

## METER READINGS

Residential meters are read bimonthly and general service meters are read monthly.

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.

### Payment Depots

- Jane's Variety
- Provincial Credit Unions  
(James St. S. & St. Paul St.)
- Winner's Circle Rewards desk
- Northern Credit Unions  
(Red River Rd. & Frederica St.)
- Superior Credit Unions  
(Arundel St., Syndicate Ave. S. & Algoma St.)

### Pre-Authorized Debit

With the Pre-Authorized Debit (PAD) agreement, your bill is paid on the due date automatically from your bank, trust company or credit union chequing account. To apply for PAD, just call our Customer Service Department at 343-1131 or visit [www.tbhydro.com](http://www.tbhydro.com) for forms.

### 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](http://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. Thunder Bay Hydro may discontinue service due to nonpayment of accounts, 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.

## ELECTRONIC STATEMENTS

Access your statement from wherever you can access your email. Sign up for our Electronic Statement Service. Visit our website for more details.

## CONDITIONS OF SERVICE

Available online at [www.tbhydro.com](http://www.tbhydro.com) or upon request at Customer Services.

## 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 and include the costs associated with funding Ministry of Energy and Infrastructure conservation and renewable energy programs.

### 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.

## ONTARIO CLEAN ENERGY BENEFIT

The Ontario Government has taken 10% off your electricity bill to help you with the cost of building a clean energy future. Learn about the new Ontario Clean Energy Benefit:

[Ontario.ca/energyplan](http://Ontario.ca/energyplan) or 1-888-668-4636

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| Website                       | <a href="http://www.tbhydro.com">www.tbhydro.com</a> |
| Main Line                     | 343-1111   |
| Customer Service Department   | 343-1131   |
| After Hours Emergency Service | 343-1002   |
| Cable Locating Service        | 343-1111   |

**Please Let Us Know How We Can Serve YOU Better...**

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**Name & Phone Number (for response)** \_\_\_\_\_