

# ACROSS the WIRES

A municipally-owned electricity distribution company serving customers in 11 Simcoe County & York Region communities

**PowerStream**  
YOUR CURRENT CONNECTION

## Smart Meter Initiative Well Underway

All PowerStream residential customers will have Smart Meters in place before the end of the year. This is part of an Ontario Government mandate that will see all residential customers in the province have Smart Meters installed at their premises by no later than December 31, 2010.

PowerStream has nearly met this mandate and expects all units will be deployed and fully operational for all residential customers in our service territory by November 2010.

Customers with the new Smart Meter will

continue to be billed as they have in the past until they receive notification of being switched to Time-of-Use (TOU) pricing. This will occur, at least one month in advance, through a mailed "welcome package" that contains information on how to take advantage of the new price structure.

PowerStream is currently migrating approximately 20,000 customers per month to TOU prices.

For more information on Smart Meters and TOU

prices, please visit

<http://www.powerstream.ca/app/pages/SmartMeters.jsp>

You may also wish to consider attending one of our Learn to Conserve Workshops for more conservation tips and to learn first hand how to better manage your electricity costs.

Please see the sidebar below for times and locations of the Workshops in your area.



### OEB INCREASES ELECTRICITY PRICES ACROSS THE PROVINCE

*Residential consumption pricing threshold adjusted to 600 kWh for summer months*

Semi-annual Regulated Price Plan (RPP) pricing adjustments by the Ontario Energy Board (OEB) combined with a change to local distribution rates will result in an increase in electricity costs for PowerStream customers in York Region effective May 1, 2010.

The RPP prices, reflected on the "Electricity" line of customer bills, were increased by the OEB for electricity customers in Ontario on two-tiered pricing from 5.8 to 6.5 cents per kilowatt hour (kWh) for consumption up to 600 kWh each month; and from 6.7 to 7.5 cents per kWh for usage above that monthly threshold.

For RPP customers with a smart meter, who have received notification of their account being migrated to time of use (TOU) pricing, the changes are from 4.4 to 5.3 cents per kWh for off-peak consumption, no change in the 8.0 cents per kWh for mid-peak and from 9.3 to 9.9 cents per kWh for on-peak.

Also, a new regulatory charge assessed by the Ministry of Energy and Infrastructure (MEI) to recover costs related to energy conservation and renewable energy programs will be incorporated into the regulatory Charge line item on bills effective May 1, 2010. This charge is \$0.0003725 per kWh or \$0.33 per month with GST for a customer using 800 kWhs.

The "Delivery" line includes transmission charges and distribution charges. Transmission charges are collected and paid by PowerStream on behalf of Hydro One to cover the cost for operating the provincial grid which delivers electricity to PowerStream's service area. Distribution charges are the amounts that PowerStream is allowed to retain to fund its operations in providing the wires and services that bring electricity from the provincial grid to customers. Distribution rates, charged by local utilities such as PowerStream, are reviewed and approved by the OEB. PowerStream's set of distribution rates remain one of the lowest in Ontario.

The rise in the OEB's two-tiered RPP rates and the lowering of the seasonal price threshold from 1,000 kilowatt hours (kWh) per month to 600 kWh in combination with increases to the delivery portion of the bill (with only a slight increase to the distribution component) will result in an overall bill increase of approximately 10.2% or \$9.44 per month with GST for a typical residential consumer who uses 800 kWh in a month.

The rise in the OEB's TOU RPP rates in combination with increases to the delivery portion of the bill (with only a slight increase to the distribution component) will result in an overall bill increase of 6.5% or \$6.28 per month with GST for a typical residential consumer who uses 800 kWh in a month.

Similarly, a typical small business customer on two-tiered RPP pricing, that consumes 2,000 kWh in a month, will see an overall bill increase of 8.0% or \$18.54 per month with GST.

Customers who enjoy the convenience of our Equal Payment Plan have had their equal payment amount adjusted in anticipation of these changes taking effect. Customers have been notified individually if there has been any changes in their monthly equal payment amounts.

For complete rate information please refer to the rate table on the back or visit our website at [www.powerstream.ca](http://www.powerstream.ca).

