

Meter Readings

Residential meters are read bimonthly and general service meters are read monthly. If the meter reader is unable to gain access to our meter, a card may be left for you to mail. You can also provide the reading by calling 346-4444 or submit it online at www.tbhydro.com.

When an actual reading cannot be obtained in time for billing, your bill will show an estimated reading. Estimated readings are based on past consumption patterns at your address. The estimated consumption will be adjusted on the bill following the next reading of your meter.

Payment Information

Please allow sufficient time for delivery if paying by mail, at a depot, by telephone or computer banking, or through a financial institution.

By Cheque

Please make your cheques payable to Thunder Bay Hydro and include your account number on the front. A service charge is applied for cheques returned by the customer's bank. Night deposit boxes are available at our office building at 34 North Cumberland Street and at City Hall.

Payment Depots

- Jane's Variety
- Provincial Credit Unions (James St. S. & St. Paul St.)
- Shoppers Drug Mart (Northwood)
- Superior Credit Unions (Arundel St., Syndicate Ave. S. & Algoma St.)
- Northern Credit Unions (Red River Rd. & Frederica St.)
- Winners Circle Rewards Desk

Automatic Bank Withdrawal

With Automatic Bank Withdrawal (ABW), your bill is paid on the due date automatically from your bank, trust company or credit union account. Any account with chequing privileges is eligible for this plan. To apply for ABW, just call our Customer Service Department at 343-1131.

ATM Machines & Telephone Banking

Payments can be made at participating banks, trust companies and credit unions.

Credit Card

To pay by credit card you may call 1-866-445-8941 or follow the links found at our website www.tbhydro.com. An additional fee will be applied.

Late Payment

A 1.5% (19.56% per annum) interest penalty is charged on all bills in arrears. Please allow sufficient time for mail delivery before the due date to avoid a late payment penalty. Arrears are subject to final notice and collection. Thunder Bay Hydro may discontinue service on accounts in arrears, and cannot be held responsible for any resulting loss, damage or inconvenience.

Moving - Please let us Know

We need at least 48 hours notice prior to cancellation of your account to allow time for a final meter reading. You will be responsible for consumption until a final reading has been obtained by our service staff. Call or visit our Customer Service Department to make these arrangements.

If you need to open a new hydro account, you will need to visit our Customer Service Department at 34 North Cumberland Street to sign a contract.

Going on Vacation?

If you are to be away when your bill is due, you can prepay your account to avoid the 1.5% late payment charge. The Automated Bank Withdrawal (ABW) plan is a convenient alternative as well.

GLOSSARY OF TERMS

Electricity

This is the cost of electricity supplied to you during this billing period and is the part of the bill that is subject to competition. The electricity consumed is multiplied by the adjustment factor*. Thunder Bay Hydro collects this money and pays this amount directly to our suppliers.

**When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business. The adjustment factor accounts for these losses.*

Delivery

These are the costs of delivering electricity from generating stations across the province to Thunder Bay Hydro then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles, and operate provincial and local electricity systems. A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use.

Regulatory Charges

Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid.

Debt Retirement Charge

The debt retirement charge pays down the debt of the former Ontario Hydro.

Provincial Benefit

The price of generation in Ontario is set by a competitive market. Certain generators receive payments through regulation or contract that differ from the market price. Your portion of the net adjustment arising from these different payments is included on your bill.

RPP Settlement

If you leave the Regulated Price Plan, you will receive or pay your share of the difference between the amount RPP consumers have paid for electricity and the amount that has been paid to generators.

Main Line	343-1111	After Hours Emergency Service	343-1002
Customer Service Department	343-1131	Cable Locating Service	343-1111