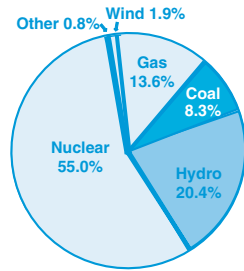


## Supply Mix...

Ontario has a diverse supply mix that is in the process of incorporating increasing amounts of renewable forms of energy. There is 34,557 MW of installed generation in Ontario's electricity market. The amount of generation actually available at any time is dependent on outages and the capacity factor of certain forms of supply.



### Electricity Commodity Rates (Standard Supply Service)

#### Residential

Effective Nov. 1st 2010	1st 1000 kWh (winter)	\$0.064/kWh
	Balance (winter)	\$0.074/kWh

#### General Service <50 kW and Designated

Effective Nov 1st 2010	1st 750 kWh (year round)	\$0.064/kWh
	Balance (year round)	\$0.074/kWh

#### General Service >50 kW and >250,000 kWh, without interval meter

Weighted Average Hourly Ontario Electricity Price	Market Price
---	--------------

#### General Service >50 kW and >250,000 with interval meter

Hourly Ontario Electricity Price	Market Price
----------------------------------	--------------

#### Sentinel Lighting

Effective Nov. 1st 2010	1st 750 kWh (year round)	\$0.064/kWh
	Balance (year round)	\$0.074/kWh

#### General Service Unmetered

Effective Nov. 1st 2010	1st 750 kWh (year round)	\$0.064/kWh
	Balance (year round)	\$0.074/kWh

## The Ontario Clean Energy Benefit... 10% off your electricity bill

Ontario's Long-Term Energy Plan is moving our province to clean sources of power while shutting down coal plants that pollute the air we breathe. Upgrading and modernizing our infrastructure is helping to provide reliable power to our homes and businesses.

Building more clean energy is also creating thousands of jobs for Ontarians in our growing renewable energy industries, like solar, wind and hydroelectric.

To help you with the increased costs of these essential investments, the Ontario Government has taken 10% off your electricity bill - including electricity costs, regulatory charges, the debt retirement charge and taxes.

You will receive the Ontario Clean Energy Benefit on every bill for the next five years as our province continues to build our clean energy future.

## Getting Ready for Time-of-Use Rates...

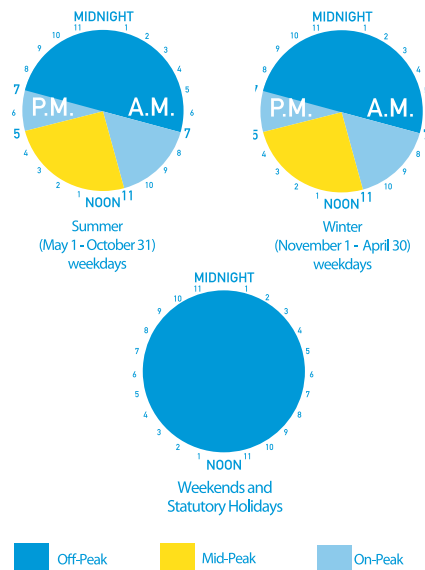
Like everyone across Ontario, Innisfil Hydro customers will be switching to "Time-of-Use" (TOU) electricity prices as part of the provincial government's plan to create a culture of energy conservation in the province.

Both the tiered and TOU prices form part of the Ontario Energy Board's (OEB) Regulated Price Plan (RPP). They are based on the same forecast of how much it will cost to supply your electricity over the next 12 months. The OEB then uses that same forecast to set both the tiered and TOU prices for the coming six-month period. RPP prices are set to recover the total cost of supplying your electricity, regardless of which of these prices (tiered or TOU) that we are using to bill you.

In Innisfil, our first time of use billings are scheduled for June of this year for electricity used in calendar month May 2011.

