

Ontario Energy Board

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and You

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Electricity Retailers and You

As an electricity consumer in Ontario, you can choose to remain on the Regulated Price Plan or purchase your power through an electricity retailer. This applies only to the "Electricity" line of your utility bill.

What works best for you depends on your preferences – similar to choosing between a variable or fixed rate mortgage.

If you purchase your power through your utility, the prices on the "Electricity" line of your bill are set by the Ontario Energy Board every six months. At any time, the prices may be different than those offered by a retailer. Consumers who are comfortable with periodic changes in prices may choose to continue to purchase their electricity through their utility under the Regulated Price Plan.

A fixed price contract with an electricity retailer can let you know what you'll pay for your electricity supply from month-to-month or year-to-year.

CONTACTING THE ONTARIO ENERGY BOARD

If you have questions about the electricity or natural gas sector or have a concern with an electricity retailer or utility, you can contact the Board for more information.

Keep this information handy:

Toll free: 1-877-632-2727

Toronto local: (416) 314-2455

E-mail: info@oeb.gov.on.ca

If you prefer regular mail, please write us at:

Ontario Energy Board

P.O. Box 2319

2300 Yonge Street, Suite 2701

Toronto ON M4P 1E4

The Board's website is located at: www.oeb.gov.on.ca.

Key Points:

- ✓ Electricity retailers are independent businesses and are not part of your local utility.
- ✓ You must be given a written copy of the contract within 40 days of the date you signed it. Read your contract carefully. Once you've signed and reaffirmed, you're bound by the provisions in the contract.
- ✓ Once you get your copy of the contract, you have a 10-day "cooling off" period under the *Consumer Protection Act* if you choose to cancel your contract with the retailer.
- ✓ You must reaffirm your decision with the retailer. You may actively contact the retailer to reaffirm or the retailer may contact you. This step happens between the 10th and 60th day after receiving your copy of the contract. If you choose not to reaffirm, the contract ends on the 61st day after the date a copy of the contract was delivered to you.
- ✓ If you initiate the contract with a retailer, the cooling off period and reaffirmation provisions do not apply.
- ✓ Electricity contracts cannot be automatically renewed. Near the end of the term of your contract, the retailer may offer to renew your contract or to sign you to a new agreement. If you don't wish to renew your contract or enter into a new contract, you don't need to respond to the retailer's offer.
- ✓ Take time to fully understand your options – don't feel rushed or pressured.

Electricity Price Changes

As of May 1, 2007, the prices you pay for electricity under the Regulated Price Plan (RPP) are decreasing to 5.3 and 6.2 cents per kilowatt hour. The amount of electricity you can use at the lower price has also changed from the winter threshold of 1,000 kWh per month to the summer threshold of 600 kWh per month. The following chart shows you the electricity commodity prices under the RPP over the past year.

May 1, 2007 prices:

May 1, 2006 (threshold 600kWh/month)	November 1, 2006 (threshold 1,000kWh/month)	May 1, 2007 (threshold 600kWh/month)
6.7¢/kWh for each kWh over 600 kWh/month	6.4¢/kWh for each kWh over 1,000 kWh/month	6.2¢/kWh for each kWh over 600 kWh/month
5.8¢/kWh/month up to 600 kWh	5.5¢/kWh/month up to 1,000 kWh	5.3¢/kWh/month up to 600 kWh

Time of Use Prices

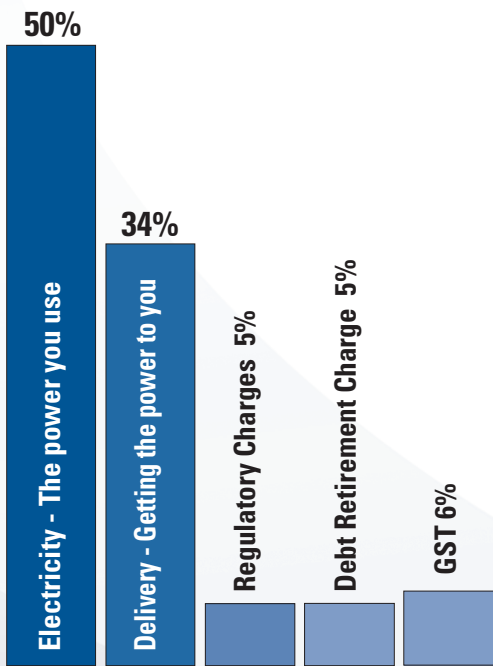
There are a few utilities in the province that currently provide time-of-use pricing. For customers of those utilities, their prices have also changed to:

Off-Peak: 3.2 cents per kilowatt hour
Mid-Peak: 7.2 cents per kilowatt hour
On-Peak: 9.2 cents per kilowatt hour

Distribution Rate Changes

Most utilities applied to the OEB for a change to their distribution rates based on a Board guideline that held the majority of increases to less than inflation. These changes also take effect May 1st. For a list of distribution changes by utility, please visit www.oeb.gov.on.ca.

Total Bill Breakdown for a Regulated Price Plan Residential Consumer using 1,000 kWh/month*



The “Electricity” line of your bill covers the electricity you use. If you buy electricity through your utility, this price is set by the OEB every six months.

The “Delivery” portion of your electricity bill is made up of the following:

1. Transmission Charge – Pass through costs for transmitting electricity from the power grid to your local utility.
2. Distribution Charges – Include costs:
 - to design, build and maintain overhead and underground distribution lines, poles, stations and local transformers
 - to deliver electricity to your home or business
 - for administration, meter reading, billing and basic connection costs.

* Figures vary by utility and represent a simple arithmetic average.