

## **Burlington Hydro Inc.**

### **Response to Board Staff Interrogatories**

#### **Question 1**

*Board Staff preamble to Question 1:*

*Burlington Hydro Inc. ("Burlington Hydro") filed an application dated May 9, 2011 with the Ontario Energy Board for a licence amendment granting an extension in relation to the mandated date for the implementation of time-of-use ("TOU") pricing rates for its Regulated Price Plan ("RPP") consumers.*

*Under cover of a letter to all Ontario electricity distributors dated August 4, 2010, the Ontario Energy Board provided its determination of mandatory dates by which each distributor must bill those of its RPP customers that have eligible TOU meters using TOU pricing. Burlington Hydro has applied for an extension to its July 2011 mandated TOU pricing date and requested a new date of January 2012. Burlington Hydro stated That it has "serious concerns about the LAN's ability to self-heal in the presence of Extensive foliage."*

*On June 7, 2011, Burlington submitted further information to Board, noting that approximately 5400 customers were affected by data transmission problems associated with extensive foliage. The June 7, 2011 letter also stated that Burlington Hydro's application for extension "was substantially premised on expected data transmission problems once the trees in the service area obtained their foliage."*

*Burlington Hydro files monthly reports with the Board on smart meter deployment and TOU pricing.<sup>1</sup> Previous to its May 9, 2011 application, Burlington Hydro did not indicate it had concerns with either "extensive foliage," including its report for the month ending April 31, 2011. Burlington Hydro's April 31, 2011 report states that it has 63,259 RPP-eligible consumers.*

*On January 24, 2011 Burlington responded to an information request from Board staff regarding Burlington's progress towards smart meter deployment and TOU implementation.*

*Burlington's response (attached) stated that "Burlington Hydro does not see any issues that will impact its ability to successfully meet the mandatory TOU dates." Further, the letter stated that "the project team is currently ahead of schedule with planned deliverables and the level of confidence is high that Burlington will be able to meet its Registration and Enrolment dates with the MDM/R as well as TOU pricing."*

***a) Please explain in detail why Burlington Hydro did not raise this concern in its monthly reports or January 24, 2011 letter, prior to its May 9, 2011 application for an extension.***

Response:

Burlington Hydro did not raise the concern with its LAN because, as a result of a successful pilot, it was confident it had measures in place to manage any subsequent problems. While Burlington Hydro was – and remains – confident that the planned measures will resolve the problems being experienced, it became evident in early May 2011 that the problem was more extensive than initially anticipated and the resolution time would therefore be longer than expected.

Burlington Hydro's main pilot project consisted of 109 meters together with one collector; the pilot was performed in late fall and winter 2006/2007. Based on the pilot, Burlington Hydro was convinced that the Energy Axis System (EAS) would operate effectively *with fine tuning* in the rural areas which had extensive foliage present and in those areas with certain geographic challenges. (These geographic challenges are prevalent in the Niagara Escarpment and are related to sharp variations in elevation such as those present in the Lowville area in particular.) It was confirmed that these foliage and geographic challenges would be resolved by installing additional repeaters in key areas once the complete system had been activated and monitoring reports were available.

Burlington Hydro also had concerns about data transmission in the rural service area above Dundas Highway to Derry Road (approx. 4,000 customers) which is also on the Niagara Escarpment. However, again, Burlington Hydro was, and remains confident that by the strategic placement of repeaters and installing additional repeaters as necessary, it will achieve the required quality of data transmission.

