



# RATES FOR Residential Customers

EFFECTIVE NOVEMBER 1, 2019

The Ontario Energy Board (OEB) sets residential rates for electricity under the Regulated Price Plan (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 (TOU) rates. Tiered price customers (consumption calculated based on two price tiers), may visit [oeb.ca](http://oeb.ca) for more information.

## RATES

### ELECTRICITY CHARGE

	TOU (WINTER)
Off-Peak (lowest price)	\$0.101/kWh
Mid-Peak (medium price)	\$0.144/kWh
On-Peak (highest price)	\$0.208/kWh

### DELIVERY CHARGE

Transmission	\$0.0126/kWh
Hydro Ottawa Variable and Other Charges - RPP	\$0.0039/kWh <sup>1</sup>
Hydro Ottawa Variable and Other Charges - Non-RPP	\$0.0047/kWh <sup>1</sup>
Hydro Ottawa Fixed and Other Charges	\$24.29/month
Smart Meter Entity Charge	\$0.57/month
Low Voltage Services Charge	\$0.00006/kWh
Delivery Line Loss Charge	See below for calculation <sup>2</sup>

### REGULATORY CHARGE

\$0.0039/kWh<sup>3</sup>

### ONTARIO ELECTRICITY REBATE

31.8%<sup>4</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>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>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>4</sup> The Ontario Electricity Rebate (OER) applies to customers' bills effective November 1, 2019 and reduces the pre-HST amount of the bill. The OER largely replaces the Fair Hydro Plan adjustments to the price of electricity.

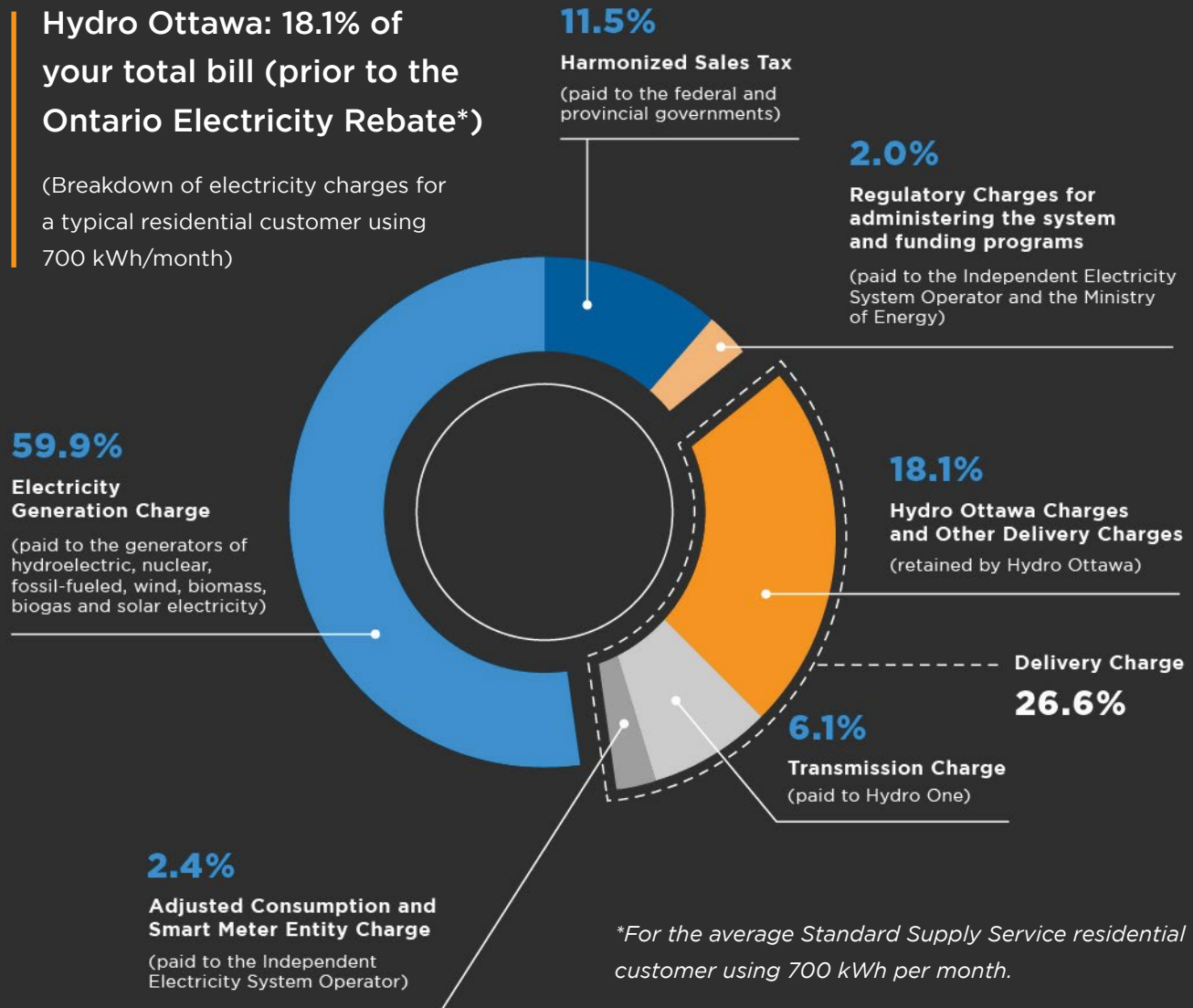
# Understanding Your Bill

Hydro Ottawa provides you with electricity service to your home. Your bill includes the costs for electricity consumption, the transmission and delivery of the electricity, taxes, and some other electricity market costs.

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

## Hydro Ottawa: 18.1% of your total bill (prior to the Ontario Electricity Rebate\*)

(Breakdown of electricity charges for a typical residential customer using 700 kWh/month)



\*For the average Standard Supply Service residential customer using 700 kWh per month.

## ELECTRICITY CHARGE

**Your bill includes a charge for 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 choose to 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 (TOU) prices reflect the cost of electricity at different times of the day. There are three (TOU) 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 lowest between 7:00 p.m. and 7:00 a.m. on weekdays, and all day on weekends and holidays.

This pricing 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.

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

## HARMONIZED SALES TAX

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

## THE ONTARIO ELECTRICITY REBATE

The Ontario Electricity Rebate (OER) applies to customers' bills effective November 1, 2019 and reduces the pre-HST amount of the bill. The OER largely replaces the Fair Hydro Plan adjustments to the price of electricity.

## 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. It is important to 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 \$102.00 (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 \$227.00 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, sections G-1.6 and G-3.1.
- **Non-payment of account Reconnection Charge** 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 **Reconnection Charge 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) \$848.00
- + Temporary Service installation/removal
  - underground (no transformer) \$1,230.00
- + Temporary Service installation/removal
  - overhead (with transformer) \$3,023.00

\*Our electrical service (reconnection/ installation) 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

9:00 a.m. to 3:00 p.m.

*(excluding statutory holidays)*

Hydro Ottawa Limited

2711 Hunt Club Road

PO Box 8700

Ottawa, Ontario K1G 3S4

### POWER OUTAGE INFORMATION AND REPORTING

(24 hours a day, seven days a week)

#### Online

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

(login required)

#### Telephone

613 738-0188