

## *SPECIAL EDITION*

### *New Rates - May 1 & July 1, 2010*

Orillia Power received Ontario Energy Board (OEB) approval for changes to its distribution rates in its first full rate proceeding since 2006.

The average impact across all customers is 3% on the total bill. In Orillia, residential customers with an average monthly consumption of 800 kilowatt hours will experience an overall increase before tax of \$2.81 per month or approximately 3%.

General Service customers with demand less than 50 kW and an average monthly consumption of 2,000 kilowatt hours will experience an overall increase before tax of \$8.17 per month or 3.6%.

Orillia Power continues to preserve legacy generation benefits from which savings are passed through to its customers in the form of 30% lower transmission and debt retirement charge rates compared to other distribution companies. The reduction in

transmission and debt retirement charges on an 800 kWh per month residential bill equates to \$4.23 in savings per month.

However, events beyond Orillia Power's Control—the OEB's recently announced Regulated Price Plan (RPP) prices and the Province's HST announcement will have far more impact. RPP prices will increase to 6.5 cents per kilowatt hour up to a threshold of 600 kilowatt hours (750 kilowatt hours for non-residential consumers) per month and 7.5 cents per kilowatt hour above that for all consumers in Ontario.

Changes to the two-tier prices of the RPP plan on the "electricity" line of your bill will result in an 800 kWh per month residential customer experiencing an increase of 8% on the total bill as of May 1.

Those consumers who purchase their electricity from a retailer will continue to pay the retailer con-

tract price.

The further affect of the Harmonized Sales Tax (HST) announcement to be effective in July of this year will impact total customer bills by a further 8%. Certain purchases including electricity and heating fuels that were once only subject to GST will now be charged the new combined HST on consumption effective July 1, 2010.

The HST on a typical residential customer bill using 800 kWh per month will increase by approximately \$7.85 per month

The combination of these three increases will affect the average residential customer bill by 20% (of which OPDC is only accountable for 3%).

It needs to be emphasized that both of these latter two charges are totally beyond the control of Orillia Power.

# IMPORTANT NOTICE TO OUR CUSTOMERS .....

## Understand your electricity options

Electricity retailers are currently soliciting Orillia Power customers with the option of purchasing electricity through fixed price contracts.

Customers have two options – continue with Orillia Power and pay the Regulated Price Plan (RPP) rates set by the Ontario Energy Board – the price you pay for electricity is the price Orillia Power pays; or, sign a contract with an electricity retailer for the purchase of electricity.

The Ontario Energy Board licences retailers, but does not regulate the prices they charge. Retailers are independent organizations, which are not part of Orillia Power

### ***What you should consider before signing an electricity contract with a retailer:***

- You may be approached by a door to door agent, direct mail, telephone or email. These agents may ask for personal information including billing information and buying habits.
- You should be very cautious about giving out any personal information to anyone who comes to your door, or contacts you by telephone, email or regular mail.
- You do not have to show your electricity bill to anyone, unless you agree to sign a contract.

- A door to door agent must have photo identification indicating what company they represent (**please note – Orillia Power does not solicit electricity contracts**).
- Retailers and their agents are required to follow a Code of Conduct established by the Ontario Energy Board.
- The retailer's contract price does not include the "Provincial Benefit" line which is an additional charge or credit on top of the contract price. The average Provincial Benefit for 2009 was a charge of 2.91 cents per kWh.
- Customers who pay the RPP rate through Orillia Power will not see the Provincial Benefit as a separate line item on their bill as it is factored into the RPP rate.
- If you sign a contract at your door, you have a 10-day cooling off period to review your decision.
- If you sign up with a retailer over the internet or through a direct mail solicitation, you DO NOT have the benefit of a 10-day cooling off period to review your decision.
- The final choice is yours. Take time to review and compare prices. Don't rush or feel pressured into making a decision.

Regardless of your choice, Orillia Power will continue to deliver electricity to your home or business.

To find out more about your electricity price options and your rights and obligations under electricity retail contracts visit the Ontario Energy Board website at [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca).

***“INVEST IN TOMORROW -  
PRACTICE SAFETY TODAY!”***

