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Electricity Rates Effective November 1st, 2009

The Regulated Price Plan (RPP) rates have changed for the fall/winter period November 1st, 2009 to April 30th, 2010. These rates are reflected on the "Electricity Charge" lines on the bill. No other rates have changed at this time.

Standard Supply consumers (those not signed with an electricity retailer) will pay:

- 5.8 cents per kilowatt hour (kWh) for the first 1000 kWh of electricity used per month
- 6.7 cents per kWh for electricity used above 1000 kWh per month

The threshold for non-residential consumers who are eligible for RPP remains at 750 kWh per month throughout the year.

SCHEDULE OF ELECTRICITY RATES (Effective for electricity consumed after November 1, 2009)

Customer Class (Standard Supply Customer)	Residential	General Service <50kW	General Service 50kW - 999kW	General Service >1,000kW	Sentinel Lights
Electricity Charge	\$0.058/kWh Over 1000 kWh \$0.067/kWh	\$0.058/kWh Over 750 kWh \$0.067/kWh	Average or Hourly Spot Market Price/kWh	Hourly Spot Market Price/kWh	\$0.058/kWh Over 750 kWh \$0.067/kWh
Delivery Charges					
Monthly Service Charge	\$13.94/month	\$29.26/month	\$80.35/month	\$187.55/month	\$2.10/month
Distribution Charge	\$0.0136/kWh	\$0.0102/kWh	\$4.0038/kW or 90% kVA	\$4.3945/kW or 90% kVA	\$8.3905/kW
Transmission Network Charge	\$0.0042/kWh	\$0.0038/kWh	\$1.6553/kW	\$1.6553/kW	\$1.1813/kW
Transmission Connection Charge	\$0.0038/kWh	\$0.0035/kWh	\$1.5081/kW	\$1.5081/kW	\$1.0857/kW
Regulatory Charges					
Standard Supply Charge	\$0.25/month	\$0.25/month	\$0.25/month	\$0.25/month	\$0.25/month
Market Service Charge	\$0.0065/kWh	\$0.0065/kWh	\$0.0065/kWh	\$0.0065/kWh	\$0.0065/kWh
Provincial Benefit	n/a	n/a	Set monthly by IESO	Set monthly by IESO	n/a
Debt Retirement Charge	\$0.007/kWh	\$0.007/kWh	\$0.007/kWh	\$0.007/kWh	\$0.007/kWh
Adjustment Factor	4.99%	4.99%	4.99%	4.99%	4.99%

SPECIFIC SERVICE CHARGES

Arrears Certificate.....	\$15.00	Non-Payment of Account	
Statement of Account.....	\$15.00	Late Payment Hydro - per month 1.50% (19.56% per annum compounded)	
Pulling post dated cheques.....	\$15.00	Collection of account charge - no disconnection.....	\$30.00
Duplicate invoice for previous billing.....	\$15.00	Collection of account charge - no disconnection (outside regular hours).....	\$165.00
Request for other billing information.....	\$15.00	Disconnect/Reconnect at meter (during regular hours).....	\$65.00
Easement letter.....	\$15.00	Disconnect/Reconnect at meter (outside regular hours).....	\$185.00
Income Tax letter.....	\$15.00	Disconnect/Reconnect at pole (during regular hours).....	\$185.00
Notification charge.....	\$15.00	Disconnect/Reconnect at pole (outside regular hours).....	\$415.00
Account history.....	\$15.00	Install/Remove load control device (during regular hours).....	\$65.00
Credit reference/Credit check (plus credit agency costs).....	\$15.00 +	Install/Remove load control device (outside regular hours).....	\$185.00
Returned Cheque (plus bank charges).....	\$15.00 +	Service Call - customer owned equipment (during regular hours).....	\$30.00
Charge to certify cheque.....	\$15.00	Service Call - customer owned equipment (outside regular hours).....	\$165.00
Legal Letter Charge.....	\$15.00	Interval Meter charge.....	\$20.00
Account set up charge/change of occupancy charge.....	\$30.00 +	Temporary service install & remove - overhead (no transformer).....	\$500.00
(plus credit agency costs if applicable)		Temporary service install & remove - underground (no transformer).....	\$300.00
Special meter reads.....	\$30.00	Temporary service install & remove - overhead (with transformer).....	\$1,000.00
Meter dispute charge.....	\$30.00 +	Specific Charge for Access to the Power Poles (\$/pole/year).....	\$22.35
(plus Measurement Canada fees if meter found correct)			
	+ additional external fees may apply		

Allowances

Transformer Allowance for Ownership - per kW of billing demand/month \$(0.50)
 Primary Metering Allowance for transformer losses - applied to measured demand and energy % (1.00)
 Power Factor Penalty for General Service Accounts: if, on any individual bill, the power factor falls below 90%, the Distribution Charge and Transformer Allowance will be billed based on 90% of kVA rather than 100% of kW.

