

# > Rates for Residential Customers

Effective January 1, 2017

**The Ontario Energy Board (OEB) sets the residential and small business rates for electricity under Ontario's Regulated Price Plan or RPP.** The OEB reviews and adjusts these rates, if required, twice a year: in the summer (May 1) and in the winter (November 1). The vast majority of Hydro Ottawa customers pay Time-of-Use (TOU) rates. If you are a Tiered price customer (your consumption is separated into two price tiers), please visit [ontarioenergyboard.ca](http://ontarioenergyboard.ca) for more information.

Both Time-of-Use Pricing and Tiered Pricing cover the cost of electricity purchased on your behalf. Hydro Ottawa collects this cost from you without mark-up and pays it directly to our suppliers.

	Rates
<b>Electricity Charge</b>	<b>TOU (winter)</b>
Off-Peak (lowest price)	\$0.087/kWh
Mid-Peak (medium price)	\$0.132/kWh
On-Peak (highest price)	\$0.180/kWh
<b>Delivery</b>	
Transmission	\$0.0121/kWh
Hydro Ottawa Variable and Other Charges – RPP	\$0.01297/kWh <sup>1</sup>
Hydro Ottawa Variable and Other Charges – Non-RPP	\$0.01107/kWh <sup>1</sup>
Hydro Ottawa Fixed and Other Charges	\$16.62/month
Smart Meter Entity Charge	\$0.79/month
Low Voltage Services Charge	\$0.00007/kWh
Delivery Line Loss Charge	See below for calculation <sup>2</sup>
<b>Regulatory</b>	\$0.0068/kWh <sup>3</sup>
<b>Debt Retirement</b>	\$0.00000/kWh <sup>4</sup>
<b>8% Provincial Rebate</b>	See below <sup>5</sup>

<sup>1</sup> Residential customers are charged either the 'Hydro Ottawa Variable and Other Charges – RPP' rates or the 'Hydro Ottawa Variable and Other Charges – Non-RPP'. Customers who purchase their electricity from an electricity retailer are not on the RPP. The difference in the two rates relates to how the Global Adjustment is billed to customers.

<sup>2</sup> The Delivery Line Loss Charge is calculated by multiplying the Electricity Charge Consumption (per RPP category) by the loss factor and then multiplying this number by the current RPP rate category. More details on this calculation follow in this brochure.

<sup>3</sup> For Standard Supply Service customers (customers who do not purchase their electricity 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.

<sup>4</sup> For residential customers including those of the former Casselman Hydro, the Debt Retirement Charge has been removed from bills as of January 1, 2016. For customers of the former Casselman Hydro, this rate was \$0.0007/kWh because Casselman Hydro did not own any generating plants. For all other Hydro Ottawa customers, this rate was \$0.00694/kWh.

<sup>5</sup> The rebate is equal to the provincial portion of the Harmonized Sales Tax (HST) on electricity bills, representing an 8% savings.

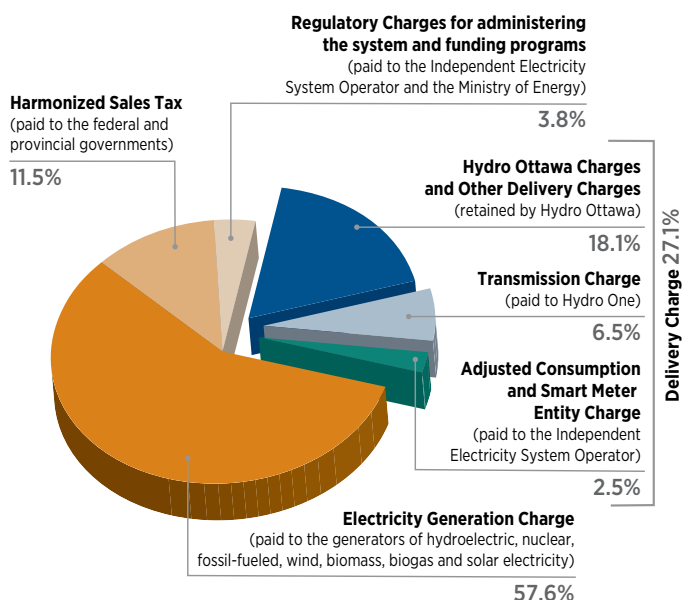
## Understanding Your Bill

To simplify hydro bills, some charges are combined in single line items.

