



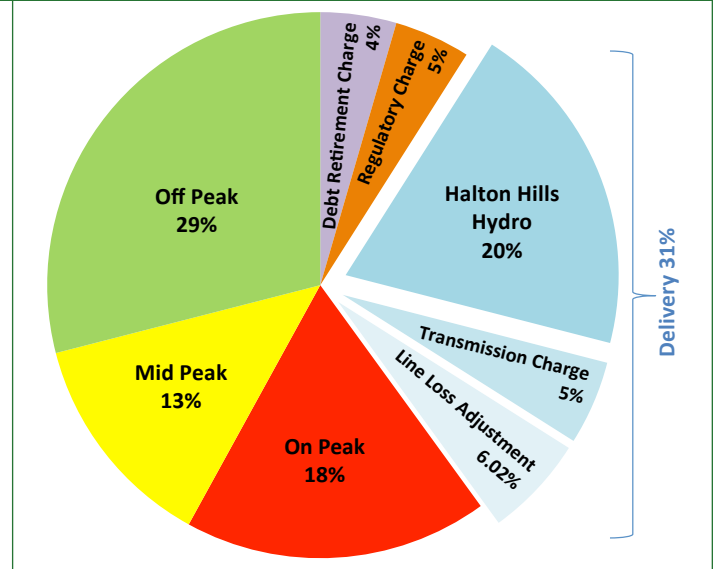
Understanding Your Electricity Charges

Did you know that Halton Hills Hydro only keeps about 20% of your electricity bill? Our charges are part of the Delivery line.

The largest part of your bill - about 60% - is the cost of the electricity you use. This is billed as Time-of-Use for most customers. Customers who do not pay Time-of-Use also see the Global Adjustment as a separate line item.

The Regulatory Charge, Debt Retirement Charge and Transmission Charge each make up about 4.5% of the bill.

The remaining 6.02% is the adjustment factor for system losses. Visit www.ontarioenergyboard.ca to learn more about electricity prices.



Getting to Know your Local Utility

We are **Community**

We are Community represents our mission statement: To provide Halton Hills with electricity distribution excellence in a safe and reliable manner.

We are **Reliability**

Reliability is about more than just keeping the lights on. Reliability is helping our customers the first time they call, providing our customers with the tools and information they need to understand their energy bills and power usage as well as providing timely updates on power outages and restoration efforts.

We are **Conservation**

Promoting energy conservation is a key objective for Halton Hills Hydro. We provide our customers with the tools and information they need to make wise energy choices. We promote the provincial saveONenergy initiatives and offer the full suite of programs in our community.

Did you know? Up to 60% of your annual electricity costs go toward heating and cooling your home

- Receive \$250 for installing an Energy Star qualified central air conditioner - or -
- Install an even more efficient CEE "Tier 2" level system to receive \$400
- Upgrade your heating system at the same time and receive an additional \$250
- Plus, you'll save up to \$325 every year in energy costs

Visit

haltonhillshydro.saveonenergy.ca

to learn more about the heating and cooling program and for more energy saving tips!

KEEP YOUR COOL.

Install or upgrade to a new energy efficient AC unit and receive **UP TO \$400** through the heating and cooling program.



saveONenergy
FOR HOME

It's Easy Being Green - When you sign up for e-Billing!

- Go Paperless
- Access your bills anytime you want
- View/print old bills
- Receive an e-mail notification when your bill is ready to view
- See all of your bills on our website
- View your detailed energy use online

Sign up by visiting our website haltonhillshydro.com or by calling our office at 519-853-3701



Have you changed your phone number recently?

Be sure to let us know! We need your updated contact information should we ever need to contact you.

You can update your phone number by signing in to AccountOnline and selecting Edit Account.

Or, you can call our office at 519-853-3701.



Planting a tree? Building a deck or building a fence?

Make sure you have your utilities located before you dig. Call or submit a request online one week prior to digging.

Always call before you dig!

1-800-400-2255 or

www.on1call.com



Scam Alert! Know Who You're Dealing With!

In recent months, there have been a number of scams targeting utility customers.

Telephone scams have involved a caller posing as a utility official threatening to cut off electricity if residents don't immediately pay through wire transfer or pre-paid credit card.

Halton Hills Hydro never asks for payment via pre-paid credit card or wire transfer. Do not agree to make payment and do not give out personal information. If you receive a suspicious call, hang up immediately. If you have questions about your account, call our office at 519-853-3701.

Door-to-door scams have involved individuals requesting access to home heating equipment, plumbing or other equipment in the home.

If you did not request a service call, do not let the person into your home. Always ask for picture ID and never provide any personal information.

You can report scams to police or the Canadian Anti-Fraud Centre at 1-888-495-8501 or info@antifraudcentre.ca. You can also call our office at 519-853-3701.