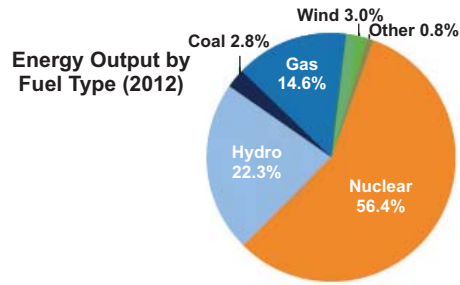


### Supply Mix...



**Installed Capacity:** There is 35,858 MW of installed generation in Ontario's electricity market. The amount of generation actually available at any one time is dependent on outages and the capacity factor of certain forms of supply.



### Ontario One Call...

Innisfil Hydro will be partnering with Ontario One Call, per provincial legislation, for the processing of all locate requests starting June 10, 2013. This new process will help our residents by reducing the number of calls they have to make before digging. **Starting on 10-June-2013 all underground locate requests must be called into 1-800-400-2255 or submitted via an e-ticket at [www.on1call.com](http://www.on1call.com).** Ontario One Call is open 24 hours a day seven days a week.

## Remember to call before you dig



### To request a free underground cable locate:

- call Ontario One Call at 1-800-400-2255 or
  - submit an e-ticket at [www.on1call.com](http://www.on1call.com)
- Ontario One Call is open 24 hours a day, seven days a week. Please provide at least five working days notice.

### 2013 Forestry Program...

During 2013, tree trimming will be undertaken in the following areas:

Sandy Cove Acres, North and South;  
 Mapleview Dr. east of 20 Side Road to Lake Simcoe  
 25 Side Road from Mapleview to the 13th Line;  
 Glenhaven Beach and Big Bay Point east of Grove Place to Lake Simcoe;  
 Innisfil Beach Road from Willard east to Lake Simcoe and north to the 9th Line;  
 Innisfil Beach Road from St. John's Road south to Vicrol Drive and east to Lake Simcoe;  
 Hwy. 89 from 10 Side Road to 14th Line and east to Lake Simcoe.

### Electrical Safety...

Help your kids stay safe. Take a few minutes to go over these electrical safety "Do's and Don't's" with your kids - it could help prevent serious injuries or even save lives

#### Do's

- ✓ Keep away from outdoor areas marked with signs that say "Danger" or "Danger High Voltage."
- ✓ Look up for hydro wires running through or beside trees before you climb.
- ✓ Stay clear of overhead power lines and wires.
- ✓ Respect utility electrical equipment.
- ✓ Fly kites, balloons and model airplanes in wide-open spaces, away from power lines.
- ✓ Always try to get inside a building or a car during a lightning storm.

#### Don'ts

- ✗ Don't play near electrical stations, equipment, wires, hydro towers or utility poles.
- ✗ Don't climb or play in trees where there are overhead wires nearby.
- ✗ Don't touch an overhead wire with a pole, stick or other object. Electricity could travel down that object and cause a shock that could kill you.
- ✗ Don't throw anything at wires or electrical equipment and don't fasten things to utility poles. Damaged equipment can be very dangerous.
- ✗ Don't fly kites or other toys near overhead power lines or substations. A string or line that contacts electrical equipment or a power line can cause a shock that could kill you.
- ✗ Don't stay outside when there's lightning. Avoid wide open spaces and tall trees. If you're swimming, get out of the water.

### 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.

### 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, access your smart meter data, initiate a service order for a move-in/move-out request or just send us your comments and YOU CAN SIGN UP FOR E-BILLING.



This newsletter is a publication of  
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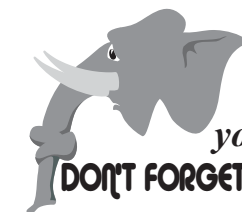
# SPRING/SUMMER 2013



## What's Inside?

- 2013 Rates - Distribution, Transmission, Regulatory, Miscellaneous and Commodity
- Global Adjustment
- Supply Mix
- Ontario One Call
- 2013 Forestry Program
- Electrical Safety
- Customer Communication Options

### Energy Conservation....



Even 2 degrees can make a difference on your electricity bill!!

