

1 Q. **Volume II (1<sup>st</sup> Revision), Exhibit 4: Identification of the Rural Subsidy on Customer**  
2 **Bill Report**

3 Please provide a sample of a customer bill from Ontario showing, among other  
4 charges, information concerning subsidization. (Volume II  
5 (1st Revision), Exhibit 4: Identification of the Rural Subsidy on Customer Bills  
6 Report, Page 4, Lines 10-12)

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9 A. Please see Hydro's response to NP-NLH-125, Attachment 1 for a sample customer  
10 bill from Ontario (Hydro One). This can also be found online on Hydro One's website  
11 (<https://understandmybill.ca/>).



Service address: CUSTOMER NAME  
CUSTOMER NAME 2  
ADDRESS FIELD, ADDRESS NOTES

Your account number: 123456123456 Bill Cycle MOI

Billing date: August 9, 2017

Page 1 of 2

**Customer service**

Hydro One Networks Inc  
PO Box 5700  
Markham, Ontario L3R 1C8

www.HydroOne.com

For billing and service inquiries, call  
1-888-664-9376  
Monday to Friday  
7:30 a.m. - 6 p.m.

For 24 hour power outages or emergency service, call  
1-800-434-1235

Standard Service supplied by Hydro One

**Here's what you owe**

Balance forward	\$0.00
Your new charges	\$149.77
Adjustments	\$5.00 CR
<b>Total amount you owe</b>	<b>\$144.77</b>

The total amount you owe, as indicated on this bill, is due on the billing date. Your payment for this invoice is due on **August 28, 2017** (the Required Payment Date).

**(12)** If payment is not received by August 28, 2017 (the Required Payment Date), a late payment charge of 1.5% compounded monthly (19.56% per year) will be calculated from the billing date and applied to your next bill.

**Ontario's Fair Hydro Plan saved you \$77.92 on your bill. This amount includes the 8% Provincial Rebate.**

Ontario's Fair Hydro Plan substantially lowers electricity bills for typical residential consumers. This includes the eight percent rebate introduced in January 2017 and builds on previous initiatives to deliver broad-based relief on all electricity bills.



Point of Delivery: 12345678

**Compare the electricity you are using\***

	Number of days	Average Daily Electricity Use (kWh)			Average electricity you used per day (kWh)
		On-Peak	Mid-Peak	Off-Peak	
Jul 04, 2017 - Aug 04, 2017	31	6	5	21	32
Jun 02, 2017 - Jul 04, 2017	32	5	5	20	30
May 01, 2017 - Jun 02, 2017	32	6	5	20	31
Apr 03, 2017 - May 01, 2017	28	6	6	22	34
Mar 01, 2017 - Apr 03, 2017	33	6	6	23	35
Feb 01, 2017 - Mar 01, 2017	28	7	5	22	34
Jul 04, 2016 - Aug 04, 2016	31	6	6	21	33

\*Hydro One requires meter equipped with an AMI device.



Please return this slip with your payment.

Your account number: 123456123456

**Total amount you owe \$144.77**

Amount enclosed

\$

T1 (D)  
XX 3J0

CUSTOMER NAME  
CUSTOMER NAME 2  
ADDRESS FIELD, ADDRESS NOTES

HYDRO ONE NETWORKS INC.  
PO BOX 4102 STN A  
TORONTO ON M5W 3L3

20200069020000202694

Residential TOU  
07/01/2017

- 10312 --- 900 1:

96





Service address: CUSTOMER NAME  
CUSTOMER NAME 2  
ADDRESS FIELD, ADDRESS NOTES

Your account number: 123456123456

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### How we calculated your charges

<b>Balance forward</b>	Amount of your last bill	\$207.42
	Amount we received on July 21, 2017 - thank you	\$207.42 CR
	<b>Balance forward</b>	<b>\$ 0.00</b>
<b>Your electricity charges</b>	Your service type is Residential - Medium Density	
	<b>Electricity used this billing period</b>	
	You read your meter J000000 on August 4, 2017	002701.0000
	You read your meter on July 4, 2017	- 001701.0000
	Difference in meter readings	001000.0000
	Metered usage in kilowatt-hours (1,000.0000 x 1) = 1,000.0000 kWh	
	Electricity: On-Peak: 180.0000 kWh @ 13.2000 ¢	\$23.76
	Mid-Peak: 170.0000 kWh @ 9.5000 ¢	\$16.15
	Off-Peak: 650.0000 kWh @ 6.5000 ¢	\$42.25
	Delivery	\$56.03
	Regulatory Charges	\$4.45
	Debt Retirement Charge	\$0.00
	HST (87096-5821-RT0001)	\$18.54
	8% Provincial Rebate	\$11.41 CR
	<b>Total of your electricity charges</b>	<b>\$149.77</b>
<b>Adjustments</b>	Conservation program credit	\$5.00 CR
	<b>Total adjustments</b>	<b>\$5.00 CR</b>

**Electricity:** This is the cost of the electricity supplied to you during the billing period and is the part of the bill that is subject to competition.

**Delivery:** These are the costs of delivering electricity from generating stations across the Province to Hydro One 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.

The delivery charge also includes costs relating to electricity lost through distributing electricity to your home or business\*. Hydro One collects this money and pays this amount directly to our suppliers.

\*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 your home or business.

**Regulatory Charges:** Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid and include the costs associated with funding Ministry of Energy and Infrastructure conservation and renewable energy programs.

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

NOTE: For a detailed explanation of electricity terms, please visit [www.HydroOne.com](http://www.HydroOne.com) or [www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca).

\* Your consumption is based on metered use. Historically this was based on adjusted use.

#### Time-of-Use Periods for Summer and Winter

Time Period	Summer (May 1st - Oct 31st)	Winter (Nov 1st - Apr 30th)
On-Peak	Weekdays: 11 a.m. - 5 p.m.	Weekdays: 7 a.m. - 11 a.m. & 5 p.m. - 7 p.m.
Mid-Peak	Weekdays: 7 a.m. - 11 a.m. & 5 p.m. - 7 p.m.	Weekdays: 11 a.m. - 5 p.m.
Off-Peak	Weekdays: 7 p.m. - 7 a.m. & Weekends and Holidays	Weekdays: 7 p.m. - 7 a.m. & Weekends and Holidays