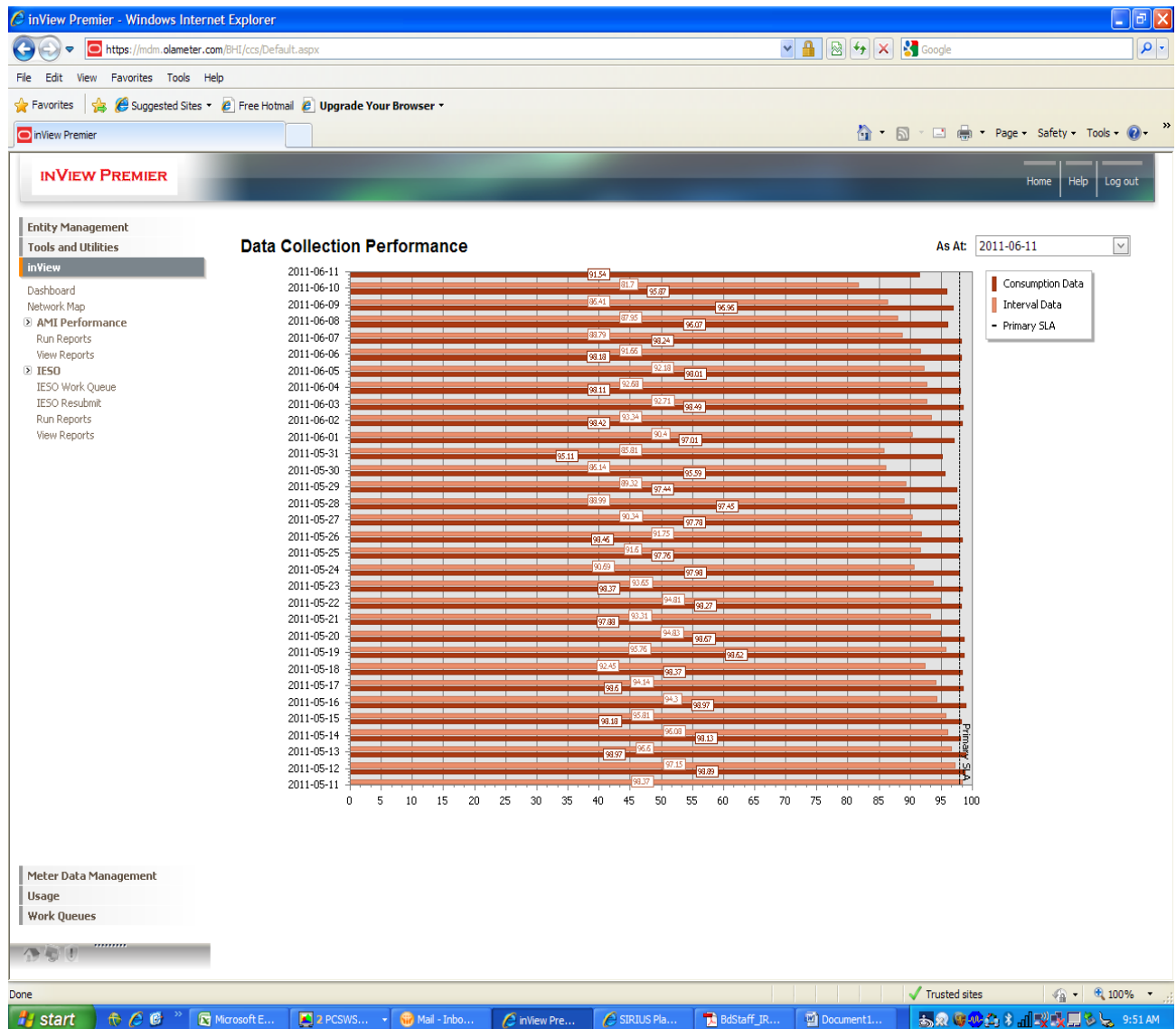
***b) Please state when Burlington Hydro realized that “the presence of extensive foliage” would detrimentally affect its LAN.***

Response:

Burlington Hydro realized as a result of its pilot project in 2006/2007 that extensive foliage would have a detrimental effect on the operation of its LAN but was confident, from the outset, that through fine tuning with repeater relocations/additions, the problem would be resolved. Because of tree growth over time and the changing effect of foliage from season to season, it was recognized that the full interference effect of the foliage could not be forecast and would only become evident once the trees were in full bloom.

Burlington Hydro started to see a decline in the accuracy of data transmitted by its LAN beginning the week of May 13<sup>th</sup> 2011 with a low reported accuracy in May 31, 2011, of 85% (see the Interval Data bar for this date in the chart below). Please note that each

percentage point below 100% represents 600 customers that did not communicate adequate time-of-use data for that day.



**c) Please explain in detail why Burlington Hydro was not able to foresee this issue and configure its LAN appropriately when it initially installed its LAN.**

Response:

As stated, Burlington Hydro did anticipate the foliage issue but not to the extent and with the impact experienced. While every effort was made ahead of activating the LAN to minimize data transmission obstacles, because of variations in tree growth over time and the changing effect of foliage from season to season, it was inevitable that fine tuning of the repeaters would be needed particularly in the heavily-treed northern part of

the service area and in the older established residential areas of Aldershot, Lakeshore Road, Guelph Line and Brant Street. Fine tuning can only be performed after the complete system has been activated and the extent of the foliage experienced, problem reports analysed in detail and repeater relocations selected.

