



Electricity Delivery Rates as of May 1, 2011

	RESIDENTIAL	GENERAL SERVICE <50kW	GENERAL SERVICE >50kW	INTERMEDIATE	LARGE USE	SENTINEL LIGHTING	STREET LIGHTING	UNMETERED SCATTERED LOAD
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TRANSMISSION DELIVERY RATES					Available upon request			
Retail Transmission - Network	\$0.0067/kWh	\$0.0061/kWh	\$2.1246/kW	\$2.8794/kW		\$1.9439/kW	\$1.9415/kW	\$0.0061/kWh
Retail Transmission - Connection	\$0.0044/kWh	\$0.0041/kWh	\$1.4389/kW	\$1.9502/kW		\$1.3165/kW	\$1.3151/kW	\$0.0041kWh
DISTRIBUTION (ENWIN) DELIVERY RATES								
Fixed Customer Charge*	\$11.92	\$26.86	\$109.44	\$2,136.13	\$11.76**	\$5.65**	\$10.33**	
Variable Distribution Rate	\$0.0200/kWh	\$0.0162/kWh	\$4.6229/kW	\$1.9341/kW	N/A	N/A	N/A	
Net Rate Riders (negative # if in brackets)***	(\$0.0005/kWh)	(\$0.0004/kWh)	(\$0.1270/kW)	(\$0.1104/kW)	(\$0.12)**	(\$0.05)**	(\$0.18)**	

* Charge is prorated depending on number of days in the billing period.

** Charge is per Connection.

*** Further adjustment of \$0.0029 for non-RPP Residential and non-RPP General Service <50kW.

787 OUELLETTE AVENUE, WINDSOR, ONTARIO, N9A 5T7
CUSTOMER SERVICE TELEPHONE: (519) 255-2727



Reverse Side:

ELECTRICITY COMMODITY

1. REGULATED PRICE PLAN (RPP) CONSUMERS

This "all in" rate set by the Ontario Energy Board is the default basis by which most Residential and General Service <50kW customers pay for the electricity commodity.

RESIDENTIAL

May1/11 – Oct 31/11 <600 kWh\$0.068 / kWh
 May1/11 – Oct 31/11 >600 kWh\$0.079 / kWh

GENERAL SERVICE <50kW

May1/11 – Oct 31/11 <750 kWh\$0.068 / kWh
 May1/11 – Oct 31/11 >750 kWh\$0.079 / kWh

2. NON-REGULATED PRICE PLAN CONSUMERS

Customer not eligible for the RPP or who choose to leave the RPP pay for the electricity commodity according to the:

1. Spot market price,
2. Weighted average price, or
3. Retailer contract price.

Non-RPP customers may additionally be subject to Global Adjustment (Provincial Benefit) charges or credits.

REGULATORY CHARGES

Wholesale Market Service Charge \$0.0052 / kWh
 Rural Rate Protection Charge..... \$0.0013 / kWh
 SSS Administrative Charge* \$0.25

*Only applicable to customers receiving commodity based on the Standard Service Supply

DEBT RETIREMENT CHARGE

Ontario Hydro Debt \$0.007 / kWh

LOSS FACTOR ADJUSTMENT

As electricity is delivered over a power line, a small amount of power is used or lost as heat. This is known as line loss. The loss factor adjustment accounts for these losses.

Secondary metered customers <5,000 kW ...1.0377
 Primary metered customers <5,000 kW1.0273

Loss Factors for customers >5,000 kW are available upon request.

SELECT MISCELLANEOUS CHARGES

Arrears Certificate\$15.00
 Pulling Post-Dated Cheques\$15.00
 Account History\$15.00
 Credit Reference/Credit Check (+Agency Fees)\$15.00
 Returned Cheque Charge (+Bank Fees)\$15.00
 Account Set-up/Change of Occupancy Charge (plus credit agency fees if applicable).....\$30.00
 Special Meter Reads\$30.00
 Collection of Account Charge – No Disconnection\$30.00
 Disconnect/Reconnect at Meter (Regular Hours).....\$65.00
 Meter Dispute Charge + Measurement Canada Fees (if meter found to be correct).....\$30.00
 Dispute Test Residential\$50.00
 Service Call – Customer-owned Equipment\$30.00
 Missed Service Appointment\$65.00

Late Payment Charge of 1.5% will be applied to the unpaid portion of your account's monthly balance.

TRANSFORMER OWNERSHIP CREDIT

Service < 115 kV \$ 0.60 / kW

FOR MORE INFORMATION ABOUT ONTARIO'S ELECTRICITY INDUSTRY:

- ONTARIO ENERGY BOARD (OEB): WWW.ONTARIOENERGYBOARD.CA
- INDEPENDENT ELECTRICITY SYSTEM OPERATOR (IESO): WWW.IESO.CA
- ONTARIO POWER AUTHORITY (OPA): WWW.POWERAUTHORITY.ON.CA