

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.

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 charge and pays it directly to our suppliers.

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.

Global Adjustment Rider: based on kWh consumption and is a charge or credit to all non-RPP customers to balance the difference between the actual Global Adjustment charged to Milton Hydro by the IESO and the Global Adjustment charged to customers.

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 or consumers under contract with a retailer.

Peak kW 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.

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

RPP Consumers: Includes residential consumers and general service consumers with a demand less than 50 kW or consumption less than 250,000 kWh per year.

RPP Settlement: A consumer who leaves the RPP will either pay or receive a "final RPP variance settlement amount". This amount will reflect the consumer's share of any accumulated variance between the actual price paid to generators and the forecast price paid by price plan consumers. The variance account that tracks the difference monthly is held by the Ontario Power Authority (the "OPA"). The "final RPP variance settlement amount" applies to a price plan consumer who: (1) cancels their account and moves outside of the Province of Ontario; (2) switches to a retailer; or (3) elects the spot market pricing option; or (4) No longer remains eligible for the Regulated Price Plan. The distributor will multiply the applicable "final RPP variance settlement factor" by the individual consumer's consumption over the most recent 12 months.

Regulatory Charge: Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid.

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.

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

Smart Meter: A device that measures and records electrical usage either as Time-of-Use during specified periods of the day, cumulatively over a meter reading period or in Intervals on an hourly or sub-hourly basis.

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.

Holiday Schedule for Time-of-Use Rates

(Off-Peak rates apply)

<i>Victoria Day</i>	<i>May 23, 2011</i>
<i>Canada Day</i>	<i>July 1, 2011</i>
<i>Civic Holiday</i>	<i>August 1, 2011</i>
<i>Labour Day</i>	<i>September 5, 2011</i>
<i>Thanksgiving Day</i>	<i>October 10, 2011</i>
<i>Christmas Day</i>	<i>December 27, 2011</i>
<i>Boxing Day</i>	<i>December 26, 2011</i>
<i>New Year's Day</i>	<i>January 2, 2012</i>
<i>Family Day</i>	<i>February 20, 2012</i>
<i>Good Friday</i>	<i>April 6, 2012</i>
<i>Victoria Day</i>	<i>May 21, 2012</i>

Security deposit may be required.

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

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 daily, weekly or 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**



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www.miltonhydro.com

*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*



Milton Hydro Distribution Inc.

effective May 1, 2011

RESIDENTIAL

Electricity**	See "Electricity Pricing"
Delivery includes:	
Customer Charge	\$14.96/month
Smart Meter Credit	\$(1.54)/month
Distribution	\$0.0133/kWh
Transmission Network**	\$0.0055/kWh
Transmission Connection**	\$0.0046/kWh
Regulatory includes:	
SSS Administration	\$0.25/month*
Wholesale Market Service**	\$0.0065/kWh
Debt Retirement Charge	\$0.0070/kWh

MicroFIT Generation

Customer Charge	\$5.25/month
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SENTINEL LIGHTS

Electricity**	See "Electricity Pricing"
Delivery includes:	
Customer Charge	\$1.39/connection per month
Distribution	\$10.2287/Max kW
Transmission Network	\$1.5379/Max kW
Transmission Connection	\$1.3145/Max kW
Regulatory includes:	
SSS Administration	\$0.25/month*
Wholesale Market Service**	\$0.0065/kWh
Debt Retirement Charge	\$0.0070/kWh