***d) Please explain in detail Burlington Hydro's plan for resolving this issue, including timelines.***

Response:

The location for placement of repeaters in trouble areas is primarily identified through analysis of technical reports (i.e. MAS Shape files and MDM/R reports) in order to identify the best locations for the equipment and then performing site visits in order to ascertain if the issue relates to foliage, a bad communication node or another location issue.

Burlington Hydro has acquired 100 repeaters for potential use throughout its service area; this is many more repeaters than are ultimately expected to be needed. Available overhead crews are allocated on a priority basis to install the repeaters in high-visibility locations that are expected to have minimal data transmission issues. Considering that the optimal location of repeaters is an iterative process whereby both the primary path and alternate paths must be proven to be effective under variable conditions, it is unlikely that the current data transmission problems will be fully resolved before year end.

***e) Please confirm the number of customers affected by this problem and specify their locations in Burlington Hydro's service territory.***

Response:

Presently Burlington Hydro is investigating 500 meters which are communicating no data and over 8,000 meters which are communicating intermittently; the error report data are made available through the MDM/R reports.

The customer locations impacted by data transmission problem are wide-spread throughout the service area with the bulk of the problem meters in the heavily-treed northern part of the service area and in the older established residential areas of Aldershot, Lakeshore Road, Guelph Line and Brant Street. As the system's ability to seek out and utilize alternate communication paths is refined as part of Burlington Hydro's fine tuning activity, the wide geographic range of random incidents throughout the service area is expected to moderate and ultimately to be reduced to a minimal level that would be corrected through day-to-day maintenance.

***f) Please explain in detail why Burlington Hydro is requesting an extension for its entire customer base rather than just the part of its service area affected by this problem.***

Response:

Significant additional programming would be required to bill both TOU and RPP for MDM/R enrolled customers. This additional programming would need to be carried out by our external software support provider and, while no formal estimate of the time required to perform this work is currently available to Burlington Hydro, experience with previous custom programming requests would suggest that a period of several weeks would be required to perform the additional programming.

Additional difficulty in coordinating reading collection conducted partially through the Energy Axis System and partially through walk-up meter readers in those areas affected by foliage interference, is to be expected. With the limited number of billing staff available, an all-or-nothing conversion would be much more manageable since using mixed modes would increase the likelihood of billing errors. Moreover, mixed mode billing would likely create the perception of unequal treatment among our customers.

***g) Please confirm whether Burlington Hydro is able to implement TOU pricing for those areas of its service territory not affected by this issue by its current mandatory TOU pricing date of July 2011. If this is possible how many customers would Burlington Hydro be able to implement TOU pricing for?***

Response:

Burlington Hydro would be able to implement TOU pricing for those areas of its service territory not affected by the foliage issue provided the custom programming explained above was developed. While 85% of the meters could be read, the 15% unreadable meters represents 8,000 customers whose records would be incomplete.

## Question 2

### *Board Staff preamble to Question 2*

*In its application for an extension, Burlington Hydro stated that a delay is required because “significant customer distress is expected when customers are suddenly faced with larger bills resulting, in part, from their lack of experience in managing their electricity consumption in a TOU environment.”*

*On April 19, 2011 the Board released RPP electricity commodity prices that took effect May 1, 2011. The backgrounder accompanying the release of the RPP prices noted that “Though the electricity line on the bill has increased since last May, a comparison of May 2010 and May 2011 shows overall the total bill has remained relatively flat as a result of the introduction of the Ontario Clean Energy Benefit.”<sup>2</sup>*

*Burlington Hydro files monthly reports with the Board on smart meter deployment and TOU pricing.<sup>3</sup> Previous to its May 9, 2011 application, Burlington Hydro did not indicate it had concerns regarding “customer distress” in its monthly reports, including its report for the month ending April 31, 2011.*

*On January 24, 2011 Burlington responded to an information request from Board staff regarding Burlington’s progress towards smart meter deployment and TOU implementation.*

