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## What's New?

### Time-of-Use (TOU) Pricing

Like all local electrical distribution companies in Ontario, Orillia Power will be switching its customers to the government-mandated Time-of-Use (TOU) pricing in the coming months.

TOU prices are a province-wide initiative to promote conservation and a new way to help you manage your electricity use and costs, reduce the strain on the electricity system and help the environment.

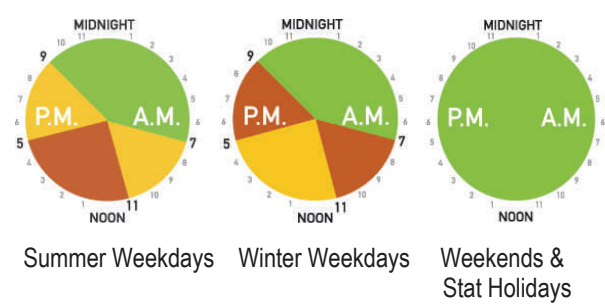
Orillia Power will be introducing TOU rates by the summer of 2011.

You will be notified 30 days in advance with an information package of when you'll begin to consume electricity on TOU prices. Once you have been notified of your switch to TOU prices, you'll be able to access your hourly electricity usage over the internet to better understand your electricity usage patterns.

With TOU pricing, electricity rates will vary, based on when it is used - time of day, by the day of the week (weekdays vs. weekends) and by season (winter or summer).

The purpose of TOU of pricing is to encourage consumers to shift some electricity use to off-peak hours..

### Time-of-Use (TOU) Rate Periods



- **Off-peak**—demand for electricity is low
- **Mid-peak**—demand for electricity is rising
- **On-peak**—demand for electricity is highest

## Electricity Retailers and you!

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

### What you should consider.....

- ◆ Be very cautious about giving out any personal information to anyone.
- ◆ You don't have to show your

electricity bill to anyone unless you agree to sign a contract.

- ◆ Agent must have photo ID—**Orillia Power does not solicit electricity contracts**
- ◆ Retailers price does not include "Provincial Benefit" 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

- ◆ The final choice is yours. Take time to review and compare prices. Don't rush or feel pressured into making a decision.

### Got a complaint...

- ◆ Contact the retailer first.
- ◆ Keep a detailed account, keep all documents together.
- ◆ If your supplier fails to resolve your complaint—you can contact the OEB Consumer Relations Centre at 1-877-632-2727 who will be able to advise you further.
- ◆ [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca)

## Breakdown of Cost & Percentage of Residential Bill - (based on 800 kWh per month)

As of July 1, 2010	Cost	Percentage of Total Bill
Distribution Charge **	\$11.76	10%
Service Charge **	\$14.47	13%
<b>Total OPDC Charges</b>	<b>\$26.23</b>	<b>23%</b>
Electricity Charge	\$57.37	51%
Delivery Charge	\$6.17	5%
Regulatory Charge	\$6.06	5%
Debt Retirement Charge	\$3.92	3%
HST	\$12.97	12%
<b>Total Collected &amp; Submitted to other parties</b>	<b>\$86.49</b>	<b>77%</b>
<b>Total Bill to Customer</b>	<b>\$112.72</b>	<b>100%</b>

\*\*Orillia Power Distribution Corporation (OPDC) is responsible for collecting your entire bill.

However, for the average monthly residential bill of 800 kWh, only 23% is directly related to OPDC Power charges.

OPDC uses these funds to build and maintain the power system within the City and carry out all company operations.

The remaining 77% is forwarded to other parties (the IESO, both Federal and Provincial governments) to pay for generation, transmission costs, regulatory and debt retirement charges and the HST.

## Energy Saving Tips

### TOP 10 WAYS TO SAVE MONEY ...

1. Use compact fluorescent light (CFL's) bulbs.
2. Install a programmable thermostat.
3. Remove/replace your old second energy guzzling refrigerator.
4. Wash your laundry in cold water.
5. Purchase appliances with the ENERGY STAR name and label.
6. Eliminate air leaks.
7. Install insulation.
8. Use motion sensor switches and timers.
9. Caulk & weather strip around your windows to prevent heat loss.
10. Use LED seasonal lighting.

### Update on Smart Meters

With over 90% of the smart meters installed in the City of Orillia, Orillia Power is currently gearing up for the testing stage for the transfer of data from your new smart meter.



For a time period before actually switching to the new TOU rates, customers will receive comparative bills showing the cost of electricity with the existing billing method together with the Time-of-Use billing rates.

Electricity rates are changing to reflect the true cost of producing electricity. Consumers can benefit by changing their electricity consumption to take advantage of the TOU rates. Orillia Power will be introducing TOU rates by the summer of 2011.

## Electrical safety tips anyone can follow...

Hundreds of electrical fires happen every year resulting in countless painful injuries and thousands of dollars of lost property, but by following these simple electrical safety tips at home, many hazardous situations can be avoided.

- ◆ Unplug unused appliances and stow cords safely out of reach.
- ◆ Keep combustible materials well away from all heat sources
- ◆ Check cords regularly
- ◆ Do not staple or nail cords in position at any time.
- ◆ Do not overload outlets with multiple adaptors or power strips
- ◆ Install ground fault interrupter outlets in areas near pools, crawlspaces, kitchens, bathrooms
- ◆ Keep all outlets covered with secure plates that cover all wiring.
- ◆ Use bulbs that have the correct wattage for each fixture.
- ◆ Never put water on an electrical fire—use a dry fire extinguisher or baking soda instead.



**Remember—  
electricity always  
takes the easiest path  
to the ground and we  
don't want that path  
to be you!**

