

# ➤ Rates for Business Customers with Demand More than 50 kW

Effective January 1, 2016

	50 kW to less than 1,500 kW billing demand <sup>1</sup>	1,500 kW to less than 5,000 kW billing demand	5,000 kW or more billing demand
<b>Electricity<sup>2</sup></b>	Wholesale Market	Wholesale Market	Wholesale Market
<b>Delivery</b>			
Transmission Network	\$2.8608/kW	\$2.9704/kW	\$3.2927/kW
Transmission Connection	\$1.8267/kW	\$1.9522/kW	\$2.1984/kW
Hydro Ottawa Variable and Other Charges	\$2.974539/kW	\$2.442159/kW	\$2.053902/kW
Rate Rider for Global Adjustment – Non RPP customers	\$0.00281/kWh	\$0.00281/kWh	\$0.00281/kWh
Hydro Ottawa Variable and Other Charges – Wholesale Market Participant	\$3.609075/kW	\$3.147542/kW	\$2.88869/kW
Hydro Ottawa Fixed Charge	\$200.00/month	\$4,193.93/month	\$15,231.32/month
Low Voltage Services Charge	\$0.02526/kW	\$0.02700/kW	\$0.03040/kW
Delivery Line Loss Charge	See below for calculation <sup>3</sup>	See below for calculation <sup>3</sup>	See below for calculation <sup>3</sup>
<b>Regulatory</b>	\$0.0060/kWh <sup>4</sup>	\$0.0060/kWh <sup>4</sup>	\$0.0060/kWh <sup>4</sup>
<b>Debt Retirement</b>	\$0.00694/kWh <sup>5</sup>	\$0.00694/kWh <sup>5</sup>	\$0.00694/kWh <sup>5</sup>

<sup>1</sup> If your organization's monthly billing demand is less than 50 kW, please refer to our Small Business Rates brochure for more information.

<sup>2</sup> The wholesale commodity rate is set by the competitive market.

<sup>3</sup> The Delivery Line Loss Charge is calculated by multiplying the kWh Consumption by the Adjustment Factor and then multiplying this number by the current month's Electricity Charge per kWh. The Delivery Charge section in this brochure provides more details about this calculation.

<sup>4</sup> For customers who do not purchase their electricity from an electricity retailer (Standard Supply Service customers) 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>5</sup> For customers of the former Casselman Hydro, this rate is \$0.007/kWh because Casselman Hydro did not own any generating plants.

## 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. The rest of the charges are collected on behalf of other organizations and passed through to you without any markup.

### Electricity Charge

This is the cost of the electricity supplied to you during a billing period and is based on the wholesale electricity market pricing. The electricity consumed is multiplied by the adjustment factor (as explained below). Hydro Ottawa collects this amount and pays it directly to our suppliers.

### Delivery Charge

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

The delivery charge also includes the cost of the electricity lost when it is distributed. 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, consumes power before it gets to your business. This is known as line losses.

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 and businesses. 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 adjustment factors for customers with a billing demand greater than or equal to 5,000 kW are:

- 1.0062 for primary meters, or
- 1.0164 for secondary meters.

The debt retirement charge is based on pre-adjusted consumption.

### Global Adjustment

The price of generation in Ontario is set by a competitive market. Certain generators receive payments through regulation or through contract that differ from the market price. A portion of the net adjustment arising from these different payments is included as the Global Adjustment on a large customer's bill.

### Regulatory Charges

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

The Regulatory Charges also include funding for the Ontario Electricity Support Program (OESP) that delivers 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 stranded debt of the former Ontario Hydro. For customers of the former Casselman Hydro this rate is \$0.0007/kWh because Casselman Hydro did not own any generating plants.

## Peak Billing Demand

The peak power used during the billing period is billing demand. It is billed using the measured kilowatts (kW) or 90% of the kilovolt-amps (kVA), whichever is greater.

## Consumption

This is the amount of electricity your business uses in kWh.

## Harmonized Sales Tax

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

## Other Business Charges and Credits

Customers who own transformers that step down from Hydro Ottawa's primary supply voltage to the voltage they use automatically receive a **Transformer Ownership Credit** (TOC) per kW of billing demand of \$0.45 for transformation from less than 115 kV.

Where dry core transformers are located **after** the primary transformers and the metering is on the customer's side of the dry core transformers, a **Drycore Transformer Energy Loss Charge** (cost of power and delivery charge) for unmetered losses applies. This charge is based on the size of the dry core transformer.

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.

A **Credit Check Charge** of \$15.00 may be required for new customers who have never had hydro bills in their name, or who 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 when a customer requests a **duplicate invoice** of a paper bill that they already received.

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

To avoid interest charges, Hydro Ottawa must receive payment on or before the **Due Date**. 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 \$95 (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 \$213.00 is applied. If there is a problem with the meter, the customer is not charged.

Hydro Ottawa will notify customers with interval meters whose dedicated phone lines have become defective that they have seven (7) business days to make the necessary repairs. If repairs are not made an **Interval Meter – Field Read Charge** of \$347.00 per visit is applied to the customer's bill.

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

• 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 for temporary service connection. These charges only apply to 200A @ 120/240V.

• Temporary Service installation/removal – overhead (no transformer)	\$797.00
• Temporary Service installation/removal – underground (no transformer)	\$1,156.00
• Temporary Service installation/removal – overhead (with transformer)	\$2,840.00

For customers with load displacement generators greater than 500 kW, a variable **Standby Charge** applies per kW of contracted demand for a month where standby power is not provided.

• Monthly Standby Service Charge (applies to all Standby customers)	\$126.36
• General Service 50 to 1,499 kW customer	\$1.6865/kW
• General Service 1,500 to 4,999 kW customer	\$1.5469/kW
• General Service Large Use customer	\$1.7166/kW

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