



Customer: ROBERT & TANYA MCCUBBIN  
 Service Address: 654 DANE AVE  
 Account Number: 151009-32900  
 Cycle/Route: 06-08  
 Class: Residential

Billing Date: February 27, 2018  
**Amount Due:** \$ 132.49  
 Due Date: March 19, 2018

### Community Q&A

**Q: Will I see a 25% credit on my bill**

A: No, the average 25% reduction is a combination of changes to your bill, including the 8% rebate. You will see the most direct impact of the reduction in the form of lower RPP pricing, either time-of-use (TOU) or tier, on your bill under your electricity charges.

**Q: How do I know what my bill reduction is?**

A: The rates were set so that a 'proxy' customer (see Q below) will see a 25% reduction (\$41) on a total bill. Your reduction will be based on your individual electricity usage and will be most noticeable on the TOU/tier lines of your bill at the reduced rates.

**Q: What is a 'proxy' customer?**

A: Because distribution rates vary across the province and customers use different amounts of electricity, the proxy customer has been deemed a residential customer of Toronto Hydro who uses 750 kWh of electricity a month, pays TOU prices and has the TOU consumption profile of a typical residential customer.

For more information please go to <https://www.oeb.ca/newsroom/2017/fair-hydro-act-2017>.

**Q: What is the OESP?**

A: Ontario Electricity Support Program (OESP) is a program that started January 2016 that will help low-income consumers to pay their electricity bills. The program provides low-income consumers with a monthly on-bill credit to reduce their electricity bill. The amount of the monthly credit will depend on how many people live in your home and your combined household income. Learn More / Apply Today OntarioElectricitySupport.ca 1-855-831-8151

The Ontario Energy Board has approved changes to North Bay Hydro's distribution rates effective May 1, 2017 – please see [www.northbayhydro.com](http://www.northbayhydro.com) for the Tariff of Rates and Charges and the Board's Decision and Order on the proceeding. The OEB has also released new electricity prices for RPP customers, effective May 1, 2017 and July 1, 2017, which can be found at [www.northbayhydro.com](http://www.northbayhydro.com) or at [www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca).

Ontario's Fair Hydro Plan substantially lowers electricity bills for typical residential consumers. This includes the eight per cent rebate introduced in January 2017, and builds on previous initiatives to deliver broad-based relief on all electricity bills.

**Afford Ability Fund™** If the cost of energy-saving upgrades are out of reach, Ontario's new Affordability Fund is here for you.

- 1 Reach out to us
- 2 Have a conversation about your energy use
- 3 See which energy-saving products you qualify for

Visit [AffordAbilityFund.org](http://AffordAbilityFund.org) Or call 1-855-494-FUND

E-Bill

**Compare Your Usage History**

Read Date	Days	Consumption	kWh/Day
31-Jan-18	31	371.39	11.98
31-Dec-17	31	370.30	11.95
30-Nov-17	30	356.55	11.88
31-Oct-17	31	318.27	10.27
30-Sep-17	30	324.48	10.82
31-Aug-17	31	242.63	7.83
31-Jan-17	31	392.38	12.66

<b>Mailing Address</b> North Bay Hydro Distribution P.O. Box 3240 North Bay, ON P1B 8Y5	<b>Customer Service and Billing Inquiries</b> 705-474-8100 option 2 Fax: 705-474-8579	<b>Operations and Engineering</b> 705-474-8100 Ext. 271	<b>Hours of Operation</b> Monday to Friday 9:00 am - 4:30 pm	<b>24 hr power outage and emergency service</b> 705-474-8100 option 1 <a href="http://northbayhydro.com/outages">northbayhydro.com/outages</a>
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**Please visit [northbayhydro.com](http://northbayhydro.com) for our online forms.**

HST/GST Number 88246 3128 RT

Please retain the portion above for your records.

Interest on overdue accounts is charged at the rate of 1.5% per month, 19.56% per annum.



**Cheques Payable**

North Bay Hydro  
 P.O. Box 3240  
 North Bay, ON P1B 8Y5

**SAVE on interest**

Please allow sufficient time for your payment to reach us by the due date.

ROBERT & TANYA MCCUBBIN  
 654 DANE AVE  
 NORTH BAY ON P1B 7G7

A 19 (U)

Account Number: 151009-32900  
**Amount Due:** \$ 132.49  
 Due Date: March 19, 2018

Amount Paid:

**Pre-Authorized  
DO NOT PAY**

Please remit this section with your payment.

Interest of overdue accounts is charged at 1.5% compounded

## General Information

Failure to receive a bill does not entitle non-payment as a bill reprint is always obtainable by contacting Customer Service by Telephone or email. Avoid postal delays and lost invoices by registering for E-Billing service.

Accounts not paid in full by the due date will be assessed an interest penalty.

Any unpaid portion of your bill will appear as a Previous Balance on the next regular bill. Previous Balances must be paid immediately in order to avoid collection charges and possible disconnection of service.

Security deposits are at the discretion of the utility and can be required where a customer cannot prove good payment history with another utility, or if, during a one-year period, a customer has received more than one disconnection notice from the utility; more than one cheque or pre-authorized payment returned for insufficient funds; or a disconnect/collect trip has occurred.

