

# Take Charge

Become an Informed  
Energy Consumer

## Your Electricity Prices:

RPP Prices Starting November 1, 2009

| Regulated Price Plan (RPP) Tiered Prices For Residential Customers |                                                    |                             |
|--------------------------------------------------------------------|----------------------------------------------------|-----------------------------|
| 5.8 cents per kilowatt hour (kWh)                                  | energy use up to and including 1,000 kWh per month | (up from 5.7 cents per kWh) |
| 6.7 cents per kilowatt hour (kWh)                                  | energy use above 1,000 kWh per month               | (up from 6.6 cents per kWh) |

Local utilities are currently installing smart meters on customers' homes and moving toward electricity commodity prices based on Time-of-Use for customers with eligible smart meters.

| RPP Time-of-Use (TOU) Prices |                   |                             |
|------------------------------|-------------------|-----------------------------|
| On-peak price                | 9.3 cents per kWh | (up from 9.1 cents per kWh) |
| Mid-peak price               | 8.0 cents per kWh | (up from 7.6 cents per kWh) |
| Off-peak price               | 4.4 cents per kWh | (up from 4.2 cents per kWh) |



## retail corner

If you buy your electricity from a retailer, you will continue to pay your contract price.

### Provincial Benefit

If you are a customer that has a retail contract, you will also see a separate line item on your bill for what is called the Provincial Benefit (for customers of a local utility on the RPP, the Provincial Benefit is factored into the RPP prices).

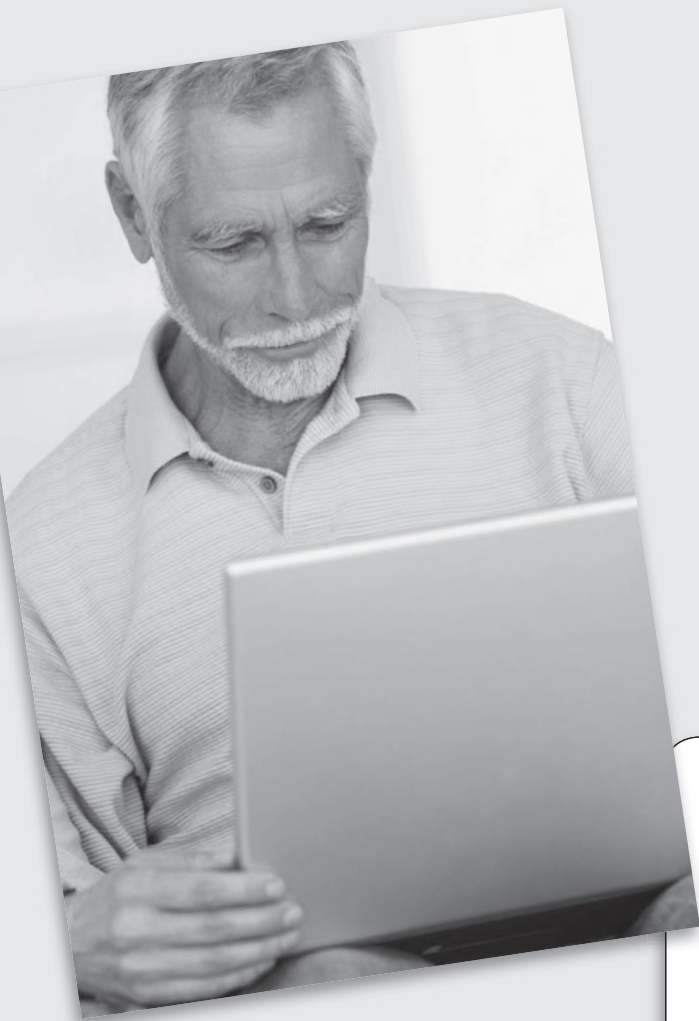
The Provincial Benefit accounts for differences between the market price of electricity and rates paid to regulated and contracted generators.

If the market price of electricity is lower than those regulated and contracted rates, the Provincial Benefit will be a charge to consumers. If the market price is higher, the Provincial Benefit is a credit to consumers.

### Considering a Contract? Here's What You Should Know:

- The OEB does not regulate the prices offered by energy retailers
- Consider your utility price and find out what other companies are offering
- Don't feel pressured to sign a contract
- **A contract is a legal document** – you have a window of opportunity to change your mind after signing, but otherwise you may be bound to the terms of the contract
- Sales agents must show company identification
- You don't have to show your bill unless you agree to sign a contract
- Keep track of all documents and contacts with utilities or energy retailers

Learn more at [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca) or contact the OEB's Consumer Relations Centre (the numbers are listed on the back page)



## The Board and You – Getting Involved

Public participation helps ensure the Board makes informed decisions about your local utility's distribution rates.

Here are some ways you can get involved or be informed:

- Write a letter of comment for the public record
- Monitor an oral hearing through our website
- Become an observer and receive Board-issued documents
- Become an intervenor and actively participate in the public hearing process

To find out more on how you can get involved, visit the OEB's website or contact the OEB's Consumer Relations Centre.

## The OEB is the Regulator of Ontario's Energy Sector

Our objectives include protecting the interests of consumers and ensuring a viable and efficient energy sector.

### Ways we do this:

- Create rules and codes for regulated energy entities to follow and enforce them
- License certain energy entities (e.g., electricity distributors, transmitters, generators, smart sub-metering providers and retailers)
- Work with regulated energy entities and consumers to facilitate the resolution of complaints
- Set the rates you are charged for electricity/natural gas distribution and transmission

**The OEB can help you become an informed energy consumer.**  
**Find out more at**  
**[www.oeb.gov.on.ca](http://www.oeb.gov.on.ca)**

### More questions?

Contact our Consumer Relations Centre

- **1-877-632-2727**  
(toll-free within Ontario)
- **416-314-2455**  
(within the GTA or outside Ontario)
- **[consumerrelations@oeb.gov.on.ca](mailto:consumerrelations@oeb.gov.on.ca)**

Ce document est aussi disponible en français.

