



Rate Change Information

March 1, 2016

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Residential Rates

Electricity Rates

Time of Use Rates

The Ontario Energy Board has announced new electricity prices effective November 1, 2015.

Time-of-Use (TOU) rates work together with your smart meter. With TOU rates, you pay according to the time of day you use electricity. So it's important to manage how much electricity you use and when you use it.

- 17.5 ¢/kWh Highest Price (On-peak)
- 12.8 ¢/kWh Mid Price (Mid-peak)
- 8.3 ¢/kWh Lowest Price (Off-peak)

If you are on Time-of-Use rates, your consumption in kilowatt hours (kWhs) is separated into three periods. Customers will be charged 17.5 cents per kWh in the Highest Price (On-Peak) period, 12.8 cents per kWh in the Mid-Price (Mid-Peak) period and 8.3 cents per kWh in the Lowest Price (Off-Peak) period. View more information about Time-of-Use rates.

Tiered Rates

- 9.9 ¢/kWh/first 1,000 kWhs used per 30 days
- 11.6 ¢/kWh/remaining kWhs

If you are on Regulated Price Plan Tiered Pricing, your consumption in kWhs is separated into two price tiers under the government's Regulated Price Plan. Customers will be charged one rate for the first 1,000 kWhs of use per 30 days, while electricity consumed in excess of this threshold will be priced at a different rate.

The price threshold (the amount of electricity consumption that is charged at the lower price) will change twice a year for residential consumers. The price threshold will be 1,000 kWhs per 30 days during the winter season (Nov. 1 - Apr. 30) and 600 kWhs during the summer season (May 1 - Oct. 31). This allows consumers to use more electricity at a lower price in the winter. For more information visit the [Ontario Energy Board's website](#).



Both the Regulated Price Plan (RPP) Tiered Pricing and Time-of-Use Pricing cover the cost of electricity purchased on your behalf. Toronto Hydro passes this cost through to you, without mark-up and pays it directly to our suppliers.

Retailer Rates

Consumers may choose to purchase their electricity by entering a contract with a licensed electricity retailer. The contract specifies a fixed electricity price for a set number of years. The fixed price is not regulated by the OEB. Please visit [OEB's Retail Energy Contracts](#) webpage for more details.

Delivery

Residential

Toronto Hydro-Electric System Limited (Toronto Hydro) received authorization from the Ontario Energy Board (OEB) to change its Delivery rates effective March 1, 2016.

These are the costs of delivering electricity from the generator to Toronto Hydro, then to your home or business. These include 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. Others are variable and increase or decrease depending on the amount of electricity that you use. The delivery charge also includes costs related to electricity lost or consumed as heat through distributing electricity from equipment such as wires and transformers before it gets to your home.¹ Toronto Hydro collects and pays this money to its suppliers. Costs collected for transmission and operating the provincial grid are passed on, without mark-up, to Hydro One.

Transmission Charge³: 1.700 ¢/kWh	This charge covers the costs involved in transmitting electricity from generators to the city. Toronto Hydro passes this cost through to you, without mark-up. The increase of Transmission Charge by 0.334 ¢ per kWh reflects a higher cost of transmission services provided by Hydro One to Toronto Hydro.
Customer Charge: \$22.78 per 30 days	The Customer Charge, together with the Distribution Charge, covers the costs Toronto Hydro incurs in delivering electricity to your home, building and maintaining the distribution system, administration,

	and billing. The increase of \$4.15, approved by the OEB, reflects an increase in the costs of Toronto Hydro providing distribution services.
Distribution Charge³: 1.880 ¢/kWh	The Distribution Charge, together with Customer Charge, covers the costs Toronto Hydro incurs in delivering electricity to your home, building and maintaining the distribution system, administration and billing. The increase of 0.342 ¢ per kWh, approved by the OEB, reflects an increase in the costs of Toronto Hydro providing distribution services.
Recovery of 2008-2010 Smart Meter Costs Rate Rider: \$0.08 per 30 days	This is a fixed charge which collects, over 3 years, the difference between amounts that were previously collected through the monthly Smart Meter Charge of \$0.68 (per 30 days) applied to all metered customers between 2008-2010, and the amount Toronto Hydro was approved by the Ontario Energy Board (OEB) to collect to fund these smart meters. This charge is effective until April 30, 2017.
Smart Metering Entity Charge Rate Rider: \$0.78 per 30 days	On March 28, 2013 the Ontario Energy Board approved a Smart Metering Entity Charge to be collected from Residential and General Service < 50 kW customers, on behalf of the Smart Meter Entity (SME). This charge recovers costs incurred by the SME to collect, manage, store and retrieve information related to the metering of Residential and General Service <50 kW customers' electricity usage in Ontario. The charge is effective until October 31, 2018.
Rate Rider for Recovery of Smart Metering Entity Variance: \$0.06 per 30 days	This charge recovers a variance related to the OEB approved Smart Metering Entity (SME) Charge amounts. The SME charge is for work performed by the SME to collect, manage, store and retrieve information related to the metering of customers' use of electricity in Ontario. This charge will be in effective until December 31, 2016.
Rate Rider for Recovery of Stranded Meter Assets: \$0.28 per 30 days	This charge recovers stranded costs associated with removal of conventional meters. The charge will be in effective until December 31, 2019.
Rate Rider for Disposition of PILS and Tax Variance: \$(0.17) per 30 days	This credit to customers reflects refunds due to taxes paid by Toronto Hydro for past years. This credit will be effective until December 31, 2016.

Rate Rider for Disposition of PILS and Tax Variance - HST: \$(0.08) per 30 days	This credit to customers reflects refunds due to HST paid by Toronto Hydro for past years. This credit will be effective until December 31, 2016.
Rate Rider for Disposition of LRAM Variance Account: \$(0.03) per 30 days	This credit to customers reflects variances between OEB-approved and actual conservation program results. The credit will be effective until December 31, 2016.
Rate Rider for Disposition of Post-Employment Benefit – Tax Savings: \$(0.48) per 30 days	This credit to customers is a refund of past tax reassessments for post-employment benefit plan costs. The credit will be effective until December 31, 2018.
Rate Rider for Application of Operations Center Consolidation Plan Sharing: \$(1.48) per 30 days	This credit is a refund to customers for gains on sale of properties associated with the operating centers consolidation program. The credit will be effective until December 31, 2018.
Rate Rider for Recovery of the Gain on the Sale of Named Properties: \$0.10 per 30 days	The charge recovers the difference between the estimated gains reflected in past rates and the actual gains achieved from the sale of properties. The charge will be in effective until December 31, 2019.
Rate Rider for Recovery of Hydro One Capital Contributions Variance: \$0.03 per 30 days	The recovery reflects the difference between amounts included in past rates for Hydro One capital payments and actual payments. The charge will be effective until December 31, 2019.
Rate Rider for Application of IFRS – 2014 Derecognition: \$0.46 per 30 days	This charge reflects required changes in accounting rules affecting distribution rates. It will be effective until December 31, 2019.
Rate Rider for Recovery of 2015 Foregone Revenue: \$0.88 per 30 days	The charge reflects the OEB approved costs to operate Toronto Hydro's distribution system during 2015 that were not previously collected. This charge will be effective until December 31, 2019.
Rate Rider for Recovery of 2016 Foregone Revenue: \$0.28 per 30 days	This charge reflects the OEB approved costs to operate Toronto Hydro's distribution system during the first two months of 2016 that were not previously collected. The charge will be effective until December 31, 2019.
Rate Rider for Recovery of Low Voltage Variance: 0.006 ¢/kWh	This charge recovers the amounts for low voltage services paid to Hydro One. This charge will be in effective until December 31, 2016.
Rate Rider for Disposition of Residual Regulatory Asset Recovery Account: (0.009) ¢/kWh	This credit to customers reflects refunds of residual balances pertaining to the historical OEB approved rate riders. This credit will be effective until December 31, 2016.



Competitive Sector Multi-unit Residential

Toronto Hydro-Electric System Limited (Toronto Hydro) received authorization from the Ontario Energy Board (OEB) to change its Delivery rates effective March 1, 2016.

These are the costs of delivering electricity from the generator to Toronto Hydro, then to your home or business. These include 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. Others are variable and increase or decrease depending on the amount of electricity that you use. The delivery charge also includes costs related to electricity lost or consumed as heat through distributing electricity from equipment such as wires and transformers before it gets to your home.¹ Toronto Hydro collects and pays this money to its suppliers. Costs collected for transmission and operating the provincial grid are passed on, without mark-up, to Hydro One.

Transmission Charge³: 1.700 ¢/kWh	<p>This charge covers the costs involved in transmitting electricity from generators to the city. Toronto Hydro passes this cost through to you, without mark-up. The increase of Transmission Charge by 0.334 ¢ per kWh reflects a higher cost of transmission services provided by Hydro One to Toronto Hydro.</p>
Customer Charge: \$19.07 per 30 days	<p>The Customer Charge, together with the Distribution Charge, covers the costs Toronto Hydro incurs in delivering electricity to your home, building and maintaining the distribution system, administration, and billing. The increase of \$1.72, approved by the OEB, reflects an increase in the costs of Toronto Hydro providing distribution services.</p>
Distribution Charge³: 2.877 ¢/kWh	<p>The Distribution Charge, together with Customer Charge, covers the costs Toronto Hydro incurs in delivering electricity to your home, building and maintaining the distribution system, administration and billing. The increase of 0.260 ¢ per kWh, approved by the OEB, reflects an increase in the costs of Toronto Hydro providing distribution services.</p>
Smart Metering Entity Charge Rate Rider: \$0.78 per 30 days	<p>On March 28, 2013 the Ontario Energy Board approved a Smart Metering Entity Charge to be collected from Residential and General Service < 50 kW customers, on behalf of the Smart Meter Entity (SME). This charge recovers costs incurred by the SME to collect, manage, store and retrieve</p>

	information related to the metering of Residential and General Service <50 kW customers' electricity usage in Ontario. The charge is effective until October 31, 2018.
Rate Rider for Recovery of Smart Metering Entity Variance: \$0.03 per 30 days	This charge recovers a variance related to the OEB approved Smart Metering Entity (SME) Charge amounts. The SME charge is for work performed by the SME to collect, manage, store and retrieve information related to the metering of customers' use of electricity in Ontario. This charge will be in effective until December 31, 2016.
Rate Rider for Disposition of PILS and Tax Variance: \$(0.07) per 30 days	This credit to customers reflects refunds due to taxes paid by Toronto Hydro for past years. This credit will be effective until December 31, 2016.
Rate Rider for Disposition of PILS and Tax Variance - HST: \$(0.03) per 30 days	This credit to customers reflects refunds due to HST paid by Toronto Hydro for past years. This credit will be effective until December 31, 2016.
Rate Rider for Disposition of Post-Employment Benefit – Tax Savings: \$(0.19) per 30 days	This credit to customers is a refund of past tax reassessments for post-employment benefit plan costs. The credit will be effective until December 31, 2018.
Rate Rider for Application of Operations Center Consolidation Plan Sharing: \$(0.59) per 30 days	This credit is a refund to customers for gains on sale of properties associated with the operating centers consolidation program. The credit will be effective until December 31, 2018.
Rate Rider for Recovery of the Gain on the Sale of Named Properties: \$0.04 per 30 days	The charge recovers the difference between the estimated gains reflected in past rates and the actual gains achieved from the sale of properties. The charge will be in effective until December 31, 2019.
Rate Rider for Recovery of Hydro One Capital Contributions Variance: \$0.01 per 30 days	The recovery reflects the difference between amounts included in past rates for Hydro One capital payments and actual payments. The charge will be effective until December 31, 2019.
Rate Rider for Application of IFRS – 2014 Derecognition: \$0.18 per 30 days	This charge reflects required changes in accounting rules affecting distribution rates. It will be effective until December 31, 2019.
Rate Rider for Recovery of 2015 Foregone Revenue: \$0.19 per 30 days	The charge reflects the OEB approved costs to operate Toronto Hydro's distribution system during 2015 that were not previously collected. This charge will be effective until December 31, 2019.

Rate Rider for Recovery of 2016 Foregone Revenue: \$0.09 per 30 days	This charge reflects the OEB approved costs to operate Toronto Hydro's distribution system during the first two months of 2016 that were not previously collected. The charge will be effective until December 31, 2019.
Rate Rider for Recovery of Low Voltage Variance: 0.002 ¢/kWh	This charge recovers the amounts for low voltage services paid to Hydro One. This charge will be in effective until December 31, 2016.
Rate Rider for Disposition of Residual Regulatory Asset Recovery Account: (0.006) ¢/kWh	This credit to customers reflects refunds of residual balances pertaining to the historical OEB approved rate riders. This credit will be effective until December 31, 2016.

Regulatory

Regulatory Charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid. The Wholesale Market Service charge and OESP charge are collected, without mark-up, by Toronto Hydro and passed on to the Independent Electricity System Operator (IESO).

For more information visit the [IESO's website](#).

Approved Regulatory Rates

Wholesale Market Service Charge³: 0.49 ¢/kWh	This charge covers costs such as market regulation and the management of the system. Toronto Hydro collects this charge, without mark-up, on behalf of the Independent Electricity System Operator.
Standard Supply Service - Administration Charge (if applicable): \$0.25 per 30 days	This is an administration charge of \$0.25 stated on a 30-day basis. If your billing period is different than 30 days, the RPP administration charge will be prorated accordingly. This is a service charge for customers who have not contracted with an electricity retailer for their energy supply.
Ontario Electricity Support Program (OESP) Charge³: 0.11 ¢/kWh	Starting January 1, 2016, the OESP charge is applied to all Ontario customers in proportion to their electricity consumption. The charge is used to fund the Ontario Electricity Support Program (OESP),

which provides on-bill rate assistance to low-income electricity customers.

Toronto Hydro collects this charge, without mark-up, on behalf of the Independent Electricity System Operator.

Debt Retirement Charge

As of January 1, 2016, the Debt Retirement Charge (DRC) is no longer applied to residential and qualifying bulk metered multi-unit residential customers⁴.

You will continue to see the DRC line item on your bill for a period of time, but it will be shown as a zero charge. A message on your bill will indicate the exact amount you will have saved from the removal of the DRC. For more information, visit [Ministry of Finance](#).

Ontario Electricity Support Program (OESP)

The government has developed the Ontario Electricity Support Program (OESP) to help low-income families. [Click here](#) for more details.

Additional Charges

Other Charges/Credits

Other Charges/Credits may include miscellaneous adjustments to prior billed electricity amounts, or charges for other specific services. Please [click here](#) to see the list of specific service charges that may be applied to your bill statement.

Harmonized Sales Tax (HST)

Effective July 1, 2010, Harmonized Sales Tax (HST) of 13% is applied to electricity bills. The implementation of HST is mandated by the Province of Ontario.



For information on HST, please visit the [Ontario Ministry of Revenue's website](#) or call the HST hotline at 1-800-337-7222.

Unmetered Water Heater Charges

These charges are applied to current customers who have an unmetered electric water heater billed by Toronto Hydro at a flat rate. Toronto Hydro no longer offers this flat rate billing option for new customers. [Click here](#) for more details.

As of May 1, 2002, flat rate (unmetered) water heater energy usage is billed on an estimated average daily kWh basis. Your estimated usage is determined by the size of your water heater, the wattage of the water heater electric elements and on the number of days in the billing period.

Customers on the Regulated Price Plan will pay 11.6 ¢/kWh. For combined metered and unmetered water heater services on an account, an annual adjustment will occur, to ensure each account receives the maximum eligible kWh under the threshold.

If you have any questions, please contact us by [filling out our online form](#) or speak with one of our Customer Care representatives at 416.542.8000.

Footnotes

¹Effective July 1, 2013, Ontario Regulation 405/12 requires electricity distributors to reflect (line loss) charge associated with power that is lost as heat during the delivery of electricity to your home be shown under the "Delivery" sub-heading of bills issued to low-volume consumers². Prior to July 1, 2013, this charge was included under the "Electricity" sub-heading of consumers' bills. Effective July 1, 2015, this Regulation also applies to low-volume consumers on retailer contacts.

For customers on Time-of-Use (TOU) rates, line loss charge is calculated as:

- On-Peak losses kWh x 0.0376 x 17.5 ¢/kWh
- Peak losses kWh x 0.0376 x 12.8 ¢/kWh
- Off-Peak losses kWh x 0.0376 x 8.3 ¢/kWh

For customers on RPP Tiered rates, line loss charge is generally calculated as follows:

Winter:

- Tier 1 losses kWh x 0.0376 x 9.9 ¢/kWh



- Tier 2 losses kWh x 0.0376 x 11.6 ¢/kWh

Summer:

- Tier 1 losses kWh x 0.0376 x 9.4 ¢/kWh
- Tier 2 losses kWh x 0.0376 x 11.0 ¢/kWh

Note: the above winter/summer line loss charge assumes a 30-day bill and no. of self-contained units=1] Effective July 1, 2015 for low-volume consumers² on retailer contacts, Ontario Regulation 311/13 requires electricity distributors to reflect (line loss) charge associated with Global Adjustment be shown under the "Delivery" sub-heading of the bill.

Example: Global Adjustment Losses 3.76 kWh x \$0.09146 per kWh

²A low-volume consumer is a consumer who annually uses less than 150,000 kWh of electricity.

³Loss Factor Adjustment: When electricity is delivered over a power line, it's 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. The adjustment factor is indicated on your bill and accounts for these losses.

⁴Bulk metered multi-unit residential customers will be eligible for a DRC exemption of up to 1,500 kWh per month, multiplied by the number of eligible residential units on the property. Those who have previously applied for the Ontario Clean Energy Benefit and Regulated Price Plan must re-apply as the definition of eligible residential unit has changed.

Rate Change Information

What are the changes?

Toronto Hydro received authorization from the Ontario Energy Board to implement changes to Delivery rates effective March 1, 2016.

Changes to Delivery rates include:

- Customer Charge
- Distribution Charge
- Rate Rider for Recovery of Smart Metering Entity Variance
- Rate Rider for Recovery of Stranded Meter Assets
- Rate Rider for Disposition of PILS and Tax Variance
- Rate Rider for Disposition of PILS and Tax Variance - HST
- Rate Rider for Disposition of LRAM Variance Account
- Rate Rider for Disposition of Post-Employment Benefit
- Rate Rider for Application of Operations Center Consolidation Plan Sharing
- Rate Rider for Recovery of the Gain on the Sale of Named Properties
- Rate Rider for Recovery of Hydro One Capital Contributions Variance
- Rate Rider for application of IFRS – 2014 Derecognition
- Rate Rider for Recovery of 2015 Foregone Revenue
- Rate Rider for Recovery of 2016 Foregone Revenue
- Rate Rider for Recovery of Low Voltage Variance
- Rate Rider for Disposition of Residual Regulatory Asset Recovery Account
- Transmission Network Charge
- Transmission Connection Charge

When do the changes take effect?

Changes to Delivery rates take effective on March 1, 2016.

Rate Change Impact

How will the changes impact my bill?

Residential Rates

As of March 1, 2016, for an average residential customer who is on Time-of-Use prices and consumes 800 kWh per month, the effect of the new rates will result in an average increase on the total bill of approximately \$9.48 per month or 6.9 per cent per month (HST not included). On Tiered prices with the same average consumption of 800 kWh per month, the effect of the new rates will result in an average increase of approximately \$9.48 or 7.3 per cent (HST not included).

Please note that Time-of-Use sample calculations are done under the assumption that a customer uses 800 kWh per month and has the following pattern of energy usage: 64 per cent of monthly energy consumption during Off-Peak periods; 18 per cent of consumption during Mid-Peak periods; and 18 per cent consumption during On-Peak periods. The bill amount of a Time-of-Use customer using the same amount of energy every month may vary significantly depending on energy usage patterns. Please refer to Residential rate impact tables for more detailed information.

Rate Impact Tables:

RPP Time-of-Use Rate Impact

RPP TOU PRICING AVERAGE MONTHLY BILL IMPACTS BASED ON MARCH 1, 2016 CHANGE IN DELIVERY				
MONTHLY CONSUMPTION - KWH	TOTAL BILL BEFORE MARCH 1, 2016*	TOTAL BILL AFTER MARCH 1, 2016*	AVERAGE CHANGE IN MONTHLY BILL (\$)	AVERAGE CHANGE IN MONTHLY BILL (%)
400 kWh	\$78.73	\$85.48	\$6.74	8.6%
800 kWh	\$137.73	\$147.21	\$9.48	6.9%
1,500 kWh	\$240.97	\$255.25	\$14.28	5.9%

RPP TOU PRICING AVERAGE MONTHLY BILL IMPACTS BASED ON MARCH 1, 2016 CHANGE IN DELIVERY				
MONTHLY CONSUMPTION - KWH	TOTAL BILL BEFORE MARCH 1, 2016*	TOTAL BILL AFTER MARCH 1, 2016*	AVERAGE CHANGE IN MONTHLY BILL (\$)	AVERAGE CHANGE IN MONTHLY BILL (%)
2,000 kWh	\$314.71	\$332.43	\$17.71	5.6%

* HST is not included.

Important Notes:

1. These sample calculations reflect the impact of March 1, 2016 change in Delivery.
2. November 1, 2015 electricity prices under RPP Time-of-Use of 17.5 ¢/kWh Highest Price (On-peak); 12.8 ¢/kWh Mid Price (Mid-peak) and 8.3 ¢/kWh Lowest Price (Off-peak) are used for the sample calculations.
3. These sample calculations are done under the assumption that a customer has the following pattern of energy usage: 64 per cent of monthly energy during Off-Peak periods; 18 per cent during Mid-Peak periods and 18 per cent during On-Peak periods.

RPP Tiered Rate Impact

RPP TIERED PRICING: AVERAGE MONTHLY BILL IMPACTS BASED ON MARCH 1, 2016 CHANGE IN DELIVERY				
MONTHLY CONSUMPTION - KWH	TOTAL BILL BEFORE MARCH 1, 2016*	TOTAL BILL AFTER MARCH 1, 2016*	AVERAGE CHANGE IN MONTHLY BILL (\$)	AVERAGE CHANGE IN MONTHLY BILL (%)
400 kWh	\$75.14	\$81.88	\$6.74	9.0%
800 kWh	\$130.54	\$140.03	\$9.48	7.3%
1,500 kWh	\$236.95	\$251.23	\$14.28	6.0%

RPP TIERED PRICING: AVERAGE MONTHLY BILL IMPACTS BASED ON MARCH 1, 2016 CHANGE IN DELIVERY				
MONTHLY CONSUMPTION - KWH	TOTAL BILL BEFORE MARCH 1, 2016*	TOTAL BILL AFTER MARCH 1, 2016*	AVERAGE CHANGE IN MONTHLY BILL (\$)	AVERAGE CHANGE IN MONTHLY BILL (%)
2,000 kWh	\$315.02	\$332.73	\$17.71	5.6%

* HST is not included.

Important Notes:

1. These sample calculations reflect the impact of March 1, 2016 change in Delivery.
2. November 1, 2015 change in electricity prices under RPP Tiered Pricing of 9.9 ¢ per kWh for the first 1,000 kWhs per 30 days and 11.6 ¢ per kWh for the remaining kWhs are used for the sample calculations.

Competitive Sector Multi-Unit Residential Rates

As of March 1, 2016, for a typical competitive sector multi-unit residential customer who is on Time-of-Use prices and consumes an average of 334 kWh per month, the new rates will result in an average increase of approximately \$3.39 per month or 4.8 per cent per month (HST not included). On Tiered prices with the same average consumption of 334 kWh per month, the new rates will result in an average increase of approximately \$3.39 or 5.0 per cent (HST not included).

Please note that Time-of-Use sample calculations are done under the assumption that a customer uses 334 kWh per month and has the following pattern of energy usage: 64 per cent of monthly energy consumption during Off-Peak periods; 18 per cent of consumption during Mid-Peak periods; and 18 per cent consumption during On-Peak periods. The bill amount of a Time-of-Use customer using the same amount of energy every month may vary significantly depending on energy usage patterns. Please refer to Competitive Sector Multi-Unit Residential rate impact tables for more detailed information.

Conservation is the key to managing your electricity costs. [Click here for energy saving tips.](#)

Rate Impact Tables:

RPP Time-of-Use Rate Impact

RPP TOU PRICING AVERAGE MONTHLY BILL IMPACTS BASED ON MARCH 1, 2016 CHANGE IN CHANGE IN DELIVERY				
MONTHLY CONSUMPTION - KWH	TOTAL BILL BEFORE MARCH 1, 2016*	TOTAL BILL AFTER MARCH 1, 2016*	AVERAGE CHANGE IN MONTHLY BILL (\$)	AVERAGE CHANGE IN MONTHLY BILL (%)
200 kWh	\$50.04	\$52.62	\$2.59	5.2%
334 kWh	\$71.24	\$74.64	\$3.39	4.8%
600 kWh	\$113.35	\$118.34	\$5.00	4.4%
800 kWh	\$145.00	\$151.20	\$6.20	4.3%

* HST is not included.

Important Notes:

1. These sample calculations reflect the impact of March 1, 2016 change in Delivery.
2. November 1, 2015 electricity prices under RPP Time-of-Use of 17.5 ¢/kWh Highest Price (On-peak); 12.8 ¢/kWh Mid Price (Mid-peak) and 8.3 ¢/kWh Lowest Price (Off-peak) are used for the sample calculations.
3. These sample calculations are done under the assumption that a customer has the following pattern of energy usage: 64 per cent of monthly energy during Off-Peak periods; 18 per cent during Mid-Peak periods and 18 per cent during On-Peak periods.



RPP Tiered Rate Impact

RPP TIERED PRICING: AVERAGE MONTHLY BILL IMPACTS BASED ON MARCH 1, 2016 CHANGE IN DELIVERY				
MONTHLY CONSUMPTION - KWH	TOTAL BILL BEFORE MARCH 1, 2016*	TOTAL BILL AFTER MARCH 1, 2016*	AVERAGE CHANGE IN MONTHLY BILL (\$)	AVERAGE CHANGE IN MONTHLY BILL (%)
200 kWh	\$48.24	\$50.82	\$2.59	5.4%
334 kWh	\$68.24	\$71.64	\$3.39	5.0%
600 kWh	\$107.95	\$112.95	\$5.00	4.6%
800 kWh	\$137.81	\$144.01	\$6.20	4.5%

* HST is not included.

Important Notes:

1. These sample calculations reflect the impact of March 1, 2016 change in Delivery.
2. November 1, 2015 change in electricity prices under RPP Tiered Pricing of 9.9 ¢ per kWh for the first 1,000 kWhs per 30 days and 11.6 ¢ per kWh for the remaining kWhs are used for the sample calculations.

Business Rates

Electricity Rates

Time of Use Rates

The Ontario Energy Board has announced new electricity prices effective November 1, 2015.

Time-of-Use (TOU) rates work together with your smart meter. With TOU rates, you pay according to the time of day you use electricity. So it's important to manage how much electricity you use and when you use it.

- 17.5 ¢/kWh Highest Price (On-peak)
- 12.8 ¢/kWh Mid Price (Mid-peak)
- 8.3 ¢/kWh Lowest Price (Off-peak)

If you are on Time-of-Use rates, your consumption in kilowatt hours (kWhs) is separated into three periods. Customers will be charged 17.5 cents per kWh in the Highest Price (On-Peak) period, 12.8 cents per kWh in the Mid-Price (Mid-Peak) period and 8.3 cents per kWh in the Lowest Price (Off-Peak) period. View more information about Time-of-Use rates.

Tiered Rates

- 9.9 ¢/kWh/first 1,000 kWhs used per 30 days
- 11.6 ¢/kWh/remaining kWhs

If you are on Regulated Price Plan Tiered Pricing, your consumption in kWhs is separated into two price tiers under the government's Regulated Price Plan. Customers will be charged one rate for the first 1,000 kWhs of use per 30 days, while electricity consumed in excess of this threshold will be priced at a different rate.

The price threshold (the amount of electricity consumption that is charged at the lower price) will change twice a year for residential consumers. The price threshold will be 1,000 kWhs per 30 days during the winter season (Nov. 1 - Apr. 30) and 600 kWhs during the summer season (May 1 - Oct. 31). This allows consumers to use more electricity at a lower price in the winter. For more information visit the Ontario Energy Board's website.



Both the Regulated Price Plan (RPP) Tiered Pricing and Time-of-Use Pricing cover the cost of electricity purchased on your behalf. Toronto Hydro passes this cost through to you, without mark-up and pays it directly to our suppliers.

These prices are applicable to those customers who are already on the Regulated Price Plan. For other General Service Customers, the electricity charges will be based on the Weighted Average Hourly Spot Price.

Hourly Spot Pricing

Most General Service customers with monthly demand > 50 kW who do not have a contract with a retailer pay the wholesale electricity price and Global Adjustment electricity charges. Toronto Hydro collects both charges, without mark-up, on behalf of the Independent Electricity System Operator.

Customers with interval meters are charged the Hourly Ontario Energy Price¹² (HOEP) for their energy consumption. Customers without interval meters are charged a weighted average hourly price based on consumption patterns of similar consumers. Customers may also choose a contract offered by a licensed electricity retailer.

Global Adjustment

Global Adjustment accounts for the differences between the market price of electricity and the rates paid to regulated and contracted generators for the electricity they produce. It also reflects the costs of conservation and demand management programs by both the IESO and your local distribution company. As a result, its value may be negative, depending on the fluctuation of prices in the spot market.

For medium and large businesses, as well as residential consumers on retail contracts, the Global Adjustment appears as a separate line on their bill.

Please visit the www.ontarioenergyboard.ca or www.ieso.ca for more details.

Retailer Rates

Consumers may choose to purchase their electricity by entering a contract with a licensed electricity retailer. The contract specifies a fixed electricity price for a set number of years. The fixed price is not regulated by the OEB. Please visit [OEB's Retail Energy Contracts](#) webpage for more details.



Delivery

Toronto Hydro-Electric System Limited (Toronto Hydro) received authorization from the Ontario Energy Board (OEB) to change its Delivery rates effective March 1, 2016.

These are the costs of delivering electricity from the generator to Toronto Hydro, then to your home or business. These include 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. Others are variable and increase or decrease depending on the amount of electricity that you use. The delivery charge also includes costs related to electricity lost or consumed as heat through distributing electricity from equipment such as wires and transformers before it gets to your home.¹ Toronto Hydro collects and pays this money to its suppliers. Costs collected for transmission and operating the provincial grid are passed on, without mark-up, to Hydro One.

General Service: Monthly demand of less than 50 kW

<u>DELIVERY CHARGES include*:</u>		
Customer Charge	(per 30 days)	\$30.47
Distribution Volumetric Rate	(per kWh)	\$0.02818
Transmission Charge¹	(per kWh)	\$0.01593
Recovery of 2008-2010 Smart Meter Costs Rate Rider	(per 30 days)	\$5.60
Smart Metering Entity Charge Rate Rider	(per 30 days)	\$0.78
Rate Rider for Recovery of Smart Metering Entity Variance	(per 30 days)	\$0.06
Rate Rider for Recovery of Stranded Meter Assets	(per 30 days)	\$1.55
Rate Rider for Recovery of Low Voltage Variance	(per kWh)	\$0.00006
Rate Rider for Disposition of PILS and Tax Variance	(per kWh)	\$(0.00018)
Rate Rider for Disposition of PILS and Tax Variance - HST	(per kWh)	\$(0.00009)
Rate Rider for Disposition of LRAM Variance Account	(per kWh)	\$0.00056
Rate Rider for Disposition of Post-Employment Benefit – Tax Savings	(per kWh)	\$(0.00051)
Rate Rider for Application of Operations Center Consolidation Plan Sharing	(per kWh)	\$(0.00156)



Rate Rider for Recovery of the Gain on the Sale of Named Properties	(per kWh)	\$0.00013
Rate Rider for Recovery of Hydro One Capital Contributions Variance	(per kWh)	\$0.00003
Rate Rider for Disposition of Residual Regulatory Asset Recovery Account	(per kWh)	\$(0.00009)
Rate Rider for Application of IFRS – 2014 Derecognition	per kWh)	\$0.00049
Rate Rider for Recovery of 2015 Foregone Revenue	(per 30 days)	\$0.79
	(per kWh)	\$0.00076
Rate Rider for Recovery of 2016 Foregone Revenue	(per 30 days)	\$0.25
	(per kWh)	\$0.00024

Note: Delivery Charges also include costs related to electricity lost or consumed as heat through distributing electricity from equipment such as wires and transformers before it is delivered to your business.⁹

*For description of Delivery charges, please [click here](#).

General Service: Monthly demand of 50 kW to 999 kW

DELIVERY CHARGES include*:

Transmission Charges

Network³	(per Peak kW per 30 days)	\$3.1647
Connection³	(per Max. kW per 30 days)	\$2.7017

Customer Charges

Customer Charge⁵	(per 30 days)	\$43.82
Recovery of 2008-2010 Smart Meter Costs Rate Rider⁵	(per 30 days)	\$18.79
Rate Rider for Recovery of Stranded Meter Assets⁵	(per 30 days)	\$4.64
Rate Rider for Recovery of 2015 Foregone Revenue⁵	(per 30 days)	\$1.01
Rate Rider for Recovery of 2016 Foregone Revenue⁵	(per 30 days)	\$0.30

Distribution Charges



Distribution Volumetric Rate⁶	(per kVA per 30 days)	\$6.8970
Rate Rider for Recovery of Low Voltage Variance⁶	(per kVA per 30 days)	\$0.0225
Rate Rider for Disposition of PILS and Tax Variance⁶	(per kVA per 30 days)	\$(0.0292)
Rate Rider for Disposition of PILS and Tax Variance - HST⁶	(per kVA per 30 days)	\$(0.0138)
Rate Rider for Disposition of LRAM Variance Account⁶	(per kVA per 30 days)	\$0.1286
Rate Rider for Disposition of Post-Employment Benefit – Tax Savings⁶	(per kVA per 30 days)	\$(0.0814)
Rate Rider for Application of Operations Center Consolidation Plan Sharing⁶	(per kVA per 30 days)	\$(0.2512)
Rate Rider for Recovery of the Gain on the Sale of Named Properties⁶	(per kVA per 30 days)	\$0.0114
Rate Rider for Recovery of Hydro One Capital Contributions Variance⁶	(per kVA per 30 days)	\$0.0047
Rate Rider for Application of IFRS – 2014 Derecognition⁶	(per kVA per 30 days)	\$0.0781
Rate Rider for Disposition of Residual Regulatory Asset Recovery Account⁶	(per kVA per 30 days)	\$(0.0354)
Rate Rider for Recovery of 2015 Foregone Revenue⁶	(per kVA per 30 days)	\$0.1659
Rate Rider for Recovery of 2016 Foregone Revenue⁶	(per kVA per 30 days)	\$0.0498
Transformer Allowance for Ownership (if Applicable)⁷	(per kVA per 30 days)	\$(0.62)

Note: Delivery Charges also include costs related to electricity lost or consumed as heat through distributing electricity from equipment such as wires and transformers before it is delivered to your business.⁹

*For description of Delivery charges, please [click here](#).



General Service: Monthly demand of 1,000 kW and up to 4,999 kW

<u>DELIVERY CHARGES include*:</u>		
<u>Transmission Charges</u>		
Network³	(per Peak kW per 30 days)	\$3.0576
Connection³	(per Max. kW per 30 days)	\$2.6990
<u>Customer Charges</u>		
Customer Charge⁵	(per 30 days)	\$837.09
Rate Rider for Recovery of 2015 Foregone Revenue⁵	(per 30 days)	\$18.89
Rate Rider for Recovery of 2016 Foregone Revenue⁵	(per 30 days)	\$5.48
<u>Distribution Charges</u>		
Distribution Volumetric Rate⁶	(per kVA per 30 days)	\$5.4262
Rate Rider for Recovery of Low Voltage Variance⁶	(per kVA per 30 days)	\$0.0273
Rate Rider for Disposition of PILS and Tax Variance⁶	(per kVA per 30 days)	\$(0.0232)
Rate Rider for Disposition of PILS and Tax Variance - HST⁶	(per kVA per 30 days)	\$(0.0110)
Rate Rider for Disposition of LRAM Variance Account⁶	(per kVA per 30 days)	\$(0.0041)
Rate Rider for Disposition of Post-Employment Benefit – Tax Savings⁶	(per kVA per 30 days)	\$(0.0653)
Rate Rider for Application of Operations Center Consolidation Plan Sharing⁶	(per kVA per 30 days)	\$(0.2017)
Rate Rider for Recovery of the Gain on the Sale of Named Properties⁶	(per kVA per 30 days)	\$0.0056
Rate Rider for Recovery of Hydro One Capital Contributions Variance⁶	(per kVA per 30 days)	\$0.0038
Rate Rider for Application of IFRS – 2014 Derecognition⁶	(per kVA per 30 days)	\$0.0627
Rate Rider for Disposition of Residual Regulatory Asset Recovery Account⁶	(per kVA per 30 days)	\$(0.0401)
Rate Rider for Recovery of 2015 Foregone Revenue⁶	(per kVA per 30 days)	\$0.1226



Rate Rider for Recovery of 2016 Foregone Revenue⁶	(per kVA per 30 days)	\$0.0356
Transformer Allowance for Ownership (if Applicable)⁷	(per kVA per 30 days)	\$(0.62)

Note: Delivery Charges also include costs related to electricity lost or consumed as heat through distributing electricity from equipment such as wires and transformers before it is delivered to your business.⁹

*For description of Delivery charges, please [click here](#).

General Service: Monthly demand of 5,000 kW and above

<u>DELIVERY CHARGES include*</u>		
<u>Transmission Charges</u>		
Network³	(per Peak kW per 30 days)	\$3.4855
Connection³	(per Max. kW per 30 days)	\$2.9986
<u>Customer Charges</u>		
Customer Charge⁵	(per 30 days)	\$3,694.97
Rate Rider for Recovery of 2015 Foregone Revenue⁵	(per 30 days)	\$85.84
Rate Rider for Recovery of 2016 Foregone Revenue⁵	(per 30 days)	\$25.18
<u>Distribution Charges</u>		
Distribution Volumetric Rate⁶	(per kVA per 30 days)	\$5.8210
Rate Rider for Recovery of Low Voltage Variance⁶	(per kVA per 30 days)	\$0.0261
Rate Rider for Disposition of PILS and Tax Variance⁶	(per kVA per 30 days)	\$(0.0241)
Rate Rider for Disposition of PILS and Tax Variance - HST⁶	(per kVA per 30 days)	\$(0.0114)
Rate Rider for Disposition of LRAM Variance Account⁶	(per kVA per 30 days)	\$(0.0223)
Rate Rider for Disposition of Post Employment Benefit – Tax Savings⁶	(per kVA per 30 days)	\$(0.0675)
Rate Rider for Application of Operations Center Consolidation Plan Sharing⁶	(per kVA per 30 days)	\$(0.2084)



Rate Rider for Recovery of the Gain on the Sale of Named Properties⁶	(per kVA per 30 days)	\$0.0044
Rate Rider for Recovery of Hydro One Capital Contributions Variance⁶	(per kVA per 30 days)	\$0.0039
Rate Rider for Application of IFRS – 2014 Derecognition⁶	(per kVA per 30 days)	\$0.0648
Rate Rider for Disposition of Residual Regulatory Asset Recovery Account⁶	(per kVA per 30 days)	\$(0.0423)
Rate Rider for Recovery of 2015 Foregone Revenue⁶	(per kVA per 30 days)	\$0.1382
Rate Rider for Recovery of 2016 Foregone Revenue⁶	(per kVA per 30 days)	\$0.0406
Transformer Allowance for Ownership (if Applicable)⁷	(per kVA per 30 days)	\$(0.62)

Note: Delivery Charges also include costs related to electricity lost or consumed as heat through distributing electricity from equipment such as wires and transformers before it is delivered to your business.⁹

*For description of Delivery charges, please [click here](#).

Unmetered Scattered Load

<u>DELIVERY CHARGES include*</u>		
Connection Charge	(per connection per 30 days)	\$0.62
Customer Charge	(per customer 30 days)	\$6.08
Distribution Volumetric Rate	(per kWh)	\$0.07634
Transmission Charge¹	(per kWh)	\$0.01052
Rate Rider for Recovery of Low Voltage Variance	(per kWh)	\$0.00006
Rate Rider for Disposition of PILS and Tax Variance	(per kWh)	\$(0.00035)
Rate Rider for Disposition of PILS and Tax Variance - HST	(per kWh)	\$(0.00016)
Rate Rider for Disposition of Post-Employment Benefit – Tax Savings	(per kWh)	\$(0.00096)
Rate Rider for Application of Operations Center Consolidation Plan Sharing	(per kWh)	\$(0.00296)



Rate Rider for Recovery of the Gain on the Sale of Named Properties	(per kWh)	\$0.00029
Rate Rider for Recovery of Hydro One Capital Contributions Variance	(per kWh)	\$0.00006
Rate Rider for Application of IFRS – 2014 Derecognition	per kWh)	\$0.00092
Rate Rider for Disposition of Residual Regulatory Asset Recovery Account	(per kWh)	\$(0.00011)
Rate Rider for Recovery of 2015 Foregone Revenue	(per customer 30 days)	\$0.16
	(per connection per 30 days)	\$0.02
	(per kWh)	\$0.00203
Rate Rider for Recovery of 2016 Foregone Revenue	(per customer 30 days)	\$0.05
	(per connection per 30 days)	\$0.01
	(per kWh)	\$0.00062

Note: Delivery Charges also include costs related to electricity lost or consumed as heat through distributing electricity from equipment such as wires and transformers before it is delivered to your business.⁹

*For description of Delivery charges, please [click here](#).

Street Lighting

<u>DELIVERY CHARGES include*</u>		
<u>Transmission Charges</u>		
Network³	(per Peak kW per 30 days)	\$2.8147
Connection³	(per Max. kW per 30 days)	\$3.2215
<u>Customer Charges</u>		
Service Charge (per device)⁵	(per device per 30 days)	\$1.37
<u>Distribution Charges</u>		
Distribution Volumetric Rate⁶	(per kVA per 30 days)	\$30.4431



Rate Rider for Recovery of Low Voltage Variance⁶	(per kVA per 30 days)	\$0.0210
Rate Rider for Disposition of PILS and Tax Variance⁶	(per kVA per 30 days)	\$(0.1926)
Rate Rider for Disposition of PILS and Tax Variance - HST⁶	(per kVA per 30 days)	\$(0.0911)
Rate Rider for Disposition of Post Employment Benefit – Tax Savings⁶	(per kVA per 30 days)	\$(0.5347)
Rate Rider for Application of Operations Center Consolidation Plan Sharing⁶	(per kVA per 30 days)	\$(1.6506)
Rate Rider for Recovery of the Gain on the Sale of Named Properties⁶	(per kVA per 30 days)	\$0.0741
Rate Rider for Recovery of Hydro One Capital Contributions Variance⁶	(per kVA per 30 days)	\$0.0312
Rate Rider for Application of IFRS – 2014 Derecognition⁶	(per kVA per 30 days)	\$0.5133
Rate Rider for Disposition of Residual Regulatory Asset Recovery Account⁶	(per kVA per 30 days)	\$(0.0364)
Rate Rider for Recovery of 2016 Foregone Revenue⁶	(per kVA per 30 days)	\$0.0478

Note: Delivery Charges also include costs related to electricity lost or consumed as heat through distributing electricity from equipment such as wires and transformers before it is delivered to your business.⁹

*For description of Delivery charges, please [click here](#).

Description of Delivery Charges

Toronto Hydro-Electric System Limited (Toronto Hydro) received authorization from the Ontario Energy Board (OEB) to change its Delivery rates effective March 1, 2016.

These are the costs of delivering electricity from the generator to Toronto Hydro, then to your home or business. These include 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. Others are variable and increase or decrease depending on the amount of electricity that you use. The delivery charge also includes costs related to electricity lost or consumed as heat through distributing electricity from equipment such as wires and transformers before it gets to your home.¹ Toronto Hydro collects and pays this money to its suppliers. Costs collected for



transmission and operating the provincial grid are passed on, without mark-up, to Hydro One.

Rate Rider for Disposition of LRAM Variance Account	This charge to customers reflects variances between OEB-approved and actual conservation program results. The charge will be effective until December 31, 2016.
Rate Rider for Disposition of Post-Employment Benefit – Tax Savings	This credit to customers is a refund of past tax reassessments for post-employment benefit plan costs. The credit will be effective until December 31, 2018.
Rate Rider for Application of Operations Center Consolidation Plan Sharing	This credit is a refund to customers for gains on sale of properties associated with the operating centers consolidation program. The credit will be effective until December 31, 2018.
Rate Rider for Recovery of the Gain on the Sale of Named Properties	The charge recovers the difference between the estimated gains reflected in past rates and the actual gains achieved from the sale of properties. The charge will be in effective until December 31, 2019.
Rate Rider for Recovery of Hydro One Capital Contributions Variance	The recovery reflects the difference between amounts included in past rates for Hydro One capital payments and actual payments. The charge will be effective until December 31, 2019.
Rate Rider for Application of IFRS – 2014 Derecognition	This charge reflects required changes in accounting rules affecting distribution rates. It will be effective until December 31, 2019.
Rate Rider for Disposition of Residual Regulatory Asset Recovery Account	This credit to customers reflects refunds of residual balances pertaining to the historical OEB approved rate riders. This credit will be effective until December 31, 2016.
Rate Rider for Recovery of 2015 Foregone Revenue	The charge reflects the OEB approved costs to operate Toronto Hydro's distribution system during 2015 that were not previously collected. This charge will be effective until December 31, 2019.
Rate Rider for Recovery of 2016 Foregone Revenue	This charge reflects the OEB approved costs to operate Toronto Hydro's distribution system during the first two months of 2016 that were



not previously collected. The charge will be effective until December 31, 2019.

Regulatory

Regulatory Charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid. The Wholesale Market Service charge and OESP charge are collected, without mark-up, by Toronto Hydro and passed on to the Independent Electricity System Operator (IESO).

For more information visit the [IESO's website](#).

<u>REGULATORY CHARGES:</u>		
Wholesale Operations Charge	(per kWh)	\$0.0049
Standard Supply Service - Admin. Charge (if applicable)²	(per 30 days)	\$0.25
Ontario Electricity Support Program (OESP) Charge	((per kWh)	\$0.0011

Debt Retirement Charge

<u>DEBT RETIREMENT CHARGE:</u>		
Debt Retirement Charge	(per kWh)	\$0.0070

As of January 1, 2016, the Debt Retirement Charge (DRC) is no longer applied to residential and qualifying bulk metered multi-unit residential customers. Bulk metered multi-unit residential customers will be eligible for a DRC exemption of up to 1,500 kWh per month, multiplied by the number of eligible residential units on the property. Those who have previously applied for the Ontario Clean Energy Benefit and Regulated Price Plan must re-apply as the definition of eligible residential unit has changed.

For more information, visit [Ministry of Finance](#).



Additional Charges

Other Charges/Credits

Other Charges/Credits may include miscellaneous adjustments to prior billed electricity amounts, or charges for other specific services. Please [click here](#) to see the list of specific service charges that may be applied to your bill statement.

Harmonized Sales Tax (HST)

Effective July 1, 2010, Harmonized Sales Tax (HST) of 13% is applied to electricity bills. The implementation of HST is mandated by the Province of Ontario.

For information on HST, please visit the [Ontario Ministry of Revenue's website](#) or call the HST hotline at 1-800-337-7222.

Unmetered Water Heater Charges

These charges are applied to current customers who have an unmetered electric water heater billed by Toronto Hydro at a flat rate. Toronto Hydro no longer offers this flat rate billing option for new customers. [Click here](#) for more details.

As of May 1, 2002, flat rate (unmetered) water heater energy usage is billed on an estimated average daily kWh basis. Your estimated usage is determined by the size of your water heater, the wattage of the water heater electric elements and on the number of days in the billing period.

Customers on the Regulated Price Plan will pay 11.6 ¢/kWh. For combined metered and unmetered water heater services on an account, an annual adjustment will occur, to ensure each account receives the maximum eligible kWh under the threshold.

If you have any questions, please contact us by [filling out our online form](#) or speak with one of our Customer Care representatives at 416.542.8000.

Footnotes

¹ Loss Factor Adjustment: When electricity is delivered over a power line, it's 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 business. The adjustment factor is indicated on your bill and accounts for these losses.

² This service charge does not apply to customers who purchase their energy from a retailer.

³ Per Peak kW is defined as "maximum kW during 7a.m. – 7p.m., Monday to Friday, excluding holidays." Per Max kW is defined as "maximum kW at any time."

⁴ Toronto Hydro offers Time-of-Use rates to general service customers with monthly demand of less than 50 KW only.

⁵ Starting June 1, 2013, these charges are summarized to 'Customer Charges' summary line on the bill.

⁶ Starting June 1, 2013, these charges are summarized to 'Distribution Charges' summary line on the bill.

⁷ Toronto Hydro offers transformer allowance for customer owned transformers.

⁸ As of January 1, 2016, Bulk metered multi-unit residential customers will be eligible to a Debt Retirement Charge exemption of up to 1,500 kWh per month, multiplied by the number of eligible residential units of the property. Those who have previously applied for the Ontario Clean Energy Benefit and Regulated Price Plan must re-apply as the definition of eligible residential unit has changed. For more information, visit Ministry of Finance

⁹ Effective July 1, 2013, Ontario Regulation 405/12 requires electricity distributor to reflect (line loss) charge associated with power that is lost as heat during the delivery of electricity to your business be shown under the "Delivery" sub-heading of bills issued to low-volume consumers¹⁰. Prior to July 1, 2013, this charge was included under the "Electricity" sub-heading of consumers' bills. Effective July 1, 2015, this Regulation also applies to low-volume consumers on retailer contracts.

For customers on Time-of-Use (TOU) rates, line loss charge is calculated as:

- On-Peak losses kWh x 0.0376 x 17.5 ¢/kWh



- Mid-Peak losses kWh x 0.0376 x 12.8 ¢/kWh
- Off-Peak losses kWh x 0.0376 x 8.3 ¢/kWh

For customers on RPP Tiered rates, line loss charge is generally calculated as follows:

- Tier 1 losses kWh x 0.0376 x 9.9 ¢/kWh
- Tier 2 losses kWh x 0.0376 x 11.6 ¢/kWh

[Note: the above line loss charge assumes a 30-day bill and no. of self-contained units=1] Effective July 1, 2015 for low-volume consumers on retailer contracts, Ontario Regulation 311/13 requires electricity distributors to reflect (line loss) charge associated with Global Adjustment be shown under the “Delivery” sub-heading of the bill.

Example: Global Adjustment Losses 3.76 kWh x \$0.09146/kWh
10A low-volume consumer is a consumer who annually uses less than 150,000 kWh of electricity.

If you have any questions, please contact us by filling out our [online form](#) or speak with one of our Customer Care representatives at 416.542.8000.

¹¹ Starting January 1, 2016, the OESP charge is applied to all Ontario customers in proportion to their electricity consumption. The charge is used to fund the Ontario Electricity Support Program (OESP), which provides on-bill rate assistance to low-income electricity customers. Toronto Hydro collects this charge, without mark-up, on behalf of the Independent Electricity System Operator.

¹²The Hourly Ontario Energy Price (HOEP) is the hourly price that is charged to local distribution companies (LDCs).

Rate Change Information

What are the changes?

Toronto Hydro received authorization from the Ontario Energy Board to implement changes to Delivery rates effective March 1, 2016.

Changes to Delivery rates include:

- Customer Charge
- Distribution Charge

- Rate Rider for Recovery of Smart Metering Entity Variance
- Rate Rider for Recovery of Stranded Meter Assets
- Rate Rider for Disposition of PILS and Tax Variance
- Rate Rider for Disposition of PILS and Tax Variance - HST
- Rate Rider for Disposition of LRAM Variance Account
- Rate Rider for Disposition of Post-Employment Benefit
- Rate Rider for Application of Operations Center Consolidation Plan Sharing
- Rate Rider for Recovery of the Gain on the Sale of Named Properties
- Rate Rider for Recovery of Hydro One Capital Contributions Variance
- Rate Rider for application of IFRS – 2014 Derecognition
- Rate Rider for Recovery of 2015 Foregone Revenue
- Rate Rider for Recovery of 2016 Foregone Revenue
- Rate Rider for Recovery of Low Voltage Variance
- Rate Rider for Disposition of Residual Regulatory Asset Recovery Account
- Transmission Network Charge
- Transmission Connection Charge

When do the changes take effect?

Changes to Delivery rates take effect March 1, 2016.

Rate Change Impact

How will the changes impact my bill?

The delivery rate change take effect on March 1, 2016. Toronto Hydro-Electric System Limited will prorate your bill so that the charges before March 1, 2016 are charged at the former rates and after March 1, 2016 at the new rates. The prorated charges are included in the 'Delivery' portion of the bill.

Rate Impact Table:

GENERAL SERVICE AVERAGE MONTHLY FOR MARCH 1, 2016 CHANGE IN DELIVERY					
CUSTOMER TYPE	MONTHLY USAGE	TOTAL BILL BEFORE MAR. 1, 2016*	TOTAL BILL AFTER MAR. 1, 2016*	\$ IMPACT	% IMPACT
*General Service less than 50 kW	2,000 kWh	\$353.82	\$378.72	\$24.89	7.0%
*General Service 50 - 999 kW	388 kVA 150,000 kWh	\$23,942.99	\$24,836.95	\$893.96	3.7%
*General Service 1,000 - 4,999 kW	1,778 kVA 800,000 kWh	\$123,026.40	\$126,420.96	\$3,394.56	2.8%
*General Service 5,000 and above	9,434 kVA 4,500,000 kWh	\$683,726.20	\$703,607.07	\$19,880.86	2.9%

*HST is not included.

Important Notes:

1. These sample calculations reflect the impact of March 1, 2016 changes in Delivery.
2. Except for Monthly Demand less than 50 kW class which is calculated based on TOU prices, sample calculations of the other three General Service classes are based on the RPP prices. The Regulated Price Plan is applicable to customers who are already in the RPP program. For other general service customers, the electricity charges will be based on the Weighted Average Hourly Spot Price (WAHSP).