

# > Rates for Residential Customers

Effective January 1, 2018

**The Ontario Energy Board (OEB) sets residential and small business rates for electricity under the 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 majority of Hydro Ottawa customers pay Time-of-Use rates (TOU). Tiered price customers (consumption separated into two price tiers), may visit [oeb.ca](http://oeb.ca) for more information. Hydro Ottawa collects this cost from customers without mark-up and pays it directly to our suppliers.

	Rates
<b>Electricity Charge</b>	<b>TOU (winter)</b>
Off-Peak (lowest price)	\$0.065/kWh
Mid-Peak (medium price)	\$0.095/kWh
On-Peak (highest price)	\$0.132/kWh
<b>Delivery</b>	
Transmission	\$0.0121/kWh
Hydro Ottawa Variable and Other Charges – RPP	\$0.0093/kWh <sup>1</sup>
Hydro Ottawa Variable and Other Charges – Non-RPP	\$0.0086/kWh <sup>1</sup>
Hydro Ottawa Fixed and Other Charges	\$20.51/month
Smart Meter Entity Charge	\$0.79/month
Low Voltage Services Charge	\$0.00006/kWh
Delivery Line Loss Charge	See below for calculation <sup>2</sup>
<b>Regulatory</b>	\$0.0039/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' rate or the 'Hydro Ottawa Variable and Other Charges – Non-RPP' rate. The difference in the two rates relates to how the Global Adjustment is billed to customers. Customers who purchase their electricity from an electricity retailer are not on the RPP.

<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.

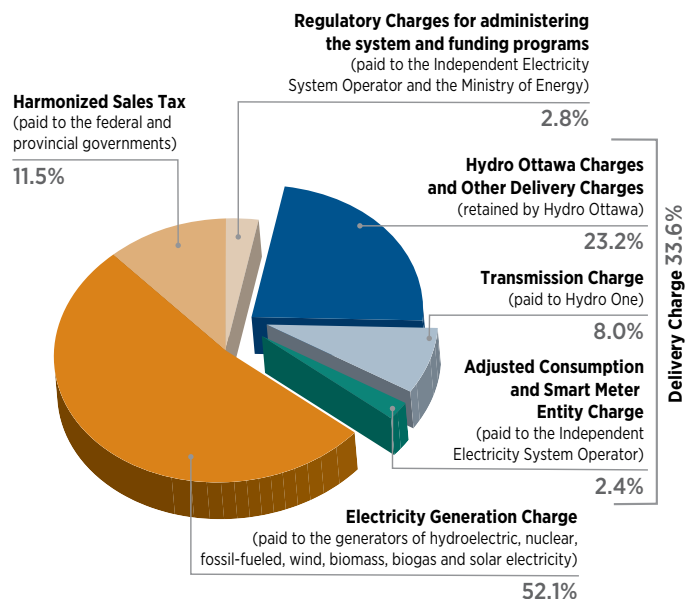
<sup>5</sup> The rebate is equal to the provincial portion of the Harmonized Sales Tax (HST) on base electricity bills, representing an 8% savings.

## Understanding Your Bill

Hydro Ottawa delivers electricity to your home and issues your bill. The bill includes the costs for the electricity that you use, the cost of transmitting electricity, the services Hydro Ottawa provides and some other costs. 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 – 23.2% 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. The percentage above does not include the 8% Provincial Rebate.*

## Electricity Charge

Your bill includes a line item called Electricity. This is the cost of the electricity that you used during the billing period.

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). You are automatically part of the RPP unless you purchase your electricity from an electricity retailer. If you buy your electricity under contract

with an electricity retailer, the price you pay for the electricity that you use is set out in the electricity contract. While the price is not regulated by the OEB, they license these companies and play a consumer protection role to ensure associated rules and codes are followed.

RPP prices are reviewed and adjusted, if required, twice a year, once in the summer (May 1) and once in the winter (November 1). The OEB sets the RPP prices based on its forecast of the cost to supply households and small businesses over the 12 months that follow. 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.

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 electricity required during peak demand periods can also benefit the environment.

The RPP rate also includes the Global Adjustment (GA). Most electricity generating companies receive a guaranteed price for the electricity that they produce. The GA accounts for differences between the spot market price and the rates paid to regulated and contracted generators as well as conservation and demand management programs.

All electricity customers pay a share of the GA. Under Ontario's Fair Hydro Plan, for eligible customers, a portion of the GA has been refinanced with the costs of clean energy investments spread out over a longer period of time. The GA is factored into RPP rates. If you sign up for a contract with an electricity retailer, you will see a separate line on your bill for the GA, as the retailer's contract price does not include this charge. The reduction associated with GA refinancing is applied to non-RPP customers in the form of a credit that came into effect on July 1, 2017. The GA credit appears as an additional line item on your bill.

## Delivery Charge

The delivery charge covers the costs of delivering electricity from generating stations across the province to your home through high voltage (transmission) and low voltage (distribution) power lines. It includes the costs to build and maintain transmission and distribution lines, towers and poles, and to operate provincial and local electricity systems.

Some of the delivery charges are “fixed,” meaning the same amount is on your monthly bill no matter how much electricity you use in each month. Other charges vary depending on how much electricity you use. The 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.

It is normal for a small amount of power to be lost as it travels over power lines. In calculating your electricity costs for the billing period, Hydro Ottawa multiplies your metered electricity use by an **adjustment factor** that accounts for those losses. 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. This adjustment factor is approved by the OEB. The charges for losses are included on the Delivery line of your bill.

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.

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.

## 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. The Regulatory Charge also includes a portion of the Rural and Remote Electricity Rate Protection.

## Debt Retirement Charge

This charge helps to repay the remaining debt from the former Ontario Hydro. As of January 1, 2016 residential customers no longer pay this charge. Residential customers will continue to see this line item on their bill, but it will be shown as a zero charge.

## Harmonized Sales Tax

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

## The Ontario Fair Hydro Plan (OFHP) including the 8 % Provincial Rebate

**Ontario’s Fair Hydro Plan** (OFHP) was introduced to lower electricity bills by an average of 25 per cent for typical residential customers across the province. Many small businesses and farms also benefit from this new initiative. This reduction includes the **eight per cent** provincial rebate introduced in January 2017.

## 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 \$100.00 (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 \$222.00 is applied. If there is a problem with the meter, the customer is not charged.

The charges for **customer initiated disconnections**, which are referred to as an Isolation or Re-energization, are detailed in Hydro Ottawa's **Conditions of Service**, Section 2,2,2. and Appendix G section G-1.6 and G-3.1.

**Non-payment of account Disconnection or Reconnection Charges** are based on the type of electrical service and time of day.\*

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

#### Customer Administration **Disconnection or Reconnection Charges of new Account without account holder**

- At meter during business hours \$65.00
- At meter after business hours \$185.00

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) \$830.00
- Temporary Service installation/removal – underground (no transformer) \$1,205.00
- Temporary Service installation/removal – overhead (with transformer) \$2,961.00

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

#### **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)

Telephone: 613 738-6400

Monday to Friday – 8:00 a.m. to 8:00 p.m.

Saturday – 9 a.m. to 3 p.m.

(excluding statutory holidays)

Hydro Ottawa Limited  
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