



1340 Brant Street, Burlington
Ontario, Canada L7R 3Z7
Tel: 905-332-1851
Fax: 905-332-8384
www.burlingtonhydro.com

September 14, 2009

Ontario Energy Board
27th Floor
2300 Yonge Street
Toronto, ON
M4P 1E4

Dear Ms. Walli,

RE: EB-2009-0317
Report on Notification re Eligibility for the Regulated Price Plan

In response to your letter dated August 13, 2009, Burlington Hydro Inc. ("BHI") wishes to provide the Board with details on the communication to customers related to the eligibility for the Regulated Price Plan.

In March of 2009, BHI provided information to customers regarding the change in eligibility which was to take place in May. These customers were provided a letter and information from the IESO by mail at that time. Subsequent to the change in dates, BHI provided follow-up letters to the customers informing them that the date of change in eligibility would now be in November 2009.

As of today's date, BHI has provided a letter and revised insert from the IESO to customers that will be impacted by the change. A copy of the letter is attached. In addition, a letter has been sent to customers that are currently being billed under retailer arrangements to advise them that the change in eligibility would impact them should they return to being billed by BHI. In both cases, customers have been informed of metering options and invited to call BHI staff for further information.

Yours truly,

Original signed by

Anne Rampado
Manager, Regulatory Affairs





1340 Brant Street, Burlington, Ontario, Canada L7R 3Z7
Tel: 905-332-1851 Fax: 905-332-2133
www.burlingtonhydro.com

September 14, 2009

«COMPANY»
«ADD1»
«ADD2»
«City» «PstCode»

Dear Customer:

Re: Account No: «Acct»
Address: «ServAdd»

Beginning on November 1, 2009, customers that are being billed based on the Regulated Price Plan (RPP) will no longer be billed at the RPP rates. This will apply to all accounts that have an annual consumption over 250,000 kilowatt hours and with a demand greater than 50 kilowatts. This change will impact most municipalities, universities, schools and hospitals that are not being served by an energy retailer.

Based on our records, your account is currently billed RPP price and will be impacted by this change. As of November 1, 2009, the energy portion of your invoice will be based on the hourly price of electricity.

If you have an interval meter, your bill will reflect the price of electricity each hour. Facilities without an interval meter will pay a weighted average hourly price based on the consumption in Burlington. If you do not have an interval meter and would like to receive the hourly Ontario energy price Burlington Hydro will install an interval meter, at your expense.

The Independent Electricity System Operator (IESO) has created an information pamphlet that helps explain this change in pricing and has been included with the letter.

Should you have any questions regarding this price change, please contact myself at (905) 336-4394.

Yours truly,

J. Y. Billings
Billing Supervisor
Burlington Hydro Inc.



Moving to Hourly Prices

On November 1, 2009*, Ontario's public sector including municipalities, universities, schools, hospitals and other designated customers will move from paying the Regulated Price Plan (RPP) to a market-based, or hourly, price for electricity.

Many public sector customers have already moved to market prices to save money.

* Extended from May 1, 2009



Timmins and District Hospital made the switch to hourly pricing and saved money on its electricity bill

Timmins and District Hospital was paying for virtually all of its consumption at the higher-tiered RPP rate. In April 2006, it moved off the RPP and since that time has saved over \$230,000 on its bill.

Visit www.ieso.ca/publicsector for more information.

Front cover image: To find out how the York Catholic District School Board saved money and energy, visit www.ieso.ca/publicsector

For more information about the change in electricity pricing for the public sector visit:

IESO Website:

www.ieso.ca/publicsector

Electricity Pricing Information:

www.ieso.ca/electricitypricing

Retail Electricity Contracts:

www.ieso.ca/retailers

Business and Institutional Profiles and Publications:

www.ieso.ca/businessprofiles

Your local distribution company:

www.ieso.ca/findutility

Or contact IESO Customer Relations:

Tel.: 905-403-6900

Toll-Free: 1-888-448-7777

Fax: 905-403-6921

E-mail: customer.relations@ieso.ca

The Independent Electricity System Operator (IESO) is a not-for-profit entity that manages the province's power system so that Ontarians receive power when and where they need it. Ontario's IESO balances demand for electricity against available supply through the wholesale market and directs the flow of electricity across the transmission system.



Power to Ontario. On Demand.



Power to Ontario. On Demand.



