

Your Right to Privacy

Milton Hydro is your provider of electricity distribution services and in some cases, a billing agent for your water and wastewater services. Providing these services requires that we collect and keep certain personal information about you. We have developed policies and procedures in compliance with the *Personal Information Protection and Electronic Documents Act (PIPEDA)* to protect your privacy. Our Privacy Policy can be accessed on our web site www.miltonhydro.com or you can call us to obtain a copy.

We would like to take this opportunity to inform you about the personal information we collect, how it is used, how we protect its confidentiality and your rights in respect to this information.



Personal Information

We need certain information from you in order to:

- Provide you with electricity service and bill for electric and/or water and wastewater services;
- Facilitate the pre-authorized payment option;
- Assist us in the collection of accounts;
- Respond to your inquiries about electricity and/or water use and billing;
- Prevent fraud with respect to both you and our company;
- Meet legal and regulatory requirements.

The nature of personal information we collect may include:

- Information we receive from you such as your name, address, contact information and general financial, credit and reference information;
- Facts about your historical and current consumption of electricity and water;
- Information about your transactions with us, such as meter number, account number, account balances, payment history, and account activity.

Protecting your Information

Access to records is restricted to those users that have a legitimate need for it.

Our business resource contractors provide a comparable level of protection with regard to customer personal information, to comply with PIPEDA and our policy.

Because of the structure of the electricity sector in Ontario, it may be necessary to share your billing and consumption information to third party billing and settlement agencies. For example, if you have signed a separate contract with a retailer, we may provide your billing and consumption to them. Our billing, settlement and regulatory relationships with third parties are governed by licenses and codes which are established by our regulator, the Ontario Energy Board. As required by law or regulation, your information may also be shared or disclosed to other agencies or organizations.

Request for Information

You have the right to request access to your personal information which we have collected and to request amendments to ensure its accuracy and completeness. If you would like to make a request, please send it in writing to the attention of our Privacy Officer.

Consent

Certain personal information is required in order to continue to provide electric distribution services and bill for water and wastewater services. If you wish to discuss your options for withdrawing your consent to our collection, use, or disclosure of your personal information, please contact our office.

Privacy Official

Milton Hydro has a compliance official responsible for overseeing all privacy-related matters and can be reached at privacyofficer@miltonhydro.com or contact our office.

New!

View your Account information online @ www.miltonhydro.com



You now have the ability to find account information fast and easy, any time of the day or night. All you need is a computer and internet access.

Customers can:

- View current statements and due dates
- View meter reading information
- Compare monthly usage
- View billing history
- Submit move requests

Advantages:

- Secure and Private
- Convenient
- Access your bills online anywhere, 24 hours a day, 7 days a week
- Best of all, it's **FREE**



Milton Hydro Distribution Inc.

P.O. Box 189,
55 Thompson Road South,
Milton, Ontario, L9T 4N9
T : 905-876-4611
F : 905-876-2044

email : customerservice@miltonhydro.com

www.miltonhydro.com



Milton Hydro Distribution Inc.

Electricity Rates

effective April 1, 2004

RESIDENTIAL

(including Interval Metered Customers)

Commodity Charge: See Glossary for definition.

Distribution Charges:

SSS Administrative Charge	\$0.25/month
<i>(applicable to SSS customers only)</i>	
Customer Charge	\$16.14/month
Distribution Charge	\$0.0111/kWh

Wholesale Market Charges:

Debt Retirement Charge	\$0.0070/kWh
Wholesale Market Services	\$0.0062/kWh
Transmission Connection Services	\$0.0050/kWh
Transmission Network Services	\$0.0057/kWh

SENTINEL LIGHTS

Commodity Charge: See Glossary for definition.

Distribution Charges:

SSS Administrative Charge	\$0.25/connection per month
<i>(applicable to SSS customers only)</i>	
Connection Charge	\$0.51/connection per month
Distribution Charge	\$2.7673/Max kW

Wholesale Market Charges:

Debt Retirement Charge	\$0.0070/kWh
Wholesale Market Services	\$0.0062/kWh
Transmission Connection Services	\$1.4113/Max kW
Transmission Network Services	\$1.6083/Max kW

STREET LIGHTS

Commodity Charge: See Glossary for definition.

Distribution Charges:

SSS Administrative Charge	\$0.25/per month
<i>(applicable to SSS customers only)</i>	
Connection Charge	\$0.19/connection per month
Distribution Charge	\$0.7033/Max kW

Wholesale Market Charges:

Debt Retirement Charge	\$0.0070/kWh
Wholesale Market Services	\$0.0062/kWh
Transmission Connection Services	\$1.3824/Max kW
Transmission Network Services	\$1.6002/Peak kW*

* Peak period defined as between 7 AM and 7 PM (local time) on weekdays that are not statutory holidays. Interval metered Maximum and Peak demand determinants are the average clock hour demands. Non interval metered demand determinants are approximately the 15 minute average demands.

GENERAL SERVICE

50kW or Less

Monthly Demand of 50 kW or Less (incl. unmetered scattered loads)

Commodity Charge: See Glossary for definition.

Distribution Charges:

SSS Administrative Charge	\$0.25/month
<i>(applicable to SSS customers only)</i>	
Customer Charge	\$17.66/month
Distribution Charge	\$0.0152/kWh

Wholesale Market Charges:

Debt Retirement Charge	\$0.0070/kWh
Wholesale Market Services	\$0.0062/kWh
Transmission Connection Services	\$0.0045/kWh
Transmission Network Services	\$0.0052/kWh

More than 50kW

More Than 50 kW Demand Monthly and Up to 1000 kW - Interval Metered

Commodity Charge: See Glossary for definition.

