

# CHAMBER PODCAST



# VISION - MISSION - VALUES



## OUR VISION

To be a leading provider of innovative services that satisfy the evolving needs of our customers.

## OUR MISSION

Efficiently delivering safe, reliable electricity and value-added services to our customers at a reasonable rate.

## OUR COMPANY VALUES



**Safety &  
Reliability**



**Innovation**



**Integrity**



**Customer  
Service**

# CUSTOMER CHOICE RATE PLAN



- Since the Spring of 2020, the Ontario Government has introduced COVID rate plans, as of November 1 Smart Metered customers will have the choice and flexibility of how they are billed.
- Effective November 1, customers (Residential and Small Commercial) on the Regulated Price Plan (RPP), NOT a fixed price contract with an Energy Retailer, have the choice between Time-of-Use (TOU) and Tiered pricing plans.
- The Ontario Government has implemented the choice to help families and small businesses better control their energy costs.
- Customers do not have to rush into a decision but can sign up anytime after November 1, 2020.
- Customers are not locked in and can switch plans at any time.

# TIME OF USE – TOU PRICING



- Rates are based on the time of day and day of the week the electricity is used.
- The three pricing “buckets” are: on-peak, mid-peak, and off-peak.
- Time of use rates and times change twice yearly (Spring May 1 and Fall Nov. 1).
- Winter TOU Pricing “buckets” Nov. 1 – Apr. 30:
  - Off Peak (7pm – 7 am and all day on weekends and holidays) 10.5 cents/kWh
  - Mid Peak ( 11am – 5pm) 15.0 cents/kWh
  - On Peak (7am – 11 am and 5pm – 7pm) 21.7 cents/kWh
- Summer TOU Pricing “buckets” May 1 – Oct. 31:
  - Off Peak (7pm – 7 am and all day on weekends and holidays)
  - Mid Peak (7am – 11 am and 5pm – 7pm)
  - On Peak ( 11am – 5pm)

# SAMPLE BILL - TOU



**OSHAWA PUC NETWORKS INC.**  
 100 Simcoe Street South, L1H 7M7 | www.opuc.on.ca  
 T: 905-723-4623 | F: 905-743-5222 | contactus@opuc.on.ca  
 OFFICE HOURS: 8:30 A.M. to 4:30 P.M. - MONDAY TO FRIDAY

SERVICE FOR  
 [REDACTED]

ACCOUNT NUMBER  
 [REDACTED]

DUE DATE  
 Oct 27, 2020

PRE-AUTHORIZED PAYMENT  
 [REDACTED]

Late payment – per month 1.50% (effective annual rate 19.56% or 0.04896% compounded daily rate)  
 Automatic withdrawal on Due Date

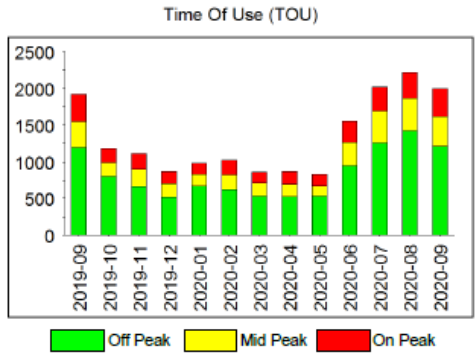
PLEASE RETURN THIS PORTION WITH PAYMENT

1195  
 [REDACTED] T102(J)  
 [REDACTED]  
 Oshawa ON [REDACTED]



Meter Number	Read Dates		Billing Days	Type	Readings		Mult	Usage		Units	Adjusted Factor
	Current	Previous			Current	Previous		Base	Adjusted		
[REDACTED]	2020-09-18	2020-08-18	31	Actual	113240	111336	1	1903.9900	1996.5200	kWh	1.04860

Customer Name: [REDACTED] Account Number: [REDACTED]  
 Service Address: [REDACTED]



Previous Balance  
 Payment Received - 2020-09-25 - Thank You [REDACTED]

**Balance Forward:** [REDACTED]

**Your Electricity Charges**

**Electricity**

On Peak TOU - Summer [REDACTED] [REDACTED]  
 Mid Peak TOU - Summer [REDACTED] [REDACTED]  
 Off Peak TOU - Summer [REDACTED] [REDACTED]