**DON'T FORGET**

## 2013 Schedule of Rates and Charges

Effective Date: May 1, 2013

### Distribution Rates

(charges to distribute electricity within Innisfil)

<b>Residential</b>	
Service Charge	\$ 19.91
Rate Rider for Disposition of Residual Historical Smart Meter Costs - effective until April 30, 2014	\$ 0.27
Rate Rider for Smart Meter - Stranded Meter effective until April 30, 2015	\$ 0.83
SME Charge effective until October 31 2018	\$ 0.79
Distribution Volumetric Rate	\$/kWh 0.0178
Low Voltage Service Rate	\$/kWh 0.0022
Rate Rider for Deferral/Variance Account Disposition (2012) - effective until April 30, 2014	\$/kWh (0.0032)
Rate Rider for Deferral/Variance Account Disposition (2013) - effective until April 30, 2014	\$/kWh (0.0020)
Rate Rider for Global Adjustment Sub-Account Disposition (2012) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kWh (0.0002)
Rate Rider for Global Adjustment of Sub-Account Disposition (2013) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kWh (0.0062)
<b>General Service &lt;50kW</b>	
Monthly Service Charge	\$ 32.83
Rate Rider for Disposition of Residual Historical Smart Meter Costs - effective until April 30, 2014	\$ 0.92
Rate Rider for Smart Meter - Stranded Meter - effective until April 30, 2015	\$ 3.53
SME Charge - effective until October 31, 2018	\$ 0.79
Distribution Volumetric Rate	\$/kWh 0.0080
Low Voltage Service Rate	\$/kWh 0.0020
Rate Rider for Deferral/Variance Account Disposition (2012) - effective until April 30, 2014	\$/kWh (0.0026)
Rate Rider for Deferral/Variance Account Disposition (2013) - effective until April 30, 2014	\$/kWh (0.0020)
Rate Rider for Global Adjustment Sub-Account Disposition (2012) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kWh (0.0002)
Rate Rider for Global Adjustment Sub-Account Disposition (2013) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kWh 0.0062
<b>General Service &gt;50kW</b>	
Service Charge	\$ 144.98
Distribution Volumetric Rate	\$/kW 2.9773
Low Voltage Service Rate	\$/kW 0.7883
Rate Rider for Deferral/Variance Account Disposition (2012) - effective until April 30, 2014	\$/kW (0.7860)
Rate Rider for Deferral/Variance Account Disposition (2013) - effective until April 30, 2014	\$/kW (0.6800)
Rate Rider for Global Adjustment Sub-Account Disposition(2012) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kW (0.0632)
Rate Rider for Global Adjustment Sub-Account Disposition (2013) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kW 2.1298
<b>Unmetered Scattered Loads</b>	
Service Charge (per connection)	\$ 10.11
Distribution Volumetric Rate	\$/kWh 0.0170
Low Voltage Service Rate	\$/kWh 0.0020
Rate Rider for Deferral/Variance Account Disposition (2012) - effective until April 30, 2014	\$/kWh (0.0036)
Rate Rider for Deferral/Variance Account Disposition (2013) - effective until April 30, 2014	\$/kWh (0.0020)
Rate Rider for Global Adjustment Sub-Account Disposition of (2012) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kWh (0.0002)

