

## GLOSSARY

**Adjustment Factor:** 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 the home or business. The adjustment factor accounts for these losses.

**Conventional Meter:** A meter other than an interval meter or an eligible time-of-use meter.

**Debt Retirement Charge:** The debt retirement charge pays down the debt of the former Ontario Hydro.

**Delivery Charge:** This is the cost of delivering electricity from generating stations across the Province to Oakville Hydro 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. This charge includes:

**Monthly Service Charge:** this charge captures costs required to maintain the business of Oakville Hydro's distribution system such as billing systems, administration, etc.

**Distribution Charge:** based on your usage to recover the cost to deliver electricity through Oakville Hydro's distribution network.

**Transmission Network Charge:** based on your usage to recover costs of transporting electricity from the generators to Oakville Hydro across the high-voltage transmission grid.

**Transmission Connection Charge:** based on your usage to recover costs to connect Oakville Hydro's distribution network to the transmission grid.

**Electing Spot Consumers:** An RPP eligible consumer with an interval meter that has elected to be billed on spot market price.

**Electricity Charge:** This is the cost of the electricity supplied to you during this billing period and is part of the bill that is subject to competition. The electricity consumed is multiplied by the adjustment factor. Oakville Hydro collects this money and pays this amount directly to our suppliers.

**Interval Meter:** A meter that measures and records electricity use on at least an hourly basis.

**IESO:** Independent Electricity System Operator. The IESO administers the wholesale electricity market in Ontario, schedules and dispatches the electricity system to maintain a safe, reliable electricity supply, and settles the wholesale market with all wholesale market participants.

**KVA and KW demand meters** record the peak load. Billable demand is either 100% of kW or 90% of kVA, whichever is greater.

**KW or kWh Distribution Charges:** this volumetric charge is for the maintenance of Oakville Hydro's distribution system contained within the boundaries of the Town of Oakville.

**Non RPP Consumers:** Consumers billed on spot market price.

**OPG Rebate:** Is a rebate from Ontario Power Generation (OPG) on revenues above a set limit for its unregulated generation covering the period April, 1, 2005 to April, 30, 2006.

**Provincial Benefit:** Adjustment for the differences between the market price and rates paid to regulated and contracted generators.

**RPP:** Regulated Price Plan designed by the Ontario Energy Board to better reflect the price paid to generators for electricity.

**RPP Consumers:** Low-volume consumers and designated consumers, such as municipalities, hospitals, schools, colleges, and universities, who have not signed or renewed a contract with a retailer after Dec. 9, 2002. A low volume consumer includes all residential consumers and business consumers who use less than 250,000 kWh of electricity a year.

**Regulatory Charge:** This is the cost of administering the wholesale electricity system and maintaining the reliability of the provincial grid. Regulated by the Ontario Energy Board (OEB) the charge includes:

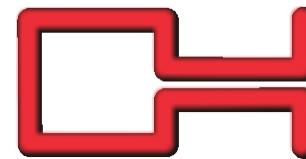
**Wholesale Market Services Charge:** based on your usage to recover the costs charged by the IESO to operate the Provincial electrical system and Rural Rate Protection.

**SSS Administration Charge:** a fixed monthly charge to recover administrative costs of providing Standard Supply Service. Applicable to SSS Consumers only.

**Rural Rate Assistance Charge:** this charge is to offset the cost of providing electricity to rural areas in Ontario.

**Spot Market Price:** for a given hour, the Hourly Ontario Energy Price (HOEP) established by the IESO for that hour.

**Standard Supply Service:** where consumers have not chosen to sign a contract with a licensed retailer, Oakville Hydro, as required by the OEB, will provide the electricity.



# OAKVILLE HYDRO

## Electricity Distribution Inc.

861 Redwood Square

Oakville, Ontario

L6J 5E3

Tel: 905-825-9400

Fax: 905-825-4447

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

*All rates are approved by the  
Ontario Energy Board*

*For more information visit their web site*

[www.oeb.gov.on.ca](http://www.oeb.gov.on.ca)

*or contact them toll free at*

**1-877-632-2727**



# OAKVILLE HYDRO

## Electricity Rates

*effective April 1, 2005*

## RESIDENTIAL

(including Smart Meters)

**Electricity Charge\*\*** . . . . . See "Electricity Pricing"

**Delivery includes**  
 Monthly Service . . . . . \$15.10/month  
 Distribution . . . . . \$0.0175/kWh  
 Transmission Network \*\* . . . . . \$0.0059/kWh  
 Transmission Connection \*\* . . . . . \$0.0052/kWh

**Regulatory includes:**  
 SSS Administration . . . . . \$0.25/month\*  
 Market Service\*\* . . . . . \$0.0052/kWh  
 Rural Rate assistance \*\* . . . . . \$0.001/kWh  
**Debt Retirement Charge** . . . . . \$0.007/kWh

