

> BUSINESS RATES

(Demand of 50 kW or more)

Effective January 1, 2016

50 kW to less than 1,500 kW billing demand¹

Electricity²	Wholesale Market
Delivery	
Transmission Network	\$2.8608/kW
Transmission Connection	\$1.8267/kW
Hydro Ottawa Variable and Other Charges	\$2.974539/kW
Rate Rider for Global Adjustment – Non RPP customers	\$0.00281/kWh
Hydro Ottawa Variable and Other Charges – Wholesale Market Participant	\$3.609075/kW
Hydro Ottawa Fixed Charge	\$200.00/month
Low Voltage Services Charge	\$0.02526/kW
Delivery Line Loss Charge	See below for calculation ³
Regulatory	\$0.0060/kWh ⁴
Debt Retirement	\$0.00694/kWh ⁵

5,000 kW or more billing demand

Electricity²	Wholesale Market
Delivery	
Transmission Network	\$3.2927/kW
Transmission Connection	\$2.1984/kW
Hydro Ottawa Variable and Other Charges	\$2.053902/kW
Rate Rider for Global Adjustment – Non RPP Customers	\$0.00281/kWh
Hydro Ottawa Variable and Other Charges – Wholesale Market Participant	\$2.88869/kW
Hydro Ottawa Fixed Charge	\$15,231.32/month
Low Voltage Services Charge	\$0.03040/kW
Delivery Line Loss Charge	See below for calculation ³
Regulatory	\$0.0060/kWh ⁴
Debt Retirement	\$0.00694/kWh ⁵

1,500 kW to less than 5,000 kW billing demand

Electricity²	Wholesale Market
Delivery	
Transmission Network	\$2.9704/kW
Transmission Connection	\$1.9522/kW
Hydro Ottawa Variable and Other Charges	\$2.442159/kW
Rate Rider for Global Adjustment – Non RPP customers	\$0.00281/kWh
Hydro Ottawa Variable and Other Charges – Wholesale Market Participant	\$3.147542/kW
Hydro Ottawa Fixed Charge	\$4,193.93/month
Low Voltage Services Charge	\$0.02700/kW
Delivery Line Loss Charge	See below for calculation ³
Regulatory	\$0.0060/kWh ⁴
Debt Retirement	\$0.00694/kWh ⁵

¹ Customers with a monthly billing demand of less than 50 kW should refer to our Small Business Rates brochure for more information.

² The wholesale commodity rate is set by the competitive market.

³ The Delivery Line Loss Charge calculation is: kWh Consumption multiplied by the Loss Factor multiplied by the current month's Electricity Charge per kWh. Refer to the Delivery Charge section for further information.

⁴ 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.

⁵ 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 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.

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 (see Adjusted Consumption). Hydro Ottawa collects this money and pays this amount directly to its suppliers.

Delivery Charge

These are the costs of delivering electricity from generating stations across the province to Hydro Ottawa then to your business. 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 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.

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 business. The adjustment factor accounts for these losses. The delivery and regulatory charges are based on the adjusted consumption, which is calculated by applying a regulated factor to the kWh consumption.

The loss factors for customers with a billing demand less than or equal to 5,000 kW are:

- 1.0232 for customers with primary meters, or
- 1.0335 for customers with secondary meters.

The loss 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 contract that differ from the market price.

The 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 and include the costs associated with funding Ministry of Energy conservation and renewable energy programs.

Funding for the Ontario Electricity Support Program (OESP) that delivers on-bill rate assistance to low income electricity customers is included in the Regulatory Charge. 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, as Casselman Hydro did not own any generating plants.

Other Items That Appear on Your Bill

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 you use in kWh.

Business Charges and Credits

Customers who own transformers that step down from Hydro Ottawa's primary supply voltage to the utilization voltage will 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 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 by Hydro Ottawa on or before the **Due Date**. It is important to allow sufficient time for your payment to be received and processed, taking into account the time required for payment to be transferred from your financial institution or 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 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.

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 or arrears certificates which have specific rates.

A **High Bill Investigation Charge** (if billing is correct) of \$213.00 is applied when a customer requests an investigation of a meter due to a high bill. If there is an issue with the meter the customer will not be charged.

Customers with interval meters whose dedicated phone lines have become defective will be notified by Hydro Ottawa that they have seven (7) business days to make 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.

• 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 > 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
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General Service 50 to 1,499 kW customer	\$1.6865/kW
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General Service 1,500 to 4,999 kW customer	\$1.5469/kW
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General Service Large Use customer	\$1.7166/kW
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All charges are subject to **HST**.

Contact Us

Customer Service

hydroottawa.com/contact

Tel.: 613 738-6400

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

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Power Outage Information and Reporting

(24 hours a day, seven days a week)

hydroottawa.com/outages

• Tel.: 613 738-0188