

## **Undertaking J2.2:**

**To advise how activities associated with the billing and collection of electricity bills are different from the water side.**

### **Response**

Electricity billing in the Province of Ontario is extremely complicated. Some of the areas that add to this complexity are:

- Options for buying electricity

Using electricity is as simple as turning on a switch, but how electricity is produced, transmitted and eventually supplied to the consumer is quite complex. There are three options for buying electricity, the "Regulated Price Plan", buying from an "Electricity Retailer", or buying on the "Spot Market". Each of these options is unique in its own way and each comes with a number of considerations that must be carefully explained to the customer without unduly influencing them in making their choice.

- Commodity pricing (NSLS, WASP, HOEP)

In addition to selecting an option for buying electricity, the actual calculation of the commodity price varies depending on the characteristics of the account. Large users (greater than 250,000 kWh per year), are required to purchase electricity on the "Spot Market", however if you are a municipality, university, school or hospital or can opt for the "Regulated Price Plan". If you are a large user with an interval meter installed, than your commodity price will be based on the hourly Ontario electricity price (HOEP). If you are a large user with a regular register meter installed, than your commodity price will be based on the weighted average hourly spot price (WASP), utilizing the utilities net system load shape (NSLS). The NSLS takes out all interval meter consumption, leaving a load shape for all register meters to be matched with the HOEP so the customer can effectively be billed on the "Spot Market".

- Multiple rate categories

The rules as set out by the Ontario Energy Board (OEB) continue to evolve and in order to comply with these rules, multiple rate categories have been created. i.e. Residential, GS<50, GS>50, Designated GS>50, Eligible Consumer, Interval, Designated Interval, and more.

- Provincial benefit

The Provincial Benefit is a credit or a charge and represents the difference between government regulated and contract prices for electricity paid to certain generators and the market prices they would have received had they not been subject to government regulation or contracts.

- Rebates

Rebates are introduced by the OEB from time-to-time. A rebate currently in effect is the OPG Rebate. The Ontario Government placed a cap on the amount paid to certain generation facilities owned by Ontario Power Generation (OPG). Consumers will receive a rebate for any revenues from those facilities exceeding an average price of 4.7 cents/kWh in 2007-08. On May 1, 2008, the revenue cap increased to 4.8 cents/kWh for the subsequent 12 month period. An estimate of the OPG rebate is included in the Regulated Price Plan prices. Consumers that leave RPP and sign a retail contract will receive the OPG rebate, if any, on a quarterly basis. The total rebate amount is calculated using only the electricity used after leaving RPP.

- Delivery charges

This charge is made up of the following components, which have been approved by the OEB for each utility:

- Distribution Costs: The costs the utility incurs delivering electricity to your home or business. Distribution costs include:
  - ❖ Customer Service Charge: The utility's administrative costs, such as meter reading, billing, customer service and maintenance of accounts. It is a fixed cost – it does not change with the amount of electricity used
  - ❖ Distribution Charge: The costs involved to deliver electricity from the local utility to a home or business. It includes the cost to design, build and maintain overhead and underground distribution lines, poles, stations and local transformers, and operate the local system. The distribution charge varies with the amount of electricity used.
- Transmission Costs: The costs to deliver electricity from generating stations to your utility along the high voltage transmission system owned by Hydro One Networks. Transmission costs vary with the amount of electricity used. Transmission costs include:
  - ❖ Network Service Charge: The cost to deliver electricity from generating stations to the local utility through Hydro One's transmission system.
  - ❖ Line and Transformation Connection Service Charge: The costs the local utility incurs to connect to Hydro One's transmission lines, as well as the cost to transform electricity from the high voltages used in the bulk transmission system to the lower "distribution voltages" used by the local utility.

- Regulatory charges

This charge is made up of the following components, which are approved by the OEB:

- Wholesale Market Service Charge: This charge of 0.62 cents per kWh covers the cost of services provided by the Independent Electricity System Operator (IESO). The IESO operates Ontario's competitive electricity market, where electricity is bought and sold. This charge

also includes a 0.1 cent per kWh charge for Rural and remote rate protection, which all customers pay to offset the higher cost to distribute electricity to consumers in rural or remote areas of Ontario.

