

keeping our customers
connected with their
electricity system



Your New Time-of-Use Bill Has Arrived

As of December 9, 2011, customers who are on the Province's Regulated Price Plan have all transitioned to Time-of-Use pricing. On Time-of-Use pricing, you are charged based on *when* you use electricity as well as how much you use. You'll notice some changes on your Thunder Bay Hydro statement as a result.

Current Charges

Instead of being charged two rates from the old tiered pricing, you will now see three rates based on time periods labelled OFF peak, MID peak and ON peak.

Time-of-Use rates are calculated by taking the number of kWh used during the specific time period and multiplying them by the rate for that period.

This is then multiplied by an 'adjustment factor'. When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. The adjustment factor accounts for these losses. Previously, this item had been noted on the second page of your bill under 'Metering Information'.

Current Charges

OFF Peak 641.06kWh @ \$.059000 X 1.0448	39.52
MID Peak 127.26kWh @ \$.089000 X 1.0448	11.83
ON Peak 110.16kWh @ \$.107000 X 1.0448	12.32
OFF Peak 13.11kWh @ \$.062000 X 1.0448	.85
MID Peak 3.99kWh @ \$.092000 X 1.0448	.38
ON Peak 5.35kWh @ \$.108000 X 1.0448	.60
Delivery	53.05
Regulatory Charges	6.55
Debt Retirement Charge	6.31
H.S.T. <No. 874404726RT>	17.08
Ontario Clean Energy Benefit (-10%)	-14.84
CURRENT AMOUNT DUE	133.65

Electricity rates are reviewed twice a year and are set by the Province on May 1 and November 1 of each year. As in the past, if your usage period covers a rate change date, you'll have separate lines for before the rate change and after. In the example above, the usage period encompassed a rate change. The first set of charges are for the usage prior to November 1st and the second set is for the usage after the rate change on November 1st.

- Check your 'Usage Period' on the second page to determine if your bill runs over a rate change date.



Consumption History

You'll also notice new consumption history charts. Before, your bill tracked the total number of kWh in past months. Now the current bill information shows what proportion of your electricity was used during ON, MID and OFF PEAK periods.

The bar graph will have different patterns that represent each time period. The legend underneath the graph tells you which pattern belongs to which period.

Managing Your Electricity Use

Customers often wonder how their electricity use continues to climb. Remember that your consumption may fluctuate based on the weather (heating & cooling), the time of year (lighting) and special circumstances such as having extra people in your home or buying a new major appliance such as a gaming unit or tv. The number of days in a billing period can also vary.

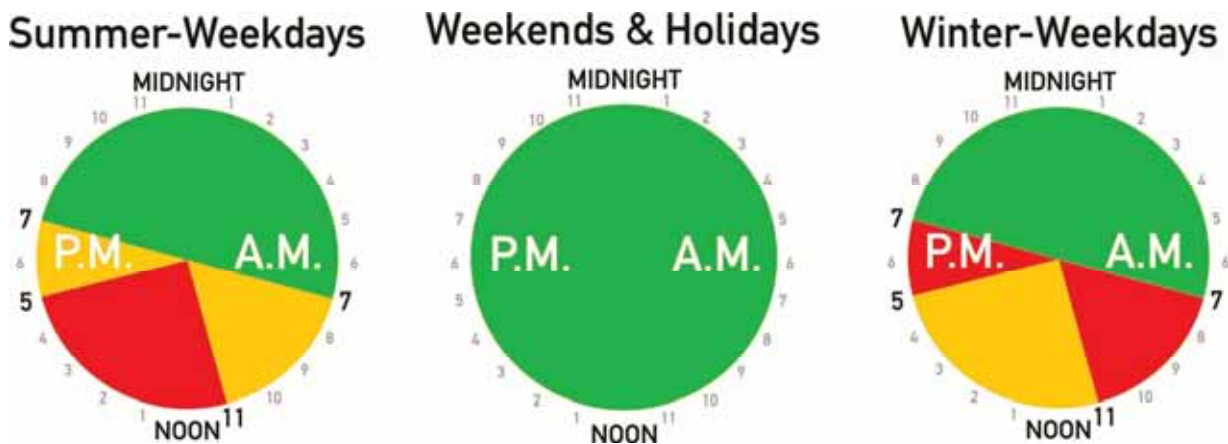
Tools to measure your electricity use are available. Knowledge about how you consume electricity is the first step. Thunder Bay Hydro has a website with a Conservation section dedicated to assist you. We are also running free seminars to answer many of the questions that you may have about why the pricing for electricity is changing and how you can manage your consumption better.

