



January 1st 2019 GUELPH & ROCKWOOD RATE SCHEDULE

395 Southgate Drive,
Guelph, ON N1G 4Y1

Billing: 519-822-3010

Admin: 519-822-3017

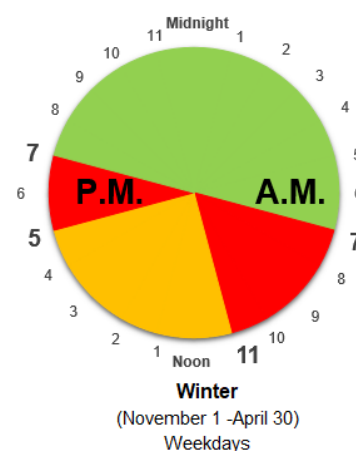
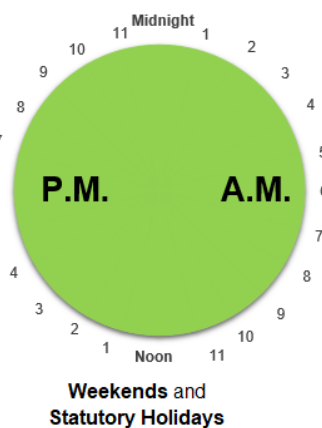
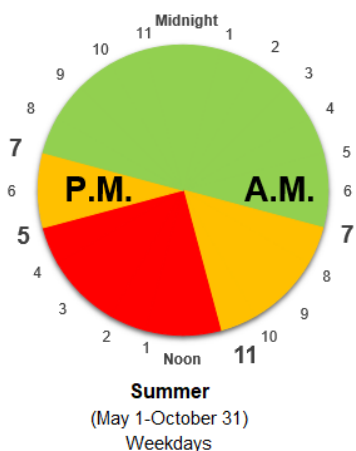
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Time-of-Use rates for electricity came into effect for the majority of Alectra Utilities, formerly Guelph Hydro Electric Systems Inc., customers in 2011.

For more information regarding Time-of-Use rates for electricity, please visit our website at: www.guelphhydro.com

Ontario Electricity Time-of-use Price Periods

Prices effective
May 1, 2018



6.5 ¢/kWh	Off-peak
9.4 ¢/kWh	Mid-peak
13.2 ¢/kWh	On-peak

www.guelphhydro.com

DEAR CUSTOMER

As a residential or small commercial customer whose demand is less than 50 kilowatts (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. This price includes the commodity price of electricity as well as the global adjustment. 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, plus the provincial global adjustment rate (which changes monthly) and will receive the Global Adjustment Modifier Credit.

(Visit the Ontario Energy Board website at www.ontarioenergyboard.ca for more information).

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 and the Global Adjustment Modifier Credit are set by the Ontario Energy Board and are adjusted twice a year, in the spring (May 1) and the fall (November 1), or as determined by the Ontario Energy Board.

Time-of-Use Prices (for Smart Meters)

Residential and Small Commercial Customers

May 1, 2018 to April 30, 2019

On-peak	\$0.132/kWh■
Mid-peak	\$0.094/kWh■
Off-peak	\$0.065/kWh■

Two-Tiered RPP Prices (for conventional meters)

Residential Customers

May 1, 2018 to April 30, 2019

First 600 kWh in summer season (May 1 to October 31), and 1,000 kWh in winter season (November 1 to April 30)*⊗	\$0.077/kWh■
All kWh used above 600 (summer) or 1,000 kWh (winter) per month*	\$0.089/kWh■

Commercial Customers

May 1, 2018 to April 30, 2019

First 750 kWh (731 metered kWh + 19 kWh losses) used per month⊗	\$0.077/kWh■
All kWh used above 750 kWh per month	\$0.089/kWh■

Note: For RPP and retailer customers, all charges related to losses are included in the Delivery line on your bill.

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 Alectra Utilities, formerly Guelph Hydro Electric Systems Inc., in writing using the declaration form available at our office or website. The Two-Tiered RPP prices will be applied according to the number of units (not applicable under Time-of-Use prices).

Residential or Small Commercial Customers enrolled with an Electricity Retailer

May 1, 2018 to April 30, 2019

Global Adjustment Modifier Credit	(\$0.04438)/kWh
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Electricity Prices effective January 1, 2019

New Electricity Prices are effective starting January 1st, 2019. Smart-metered and interval-metered customers' bills for consumption before and after this date will apply the past effective rates to pre-rate change consumption and will apply the new effective rates to post-rate change consumption. For non-smart or non-interval metered customers, the bill you receive for consumption before and after January 1st, 2019 will be prorated for Electricity rates.

RESIDENTIAL

Electricity (for Customers with Smart Meters)

On-peak	\$0.132/kWh■
Mid-peak	\$0.094/kWh■
Off-peak	\$0.065/kWh■

or energy retailer contract price plus global adjustment at market rates

Delivery±

Monthly Service Charge⊗	\$29.61
Distribution Volumetric Rate (per kWh)▲ Ω	\$0.0014
Transmission Connection (per kWh)+	\$0.0062
Transmission Network (per kWh)+	\$0.0068

Regulatory Charges

Wholesale Market Service Rate (per kWh)+	\$0.0039
Standard Supply Service Administration⊗ ≠	\$0.25

GENERAL SERVICE LESS THAN 50 kW

Electricity (for Customers with Smart Meters)

On-peak	\$0.132/kWh■
Mid-peak	\$0.094/kWh■
Off-peak	\$0.065/kWh■

or energy retailer contract price plus global adjustment at market rates

Delivery±

Monthly Service Charge⊗	\$17.01
Distribution Volumetric Rate (per kWh)▲ ▼	\$0.0156
Transmission Connection (per kWh)+	\$0.0055
Transmission Network (per kWh)+	\$0.0062

Regulatory Charges

Wholesale Market (per kWh)+	\$0.0039
Standard Supply Service Administration⊗ ≠	\$0.25

GENERAL SERVICE 50 kW TO 999 kW

Electricity Charge (per kWh)+ \$

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

Global Adjustment (per kWh)+ \$ ≠

Monthly provincial rate

Distribution Charges

Monthly Service Charge⊗	\$179.86
Distribution Volumetric Rate (per kW)§ ✕	\$3.2442
GA Rate Rider (per kWh)§ • ◇ ◀	\$0.0056
Standard Supply Service Administration⊗ ≠	\$0.25
Transformer Allowance (kW) Δ	(\$0.7200)

Non-competitive Charges§

Wholesale Market (per kWh)+ ✕	\$0.0039
Transmission Connection (per kW)	\$2.3084
Transmission Connection (per kW) interval metered	\$2.3950
Transmission Network (per kW)	\$2.6001
Transmission Network (per kW) interval metered	\$2.6970

GENERAL SERVICE 1,000 kW TO 4,999 kW**Electricity Charge (per kWh)+ §**

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

Global Adjustment (per kWh)+ § ≠

Monthly provincial rate

Distribution Charges

Monthly Service Charge⊗	\$534.64
Distribution Volumetric Rate (per kW)§	\$3.6546
GA Rate Rider (per kWh)§ ◇ ∞	\$0.0083
Standard Supply Service Administration⊗ ≠	\$0.25

Non-competitive Charges§

Wholesale Market (per kWh)+ ✕	\$0.0039
Transmission Connection (per kW) – Interval Metered	\$2.3950
Transmission Network (per kW) – Interval Metered	\$2.6970

LARGE USE (5MW and above)**Electricity Charge (per kWh)+ §**

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

Global Adjustment (per kWh)+ § ≠

Monthly provincial rate

Distribution Charges

Monthly Service Charge⊗	\$965.65
Distribution Volumetric Rate (per kW)§	\$3.9903
Standard Supply Service Administration⊗ ≠	\$0.25

Non-competitive Charges§

Wholesale Market (per kWh)+ ✕	\$0.0039
Transmission Connection (per kW) – Interval Metered	\$2.8919
Transmission Network (per kW) – Interval Metered	\$3.2570

UNMETERED SCATTERED LOAD

Accounts taking electricity at 750 volts or less where monthly average peak demand is less than, or is forecast to be less than, 50 kW and the consumption is unmetered, such as cable TV power packs, bus shelters, telephone booths, traffic lights and railway crossings.

