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New Consumer Protection Rules

New rules intended to ensure electricity retailers follow fair business practices and provide more information to residential and small business consumers took effect January 1, 2011.

- ◆ Retailers must provide you with a **DISCLOSURE STATEMENT** in plain language that gives basic information about electricity contracts.
- ◆ A retailer must provide a price comparison showing what your utility charges and the retailer's contract offer.
- ◆ You have additional rights to cancel a contract without penalty. Where cancellation fees apply, they are subject to a maximum set by law.
- ◆ Retailers must ensure their sales staff receive adequate training.

Know your Rights

Some 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.
- ◆ 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.** You will be switched back to your utility for your electricity supply without any interruption in service.
- ◆ If you agreed to renew or extend the contract, you can cancel either within 14 days without paying a cancellation fee.

Read the entire **DISCLOSURE STATEMENT**, available on the OEB's website at www.oeb.gov.on.ca/OEB/Consumers.

Global Adjustments & Retail Contracts

If you are buying your electricity from your utility, your electricity price already includes your share of certain electricity-related costs referred to as the Global Adjustment (formerly Provincial Benefit). If you switch to a retailer, you will have to pay your share of the Global Adjustment **in addition to the contract price.**

Ontario Clean Energy Benefit

The Ontario government has announced the Ontario Clean Energy Benefit will provide customers a 10 per cent rebate on the total cost of electricity charges related to electricity consumption on their bills, including HST.

Eligible customers (residential and small business general service with less than 50 kW demand) will see the Ontario Clean Energy Benefit on bills that include consumption after January 1, 2011. If the consumption period on your bill straddles January 1, 2011, the rebate will be pro-rated..

The Ontario Clean Energy Benefit applies a 10 percent rebate to the following charges: Electricity, Delivery, Regulatory Charges, the Debt Retirement Charge, Provincial Benefit/Global Adjustment (if applicable) and HST.

The Benefit **does not** apply to late payment charges, security deposits, new connection charges, past due charges and any rental charges (e.g. sentinel lights or poles).

The Benefit will appear as a separate line item on your bill and it will be called "Ontario Clean Energy Benefit (-10%)".

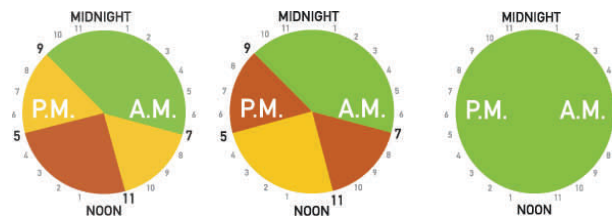
This rebate will be in effect for five years until December 31, 2015.

Update on Smart Meters

- Over 90% of all Orillia Power customers now have a smart meter at their home.
- The target date for changing to Time-of-Use (TOU) rates is mid June 2011. Notices will be sent out prior to the switch-over.
- A special insert comparing the current conventional billing and the time-of-use billing will be provided prior to the implementation of the TOU rates.
- Orillia Power customers will also be able to access their hourly consumption information and rates through a website with registered user accounts.
- With the new smart meters, instead of a single meter read per month, there will be hourly reads sent from each smart meter to the main Independent Electricity System Operator computer where the data will be checked, processed and then sent back to Orillia Power for billing to the customer.






Time-of-Use (TOU) Rate Periods



Summer Weekdays

Winter Weekdays

Weekends & Stat Holidays

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

Energy Saving Tips

On average, we spend about 60% of our energy dollars on heating. There are many small and inexpensive things you can do that can help keep the heat in and the cold winter air out!

- ◆ Sweaters are very cozy. Reach for a sweater and fuzzy slippers instead of cranking up the heat!
- ◆ Don't heat the street! Don't stand talking at the door with it open.
- ◆ Don't light up a whole room if you only need a corner to read the newspaper. Switch to compact fluorescent light bulbs.
- ◆ Close doors and shut off registers in rooms that are not used.
- ◆ Cold windows? Heavy blinds or drapes help keep the cold out and the heat in. Open the blinds on sunny days, but make sure to close them at night.
- ◆ Block those drafts - caulk and weather strip around windows and doors, outlets and switches.
- ◆ Use small appliances such as a microwave, slow cooker, electric kettle or toaster oven instead of the stove.
- Take short showers instead of baths. A five-minute shower uses about half as much water as a bath. Install low-flow shower heads.
- Take clothes out of the dryer and fold them while they are still warm to prevent wrinkling; your iron uses a lot of energy.
- Clean and/or replace your air filter on the furnace regularly to help your furnace run more efficiently.
- Turn down your thermostat a couple of degrees at night and when you are away.
- Defrost your freezer regularly to keep it working at its best.

**LEARN FROM YESTERDAY WHEN
PLANNING FOR TOMORROW!**

Safety.....

Being safe when using electrical appliances, extension cords, light bulbs and other equipment is easy, and safety tips should be included in household rules and behavior expectations for all members of the family. It only takes one mistake to spark an electrical fire, but simple prevention measures can be effective solutions.

- Appliances that generate heat, such as clocks, televisions and computer monitors, should be given several inches of clearance all around for good air circulation and cooling.
- Cords should be firmly plugged into outlets - if the cord is loose and can pull out easily, choose a different, more snug outlet.
- Do not overload outlets with multiple adaptors or power strips - relocate cords instead.
- Always screw bulbs in tightly - a loose bulb can cause sparks or shorts.
- Know where fuse boxes and circuit breakers are located as well as how to properly operate them.
- Never touch anyone who is being shocked - the shock can spread through body contact.
- Do not approach a downed power line to see if it is live - it may give no signs that can be easily observed, but it is just as deadly. Contact Orillia Power if you see a downed line.

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



Energizing Our Community

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