More information is found on the flip side of this newsletter.

Visit us online at www.tbhydro.com or call our Customer Services at **343-1111** to register for a free seminar.

CONNECTIONS

A Graphic Look at Time-of-Use Rates



This chart illustrates the three periods used in Time-of-Use rates.

The rates vary based on the 'season'. The Winter chart is in effect November 1 to April 30. The Summer chart takes effect May 1 and runs until October 31. The periods can be described as 'evenings' (7 pm to 7 am), 'mealtimes' involving breakfast & supper (7 am-11 am and 5 pm to 7 pm) and 'afternoons' (11 am to 5 pm).

There is one main difference in the seasons. In the summer, the ON peak period is the 'afternoon' and in the winter, the ON peak period is during 'mealtimes'.

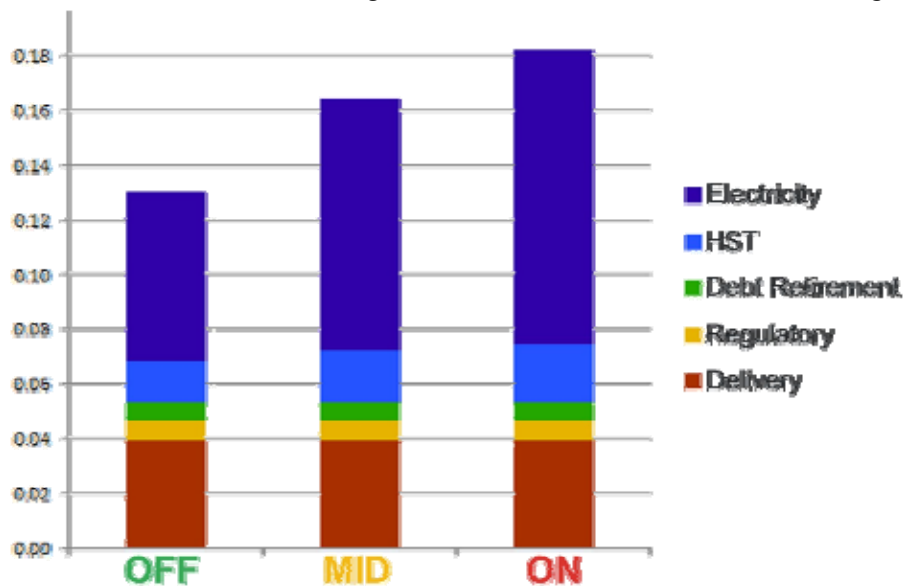
Evenings, weekends and holidays are always OFF peak all year.

The colours represent the defined peak periods.

- OFF Peak (6.2¢)
- MID Peak (9.2¢)
- ON peak (10.8¢)

The periods and the rates are reviewed and set on May 1 and November 1 of each year.

These rates are for the cost of the volume of electricity that you use and do not include other charges such as delivery and regulatory charges.



The chart above illustrates the total cost per kWh once you figure in the other charges that also apply to your electricity use on your bill. This is based on a customer using 800 kWh per month

Want More Information?

Get the Scoop In Person! Give us an hour to help you understand what a kWh is, how you use kWhs and what you can do to manage your use of electricity.

These seminars are FREE, you just need to register ahead. You can register

- online at tbhydro.com
- or
- by calling our Customer Services at 343-1111.

Residential Customers

Wed. Jan. 11	1 pm	Mary JL Black Library
Sat. Feb 11	1 pm	Waverley Library
Thurs. March 1	1 pm	Waverley Library
Tues. March 6	7 pm	Mary JL Black Library

Small Business Customers

Special seminars will be scheduled in early February. Check our website to register.