



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



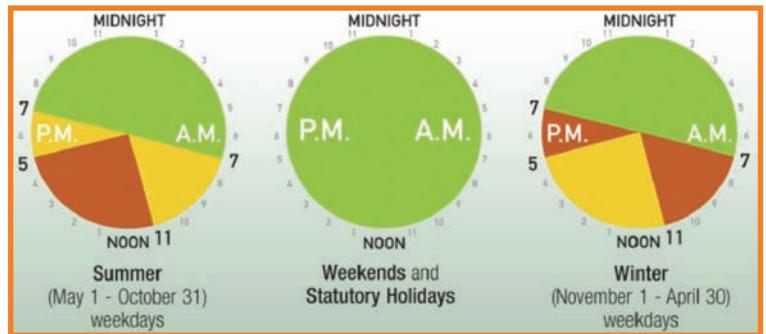
# Customer Updates

## November 1<sup>st</sup> Time of Use Rates Winter Time of Use Schedule starts November 1<sup>st</sup>.

New Time of Use Rates effective November 1<sup>st</sup>, 2015.

Off-Peak	\$0.083 /kWh
Mid-Peak	\$0.128 /kWh
On-Peak	\$0.175 /kWh

If you have a contract with an electricity retailer, you pay their price instead. There are some classes of customers who, based on regulation, pay a two-tier rate. Visit [www.haltonhillshydro.com](http://www.haltonhillshydro.com) for details.



## NEW ONTARIO ELECTRICITY SUPPORT PROGRAM

The Ontario Electricity Support Program helps reduce electricity bills for low-income households with a monthly on-bill credit.

The amount of the credit will depend on how many people live in your house and your combined household income. Find out if you are eligible and how to apply.

**THERE'S HELP FOR LOW-INCOME HOUSEHOLDS**

[OntarioElectricitySupport.ca](http://OntarioElectricitySupport.ca) / 1-855-831-8151 (toll-free within Ontario)

**New Program starting January 1, 2016. Apply Now.**

# MONTHLY BILLING IS COMING IN 2016.



## We're moving to monthly billing in early 2016.

Customers who currently receive a bill every two months will start to receive their bills every month in early 2016. This means you will receive 12 bills a year, each representing approximately one month's energy consumption.

If you are a pre-authorized payment customer, you will have 12 automatic payments per year instead of 6. If you are an Equal Payment Plan Customer, there will be no change to your monthly payment amount.

Go Green! Sign up for E-Billing and help us save paper! Visit [haltonhillshydro.com](http://haltonhillshydro.com) to learn more.

## Changes to the Debt Retirement Charge starting January 1, 2016.

### *What is the Debt Retirement Charge?*

The Debt Retirement Charge pays down the former Ontario Hydro debt.

### *What's Changing?*

As part of its commitment to reduce electricity cost pressures, the Ontario government is removing the Debt Retirement Charge (DRC) from residential users' bills for electricity used after December 31, 2015. Residential consumers do not need to do anything to receive the exemption.

Bulk metered multi-unit residential complexes are eligible for an exemption from the DRC for the first 1,500 kWh per month per eligible residential unit.

Bulk metered multi-unit residential complexes are required to complete a self-declaration form as soon as possible to claim their exemption. Visit our website for a copy of the declaration form:

<http://haltonhillshydro.com/index.php/business/debt-retirement-charge/>

or call our office at 519-853-3701.

Please visit [ontario.ca/drc](http://ontario.ca/drc) for more information on the DRC exemption or call the Ministry of Finance at 1 866 ONT-TAXS (1-866-668-8297).

## *How are we doing?*

Halton Hills Hydro's 2014 Scorecard is available on our website. Visit [HaltonHillsHydro.com](http://HaltonHillsHydro.com) to see our results.

This document highlights our performance in a number of key categories such as Service Quality, Customer Satisfaction, Safety and Reliability, Asset Management, and Cost Control. We have met or exceeded our targets in every one of these areas. **Did you know?** Our Customer Care agents responded to 27,285 calls from customers in 2014. We issued 145,000 bills and achieved an accuracy rate of 99.95%

We are proud of our results in 2014 and continue to strive to meet or exceed our targets in all areas of our business.