



43 Alice St. Acton, ON L7J 2A9

BILLING ENQUIRIES: 519-853-3701

GENERAL ENQUIRIES: 519-853-3700

OUTLYING AREAS: 905-453-2222

FAX: 519-853-2621

OFFICE HOURS: 8:30 AM - 4:30 PM MONDAY - FRIDAY

WEBSITE: www.haltonhillshydro.com

Halton Hills Hydro Update

Electricity/Distribution Rate Change

The new Regulated Price Plan (RPP) prices have changed for the spring/summer dates May 1st, 2009 to October 31st, 2009. This amount is reflected on the "Electricity" line on the bill.

Standard Supply consumers (those not signed with a retailer) will pay:

- 5.7 cents per kilowatt hour (kWh) for energy used up to 600 kWh per month
- 6.6 cents per kWh above 600 kWh per month

The threshold for non-residential consumers who are eligible for RPP stays at 750 kWh throughout the year.

SCHEDULE OF ELECTRICITY RATES

(Effective for electricity consumed after May 1, 2009)

Customer Class (Standard Supply Customer)	Residential	General Service <50kW	General Service 50kW to 999kW	General Service 1,000kW to 4,999kW	Sentinel Lights
Electricity Charges	\$0.057/kWh Balance \$0.066/kWh	\$0.057/kWh Balance \$0.066/kWh	Average or Hourly Spot Market Price/kWh	Hourly Spot Market Price/kWh	\$0.057/kWh Balance \$0.066/kWh
Delivery Charges					
Monthly Service Charge	\$13.94/month	\$29.26/month	\$80.35/month	\$187.55/month	\$2.10/month
Distribution Charge	\$0.01360/kWh	\$0.0102/kWh	\$4.0038/kW	\$4.3945/kW	\$8.3905/kW
Transmission Network Charge	\$0.0042/kWh	\$0.0038/kWh	\$1.6553/kW	\$1.6553/kW	\$1.1813/kW
Transmission Connection Charge	\$0.0038/kWh	\$0.0035/kWh	\$1.5081/kW	\$1.5081/kW	\$1.0857/kW
Regulatory Charges					
Standard Supply Charge	\$0.25/month	\$0.25/month	\$0.25/month	\$0.25/month	\$0.25/month
Market Service Charge	\$0.0065/kWh	\$0.0065/kWh	\$0.0065/kWh	\$0.0065/kWh	\$0.0065/kWh
Debt Retirement Charge	\$0.007/kWh	\$0.007/kWh	\$0.007/kWh	\$0.007/kWh	\$0.007/kWh
Adjustment Factor	4.99%	4.99%	4.99%	4.99%	4.99%

Are you considering an Electricity Contract with a Retailer?

1. Know your rights when approached by sales agents at your home.

- Agents must identify themselves and show ID with their name, the company they represent and their license number.
- Agents must always leave you with their business card and, if you ask, a copy of materials presented at the door.
- You **DO NOT** need to show your bill until you are ready to sign a contract.
- Do not rush or feel pressured into making a decision. It is up to you how your electricity is supplied.
- If you do not sign, you are still supplied electricity by Halton Hills Hydro.

2. Read any contract and before agreeing to it, make sure you understand it.

- question the term and the amount of any cancellation penalty before you sign.

3. Keep a paper trail.

4. Be informed.

5. Compare prices - electricity retailers must state the price and number of years in your contract.

- historical utility prices can be accessed on Ontario Energy Board website, www.oeb.gov.on.ca

PLEASE NOTE: Halton Hills Hydro does not come to your door asking to see your bill. We will only come to your door to get an inside meter reading or to inform you that your meter is being exchanged.



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Halton Hills Hydro On-Line Customer Account Inquiry:

Halton Hills Hydro is pleased to offer its customers this convenient and quick way to access account history. It provides up-to-date account information for your metered services.

To register, all you require is your account number, your current bill date, and a valid e-mail address. You can find your account number on your statement.

