

## GLOSSARY

**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. Equipment, such as wires and transformers, consumes power before it gets to the home or business. The adjustment factor accounts for these losses.

**Conventional Meter:** A meter other than an interval meter or an eligible time-of-use meter.

**Debt Retirement Charge:** Set by the Ministry of Finance to pay down the residual stranded debt of the former Ontario Hydro.

**Delivery Charge:** These are the costs of delivering electricity from generating stations across the Province to Milton Hydro then to your home or business. This includes the costs to 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. This charge includes:

**Customer Charge:** a fixed monthly charge to recover costs such as meter reading, billing and account maintenance.

**Distribution Charge:** based on your usage to recover the cost to deliver electricity through Milton Hydro's distribution network.

**Transmission Network Charge:** based on your usage to recover costs of transporting electricity from the generators to Milton Hydro across the high-voltage transmission grid.

**Transmission Connection Charge:** based on your usage to recover costs to connect Milton Hydro's distribution network to the transmission grid.

**Electing Spot Consumers:** An RPP eligible consumer with an interval meter that has elected to be billed on spot market price.

**Electricity Charge:** This is the cost of the electricity supplied to you during this billing period and is part of the bill that is subject to competition. The electricity consumed is multiplied by the adjustment factor. Milton Hydro collects this money and pays this amount directly to our suppliers.

**Interval Meter:** A meter that measures and records electricity use on at least an hourly basis. Otherwise known as a smart meter.

**IESO:** Independent Electricity System Operator. The IESO administers the wholesale electricity market in Ontario, schedules and dispatches the electricity system to

maintain a safe, reliable electricity supply, and settles the wholesale market with all wholesale market participants.

**Non RPP Consumer:** Consumers billed on spot market price.

**Peak period:** Defined as between 7AM and 7PM (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.

**Provincial Benefit:** The price of generation in Ontario is set by a competitive market. Certain generators receive payments through regulation or contract that differ from the market price. Your portion of the net adjustment arising from these different payments is included on your bill.

**RPP:** Regulated Price Plan designed by the Ontario Energy Board to better reflect the price paid to generators for electricity.

**RPP Consumers:** Low-volume consumers and designated consumers, such as municipalities, hospitals, schools, colleges, and universities, and who have not signed or renewed a contract with a retailer after Dec. 9, 2002. A low volume consumer includes all residential consumers and business consumers with a demand less than 50 kW or the consumption is less than 250,000 kWh per year.

**Regulatory Charge:** Regulatory charge is the cost of administering the wholesale electricity system and maintaining the reliability of the provincial grid. Regulated by the Ontario Energy Board (OEB) the charge includes:

**Wholesale Market Service Charge:** based on your usage to recover the costs charged by the IESO to operate the Provincial electrical system and Rural Rate Protection.

**RPP Administration:** a fixed monthly charge to recover administrative costs of providing Standard Supply Service. Applicable to SSS Consumers only.

**Spot Market Price:** for a given hour, the Hourly Ontario Energy Price (HOEP) established by the IESO for that hour.

**Standard Supply Service:** (SSS) where consumers have not chosen to sign a contract with a licensed retailer, Milton Hydro, as required by the OEB, will provide the electricity.

### Security deposit may be required.

Security Deposit Policy available upon request or by accessing our Conditions of Service at:

[www.miltonhydro.com](http://www.miltonhydro.com)

## VIEW YOUR ACCOUNT ONLINE

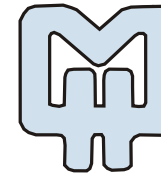
*You have the ability to find account information fast and easy, any time of the day or night. All you need is a computer and internet access.*

### Customers can:

- View current statements and due dates
- View meter reading information
- Compare monthly usage
- View billing history
- Submit move request
- Use eBilling to receive your bills electronically

### 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.

55 Thompson Road South,  
Milton, Ontario, L9T 6P7

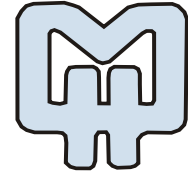
T : 905-876-4611

F : 905-876-2044

email : [customerservice@miltonhydro.com](mailto:customerservice@miltonhydro.com)

[www.miltonhydro.com](http://www.miltonhydro.com)