**In preparation for 'calendar month billing' we are gradually changing our meter reading dates to the last day of each calendar month for all customers. While there will be several benefits in the future derived from this change, at this time, it means most customers will have longer than usual billing periods from February through May. We thank you for your understanding, there will be long term benefits for this short term pain.**

We will be sending out a separate mailing about one month in advance of the start date for TOU billing. At that time, you will have more information about the time of day (on-peak, mid-peak or off-peak) you use the electricity that we deliver to you. You may be able to benefit from conserving and shifting some usage to the off-peak hours through the week and to weekends and holidays. **Starting in May 2011 there will be a total of 108 off-peak hours in a week compared to 60 on-peak and mid-peak hours combined each week!**



## Innisfil Hydro May Charge You \$\$\$\$ If...

### Homes

If you experience no power or part power, Innisfil Hydro may charge you for a service call if the problem was internal to a house. A customer or their electrician should always check their breakers or fuses to determine if they have tripped/blown before calling Innisfil Hydro.

### Rural Properties

If you experience no power or part power, Innisfil Hydro may charge you for the service call if the problem was on a private high voltage service. Innisfil Hydro recommends that customers perform regular tree trimming of their private hydro lines. Innisfil Hydro provides one free disconnect and reconnect per year during regular working hours.

### Disconnects After Hours

Customers will be charged for disconnects and reconnects requested after normal business hours.

### Damage to Innisfil Hydro System

Innisfil Hydro will charge for repairs as a result of damage caused to its distribution system by others.

### Powerline Safety Tips...

- Contacting power lines can cause a shock.
- Never remove the third prong of a plug.
- Never stand in water or on a damp floor while using an appliance or power tool. You are an excellent conductor of electricity, especially when touching water.
- Install a GFCI outlet in any area where dampness may occur.

### Customer Communication Options...

- By phone at (705) 431-4321 or (705) 458-4329
  - By fax at (705) 431-6872
  - By e-mail to [customerservice@innisfilhydro.com](mailto:customerservice@innisfilhydro.com)
  - In person - drop into our office at 2073 Commerce Park Drive
  - We will also participate in your "community group" event if your "group" invites us to attend
  - Visit our website at [www.innisfilhydro.com](http://www.innisfilhydro.com)
- Click on "My Account" and enter your name, account number and meter number and you will immediately be e-mailed a password. With your account number and password, you will be able to login to your own account and view your billing and payment history, send us a meter reading, initiate a service order for a locate request or for a move-in/move-out request or just send us your comments and now you can sign up for e-billing (electronic billing).**

This newsletter is a publication of  
**Innisfil Hydro Distribution Systems Limited**  
 2073 Commerce Park Drive  
 Innisfil ON L9S 4A2  
 (705) 431-4321 or (705) 458-4329  
 fax (705) 431-6872  
 e-mail: [customerservice@innisfilhydro.com](mailto:customerservice@innisfilhydro.com)

# WINTER 2011



## What's Inside?

- *Stray Voltage*
- *New Customer Service Rules*
- *Phone System Changes coming soon*
- *Energy Consumer Protection Act 2010*
- *Global Adjustment (Provincial Benefit)*
- *Supply Mix*
- *Commodity Prices*
- *The Ontario Clean Energy Benefit 10% Off Your Electricity Bill*
- *Getting Ready for Time-of-Use Rates*
- *Innisfil Hydro may charge you \$\$\$ if.....*
- *Powerline Safety*
- *Customer Communication Options*

## Stray Voltage....

### What is Stray Voltage?

Farm ‘stray’ or ‘tingle’ voltages are small electrical potentials between metal stabling/equipment and floor surfaces. Animals that make contact between these surfaces may receive a tingle or mild shock that disturbs the animals’ normal behaviour and can ultimately reduce the efficiency of the farming operation.

An Innisfil Hydro livestock customer may ask Innisfil Hydro to initiate a farm stray voltage investigation, where a livestock farm customer provides information that reasonably indicates that farm stray voltage may be adversely affecting the operation of the customer’s livestock farm.

### What causes Stray Voltage?

Stray voltage can be produced by a variety of on-farm and off-farm sources.

#### On-farm sources:

Unbalanced farm electrical system loading, faulty wiring, improper or poor grounding, defective equipment or voltages from gas pipelines or telephone lines are all possible sources. Innisfil Hydro’s neutral system is connected to a farm’s grounding system. While this bond protects from shocks caused by faulty electrical equipment and lightning strikes, it may result in stray voltage on grounded farm equipment such as feeders, watering devices, metal stabling, metal grates, milk pipelines and wet concrete floors.