While your total bill is paid to Hydro Ottawa, the distribution charges included in the delivery cost are the only ones kept by Hydro Ottawa. Hydro Ottawa collects the rest of the charges on behalf of other organizations without any mark-up to customers.

### Hydro Ottawa – Approximately 20% of your total bill prior to the 8% Provincial Rebate

(Breakdown of electricity charges for a typical residential customer using 750 kWh/month)



*\*For the average Standard Supply Service residential customer using 750 kWh per month.*

## Electricity Charge

This is the cost of the electricity supplied to you during a billing period and is the only part of your bill that is subject to competition.

As a residential customer, you have the option of buying your electricity through the **Regulated Price Plan (RPP)** at a regulated price per kilowatt hour (kWh) or from an electricity retailer. You are automatically part of the RPP unless you purchase your electricity from an electricity retailer.

The Ontario Energy Board (OEB) sets the RPP prices based on its forecast of the cost to supply households and small businesses over the next 12 months. In addition to providing stable and predictable electricity pricing, these prices are designed to recover the payments made to the electricity generators that produce power. Hydro Ottawa, like other electricity utilities in Ontario, is not allowed to make a profit on the electricity we buy for our customers.

RPP prices are reviewed and adjusted, if required, twice a year, once in the summer (May 1) and once in the winter (November 1). If you leave the RPP by signing a retail contract or moving outside the province, you will either receive a credit or will need to pay a charge based on the difference.

Time-of-Use prices reflect the cost of electricity at different times of the day. There are three Time-of-Use periods: on-peak (highest price), mid-peak (mid-price) and off-peak (lowest price). These periods vary depending on whether it's summer or winter. Prices are lower in the evenings, on weekends and on holidays. This encourages customers to use electricity during lower-cost time periods. In turn, this can ease the pressure on the provincial power system during high or peak demand periods. Reducing the energy required during peak demand periods can also benefit the environment.

The RPP rate also includes the Global Adjustment, which reflects the difference between the market price of electricity and the regulated or contract prices that are paid to generators for the electricity they produce. For customers who purchase their electricity from a retailer, the Global Adjustment is a separate line item on their bill.

## Delivery Charge

The delivery charge covers the costs of delivering electricity from generating stations across Ontario to Hydro Ottawa and then to your home. It includes the costs to build and maintain transmission and distribution lines, towers and poles, and to operate provincial and local electricity systems.

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. Our regulator, the Ontario Energy Board (OEB) has mandated that residential distribution rates be fully fixed. In 2016, Hydro Ottawa started transitioning residential customers towards fully fixed distribution rates. These rates will be fully fixed starting January 1, 2020.

The delivery charge also includes the costs of the electricity lost when it is distributed to your home. It is normal for a small amount of power to be consumed or lost as heat when electricity travels over a power line. Equipment such as wires and transformers consume power before it gets to your home. This is known as line loss.

The calculation used to account for line losses is called the **adjustment factor**. The adjustment factor is calculated by comparing the total amount of electricity we buy on behalf of our customers to the amount of electricity we deliver to their homes. Once we compare how much electricity we purchased to the amount of electricity used by customers, we can determine how much electricity was lost during delivery. Adjustment factors are reviewed and approved by the Ontario Energy Board.

The Smart Meter Entity charge recovers the costs of the development and implementation of Ontario's central database that stores, processes and manages hourly electricity consumption data for smart meters. Hydro Ottawa collects this charge and passes it through, without mark-up, to the Independent Electricity System Operator. This charge will remain in effect until October 31, 2018.