## 2013 Schedule of Rates & Charges...cont'd

### Unmetered Scattered Loads... Cont'd

Rate Rider for Global Adjustment Sub-Account Disposition (2013) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kWh 0.0062
<b>Sentinel Lights</b>	
Service Charge (per connection)	\$ 10.71
Distribution Volumetric Rate	\$/kW 48.7891
Low Voltage Service Rate	\$/kW 0.6065
Rate Rider for Deferral/Variance Account Disposition (2012) - effective until April 30, 2014	\$/kW (1.3065)
Rate Rider for Deferral/Variance Account Disposition (2013) - effective until April 30, 2014	\$/kW (0.7056)
Rate Rider for Global Adjustment Sub-Account Disposition (2012) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kW (0.0656)
Rate Rider for Global Adjustment Sub-Account Disposition (2013) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kW 2.2100
<b>Street Lighting</b>	
Service Charge (per connection)	\$ 5.47
Distribution Volumetric Rate	\$/kW 37.8268
Low Voltage Service Rate	\$/kW 1.6331
Rate Rider for Deferral/Variance Account Disposition (2012) - effective until April 30, 2014	\$/kW (0.9549)
Rate Rider for Deferral/Variance Account Disposition (2013) - effective until April 30, 2014	\$/kW (0.6594)
Rate Rider for Global Adjustment Sub-Account Disposition (2012) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kW (0.0613)
Rate Rider for Global Adjustment Sub-Account Disposition (2013) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kW 2.0655
<b>microFIT Generator</b>	
Service Charge	\$ 5.40
<b>Specific Service Charges</b>	
<b>Customer Administration</b>	
Arrears Certificate	\$ 15.00
Easement Letter	\$ 15.00
Credit reference/credit check (plus credit agency costs)	\$ 15.00
Account set up charge/change occupancy charge (plus credit agency costs if applicable)	\$ 30.00
Returned Cheque (plus bank charges)	\$ 15.00
Meter dispute charge plus Measurement Canada fees (if meter found correct)	\$ 30.00
Special meter reads	\$ 30.00
<b>Non-Payment of Account</b>	
Late Payment - per month	1.50%
Late Payment - per annum	19.56%
Collection of account charge - no disconnection	\$ 15.00
Collection of account charge - no disconnection - after regular hours	\$ 165.00
Disconnect/Reconnect at Meter - during regular hours	\$ 40.00
Disconnect/Reconnect at Meter - after regular hours	\$ 185.00
Disconnect/Reconnect at Pole - during regular hours	\$ 185.00
Disconnect/Reconnect at Pole - after regular hours	\$ 415.00
Install/Remove load control device - during regular hours	\$ 40.00
Install/Remove load control device - after regular hours	\$ 185.00
Temporary service install and remove - overhead - no transformer	\$ 500.00
Temporary service install and remove - underground no transformer	\$ 300.00
Temporary service install and remove - overhead with transformer	\$ 1,000.00
Specific Charge for Access to the Power Poles - per pole/year	\$ 22.35

## 2013 Schedule of Rates & Charges...cont'd

### Allowances

Transformer Allowance for Ownership - per kW of billing demand/month	\$/kW ( 0.60)
Primary Metering Allowance for transformer losses - applied to measured demand and energy	% ( 1.00)

### Loss Factor

Total Loss Factor - Secondary Metered Customer < 5,000 kW	1.0723
Total Loss Factor - Primary Metered Customer < 5,000 kW	1.0616

### Retail Transmission Rates

(Charges to transmit electricity to Innisfil)

<b>Residential</b>	
Retail Transmission Rate - Network Service Rate	\$/kWh 0.0061
Retail Transmission Rate - Line & Transmission Connection Service Rate	\$/kWh 0.0044
<b>General Service &lt;50 kW</b>	
Retail Transmission Rate - Network Service Rate	\$/kWh 0.0055
Retail Transmission Rate - Line & Transmission Connection Service Rate	\$/kWh 0.0041
<b>General Service 50 to 4999kW with no interval meter</b>	
Retail Transmission Rate - Network Service Rate	\$/kW 2.2449
Retail Transmission Rate - Line & Transmission Connection Service Rate	\$/kW 1.5804
<b>General Service 50 to 4999kW with an interval meter</b>	
Retail Transmission Rate - Network Service Rate	\$/kW 2.1743
Retail Transmission Rate - Line & Transmission Connection Service Rate - Interval Metered	\$/kW 2.3174
<b>Unmetered Scattered Load</b>	
Retail Transmission Rate - Network Service Rate	\$/kW 0.0055
Retail Transmission Rate - Line & Transmission Connection Service Rate	\$/kW 0.0041
<b>Sentinel Lighting</b>	
Retail Transmission Rate - Network Service Rate	\$/kW 1.7016
Retail Transmission Rate - Line & Transmission Connection Service Rate	\$/kW 1.8112
<b>Street Lighting</b>	
Retail Transmission Rate - Network Service Rate	\$/kWh 1.6930
Retail Transmission Rate - Line & Transmission Connection Service Rate	\$/kWh 1.2216

