

Toronto Hydro-Electric System Limited:

Report on Notification re Eligibility for the Regulated Price Plan

OEB File No. EB-2009-0317

Introduction

In accordance with the OEB's letter dated August 13, 2009 Toronto Hydro-Electric System Limited (THESL) hereby confirms that all affected customers have been informed of the change in eligibility for the Regulated Price Plan (RPP) that takes effect November 1, 2009.

Pursuant to the OEB's letter, this report includes information on the steps THESL took in order to notify its affected customers and includes, by way of Appendices, a sample of written communications provided to these customers. THESL believes that its notification process was conducted in a timely manner and that all related measures taken will assist affected customers in understanding the implications of the forthcoming changes to their electricity pricing.

Specifics of THESL's customer notification strategy and assistance process are provided below.

Summary of Customer Notification Strategy

Number of customers affected:	100
Initial communication:	Notification letter dated September 1, 2009 (copy attached as Appendix A).
Additional communication:	THESL's website updated September 1, 2009. Additional URL created for direct access (screenshots attached as Appendix B).
Internal process:	Contact Centre agents briefed on upcoming changes. Key Accounts Team on alert to assist customers with complex issues and requests for meter conversions.
Contact Information:	Provided in the letter and on the website.

Details of Customer Notification and Customer Assistance Process

Item	Date	Details
Letter	September 1, 2009	100 customers were mailed a letter advising of the required change from RPP effective November 1, 2009. THESL's customer database was queried to identify customers impacted by this change, for the targeted mailing. The content of the letter includes the following information: • Definition of "Designated Consumer" • What will take place on November 1, 2009 • The new pricing structure • Option to enroll with an electricity retailer • Interval versus non-interval pricing calculations • Option to request an interval meter • Final RPP bill and the one-time RPP settlement • Telephone and email contact information • Website directions for additional information A copy of this letter is attached to this report as Appendix A.
Website	September 2, 2009	THESL's website was updated with similar information as the letter, but with an additional layer of detail. The information can be accessed from the homepage, or directly through a special URL: http://www.torontohydro.com/electricsystem/rppmushsector/index.html The content of this web page includes the following information: • Important Notice re pricing change • Account billing options • How this change will affect the customer's bill • Frequently Asked Questions (FAQs) • A link that takes the customer directly to the IESO's consumer information brochure on the IESO's website • A link that takes the customer directly to relevant information on the OEB website • Links to other areas on THESL's website that discuss terms or concepts related to pricing, such as 'Toronto Hydro Net System Load Shape' and the 'Provincial Benefit' • Contact information and a direct link to the email channel A copy of the webpage content is attached to this report as Appendix B.

Internal Processes	September 1, 2009	Customer Care agents were briefed on the upcoming changes. An escalation process for more complex inquiries was established for agents to direct customers to the Key Accounts Team. Customers wishing to request an interval meter will also be directed to the Key Accounts Team for consultation and processing.
Contact Information	September 1 and 2, 2009	THESL's Customer Care telephone number and email address were included in the September 1 letter, and is provided on THESL's newly-established RPP/ MUSH webpage. As well, both letter and webpage direct customers to other websites containing relevant information.

Date

Customer Name
Street Address
Toronto, ON Postal Code

Account No.
Service Address

Re: Changes to Electricity Commodity Prices effective November 1, 2009

This is to advise you that effective November 1, 2009, the electricity commodity portion of your bill will no longer be charged at the Regulated Price Plan (RPP) price. This is as a result of a change in the definition of 'designated consumers' who are eligible for the RPP under Ontario Regulation No. 95/05. Effective November 1, 2009, 'designated consumers' are defined as:

- Low volume consumers
- A consumer who has a monthly demand of 50 kilowatts or less
- A residential complex, co-operative or condominium
- A consumer who uses less than 250,000 kilowatt-hours of electricity annually
- Farms

Since your facility uses more than 250,000 kilowatt-hours of electricity per year and your monthly billing demand is greater than 50 kilowatts, your account will no longer be eligible for RPP pricing. Instead, you will have the option to be billed under the market price or to contract with a licensed electricity retailer.

