation commitment



# What can YOU Expect *While* Participating?

## Participating Communities Can Expect:

- Commitment from HORCI
- Potential new Partnerships
- Increased Awareness
- One-on-One Guidance
- Financial Support



# What can YOU Expect *After* Participating?

After participating in the CARE Program Customers will be able to expect the following services:

- Continued Communications
- Continued Investigation for Renewable Energy Possibilities
- Possible Re-visiting of CARE Program (Phase II)



# For More Information

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*Change Your Thoughts and you Change Your World*

*Norman Vincent Peale (1893 – 1993)*

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