

Important service improvements and changes.

Billing changes

Whatever your billing schedule, under normal conditions, all bills will be based on actual electricity consumption.

- **Monthly billed customers** will continue to be billed monthly but bills will be based on actual usage for the billing period.
- **Bi-monthly billed customers** will move to more regular and convenient monthly billing based on actual usage for the billing period.
- **Seasonal customers** will continue to be billed quarterly but bills will be based on actual usage for the billing period.

Meter readings

Your smart meter sends us your hourly meter readings every day so there is no longer a need (or ability) to call them in or send them to us.

Energy shifting and saving tips you can use right now!

The most energy-intensive appliances are those that heat or cool air or water. Focus on conserving or shifting them for the greatest benefit.

Air conditioning and heating

- Install a programmable thermostat and set it to reduce your energy use when you're asleep or away.
- In the summer, as much as possible, avoid running your air conditioner from 11 a.m. to 5 p.m. on weekdays – consider a fan first.

Clothes washing and drying

- Shift laundry to off-peak periods when possible. Rinse and wash with cold water if possible.

Dishwashing

- Shift dishwasher use to off-peak periods when possible. Always run full loads and don't forget to use the air-dry setting.

Take advantage of lower prices during off-peak periods by using timers and motion sensors.

- Put your electronics and chargers on power bars with timers. Set the timers for chargers to come on during off-peak periods and shut off after only a few hours of charging. Have electronics turned off while you're asleep or away.

Think about Time-of-Use periods when purchasing new appliances.

- If you need to purchase new equipment or appliances, consider those with timer functions that allow you to take advantage of Time-of-Use prices – and always look for the Energy Star label.

To see the difference that shifting electricity use in your home can make to your bill visit *10 Smart Meter Lane* at www.HydroOne.com.



Residential customers

For information on conservation tools and programs, such as the Fridge and Freezer Pickup program, Heating and Cooling Incentives, and discount coupons for a variety of energy efficient products, visit www.HydroOne.com/SaveEnergy.

Business and farm customers

For information on conservation tools and programs, such as our Retrofit Program or for tips to reduce energy use at your farm or business, visit www.HydroOne.com/SaveEnergy.



INTRODUCING TIME-OF-USE PRICES

A Quick Guide for Your Home or Business



For more information, visit us online at www.HydroOne.com or call the Smart Meter and Time-of-Use Hotline at **1-888-974-9376**.





Introducing a new way to manage your electricity costs and be part of the province's conservation plan.

Smart meters and Time-of-Use prices are new energy management tools that will enable you to help reduce "peak demand."

When we're all using a lot of electricity at the same time we create "peak demand" periods. Supplying electricity at those peak times has a range of impacts.

- It adds to our electricity costs because higher demand leads to higher prices.
- It's hard on the environment because meeting the peaks may require the building of additional electricity generation plants.
- It adds to the amount of new generation, transmission and distribution infrastructure Ontario must build and consumers must pay for.
- It puts a strain on our electricity system.

So working together to reduce our use at peak times makes good sense.

Want to know more? Read this quick guide to Time-of-Use prices, then go to www.HydroOne.com/MyAccount and register to view your electricity use online.

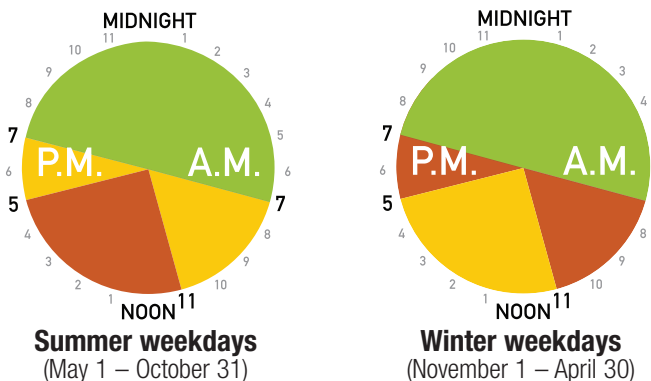
Note: if you currently purchase your electricity commodity through a retailer, you will continue to follow the terms and price stated in your contract.

Timing is everything.

When you make the switch to Time-of-Use prices, the cost of your electricity will vary based on when it is used. Time-of-Use prices, as the name suggests, are electricity prices that vary based on the time of day, day of week (weekdays versus weekend), and by season (winter or summer) and more closely reflect the cost to produce electricity at different times. Time-of-Use prices are set by the Ontario Energy Board and may change every six months in May and November.

Putting you in control.

Time-of-Use pricing rewards you for using electricity during low-demand periods whenever possible (reflected in green). Simple changes to your regular routine can help smooth those peaks and create real supply and environmental benefits. As you can see from the seasonal charts below, the lowest prices are at night, on weekends and on statutory holidays.



c Off-peak
 cc Mid-peak
 ccc On-peak

Note: For current pricing, visit the Ontario Energy Board at www.oeb.gov.on.ca.

Choose your time. Manage your costs.

Here are some sample costs for typical appliances, depending on when you choose to run them.

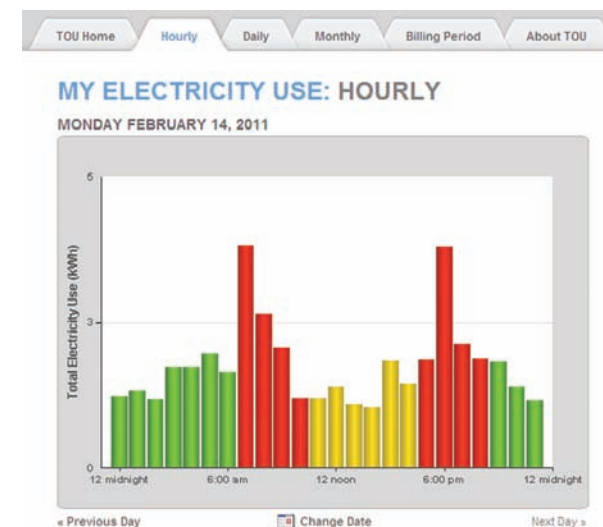
Appliance	Time-of-Use Cost Examples		
	Off-peak	Mid-peak	On-peak
Clothes Dryer (1 load)	11¢	18¢	22¢
Clothes Washer (1 load/hot wash)*	40¢	63¢	77¢
Clothes Washer (1 load/cold wash)	6¢	9¢	11¢
Dishwasher (1 load)*	18¢	29¢	36¢
AC Central – 25 degrees (1 hour)	14¢	22¢	27¢

*Cost of electric water heating included.

Costs shown are based on November 2010 prices and reflect only the electricity cost on your bill. They do not include delivery, regulatory or other charges. Prices for electricity are subject to change by the Ontario Energy Board in May and November each year.

View your electricity usage.

Now you can go to www.HydroOne.com/MyAccount, and register to see how much electricity you used by hour, by day, by month or by billing period. Setting up an account is safe and secure and it only takes a few minutes before you get an accurate picture of your electricity usage.



Summary:
Total usage: 43.11 kWh
Total Electricity cost: \$3.40