Electricity Charge

First tier 750 kWh/month⊗/(per kWh)	\$0.077■
Remaining kWh (per kWh)	\$0.089■
<i>or energy retailer contract price plus global adjustment at market rates</i>	

Delivery±

Monthly Service Charge (per connection)⊗	\$4.91
Distribution Volumetric Rate (per kWh)♣	\$0.0236
Transmission Connection (per kWh)+	\$0.0055
Transmission Network (per kWh)+	\$0.0062

Regulatory Charges

Wholesale Market (per kWh)+	\$0.0039
Standard Supply Service Administration⊗ ≠	\$0.25

STREET LIGHTING

The consumption of municipal roadway lighting is based on the calculated connection load times and the required lighting times established in the approved OEB street lighting load shape template.

Electricity Charge (per kWh)+

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

Global Adjustment (per kWh)+

Monthly provincial rate

Delivery±

Monthly Service Charge (per connection)⊗	\$0.43
Distribution Volumetric Rate (per kW)	\$10.0588
GA Rate Rider (per kWh) ≠	\$0.0056
Transmission Connection (per kW)	\$2.1267
Transmission Network (per kW)	\$2.3954

Regulatory Charges

Wholesale Market (per kWh)+	\$0.0039
Standard Supply Service Administration⊗ ≠	\$0.25

SENTINEL LIGHTING

Accounts that are an unmetered lighting load supplied to a sentinel light.

Electricity Charge

First tier 750 kWh/month⊗/(per kWh)	\$0.077■
Remaining kWh (per kWh)	\$0.089■
<i>or energy retailer contract price plus global adjustment at market rates</i>	

Delivery±

Monthly Service Charge (per connection)⊗	\$7.56
Distribution Volumetric Rate (per kW) ♪ α	\$8.8580
Transmission Connection (per kW)	\$1.7675
Transmission Network (per kW)	\$1.9906

Regulatory Charges

Wholesale Market (per kWh)+	\$0.0039
Standard Supply Service Administration⊗ ≠	\$0.25

Feed-in-Tariff Program (Generation)

Electricity

MicroFIT (capacity < 10 kW) Monthly Service Charge⊗	\$5.40
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For more information about the FIT and microFIT programs, please visit the Ontario Power Authority website: <http://fit.powerauthority.on.ca>

NET METERING

Net Metering applies to a customer who installs a generation facility to generate electricity primarily for its own use.

Electricity

Two-Tier RPP prices apply to net consumption of electricity (per kWh) for Residential and General Service less than 50 kW customers.

Delivery

Rate Class-specific fixed Monthly Service Charge applies to all customers⊗
 Rate Class-specific Distribution Volumetric and Transmission charges apply to net consumption of electricity (per kWh)

Regulatory Charges

Wholesale Market Charges apply to net consumption of electricity (per kWh)
 Standard Supply Service Administration \$0.25⊗ ≠

For further information about the Net Metering initiative, please visit Section 3.4.5 of Alectra Utilities', formerly Guelph Hydro, Conditions of Service on its website: www.guelphhydro.com, Section 6.7 of the Ontario Energy Board Distribution System Code, as well as Ontario Regulations 541/05 and 493/01.

STANDBY POWER SERVICE

Standby Power applies to a customer that has Load Displacement Generation and requires the distributor to provide back-up service.

Delivery

Rate Class-specific Distribution Volumetric Rate applied to the generator's peak demand (per kW) for a month where standby power is provided partially or not provided.

Standby Power General Service 50 to 999 kW	\$2.7982
Standby Power General Service 1,000-4,999 kW	\$3.1063
Standby Power Large Use >5,000 kW	\$2.7908

NOTES

- Regulated Price Plan rate subject to change
- * First tier: 600 kWh in summer season (May 1 to October 31), and 1,000 kWh in winter season (November 1 to April 30)
- ⊗ Prorated based on a 30-day bill
- ♠ Non-RPP customers only – an additional charge of \$0.0058 per kWh applies (Rate Rider for Global Adjustment)
- ♪ Non-RPP customers only – an additional charge of \$0.0060 per kWh applies (Rate Rider for Global Adjustment)
- Applicable to Non-RPP customers only, excluding Wholesale Market Participants
- ◇ Applicable to Class B status customers at December 31, 2017 only
- ✖ Includes a credit of (\$0.4033) per kW applicable to Non-Wholesale Market Participant customers only (Rate Rider for Disposition of Deferral/Variance Accounts)
- Ω Non-RPP customers only – an additional charge of \$0.0018 per kWh applies (Rate Rider for Regulatory Balances Control Account)
- ▼ Non-RPP customers only – an additional charge of \$0.0006 per kWh applies (Rate Rider for Regulatory Balances Control Account)
- ◀ Class B status customers at December 31, 2016, excluding Wholesale Market Participants – an additional credit of (\$0.0002) per kWh applies (Rate Rider for Regulatory Balances Control Account)
- ∞ Class B status customers at December 31, 2016– an additional charge of \$0.0025 per kWh applies (Rate Rider for Regulatory Balances Control Account)
- # Non-RPP customers only – an additional credit of (\$0.0002) per kWh applies (Rate Rider for Regulatory Balances Control Account)
- α Non-RPP customers only – an additional credit of (\$0.0004) per kWh applies (Rate Rider for Regulatory Balances Control Account)
- ‡ Does not apply to customers with retailers
- ≠ Peak Demand Factor determines charge for Class A status customers
- ⊠ Wholesale Market Rate of \$0.0035/kWh for Class A status customers. Peak Demand Factor determines Capacity Based Recovery charge for Class A status customers.
- + Distribution loss factor applied to consumption
- ± Includes commodity charges for distribution losses
- § Primary Metering Allowance of 1% applied to demand and consumption where applicable
- △ Transformer Ownership Allowance applied to demand where applicable

DISTRIBUTION LOSS FACTORS

Total Loss Factor – Secondary Metered Customer < 5,000 kW	1.0260
Total Loss Factor – Secondary Metered Customer > 5,000 kW	1.0137
Total Loss Factor – Primary Metered Customer < 5,000 kW	1.0157
Total Loss Factor – Primary Metered Customer > 5,000 kW	1.0036

**The current Provincial energy price is available at the IESO
(Independent Electricity System Operator) website at www.ieso.ca**

MISCELLANEOUS CHARGES

New Account Set-up	\$8.75
Returned Cheque Charges (plus bank charges)	\$8.55
Collection of Account Charge (no disconnect)	\$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%
One-Time Service Charge Credit for paperless bill	(\$10.00)

PAYMENT OPTIONS

Payments can be made through most financial institutions, through telephone banking or internet banking. All Alectra Utilities, formerly Guelph Hydro Electric Systems Inc., customers can take advantage of our Preauthorized Payment Plan. Residential customers can opt for our Equal Payment 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. Log onto My Energy View My Account via the Alectra Utilities, formerly Guelph Hydro, website.

You can:

- View current statements and due dates
- View meter reading information
- Compare billed usage
- View billing history
- Receive your bills electronically
- View payment history



Advantages:

- Private and secure
- Convenient
- Access your bills online, 24 hours per day, 7 days a week
- Best of all, it's **FREE**

EXPLANATION OF ELECTRICITY TERMS

Electricity

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

Delivery

These are the costs of delivering electricity from generating stations across the Province to Alectra Utilities, formerly 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 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 or business. Alectra Utilities, formerly Guelph Hydro Electric Systems Inc., collects this money and pays this amount directly to suppliers. 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.

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 conservation and renewable energy programs.

Global Adjustment

The Global Adjustment is an adjustment for the difference between the rates paid to regulated and contracted generators and the market price. 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.