- Standard Supply Service Charge: This charge of 25 cents per month covers administrative costs incurred by the utility to provide electricity to Standard Supply Service customers – consumers who purchase electricity from a utility instead of from a licensed electricity retailer. This is primarily consumers on the Regulated Price Plan.
- Debt retirement charges

This charge of 0.7 cents per kWh has been set by the Ontario Ministry of Finance to pay down the residual stranded debt of the former Ontario Hydro.

LDC's looking for a Customer Information System are required to create a very detailed requirements document in order to ensure that prospective systems are capable of meeting the myriad of complex requirements.

The table below comes from a typical combined electric and water bill:

Tran Date	Tran Code	Amount	Supplier	Rate
2009/06/11 0:00	N) LDC Consol Bill Ready(RNLE)	\$147.64	UNIVERSAL POWER	0
2009/06/26 0:00	N)Retailer Owes True COP(RNLA)	\$36.05	UNIVERSAL POWER	0.02505
2009/06/26 0:00	N) Settlement True COP(RNLU)	\$13.22		0.02505
2009/06/26 0:00	Provincial Benefit	\$49.97	UNIVERSAL POWER	0.03472
2009/06/26 0:00	N) Settlement True COP(RNLU)	\$22.83		0.02505
2009/06/26 0:00	RS Variable Distribution	\$15.54	UNIVERSAL POWER	0.0114
2009/06/26 0:00	RS Debt Retirement Charge	\$9.54	UNIVERSAL POWER	0.007
2009/06/26 0:00	RS Rural Rate Assistance	\$1.44	UNIVERSAL POWER	0.001
2009/06/26 0:00	RS Var Dist'n - Low Voltage	\$0.14	UNIVERSAL POWER	0.0001
2009/06/26 0:00	RS Wholesale Market Service	\$7.48	UNIVERSAL POWER	0.0052
2009/06/26 0:00	RS Transmission Network Servi	\$6.05	UNIVERSAL POWER	0.0042
2009/06/26 0:00	RS Transmission Connection Se	\$4.75	UNIVERSAL POWER	0.0033
2009/06/26 0:00	RS Service Charge	\$29.60	UNIVERSAL POWER	0
2009/06/26 0:00	RS Service Chg - Smart Mtrs	\$0.54	UNIVERSAL POWER	0
2009/06/26 0:00	CDM 2009 Rates (3 yrs)	\$0.69	UNIVERSAL POWER	0.0008
2009/06/26 0:00	GST (Retailer)	\$1.80	UNIVERSAL POWER	0
2009/06/26 0:00	GST Transfer to Retailer	\$1.80		0
2009/06/26 0:00	Goods & Services Tax - Wiresco	\$13.67	UNIVERSAL POWER	0
2009/06/26 0:00	N) Settlement DCBR Line	-\$147.64		0
2009/06/26 0:00	Water - Residential	\$22.75		0.989
2009/06/26 0:00	Water Residential Serv. Charge	\$28.74		0
2009/06/26 0:00	Wastewater - Residential	\$25.55		1.111
2009/06/26 0:00	Wastewater - Res. Serv. Chrg	\$32.28		0

Water billing in Sudbury is extremely simple. There is one (1) consumption rate for all customers, \$0.989 per cubic metre, and there is one (1) service charge based on the size of the meter. The wastewater calculation is equally simple; it is 112.3% of the water charges.

The level of complexity associated with electricity billing is also carried forward to the Call Center. While the customer receives a condensed version of the transactions above on their bill, Customer Service Representatives are called upon to explain how the charges are calculated and identify where the dollars come from based on consumption. This task is considerably easier for water billing. To highlight the impact of this statement, attached are some sample documents from the OEB website describing some of the above transactions:



Your Electricity  
Bill.PDF



Your Options for  
Buying Electricity.PDF



RPP  
Consumer\_Retailer C



rpp\_tou\_ple.pdf



**Ontario Energy Board**

# Your Electricity Bill

## Common charges on all bills

Whether you buy your electricity from a local utility at a regulated rate or from an independent electricity retailer, your electricity bill each month contains a number of charges including:

Term	Description
<b>Electricity</b>	<p>This charge relates to the energy you consume. This can either be provided by a regulated provider (i.e., local utility) or an electricity retailer.</p> <p>The total amount of electricity consumed is multiplied by an adjustment factor. When electricity is transmitted over power lines, a small amount of that electricity is lost naturally, as heat. (The transmission equipment, such as wires and transformers, consumes this power before it gets to your home or business.) Your local utility must purchase power to cover these losses. It collects the cost of this power from consumers through the adjustment factor and passes the amount directly to its suppliers.</p>
<b>Delivery</b>	<p>This charge is made up of the following components, which are approved by the Ontario Energy Board for each utility:</p> <p><b>DISTRIBUTION COSTS:</b> The costs your utility incurs delivering electricity to your home or business. Distribution costs include:</p> <ul style="list-style-type: none"> <li>○ <b>Customer Service Charge:</b> The utility's administrative costs, such as meter reading, billing, customer service and maintenance of accounts. It is a fixed cost – it does not change with the amount of electricity used, that varies from utility to utility.</li> <li>○ <b>Distribution Charge:</b> The costs involved to deliver electricity from the local utility to your home or business. It includes the cost to design, build and maintain overhead and underground distribution lines, poles, stations and local transformers, and operate local systems. The distribution charge varies with the amount of electricity used.</li> </ul> <p><b>TRANSMISSION COSTS:</b> The costs to deliver electricity from generating stations to your utility along the high-voltage transmission system (also called the transmission grid) owned by Hydro One Networks Inc. Transmission costs vary with the amount of electricity used. Transmission costs include:</p> <ul style="list-style-type: none"> <li>○ <b>Network Service Charge:</b> The cost to deliver electricity from generating stations to your utility through Hydro One's transmission system.</li> <li>○ <b>Line and Transformation Connection Service Charge:</b> The costs your utility incurs to connect to Hydro One's transmission lines, as well as the cost to transform electricity from the high voltages used in the bulk</li> </ul>

transmission system to the lower "distribution voltages" used by your local utility.

**Regulatory charges**

This charge is made up of the following components, which are approved by the Ontario Energy Board:

**WHOLESALE MARKET SERVICE CHARGE:** This charge of 0.62 cents per kWh covers the cost of services provided by the Independent Electricity System Operator (IESO). The IESO operates Ontario's competitive electricity market, where electricity is bought and sold. This charge also includes a 0.1 cent per kWh charge for Rural and Remote Rate Protection, which all customers pay to offset the higher cost to distribute electricity to consumers in rural and remote areas of Ontario.

**STANDARD SUPPLY SERVICE CHARGE:** This charge of 25 cents per month covers administrative costs incurred by your utility to provide electricity to Standard Supply Service customers - consumers who purchase electricity from a utility instead of from a licensed electricity retailer. This is primarily consumers (e.g., residential) on the Regulated Price Plan.

**Debt-Retirement charge**

This charge of 0.7 cents per kWh has been set by the Ontario Ministry of Finance to pay down the residual stranded debt of the former Ontario Hydro.

## Other items on your bill if you have signed with an electricity retailer

If you have signed a contract with an independent electricity retailer, in addition to the above there will be some other items on your bill. These include:

- **A Provincial Benefit line:** It can be a credit or a charge to you, and is your share of the difference between government regulated and contract prices for electricity paid to certain generators and the market prices they would have received had they not been subject to government regulation or contracts. If you buy electricity under the Regulated Price Plan, an estimate of this amount is already reflected in the stable price for electricity set by the OEB, shown on the "Electricity" line of your bill. If you buy from an electricity retailer, the Provincial Benefit is not included in the contract price offered by the retailer, so on your bill it's shown as a separate item.
- **An OPG Rebate.** The Ontario Government placed a cap on the amount paid to certain generation facilities owned by Ontario Power Generation (OPG). Consumers will receive a rebate for any revenues from those facilities exceeding an average price of 4.7 cents/kWh in 2007-2008. On May 1, 2008, the revenue cap increased to 4.8 cents/kWh for the subsequent 12 month period. An estimate of the OPG rebate is included in the Regulated Price Plan prices. Consumers that leave the Regulated Price Plan and sign a contract with an electricity retailer will receive the OPG Rebate on a quarterly basis. The total rebate amount will be calculated using only the electricity you used after you left the Regulated Price Plan.