HERE'S WHAT YOU NEED TO KNOW:

- You will have two options for purchasing electricity:
 1. If you do nothing, beginning November 1, 2009, you will be billed at the Hourly Ontario Energy Price (HOEP) for electricity according to the type of meter currently installed at your facility:
 - Interval Meter – you will be billed based on your own facility's hourly consumption profile.
 - Non-interval Meter – you will be billed based on Toronto Hydro's Net System Load Shape. An explanation of Toronto Hydro's Net System Load Shape can be found at http://www.torontohydro.com/electricsystem/business/net_system_load_shape.html. If you wish to have an interval meter installed at your facility, please contact us as outlined at the end of this letter. Please be aware that Toronto Hydro plans to eventually change all meters to interval meters by the end of 2011 as part of the Provincial mandate to convert all meters in Ontario to smart meters.
 2. You can enroll with an Ontario Energy Board (OEB) licensed electricity retailer and pay a contracted price for electricity.
- **Note:** You will automatically be moved to market based hourly pricing unless you enrol with a retailer as set out in option #2 above prior to November 1, 2009.
- Visit Ontario's Independent Electricity System Operator (IESO) website at www.ieso.ca to learn more about how the market-based hourly prices are determined.

- OR -

CHANGES ON YOUR BILL:

- The electricity commodity price will be billed at the market-based hourly price, or the contracted price for electricity if you choose to enroll with a retailer.

A monthly Provincial Benefit amount will be included on your bill as either a charge or a credit depending on prevailing market prices for electricity and the mix of regulated and contract prices for generation. The Provincial Benefit also applies if you purchase electricity through a retailer. A detailed explanation of the Provincial Benefit and historic and current rates is available at the IESO website, or at the link below.

http://www.ieso.ca/imoweb/siteshared/provincial_benefit_faq.asp

- A one-time RPP settlement amount will appear on your first electricity bill after the time you are converted from the RPP rate. The RPP settlement can be a charge or credit. Information on the Regulated Price Plan settlement and how it is determined can be found on the Ontario Energy Board's website at www.oeb.gov.on.ca, under Final RPP Variance Settlement Amount, or at the link below.

<http://www.oeb.gov.on.ca/OEB/Industry+Relations/OEB+Key+Initiatives/Regulated+Price+Plan/Regulated+Price+Plan+-+Variance+Settlement+Amount>

If you have any questions, require further explanation, and/or wish to request an interval meter, please call Michael Runighan (416-542-3580) or Christine Woon (416-542-3598), or e-mail us at contactUs@torontohydro.com. For more information, you can also visit our website at: www.torontohydro.com

Sincerely,



Susan Davidson, Senior Vice-President
Customer Services

Business Customer Care
Your Bill Overview
Opening & Closing Accounts
Your Meter
RPP & MUSH Sector
Net System Load Shape
Conservation Programs
Saving Tips For Businesses
Smart Meters
Electrical Safety
Electricity Retailers
Suite Meters

Home / Business / RPP & MUSH Sector

RPP & MUSH Sector

Regulated Price Plan (RPP) eligibility for municipalities, universities, schools and hospitals.

IMPORTANT INFO RE: PRICING OPTIONS

On March 25, 2009, the government of Ontario extended the mandatory exit of municipalities, universities, schools, hospitals (MUSH sector customers) and other designated customers from the Regulated Price Plan (RPP) until November 1, 2009.

This extension to November 1, 2009 now gives all affected customers additional time to review their options for purchasing electricity.

In addition, customers are able to voluntarily exit RPP before the November 1, 2009 deadline and purchase electricity on the spot market.

In 2005 when RPP was introduced, customers in the MUSH sector with a demand exceeding 50 kW per month, as well as other designated customers, were given a three-year limited eligibility to RPP. Last year, when the eligibility expired, the government extended the RPP deadline for MUSH sector customers and other designated customers to May 1, 2009. **The deadline has once again been extended until November 1, 2009.**

What are my account billing options?