#### Off-farm sources:

In a properly functioning electrical system, some voltage exists between the neutral system (ground conductors) and the earth. The level of this voltage can change depending on changes in environmental conditions, electrical loading, and other factors.

#### Common Ways of Reducing Farm Stray Voltage

Common ways of reducing tingle voltage would be to reduce grounding resistance of the system grounds and system neutral and by repairing faulty electrical equipment and wiring. An alternative solution, particularly applicable to milking parlours, is the installation of an equi-potential grid. The grid consists of a welded wire mesh, embedded in the concrete of the cow platform in the parlour and in other areas where cows contact bonded stabling or feeding or water devices. The mesh is bonded to the neutral, thereby raising all contact to the potential grids of the neutral and eliminating exposure to stray voltage. Equi-potential grids are required in new milking parlour construction under the Canadian Electric Code and are included in Canada Plan Service milking parlour plans. The grid offers the added advantage of improving system grounding and eliminating electric shock hazard for livestock on the grid from all sources including lightning.

#### Stray Voltage Response Procedure

If you think you have a stray voltage problem, call Innisfil Hydro Customer Service at (705) 431-4321 to set up an appointment. It is estimated that Innisfil Hydro requires five business days or less following receipt of a complaint or inquiry to contact the livestock farm customer for scheduling a site visit for the purpose of initiating an investigation.

## Stray Voltage...cont’d

Information required from the livestock farm customer includes:

1. Are there any of the following symptoms noticed for dairy cows?

- Reluctance to enter milking parlour
- Reduced water or feed intake
- Lowered milk production
- Nervous or aggressive behaviour

- Uneven and incomplete milkout
- Increased mastitis
- Reduced growth

2. Any recent changes to electrical circuits, motors or hardware?

3. Any recent changes or additions to barn operations?

4. Any history of past precedence of stray voltage problems?

For additional information on the effects of stray voltage on livestock see: Appendix H, Ontario Energy Board’s Distribution System Code [http://www.ontarioenergyboard.ca/OEB/\\_Documents/Regulatory/Distribution\\_System\\_Code\\_AppH.pdf](http://www.ontarioenergyboard.ca/OEB/_Documents/Regulatory/Distribution_System_Code_AppH.pdf) Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA) <http://www.omafra.gov.on.ca/english/livestock/dairy/facts/strayvol.htm>

## New Customer Service Rules for Residential Customers.....

The Ontario Energy Board has made significant changes to how Local Distribution Companies (LDC’s) serve their customers. Below is a summary of some of these new rules.

Security deposits must be applied against any arrears and be insufficient to cover any amounts owing before a disconnection notice can be issued to a residential customer. When a security deposit has been applied against any arrears, the customer may have to repay the security deposit and be allowed to repay in equal installments over at least six months

LDC’s must make Arrears Management Programs (AMP) available to any residential customer unable to pay their electricity charges.

Customers may be required to make a down payment of up to 15% of the arrears plus any accumulated late payment charges (not including other service charges such as reconnection charges) when entering into an AMP. If a customer owes less than twice their average monthly bill after applying the security deposit and down payment, the minimum length of time to pay the remaining amount is five months. Customers on the AMP must pay the full amount of their current bill each month in addition to their AMP installment each month.

If a customer owes more than twice their average monthly bill after applying the security deposit and down payment, the minimum length of time to pay the remaining amount is 10 months. Distributors can cancel the agreement if a customer defaults on the arrears payment or current bill payment more than once.

All customers must receive 10 days notice before being disconnected for non-payment.

If, during the disconnection notice period, a registered charity, government agency or social service agency advises a distributor they are assessing whether a residential customer is eligible for bill payment assistance, the distributor must suspend disconnection action for a period of 21 days after receiving notification from the agency.

## New Customer Service Rules for Residential Customers.....cont’d

Disconnection notices sent to residential customers must contain prescribed information, such as the earliest and latest date disconnection may occur, the forms of payment a customer may use, that a Board-prescribed Arrears Management Program is available, and that a disconnection may take place whether or not the customer is home at the time.