**Delivery** \$66.64

**Regulatory Charges** \$8.04

**HST** \$41.39

Ontario Electricity Rebate -\$101.25 CR

**Current Charges** \$258.54

**Total Amount Due** \$258.54

# TIERED RATES



- This price plan separates electricity consumption into two price tiers. Customers pay one rate up to a certain amount of usage and a higher rate for any electricity used over that threshold.
- These thresholds are set by the OEB.
- Rates and thresholds, like the TOU are also updated twice yearly.
- The “buckets” for this pricing plan for residential customers are:
  - Tier 1 – Usage up to 1,000 kWh/month Winter 12.6 cents/kWh
    - Spring 600 kWh/month
  - Tier 2 – Usage above the 1,000 kWh/month 14.6 cents/kWh
- The “buckets” for Small Commercial customers are:
  - Tier 1 – Usage up to 750 kWh/month 12.6 cents/kWh
  - Tier 2 – Usage above the 750 kWh/month 14.6 cents/kWh

# SAMPLE BILL – TIERED RATE PLAN



## OSHAWA PUC NETWORKS INC.

100 Simcoe Street South, L1H 7M7 | www.oshawapower.ca  
 T: 905-723-4623 | F: 905-743-5222 | contactus@oshawapower.ca  
 OFFICE HOURS: 8:30 A.M. to 4:30 P.M. - MONDAY TO FRIDAY

SERVICE FOR  
 [REDACTED]

ACCOUNT NUMBER  
 [REDACTED]

DUE DATE Aug 25, 2020

PRE-AUTHORIZED PAYMENT [REDACTED]

Late payment – per month 1.50% (effective annual rate 19.56% or 0.04896% compounded daily rate)  
 Withdrawn monthly on the 25th



PLEASE RETURN THIS PORTION WITH PAYMENT

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xx58(J)

Meter Number	Read Dates		Billing Days	Type	Readings		Mult	Usage		Units	Adjusted Factor
	Current	Previous			Current	Previous		Base	Adjusted		
[REDACTED]	2020-06-23	2020-05-21	33	CR	99213	99210	1	3.0000	3.1500	kWh	1.04880
[REDACTED]	2020-06-23	2020-05-21	33	CR	70811	69616	1	1195.0000	1253.0800	kWh	1.04880

Customer Name: [REDACTED] Account Number: [REDACTED]  
 Service Address: [REDACTED]

Previous Balance [REDACTED]  
 Payment Received - 2020-06-25 - Thank You [REDACTED]  
**Balance Forward:** [REDACTED]  
**Your Electricity Charges**

<b>Electricity</b>		
Block 1	[REDACTED]	1049.0200
Block 2	[REDACTED]	148.9800
<b>Delivery</b>		\$52.92
<b>Regulatory Charges</b>		\$5.16
<b>HST</b>		\$26.47
<b>Ontario Electricity Rebate</b>		-\$64.75 CR
<b>Current Charges</b>		\$165.34
<b>Account Balance</b>		[REDACTED]
<b>Budget Plan</b>		[REDACTED]