Adjustment Factors

Total Loss Factor - Secondary Metered Customer 1.0499
 Total Loss Factor - Primary Metered Customer 1.0395

Electricity Information Updates



Smart Meter Updates

At the end of October, 2009, Halton Hills Hydro has installed 10,000 Smart Meters which is 50% of our customer base. Implementation and testing of the data collection systems is currently underway. If you have a smart meter installed, nothing has changed about the way you are billed. Time of Use Rates are not currently in effect at Halton Hills Hydro Inc. When the system is fully operational, you will be able to see your own detailed energy use patterns. Once Time of Use rates take effect, you will pay different prices depending on the time of day and day of the week that you use electricity. We will be providing you with detailed Time of Use information prior to making any changes to the way you are billed.

Options for Buying Your Electricity:

You have the option of buying the electricity you use in one of three ways:

- You can choose to remain on the Regulated Price Plan where you are charged a regulated price per kWh. Effective November 1, 2009, this price is set at \$0.058 for the first 1000 kWh per month (750 kWh for non-residential consumers) and \$0.067 for any remaining kWh per month. Only customers who pay the Regulated Price Plan will be eligible for Time of Use pricing when it takes effect in 2010. The Regulated Price Plan includes the Provincial Benefit.
- You can choose to enroll with an electricity retailer where you pay a fixed price per kWh based on the contract you sign. You will be billed the Provincial Benefit as a separate line item.
- The third option, if you have an interval meter or a smart meter, is Hourly Market Pricing where you pay the actual hourly wholesale market price for electricity. You will be billed the Provincial Benefit as a separate line item.

What is the Provincial Benefit?

The Provincial Benefit accounts for differences between the market price and rates paid to regulated and contracted generators. This adjustment may be a debit or a credit. It applies to all customers who are not on the Regulated Price Plan. For more information, visit the IESO website at: http://www.ieso.ca/imoweb/siteshared/electricity_bill.asp

Electricity Retailers

Electricity retailers offer fixed price contracts for the commodity of electricity. If an electricity retailer comes to your door, know your rights. Do not show your bill unless you are prepared to sign a contract. Do not sign a contract unless you are sure you want to enroll. This is a legally binding contract and penalties may apply if you cancel before the contract term ends. Compare the prices offered by retailers to the rates you pay now. Read the fine print before you sign and make sure you understand what you are signing.

The Choice is YOURS. You are never required to sign a contract. Halton Hills Hydro Inc. will continue to supply your electricity regardless of the choice you make. For more information on retailers, visit www.energychoiceontario.ca.

- Fixed Price contract rates will only change the line on your bill labeled "Electricity Charge".
- If you sign a retail contract, you will be billed the Provincial Benefit. There will also be a one time RPP settlement charge on your first bill after enrollment.

View Your Account Online and Go Paperless

This is a quick, convenient way to access up-to-date information about your account.

To Register: Access the "Customer Login" page at www.haltonhillshydro.com. You will need to enter your account number, most recent bill date and provide a valid e-mail address. You will be asked to select a PIN between 3 and 10 characters long. When you have entered the required information, you will receive a confirmation e-mail. Click the link in this e-mail to complete the registration process.

To go paperless and receive electronic bill notification, contact Customer Care at 519-853-3701. You can choose to receive one or more paper bills along with the electronic notification prior to going completely paperless.

Additional Sources of Information:

Ontario Energy Board:	www.oeb.gov.on.ca or 1-877-632-2727
Ministry of Energy and Infrastructure:	www.mei.gov.on.ca or 1-888-668-4636
Independent Electricity System Operator (IESO):	www.ieso.ca or 1-888-448-7777

Providing Halton Hills with Electricity Distribution Excellence in a Safe and Reliable Manner.