



Service address: **1** CUSTOMER NAME  
 CUSTOMER NAME 2  
 ADDRESS FIELD, ADDRESS NOTES

Your account number: 12345-67890 Bill Group 3

Billing date: **2** October 21, 2010

**3 Customer service**

Hydro One Networks Inc.  
 PO Box 5700  
 Markham, Ontario L3R 1C8

www.HydroOne.com

For billing and service inquiries, call  
 1-888-664-9376  
 Monday to Friday  
 7:30 am - 8:00 pm  
 Eastern Time

**7** For 24 hour power outages or emergency service, call  
 1-800-434-1235

**8** Standard Service supplied by Hydro One

**4 Here's what you owe**

Balance forward \$0.00  
 Adjustments \$593.77

**\$ Total amount you owe \$593.77**

**5** **After November 12, 2010**, a late payment charge of 1.5% monthly (19.56% per annum) will be applied.

**6** For energy efficiency tips to manage your bill visit [www.PowerSaver.ca](http://www.PowerSaver.ca).

**9 Compare the electricity you are using**

	Number of days	Average electricity you used per day (kWh)	Type of read
<b>Jul 3, 2010 - Oct 1, 2010</b>	<b>90</b>	<b>35</b>	<b>Estimate</b>
Apr 1, 2010 - Jul 3, 2010	93	27	Actual
Jan 4, 2010 - Apr 1, 2010	87	28	Estimate
Oct 1, 2009 - Jan 4, 2010	95	34	Estimate
<b>Jul 2, 2009 - Oct 1, 2009</b>	<b>91</b>	<b>31</b>	<b>Estimate</b>



Please return this slip with your payment.

Your account number: **12345-67890**

**10**

**Total amount you owe \$593.77**

Amount enclosed

\$

T1 (D)  
 XX 3J0

MR JOHN DOE  
 2050 WILDFLOWER ROAD  
 MARKHAM ON X1Y 2Z3

HYDRO ONE NETWORKS INC.  
 PO BOX 4102 STN A  
 TORONTO ON M5W 3L3

## How we calculated your charges

<b>Balance forward</b>	Amount of your last bill		\$525.10
	11 Amount we received on July 30, 2010 - thank you		\$525.10 CR
	<b>Balance forward</b>		<b>\$ 0.00</b>
<b>Your new charges</b>	Your service type is Seasonal - Normal Density 12		
	<b>13 Electricity used this billing period</b>		
	We estimated your meter J254247 on October 1, 2010	002970	
	We read your meter on July 2, 2010	- 002310	
	Difference in meter readings	000290	
	<b>14 Metered usage in kilowatt-hours (290 x 10) = 2,900 kWh</b>		
	Adjusted usage in kilowatt-hours (2,900 x 1.092*) = 3,167 kWh		
	<b>15 Electricity: 1,800 kWh @ 6.5000 ¢</b>		
			\$117.00
	1,367 kWh @ 7.5000 ¢		\$102.53
	<b>16 Delivery</b>		
	Regulatory Charges 17		\$263.62
			\$22.01
	<b>18 Debt Retirement Charge</b>		
	HST (87086-5821-RT0001)		\$20.30
			\$68.31
	<b>Total of your electricity charges</b>		<b>\$593.77</b>
	<b>19 Your Budget Billing Plan reconciliation amount</b>		
			<b>\$00.00</b>
<b>Your plan summary</b>	Total of your actual charges billed to date (including this bill)	\$00.00	
	Total of your Budget Billing Plan amounts billed	<u>\$00.00</u>	
	Balance remaining in your plan after you have paid this bill	\$00.00	
<b>Adjustments</b>	<b>20 Account set up charge</b>		
	HST (87086-5821-RT0001)		\$00.00
			\$00.00
	<b>Total adjustments</b>		<b>\$00.00</b>
	<b>21</b> Your meter number	<input type="text"/>	
	Your meter reading	<input type="text"/>	
		5 4 3 2 1	

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

\*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 your home or business. The adjustment factor accounts for these losses.

**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..

**Delivery:** These are the costs of delivering electricity from generating stations across the Province to Hydro One than 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.

**Regulatory Charges:** Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid and include the costs associated with funding Ministry of Energy and Infrastructure conservation and renewable energy programs.

**Debt Retirement Charge:** The debt retirement charge pays down the debt of the former Ontario Hydro.

NOTE: For a detailed explanation of electricity terms, please visit [www.HydroOneNetworks.com](http://www.HydroOneNetworks.com) or [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca).