

SPECIFIC SERVICE CHARGES

	Business Hours	After Hours
Reconnect at Meter	\$ 65.00	\$185.00
Reconnect at Pole	\$185.00	\$415.00
Service Call - Customer-Owned Equipment	\$ 30.00	\$165.00
Account Set Up (plus credit agency costs, if applicable)	\$ 30.00	
Change of Occupancy (plus credit agency costs, if applicable)	\$ 30.00	
Arrears Certificate	\$ 15.00	
Statement of Account	\$ 15.00	
Account History	\$ 15.00	
Notification Charge	\$ 15.00	
Pulling Post Dated Cheques	\$ 15.00	
Duplicate Invoice for Previous Billing	\$ 15.00	
Income Tax Letter	\$ 15.00	
Easement Letter or Legal Letter	\$ 15.00	
Certify a Cheque	\$ 15.00	
Credit Reference Letter/Credit Check (plus credit agency costs)	\$ 15.00	
Returned Cheque (plus bank charges) (H.S.T. exempt)	\$ 15.00	
Request for Other Billing Information	\$ 15.00	
Meter Dispute Test (plus Measurement Canada fees)	\$ 30.00	
Special Meter Reads	\$ 30.00	
Late Payment—per month 1.50% (effective annual rate 19.56% per annum or 0.04896% compounded daily rate)		

EXPLANATION OF ELECTRICITY TERMS

A glossary of electricity terms can be found on the back of your hydro bill, including a detailed explanation of Electricity, Delivery, and Regulatory Charges. For an explanation of other electricity terms, please visit our website www.energyplus.ca or the Ontario Energy Board at www.oeb.ca.

Global Adjustment

Energy+ Inc. purchases your electricity from the Independent Electrical System Operator (IESO), which operates Ontario's wholesale electricity market. To ensure Ontario has a steady and reliable supply, electricity generators get contracts to supply power at a fixed price. Since power is bought and sold in a market where price varies by the hour, the market price can be lower or higher than the contract price. The Global Adjustment makes up for the gap between prices and covers other costs related to the generation of electricity. The adjustment on your bill may be a debit or credit. For RPP Tiered customers, the charge is already reflected in the price for electricity set by the Ontario Energy Board, and is included in the "Electricity" line on your bill. For Retailer Contract customers, also known as Non-RPP customers, the charge is shown as a separate line on the hydro bill. For more information on Global Adjustment, please visit www.ieso.ca.

**CUSTOMERS SERVED IN THE:
City of Cambridge
Township of North Dumfries**

COMMERCIAL, LARGE COMMERCIAL, AND INDUSTRIAL RATE SCHEDULE

Rates Effective July 1, 2019



PAYMENT OPTIONS

Your hydro bill can be paid by cheque by mail or at a financial institution, telephone or internet banking, and Pre-authorized Payment Plan. Cash or debit payments can be made through MoneyGram* at most Canada Post locations. Credit Card payments accepted online through Paymentus* * A convenience fee applies. Details at energyplus.ca.

SIGN UP FOR PAPERLESS BILLING

Paperless billing is a safe, simple, and convenient way to receive and view your hydro bill online. Each billing period, we will send you an email notifying you that your bill is ready for viewing. In a few clicks, you can view, print or save your bill, analyze and download current or past bills at your convenience.

To sign up for paperless billing, you must first register for My Account Online.

Check it out at: www.energyplus.ca/paperless.

ONTARIO'S ELECTRICITY SUPPLY MIX

ELECTRICITY FACTS

Electricity Sources	Ontario's Electricity Mix*
Nuclear Energy	58.4%
Water Power	23.9%
Natural Gas*	6.2%
Wind	8.0%
Solar PV	2.3%
Bioenergy**	0.5%
Non-Contracted***	0.8%

*Includes Lennox, dual fuel (ng/bio) consistent with IESO.

**IESO's embedded generation data set merges biomass and gas.

***Non-Contracted represents a variety of fuel types that the IESO is unable to categorize due to a lack of information from Local Distribution Companies (LDCs). Note: Figures may not add to 100% due to rounding.

Hours of Operation

Business Hours: Monday to Friday
8:30am - 4:30pm Except for Public Holidays

Contacting Us

Website: www.energyplus.ca

Business Hours:
Customer Care: 519-621-3530 Option 4
Main Line: 519-621-3530
Email: customercare@energyplus.ca

Outage/Electrical Emergency:

1-833-POWER-01 (769-3701)

UNDERSTANDING ELECTRICITY CHARGES

The **ELECTRICITY CHARGES** on your bill will be based on prices set by spot market pricing through the Independent Electricity System Operator, the Ontario Energy Board or a Retailer Contract.