*Burlington’s response (attached) stated that “Burlington Hydro does not see any issues that will impact its ability to successfully meet the mandatory TOU dates.” Further, the letter stated that “the project team is currently ahead of schedule with planned deliverables and the level of confidence is high that Burlington will be able to meet its Registration and Enrolment dates with the MDM/R as well as TOU pricing.”*

***a) Please explain in detail why Burlington Hydro did not raise this concern in its monthly reports or January 24, 2011 letter, prior to its May 9, 2011 application for an extension.***

Response:

The reports submitted were focused on technical operations and not anticipated customer response. As we began our customer communication (four months prior to implementation) our customer contact center was inundated with calls from concerned customers. Please also see Burlington Hydro’s response to Board Staff Question 1.a) for a further explanation.

***b) Please explain in detail how “significant customer distress” from “larger bills resulting, in part, from their lack of experience in managing their electricity consumption in an TOU environment,” represent extraordinary and unanticipated circumstances” related to the implementation of TOU billing.***

Response:

Local special interest groups within the Burlington community (such as, but not limited to) senior advocacy groups, low-income families and small business owners have become increasingly vocal about feeling victimized by TOU rates. With more education Burlington Hydro feels that we may be able to alleviate the intensity of this reaction.

***c) Please explain in detail why Burlington Hydro expects “significant customer distress” for its RPP consumers given the presence of the Ontario Clean Energy Benefit.***

Response:

Many Burlington Hydro customers have the distinct impression (through media propaganda etc.) that their hydro bills will increase significantly more than 10% when switched to TOU. Thus, the customer perception is that when switched to TOU the assumed increase will not be sufficiently off-set by the OCEB.

***d) Please provide a description of all smart meter and TOU communications Burlington Hydro has issued to its customers over the last two years. Please explain why Burlington Hydro has failed to provide these customers with materials containing sufficient information to prepare them for TOU implementation.***

Response:

Burlington Hydro provided both a door hanger and a Smart Meter deployment schedule to all of our customers prior to the installation of the Smart Meters (please see attached appendices). Additionally, Burlington Hydro has spoken to and collaborated with other LDC's to learn about their TOU roll-out strategy best practices. Key learnings were adopted and implemented into our roll-out strategy.

First communication needed to be timely – communicating with our customers too far in advance would dilute the message and prove confusing. Second, Burlington Hydro distributed all TOU OEB bill inserts to our customer base as requested.

Burlington Hydro is communicating with our Residential customers four months prior to launch and then again two months prior. With our Commercial customers, we are communicating two months prior and then again one month prior. This is being

executed in conjunction with our billing cycles. (Please see examples of the customer communications attached appendices.)

***e) In the event that Burlington Hydro does not receive the extension to its mandated TOU implementation date as requested, does Burlington Hydro plan to work with its customers to educate them on managing their electricity consumption?***

Response:

Burlington Hydro will continue to communicate with its customers regardless. The communication efforts (currently being executed) include: customer billing inserts, appliance clings, radio campaigns, a community out-reach team, public education sessions and newspaper advertorials. Burlington Hydro feels strongly that continuing these communication efforts for an extended period of time will further aid in customer education and general acceptance of TOU rates.

***f) Has Burlington Hydro performed analysis of the bill impacts to its customers with the implementation of TOU billing? If so, please provide this analysis. If no such analysis has been conducted, please explain why.***

Response:

Not at this point. Insufficient volume of true data was gathered in order to perform a meaningful analysis. However, preliminary findings support a strong likelihood of higher bills.

***g) Does Burlington Hydro intend to inform those customers whose bills would be reduced by TOU billing that Burlington Hydro has chosen to delay the implementation of TOU billing? If yes, when and how. If not, why not?***

Response:

Burlington Hydro does not intend to make any guarantees to any of our customers about their TOU rates as we cannot control or accurately predict their future consumption. For example a change in future consumption could negate any foreseeable savings.