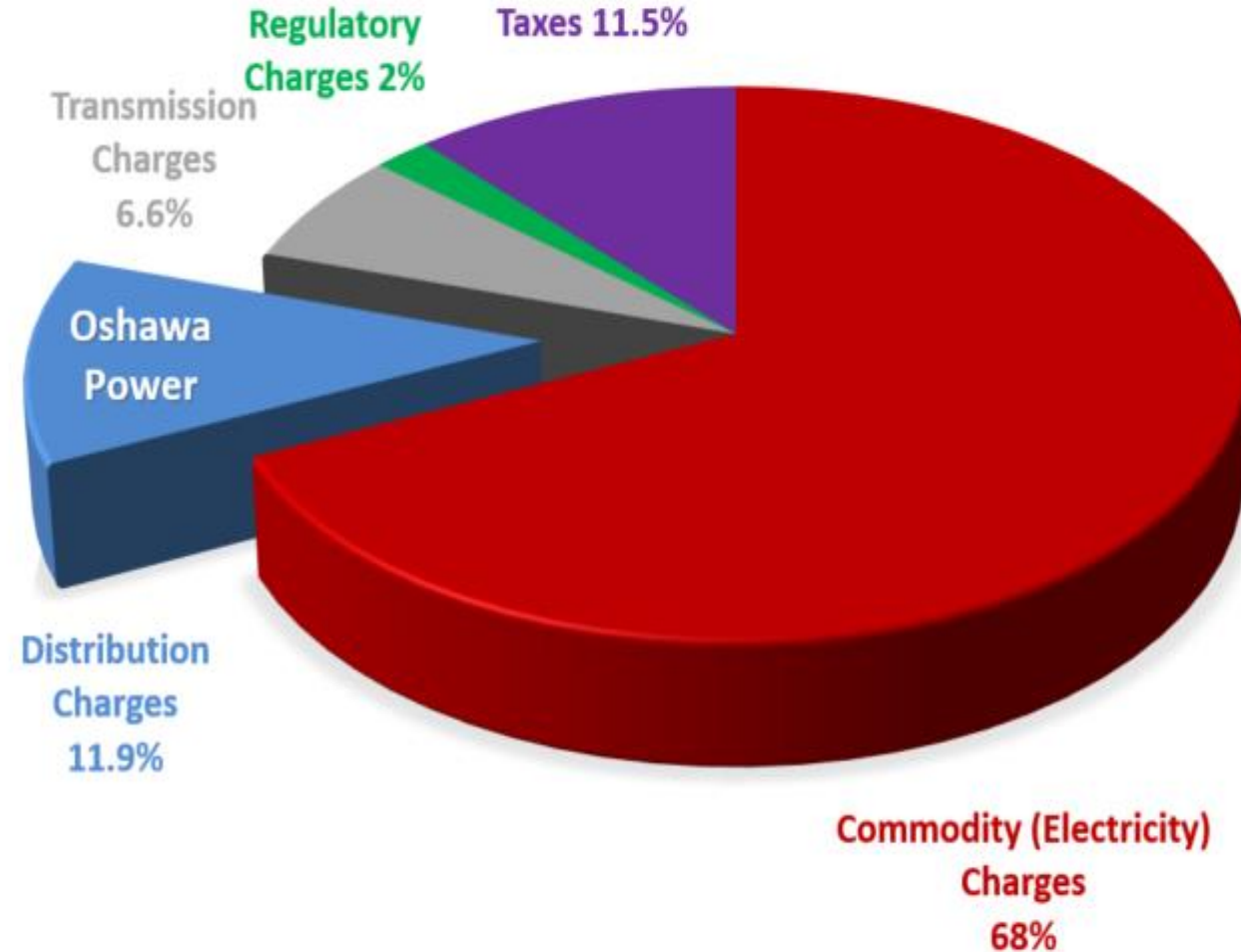
Read Date	Days	Usage kWh	Average kWh/Day
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

# Small Commercial Bill Breakdown



Oshawa Power retains approximately 12% of an average small commercial bill

Typical Electricity Bill for an Oshawa Small Commercial Customer



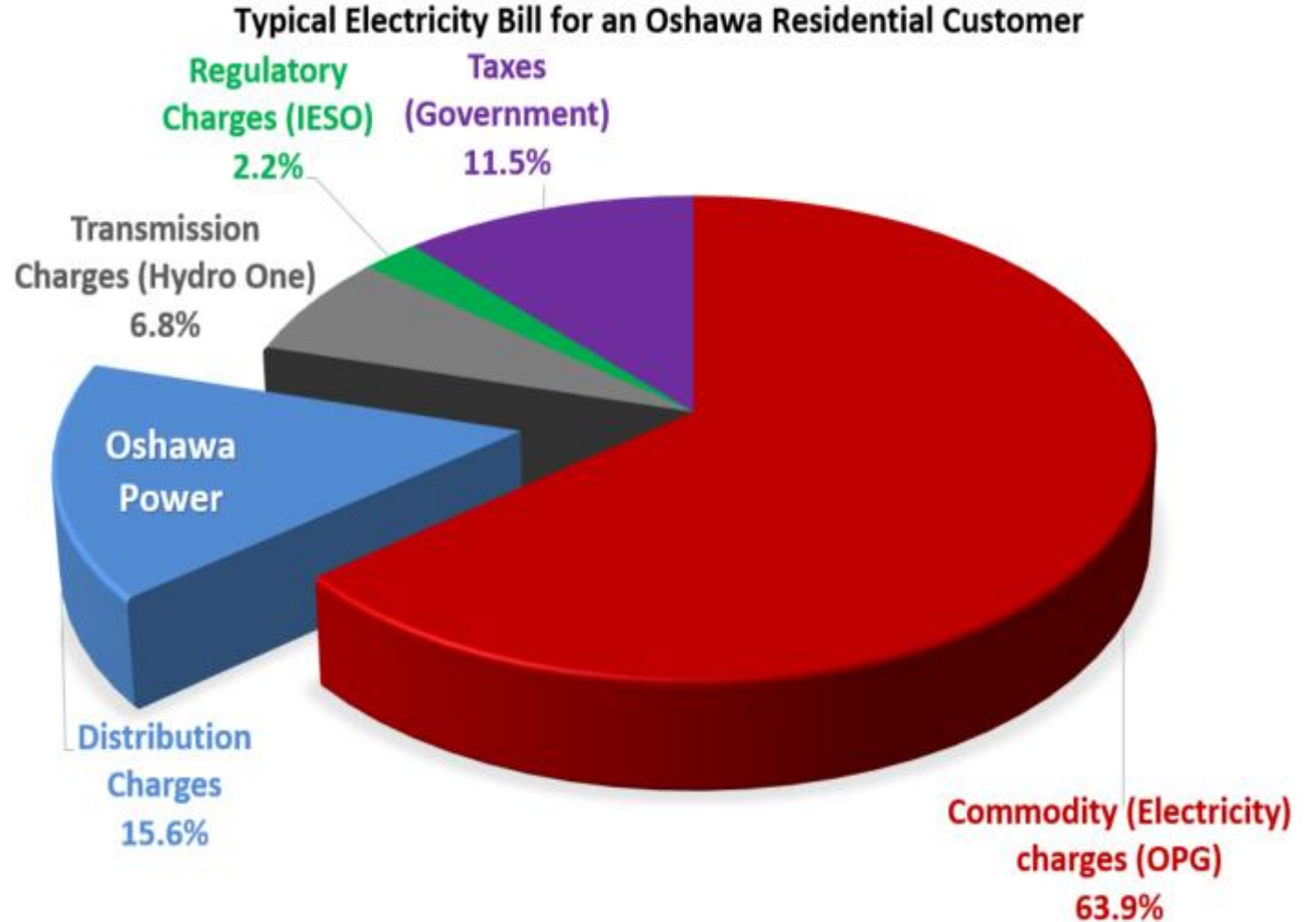
*\*Based on a typical small commercial average consumption of 2,500 kWh per month and does not include the 33.2% provincial rebate*



# Residential Bill Breakdown



Oshawa Power retains approximately 16% of an average residential bill



*\*Based on a typical residential consumption of 750 kWh per month and does not include the 33.2% provincial rebate*

# Conservation Incentives



## 1. OPUC Business Refrigeration Incentive (currently available):

- Businesses – General Service 250 kW and under
- Up-to \$2,000 in free upgrades to your refrigeration equipment, installed by a qualified third party
- **289-467-5055 | Ext: 225**

