

1. Premise Number

Your Premise Number is a unique 10-digit number that identifies your property for billing and meter reading purposes.

2. Account Number

Your Account Number is a 10-digit number that identifies your unique customer information profile with Toronto Hydro. This number is located in large bold numbers in the top left corner of your bill. You will need to reference this number when making payments, enrolling in conservation programs, signing up for online tools or contacting our Customer Care team.

3. Meter Number

Your Meter Number is a unique number that identifies your meter with Toronto Hydro and allows us to collect accurate data for billing purposes.

4. Statement Date, Amount Due and Due Date

The Statement Date identifies when the bill is prepared. Amount Due refers to the amount that you owe to Toronto Hydro. The Due Date indicates the last day that payment will be accepted before late fees are applied.

5. Compare your daily usage

This graph shows your electricity usage to help you track and manage seasonal trends. The 'Read Dates' along the left side of the graph indicate the dates when your meter reading was captured. Your consumption in kilowatt hours (kWh) is noted along the bottom of the graph. Each horizontal bar in the graph represents the average daily amount of electricity you consumed in kWhs for each billing period. The number indicated along the right side of the graph tells you the total amount of electricity consumption in kWhs you used in that billing period.

If you're paying Time-of-Use rates, you can sign up to view your electricity usage online.

6. Electricity

Electricity charges reflect the cost of the electricity that is purchased by Toronto Hydro on your behalf, for usage in your home or business. Toronto Hydro does not charge a markup on this cost; it is paid directly to our suppliers. The pricing rates for electricity change twice each year — once in May and once in November. Your electricity consumption (kWh) is separated into three rates: on-peak (highest price), mid-peak (mid price) and off-peak (lowest price). Note: If you've signed a contract with an electricity retailer, the company's name and phone number will also appear in this location.

7. Billing period

If the billing period on your bill reflects electricity consumption both before and after the date of the electricity rate change, your consumption will be automatically separated and charged at the different rates. You are not being charged twice for the same usage.

8. Delivery

The Delivery charge reflects the cost of delivering electricity from the generator to Toronto Hydro, and then to your home or business. This charge includes costs associated with building and maintaining transmission and distribution lines, towers and poles. A portion of the charge is fixed and does not change from month-to-month. The balance is variable, and increases or decreases depending on the amount of electricity that you use. Costs collected for transmission and operation of the provincial grid are paid to Hydro One and the Independent Electricity System Operator. Toronto Hydro does not charge a markup on this cost. This Delivery charge also includes the Loss Adjustment Factor — a small amount of energy that is consumed, or lost, as heat during the delivery of electricity over Toronto Hydro's powerlines. As of July 1, 2013: If Toronto Hydro supplies your electricity, this adjustment is now included in the Delivery line of your bill. If you're on a retail contract, this adjustment will continue to be included in the Electricity line of your bill (until July 1, 2015).

9. Regulatory

The Regulatory charge reflects the cost of administering the wholesale electricity system and maintaining the reliability of the provincial grid. Toronto Hydro does not charge a markup on this cost; it is paid directly to the Independent Electricity System Operator.




Account Number
0123456789
To be used for payments

Premise number
0123456789

Bill Period: 05/10/18

Statement Date	Jun 12 2019
Amount Due	\$64.45
Due Date	Jul 02 2019
Amount Paid	416.542.8000 www.torontohydro.com

Interest is charged on any amount past due at a daily rate of 0.04896% compounded at time of billing from the due date until receipt of such amount and all accrued interest (effective interest rate of 19.56% per annum)

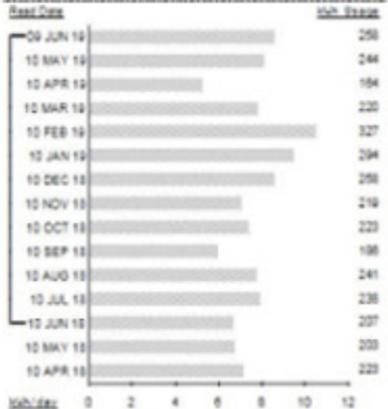
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Service Location: 15 MAKE BELIEVE DR, TORONTO

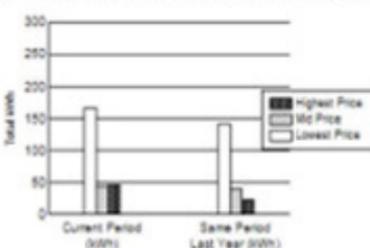
Your Electricity Charges

Electricity	
<small>Electricity distributed by TORONTO HYDRO</small>	
Time of use - Summer	
46.440 kWh On-peak (Highest Price) @ \$0.134 / kWh	6.22
43.860 kWh Mid-peak (Mid Price) @ \$0.094 / kWh	4.12
167.700 kWh Off-peak (Lowest Price) @ \$0.065 / kWh	10.90
<hr/>	
Delivery	38.84
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Regulatory	1.30
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Your Total Electricity Charges	61.38
<hr/>	
H.S.T. (H.S.T. Registration 896718327RT0001)	7.98
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8% Provincial Rebate	4.91 CR
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Your Previous Charges	
Amount of last bill	62.63
Payment Received Jun 02 2019 - Thank You	62.63 CR
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Balance Forward	0.00
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Total Amount Due by Jul 02 2019	\$64.45

Compare your daily usage



Time of use Comparison



Storm season is here. To keep safe, learn what to include in an emergency kit and also see how Toronto Hydro prioritizes restoration during widespread outages. Visit torontohydro.com/beprepared

Your electricity usage

Meter Number	Meter Reading Period	Number of Days	Read Type	Current Reading	Previous Reading	Billing Mult.	kWh Used	Loss Factor Adjustment	Adjusted kWh Used
01234567	MAY 10 2019 TO JUN 09 2019	30	Act	20395	20137	1	258	1.0376	267.7

DO NOT PAY - SAMPLE BILL ONLY

Please detach and return this section with your payment made payable to Toronto Hydro-Electric Systems Ltd.

Account Number
0123456789
To be used for payments

Premise number
0123456789

Interest is charged on any amount past due at a daily rate of 0.04896% compounded at time of billing from the due date until receipt of such amount and all accrued interest (effective interest rate of 19.56% per annum)

Amount Due: \$64.45

Due Date: Jul 02 2019

Amount Paid:

SUITE METER CUSTOMER
15 MAKE BELIEVE DR
TORONTO ON M2M 3T3

42333 0123456789 19139 000006445 000 006445

10. 8% Provincial Rebate

On January 1, 2017, your electricity costs went down by 8%. Ontario's government is reducing electricity costs by rebating an amount equal to the provincial portion of the HST on your monthly hydro bill. That's an 8% rebate for Ontario families, and on average will mean \$130 more in your pocket each year. This is part of Ontario's plan to help people with the costs of everyday living by reducing electricity costs. Across Ontario, about five million residential consumers, farms and small businesses will benefit from this rebate. Toronto Hydro has implemented these savings onto your bill on January 1, 2017. For more information about the 8% Provincial Rebate, please visit the Government of Ontario website.

11. Time-of-Use comparison

This graph displays a comparison of the electricity use from your current billing period to your previous billing period, broken down by Time-of-Use periods. This graph allows you to compare your usage behaviour. If you're paying Time-of-Use rates, you can sign up to view your electricity usage online.

12. Important messages

Remember to check this message box on each bill for important information that might affect your bill.

13. Meter Reading Period

Your Meter Reading Period indicates the start and end date of when your electricity usage data (kWh) was captured for billing. This is done in approximately 30-day cycles. You can tell the length of your billing cycle by reviewing the value in the 'Number of Days' column. This indicates how many days are within your Meter Reading Period.

14. Read Type

The Read Type indicates how your usage data (kWh) was gathered during your meter reading period. For the majority of customers, this will appear as 'ACT,' which indicates the reading is based on the 'actual' kWh used. In some cases 'EST.' will appear, indicating the reading is based on the 'estimated' number of kWh used.

15. kWh Used

This value represents your total consumption (kWh) during your Meter Reading Period, and is used in calculating portions of the Delivery charges on your bill.

16. Loss Factor Adjustment

The Loss Factor Adjustment represents Toronto Hydro's powerlines to your home for consumption. This factor is applied to your kWh Used to calculate the Adjusted kWh Used value on your bill.

17. Adjusted kWh Used

The Adjusted kWh Used value represents your total consumption (kWh) after the Loss Factor Adjustment is applied. This value is used to calculate portions of Delivery and Regulatory charges on your bill. This value is necessary in calculating these charges to recoup the costs associated with the generation and transmission of the electricity that is 'lost' as it travels along Toronto Hydro's powerlines to your home for consumption.