STREET LIGHTS

Electricity**	See "Electricity Pricing"
Delivery includes:	
Customer Charge	\$1.07/connection per month
Distribution	\$4.3681/Max kW
Transmission Network	\$1.5301/Peak kW
Transmission Connection	\$1.2875/Max kW
Regulatory includes:	
SSS Administration	\$0.25/month*
Wholesale Market Service**	\$0.0065/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 (plus credit agency costs)	\$15.00
Account Set-up	\$30.00
Returned Cheque (plus bank charges)	\$15.00
Special Meter Reads	\$30.00
Collection of Account (no disconnection)	\$30.00
Reconnection Charge (if disconnected for non-payment)	
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	\$8.04/connection per month
Distribution	\$0.0163/kWh
Transmission Network**	\$0.0050/kWh
Transmission Connection**	\$0.0041/kWh
Regulatory includes:	
SSS Administration	\$0.25/month*
Wholesale Market Service**	\$0.0065/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	\$16.18/month
Smart Meter Credit	\$(1.54)/month
Distribution	\$0.0162/kWh
Transmission Network**	\$0.0050/kWh
Transmission Connection**	\$0.0041/kWh
Regulatory includes:	
SSS Administration	\$0.25/month*
Wholesale Market Service**	\$0.0065/kWh
Debt Retirement Charge	\$0.0070/kWh

50kW to 999 kW

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

Electricity**	See note 3 "Electricity Pricing"
Customer Charge	\$77.00/month
Smart Meter Credit	\$(1.54)/month
Distribution	\$2.2099/Max kW
SSS Administration	\$0.25/month*
Transformer Allowance	\$0.60/Max kW
Minimum Distribution (in previous 11 months)	\$0.5713/Max kW
Transmission Network	\$2.2592/Peak kW
Transmission Connection	\$1.9140/Max kW
Wholesale Market Service**	\$0.0065/kWh
Debt Retirement Charge	\$0.0070/kWh

1000kW to 4999kW

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

Electricity**	See note 3 "Electricity Pricing"
Customer Charge	\$974.24/month
Smart Meter Credit	\$(1.54)/month
Distribution	\$2.6245/Max kW
SSS Administration	\$0.25/month*
Transformer Allowance	\$0.60/Max kW
Minimum Distribution (in previous 11 months)	\$0.5713/Max kW
Transmission Network	\$2.2220/Peak kW
Transmission Connection	\$1.8827/Max kW
Wholesale Market Service**	\$0.0065/kWh
Debt Retirement Charge	\$0.0070/kWh

Large User

5000kW and over Demand Monthly - Interval Metered

Electricity***	See note 3 "Electricity Pricing"
Customer Charge	\$4,088.00/month
Smart Meter Credit	\$(1.54)/month
Distribution	\$2.1086/Max kW
SSS Administration	\$0.25/month*
Transformer Allowance	\$0.60/Max kW
Minimum Distribution (in previous 11 months)	\$0.5713/Max kW
Transmission Network	\$2.4061/Peak kW
Transmission Connection	\$2.1056/Max kW
Wholesale Market Service***	\$0.0065/kWh
Debt Retirement Charge	\$0.0070/kWh

* Applicable to SSS Consumers Only

** Adjusted by Adjustment Factor of 1.0362

*** Adjusted by Adjustment Factor of 1.0149

ELECTRICITY PRICING

Standard Supply Service (SSS) Consumers

1. Regulated Price Plan (RPP) Consumers

Time-of-Use Meters (Smart Meters)

Time	Time-of-Use	Price
Weekends & Holidays		
All Day	Off-peak	\$0.059/kWh

Summer Weekdays

(May 1 - Oct 31)

7 am to 11 am	Mid-peak	\$0.089/kWh
11 am to 5 pm	On-peak	\$0.107/kWh
5 pm to 7 pm	Mid-peak	\$0.089/kWh
7 pm to 7 am	Off-peak	\$0.059/kWh

Winter Weekdays

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

7 am to 11 am	On-peak	\$0.107/kWh
11 am to 5 pm	Mid-peak	\$0.089/kWh
5 pm to 7 pm	On-peak	\$0.107/kWh
7 pm to 7 am	Off-peak	\$0.059/kWh

2. Unmetered Scattered Load

(subject to change)

First 750 kWh	\$0.068/kWh
Balance kWh	\$0.079/kWh

3. Non RPP and Electing Spot Consumers

Spot Market Price	
Global Adjustment	
Global Adjustment Rider	\$0.0023/kWh

4. Retailer Consumers

Contract Price with Retailer	
Global Adjustment	
Global Adjustment Rider	\$0.0023/kWh

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.

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.

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.