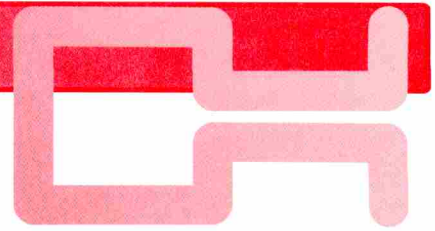


Your Account



Billing Cycle:

Your bill-in-depth

- At Oakville Hydro we are responsible for billing hydro, water, and sewer.
- The first bill you receive will not reflect your actual billing period.
- After your first bill you will be billed regularly either:
 - a) Monthly approx every 30 days
 - b) Bi-Monthly approx every 60 days (for RESIDENTIAL CUSTOMERS)
- In order to determine the amount & cost of electricity consumed we need to read your meter.
- If your meter is inaccessible, your bill amount will be estimated based on your highest amount billed from the previous year.
- Bills are issued and sent 15 days after your meter has been read as per Ontario Energy Board regulations.
- As a customer of Oakville Hydro you are given 15 days to pay your bill using any of the available payment options. If you are on an Automatic Payment Plan you do not need to worry about paying your bill on time, as it will be done automatically.
- If your bill is not paid by the due date, an overdue interest charge will apply and steps will be taken to collect the full amount owing.
- Oakville Hydro has a strictly enforced collection policy.
- All arrears are subject to our collection process.
- Your power may be disconnected if your bill remains unpaid.

Oakville Hydro's bills are broken down into three sections: Regulated Electricity, Water & Wastewater, and Retail Energy...

DELIVERY, REGULATORY & DEBT RETIREMENT CHARGE

This section of your Oakville Hydro electricity bill contains all the charges regulated by the Ontario Energy Board (OEB) and applicable GST. Oakville Hydro will always charge you for distribution services whether you receive your electricity from Oakville Hydro or an electricity retailer.

WATER & WASTEWATER

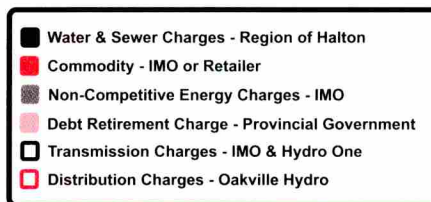
This section of your electricity bill contains all your water and wastewater charges on behalf of the Region for the specific billing period. This section of your bill is also exempt from GST charges. If you have any questions regarding this portion of your bill, please contact the Region of Halton at:

The Regional Municipality of Halton
1151 Bronte Road
Oakville, Ontario, Canada, L6M 3L1.
Tel: 905-825-6000 Fax: 905-825-8839
Email: accesshalton@region.halton.on.ca
www.region.halton.on.ca

ELECTRICITY CHARGES

This section of your Oakville Hydro electricity bill contains all competitive charges from Oakville Hydro and/or Retailers. Listed will be the Supplier (who is responsible for supplying your electricity), the commodity charge (the actual cost of the electricity itself), any water heater rentals and their suppliers, and all applicable GST.

A breakdown of where each charge on your bill is going...



Any Questions? Contact Us...



P.O. Box 1900, 861 Redwood Square, Oakville ON L6J 5E3 Telephone: 905-825-9400 Email: hydro@oakvillehydro.com www.oakvillehydro.com