Equal Billing and Pre-Authorized Payment Plans are available. Contact Customer Service for more information.

For customers who have signed with an electricity retailer, your Invoice Bill Ready amount provided to us by your retailer will appear under the heading "Your Electricity Charges".

Customers with retailer contracts are not eligible for Time-of-Use pricing.

Moving? Minimum 48 hours notice is required.

Going on vacation or away for an extended period? Consider Pre-Authorized Payment or our E-Billing solutions. Making arrangements in advance will help you avoid interest penalties, collections action or possible disconnection of service.

## Your Bill Details

Account 151009-32900

### Summary

Previous Balance (may include interest charges)	\$ 129.71
Payments received since last bill	\$ 129.71 -
Balance	\$ 0.00

### Your Electricity Charges

Usage	Rate	Charges
You are buying your electricity from JUST ENERGY ONTARIO L.P. 1-866-587-8674		
Just Energy Ontario L.P. www.justenergy.com		\$ 41.94
Global Adjustment		\$ 21.93
Delivery		\$ 29.98
Regulatory charges		\$ 1.53
Debt Retirement charge <sup>1</sup>		\$ 0.00
<b>Affiliate Charges billed on behalf of North Bay Hydro Services Inc.</b>		
Water Tank		\$ 28.62
HST		\$ 16.12
8% Provincial Rebate		\$ 7.63 -
<b>Current Charges</b>		<b>\$ 132.49</b>

**Total Owed \$ 132.49**

## Metered Consumption Information

Meter #	Billing Period	Days	Present Read	Previous Read	Consumption	Adjustment	Adjusted Consumption
Z59530	01/01/2018 to 01/31/2018	31	34839.58	34468.19	371.39 KWH	1.0471	388.88



North Bay Hydro encourages you to go paperless by registering for E-Billing at

[www.northbayhydro.com](http://www.northbayhydro.com)

## Glossary of Terms

### Electricity

This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition.

### Delivery

These are the costs of delivering electricity from generating stations across the province to North Bay Hydro Distribution Limited then to your home or business. This includes 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. The rest are variable and increase or decrease depending on the amount of electricity that you use.

The delivery charge also includes costs relating to electricity lost through distributing electricity to your home or business.\* North Bay Hydro Distribution Limited collects this money and pays this amount directly to our suppliers.

*\*When electricity is delivered over a power line, it is 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 or business.*

### Regulatory Charges

Regulatory Charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid and include the costs associated with funding Ministry of Energy conservation and renewable energy programs.

### Debt Retirement Charge

The debt retirement charge pays down the debt of the former Ontario Hydro.

### Global Adjustment

Electricity generators in Ontario receive a combination of payments from the operation of the wholesale market, payments set by regulation and payments under contract. Your portion of the net adjustments arising from these and other authorized payments is included on your bill as the Global Adjustment.

### RPP Settlement

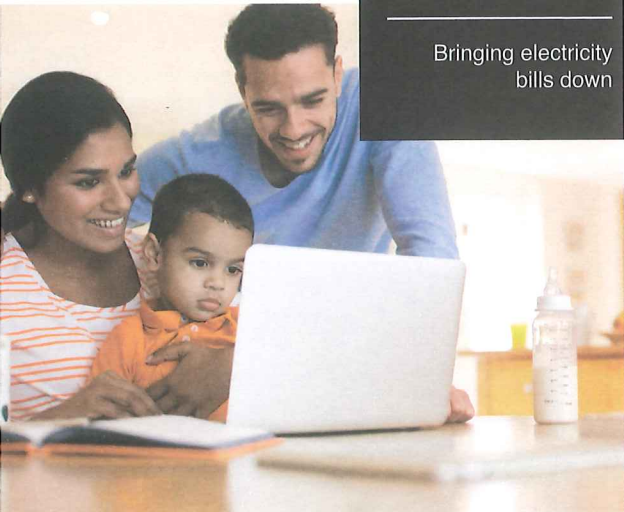
If you leave the Regulated Price Plan, you will receive or pay your share of the difference between the amount RPP consumers have paid for electricity and the amount that has been paid to generators.

**Note:** For a detailed explanation of electricity terms, visit [www.northbayhydro.com](http://www.northbayhydro.com) or [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca).



## ONTARIO'S FAIR HYDRO PLAN

Bringing electricity  
bills down



### Ontario's Fair Hydro Plan

- Electricity bills will be lowered by 25 per cent on average for residential consumers.
- Rate increases will be held to inflation for four years.
- As many as half a million small businesses and farms will also benefit from this reduction.
- Lower-income Ontarians and those living in eligible rural communities will receive even greater reductions, as much as a 40 to 50 per cent cut.

The benefit will vary for individual consumers depending on electricity usage and service territory. These measures include the eight per cent rebate introduced in January 2017 and build on previous initiatives to deliver broad-based relief on all electricity bills.

To find out more, visit [ontario.ca/FairHydroPlan](http://ontario.ca/FairHydroPlan)