The majority of residential customers can expect a delivery line loss of approximately 3.35%. Hydro Ottawa collects and pays this amount directly to our suppliers.

The adjustment factors for residential customers are:

- 2.32% for customers with primary meters, or
- 3.35% for customers with secondary meters.

## Regulatory Charges

Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid. These charges also include the costs of funding the Ministry of Energy's conservation and renewable energy programs.

Regulatory charges also include funding for the Ontario Electricity Support Program (OESP) that provides a credit to low income electricity customers. All customers pay this charge, including those benefiting from the OESP credit.

## Debt Retirement Charge

The debt retirement charge pays down the debt of the former Ontario Hydro. On January 1, 2016, this charge was removed from residential bills. You will continue to see this line item on your bill, but it will be shown as a zero charge.

## Harmonized Sales Tax

The Harmonized Sales Tax (HST) applies to all electricity bills.

## 8% Provincial Rebate

Beginning January 1, 2017 residential customers are eligible for a rebate equal to the provincial portion of the HST.

## Other Possible Charges

Some of the other charges that may appear on your monthly bill from Hydro Ottawa are explained below.

New accounts are subject to an **Account Set-up Charge** of \$30.00. This charge also applies when a customer moves from one address to another or when a new customer takes over an account.

An administrative charge of \$15.00 applies when a customer requests a **duplicate invoice** of a bill that they already received.

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

To avoid interest charges, Hydro Ottawa must receive your payment on or before the **Due Date** on your bill. Please allow sufficient time for your payment to be received and processed, by taking into account the time required for payment to be transferred from your financial institution or to be delivered 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 year).

A **Returned Payment Charge** of \$15.00 plus any bank charges is applied when cheques are returned for non-sufficient funds (NSF) on an account.

A **Collection of Account Charge** of \$30.00 is applied when Hydro Ottawa collects a payment at a customer's premises at the time the account is scheduled for disconnection.

A **Special Billing Service Charge** of \$97.00 (billed in 15 minute increments with a minimum charge of one hour) is applied when customers request historical billing information. This does not include duplicate invoices and arrears certificates, which have a specific rate.

If a customer requests that a meter be investigated and the billing is determined to be correct, a **High Bill Investigation Charge** of \$218.00 is applied. If there is a problem with the meter, the customer is not charged.

**Disconnection/Reconnection Charges** vary and are based on the type of electrical service and time of day.\* For customer initiated disconnections, referred to as Isolation/Re-energization, please see Section 2.2.2 of Hydro Ottawa's Conditions of Service.

- Disconnect/Reconnect at meter during business hours \$65.00
- Disconnect/Reconnect at meter after business hours \$185.00
- Disconnect/Reconnect at pole during business hours \$185.00
- Disconnect/Reconnect at pole after business hours \$415.00

- Disconnect/Reconnect at meter (New Account) during business hours \$65.00
- Disconnect/Reconnect at meter (New Account) after business hours \$185.00

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

A **Temporary Service Installation/Removal Charge** applies when a customer asks for temporary service to be connected or removed. These charges only apply to 200A @ 120/240V.

- Temporary Service installation/removal – overhead (no transformer) \$813.00
- Temporary Service installation/removal – underground (no transformer) \$1,180.00
- Temporary Service installation/removal – overhead (with transformer) \$2,900.00

### Charges for MicroFIT, Net Metering and FIT Generators

Generator charges are available online at [hydroottawa.com/generatorcharges](http://hydroottawa.com/generatorcharges).

All of the above charges are subject to **HST**.

## Contact Us

### Customer Service

[hydroottawa.com/contact](http://hydroottawa.com/contact)

Tel.: 613 738-6400

(Monday to Friday, excluding statutory holidays, from 8:00 a.m. to 8:00 p.m.)

Fax: 613 738-6403

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3025 Albion Road North  
PO Box 8700  
Ottawa, Ontario K1G 3S4

### Power Outage Information and Reporting

(24 hours a day, seven days a week)

[hydroottawa.com/outages](http://hydroottawa.com/outages)

Tel.: 613 738-0188