***h) Please explain the contribution of consumer education (in terms of the length of the extension requested) to Burlington Hydro's request for a January 1, 2012 TOU implementation date.***



Response:

The established communications plan, currently under way, covers a number of marketing and communication touch-points. The goal of our strategy is to deliver a consistent and customer friendly message while providing educational TOU management tools:

The following metrics have been based on a 6-month communication schedule:

- Reach - Customer Billing Inserts:
  - 62,666 Customers billed at a read rate of 10% = 6,267
  - 6,267x 2 inserts
  - = **12,534**
- Reach – Appliance Clings:
  - 62,666 Customers at an adoption rate of 10% = 6,267
  - 6,267x 2 clings
  - = **12,534**
- Projected Reach Radio:
  - City population of 164,000 with a reach of 0.5% = 820
  - 820 X 315 spots/week (over 9 weeks)
  - = **258,300**
- Projected Reach Community Out-Reach Team:
  - 3 days/week @ 20 weeks
  - Average reach of 1,000 customers/week
  - = **20,000 Customers**
- Projected Reach Public Education Sessions:
  - Monthly sessions @ 1/month x6 months
  - Average 90 customers/session
  - = **540 Customers**
- Projected Reach Newspaper:
  - Weekly distribution of 60,000 with a reach of 4% = 2,400
  - 2,400 x 1 article/week for 20 weeks
  - = **48,000**

Thus, Burlington Hydro will be able to penetrate the market with a controlled and customized message to our customer base over the six month extension period. With a total of **351,908** TOU educational impressions prior to introducing TOU rates.

***i) Please provide the details of Burlington Hydro's proposed TOU implementation schedule, including the specific dates customers will be converted to TOU billing and how many customers will be converted on each date.***

Response:

Burlington Hydro's current TOU implementation schedule is shown below. If the requested extension were approved, the shown implementation dates would shift by 6 months to a January 2, 2012 start date. (For greater clarity, please view the chart electronically.)

