

## Frequently Asked Questions for Connected microFIT Customers

### **Contact information for connected microFIT customers:**

Once you are connected through the microFIT Program, any inquiries regarding your connection or account can be made through our Business Customer Centre.

Business Customer Centre  
Hydro One Networks Inc.  
1-877-447-4412  
[DxGenerationConnections@HydroOne.com](mailto:DxGenerationConnections@HydroOne.com).

### **Hours of operation:**

Monday to Friday  
9:00 am – 5:00 pm

### **How do I accept my OPA microFIT contract?**

To accept your microFIT contract you must login to your [Ontario Power Authority \(OPA\) microFIT account](#). Please ensure you review your contract details carefully before accepting it.

### **When will Hydro One pay me for my generation?**

The timing of your generation statements depends on when you accept your OPA contract. Once you have reviewed and accepted your microFIT contract through your [OPA microFIT account](#), the OPA will authorize Hydro One to begin paying the contract rate for your electricity generation. Until your contract is executed with the OPA, and we are advised of this execution, we are unable to pay you for your generation based on the contract rate. After your contract is executed and set up at Hydro One, you will receive payments on the same date that your microFIT bill is due to be paid each month.

### **What is the \$5.25 service charge on my MicroFIT bill?**

The \$5.25 service charge appears on your monthly bill. It is mandated by the Ontario Energy Board (OEB) to recover costs associated with the maintenance, administration and services related to your microFIT generation account. Please note the service charge is included within the delivery charge section on your bill and is not deducted from the generation statement.

### **What is the PAP form?**

"PAP" stands for "Pre Authorized Payment" and is also known as the Electronic Funds Transfer (EFT) form at Hydro One. A new PAP form is required to add banking information to a customer's account. The purpose of the form is to setup direct deposit payments to a microFIT customer.

### **How will I be paid for the energy I produce?**

Payments from Hydro One appear on your monthly generation statement, which you may receive via Canada Post or email depending on the method you choose. The payments are made via electronic funds transfer directly to your bank account each month, and are separate from the account charges described above that we bill to you each month.

### **Expected timelines to receive the first payment**

Until your contract is executed with the OPA, and we are advised of this execution, we are unable pay you for your generation based on the contract rate. Once the OPA advises Hydro One of your contract execution, you can expect your first payment within 2-months.