



## **MEDIA RELEASE**

February 20, 2008  
For Immediate Release

### **Fake Thunder Bay Hydro Bills Used to Gain Access**

Thunder Bay, ON – Officials at Thunder Bay Hydro received dozens of phone calls from southward customers on Tuesday about individuals who they say are showing blank Thunder Bay Hydro Bills as ‘proof’ that they are from the local electricity distributor. This tactic is being used to get residents to provide account information that could be used to sign them up with an electricity retailer. This practice violates the retailer code of conduct and should be reported to the Ontario Energy Board.

“People are calling us about these visits but we have no ability to intervene once a contract has been entered into between a customer and a retailer,” says Tony Pecchia, Supervisor of Customer Service at Thunder Bay Hydro. “Our customers are concerned that they may have entered into a contract but they don’t have the company name, phone number or sales person’s name and ID number. Without this information, they have no way of taking action within the 10 day “cooling off” period to back out of this contract. We anticipate hearing from other customers who were unaware that showing their account information may have gotten them signed up with the retailer. They will only find out when they receive a bill with the new retailer pricing- long past the time frame allowed to back out of this legally binding contract that may last several years.”

Thunder Bay Hydro does not send people door to door to discuss billing. Customers need not show their account information to such individuals unless they are prepared to enter into a binding contract.

If someone misrepresents themselves as an employee of Thunder Bay Hydro, customers **need the name of the company and the identification number of the individual sales person** in order to report the incident to the Ontario Energy Board. They can call customer service at Thunder Bay Hydro or visit our website [www.tbhydro.com](http://www.tbhydro.com) for instructions. They can also call the OEB directly at 1-877-632-2727.

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Background Information to follow

For More Information -  
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## Background for Fake Thunder Bay Hydro Bills

### Current Electricity Commodity Pricing

Current Regulated Price Plan prices for residential customers:

**5.0** for the first 1000 kW/h and **5.9** for usage above this level

The prices for retailers found at [www.energyshop.ca](http://www.energyshop.ca) ranged from **7.89** to **8.99**

### Deregulated Electricity Supply Rates

Commodity prices in ¢/kWh

(to natural gas rates)

Thunder Bay Hydro

Go!

Supplier	4 Yr Fixed	5 Yr Fixed	Features	Signup
<a href="#">Sort ▼</a>	<a href="#">Sort ▼</a>	<a href="#">Sort ▼</a>		↓
<a href="#">Canada Energy</a>	--	7.89	Available to the first 500 customers	<a href="#">view offer or sign-up</a>
<a href="#">Direct Energy</a>	--	8.99	"Green Power Plan"-rebates assigned to supplier-plus \$100 Petro-Canada Gift Card for green plan	<a href="#">view offer or sign-up</a>
<a href="#">Universal Power</a>	--	7.99	10% off the Utility's electricity supply rate till May 31st 2008	<a href="#">view offer or sign-up</a>
<a href="#">Ontario Energy Savings L.P. Elect.</a>	8.58	8.58	4 year fixed price of 8.58¢/kWh - Green power available at \$4 per unit (Each unit is equivalent to 20% of annual residential consumption); 5 year fixed price of 8.58¢/kWh - Green power available at \$4 per unit (Each unit is equivalent to 20% of annual residential consumption);	--