Bill Cycle #	Books to be billed TOU	Request USDP	1st Comm. Conversion Date	TOU Begin Read Date	2nd Comm. Reminder Package	TOU End Read Date	Read Days	Rate Class	First TOU Bill Mailed and Web Access (Whitecap) authentication pack
9	90/94/95/96/97	12-May-11	20-Jun-11	4-Jul-11	21-Jul-11	2-Aug-11	monthly	GS<50kW	19-Aug-11
10	91/92/93	12-May-11	21-Jun-11	5-Jul-11	22-Jul-11	3-Aug-11	monthly	GS<50kW	22-Aug-11
11	34	12-May-11	22-Jun-11	6-Jul-11	25-Jul-11	4-Aug-11	monthly	GS<50kW	23-Aug-11
12	37/38/40	12-May-11	23-Jun-11	7-Jul-11	26-Jul-11	5-Aug-11	monthly	GS<50kW	24-Aug-11
13	41/102	12-May-11	24-Jun-11	8-Jul-11	27-Jul-11	6-Aug-11	monthly	GS<50kW	25-Aug-11
14	104/105	12-May-11	27-Jun-11	11-Jul-11	28-Jul-11	9-Aug-11	monthly	GS<50kW	26-Aug-11
15	107/108/110	12-May-11	28-Jun-11	12-Jul-11	29-Jul-11	10-Aug-11	monthly	GS<50kW	29-Aug-11
17	53/54	12-May-11	5-Jul-11	14-Jul-11	3-Aug-11	12-Aug-11	monthly	GS<50kW	1-Sep-11
18	58/119	12-May-11	6-Jul-11	15-Jul-11	4-Aug-11	15-Aug-11	monthly	GS<50kW	2-Sep-11
19	123	12-May-11	7-Jul-11	18-Jul-11	5-Aug-11	16-Aug-11	monthly	GS<50kW	6-Sep-11
20	125/126/127	12-May-11	8-Jul-11	19-Jul-11	8-Aug-11	17-Aug-11	monthly	GS<50kW	7-Sep-11
1	2/3/9	12-May-11	11-Jul-11	20-Jul-11	9-Aug-11	18-Aug-11	monthly	GS<50kW	9-Sep-11
2	5/6	12-May-11	12-Jul-11	21-Jul-11	10-Aug-11	19-Aug-11	monthly	GS<50kW	12-Sep-11
3	8/70	12-May-11	13-Jul-11	22-Jul-11	11-Aug-11	22-Aug-11	monthly	GS<50kW	13-Sep-11
4	72/73/74	12-May-11	14-Jul-11	25-Jul-11	12-Aug-11	23-Aug-11	monthly	GS<50kW	14-Sep-11
5	17/77	12-May-11	15-Jul-11	26-Jul-11	15-Aug-11	24-Aug-11	monthly	GS<50kW	15-Sep-11
6	19	12-May-11	18-Jul-11	27-Jul-11	16-Aug-11	25-Aug-11	monthly	GS<50kW	16-Sep-11
7	22/87	12-May-11	19-Jul-11	28-Jul-11	7-Aug-11	26-Aug-11	monthly	GS<50kW	19-Sep-11
55	456/457/458/459	24-May-11	19-May-11	4-Jul-11	21-Jul-11	1-Sep-11	bi-monthly	Residential	21-Sep-11
56	468/469/470	24-May-11	20-May-11	5-Jul-11	22-Jul-11	2-Sep-11	bi-monthly	Residential	22-Sep-11
57	471/472/473	24-May-11	24-May-11	6-Jul-11	25-Jul-11	6-Sep-11	bi-monthly	Residential	23-Sep-11
58	467/474/484/485	24-May-11	25-May-11	7-Jul-11	26-Jul-11	7-Sep-11	bi-monthly	Residential	26-Sep-11
59	486/487/488	24-May-11	26-May-11	8-Jul-11	27-Jul-11	8-Sep-11	bi-monthly	Residential	27-Sep-11
60	489/490/499/500	24-May-11	27-May-11	11-Jul-11	28-Jul-11	9-Sep-11	bi-monthly	Residential	28-Sep-11
61	501/502/503/504/505/506	24-May-11	30-May-11	12-Jul-11	29-Jul-11	12-Sep-11	bi-monthly	Residential	29-Sep-11
22	137/138/139/140/141	24-May-11	1-Jun-11	13-Jul-11	2-Aug-11	13-Sep-11	bi-monthly	Residential	3-Oct-11
23	150/151/152/153/154	24-May-11	2-Jun-11	14-Jul-11	3-Aug-11	14-Sep-11	bi-monthly	Residential	4-Oct-11
24	163/164/165/166	24-May-11	3-Jun-11	15-Jul-11	4-Aug-11	18-Sep-11	bi-monthly	Residential	5-Oct-11
25	167/168/169/170/171/172	25-May-11	6-Jun-11	18-Jul-11	5-Aug-11	16-Sep-11	bi-monthly	Residential	6-Oct-11
26	173/179/180/181/182/183	25-May-11	7-Jun-11	19-Jul-11	8-Aug-11	19-Sep-11	bi-monthly	Residential	7-Oct-11