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



## Milton Hydro Distribution Inc.



## Electricity Rates

effective May 1, 2007

## RESIDENTIAL

|                            |                           |
|----------------------------|---------------------------|
| Electricity**              | See "Electricity Pricing" |
| Delivery includes:         |                           |
| Customer Charge            | \$16.13/month             |
| Distribution               | \$0.0133/kWh              |
| Transmission Network       | \$0.0056/kWh              |
| Transmission Connection    | \$0.0045/kWh              |
| Regulatory includes:       |                           |
| RPP Administration         | \$0.25/month*             |
| Wholesale Market Service** | \$0.0062/kWh              |
| Debt Retirement Charge     | \$0.0070/kWh              |

## SENTINEL LIGHTS

|                            |                             |
|----------------------------|-----------------------------|
| Electricity**              | See "Electricity Pricing"   |
| Delivery includes:         |                             |
| Customer Charge            | \$0.41/connection per month |
| Distribution               | \$5.8145/Max kW             |
| Transmission Network       | \$1.5724/Max kW             |
| Transmission Connection    | \$1.2685/Max kW             |
| Regulatory includes:       |                             |
| RPP Administration         | \$0.25/month*               |
| Wholesale Market Service** | \$0.0062/kWh                |
| Debt Retirement Charge     | \$0.0070/kWh                |

## STREET LIGHTS

|                            |                             |
|----------------------------|-----------------------------|
| Electricity**              | See "Electricity Pricing"   |
| Delivery includes:         |                             |
| Customer Charge            | \$0.16/connection per month |
| Distribution               | \$0.4919/Max kW             |
| Transmission Network       | \$1.5645/Max kW             |
| Transmission Connection    | \$1.2425/Max kW             |
| Regulatory includes:       |                             |
| RPP Administration         | \$0.25/month*               |
| Wholesale Market Service** | \$0.0062/kWh                |
| Debt Retirement Charge     | \$0.0070/kWh                |

## MISCELLANEOUS CHARGES

|  |          |
|--|----------|
| Arrears Certificate  | \$15.00  |
| Statement of Account   | \$15.00  |
| Easement Letter  | \$15.00  |
| Credit reference/check <i>(plus credit agency costs)</i>     | \$15.00  |
| Account Set-up   | \$30.00  |
| Returned Cheque <i>(plus bank charges)</i>                   | \$15.00  |
| Special Meter Reads  | \$30.00  |
| Collection of Account <i>(no disconnection)</i>              | \$30.00  |
| Reconnection Charge <i>(if disconnected for non-payment)</i> |          |
| At Meter During business hours                               | \$65.00  |
| At Meter Outside business hours                              | \$185.00 |

All rates are subject to a 1.5% monthly interest charge (19.56% per annum)

## UNMETERED SCATTERED LOAD

|                            |                             |
|----------------------------|-----------------------------|
| Electricity**              | See "Electricity Pricing"   |
| Delivery includes:         |                             |
| Customer Charge            | \$7.49/connection per month |
| Distribution               | \$0.0168/kWh                |
| Transmission Network       | \$0.0051/kWh                |
| Transmission Connection    | \$0.0040/kWh                |
| Regulatory includes:       |                             |
| RPP Administration         | \$0.25/month*               |
| Wholesale Market Service** | \$0.0062/kWh                |
| Debt Retirement Charge     | \$0.0070/kWh                |

## GENERAL SERVICE

### Less Than 50kW

*Monthly Demand Less than 50kW*

|                            |                           |
|----------------------------|---------------------------|
| Electricity**              | See "Electricity Pricing" |
| Delivery includes:         |                           |
| Customer Charge            | \$17.13/month             |
| Distribution               | \$0.0168/kWh              |
| Transmission Network       | \$0.0051/kWh              |
| Transmission Connection    | \$0.0040/kWh              |
| Regulatory includes:       |                           |
| RPP Administration         | \$0.25/month*             |
| Wholesale Market Service** | \$0.0062/kWh              |
| Debt Retirement Charge     | \$0.0070/kWh              |

### 50kW to 999 kW

*50kW Demand Monthly and Up to 999 kW - Interval Metered*

|   |                           |
|---|---------------------------|
| Electricity**                                       | See "Electricity Pricing" |
| Customer Charge                                     | \$74.36/month             |
| Distribution  | \$2.5073/Max kW           |
| RPP Administration                                  | \$0.25/month*             |
| Transformer Allowance                               | \$0.60/Max kW             |
| Minimum Distribution <i>(in previous 11 months)</i> | \$0.60/Max kW             |
| Transmission Network                                | \$2.3099/Peak kW          |
| Transmission Connection                             | \$1.8472/Max kW           |
| Wholesale Market Service**                          | \$0.0062/kWh              |
| Debt Retirement Charge                              | \$0.0070/kWh              |

