

> RESIDENTIAL RATES

Effective January 1, 2016

Residential Customer Rates

Electricity¹ – Regulated Price Plan (RPP):

Time-of-Use (winter)

Off-Peak.....	\$0.083/kWh
Mid-Peak.....	\$0.128/kWh
On-Peak.....	\$0.175/kWh

Delivery

Transmission	\$0.0123/kWh
Hydro Ottawa Variable and Other Charges – RPP ¹	\$0.016945/kWh
Hydro Ottawa Variable and Other Charges – Non-RPP.....	\$0.019755/kWh
Hydro Ottawa Fixed and Other Charges	\$13.28/month
Smart Meter Entity Charge	\$0.79/month
Low Voltage Services Charge.....	\$0.00007/kWh
Delivery Line Loss Charge	See below for calculation ²

Regulatory \$0.0060/kWh³

Debt Retirement \$0.00000/kWh⁴

¹ **The Ontario Energy Board (OEB) sets the RPP rates.** RPP prices are reviewed and adjusted 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 rates. If you are a Tiered price customer, please visit ontarioenergyboard.ca for more information.

² The Delivery Line Loss Charge calculation is: Electricity Charge Consumption (per RPP Category) multiplied by the loss factor multiplied by the current month's Electricity Charge per RPP Rate. Refer to the Delivery Charge section for further information.

³ 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.

⁴ 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, as Casselman Hydro did not own any generating plants. For all other Hydro Ottawa customers this rate was \$0.000694/kWh.

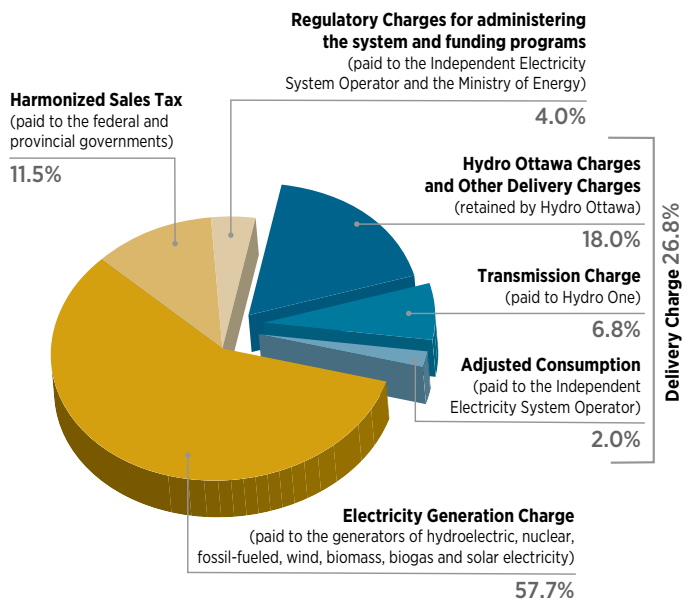
Understanding Your Bill

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 mark-up.

Hydro Ottawa – 18.0% of your total bill

(Breakdown of electricity charges – typical residential customer using 800 kWh/month)



Electricity Charge

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

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

RPP prices are set by the Ontario Energy Board (OEB) based on a 12-month forecast of the expected cost to supply RPP customers over a set period of time. They are designed to provide stable and predictable electricity pricing as well as to ensure that the price that residential customers pay recovers the payments made to generators that supply the electricity they consume. RPP prices are reviewed and adjusted 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 are designed to reflect the cost of electricity at different times of the day. There are three Time-of-Use periods – on-peak, mid-peak and off-peak – that vary depending on the season (summer or winter). Like cell phone plans, prices are lower in the evenings, on weekends and on holidays. They encourage households and small businesses to use electricity during lower-cost time periods. This can in turn ease pressure on the provincial power system. It can also benefit the environment, by reducing energy required during peak demand periods.

Electricity generators in Ontario receive a combination of payments from the operation of the wholesale market, payments set by regulation and payments under contracts. A portion of the net adjustments arising from these and other authorized payments is included on the bill as the Global Adjustment. For customers on the RPP, Global Adjustment is part of the Electricity Charge. For customers who purchase their electricity from a retailer, Global Adjustment will show up as a separate line item on their bill.

Delivery Charge

These are the costs of delivering electricity from generating stations across the Province to Hydro Ottawa, then to your home. This includes the costs to build and maintain the transmission and distribution lines, towers and poles, and 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.

The delivery charge also includes costs relating to electricity lost through distributing electricity to your home.⁵ The majority of residential customers can expect a delivery line loss of approximately 3.35%. Hydro Ottawa collects this money and pays this amount directly to our suppliers, as outlined in the pie chart above.

The loss factors for residential customers are:

- 1.0232 for customers with primary meters, or
- 1.0335 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 and include the costs associated with funding Ministry of Energy conservation and renewable energy programs.

The Smart Meter Entity charge recovers the costs of developing and implementing the Province's central data repository 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.

⁵ 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 home.

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 debt of the former Ontario Hydro. As of January 1, 2016 this charge is being removed from Residential bills.

Harmonized Sales Tax

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

More About Your Bill

As a residential customer, you receive your Hydro Ottawa bill every month. Some of the additional terms that may appear on your statement are explained below.

New accounts are subject to an **Account Set-up Charge** of \$30.00. This charge also applies when there is a change of occupancy.

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 and 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.

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

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.)

Fax: 613 738-6403

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

Tel.: 613 738-0188