

## 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 Cheque	\$ 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.

### Global Adjustment

Since electricity 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 electricity prices and covers other costs related to the generation of electricity. For Regulated Price Plan (RPP) 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 item on the hydro bill. For more information on Global Adjustment, please visit [www.ieso.ca](http://www.ieso.ca).

**CUSTOMERS SERVED IN THE:**  
City of Cambridge

Township of North Dumfries

**RESIDENTIAL AND  
SMALL COMMERCIAL**

**RATE SCHEDULE**

Rates Effective July 1, 2019



**ENERGY+ INC.**

## PAYMENT OPTIONS

Your hydro bill can be paid by cheque, or at a financial institution, telephone or internet banking, and Pre-authorized Payment Plan. Residential customers can sign up for our Equal Payment Plan. Cash or debit payments can be made through MoneyGram\* at most Canada Post locations. Various Credit Card payments through Paymentus\*. [www.energyplus.ca](http://www.energyplus.ca)

\* A convenience fee applies.

## SIGN UP TO VIEW YOUR ACCOUNT ONLINE

My Account Online is a convenient, online service that gives you access to paperless billing, past bills and hourly electrical usage details that tell you when, and how much energy you are using. It also includes a library of topics to help you better understand Time-of-Use periods and the price of electricity during Off-peak, Mid-peak and On-peak times.

For more information or to sign up for My Account Online and paperless billing, go to [www.energyplus.ca](http://www.energyplus.ca).

## 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](http://www.energyplus.ca)

### Business Hours

Customer Care: 519-621-3530 Option 4  
Main Line: 519-621-3530  
Email: [customercare@energyplus.ca](mailto: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 the Ontario Energy Board or based on a contract with a Retailer.

As a residential or small commercial customer, you are automatically part of the Regulated Price Plan (RPP) for the purchase of Electricity. This means you are charged a regulated price per kilowatt hour (kWh) for the electricity you use. RPP customers are classified as Standard Supply Service customers.

As an alternative, you have the option to purchase your electricity from an electricity retailer. If you buy your electricity from an electricity retailer, you are considered to be a Non-Regulated Price Plan (Non-RPP) customer and you pay the rate for electricity stated in your retail contract.

RPP Prices are based on a 12-month forecast and are designed to provide stable and predictable electricity pricing, as well as ensure that the price consumers pay reflects the price paid to electricity generators.

### Regulated Price Plans (RPP)

#### Time-of-Use Prices May 1, 2019—October 31, 2019

On-peak	13.4 ¢ /kWh
Mid-peak	9.4 ¢ /kWh
Off-peak	6.5 ¢ /kWh

#### Tiered Prices

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 customers.

## ONTARIO ELECTRICITY SUPPORT PROGRAM

Help is available for low-income households to reduce the electricity bills, with a monthly on-bill credit. The amount of the credit depends on how many people live in the household and the combined household income.

To find out more details call 1-855-831-8151 or to apply go to [www.OntarioElectricitySupport.ca](http://www.OntarioElectricitySupport.ca).

## RESIDENTIAL

DELIVERY CHARGES	
	\$
Service Charges Monthly	21.35
Smart Metering Entity <sup>(2)</sup>	0.57
Local Distribution Charge	0.0046/kWh
Low Voltage Service Rate	0.0001/kWh
Provincial Network Transmission <sup>(1)</sup>	0.0059/kWh
Provincial Line & Transformation Connection <sup>(1)</sup>	0.0044/kWh
REGULATORY CHARGES	
Admin Fee - Standard Supply Service <sup>(3)</sup>	0.25/month
Wholesale Market & RRRP <sup>(1)</sup>	0.0035/kWh
Capacity Based Recovery—Class B <sup>(1)</sup>	0.0004/ kWh

## SMALL COMMERCIAL/GENERAL SERVICE < 50K

DELIVERY CHARGES	
	\$
Service Charges Monthly	13.74
Smart Metering Entity <sup>(2)</sup>	0.57
Local Distribution Charge	0.0147/kWh
Low Voltage Service Rate	0.0001/kWh
Provincial Network Transmission <sup>(1)</sup>	0.0052/kWh
Provincial Line & Transformation Connection <sup>(1)</sup>	0.0041/kWh
REGULATORY CHARGES	
Admin Fee - Standard Supply Service <sup>(3)</sup>	0.25/month
Wholesale Market & RRRP <sup>(1)</sup>	0.0035/kWh
Capacity Based Recovery—Class B <sup>(1)</sup>	0.0004/kWh

## microFIT GENERATION

Many home, farm and small business owners have installed “green” energy technology to generate their own electricity, reduce their monthly costs and provide environmental benefits.

Under the Feed-In-Tariff Programs, customers are paid a guaranteed price for the electricity the renewable project generates and feeds back to the province's electricity distribution system.

Feed-in-Tariff installations are classified as FIT or microFIT based on how many kilowatts of electricity they generate.

DELIVERY CHARGES	
	\$
Service Charges Monthly	5.40

### Notes:

- (1) Amounts are based on electricity loss adjusted usage. Loss Adjustment Factor = 1.0335. Loss adjustment charges are included in the DELIVERY line on your bill.
- (2) Details on the Rate Riders and Smart Metering Entity Charge are outlined in the Ontario Energy Board Final Rate Order effective May 1, 2018. Details at [www.energyplus.ca](http://www.energyplus.ca).
- (3) This charge does not apply to customers with a Retailer Contract.