WHAT YOU NEED TO KNOW ABOUT CHANGES TO ELECTRICITY PRICES COMING NOVEMBER 1, 2009

A Guide for Ontario's Public Sector

Market Price Options

Changes to Electricity Commodity Prices coming November 1, 2009*

Most municipalities, universities, schools and hospitals and other designated customers who are still on the Regulated Price Plan (RPP) will no longer be billed the RPP rate starting November 1, 2009.

This change applies to all accounts with consumption greater than 250,000 kilowatt hours (kWh) per year and demand greater than 50 kilowatts (which is equivalent to an electricity bill of approximately \$2,000 per month). Customers with or without an interval meter can now voluntarily come off the RPP before November 1, 2009. Contact your local distribution company for more information.

On November 1, 2009, these customers will pay Ontario's market price for the energy portion of their bill – that is, the hourly electricity price or a weighted average electricity price.

* Extended from May 1, 2009

HOW WILL YOUR ELECTRICITY BILL CHANGE?

The electricity charge on your bill appears as a single line when you're on the RPP. It includes both the commodity charge and the Provincial Benefit¹. When you leave the RPP, the electricity charge and Provincial Benefit¹ will appear as two separate line items.

You will also receive an RPP Settlement Variance which is a one-time credit or charge. A consumer leaving the RPP in May that consumed 250,000 kWh per year would have received a credit of almost \$500. The value of the variance changes every month depending on the difference between the actual price paid to generators and the forecast price paid under the RPP.

Hourly electricity price: Facilities with an interval meter will pay the hourly price for electricity. That means paying for electricity when it is used.

Weighted average electricity price: Without an interval meter customers will pay a weighted average of the hourly price based on the consumption patterns of consumers in the area.

Retail contracts: Contracts are another way to purchase the electricity commodity but they do not cover other charges such as delivery and the Provincial Benefit.¹ Contracts can add an element of certainty as they allow you to lock in your electricity price for a term. Before you sign, ensure you understand all the terms and conditions.

Some customers aggregate their energy use with other facilities in their community or sector to increase their buying power. Contact IESO Customer Relations (see reverse) for more information.

¹ **NOTE:** There is an adjustment to the market price called the Provincial Benefit that applies to all electricity consumers. This charge or credit is included in the RPP rate but will be itemized separately on your bill once you leave the RPP.

Regulated Price Plan (RPP)

Public sector consumers still paying the fixed RPP rate (adjusted semi-annually) are charged based on a consumption threshold.

Effective May 1, 2009:

- 5.7 cents per kilowatt hour (kWh) up to 750 kWh
- 6.6 cents per kWh over 750 kWh

It is likely that most of your consumption is charged at the higher rate of 6.6 cents per kWh.

Public sector consumers who have already moved off the RPP pay market prices or the price in their retail contract or a combination of the two. The average market price with adjustments since November 2008 has been 5.4 cents per kWh.

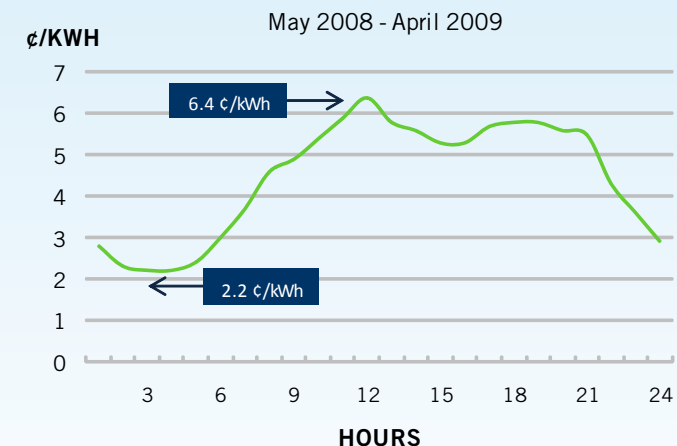
Ontario's Electricity Market



In Ontario's wholesale electricity market, the Independent Electricity System Operator (IESO) calculates price by balancing the supply of electricity with demand. As demand increases, more expensive forms of generation can raise the price.

Factors such as weather, consumer behaviour and available generation cause the price to fluctuate over the course of the day. Many customers are able to respond to changes in the hourly price by shifting some of their demand to off-peak periods.

Hourly average electricity price:



On average daytime prices are 35 per cent higher than at night and on weekends.