

Monthly Billing is Here - New Look, New Frequency

Dear Customer,

The Ontario Energy Board mandated all electric utilities to migrate their customers from bi-monthly to monthly billing. This is your first monthly bill, and going forward you will receive monthly bills, which means you will get 12 bills a year instead of 6.

Monthly billing offers smaller, more manageable payments, and better aligns with other monthly expenses, making it easier to manage monthly household budgets.

With this new billing frequency, you can expect to receive your next bill in approximately 1 month from this bill's issue date. Other changes you will notice include:

- New bill design
- New account number
- Your meter reading period will be approximately 30 days
- Your bill will reflect the shorter length of time
- Your bill payments will be due monthly

Waterloo North Hydro redesigned the look of the bill to better serve you. We hope that this new layout will make the bill easier to understand and provide valuable information about your energy consumption. Please see the back of this letter for an overview of the new bill design, layout, and how to read your new bill.

In addition to the new bill design and layout, your account number has changed. Please note that your account number is now 13 digits in length. When referencing your account number for banking information or during discussions with our office, be sure to include the complete account number including the numbers before and after the dash. As a reminder, please ensure that you update any banking institution with your new account number.

We are happy to assist if you have any questions. For more information, please visit our website at wnhydro.com/monthlybilling or contact customer support at 519-885-6840 or customersupport@wnhydro.com.

Kind Regards,

Waterloo North Hydro Inc.

Understanding Your New Bill

Front of Bill

The **Invoice Date** for this bill.

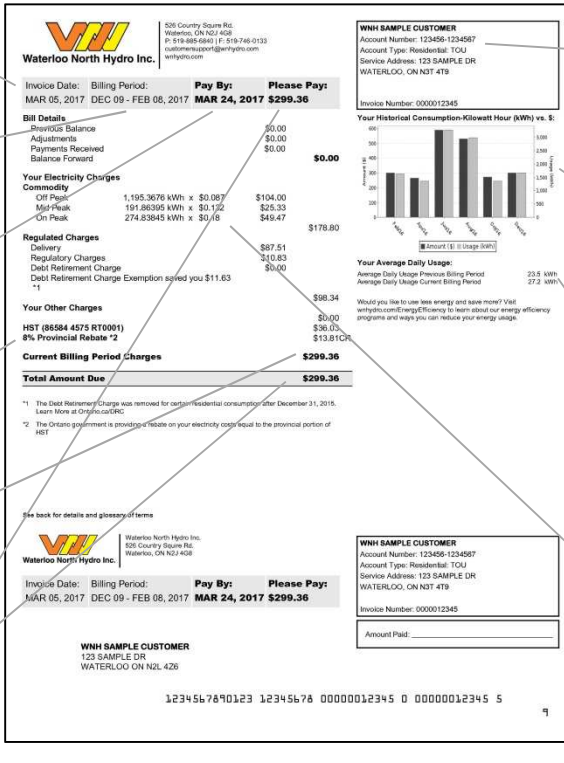
The **Billing Period** for this bill. The period is from midnight at the beginning of the first date to midnight at the beginning of the last date in the period.

Pay By is the due date for your bill.

8% Provincial Rebate. Ontario government is providing a rebate on your electricity costs equal to the provincial portion of the HST.

Current Billing Period Charges are the charges for this billing period.

The **Total Amount Due** is total amount owing by your due date. This amount includes the **Current Billing Period Charges**, as well as any charges from previous billing periods.



Waterloo North Hydro Inc.
505 County Square Rd
Waterloo, ON N2J 4J8
P: 519-885-6840 | F: 519-746-0133
customerservice@wnhydro.com

Invoice Date: Billing Period: **Pay By: Please Pay:**
MAR 05, 2017 DEC 09 - FEB 08, 2017 **MAR 24, 2017 \$299.36**

Bill Details
Previous Balance \$0.00
Adjustments \$0.00
Payments Received \$0.00
Balance Forward \$0.00

Your Electricity Charges
Commodity
Off Peak: 1,195,3676 kWh x \$0.087 \$104.00
Mid-Peak: 191,88395 kWh x \$0.152 \$29.33
On Peak: 274,83845 kWh x \$0.68 \$186.67

Regulated Charges
Delivery \$87.51
Regulatory Charges \$10.83
Debt Retirement Charge \$0.00
Debt Retirement Charge Exemption applied you \$11.63

Your Other Charges
Regulatory Charges \$0.00
HST (85584 4575 RT0001) \$36.00
8% Provincial Rebate *2 \$13.81CR

Current Billing Period Charges \$299.36
Total Amount Due \$299.36

WNH SAMPLE CUSTOMER
Account Number: 123456-1234567
Account Type: Residential-TOU
Service Address: 123 SAMPLE DR
WATERLOO, ON N1T 4T9
Invoice Number: 0000012345

Your Historical Consumption-Kilowatt Hour (kWh) vs. \$
Bar chart showing consumption in kWh and dollars for each month from Jan to Feb.

Your Average Daily Usage:
Average Daily Usage Previous Billing Period: 23.5 kWh
Average Daily Usage Current Billing Period: 27.2 kWh

WNH SAMPLE CUSTOMER
Account Number: 123456-1234567
Account Type: Residential-TOU
Service Address: 123 SAMPLE DR
WATERLOO, ON N1T 4T9
Invoice Number: 0000012345

Amount Paid: _____

1234567890123 12345678 0000012345 0 00000012345 5

Your **NEW Waterloo North Hydro account number**. This number has **changed**; please update your account information with any banking institutions.

