

## MISCELLANEOUS CHARGES

New account set-up	\$8.75
Returned cheque charges	\$8.55
Collection of account charge	\$9.00
Disconnect/Reconnect for non-payment (during business hours)	
at meter	\$20.00
at pole	\$50.00
Disconnect/Reconnect for non-payment (after business hours)	
at meter	\$50.00
at pole	\$95.00
Service Call – Customer owned equipment	\$17.50
Service Call – After business hours	\$95.00
Meter Dispute Charge plus Measurement Canada fees (if meter found correct)	\$10.00
Late payment charges	1.5%
- compounded monthly on past due balances (19.56% per annum)	

## PAYMENT OPTIONS

Payments can be made through most financial institutions, through telephone banking or internet banking. You may also pay your bill at our office located at 395 Southgate Drive or after hours you may use our night drop box also located at 395 Southgate Drive. All Guelph Hydro Electric Systems Inc. customers can take advantage of our Preauthorized Payment Plan. Regulated Price Place customers can opt for our Preauthorized Budget Plan as well. The reverse side of residential bills lists the agency stores where we accept payments.

## VIEW YOUR ACCOUNT ONLINE

You have the ability to find account information quickly and easily, any time of the day or night. All you need is a computer and internet access.

### You can:

- view current statements and due dates
- view meter reading information
- compare billed usage
- view billing history
- receive your bills electronically
- cancel epost subscriptions
- view payment history

### Advantages:

- private and secure
- convenient
- access your bills online anywhere, 24 hours per day, 7 days a week
- best of all, it's **FREE**

## EXPLANATION OF ELECTRICITY TERMS

### Electricity

This is the electricity supplied to you during the billing period and is the part of the bill that is subject to competition. The electricity consumed is multiplied by the loss factor\*. Guelph Hydro Electric Systems Inc. collects this money and pays it to its suppliers.

*\* When electricity is delivered over distribution poles and power lines, 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 or business. The loss factor accounts for this lost power.*

### Delivery

These are costs of delivering electricity from electricity generating stations across the province to Guelph Hydro Electric Systems Inc., then to your home or business. 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 (monthly service charge) 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.

### Regulatory Charges

Regulatory charges are the costs of administering the wholesale electricity markets and maintaining the reliability of the provincial grid.

### Debt Retirement Charge

The debt retirement charge pays down the debt of the former Ontario Hydro.

### Power Factor Charge

Power factor is a measure of how effectively your equipment converts electric current into useful power output, such as heat, light or mechanical motion. Low power factor, or less effective use of electric current, will be an added cost to your bill. There are two kinds of power: usable power called kilowatts (kW), and reactive power called kiloVAR (kVar). The ratio of your usable power consumption to your reactive power consumption determines your power factor. When your power factor drops below 90%, a power factor surcharge is applied to cover the cost of supplying additional reactive power.



1-800-400-2255  
www.on1call.com



## RATE SCHEDULE

MAY 1, 2009

395 Southgate Drive,  
Guelph, ON N1G 4Y1

**Billing:** 519-822-3010

**Admin:** 519-822-3017

**Fax:** 519-822-0960

[www.guelphhydro.com](http://www.guelphhydro.com)

## DEAR CUSTOMER

Following are current electricity prices for **Regulated Price Plan (RPP)** customers who buy their electricity commodity from a utility. Note that these rates are subject to change and may be adjusted by the Ontario Energy Board (OEB) every 6 months. *If you are currently buying your electricity from a retailer (or have recently signed a new contract) and are paying their contract price, you will continue to do so.*

### Conventional Meters

Residential Customers

May 1, 2009 to October 31, 2009 (subject to change)

First 600 kWh*	\$0.057/kWh
Balance kWh	\$0.066/kWh

November 1, 2009 to April 30, 2010 (subject to change)

First 1,000 kWh*	\$0.057/kWh
Balance kWh	\$0.066/kWh

Non Residential Low Volume and Designated Customers

May 1, 2009 to April 30, 2010 (subject to change)

First 750 kWh*	\$0.057/kWh
Balance kWh	\$0.066/kWh

\*Includes kWh due to line losses

The amount of electricity residential customers can use at the lower price has also changed from the winter threshold of 1000 kWh per month to the summer threshold of 600 kWh per month. The threshold for non-residential RPP customers remains constant at 750 kWh each month at a lower price. As per the OEB, please note that as of November 1, 2009 large MUSH sector consumers (Municipalities, Universities, Schools and Hospitals) will no longer be part of RPP.

The Minister of Energy has indicated that eligible consumers include residential consumers and consumers that are classified as "general service with less than 50 kW demand" by their local distribution company.

Those customers who have more than one dwelling unit as defined by the *Condominium Act*, *Tenant Protection Act*, or the *Co-operative Corporation Act* can declare this information to Guelph Hydro Electric Systems Inc. (GHESI) in writing using the self-declaration form available at our office or web site under "Declaration Form – Multi Unit Premises". Energy for qualifying units will be billed at the lower rate of 5.7 cents per kWh for the first tier times the number of applicable units. As explained above, the price threshold will change seasonally.

GHESI continues to own, operate and maintain the poles, wires, cables and transformers that make up the local distribution system that brings electricity to you. GHESI is licensed by the OEB as the Local Distribution Company. We are committed to deliver electricity to your home and business safely and reliably and we encourage all our customers to use energy wisely and to join us in creating a culture of responsible use in our community.

Art Stokman, President, Guelph Hydro Electric Systems Inc.

### Electricity, Delivery & Regulatory Charges

The new delivery charges and electricity charges are effective from May 1, 2009. Our rates are prorated on a 30-day bill. The bill you received for consumption before and after May 1 was prorated for delivery and electricity charges.

## RESIDENTIAL

### Electricity

First tier* / month** / (per kWh) +	\$0.057 ♦
Remaining kWh (per kWh) +	\$0.066 ♦

*or Retailer Price*

### Delivery

Monthly Service Charge*	\$14.38
Distribution Volumetric Rate (per kWh)	\$0.0173
Transmission Connection (per kWh) +	\$0.0049
Transmission Network (per kWh) +	\$0.0051

### Regulatory Charges

Wholesale Market (per kWh) +	\$0.0065
Standard Supply Service Administration**	\$0.2500
Debt Retirement Charge (per kWh)	\$0.0070

## GENERAL SERVICE LESS THAN 50kW

### Electricity

First 750 kW month** (per kWh) +	\$0.057 ♦
Remaining kWh (per kWh) +	\$0.066 ♦

*or Retailer Price*

### Delivery

Monthly Service Charge**	\$13.40
Distribution Volumetric Rate (per kWh)	\$0.0163
Transmission Connection (per kWh) +	\$0.0044
Transmission Network (per kWh) +	\$0.0047

### Regulatory Charges

Wholesale Market (per kWh) +	\$0.0065
Standard Supply Service Administration**	\$0.2500
Debt Retirement Charge (per kWh)	\$0.0070

### NOTES

- ♦ Regulated Price Plan rate subject to change
- \* First tier; 1,000 kWh in winter season (November 1 to April 30) and 600 kWh in summer season (May 1 to October 31)
- \*\* Prorated based on a 30-day bill. Monthly Service Charge includes fixed charge
- + Distribution loss factor applied to consumption
- ⌋ Primary Adjustment Factor applied to demand and consumption where applicable and Transformer Ownership Allowance (per kW) applied to demand where applicable

The current Provincial energy price is available at the IESO (Independent Electricity System Operator) at [www.ieso.ca](http://www.ieso.ca)

## GENERAL SERVICE 50kW TO 1000kW

<b>Electricity Charge (per kWh) +</b>	<i>Weighted Average Hourly Spot Market Price or Hourly Ontario Energy Price or Retailer Price</i>
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### Non-competitive Charges

Wholesale Market (per kWh) +	\$0.0065
Transmission Connection (per kW)	\$1.8132
Transmission Connection (per kW) interval metered	\$1.8811
Transmission Network (per kW)	\$1.9324
Transmission Network (per kW) interval metered	\$2.0045
Debt Retirement (per kWh)	\$0.0070

### Distribution Charges

Monthly Service Charge**	\$232.13
Distribution Volumetric Rate (per kW) ⌋	\$2.8759
Standard Supply Service Administration**	\$0.2500
Transformer Allowance (per kW) ⌋	(\$0.7200)

## GENERAL SERVICE 1000kW to 5000kW

<b>Electricity Charge (per kWh) +</b>	<i>Weighted Average Hourly Spot Market Price or Hourly Ontario Energy Price or Retailer Price</i>
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### Non-competitive Charges

Wholesale Market (per kWh) +	\$0.0065
Transmission Connection (per kW)	\$1.8811
Transmission Network (per kW)	\$2.0045
Debt Retirement (per kWh)	\$0.0070

### Distribution Charges

Monthly Service Charge**	\$619.17
Distribution Volumetric Rate (per kW) ⌋	\$2.0137
Standard Supply Service Administration**	\$0.2500

## LARGE USE CUSTOMERS

<b>Electricity Charge (per kWh) +</b>	<i>Weighted Average Hourly Spot Market Price or Hourly Ontario Energy Price or Retailer Price</i>
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### Non-competitive Charges

Wholesale Market (per kWh) +	\$0.0065
Transmission Connection (per kW)	\$2.2715
Transmission Network (per kW)	\$2.4207
Debt Retirement (per kWh)	\$0.0070

### Distribution Charges

Monthly Service Charge**	\$905.83
Distribution Volumetric Rate (per kW) ⌋	\$2.1998
Standard Supply Service Administration**	\$0.2500

