

## GLOSSARY OF TERMS

**ELECTRICITY:** This is the cost of electricity supplied to you during this billing period and is the part of the bill that is subject to competition. The electricity consumed is multiplied by the adjustment factor.\* Halton Hills Hydro collects this money and pays this amount directly to our suppliers.

\*When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business. The adjustment factor accounts for these losses.

**DELIVERY:** These are the costs of delivering electricity from generating stations across the Province to Halton Hills Hydro and then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems. A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use.

**REGULATORY CHARGES:** Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid and includes the costs associated with funding Ministry of Energy and infrastructure conservation and renewable energy programs.

**DEBT RETIREMENT CHARGE:** The debt retirement charge pays down the former Ontario Hydro debt.

**GLOBAL ADJUSTMENT:** The price of generation in Ontario is set by a competitive market. Certain generators receive payments through regulation or contract that differ from the market price. Your portion of the net adjustment arising from these different payments is now included on your bill as the Global Adjustment.

<sup>1</sup> **ONTARIO CLEAN ENERGY BENEFIT:** Ontario Clean Energy Benefit takes 10% off the cost of up to 3,000 kWh/month of electricity use. Some exceptions apply, please see Ontario.ca/OCEB or 1-888-668-4636. To learn more about how Ontario is building a strong, clean electricity system, visit Ontario.ca/energyplan.

NOTE: For a detailed explanation of electricity terms, please visit [www.haltonhillshydro.com](http://www.haltonhillshydro.com) or [www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca)

**WATER AND WASTEWATER:** For billing and collection inquiries please contact Halton Hills Hydro. Other inquiries concerning water and wastewater can be directed to Halton Region at (905) 825-6000 or Toll Free at 1-866-442-5866 (1-866-4HALTON).

**PAYMENTS:** May be made at 43 Alice Street, Acton  
Monday - Friday 8:30 am - 4:30 pm, excluding holidays

- For your convenience, we also have a Night Deposit Box, located next to our main doors. Halton Hills Hydro WILL NOT be responsible for cash payments placed in the night deposit box.

Bills can also be paid at most Financial Institutions. A service fee may apply. Payment may be made, no charge, at:

- TD Canada Trust  
252 Queen Street  
Acton
- Guardian Drug Store  
47 Main Street South  
Georgetown

**ARREARS:** Current bills are due and payable in full by the due date shown. "Due Date" refers to the current bill only. Items appearing as a Balance Forward are due immediately and are subject to collection.

Overdue interest will be applied to unpaid balances on hydro charges at a rate of 1.5% compounded monthly and water charges at a rate of 2.0%.

## Conservation Message

November 1, 2012 the Ontario Energy Board (OEB) announced price changes. The Regulated Price Plan (RPP) rates changed for residential and small commercial consumers. Details for RPP and Time of Use (TOU) rates are posted on the enclosed insert. For energy tips or price comparison details, visit our website or the OEB.

## System-Wide Electricity Supply Mix (2011)

- Water Power - 22.2 per cent
- Alternative Power Sources - 3.4 per cent
- Nuclear Energy - 56.9 per cent
- Natural Gas - 14.7 per cent
- Coal or Oil - 2.7 per cent

## Halton Region Message Center

Visit [www.halton.ca/airquality](http://www.halton.ca/airquality) to learn more about air quality, climate change and our new children's books, Wings & Thingamajigs and A Farewell to Featherwagons.

## AFTER HOURS EMERGENCY call (855) 226-4173

### BILLING AND COLLECTIONS ENQUIRIES:

Halton Hills Hydro (519) 853-3701 / (905) 453-2222  
Monday - Friday 8:30am - 4:30 pm, excluding holidays

### ELECTRICAL SERVICE LAYOUTS:

Call Halton Hills Hydro at 519-853-3700 Ext. 213 (If you are upgrading or changing service or installing a new service.)

### ELECTRICAL SERVICE LOCATE:

Call Halton Hills Hydro at 519-853-3700 Ext. 253 (Locates are free and help ensure excavation is done in a safer manner.)

### ELECTRICAL INSPECTIONS:

Call Electrical Safety Authority at 1-877-372-7233

**E-BILLING:** option is available to receive an email notification of when each bill is ready for viewing instead of receiving a printed bill in the mail.

#### Advantages:

- Convenient: access all your bills, payments and account history 24/7
- Reduced paper - environmentally friendly and reduces your need for filing and storage

**PRE-AUTHORIZED PAYMENT:** Payments are debited from your bank account on the due date. To sign up, or for more information, please visit our website or contact our office.

**EQUAL PAYMENT PLAN:** (Only available to Residential customers) Equal amounts will be automatically deducted from your bank account on the 1st or 15th of each month. Payments will be reviewed periodically and adjusted accordingly. You will still receive your statement showing the amount of the equal payments, the date of automatic deduction, and the balance of your account.