### 1000kW to 4999kW

*1000kW Demand Monthly and Up to 4999 kW - Interval Metered*

|   |                           |
|---|---------------------------|
| Electricity**                                       | See "Electricity Pricing" |
| Customer Charge                                     | \$945.48/month            |
| Distribution  | \$2.7957/Max kW           |
| RPP Administration                                  | \$0.25/month*             |
| Transformer Allowance                               | \$0.60/Max kW             |
| Minimum Distribution <i>(in previous 11 months)</i> | \$0.60/Max kW             |
| Transmission Network                                | \$2.2719/Peak kW          |
| Transmission Connection                             | \$1.8169/Max kW           |
| Wholesale Market Service**                          | \$0.0062/kWh              |
| Debt Retirement Charge                              | \$0.0070/kWh              |

### Large User

*5000kW and over Demand Monthly - Interval Metered*

|   |                           |
|---|---------------------------|
| Electricity***                                      | See "Electricity Pricing" |
| Customer Charge                                     | \$4,204.13/month          |
| Distribution  | \$2.1757/Max kW           |
| RPP Administration                                  | \$0.25/month*             |
| Transformer Allowance                               | \$0.60/Max kW             |
| Minimum Distribution <i>(in previous 11 months)</i> | \$0.60/Max kW             |
| Transmission Network                                | \$2.4602/Peak kW          |
| Transmission Connection                             | \$2.0320/Max kW           |
| Wholesale Market Service***                         | \$0.0062/kWh              |
| Debt Retirement Charge                              | \$0.0070/kWh              |

\* **Applicable to RPP Consumers Only**

\*\* **Adjusted by Adjustment Factor of 1.0351**

\*\*\* **Adjusted by Adjustment Factor of 1.0145**

## ELECTRICITY PRICING

### Standard Supply Service (SSS) Consumers

#### 1. Regulated Price Plan (RPP) Consumers *Conventional Meters*

##### Residential Consumers

*(May 1, 2007 to October 31, 2007)*

|   |               |
|---|---------------|
| First 600 kWh   | \$0.053/kWh** |
| Balance kWh   | \$0.062/kWh** |
| <i>(November 1, 2007 to April 30, 2008) (subject to change)</i> |               |
| First 1000 kWh  | \$0.053/kWh** |
| Balance kWh   | \$0.062/kWh** |

##### Non Residential Low Volume and Designated Consumers

*(May 1, 2007 to April 30, 2008)(subject to change Nov. 1)*

|               |               |
|---------------|---------------|
| First 750 kWh | \$0.053/kWh** |
| Balance kWh   | \$0.062/kWh** |

#### *Interval Meters (Smart Meters)\*\**

| <i>Time</i>                    | <i>Time-of-Use</i> | <i>Price^</i> |
|--------------------------------|--------------------|---------------|
| <b>Weekends &amp; Holidays</b> |                    |               |
| All Day                        | Off-peak           | \$0.032/kWh   |
| <b>Summer Weekdays</b>         |                    |               |
| <i>(May 1 - Oct 31)</i>        |                    |               |
| 7 am to 11 am                  | Mid-peak           | \$0.072/kWh   |
| 11 am to 5 pm                  | On-peak            | \$0.092/kWh   |
| 5 pm to 10 pm                  | Mid-peak           | \$0.072/kWh   |
| 10 pm to 7 am                  | Off-peak           | \$0.032/kWh   |

#### **Winter Weekdays**

*(Nov 1 - Apr 30) (subject to change)*

|               |          |             |
|---------------|----------|-------------|
| 7 am to 11 am | On-peak  | \$0.092/kWh |
| 11 am to 5 pm | Mid-peak | \$0.072/kWh |
| 5 pm to 8 pm  | On-peak  | \$0.092/kWh |
| 8 pm to 10 pm | Mid-peak | \$0.072/kWh |
| 10 pm to 7 am | Off-peak | \$0.032/kWh |

<sup>^</sup> *RPP consumers will be billed as if they had a conventional meter until notified by Milton Hydro.*

#### 2. Electing Spot Consumers

Spot Market Price  
Provincial Benefit

#### 3. Non Regulated Price Plan (Non RPP) Consumers

Spot Market Price  
Provincial Benefit

#### Retailer Consumers

Contract Price with Retailer  
Provincial Benefit

## 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](http://www.miltonhydro.com) or you can call us to obtain a copy.

### 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 at our office or send an email to [privacyofficer@miltonhydro.com](mailto:privacyofficer@miltonhydro.com).

### 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.