

OEB Rate Comparison Tool – Messaging

General

- The IESO is leading the way to enable opportunities for consumers and communities to take control of their energy use and shape the electricity system around them.
- Whether you are a residential or small business customer, tools like the OEB's rate comparison tracker give you more visibility into your energy costs, and the province's Save on Energy programs help customers manage their electricity costs and support Ontario's conservation targets.
- Increased access to information allows customers to better manage their usage and costs, and justify investments in energy efficiency.
- The Save on Energy programs are specifically designed for Ontario's different consumer segments and business sectors to optimize energy and cost saving opportunities.
- For businesses, being better informed about electricity use has a direct link to your bottom line. Across the province, businesses are implementing strategies to control their energy use and actively manage their consumption using Save on Energy programs and incentives.
- Businesses are reducing their electricity use and manage costs through energy audits, retrofits and process and system improvements.

How rates differ across the province

- As you can see with the OEB's tool, the commodity price of electricity is the same for all residential and small business customers who purchase their electricity from their LDC.
- However, rates will vary between urban and rural areas primarily because of the delivery cost for electricity.
- The IESO is working to improve and expand access to conservation programs. There are also several programs offered by the Province of Ontario that provide rate protection and distribution rate relief to residential customers served by LDCs with some of the

highest rates. (i.e. Affordability Fund)

- The IESO is also conducting a conservation mid-term review to look at how conservation programs can better meet the needs of local and regional electricity planning.

Costs/ Comparing Jurisdictions

- The OEB's tool also gives customers information about pricing variations and how Ontario compares with other jurisdictions.
- Based on the analysis of other jurisdictions, Ontario-based LDC customers pay lower rates than some other Canadian jurisdictions, including those in Charlottetown, Regina and Halifax, as well as American customers in San Francisco, New York, and Boston.
- The residential price outlook in the 2017 LTEP remains below the 2013 LTEP outlook for the full forecast horizon due to the Ontario Fair Hydro Plan, removing costs from the electricity system, the anticipated benefits from implementing Market Renewal initiatives, and more efficient consumption of electricity.

Increasing Access to Conservation program

- The IESO is expanding access to conservation programs for First Nations and Metis, including those served by independent power authorities, to ensure they have opportunities to better manage their electricity use and costs.
- The IESO is evolving its energy support programs for First Nations and Metis, including consideration of community energy plan implementation, to better align with community needs and interests.
- The IESO is increasing access to the Save on Energy Home Assistance Program that will improve the availability of conservation programs helping low-income customers. The program is expected to start in early 2018.
- Between 2006 and 2015, under the Conservation First Framework, Ontario conserved 13.5 terawatt-hours (TWh) of electricity. That is equivalent to the electricity used annually by 1.5 million households, or the amount of electricity that powered the cities of London, Kingston, Ottawa, Peterborough and Thunder Bay in 2015.

Enabling more informed choice through data

- There are a variety of tools that consumers can use to view and understand the information they need to make decisions on their energy use.
- For example, smart meter enabled apps and smart thermostats are enabling customers to remotely control the temperature of their home or small business and respond to changes in prices.
- The IESO's Smart Metering Entity is leading a project that will support more rigorous analysis of consumption data across the province, with the end goal of making better planning decisions and improving services to customers.
- Communities and consumers are now able to take part in conservation programs and energy efficiency incentives, manage energy use with smart thermostats and other technologies, generate and store their own electricity, and have a say in regional planning decisions.