Once you have your account number and current bill date, you can access the "Login" page on our website at www.haltonhillshydro.com. Simply key in your account number and bill date. Your PIN can be 3 to 10 characters long and can contain both letters and numbers. You will be required to enter a valid e-mail address. Once you have entered all of the requested information, press "SUBMIT". A thank you screen will appear and a confirmation e-mail will be sent to the e-mail address provided. You must click the link provided in your confirmation e-mail to complete the registration process.

Options for Buying Your Electricity:

You have the option of buying the electricity you use in one of three ways. This is where you, the consumer, can make a choice.

One way is through the **Regulated Price Plan**, where you are charged a regulated price per kilowatt hour (kWh) by your utility for the electricity that you use. Another way is through an **electricity retailer**, where you pay the price per kWh as agreed upon by you and the retailer in the contract you sign. A third way, only available if you have an interval meter, is through **spot market pricing**, where you pay actual wholesale market prices for electricity which change every hour.

Fact sheets on these options and other topics can be found on the OEB's website at www.oeb.gov.on.ca.

What is the RPP Settlement?

The RPP Settlement is a one-time charge or credit that will appear on your electricity bill if you leave the Regulated Price Plan under any of the four circumstances described below.

- *Signing a contract with an electricity retailer;*
- *Cancelling your account and moving outside of Ontario;*
- *Buying electricity through spot market pricing, in which you pay the actual wholesale market prices which change every hour of each day (this option is only available for a limited number of consumers who have an interval meter); or*
- *No longer remain eligible for the Regulated Price Plan as set out in Government regulation.*

For more information on the RPP variance settlement and calculation please visit the Ontario Energy Board's website at www.oeb.gov.on.ca.

