

Effective May 1, 2010 to October 31, 2010

Residential customer rates

Electricity:*

Consumption up to 600 kWh per Month \$0.0650/kWh

Consumption above the Threshold of 600 kWh per Month \$0.0750/kWh

Delivery

Transmission \$0.0109/kWh

Hydro Ottawa Delivery \$0.0206/kWh

Hydro Ottawa Fixed Charge per Month \$10.20

Low Voltage Services Charge \$0.0002/kWh

Regulatory \$0.0068725/kWh**

Debt retirement \$0.00694/kWh***

* *The Ontario Energy Board (OEB) sets the commodity rate. The price threshold – the amount of electricity that is charged at the lower price – changes twice a year for residential consumers. The threshold is **1,000 kWh** per month during a winter season (November 1st to April 30th) and **600 kWh** during a summer season (May 1st to October 31st).*

** *For Standard Supply Service customers (not purchasing the electricity commodity from an electricity retailer), a monthly administration fee of \$0.25 is added to the regulatory charge to recover a portion of the cost of systems required for the market.*

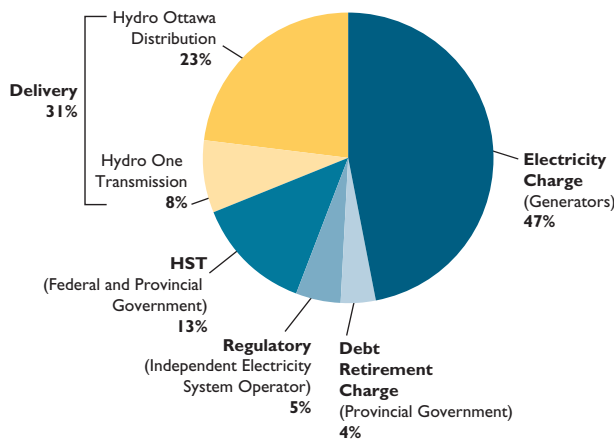
*** *For customers of the former Casselman Hydro, this rate is \$0.007/kWh as Casselman Hydro did not own any generating plants.*

Understanding your bill

In order to simplify hydro bills, some charges are combined in order to create fewer line items.

While your total bill is paid to Hydro Ottawa, the distribution charges included in the delivery cost are the only ones retained by Hydro Ottawa. The rest of the charges are collected on behalf of others and passed through to you without any markup.

Hydro Ottawa – 23% of your total bill
 (Breakdown of electricity charges – typical residential customer using 800 kWh/month)



Electricity charge

This is the cost of the electricity supplied to you during a billing period and is the part of the bill that is subject to competition. The electricity consumed is multiplied by the adjustment factor (see adjusted consumption). Hydro Ottawa collects this money and pays this same amount to its suppliers.

As a residential customer, you have the option of buying the electricity you use through the **Regulated Price Plan (RPP)** where you are charged a regulated price per kilowatt hour (kWh) by Hydro Ottawa for the electricity that you use. You are automatically part of this plan unless you choose to purchase your electricity from an electricity retailer.

The RPP electricity pricing structure is designed to ensure consumers pay what it costs to supply their electricity while smoothing the daily price variations that occur in the market. When the Ontario Energy Board (OEB) sets prices, it adjusts for past differences between what consumers have paid and what it will cost to supply them over a 12-month forecast of future electricity costs. RPP prices are reviewed and adjusted twice a year in the spring (May 1) and in the fall (Nov. 1).

If you leave the RPP by signing a retail contract or moving outside the province, you will either receive a credit or need to pay a charge based on the difference.

Delivery

These are the costs of delivering electricity from generating stations across the province to Hydro Ottawa then to your home. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems. Hydro Ottawa passes the transmission and low voltage services charge through to you, without a mark-up, on behalf of Hydro One.

A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use.

Regulatory charges

Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid and include the costs associated with funding Ministry of Energy and Infrastructure conservation and renewable energy programs.

For Standard Supply Service customers (not purchasing the electricity commodity from an electricity retailer), a monthly administration fee of \$0.25 is added to the regulatory charge to recover a portion of the cost of systems required for the market.

Debt retirement charge

The debt retirement charge pays down the debt of the former Ontario Hydro.

Harmonized Sales Tax (HST)

The Harmonized Sales Tax (HST) applies to all electricity bills effective July 1, 2010.

Other items that appear on your bill:

Consumption

This is the amount of electricity you use in kWh.

Adjusted consumption

When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business. The adjustment factor accounts for these losses.

The electricity, transmission, low voltage services and regulatory charges are based on the adjusted consumption, which is calculated by applying a regulated factor of 1.0344 to the metered consumption. The debt retirement charge is based on pre-adjusted consumption.

More about your bill

As a residential customer, you receive your Hydro Ottawa bill every two months. Some of the additional terms that may appear on your statement are explained below.

New accounts are subject to an **Account Set-up Charge** of \$30.00. This charge also applies when there is a change of occupancy.

A **Credit Check Charge** of \$15.00 may be required for new customers who have never had hydro bills in their name, or have moved from outside Hydro Ottawa's service territory.

A **Security Deposit** may be applied to any account as a condition of service.

An administrative charge of \$15.00 applies per **duplicate invoice** on previously printed bill copies and/or **per year of billing or reading history**.

An **Arrears Certificate Charge** of \$15.00 covers the cost of investigating whether an outstanding balance exists.

To avoid interest charges, payment must be received in our office by the **Due Date**. It is important to allow sufficient time for your payment to arrive at our office for processing in advance of the due date on your bill for financial institutions to forward payment to us, or for the processing of a payment sent by mail.

An unpaid balance after the due date is subject to an **Interest Charge** of 1.5% per month, compounded monthly (19.56% per annum).

A **Returned Payment Charge** of \$15.00 plus any bank charges is applied when cheques are returned NSF on an account.

A **Collection of Account Charge** of \$30.00 is applied for payments collected at a customer's premises when the account is scheduled for disconnection.

Reconnection Charges vary and are based on the type of electrical service and time of day.*

- Reconnection at meter during business hours \$65.00
- Reconnection at meter after business hours \$185.00
- Reconnection at pole during business hours \$185.00
- Reconnection at pole after business hours \$415.00

All charges are subject to **HST**.

* Our business hours are Monday to Friday (excluding statutory holidays) from 8:00 a.m. to 4:00 p.m.

Contact us

If you have a comment, question or would like more information, please contact us.

Visit www.hydroottawa.com for tips on how to reduce your electricity consumption.

Questions: **613-738-6400**
(Monday to Friday, excluding statutory holidays, from 8:00 a.m. to 8:00 p.m.)

Power outage: **613-738-0188**
(24 hours a day, seven days a week)

Fax: **613-738-6403**

Online: www.hydroottawa.com/feedback

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