## MISCELLANEOUS CHARGES

Returned Cheque . . . . . \$ 19.00  
 Collection of Account . . . . . \$ 9.00  
 Reconnection Charge (if disconnected for non-payment)  
 During business hours . . . . . \$20.00

All rates are subject to a 1.5% monthly interest charge

## STREET LIGHTS

**Electricity Charge\*\*** . . . . . See "Electricity Pricing"

**Delivery includes:**  
 Monthly Service . . . . . \$0.33 per connection  
 Distribution . . . . . \$2.4037/kW  
 Transmission Network \*\* . . . . . \$1.6968/kW  
 Transmission Connection \*\* . . . . . \$1.4759/kW

**Regulatory Charges**  
 SSS Administration . . . . . \$0.25/month\*  
 Market Service \*\* . . . . . \$0.0052/kWh  
 Rural Rate Assis tance\*\* . . . . . \$0.001/kWh  
**Debt Retirement Charge** . . . . . \$0.0070/kWh

## SENTINEL LIGHTS

**Electricity Charge\*\*** . . . . . See "Electricity Pricing"

**Delivery includes:**  
 Monthly Service . . . . . \$0.14 per connection  
 Distribution . . . . . \$2.4370/kW  
 Transmission Network \*\* . . . . . \$0.4077/kW  
 Transmission Connection \*\* . . . . . \$0.3546/kW

**Regulatory Charges**  
 SSS Administration . . . . . \$0.25/month\*  
 Market Service \*\* . . . . . \$0.0052/kWh  
 Rural Rate Assis tance\*\* . . . . . \$0.001/kWh  
**Debt Retirement Charge** . . . . . \$0.0070/kWh

\*Applicable to SSS Consumers Only  
 \*\* kWh charges are based on the adjusted factor

## GENERAL SERVICE

**Less Than 50 kW**  
**Electricity Charge\*\*** . . . . . See "Electricity Pricing"

**Delivery includes:**  
 Monthly Service . . . . . \$33.50/month  
 Distribution . . . . . \$0.0157/kWh  
 Transmission Network\*\* . . . . . \$0.0054/kWh  
 Transmission Connection \*\* . . . . . \$0.0047/kWh

**Regulatory Charges:**  
 Market Service\*\* . . . . . \$0.0052/kWh  
 SSS Administration . . . . . \$0.25/month\*  
 Rural Rate Assis tance\*\* . . . . . \$0.001/kWh  
**Debt Retirement Charge** . . . . . \$0.007/kWh

*All customers greater than 50kW are billed Distribution, Transmission Network and Transmission Connection charges based on peak demand.*

**Greater than 50 kW NON-INTERVAL**  
**Electricity Charge\*\*** . . . . . See "Electricity Pricing"

**Delivery includes:**  
 Monthly Service . . . . . \$216.15/month  
 Distribution . . . . . \$2.4665/kW  
 Transmission Network \*\* . . . . . \$2.0339/kW  
 Transmission Connection \*\* . . . . . \$1.7691/kW

**Regulatory Charges:**  
 Market Service\*\* . . . . . \$0.0052/kWh  
 SSS Administration . . . . . \$0.25/month\*  
 Rural Rate Assis tance\*\* . . . . . \$0.001/kWh  
**Debt Retirement Charge** . . . . . \$0.007/kWh

**Greater than 50 kW INTERVAL**  
**Electricity Charge\*\*** . . . . . See "Electricity Pricing"

**Delivery includes:**  
 Monthly Service . . . . . \$216.15/month  
 Distribution . . . . . \$2.4665/kW †  
 Transmission Network \*\* . . . . . \$2.0997/kW †  
 Transmission Connection \*\* . . . . . \$1.8263/kW †

**Regulatory Charges:**  
 Market Service\*\* . . . . . \$0.0052/kWh  
 SSS Administration . . . . . \$0.25/month\*  
 Rural Rate Assis tance\*\* . . . . . \$0.001/kWh  
**Debt Retirement Charge** . . . . . \$0.007/kWh

**Greater than 1000 kW**  
**Electricity Charge\*\*** . . . . . See "Electricity Pricing"

**Delivery includes:**  
 Monthly Service . . . . . \$3560.73/month  
 Distribution . . . . . \$2.4575/kW †  
 Transmission Network\*\* . . . . . \$2.0997/kW †  
 Transmission Connection \*\* . . . . . \$1.8263/kW †

**Regulatory Charges:**  
 Market Service\*\* . . . . . \$0.0052/kWh  
 SSS Administration . . . . . \$0.25/month\*  
 Rural Rate Assis tance\*\* . . . . . \$0.001/kWh  
**Debt Retirement Charge** . . . . . \$0.007/kWh

**Greater than 5000 kW**  
**Electricity Charge\*\*** . . . . . See "Electricity Pricing"

**Delivery includes:**  
 Monthly Service . . . . . \$14,873.94/month  
 Distribution . . . . . \$4.9882/kW †  
 Transmission Network\*\* . . . . . \$2.8156/kW †  
 Transmission Connection \*\* . . . . . \$2.449/kW †

