

Struggling to Make Ends Meet?



There are **three** programs that can help:

1. Home Assistance Program (HAP)

Free Energy Upgrades

If you qualify, we'll install upgrades to help you save electricity and make your home more comfortable.

torontohydro.com/help

2. Ontario Electricity Support Program (OESP)

Get a Monthly Credit on your Bill

Find out if you qualify for OESP.

torontohydro.com/oesp

3. Low-Income Energy Assistance Program (LEAP)

In a bind? Get a one-time grant

Emergency financial assistance may be available to help you pay your bill.

torontohydro.com/leap

Weekends and Statutory Holidays are Always the Lowest Price

Time-of-Use Rates

Shift to off-peak hours, weekdays after 7 p.m. and all day on weekends and statutory holidays.

Winter hours

November 1 –
April 30

Summer hours

May 1 –
October 31

Year-round weekends and holidays

7 p.m. – 7 a.m.	7 p.m. – 7 a.m.	ALL DAY
7 a.m. – 11 a.m.	7 a.m. – 11 a.m.	Off-peak
11 a.m. – 5 p.m.	11 a.m. – 5 p.m.	Mid-peak
5 p.m. – 7 p.m.	5 p.m. – 7 p.m.	On-peak

Important Information About Residential Rates



On January 1, 2017,
your electricity costs
went down 8%.

Ontario's government is reducing electricity costs by rebating an amount equal to the provincial portion of the HST on your monthly hydro bill. That's an 8% rebate for Ontario families, and on average will mean \$130 more in your pocket each year.

This is part of Ontario's plan to help people with the costs of everyday living by reducing electricity costs. Across Ontario, about five million residential consumers, farms and small businesses will benefit from this rebate.

Toronto Hydro will implement these savings onto your bill by July 1, 2017. Applicable savings will be retroactive to January 1, 2017.

RESIDENTIAL RATES

New rates, new rebates.

Your bill, explained.



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30050-I-0103



Electricity Rate Changes

On January 1, 2017 your Delivery and Regulatory Charges were updated. We know that rate changes can be confusing – especially when they occur at separate times of the year. Understanding when these changes are coming and what they involve may help you manage expectations and budgets.

Here’s what you need to know

- Changes to the Delivery Charge typically take effect on January 1
- Updates to the Electricity Commodity Rate are made by the Ontario Energy Board (OEB) twice a year – May 1 and November 1
- Updates to Regulatory Charges are set by the OEB and apply to all utilities

Will these changes occur every year?

Rates are reviewed annually during specified times of the year. You can expect electricity rates to increase annually on the months indicated. In some instances, the rates may stay static or decrease.

The bottom line on the Delivery Charge

The Delivery Charge represents the cost of getting power from electricity generators to your home. These charges include costs from Toronto Hydro and transmission companies like Hydro One. This charge is only partially based on your electricity consumption. That means that if you go on vacation and your household’s consumption drops, your Delivery Charge may not decrease proportionally or as much as you would expect, since a portion of the charge is fixed and will remain the same from month to month.

In addition to distributing electricity, we also have a responsibility to ensure that electricity is available to your home whether you use it or not, and the fixed portion helps cover the costs of maintaining our electricity grid, upgrading equipment and repairing damage caused by inclement weather.

Changes to Your Bill



The OEB approved changes to our distribution rate as part of Toronto Hydro’s 2015-2019 rates application. These changes will appear on your bill effective January 1, 2017.



A typical residential customer¹ consuming 750 kilowatt-hours (kWhs) will experience an average **decrease of \$2.16 or -1.5%²** on the total monthly bill.



A typical competitive sector multi-unit residential customer¹ (certain apartment and condo dwellers) consuming 334 kWhs will see an average **increase of \$0.03 or 0.04%²** on the total monthly bill.

The rate changes reflect an increase in distribution and regulatory charges, and a decrease in transmission rates.

¹Excludes customers who have signed with an energy retailer. For information about charges related to energy retailers, please visit torontohydro.com/rates
²Excludes HST and 8% Provincial Rebate

Toronto Hydro has prorated your bill so electricity consumed before January 1, 2017 is charged at the former rate and electricity consumed on or after January 1, 2017 is charged at the new rate.

Delivery Charges

Residential Classes	Residential	Competitive Sector Multi-Unit Residential
CHANGED Customer Charges (This includes an increase in Customer Charge and ends a number of existing rate riders.)	\$28.62 per 30 days	\$23.45 per 30 days
CHANGED Distribution Charges (This includes a decrease in Distribution Charge and a number of new rate riders.)	\$0.01207 per kWh	\$0.02003 per kWh
CHANGED Transmission (This includes a decrease in Network and Connection Service Charges to cover the costs of transmitting electricity from generators to Toronto Hydro. We pass this cost to you, without mark-up, on behalf of Hydro One.)	\$0.01330 per kWh	\$0.01330 per kWh

Regulatory Charges

CHANGED Wholesale Market Service Charge (This includes an increase in Rural and Remote Electricity Rate Protection. We pass this cost to you, without mark-up, on behalf of the Independent Electricity System Operator.)	\$0.0057 per kWh
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Note: There are no changes to the Electricity section of your bill.

Important: Have your say!

Our Conditions of Service are being updated



Toronto Hydro’s Conditions of Service are changing. We’ve proposed a number of revisions related to our day-to-day business. These amendments span a variety of topics including fees regarding the disconnection and reconnection process, vault access and customer billing periods.

We’re inviting customers to provide feedback on the proposed changes. Please send your comments to **conditionsofservice@torontohydro.com** and be sure to include the paragraph, pages and sections you’re referencing within your email. Comments will be accepted until February 10, 2017.

The amendments will be implemented in mid-February 2017. To learn more, please visit **torontohydro.com/conditionsofservice**.