SPECIFIC SERVICE CHARGES - EFFECTIVE MAY 1, 2009																																																																			
<table border="0"> <tr><td>Arrears Certificate.....</td><td>\$15.00</td></tr> <tr><td>Statement of Account.....</td><td>\$15.00</td></tr> <tr><td>Pulling post dated cheques.....</td><td>\$15.00</td></tr> <tr><td>Duplicate invoice for previous billing.....</td><td>\$15.00</td></tr> <tr><td>Request for other billing information.....</td><td>\$15.00</td></tr> <tr><td>Easement letter.....</td><td>\$15.00</td></tr> <tr><td>Income Tax letter.....</td><td>\$15.00</td></tr> <tr><td>Notification charge.....</td><td>\$15.00</td></tr> <tr><td>Account history.....</td><td>\$15.00</td></tr> <tr><td>Credit reference/Credit check (plus credit agency costs).....</td><td>\$15.00 +</td></tr> <tr><td>Returned Cheque (plus bank charges).....</td><td>\$15.00 +</td></tr> <tr><td>Charge to certify cheque.....</td><td>\$15.00</td></tr> <tr><td>Legal letter charge.....</td><td>\$15.00</td></tr> <tr><td>Account set up charge/change of occupancy charge.....</td><td>\$30.00 +</td></tr> <tr><td>(plus credit agency costs if applicable)</td><td></td></tr> <tr><td>Special meter reads.....</td><td>\$30.00</td></tr> <tr><td>Meter dispute charge.....</td><td>\$30.00 +</td></tr> <tr><td>(plus Measurement Canada fees if meter found correct)</td><td></td></tr> </table>	Arrears Certificate.....	\$15.00	Statement of Account.....	\$15.00	Pulling post dated cheques.....	\$15.00	Duplicate invoice for previous billing.....	\$15.00	Request for other billing information.....	\$15.00	Easement letter.....	\$15.00	Income Tax letter.....	\$15.00	Notification charge.....	\$15.00	Account history.....	\$15.00	Credit reference/Credit check (plus credit agency costs).....	\$15.00 +	Returned Cheque (plus bank charges).....	\$15.00 +	Charge to certify cheque.....	\$15.00	Legal letter charge.....	\$15.00	Account set up charge/change of occupancy charge.....	\$30.00 +	(plus credit agency costs if applicable)		Special meter reads.....	\$30.00	Meter dispute charge.....	\$30.00 +	(plus Measurement Canada fees if meter found correct)		<p>Non-Payment of Account <i>Late Payment Hydro - per month 1.50% (19.56% per annum compounded)</i></p> <table border="1"> <tr><td>Collection of account charge - no disconnection.....</td><td>\$30.00</td></tr> <tr><td>Collection of account charge - no disconnection (after regular hours).....</td><td>\$165.00</td></tr> <tr><td>Disconnect/Reconnect at meter (during regular hours).....</td><td>\$65.00</td></tr> <tr><td>Disconnect/Reconnect at meter (after regular hours).....</td><td>\$185.00</td></tr> <tr><td>Disconnect/Reconnect at pole (during regular hours).....</td><td>\$185.00</td></tr> <tr><td>Disconnect/Reconnect at pole (after regular hours).....</td><td>\$415.00</td></tr> <tr><td>Install/Remove load control device (during regular hours).....</td><td>\$65.00</td></tr> <tr><td>Install/Remove load control device (after regular hours).....</td><td>\$185.00</td></tr> <tr><td>Service Call - customer owned equipment (during regular hours).....</td><td>\$30.00</td></tr> <tr><td>Service Call - customer owned equipment (after regular hours).....</td><td>\$165.00</td></tr> <tr><td>Interval Meter charge.....</td><td>\$20.00</td></tr> <tr><td>Temporary service install & remove - overhead (no transformer).....</td><td>\$500.00</td></tr> <tr><td>Temporary service install & remove - underground (no transformer).....</td><td>\$300.00</td></tr> <tr><td>Temporary service install & remove - overhead (with transformer).....</td><td>\$1,000.00</td></tr> <tr><td>Specific Charge for Access to the Power Poles (\$/pole/year).....</td><td>\$22.35</td></tr> </table> <p style="text-align: center;"><i>+ additional external fees may apply</i></p>	Collection of account charge - no disconnection.....	\$30.00	Collection of account charge - no disconnection (after regular hours).....	\$165.00	Disconnect/Reconnect at meter (during regular hours).....	\$65.00	Disconnect/Reconnect at meter (after regular hours).....	\$185.00	Disconnect/Reconnect at pole (during regular hours).....	\$185.00	Disconnect/Reconnect at pole (after regular hours).....	\$415.00	Install/Remove load control device (during regular hours).....	\$65.00	Install/Remove load control device (after regular hours).....	\$185.00	Service Call - customer owned equipment (during regular hours).....	\$30.00	Service Call - customer owned equipment (after regular hours).....	\$165.00	Interval Meter charge.....	\$20.00	Temporary service install & remove - overhead (no transformer).....	\$500.00	Temporary service install & remove - underground (no transformer).....	\$300.00	Temporary service install & remove - overhead (with transformer).....	\$1,000.00	Specific Charge for Access to the Power Poles (\$/pole/year).....	\$22.35
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<p>Allowances</p> <p>Transformer Allowance for Ownership - per kW of billing demand/month \$(0.50)</p> <p>Primary Metering Allowance for transformer losses - applied to measured demand and energy % (1.00)</p>	<p>Adjustment Factors</p> <p>Total Loss Factor - Secondary Metered Customer 1.0499</p> <p>Total Loss Factor - Primary Metered Customer 1.0395</p>																																																																		

Halton Hills Hydro Inc. will continue to be a source of information and support to all customers. Call our Customer Care department at 905-453-2222 or 519-853-3701 during office hours for further information, or log on to our website at www.haltonhillshydro.com.

- If you would like to know more about the changes taking place in the electricity sector and how it affects you, visit the website of the Ministry of Energy and Infrastructure at www.mei.gov.on.ca or by phone at 1-888-668-4636.
- The Ontario Energy Board regulates Ontario's electricity sector. The OEB Customer Information Centre can be reached by e-mail using "Contact Us" on the OEB website www.oeb.gov.on.ca or by phone at 1-877-632-2727.
- The Independent Electricity System Operator (IESO) Help Centre is also available to provide more information about the market at 1-888-448-7777 or e-mail helpcentre@ieso.ca.