**Regulatory Charges:**  
 Market Service\*\* . . . . . \$0.0052/kWh  
 SSS Administration . . . . . \$0.25/month\*  
 Rural Rate Assis tance\*\* . . . . . \$0.001/kWh  
**Debt Retirement Charge** . . . . . \$0.007/kWh

*Note #1: Based on customer' s non-coincident peak demand in the month between the hours of 7 AM and 7 PM (local time) on weekdays that are not statutory holidays*

## ELECTRICITY PRICING

### A) Standard Supply Service (SSS) Consumers

#### a) Regulated Price Plan (RPP) Consumers

Current RPP prices will remain in effect until at least March 31, 2006. After this date, the prices will be determined by the Ontario Energy Board and are expected to change every six months.

#### Conventional Meters

#### Residential Consumers

April 1, 2005 to October 31, 2005:  
 First 750 kWh . . . . . \$0.050/kWh  
 Balance kWh . . . . . \$0.058/kWh  
 November 1, 2005 to March 31, 2006:  
 First 1000 kWh . . . . . \$0.050/kWh  
 Balance kWh . . . . . \$0.058/kWh

#### Non Residential Low Volume and Designated Consumers

April 1, 2005 to March 31, 2006:  
 First 750 kWh . . . . . \$0.050/kWh  
 Balance kWh . . . . . \$0.058/kWh

#### Interval Meters (Smart Meters)\*\*\*

Time	Time-of-Use	Price**
<b>Weekends &amp; Holidays</b>		
All Day	Off-peak	\$0.029/kWh

#### Summer Weekdays (May 1 - Oct 31)

7 am to 11 am	Mid-peak	\$0.064/kWh
11 am to 5 pm	On-peak	\$0.093/kWh
5 pm to 10 pm	Mid-peak	\$0.064/kWh
10 pm to 7 am	Off-peak	\$0.029/kWh

#### Winter Weekdays (Nov 1 - Apr 30)

7 am to 11 am	On-peak	\$0.093/kWh
11 am to 5 pm	Mid-peak	\$0.064/kWh
5 pm to 8 pm	On-peak	\$0.093/kWh
8 pm to 10 pm	Mid-peak	\$0.064/kWh
10 pm to 7 am	Off-peak	\$0.029/kWh

\*\*\* Until Oakville Hydro announces when these rates come into effect, RPP consumers will be billed as if they had a conventional meter.

### b) Electing Spot Consumers & Non Regulated Price Plan (Non RPP) Consumers

Spot Market Price  
 Provincial Benefit  
 OPG Rebate

### B) Retailer Consumers

Contract Price with Retailer  
 Provincial Benefit  
 OPG Rebate (Subject to Retailer contract)

## PRIVACY

Oakville Hydro is your provider of electricity distribution services and in some cases, a billing agent for your water and wastewater services. Providing these services requires that we collect and keep certain personal information about you. We have developed policies and procedures in compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA) to protect your privacy. Our Privacy Policy can be accessed on our web site [www.oakvillehydro.com](http://www.oakvillehydro.com) or you can call us to obtain a copy.

### Personal Information

We need certain information from you in order to:

- Provide you with electricity service and bill for electric, water and wastewater services;
- Facilitate the pre-authorized payment option;
- Assist us in the collection of accounts;
- Respond to your inquiries about electricity and water use and billing;
- Prevent fraud with respect to both you and our company;
- Meet legal and regulatory requirements.

The nature of personal information we collect may include:

- Information we receive from you such as your name, address, contact information and general financial, credit and reference information;
- Facts about your historical and current consumption of electricity and water;
- Information about your transactions with us, such as meter number, account number, account balances, payment history, and account activity.

### Protecting your Information

Access to records is restricted to those users that have a legitimate need for it.

Our business resource contractors provide a comparable level of protection with regard to customer personal information, to comply with PIPEDA and our policy.

Because of the structure of the electricity sector in Ontario, it may be necessary to share your billing and consumption information to third party billing and settlement agencies. For example, if you have signed a separate contract with a retailer, we may provide your billing and consumption to them. Our billing, settlement and regulatory relationships with third parties are governed by licenses and codes which are established by our regulator, the Ontario Energy Board. As required by law or regulation, your information may also be shared or disclosed to other agencies or organizations.

### Request for Information

You have the right to request access to your personal information which we have collected and to request amendments to ensure its accuracy and completeness. If you would like to make a request, please send it in writing to the attention of our Privacy Officer at our office or send an email to [privacyofficer@oakvillehydro.com](mailto:privacyofficer@oakvillehydro.com).

### Consent

Certain personal information is required in order to continue to provide electricity distribution services and bill for water and wastewater services. If you wish to discuss your options for withdrawing your consent to our collection, use, or disclosure of your personal information, please contact our office.