



Rates for Small Business Customers with Demand Less than 50 kW*

Effective November 1, 2016

The Ontario Energy Board (OEB) sets the small business and residential rates for electricity under Ontario's 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 vast majority of Hydro Ottawa customers pay Time-of-Use (TOU) rates. If you are a Tiered price customer (your consumption is separated into two price tiers), please visit ontarioenergyboard.ca for more information.

Both Time-of-Use Pricing and Tiered Pricing cover the cost of electricity purchased on your behalf. Hydro Ottawa collects this cost from you without mark-up and pays it directly to our suppliers.

	Rates
Electricity Charge	TOU (winter)
Off-Peak (lowest price)	\$0.087/kWh
Mid-Peak (medium price)	\$0.132/kWh
On-Peak (highest price)	\$0.180/kWh
Delivery	
Transmission	\$0.0114/kWh
Hydro Ottawa Variable and Other Charges – RPP ²	\$0.019551/kWh
Hydro Ottawa Variable and Other Charges – Non-RPP	\$0.022361/kWh
Hydro Ottawa Fixed Charge	\$17.23/month
Smart Meter Entity Charge	\$0.79/month
Low Voltage Services Charge	\$0.00006/kWh
Delivery Line Loss Charge	See below for calculation ¹
Regulatory	\$0.0060/kWh ²
Debt Retirement	\$0.00694/kWh ³

¹ 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 month's Electricity Charge under the RPP rate. More details on this calculation are inside this brochure.

² For 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.

³ For customers of the former Casselman Hydro, this rate is \$0.0007/kWh because Casselman Hydro did not own any generating plants.

* If your monthly billing demand is more than 50 kW, please refer to our Business Rates brochure for more information.

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. Hydro Ottawa collects the rest of the charges on behalf of other organizations, without any mark-up to your business.

Electricity Charge

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

Small business customers with a demand of less than 50 kW have the option of buying their electricity through the **Regulated Price Plan (RPP)** at a regulated price per kilowatt hour (kWh) or from an electricity retailer. You are automatically part of the RPP unless you purchase your electricity from an electricity retailer.

The Ontario Energy Board (OEB) sets the RPP prices based on its forecast of the cost to supply households and small businesses over the next 12 months. 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. Hydro Ottawa, like other electricity utilities in Ontario, is not allowed to make a profit on the electricity we buy for our customers.

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 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. Like cell phone plans, prices are lower in the evenings, on weekends and on holidays. This encourages small businesses and households 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. By reducing the energy required during peak demand periods, it can also benefit the environment.

The electricity charge on your Hydro Ottawa bill also includes the Global Adjustment, which reflects the differences between the market price of electricity and the regulated or contract prices that are paid to generators for the electricity they produce. For customers who purchase their electricity from a retailer, the Global Adjustment is a separate line item on their bill.

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 transmission and distribution lines, towers and poles and to 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 the costs of the electricity lost when it is distributed to your business. 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 majority of small business 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 small business customers are:

- 2.32% for customers with primary meters, or
- 3.35% 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. These charges also include the costs of funding the Ministry of Energy's conservation and renewable energy programs.

The Smart Meter Entity charge recovers the costs of developing and implementing Ontario's central database that stores, processes and manages hourly electricity consumption data for smart meters. Hydro Ottawa collects and passes it through, without mark-up, to the Independent Electricity System Operator. This charge will remain in effect until October 31, 2018.

Regulatory charges also include funding for the Ontario Electricity Support Program (OESP) that provides 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 debt of the former Ontario Hydro.

Harmonized Sales Tax (HST)

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

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.

A **Security Deposit** may be applied to an account as a condition of service.

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.

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 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 \$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.

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 when a customer asks for temporary service to be connected or removed. These charges only apply to 200 @ 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

Charges for microFIT, Net Metering and FIT Generators

Generator charges are available online at hydroottawa.com/generatorcharges.

All of the above 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