### HST AND HOW IT WILL INFLUENCE ELECTRICITY COSTS

The 13 percent Ontario Harmonized Sales Tax (HST) will come into effect on July 1, 2010 for all Ontarians. Electricity, like many other previously exempt products and services that are currently assessed at the five percent GST, will now be taxed at the full 13 percent harmonized tax. As a result, the implementation of the HST will result in a net increase of eight percent on hydro bills for electricity consumed from July 1st forward (except those purchasing electricity for farms or to be used by manufacturers in the production of tangible personal property).

Electricity is billed on a continuous basis and therefore customers whose billing period spans the July 1 date will have their bills prorated based on the number of days in the billing period with the appropriate tax charged on the prorated consumption before and after July 1, 2010.

Water and wastewater billing will continue to be exempt from HST.

More information regarding the implementation of the HST and how it will affect various goods and services can be found on the Canada Revenue Agency website at <http://www.rev.gov.on.ca/en/taxchange/index.html>.

### LEARN TO CONSERVE WORKSHOPS

To learn more about the provincially-mandated Time-of-Use (TOU) rates and how to take advantage of the new pricing structure, consider attending one of our Learn to Conserve Workshops.

Learn to Conserve Workshops will take place from 7:00 – 9:00 p.m. at the dates and locations listed below.

To register in advance, please call

**1-866-337-8089** or email

[learntoconserve@powerstream.ca](mailto:learntoconserve@powerstream.ca).

**May 27** • Markham Theatre, Rehearsal Hall  
171 Town Centre Boulevard, Markham

**July 14** • Dufferin Clark Community Centre, Activity Rooms 1 & 2, 1441 Clark Avenue West, Thornhill

**August 18** • Vellore Historical School, Upper Floor,  
9545 Weston Road, Vaughan

**October 6** • East Bayfield Community Centre,  
Multipurpose Room, 80 Livingstone Street East,  
Barrie

**October 27** • Southshore Community Centre, 205  
Lakeshore Drive, Barrie

**November 10** • Markham District Veterans  
Association, 7 Washington Street, Markham

### ARE YOU MOVING?

If you are planning on moving, be sure to notify us as soon as possible so that we can facilitate the necessary changes to your service and account in a timely manner.

It's simple through our website.

For 'moving out', just complete the form at <http://www.powerstream.ca/app/pages/MovingOutForm.jsp>. For 'moving in' notification, it's just one more click at <http://www.powerstream.ca/app/pages/MovingInForm.jsp>.

If you prefer, you can telephone our Customer Service department at 905-417-6900 (Vaughan and vicinity) or 1-877-063-6900 (all other areas).



## SUPPORTING THE COMMUNITIES WE SERVE

PowerStream prides itself on the fact that it is a municipally-owned Local Distribution Company, (LDC). PowerStream operates as a for-profit company with dividends paid to our municipal shareholders. Dividends are derived from the annual rate of return that PowerStream can earn in a given year from distribution rates, which are regulated by the Ontario Energy Board (OEB).

In lieu of taking the full rate of return in the form of dividends, the municipal shareholders often direct PowerStream to allocate a portion of those earnings to support community initiatives and organizations through sponsorship and donations. Previous examples of this include PowerStream's sponsorship of numerous community events and major donations to local hospitals and colleges.

PowerStream also supports communities and individuals within its service territory through the delivery of conservation programs, environmental initiatives and active participation in Chambers of Commerce and Business Improvement Associations (BIA) activities. We pride ourselves in being a responsible corporate citizen that continues to set the standard in delivering safe, reliable and efficient electricity distribution services.

### CALL BEFORE YOU DIG! IT'S FREE!

Thinking about planting a tree, digging a garden or building a fence? Did you know underground cable locating is free?



At PowerStream we care about your safety. Please call **ONTARIO ONE CALL** at 1-800-400-2255 before you dig so that we can help you locate the underground electrical cables on your property and avoid any dangerous contact with hidden power lines.

Upon calling, you will receive an **ONTARIO ONE CALL** ticket number that you can use to view the status of your locate request at [www.on1call.com](http://www.on1call.com).

### ACCESS YOUR ACCOUNT INFORMATION ONLINE

PowerStream customers can access their account information online through the company's website at [www.powerstream.ca](http://www.powerstream.ca).

By registering under the "My Account Info" area, customers can view current and previous bills as well as electricity and water consumption history, if applicable, at their convenience. Customers with smart meters can also monitor their load profile to gain a better understanding of their electricity consumption patterns in relationship to Time-of-Use (TOU) rates.