## More information

The OEB does not have access to consumers' accounts. For detailed information about your specific electricity bill, you should contact your energy provider directly or visit their Web site.







# Your Options for Buying Electricity

- Option 1. Buying Electricity on the Regulated Price Plan
- Option 2. Buying From an Electricity Retailer
  - Making Sense of Your Bill
  - Returning to the Regulated Price Plan
  - Questions to Ask When Considering a Contract with an Electricity Retailer
- Option 3. Spot Market Pricing
- How Do I Choose?

Electricity powers our daily lives, whether it's for lighting and heating our homes, using a computer or watching television. Using electricity is as simple as turning on a switch, but how electricity is produced, transmitted and eventually supplied to you is quite complex.

Along with most consumers in Ontario, you receive electricity from the distribution utility in your area. It charges you for delivering that electricity to your residence or business and for other costs related to operating and maintaining the hydro wires and system.

While electricity will always be delivered to you by the utility, you have the option of buying the electricity you use in one of three ways:

## Option 1. Buying Electricity on the Regulated Price Plan

The OEB - the agency that regulates our province's electricity and natural gas sectors - has created a Regulated Price Plan (RPP) for consumers that sets out prices per kWh that local electricity utilities charge for electricity use. Along with most consumers served by local utilities, you are automatically part of the Regulated Price Plan unless you choose one of the other options.

There are four key things you need to know about the Regulated Price Plan:

- **The prices you pay for electricity are set by the OEB.**

Actual market prices for electricity are volatile, fluctuating up and down every hour. To smooth this pricing, and to reduce the exposure for you and other consumers from such frequent fluctuations, the OEB created the Regulated Price Plan and sets prices that your utility charges you for the electricity that you use.

The current prices take effect May 1, 2009 and may be adjusted on November 1, 2009. Every six months, the OEB may adjust them as required. This is necessary because, over the long term, the prices you pay for electricity may not be the same as the actual cost of the power you use. If consumers have paid more or less than the actual cost, that difference will be blended into future prices set by the OEB. If you leave the RPP, you will need to settle your Regulated Price Plan account with your utility, since the price you've been paying may not reflect the actual cost of electricity up to that time.
- **The prices you pay are based on a two-price structure.**

When does the higher price kick in? That point is called the price "threshold" which changes twice a year for residential consumers. The threshold for the summer season (May-Oct) threshold is 600 kWh per month and the winter season (Nov-Apr) is 1,000 kWh per month. This allows you to use more electricity at a lower price during the winter months when more electricity is typically needed for heating, light and indoor activities. For non-residential consumers, the price threshold is 750 kWh for all seasons.

- **The Regulated Price Plan applies to only your electricity use.**

Your bill each month contains a number of charges - Electricity, Delivery, Regulatory and Debt Retirement. The Regulated Price Plan only affects the "Electricity" line of your bill - the cost of electricity supplied to you that you actually use for heating, lighting, appliances and so on.

  - **How Much Electricity Do You Use?**

The average residential consumer in Ontario uses under 1,000 kWh of electricity per month. Do you know how much you consume? It's easy to find out. Check the "Electricity" line of your electricity bill – it shows the amount of electricity you used at the lower price and, if applicable, at the higher price.
- **The Regulated Price Plan covers almost all consumers.**

This includes residential consumers, small businesses and other consumers designated by the Ontario government, such as municipalities, schools, universities and hospitals. It does not, however, apply to large commercial or industrial consumers who use over 250,000 kWh per year. You don't have to do anything to "sign up" for the Regulated Price Plan - unless you have chosen another option, you automatically purchase the electricity from your utility and are charged the regulated prices.
- **Learn more about the Regulated Price Plan (RPP):**
  - [Electricity Prices](#)
  - [FAQ: The Regulated Price Plan](#)
  - [FAQ: Time-of-Use Pricing for Smart Meters](#)
  - [Sources of RPP Supply & RPP Supply Cost \(PDF\)](#)

As an electricity consumer in Ontario, you don't have to remain on the Regulated Price Plan. While your electricity utility will always deliver electricity to your household - since it operates and maintains the electricity wires - you can choose to purchase your power from an electricity retailer.

- **The price you pay is set out in your contract with the electricity retailer.**  
The price you pay per kilowatt hour (kWh), as shown on the "Electricity" line of your electricity bill, will be the price stated in the contract you sign. This price is determined by the electricity retailer and is not regulated by the OEB. Usually the price is fixed for a number of years, but it may

change during the term of the contract.

- **Your utility will continue to bill you for other items.**

If you switch to an electricity retailer, there are items on your bill that are still charged to you by the utility. The utility will continue to deliver your electricity and charge amounts for the "Delivery", "Regulatory" and "Debt Retirement Charge" lines on your bill. Your contract with the electricity retailer only affects the "Electricity" line of your bill.

- **You will have to settle your account if you leave the Regulated Price Plan.**

If you switch to an electricity retailer, you will need to settle the Regulated Price Plan account you have with your utility. Why? With the utility, you buy and pay for electricity under the Regulated Price Plan, in which you are charged a stable price (set by the OEB) for the electricity you consume. That price may not reflect what is paid to generators. Eventually the difference needs to be settled:

- For consumers that remain on the Regulated Price Plan, the difference is tracked (in something called a variance account) and incorporated into future Regulated Price Plan prices set by the OEB.
- Consumers that switch to an electricity retailer may either receive a credit or need to pay outstanding charges related to their electricity use while they were on the Regulated Price Plan. **You will be reimbursed if** consumers on the Regulated Price Plan have been paying more for electricity than was paid to generators. **You will need to pay your utility if** these consumers have been paying less than was paid to generators.

This is a one-time charge or credit, called the "RPP Settlement", that will appear on your final bill as a Regulated Price Plan consumer. How can you find out how much you would pay or receive if you were required to 'settle' with your utility? The OEB posts a ¢/kWh value on its Web site. You can estimate the amount you would receive or pay by multiplying this value by your consumption over the most recent 12 months. This ¢/kWh value is called the "Final RPP Variance Settlement Factor" and is updated around the 15th of each month.

- **Learn more about the Regulated Price Plan (RPP) Settlement:**

- [RPP Settlement Chart](#)
- [FAQ: The RPP Settlement](#)

### **Making Sense of Your Bill**

When switching to an electricity retailer, the bill you receive will look a little different. Some of the charges will look exactly the same, such as the "Delivery", "Regulatory" and "Debt Retirement Charge" lines of your bill. Other items will be different. These include:

- **A Provincial Benefit line.** What is the Provincial Benefit? It can be a credit or a charge to you, and is your share of the difference between government regulated and contract prices for electricity paid to certain generators and the market prices they would have received had they not been subject to government regulation or contracts.

If you buy electricity under the Regulated Price Plan, an estimate of this amount is already reflected in the stable price for electricity set by the OEB, shown on the "Electricity" line of your bill. If you buy from an electricity retailer, the Provincial Benefit is **not** included in the contract price

offered by the retailer, so on your bill it's shown as a separate item. By law, the Provincial Benefit applies to you and cannot be transferred to an electricity retailer or any other party.

- An **OPG Rebate**. The Ontario Government placed a cap on the amount paid to certain generation facilities owned by Ontario Power Generation (OPG). Consumers will receive a rebate for any revenues from those facilities exceeding an average price of 4.7 cents/kWh in 2007-08. On May 1, 2008, the revenue cap increased to 4.8 cents/kWh for the subsequent 12 month period. An estimate of the OPG Rebate is included in the Regulated Price Plan prices. Consumers that leave the RPP and sign a retail contract will receive the OPG rebate, if any, on a quarterly basis. The total rebate amount will be calculated using only the electricity you used after you left the RPP.

**You are able to transfer the OPG Rebate to an electricity retailer**, so you should read the contract before signing to see if you keep any OPG Rebate or if it is transferred to the retailer. As a Regulated Price Plan consumer, you do not see the OPG Rebate on your bill because an estimate of this rebate is already reflected in the stable price for electricity set by the OEB, shown on the "Electricity" line of your bill.

### Returning to the Regulated Price Plan

If you sign with an electricity retailer, you are making a commitment to purchase electricity from the retailer for a certain period of time. If you terminate your contract early, you may have to pay a charge. That charge will be specified in your contract with the retailer. If you terminate your retail contract and have not signed another retail contract, you will automatically return to the Regulated Price Plan.