27	184/185/186/187/202/204	25-May-11	8-Jun-11	20-Jul-11	9-Aug-11	20-Sep-11	bi-monthly	Residential	11-Oct-11
28	188/189/198/199/200	25-May-11	9-Jun-11	21-Jul-11	10-Aug-11	21-Sep-11	bi-monthly	Residential	12-Oct-11
29	201/203/210/211/212/213/214	25-May-11	10-Jun-11	22-Jul-11	11-Aug-11	22-Sep-11	bi-monthly	Residential	13-Oct-11
30	215/216/217/218/219	26-May-11	13-Jun-11	25-Jul-11	12-Aug-11	23-Sep-11	bi-monthly	Residential	14-Oct-11
31	227/228/229/230/231	26-May-11	14-Jun-11	26-Jul-11	15-Aug-11	26-Sep-11	bi-monthly	Residential	17-Oct-11
32	232/233/234/235/236/244	26-May-11	15-Jun-11	27-Jul-11	16-Aug-11	27-Sep-11	bi-monthly	Residential	18-Oct-11
33	245/246/247/248/249	26-May-11	16-Jun-11	28-Jul-11	17-Aug-11	28-Sep-11	bi-monthly	Residential	19-Oct-11
34	259/260/261/525/526/527/528/529/530	26-May-11	17-Jun-11	29-Jul-11	18-Aug-11	29-Sep-11	bi-monthly	Residential	20-Oct-11
35	262/263/272/273/274/531	27-May-11	20-Jun-11	2-Aug-11	19-Aug-11	3-Oct-11	bi-monthly	Residential	21-Oct-11
36	275/276/277/278/279	27-May-11	21-Jun-11	3-Aug-11	22-Aug-11	4-Oct-11	bi-monthly	Residential	24-Oct-11
37	289/290/291/292/293	27-May-11	22-Jun-11	4-Aug-11	23-Aug-11	5-Oct-11	bi-monthly	Residential	25-Oct-11
38	294/295/306/306/307/308	27-May-11	23-Jun-11	5-Aug-11	24-Aug-11	6-Oct-11	bi-monthly	Residential	26-Oct-11
39	309/310/311/312/313/314/316	27-May-11	24-Jun-11	8-Aug-11	25-Aug-11	7-Oct-11	bi-monthly	Residential	27-Oct-11
40	315/317/324/325/326/329	27-May-11	27-Jun-11	9-Aug-11	26-Aug-11	11-Oct-11	bi-monthly	Residential	28-Oct-11
41	330/327/328/337/338/339	27-May-11	28-Jun-11	10-Aug-11	29-Aug-11	12-Oct-11	bi-monthly	Residential	1-Nov-11
42	340/341/342/351/352	30-May-11	4-Jul-11	11-Aug-11	1-Sep-11	13-Oct-11	bi-monthly	Residential	2-Nov-11
43	353/354/355/356/358/359/360/361/600/620	30-May-11	5-Jul-11	12-Aug-11	2-Sep-11	14-Oct-11	bi-monthly	Residential	3-Nov-11
44	357/366/367/368/369	30-May-11	6-Jul-11	15-Aug-11	6-Sep-11	17-Oct-11	bi-monthly	Residential	4-Nov-11
45	370/379/380/381/382	30-May-11	7-Jul-11	16-Aug-11	7-Sep-11	18-Oct-11	bi-monthly	Residential	7-Nov-11
46	383/384/385/386/392/393/394	30-May-11	8-Jul-11	17-Aug-11	8-Sep-11	19-Oct-11	bi-monthly	Residential	8-Nov-11
47	395/397/398/399/639/640/660/680	31-May-11	11-Jul-11	18-Aug-11	9-Sep-11	20-Oct-11	bi-monthly	Residential	9-Nov-11
48	400/401/402/403/700/701	31-May-11	12-Jul-11	19-Aug-11	12-Sep-11	21-Oct-11	bi-monthly	Residential	10-Nov-11
49	405/408/409/410/411/414	31-May-11	13-Jul-11	22-Aug-11	13-Sep-11	24-Oct-11	bi-monthly	Residential	11-Nov-11
50	396/412/413/422	31-May-11	14-Jul-11	23-Aug-11	14-Sep-11	25-Oct-11	bi-monthly	Residential	14-Nov-11
51	404/406/407/423/424/425/431	31-May-11	15-Jul-11	24-Aug-11	15-Sep-11	26-Oct-11	bi-monthly	Residential	15-Nov-11
52	426/427/428/429/430/438	2-Jun-11	18-Jul-11	25-Aug-11	16-Sep-11	27-Oct-11	bi-monthly	Residential	16-Nov-11
53	437/439/440/441/442/444	2-Jun-11	19-Jul-11	26-Aug-11	19-Sep-11	28-Oct-11	bi-monthly	Residential	17-Nov-11
54	443/453/454/455	2-Jun-11	20-Jul-11	29-Aug-11	20-Sep-11	1-Nov-11	bi-monthly	Residential	18-Nov-11

