

DEREGULATION

MARKET OPENING

The opening of the competitive electricity market in Ontario has been declared by the Provincial government to be May 1, 2002.

Halton Hills Hydro Inc.'s role in the market will be to provide safe, reliable power distribution, quality customer care, and a default commodity supply, also referred to as Standard Supply Service.

An Electricity Retailer is a company that buys electricity on your behalf and uses the distribution system of Halton Hills Hydro to deliver the electricity to your home or business.

How will this affect YOU?

After May 1, 2002 you have the choice of your electricity commodity supplier. If you have not signed a contract with an Electricity Retailer you will automatically become a Standard Supply Service customer of Halton Hills Hydro Inc. We will then deliver your standard supply of electricity to you at the spot market price.

If you have signed a contract with an Electricity Retailer your contracted rates will be effective on your second bill after May 1, 2002. The retailer name and phone number will appear on your bill, if you need to contact them about any concerns you have with regard to your electricity supply contract. Halton Hills Hydro Inc. will not be able to assist you with concerns that are directly related to your contract with your Electricity Retailer.

However, Halton Hills Hydro Inc. will continue to be a source of advice and guidance to you, and to all customers in the community as the market opens, and in the weeks and months after market operations are fully in place. Also, we will be sending out further information with your first bill after May 1, 2002 to help you understand the charges.

WHERE CAN I FIND FURTHER INFORMATION?

Halton Hills Hydro Inc.	519-853-3701 or 905-453-2222	www.haltonhillshydro.com
Ontario Energy Board	1-800-632-6273	www.oeb.gov.on.ca
Ministry of Energy, Science and Technology	1-877-818-2900	www.est.gov.on.ca
The Energy Shop	1-877-331-1141	www.energystore.com

CUSTOMER'S RIGHTS AND RESPONSIBILITIES

Over the next few months we will experience tremendous changes within the electricity industry. **Halton Hills Hydro Inc.** is committed to ensuring that you are continuously updated on the future of your utility.

Be a *Smart Shopper* ... when an electricity retailer shows up at your door, make an informed decision.

Customer's Rights

A strict code of conduct for electricity retailers has been implemented by the Ontario Energy Board to ensure that consumers are protected. Before signing anything, know your rights and ask for more information if you're unsure.

The following information explains your rights as an electricity consumer:

- Retailers must present, if requested, photo ID including the salesman's name, name of the firm represented and the retail license number.
- The retailer must provide you with a copy of the contract at the time the agreement is signed.
- The contract must indicate the period of the contract and the conditions and terms for renewal of the contract.
- A contract signed with an unlicensed retailer is not valid unless you choose to reconfirm it in writing, once their license has been granted.
- All retailers must participate in an independent complaint resolution process to ensure consumers are treated fairly.

- The contract must state how to complain or make an inquiry, how the contract may be terminated, whether the contract can be transferred or assigned to another electricity retailer.
- A contract must not be longer than five (5) years.
- The contract must specify the price and terms of payment, including deposits; late payment charges; exit fees; the nature and amount of any other charges related to the contract.
- Before the contract is signed, the retailer must disclose the system-wide electricity supply mix by presenting the customer with an Electricity Facts label. If the retailer makes a specific claim about the electricity supply being sold, the retailer must also disclose the electricity supply mix of that product.

When should you expect a knock at your door

Licensed electricity retailers will be allowed to start competing to sell power to consumers once they have received their license. Although consumers will be able to sign up with a new company, delivery of the new service cannot begin until the opening of the market in May 2001.

Take your time and make an informed decision. Remember, there is no deadline for making a decision to choose an electricity supplier.

Can a contract be cancelled once it has been signed?

Once a contract has been signed, it may be cancelled providing the customer gives notice in writing within ten (10) days of signing.

Consumers should shop around and compare offers before deciding whether or not it is beneficial to contract with a licensed electricity retailer or to stay with their current electricity supplier.

Can I be transferred to a new supplier without my knowledge or approval?

The offer must clearly state whether your contract can be transferred to another electricity retailer. If your contract is transferred to another retailer, you must be notified of the new retailer's name and contact details within thirty (30) days of the transfer.

The Ontario Energy Board has the authority to investigate retailers, cancel or suspend licenses, and shut down retailers who operate illegally.

What happens if a retailer cannot fulfill its contractual obligation? Will my power be interrupted?

No. **Halton Hills Hydro Inc.** will continue to supply electricity to your home or business, at the spot market price.

Customers who do not wish to sign with a retailer may continue to receive their electricity supply from the local utility, Halton Hills Hydro Inc.

If you have any questions or concerns, please contact:

HALTON HILLS HYDRO INC.

Customer Care Department

(519) 853-3701