Residents who have provided documentation from a physician that disconnection will pose a significant health risk, must receive 60 days notice before being disconnected for non-payment.

## Phone System Changes coming soon...

Due to increased demand on both our physical and human resources, we are making some changes and adding additional features and customer services tools to serve you more efficiently.

In order to meet the timelines required in the new customer service rules outlined above, we will be phasing out our mailed “reminder notice” and replacing it with an automated phone message to customers whose current bill is not paid by the due date. We will also be using automated phone message to advise customers of pending disconnection 48 hours in advance of a service interruption.

By late March or early April 2011, we also plan to commence using an automated attendant to answer our customer calls. We will make it as ‘user friendly’ an experience as possible, with ready access to our Customer Service Staff. Should all available staff be assisting other customers when you call, we are also adding new ‘self service’ features that will provide customers with access to their account information, similar to what we already provide to customers with ‘web access’ to their account.

We thank you in advance for your patience during the implementation and transition to these new customer service tools.

## Energy Consumer Protection Act 2010...

There have been many changes to how electricity retailers interact with their present and potential customers effective January 1, 2011. They include:

#### Know Your Rights...

Retailers must provide residential and small business consumers with a one-page Disclosure Statement that gives basic information about electricity contracts to help consumers make better informed decisions about what signing a contract means.

**Here are some of the things the Disclosure Statement points out for new contracts:**

- There is **no guarantee of savings** if you sign a contract.
- A contract is only for the electricity you use. You will **continue to pay delivery charges, regulatory charges and the debt retirement charge** whether or not you sign a contract.
- If you change your mind, you can cancel the contract within 10 days. You will **not** have to pay a **cancellation fee** and your electricity service will continue without interruption.
- You can also cancel a contract without penalty up to 30 days after you receive your first electricity bill under the contract. You will have to pay that bill, but you will **not have to pay a cancellation fee**.

## Energy Consumer Protection Act 2010...cont’d

- You will be switched back to your Local Distribution Company (LDC) for your electricity supply without any interruption in service.

*Read the entire Disclosure Statement, available on the OEB’s website at [www.ontarioenergyboard.ca/OEB/Consumers](http://www.ontarioenergyboard.ca/OEB/Consumers) in English, French and 11 other languages.*

## Global Adjustment and Retail Contracts...

If you are buying your electricity from your LDC, your electricity price already includes your share of certain electricity-related costs referred to as the Global Adjustment (called the Provincial Benefit prior to Jan. 1, 2011).

If you switch to a retailer, you will have to pay your share of the Global Adjustment in **addition to the contract price**.

The Global Adjustment will appear as a new separate line on your utility bill.

### What is the Global Adjustment (formerly shown on customer bills as “Provincial Benefit”)?

The Global Adjustment ensures reliability by providing adequate generating capacity for Ontario. It accounts for differences between the spot market price and the rates paid to regulated and contracted generators. As a result, its value may be positive or negative, depending on the fluctuation of prices in the spot market.

The rate is set to reflect the difference between the spot market price and:

- The regulated rate paid to Ontario Power Generation’s baseload generating stations;
- Payments made to suppliers that have been awarded contracts through the Ontario Power Authority. These include new gas-fired facilities, renewable facilities (like wind farms and solar generators) and demand response programs; and
- Contracted rates paid to Non-Utility Generators.

### Who is affected by the Global Adjustment?

This adjustment applies to business customers who pay the spot market price and customers who have signed a contract with a licensed electricity retailer. It appears as a separate line on the bill. For customers who pay the Regulated Price Plan, it is factored into the rate set by the Ontario Energy Board, and does not appear as a separate line item.

### Why does the Global Adjustment vary from month to month?

The Global Adjustment has increased and decreased in response to changes in the spot market prices. In 2010, and so far in 2011, the spot market price has been unusually low. This has been a result of low demand (due to the economy and the weather) and good availability of generation. The Global Adjustment has been higher in order to cover the additional costs of the contracted and other regulated generation. Once both costs are factored together - the wholesale price of electricity has remained reasonably constant.

**“Planning to dig? Call us for a locate of your underground distribution cables first.”**