Appendix 1:



**Sorry we missed you...**

We were here to install your  
**SMART METER**



Please contact us  
to arrange a date  
to complete the  
installation.  
**1-800-000-0000**



*Burlington Hydro Inc.*

## Appendix 2:



### YOUR SMART METER IS COMING SOON

As part of the Ontario Government's Smart Meter Plan, you will be receiving your smart meter within the next two months. This is your advance notice of the installation, but you are not required to do anything at this time.

### For now, nothing will change.

Your new meter will continue to work just like your current one. There will be no immediate change to how your electricity rates work, or how you will be billed.

See other side for more details.



Burlington Hydro Inc.

## Appendix 2 Continued:



Your Smart Meter is the first step in building Ontario's new smart metering system and a key step in building a culture of conservation. By the end of 2010 every home and small business in Ontario will have a Smart Meter.

**Here are some key points to remember about your smart meter installation:**

- 1** You will receive a visit from a representative of Burlington Hydro
- 2** If your meter is located outside you don't need to be at home
- 3** We will need to turn your power off for a brief period (approximately 10 minutes under normal conditions), and apologize for any inconvenience
- 4** There will be no immediate change to how your electricity rates work, or how you will be billed.

Please Note: Our representatives will not ask for your Hydro bill and you are not required to sign a contract.



**GridSmartCity**  
Burlington

Smart meters are a key enabler of GridSmartCity™, Burlington Hydro's initiative to begin transforming today's electricity system into the smart grid of tomorrow.

**FOR MORE INFORMATION**

If you have questions about your **smart meter**, please contact Burlington Hydro Electric Inc.  
Phone: (905) 332-1851  
email: [cservice@burlingtonhydro.com](mailto:cservice@burlingtonhydro.com)

**For helpful information on-line visit:**  
Burlington Hydro online smart meter resource centre:  
[www.burlingtonhydro.com/smartmeter](http://www.burlingtonhydro.com/smartmeter)

Ministry of Energy resource site: [www.smartmeterontario.ca](http://www.smartmeterontario.ca)

Burlington Hydro conservation tips and programs:  
[www.burlingtonhydro.com/conserv](http://www.burlingtonhydro.com/conserv)

### Appendix 3:



1340 Brant Street  
Burlington, ON L7R 3Z7  
www.burlingtonhydro.com

## Introduction to Time-of-Use prices

Dear Customer,

Like everyone across Ontario, Burlington Hydro Inc. customers are switching to "Time-of-Use" (TOU) electricity prices – part of the government's plan to create a culture of energy conservation in the province.

**Effective July 04, 2011, you'll be charged TOU prices for the electricity you consume.**

**\*\*Note:** If you are an electricity customer on a fixed-term contract with an electricity retailer, the TOU prices will not apply, however, you can still take advantage of the below conservation information.

With more than 12 million residents, Ontario is Canada's most populated province. **When we all use electricity at the same time we create a 'peak demand.'** Reducing peak demand is good for the environment because the power plants used to meet peak demand are usually fossil-fuel generating stations. Using them less will mean less pollution and greenhouse gases and in the long run, it will save us all money, as it's expensive to build and maintain power plants that only operate during peak periods.



### TOU Periods and Prices

TOU prices are based on which times of day, days of the week and the season that experience the highest and lowest electricity demands. When demand and production costs are at their highest, the prices will be higher; when costs go down, so will the prices. All residential and small commercial customers (consumption less than 50 kw/month) in Burlington will be migrated to TOU prices over a two month period starting this summer. Time-of-Use prices are set by the Ontario Energy Board and are adjusted every six months.

TOU Prices (cents/kWh)	Summer (May 1st – Oct. 31st)	Winter (Nov 1st – April 30th)
<b>On-peak: 10.7¢</b>	Weekdays: 11:00 AM – 5:00 PM	Weekdays: 7:00 AM – 11:00 AM & 5:00 PM – 7:00 PM
<b>Mid-peak: 8.0¢</b>	Weekdays: 7:00 AM – 11:00 AM & 5:00 PM – 7:00 PM	Weekdays: 11:00 AM – 5:00 PM
<b>Off-peak: 5.9¢</b>	Weekdays: 7:00 PM – 7:00 AM Weekends & Holidays: All day	Weekdays: 7:00 PM – 7:00 AM Weekends & Holidays: All day

### What you can do to take advantage of TOU Prices

TOU prices provide you with a new way to manage your electricity costs, reduce strain on the electricity system and help the environment. Look for opportunities to shift energy intensive activities to off-peak hours and to conserve when possible.

Burlington Hydro will continue to help our customers to manage their electricity use and costs by offering a wide-range of Conservation Programs. To learn more about our Conservation Programs and ways that you can power down and save visit [www.burlingtonhydro.com](http://www.burlingtonhydro.com).

Soon, you will be able to view and compare your electricity consumption patterns on line. You will be notified in the coming months about how to register for our BHI Time-of-Use Toolkit which will allow you to view your consumption on line. When you register you will be able to see how much electricity your household uses by the hour and compare your current electricity costs to TOU prices. You can also use it as a tool to educate other members of your household about TOU prices and time periods.

For more information, you can visit the Ontario Energy Board at [www.ceb.gov.on.ca](http://www.ceb.gov.on.ca).

Sincerely,

Gery Smallegange  
President and CEO  
Burlington Hydro Inc.





Appendix 4:

