

Go paperless!

Your statement isn't the only thing we've improved – our *myAccount* tools give you added convenience and help you process online requests quickly and easily.

Sign up today and you'll also be able to:

- ✓ Access your account 24/7
- ✓ Receive high usage alerts
- ✓ Register for pre-authorized payments

HydroOne.com/Paperless

A fresh new look to serve you better.

Grounded in research, shaped by science and tested by thousands of customers to ensure that it meets your needs.

Welcome to your new electricity statement...



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[CUSTOMER NAME]

Your account number is: 1234 5612 3456
The statement is issued on: December 6, 2017

Your Electricity Statement

For the period of: November 1, 2017 – November 30, 2017

What do I owe?

\$144.77

See reverse for a summary of how we calculated your charges

How much did I use?

You powered your home with

1,000 kWh of electricity this period

When is it due?

Dec 24, 2017

What does my electricity usage look like?

Your usage has increased by 15% compared to the same period last year.

Find out more by logging into myAccount at www.HydroOne.com.

Period	Usage (kWh)
Same period last year (30 days)	868
Previous period (30 days)	868
Current month (30 days)	1,000

What do I need to know?

- Ontario's Fair Hydro Plan saved you \$83.24 on your bill. This amount includes the 8% Provincial Rebate.
- NEW Paperless Billing – You can now view, pay and manage your bills online. Save time and effort by signing up at www.HydroOne.com/Paperless.

For billing, quick answers, and much more, visit www.HydroOne.com.

For emergencies or reporting outages: 1-800-434-1235 (24hrs)

For service inquiries and payment: 1-888-656-276 (Mon to Fri, 9 a.m. – 8 p.m.)

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

Your account number: 1234 5612 3456

Please return this slip with your payment

Total amount you owe: \$144.77

Amount enclosed: \$

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STREET ADDRESS: 32 NORTH STREET
CITY: MISSISSAUGA
PROVINCE: ONTARIO
POSTAL CODE: L4W 1A1

Your new electricity statement is easier to read and understand.

The essentials. View your balance owing, details on electricity usage and the due date at the top of your statement. It's your most important information all in one place.

Important updates. Stay connected to the latest news, special offers and learn more about your savings.

Understand your usage. We've redesigned your statement to show you how your current electricity usage compares to the last month and this same time last year. You can find out more by logging into your myAccount profile at HydroOne.com.

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What am I paying for?

Balance carried forward.....	\$0.00
Amount due from your previous period.....	\$207.42
Amount received - Nov 25/17.....	-\$207.42
Your adjustments.....	-\$5.00
Your electricity charges.....	\$149.77
Total amount you owe.....	\$144.77

Powering 32 NORTH STREET
Point of Delivery: 09159150 Residential Medium Density

Electricity.....\$82.16
This is the cost of generating the electricity you used this period. Usage is measured in kilowatt-hours (kWh) and depends on the wattage of devices you use and how long you use them. The Ontario Energy Board (OEB) sets the cost per kWh and the money collected goes directly to the electricity generators.

Delivery.....\$56.03
This is the cost of ensuring you have reliable power when you need it. Hydro One collects this money to build, maintain, and operate the electricity infrastructure, which includes power lines, steel towers and wood poles covering 360,000 sq. km. A portion of this cost is fixed and a portion varies depending on the amount of electricity used.

Regulatory Charges.....\$4.45
The Independent Electricity System Operator (IESO) uses this money to manage electricity supply and demand in the province, which is necessary to ensure that there is enough electricity to meet Ontario's needs all the times.

HST (12345-1234-RT1111).....\$18.54
8% Provincial Rebate.....-\$11.41

Total of your electricity charges.....\$149.77
The Ontario Energy Board has announced there is no change to electricity prices this winter (Nov 01, 2017 to Apr 30, 2018).

Your Adjustments.....-\$5.00
Conservation program credit.....-\$5.00

What is my Time-of-Use breakdown?

Nov 1/17 to Nov 30/17	Usage (kWh)	Rate (¢)	Amount
On Peak	180	13.2	\$23.76
Mid Peak	170	9.8	\$16.15
Off Peak	650	6.5	\$42.25

What is my Time-of-Use schedule?

Winter: Weekdays – Nov 1 to Apr 30

Weekends & holidays are always Off-Peak

Go paperless!

Save time and trees with paperless billing. Convenient, secure online access to your account 24/7 – and it's better for the environment. HydroOne.com/myAccount

Statement breakdown. Understand more about the electricity use, delivery and regulatory charges that make up your statement.

We've also outlined your Time-of-Use breakdown and associated costs.

Learn more about your new statement:
HydroOne.com/NewStatement