Once RPP eligibility ends as of November 1, 2009, MUSH customers have two options for how their account is billed for electricity:

1. If you do nothing, beginning November 1, 2009, you will automatically be moved to the market based hourly price, and be billed at the Hourly Ontario Energy Price (HOEP) for electricity according to the type of meter currently installed at your facility:

- Interval Meter – you will be billed based on your own facility's hourly consumption profile.
- Non-interval Meter – you will be billed based on [Toronto Hydro Net System Load Shape](#).

-OR-

2. You can enroll with an Ontario Energy Board (OEB) licensed electricity retailer and pay a contracted price for electricity.

RPP & MUSH FAQs

Read the [Frequently Asked Questions](#) about the Regulated Price Plan.

MORE INFO ON RPP

[Independant Electricity System Operator](#)

[Ontario Energy Board](#)

CONTACT US

If you have any questions, require further explanation, or wish to request an interval meter, please call our Customer Care Department at 416-542-8000 or e-mail us at contactus@torontohydro.com.

EB-2009-0317
THESL - Appendix B
2009 September 04

Once RPP eligibility ends as of November 1, 2009, MUSH customers have two options for how their account is billed for electricity:

1. If you do nothing, beginning November 1, 2009, you will automatically be moved to the market based hourly price, and be billed at the Hourly Ontario Energy Price (HOEP) for electricity according to the type of meter currently installed at your facility:

- Interval Meter – you will be billed based on your own facility's hourly consumption profile.
- Non-interval Meter – you will be billed based on [Toronto Hydro Net System Load Shape](#).

-OR-

2. You can enroll with an Ontario Energy Board (OEB) licensed electricity retailer and pay a contracted price for electricity.

**Please note, you will automatically be moved to market-based hourly pricing unless you enroll with a retailer as set out in Option 2 above prior to November 1, 2009.*

How will this affect my bill?

1. You'll no longer be billed RPP prices for electricity. You'll either pay the market based hourly price for electricity or a contracted price for electricity, if you have signed with a retailer.

2. You'll be billed a monthly Provincial Benefit amount. This can either be a charge or a credit depending on prevailing market prices for electricity and the mix of regulated and contract prices for generation.

**Please note, as part of leaving the Regulated Price Plan, you'll be billed a one-time RPP settlement directly on your electricity bill.*

CONTACT US

If you have any questions, require further explanation, or wish to request an interval meter, please call our Customer Care Department at 416-542-8000 or e-mail us at contactus@torontohydro.com.



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Frequently Asked Questions About RPP & MUSH Sector

- [Why was the RPP eligibility deadline extended?](#)
- [As of November 1, 2009, what are my options for purchasing electricity?](#)
- [How will my bill change when my RPP eligibility ends?](#)
- [How will I be billed after November 1, 2009 if I am a MUSH sector customer with a monthly demand of less than 50 kW per month?](#)
- [What is the market based hourly /spot market price?](#)
- [What factors influence the spot market price for electricity?](#)
- [What is the Hourly Ontario Energy Price for electricity?](#)
- [How is the HOEP for electricity calculated and determined?](#)
- [What are the advantages of paying the HOEP?](#)
- [What is the Weighted Average System Price for electricity?](#)
- [What is the current spot market rate for electricity?](#)
- [What do I need to do if I wish to have an interval meter?](#)
- [Are there advantages to having an interval meter?](#)
- [Are there benefits of signing a contract with an electricity retailer?](#)

Why was the RPP eligibility deadline extended?

The government of Ontario extended the RPP eligibility deadline to November 1, 2009 to allow MUSH sector customers ample time to review the options prior to implementation.

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As of November 1, 2009, what are my options for purchasing electricity?

You'll have two options:

1. Automatically be moved to the market based hourly price, and be billed at the Hourly Ontario Energy Price (HOEP) for electricity according to the type of meter currently installed at your facility:

Interval Meter – you will be billed based on your own facility's hourly consumption profile.