Distribution Charges:

SSS Administrative Charge	\$0.25/month
<i>(applicable to SSS customers only)</i>	
Customer Charge	\$83.67/month
Distribution Charge	\$2.3081/Max kW
Transformer Allowance	\$0.60/Max kW
Minimum Distribution Charge	\$0.60/Max kW
<i>(in previous 11 months)</i>	

Wholesale Market Charges:

Debt Retirement Charge	\$0.0070/kWh
Wholesale Market Services	\$0.0062/kWh
Transmission Connection Services	\$2.0552/Max kW
Transmission Network Services	\$2.3626/Peak kW*

MISCELLANEOUS CHARGES

Returned Cheque	\$9.00
Account Set-up	\$25.00
Easement Certificate	\$10.70
Collection of Account	\$9.00
Reconnection Charge (if disconnected for non-payment)	
During business hours	\$20.00
Outside business hours	\$50.00
Off Cycle Meter Read	\$10.00
<i>(Excluding - final reads)</i>	
Interval/Remote Metering	\$ 5.50 per month

All rates are subject to a 1.5% Monthly Interest Charge. (19.56% per Annum)

More than 1000kW

More Than 1000 kW Demand Monthly and Up to 5000 kW - Interval Metered

Commodity Charge: See Glossary for definition.

Distribution Charges:

SSS Administrative Charge	\$0.25/month
<i>(applicable to SSS customers only)</i>	
Customer Charge	\$1,120.35/month
Distribution Charge	\$2.9049/Max kW
Transformer Allowance	\$0.60/Max kW
Minimum Distribution Charge	\$0.60/Max kW
<i>(in previous 11 months)</i>	

Wholesale Market Charges:

Debt Retirement Charge	\$0.0070/kWh
Wholesale Market Services	\$0.0062/kWh
Transmission Connection Services	\$2.0215/Max kW
Transmission Network Services	\$2.3238/Peak kW*

Large User

More Than 5000 kW Demand Monthly - Interval Metered

Commodity Charge: See Glossary for definition.

Distribution Charges:

SSS Administrative Charge	\$0.25/month
<i>(applicable to SSS customers only)</i>	
Customer Charge	\$4,744.42/month
Distribution Charge	\$2.4455/Max kW
Transformer Allowance	\$0.60/Max kW
Minimum Distribution Charge	\$0.60/Max kW
<i>(in previous 11 months)</i>	

Wholesale Market Charges:

Debt Retirement Charge	\$0.0070/kWh
Wholesale Market Services	\$0.0062/kWh
Transmission Connection Services	\$2.2608/Max kW
Transmission Network Services	\$2.5164/Peak kW*

All rates are approved by the
Ontario Energy Board
For more information visit their web site
www.oeb.gov.on.ca
or contact them toll free at
1-877-632-2727

Security deposit may be required.
Security Deposit Policy available upon request
or by visiting our website @
www.miltonhydro.com

GLOSSARY

Commodity Charge: A charge for the electricity itself, which can be purchased from a licensed retailer or directly from the wholesale market through Standard Supply Service ("SSS") from Milton Hydro. The usage associated with this charge is adjusted by the Adjustment Factor. Further information concerning the commodity charge is available on our website.

Distribution Charges, as regulated by the Ontario Energy Board (OEB), are broken into fixed and variable charges as follows:

SSS Administrative Charge:

A charge allowing the distributor to recover administrative costs of providing Standard Supply Service. This monthly charge has been set by the OEB and applies only to SSS customers (those customers that have not contracted with a licensed retailer for the commodity portion of their bill).

Customer Charge:

A fixed monthly charge to recover costs such as meter reading, billing and account maintenance.

Distribution Charge:

A charge based on your usage to recover the cost of delivering electricity through Milton Hydro's distribution network.

Wholesale Market Charges, as regulated by the OEB, are broken down as follows:

Debt Retirement Charge:

The Debt Retirement Charge (DRC) pays down the residual stranded debt of the former Ontario Hydro. The DRC will end once this debt is retired.

Wholesale Market Services:

To recover costs charged by the IMO for the operation of the IMO administered market and the operation of the IMO controlled grid. The usage associated with this charge is adjusted by the Adjustment Factor.

Transmission Connection Services:

To recover costs associated with connecting Milton Hydro's distribution network to the transmission grid.

Transmission Network Services:

To recover costs of transporting electricity from generators, across high voltage lines, to Milton Hydro.

Standard Supply Service - "SSS":

Where customers have not chosen to sign a contract with a licensed retailer, Milton Hydro, as required by the OEB, will provide the commodity (electricity).

Weighted Average Price:

An average of the hourly market prices over your billing period weighted by your actual or assumed usage profile. Prices will vary each billing period.

Adjustment Factor:

A factor to adjust your metered usage to reflect the actual quantity of energy supplied from the IMO controlled grid. This adjustment is only applicable to the Commodity Charge and Wholesale Market Services Charge.

IMO - Independent Electricity Market Operator:

The IMO controls the safe and reliable operation of the bulk electrical power system in Ontario. They operate the wholesale electricity "spot market", balancing the supply and demand of electricity.