### Questions to Ask When Considering a Contract with an Electricity Retailer

- What is the price being offered?
- How does this compare to the RPP?
- How long is the term of the contract?
- Do you offer contracts that differ in length?
- Will implementation of time-of-use pricing have any impact on my contract?
- What other fees or charges would I be required to pay?
- Would I be transferring the "OPG Rebate" to your company if I sign?
- Would I be required to pay any charges if I leave before the contract ends?
- When would the contract take effect?
- Do you offer "green power" contracts and, if so, how does the price differ?
- **Learn more about electricity retailers:**
  - [Contracting With Natural Gas Marketers and Electricity Retailers: Consumer Protection Rules You Should Know](#)
  - [Energychoiceontario.ca](http://www.energychoiceontario.ca) - The Energy Choice is Yours

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## Option 3. Spot Market Pricing

A third way – only available for a limited number of consumers who have a special (interval) meter – is through **spot market pricing**, in which you pay actual wholesale market prices for electricity. These prices are volatile, fluctuating up and down every hour.

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## How Do I Choose?

The best choice will depend on your individual needs and preferences. Take the time to understand the different options and which will suit you best.

Options for Buying Electricity	Key Features
<b>Regulated Price Plan</b>	<ul style="list-style-type: none"><li>○ Price determined by Ontario Energy Board</li><li>○ Price may be subject to adjustment every six months</li><li>○ Difference between price you pay and the actual cost to supply you is rolled into next RPP price if you stay. If you leave the RPP, you will need to settle your Regulated Price Plan account with your utility, since the stable price you've been paying may not reflect the cost of electricity up to that time.</li><li>○ Provincial Benefit is included in the Electricity price on your bill</li></ul>
<b>Electricity retail contract</b>	<ul style="list-style-type: none"><li>○ Price stated in the contract</li><li>○ Price usually fixed for a number of years but may change during the term of the contract</li><li>○ Provincial Benefit is a separate line item</li></ul>
<b>Spot market pricing</b>	<ul style="list-style-type: none"><li>○ Price determined by market conditions</li><li>○ Price changes every hour</li><li>○ Requires an interval meter</li><li>○ Provincial Benefit is a separate line item</li></ul>







## Electricity and You: Understanding Your Electricity Bill

# Ontario Energy Board

### REGULATED PRICE PLAN CONSUMER

<b>Electricity</b> Prices per kWh determined by the Ontario Energy Board (OEB). Prices currently set at: 5.7 cents per kWh (up to threshold) 6.6 cents per kWh (above threshold)	Prices are set by the OEB based on a forecast of future electricity prices, the Provincial Benefit and OPG Rebate.
<b>Delivery</b>	The residential threshold for the lower price will change twice a year to 1,000 kWh during the winter season (Nov. 1 – April 30) and to 600 kWh during the summer season (May 1 – Oct 31). The threshold for non-residential consumers is 750 kWh all year.
<b>Regulatory</b>	
<b>Debt Retirement Charge</b>	
<b>RPP Settlement</b> <i>(one-time only)</i> If you leave the Regulated Price Plan, you will receive or pay your share of the difference between the amount RPP consumers have paid for electricity and the amount that has been paid to generators.	Same for retailer consumers.
	If consumers have been paying more for electricity than was paid to generators, you will get a credit for your share of the difference. If it's less, you will need to pay a charge for your share.

### ELECTRICITY RETAILER CONSUMER

<b>Electricity</b> Price per kWh determined in contract with electricity retailer.	
<b>Provincial Benefit</b> The difference between the regulated and contract prices for electricity that are paid to generators and the amount they would have received in the wholesale electricity market, called the IESO spot market. This will be either a credit or a charge depending on the prices for electricity in the IESO spot market.	If wholesale (or IESO) spot market prices are higher than the regulated and contract prices, you will see a credit. If wholesale (or IESO) spot market prices are lower than the regulated and contract prices, you will see a charge.
<b>OPG Rebate (to be credited to non-RPP consumers quarterly)</b> The difference, if any, between the quarterly revenue limit for some Ontario Power Generation (OPG) generators and the revenue they would have received in the IESO spot market.	If OPG revenues (based on IESO spot market prices) exceed the revenue limit, then consumers are entitled to a rebate.
<b>Delivery</b>	Same for Regulated Price Plan consumers.
<b>Regulatory</b>	
<b>Debt Retirement Charge</b>	