### Other Regulated Rates

Wholesale Market Service Rate	\$/kWh 0.0044
Rural Rate Protection Charge	\$/kWh 0.0012
Standard Supply Service - Administrative Charge (if applicable)	\$ 0.25

### Debt Retirement Charge

	\$/kWh 0.0070
--	---------------

### Electricity Commodity Rates

(Standard Supply Service)

<b>Residential</b>		
<i>Effective May 1st 2013</i>	On-peak	\$/kWh 0.1240
Time-of-use pricing	Mid-peak	\$/kWh 0.1040
	Off-peak	\$/kWh 0.0670
	1st 600 kWh	\$/kWh 0.0780
	Balance	\$/kWh 0.0910
<b>General Service &lt;50 kW and Designated</b>		
<i>Effective May 1st 2013</i>	On-peak	\$/kWh 0.1240
Time-of-use pricing	Mid-peak	\$/kWh 0.1040
	Off-peak	\$/kWh 0.0670
	1st 750 kWh	\$/kWh 0.0780
	Balance	\$/kWh 0.0910

## 2013 Schedule of Rates & Charges...cont'd

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

Weighted Average Hourly Ontario Electricity Spot Market Price

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

Hourly Ontario Electricity Spot Market Price

### Sentinel Lighting

<i>Effective May 1st 2013</i>	1st 750 kWh	\$/kWh 0.078
	Balance	\$/kWh 0.091

### General Service Unmetered

<i>Effective May 1st 2013</i>	1st 750 kWh	\$/kWh 0.078
	Balance	\$/kWh 0.091

## Global Adjustment....

The Global Adjustment (GA) is the difference between the total payments made to certain contracted or regulated generators/demand management projects, and market revenues.

The Total GA is calculated each month by taking into account the following components:

- Contracts for generators including non-utility generators (NUG) administered by the Ontario Electricity Financial Corporation,
- Ontario Power Generation's nuclear and baseload hydroelectric generation,
- Ontario Power Authority contracts with generators and suppliers of conservation services.

Depending on the type of customer, the Global Adjustment shows up on bills in different ways:

- Regulated Price Plan (RPP) customers (i.e. residential and small business) Regulated Price Plan (RPP) customers pay a fixed price for electricity and the Global Adjustment amounts are included in the RPP rate set by the Ontario Energy Board
- Retail Contract Customers Customers who have a retail contract pay the contract price for their electricity plus the Global Adjustment. This applies to all customers with a retail contract regardless of the size of the customer.
- Businesses or Organizations with Peak Demand Over 50kW and Under 5 MW (i.e. businesses who pay the market price for electricity) The Global Adjustment monthly rate is charged to businesses and organizations with peak demand over 50 kW and under 5 MW who do not have a retail contract.
- Businesses or Organizations with Peak Demand Over 5MW (Class A) Since January 1, 2011 customers with an average peak demand over 5 MW pay a portion of the monthly Global Adjustment total based on the percent they contribute to Ontario's five highest demand peaks in the previous year.

Find out more about the Global Adjustment on the IESO's website at [http://www.ieso.ca/imoweb/b100/b100\\_ga.asp](http://www.ieso.ca/imoweb/b100/b100_ga.asp)