The Independent Electricity System Operator (www.IESO.ca) determines the Hourly Ontario Energy Price (HOEP). Customers with an interval meter pay the Hourly Ontario Energy Price, also known as the spot market price for their electricity. Customers without an interval meter pay the Weighted Average Hourly Price (WAP) for their electricity.

The Ontario Energy Board issues electricity rates under the Regulated Price Plan (RPP). The RPP covers two pricing models: Tiered and Time-of-Use.

Tiered Prices: May 1, 2019—October 31, 2019

First 600* kWh/month Block: 7.7¢/kWh, additional kWh's used over 600 kWh/month: 8.9¢/kWh.

*750kWh monthly threshold for non residential customer

Another option for customers is to sign a contract and purchase electricity from an independent Retailer.

Be Informed Before Signing a Retail Contract

Electricity retailers may be knocking on your door, asking you to sign a contract for a fixed electricity rate. These companies are not affiliated with Energy+ Inc.

For information and questions to ask a retailer contract, visit the Ontario Energy Board's website at www.oeb.ca.

CONSERVE ENERGY AND SAVE MONEY

The Independent Electricity System Operator (IESO) has programs and tools designed to improve energy efficiency and to help save money. Check out what programs are available for your business. www.saveonenergy.ca.

COMMERCIAL 50-999 kW DEMAND

DELIVERY CHARGES	\$
Service Charges Monthly	115.59
Distribution Volumetric Charge ⁽²⁾	4.2076/kW
Low Voltage Service Charge	0.0537/kW
Provincial Network Transmission ⁽³⁾	3.3563/kW
Provincial Line & Transformation Connection ⁽²⁾	2.4847/kW
REGULATORY CHARGES	
Admin Fee - Standard Supply Service ⁽⁴⁾	0.25/month
Wholesale Market & RRRP ⁽¹⁾	0.0035/kWh
Capacity Based Recovery—Class B ⁽¹⁾	0.0004/kWh
Transformer Allowance ⁽²⁾ (if applicable)	(0.60)/kW

INDUSTRIAL 5000 kW or > DEMAND

DELIVERY CHARGES	\$
Service Charges Monthly	8,976.06
Distribution Volumetric Charge ⁽²⁾	2.4926/kW
Low Voltage Charge	0.0421/kW
Provincial Network Transmission ⁽³⁾	2.4156/kW
Provincial Line & Transformation Connection ⁽²⁾	1.9849/kW
REGULATORY CHARGES	
Admin Fee - Standard Supply Service ⁽⁴⁾	0.25/month
Wholesale Market & RRRP ⁽¹⁾	0.0035/kWh
Capacity Based Recovery—Class B ⁽¹⁾	0.0004/kWh

LARGE COMMERCIAL 1,000 –4,999 kW DEMAND

DELIVERY CHARGES	\$
Service Charges Monthly	1,047.77
Distribution Volumetric Charge ⁽²⁾	3.6470/kW
Low Voltage Service Charge	0.0421/kW
Provincial Network Transmission ⁽³⁾	2.5491/kW
Provincial Line & Transformation Connection ⁽²⁾	1.9499/kW
REGULATORY CHARGES	
Admin Fee - Standard Supply Service ⁽⁴⁾	0.25/month
Wholesale Market & RRRP ⁽¹⁾	0.0035/kWh
Capacity Based Recovery—Class B ⁽¹⁾	0.0004/kWh
Transformer Allowance ⁽²⁾ (if applicable)	(0.60)/kW

microFIT GENERATION

DELIVERY CHARGES	\$
Service Charges Monthly	5.40

Notes:

- (1) Based on Loss Adjusted Usage. Loss Adjustment Factors:

	< 5,000 kW	> 5,000 kW
Primary Metered Customer	1.0235	1.0045
Secondary Metered Customer	1.0335	1.0145
- (2) Allowance for customer owned transformers is based on highest peak, regardless of time of peak.
- (3) Applied on Peak Demand Service:

On Peak: Monday-Friday 7am-7pm
Except for Public Holidays
Off Peak: All Other Hours
- (4) This charge does not apply to customers with a Retailer Contract.