For more information please visit our web site at [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca) or call us at 416-314-2455 or toll free 1-877-632-2727



## L'électricité et vous : Comprendre votre facture d'électricité

# Commission de l'énergie de l'Ontario

### CONSOMMATEUR DE LA GRILLE TARIFAIRE RÉGLEMENTÉE

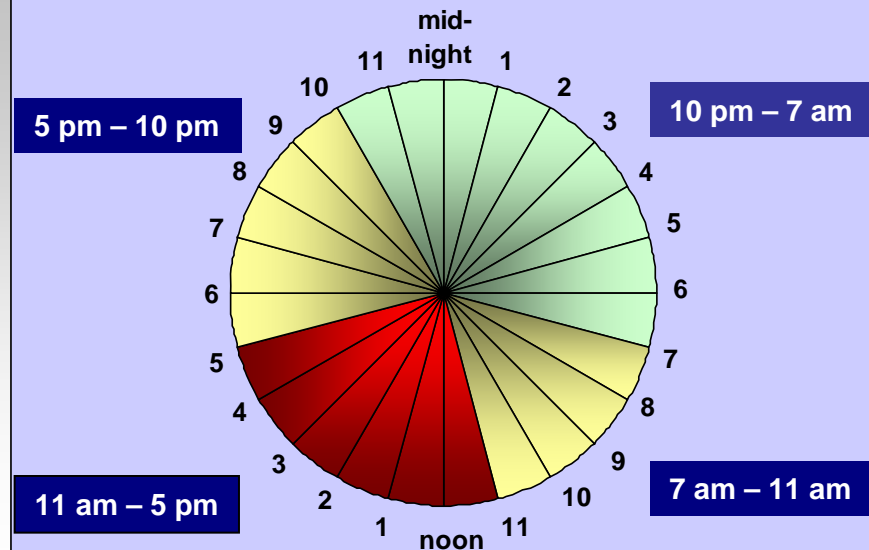
<b>Frais d'électricité</b> Tarifs au kWh définis par la Commission de l'énergie de l'Ontario (CEO). Tarifs actuels : 5,7 cents le kWh (jusqu'au seuil) 6,6 cents le kWh (jusqu'au seuil)	Les tarifs sont définis par la CEO en fonction de la prévision des tarifs futurs, de la prestation provinciale et du rabais de l'OPG.
<b>Frais de livraison</b>	Le seuil résidentiel du tarif bas changera deux fois par année : 1 000 kWh en hiver (1 <sup>er</sup> nov. au 30 avril) et 600 kWh en été (1 <sup>er</sup> mai au 31 oct.). Le seuil pour les clients non résidentiels est de 750 kWh toute l'année.
<b>Frais réglementés</b>	
<b>Redevance de liquidation de la dette</b>	
<b>Règlement lié à la GTR</b> <i>(une fois seulement)</i> Si vous quittez la grille tarifaire réglementée, vous recevez ou payez votre part de la différence entre le montant que les consommateurs de la GTR ont payé pour l'électricité et le montant payé aux producteurs.	Identique pour les clients d'un détaillant.
	Si les consommateurs ont payé l'électricité à un prix plus élevé que celui payé aux producteurs, vous recevez un crédit pour votre part de la différence. Si le prix est inférieur, vous devez payer votre part.