The **historical consumption** for the current year measured in dollars and kilowatt-hours.

Your **average daily consumption** - Check your daily consumption with My Account, and compare it to your daily average to identify days where you spent too much.

Your **electricity consumption and charges for the billing period** based on kilowatt-hours. Your electricity charges are calculated using Time-of-Use (TOU) rates that are set by the Ontario Energy Board (OEB). Time-of-use divides the day into three rate periods, on-peak, mid-peak, and off-peak. For more information on TOU rates visit wnhydro.com/tou.

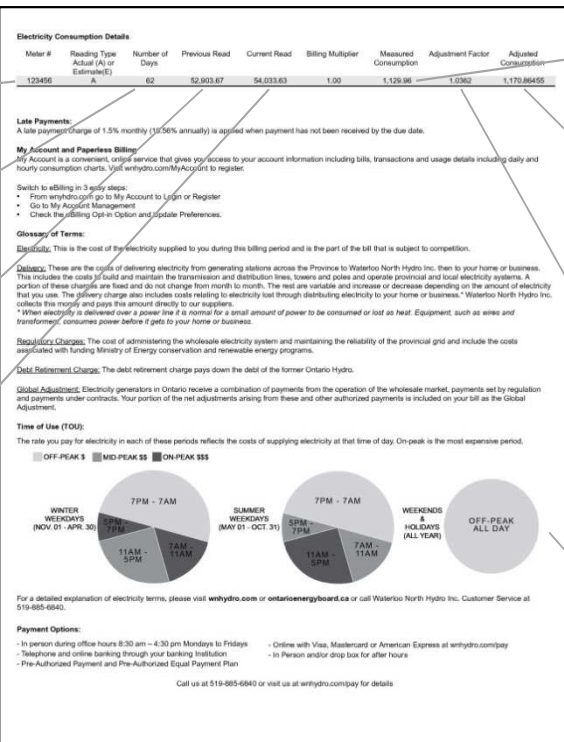
Back of Bill

Your **Meter #** is the number associated with your electricity meter.

The **Number of Days** is the number of days in your billing period for this bill.

Previous Read was the meter reading at the beginning of your billing period.

Current Read is the meter reading at the end of your billing period.



Electricity Consumption Details

Meter #	Reading Type Actual (A) or Estimate (E)	Number of Days	Previous Read	Current Read	Billing Multiplier	Measured Consumption	Adjustment Factor	Adjusted Consumption
123456	A	62	52,903.67	54,033.63	1.00	1,129.96	1.0362	1,170.86455

Late Payments:
A late payment charge of 1.5% monthly (18.0% annually) is applied when payment has not been received by the due date.

My Account and Paperless Billing:
My Account is a convenient, online service that gives you access to your account information including bills, transactions and usage details including daily and hourly consumption charts. Visit wnhydro.com/MyAccount to register.

Glossary of Terms:
Delivery: 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 Waterloo North Hydro Inc. then to your home or business. This includes the costs of 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. *Waterloo North Hydro Inc. 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: The cost of administering the wholesale electricity system and maintaining the reliability of the provincial grid and include the costs associated with funding Ministry of Energy conservation and renewable energy programs.
Debt Retirement Charge: The debt retirement charge pays down the debt of the former Ontario Hydro.
Global Adjustment: Electricity generators in Ontario receive a combination of payments from the operation of the wholesale market, payments set by regulation and payments under contracts. Your portion of the net adjustments arising from these and other authorized payments is included on your bill as the Global Adjustment.
Time of Use (TOU):
The rate you pay for electricity in each of these periods reflects the costs of supplying electricity at that time of day. On-peak is the most expensive period.

OFF-PEAK \$ MID-PEAK \$ ON-PEAK \$

WINTER WEDNESDAYS (NOV 01 - APR 30)
7PM - 7AM
7PM - 7AM
11AM - 5PM
7AM - 11AM

SUMMER WEDNESDAYS (MAY 01 - OCT 31)
7PM - 7AM
5PM - 7PM
7AM - 11AM
11AM - 5PM

WEEKENDS & HOLIDAYS (ALL YEAR)
OFF-PEAK ALL DAY

For a detailed explanation of electricity terms, please visit wnhydro.com or ontarioenergyboard.ca or call Waterloo North Hydro Inc. Customer Service at 519-885-6840.

Payment Options:
 - In person during office hours 8:30 am - 4:30 pm Mondays to Fridays
 - Telephone and online banking through your banking institution
 - Pre-Authorized Payment and Pre-Authorized Equal Payment Plan
 - Online with Visa, Mastercard or American Express at wnhydro.com/pay
 - In Person and/or drop box for after hours

Call us at 519-885-6840 or visit us at wnhydro.com/pay for details

Measured Consumption is the total measured consumption in kilowatt-hours for your billing period.

Adjusted Consumption is the **Measured Consumption** multiplied by the **Adjustment Factor**.

Adjustment Factor - When electricity is delivered over a power line, it is normal for a small amount of power to be consumed, or lost, as heat. In calculating your electricity costs for the **Billing Period** your **Measured Consumption** is multiplied by this Ontario Energy Board approved **Adjustment Factor** to account for those losses.

Time-of-Use (TOU) rate periods for winter, summer, holidays and weekends. For more information on TOU periods and rates visit wnhydro.com/tou.