## • 2. IESO Small Business Lighting Incentive (currently available):

- Open to businesses 50 employees or fewer
- **Call 1-866-932-8283**

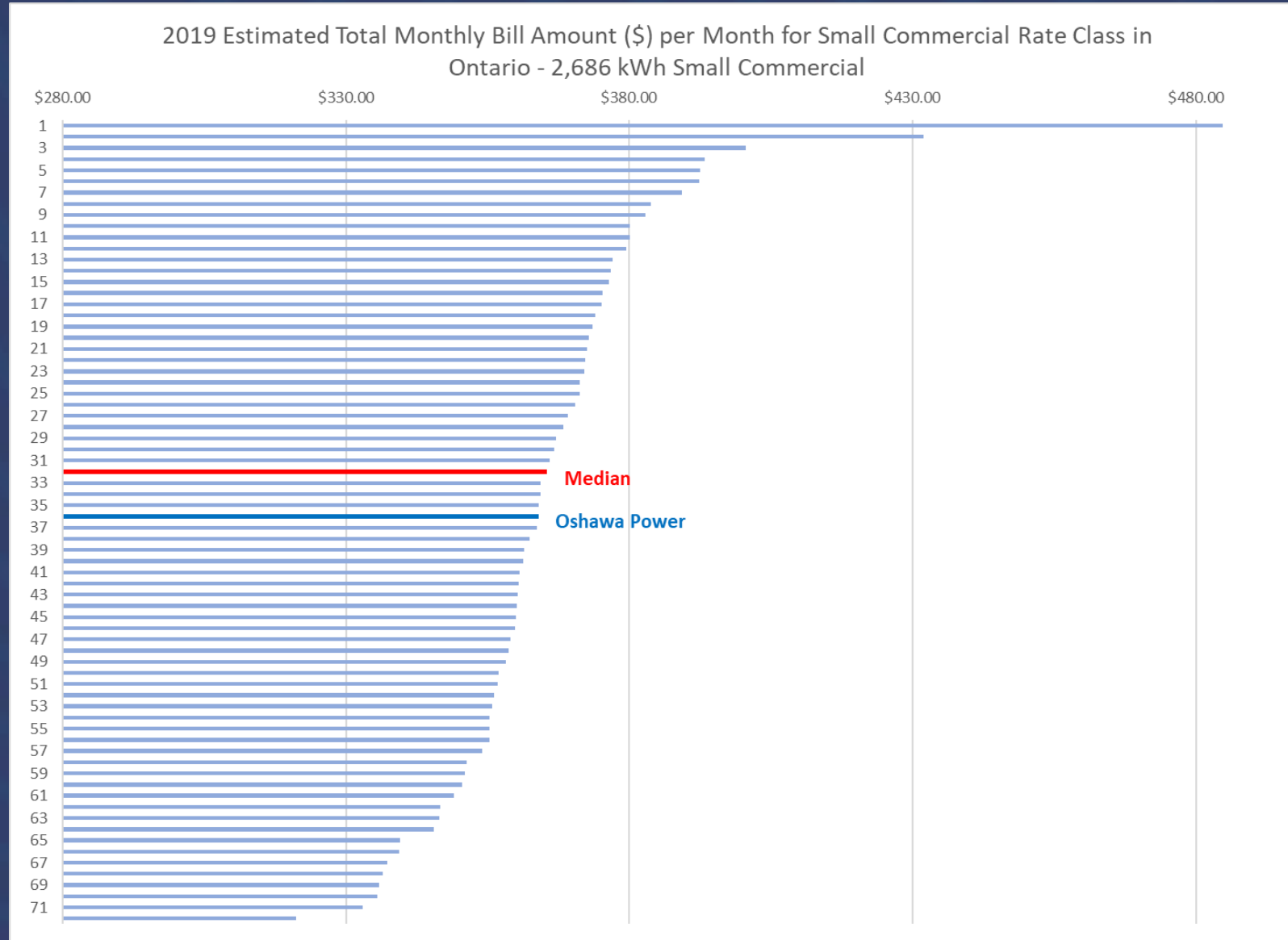
## 3. IESO Retrofit Program Incentive (limited availability):

- ~20% incentives on a wide range of energy efficient equipment
- Applications due December 4, 2020
- [www.saveonenergy.ca](http://www.saveonenergy.ca)