### CONSOMMATEUR AUPRÈS D'UN DÉTAILLANT D'ÉLECTRICITÉ

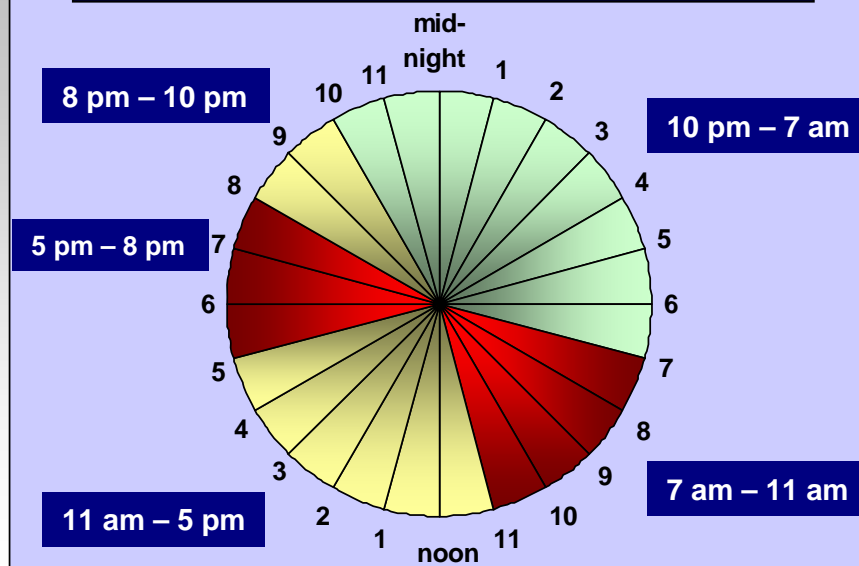
<b>Frais d'électricité</b> Tarif au kWh défini dans le contrat avec le détaillant d'électricité.	
<b>Prestation provinciale</b> La différence entre les tarifs d'électricité réglementés et des contrats qui sont payés aux producteurs et le montant qu'ils auraient reçu sur le marché de gros pour l'électricité, appelé marché au comptant de la SIERE. Il s'agit d'un crédit ou d'une charge, selon les tarifs d'électricité du marché au comptant de SIERE.	Si les tarifs de gros du marché au comptant (ou de la SIERE) sont plus élevés que les tarifs réglementés et des contrats, vous recevez un crédit. S'ils sont moins élevés, vous payez une charge.
<b>Rabais de l'OPG (une fois seulement)</b> La différence, le cas échéant, entre la limite de revenu de 13 mois de certains producteurs de l'OPG et le tarif qu'ils auraient reçu sur le marché au comptant de la SIERE.	Si les revenus de l'OPG (basés sur les tarifs du marché au comptant de la SIERE) dépassent la limite des revenus, les clients ont droit à un rabais.
<b>Frais de livraison</b>	Identique pour les clients de la grille tarifaire réglementée.
<b>Frais réglementés</b>	
<b>Redevance de liquidation de la dette</b>	

Pour obtenir plus de renseignements, consultez le site Web [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca), ou composez le 416 314-2455 ou, sans frais, le 1 877 632-2727

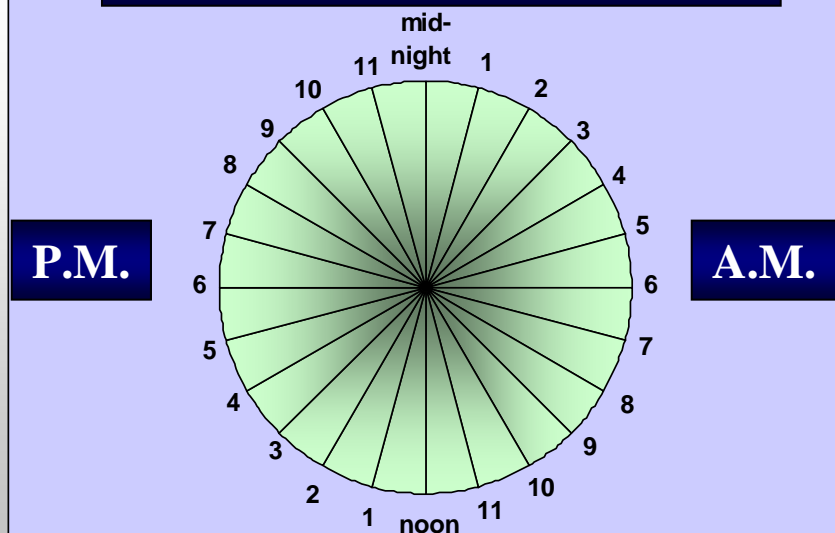
### Summer (May 1 – Oct 31) - Weekdays



### Winter (Nov 1 – Apr 30) - Weekdays



### Weekends & Holidays (All year)



#### Time-of-Use Periods of the Day



#### Regulated Price Plan Time-of-Use Prices\*

Off-Peak – 4.2 cents/kWh  
 Mid-Peak – 7.6 cents/kWh  
 On-Peak – 9.1 cents/kWh

\* Effective May 1, 2009