



Delivery rates are increasing and other changes to your bill



www.HydroOne.com

Partners in Powerful Communities

This winter you'll notice some changes to your bill. With the removal of the Ontario Clean Energy Benefit, electricity customers in Ontario can expect to pay more for electricity.

The Delivery line on the bill is the part of the bill that we own. Hydro One bills all your electricity charges, but our portion of the bill only makes up about 38% of a typical general service energy-billed customer's electricity costs. We bill the other line items (Electricity, Regulatory Charges and Debt Retirement Charge) on your bill for others without any markup or profit. The bill impact shown below is for a typical general service energy-billed customer using 2,000 kWh a month.

What's Changing?	Implementation date	What this means to your total bill
Hydro One is increasing delivery rates. In March 2015, the OEB approved our rate application for 2015-17. We're increasing rates for most customers with this approval. This change only affects the Delivery line on your bill.	February 1, 2016*	An increase of 1.7 %

* The OEB has approved an effective date of January 1, 2016, for the new delivery rates. However, the new rates won't be implemented until February 1, 2016. To account for this delay, we'll apply a small adjustment to delivery rates for a period of 11 months from February 1 to December 31, 2016.

Here's a summary of the other changes you'll see on your bill.

What's Changing?	Effective date	What this means to your total bill*
The Province has ended the Ontario Clean Energy Benefit that provides a 10% rebate for up to 3,000 kWh of electricity used each month. This rebate was introduced five years ago to help customers through the transition to a cleaner, modern electricity system.	January 1, 2016	An increase of 10 %
The OEB has introduced a charge to fund the Ontario Electricity Support Program (OESP), which helps reduce electricity bills for low-income households. This new charge of 0.11 cents per kWh has been added to the Regulatory Charges line item on your bill and is partially offset by a reduction in the wholesale market service rate (also included under Regulatory Charges).	January 1, 2016	An increase of 0.2 %

*For a typical general service energy-billed customer using 2,000 kWh a month.

Why are delivery rates increasing?

Our first priority is to deliver electricity to our customers safely, reliably and efficiently. We recognize that we need to strike the right balance between service and cost, while minimizing the impacts on rates. We need this increase to:

- Replace and maintain equipment nearing its end-of-life or damaged by storms
- Build or upgrade our stations, transformers, lines and poles to meet customer growth
- Ensure reliability by doing more vegetation management work