

## MicroFIT GENERATION

### Electricity

Monthly Service Charge \*\* \$5.25

For more information about the microFIT program, please visit the Ontario Power Authority website: [www.fit.powerauthority.on.ca](http://www.fit.powerauthority.on.ca)

## 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
Arrears Certificate	\$15.00

Service Call – Customer owned equipment	\$17.50
Meter Dispute Charge plus Measurement Canada Fees (if meter found correct)	\$10.00
Late payment charges - compounded monthly on past due balances (19.56% per annum)	1.5%

## PAYMENT OPTIONS

Payments can be made through most financial institutions, through telephone banking or Internet banking. All Guelph Hydro Electric Systems Inc. customers can take advantage of our Preauthorized Payment Plan. Regulated Price Plan 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 *epas*<sup>TM</sup> 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 cost of 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 distribution loss factor. Guelph Hydro Electric Systems Inc. collects this money and pays the same amount to its suppliers.

Note: *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 or business. The distribution 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. Guelph Hydro passes the transmission and low voltage service charges through to you, without a mark-up, on behalf of Hydro One.

A portion of these charges are fixed and does 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 system and maintaining the reliability of the provincial grid and include costs associated with funding Ministry of Energy and Infrastructure conservation and renewable energy programs.

### Global Adjustment

The Global Adjustment is an adjustment for the difference between the market price and rates paid to regulated and contracted generators. This will be either a credit or a charge depending on the prices for electricity in the Independent Electricity System Operator (IESO) spot market. Global Adjustment is applicable to large commercial consumers and consumers having a retailer agreement.

### 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.

### Debt Retirement Charge

The Debt Retirement Charge pays down the debt of the former Ontario Hydro.



## RATE SCHEDULE

MAY 1, 2011

395 Southgate Drive,  
Guelph, ON N1G 4Y1

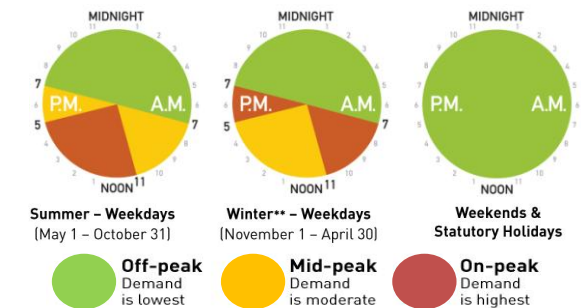
**Billing:** 519-822-3010

**Admin:** 519-822-3017

**Fax:** 519-822-0960

*Time-of-Use rates for electricity will come into effect for Guelph Hydro Electric Systems Inc. customers in 2011.*

*For more information regarding Time-of-Use rates for electricity, please visit our website at: [www.guelphhydro.com](http://www.guelphhydro.com)*



## DEAR CUSTOMER

As a residential or small business customer whose demand is less than 50 kW, you are automatically part of the Regulated Price Plan (RPP) where you are charged a regulated price per kilowatt hour (kWh) for the electricity you use. You also have the option to purchase your electricity from an electricity retailer. If you buy your electricity from an electricity retailer of your choice, you are considered a Non-RPP\*\*\* Customer and will then pay the rate for electricity stated in your contract.

RPP Prices are based on a 12-month forecast and are designed to provide stable and predictable electricity pricing as well as ensure the price consumers pay reflects the price paid to electricity generators.

RPP rates are set by the Ontario Energy Board and are adjusted twice a year, in the spring (May 1) and the fall (November 1).

### Two-Tiered RPP Prices (for conventional meters)

#### Residential Customers

May 1, 2011 to October 31, 2011

First 600 kWh used per month *	\$0.068/kWh ♦
All kWh used above 600 kWh per month	\$0.079/kWh ♦

#### Non Residential Low Volume Customers

May 1, 2011 to April 30, 2012

First 750 kWh used per month*	\$0.068/kWh ♦
All kWh used above 750 kWh per month	\$0.079/kWh ♦

\*Includes kWh due to line losses

### Time-of-Use Prices (for Smart Meters)

May 1, 2011 to October 31, 2011

On-peak	\$0.107/kWh ♦
Mid-peak	\$0.089/kWh ♦
Off-peak	\$0.059/kWh ♦

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. in writing using the self-declaration form available at our office or web site under "Declaration Form – Multi Unit Premises". The Two-Tiered RPP prices will be applied according to the number of units (not applicable under Time-Off-Use prices)

### Electricity, Delivery & Regulatory Charges

The new delivery charges and electricity charges are effective from May 1, 2011. 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)+	\$0.068 ♦
Remaining kWh (per kWh)+	\$0.079 ♦

*or energy retailer contract price*

### Delivery

Monthly Service Charge*	\$14.80
Distribution Volumetric Rate (per kWh) ***	\$0.0153
Transmission Connection (per kWh)+	\$0.0052
Transmission Network (per kWh)+	\$0.0062

### Regulatory Charges

Wholesale Market (per kWh)+	\$0.0065
Standard Supply Service Administration**	\$0.25
Debt Retirement Charge (per kWh)	\$0.0070

## GENERAL SERVICE LESS THAN 50kW

### Electricity

First 750 kW month** (per kWh)+	\$0.068 ♦
Remaining kWh (per kWh)+	\$0.079 ♦

*or energy retailer contract price*

### Delivery

Monthly Service Charge**	\$14.00
Distribution Volumetric Rate (per kWh) ***	\$0.0143
Transmission Connection (per kWh)+	\$0.0046
Transmission Network (per kWh)+	\$0.0057

### Regulatory Charges

Wholesale Market (per kWh)+	\$0.0065
Standard Supply Service Administration**	\$0.25
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
- \*\*\* Non-RPP Customers (only) pay an additional Rate Rider for Global Adjustment of \$0.0006 per kWh
- + 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 100kW

### Electricity Charge (per kWh) +

*Weighted Average Hourly Spot Market Price or Hourly Ontario Energy Price or energy retailer contract price*

### Distribution Charges

Monthly Service Charge**	\$236.07
Distribution Volumetric Rate (per kW) §	\$2.4884
Standard Supply Service Administration**	\$0.25
Transformer Allowance (per kW) §	(\$0.7200)

### Non-competitive Charges

Wholesale Market (per kWh)+	\$0.0065
Transmission Connection (per kW)	\$1.9218
Transmission Connection (per kW) interval metered	\$1.9938
Transmission Network (per kW)	\$2.3557
Transmission Network (per kW) interval metered	\$2.4435
Debt Retirement (per kWh)	\$0.0070

## GENERAL SERVICE 100kW to 500kW

### Electricity Charge (per kWh) +

*Weighted Average Hourly Spot Market Price or Hourly Ontario Energy Price or energy retailer contract price*

### Distribution Charges

Monthly Service Charge**	\$674.55
Distribution Volumetric Rate (per kW) §	\$1.5934
Standard Supply Service Administration**	\$0.25

### Non-competitive Charges

Wholesale Market (per kWh)+	\$0.0065
Transmission Connection (per kW)	\$1.9938
Transmission Network (per kW)	\$2.4435
Debt Retirement (per kWh)	\$0.0070

## LARGE USE CUSTOMERS

### Electricity Charge (per kWh) +

*Weighted Average Hourly Spot Market Price or Hourly Ontario Energy Price or energy retailer contract price*

### Distribution Charges

Monthly Service Charge**	\$1,089.90
Distribution Volumetric Rate (per kW) §	\$1.6893
Standard Supply Service Administration**	\$0.25

### Non-competitive Charges

Wholesale Market (per kWh)+	\$0.0065
Transmission Connection (per kW)	\$2.4076
Transmission Network (per kW)	\$2.9508
Debt Retirement (per kWh)	\$0.0070