



Providing Halton Hills with electricity distribution  
excellence in a safe and reliable manner



# Customer Updates

## Monthly Billing is starting in March/April, 2016

### Why are we switching to Monthly Billing?

In early 2015, the Ontario Energy Board announced a plan for all electrical utilities in the province to move to monthly billing by the end of 2016. The goal of this change is to help customers better understand their energy habits, encourage conservation and manage their costs.

#### Go Paperless, Go Green

With eBilling, you receive your bill electronically.

- ✓ View up to two years of bills online.
- ✓ All of our bill inserts are posted online.
- ✓ Save paper and never miss a bill again.
- ✓ Sign up by visiting the Account Online section of our website and selecting "Register New User" or by calling our office.

#### Water Billing Remains Bi-Monthly

We bill water charges on behalf of Halton Region. The change to monthly billing will impact how you see electricity and water charges on your invoice:

- Electricity will be billed each month; and
- Water will continue to be billed every two months for our Residential customers

*For example:* If your March bill only includes monthly electricity charges, your April bill would cover both monthly electricity and bi-monthly water charges.

#### Get Ready for Monthly Billing...

- Your first one month bill will be in either March or April, depending on where you live and our billing schedule.
- You will receive 12 bills a year, each covering approximately one month's energy consumption. You will need to make 12 monthly payments.
- If you are on our Equal Payment Plan, there will be no change to your monthly payments.
- If you pay by pre-authorized payment, you will have the full bill amount automatically withdrawn from your bank account on the due date of the bill **each month**.
  - Sign up for pre-authorized payments - no more stamps or cheques to write.
- Sign up for e-Billing to receive your bill electronically:
  - Help us save paper and never miss a bill.
  - Receive an e-mail when your bill is ready.
  - View your past two years of bills online anytime.

## Payment Options

Halton Hills Hydro is pleased to offer a number of convenient options for paying your bill:

### Pre-Authorized Payments

Pre-Authorized payment makes paying your bill easy. Your bill amount will be automatically withdrawn from your financial institution on the due date.

### Equal Payment Plan

Spread your payments over 12 equal monthly payments with our Equal Payment Plan option. We average your annual charges into 12 equal payments withdrawn from your financial institution on the same day each month.

### Online Payment

You can pay online through most financial institutions or by credit card through our website (a processing fee applies).

### Payment by Mail

Please allow three to five days for your payment to reach us.

### Payment Depots

Acton:

Halton Hills Hydro Office, 43 Alice St., Acton.  
Office Hours: M-F 8:30am-4:30pm

Pay by cash, cheque, debit or credit card.

Georgetown:



Young's Pharmacy & Homecare  
47 Main Street South, Georgetown  
Hours: M-F 9am-9pm, Sat. 9am-6pm  
Sun. 11am-4pm. Closed on statutory holidays.  
Pay by cash, cheque or debit card.

## AccountOnline

- ✓ View your energy use online.
- ✓ See your energy patterns by hour, by day, or by month.
- ✓ Compare your energy use to prior periods.
- ✓ See the impact weather has on your bills.
- ✓ Access from your mobile device.
- ✓ View your past bills and payment history.
- ✓ Easy to use and easy to sign up.

Here's what you need to sign up:

- ✓ Your Account Number
- ✓ Your last Bill Date
- ✓ Go to *haltonhillshydro.com* :
  - Select AccountOnline
  - Follow the online instructions



## Time of Use Holiday Calendar

OFF Peak rates are in effect all day on the following statutory holidays in 2016:

Friday, January 1	New Year's Day
Monday, February 15	Family Day
Friday, March 25	Good Friday
Monday, May 23	Victoria Day
Friday, July 1	Canada Day
Monday, August 1	Civic Holiday
Monday, September 5	Labour Day
Monday, October 10	Thanksgiving Day
Monday, December 26	Christmas Day
Tuesday, December 27	Boxing Day