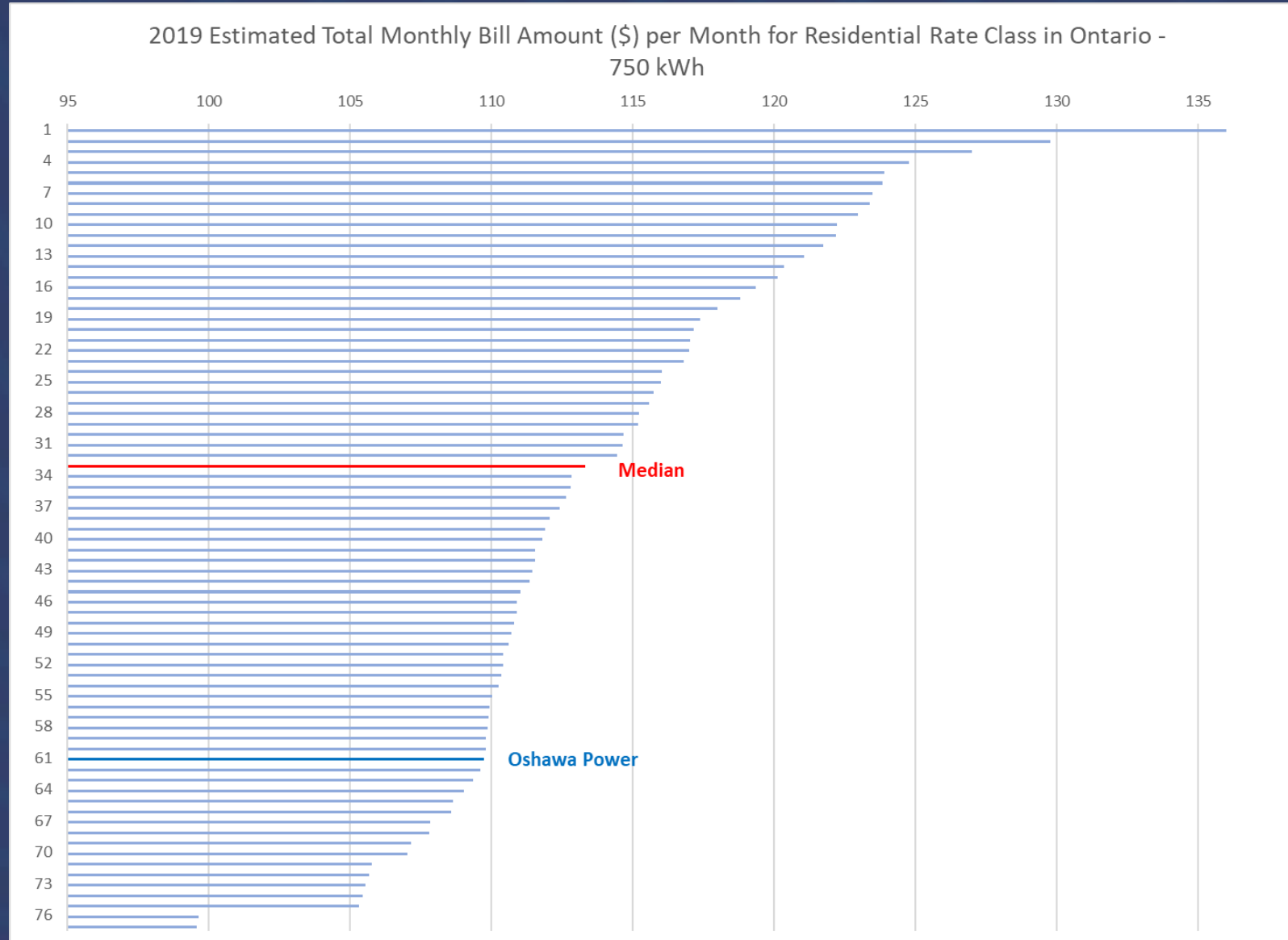
## 4. New Save On Energy programs (starting in January 2021):

- Details TBD

# Current Small Commercial Bill Comparison



# Current Residential Bill Comparison



## ***Am I eligible to choose my rate plan?***

- As long as you have a Smart Meter, are a small commercial (peak demand less than 50 KW) or residential customer, and are not under contract with an Energy Retailer

## ***What plan is right for me?***

- Only you can know for sure, but some considerations are:
  - How many hours a day does my business operate, and what are those hours?
  - What time of day does my business use the most electricity?

## ***What if I do nothing?***

- You will remain on TOU rates.

## ***Can I switch back if the new plan isn't working for me?***

- Yes, you can switch at any time, but it may take up to 2 billing cycles to reflect on your bill.

## ***How will I know if my price plan has been changed?***

- Oshawa Power will notify you by letter letting you know when the change will take effect OR why your request could not be processed;
- You will see the charges broken down on your bill.