This is a free service available to all PowerStream customers. To sign up for this service, or for more information, visit our website.

### JOIN THOUSANDS OF OTHER ONTARIANS WHO PARTICIPATE IN THE *peaksaver*® CONSERVATION PROGRAM

But I have a programmable thermostat so why would I want to upgrade to *peaksaver*®?

- You receive a **Free Honeywell touch screen, ENERGY STAR® qualified thermostat**
- Free professional installation by a qualified Honeywell technician
- The thermostat is Internet addressable, allowing you to manage your home's temperature online
- You personally receive \$25 for participating

If you have any further questions or wish to enroll, please contact the *peaksaver*® Call Centre at 1-866-323-0206.



\*Registered trademark of Toronto Hydro Corporation. Used under license. A program offered by the Ontario Power Authority and PowerStream Inc. ® Official mark of the Ontario Power Authority. \*Including the cost of installation. Offer valid subject to technical qualifications and while quantities last.

## ELECTRICITY PRICES AND CHARGES

May 1, 2010 – October 31, 2010

Effective May 1, 2010 there are changes to the Electricity, Delivery and Regulatory lines of your bill. There is no change to the Debt Retirement Charge line.

*The following prices and charges apply to customers within the PowerStream service area in York Region. Per month charges are pro-rated to the number of days for each bill period.*

### RESIDENTIAL CUSTOMERS

#### ELECTRICITY (RPP two-tiered prices)

First 600 kWh per month	\$ 0.065	per kWh
Balance over 600 kWh	\$ 0.075	per kWh

#### ELECTRICITY (RPP Time-of-use prices)

Off-peak	\$ 0.053	per kWh
Mid-peak	\$ 0.080	per kWh
On-peak	\$ 0.099	per kWh

#### DELIVERY

Monthly Fixed Charge	\$ 13.68	per month
Distribution Charge	\$ 0.0110	per kWh
Transmission: Network	\$ 0.0059	per kWh
Transmission: Connection	\$ 0.0025	per kWh

#### REGULATORY

Standard Supply Service Charge	\$ 0.25	per month
Market Service	\$ 0.0065	per kWh
MEI Special Purpose Charge*	\$ 0.0004	per kWh

<b>DEBT RETIREMENT CHARGE</b>	\$ 0.007	per kWh
-------------------------------	----------	---------

<b>LOSS FACTOR ADJUSTMENT</b>	1.0299	
-------------------------------	--------	--

### BUSINESS CUSTOMERS

#### LOW VOLUME CONSUMERS

*Less than 50 kW Demand and Less than 250,000 kWh per year*

#### ELECTRICITY (RPP two-tiered prices)

First 750 kWh per month	\$ 0.065	per kWh
Balance over 750 kWh	\$ 0.075	per kWh

#### ELECTRICITY (RPP Time-of-use prices)

Off-peak	\$ 0.053	per kWh
Mid-peak	\$ 0.080	per kWh
On-peak	\$ 0.099	per kWh

#### DELIVERY

Monthly Fixed Charge	\$ 30.15	per month
Distribution Charge	\$ 0.0091	per kWh
Transmission: Network	\$ 0.0053	per kWh
Transmission: Connection	\$ 0.0023	per kWh

#### REGULATORY

Standard Supply Service Charge	\$ 0.25	per month
Market Service	\$ 0.0065	per kWh
MEI Special Purpose Charge*	\$ 0.0004	per kWh

<b>DEBT RETIREMENT CHARGE</b>	\$ 0.007	per kWh
-------------------------------	----------	---------

<b>LOSS FACTOR ADJUSTMENT</b>	1.0299	
-------------------------------	--------	--

### GREATER THAN 50 KW DEMAND ACCOUNTS

<b>ELECTRICITY</b>	Spot market
--------------------	-------------

#### DELIVERY

Monthly Fixed Charge	\$ 85.37	per month
Distribution Charge	\$ 2.4936	per kW
Transmission: Network	\$ 2.1613	per kW
Transmission: Connection	\$ 0.9107	per kW

#### REGULATORY

Standard Supply Service Charge	\$ 0.25	per month
Market Service	\$ 0.0065	per kWh
MEI Special Purpose Charge*	\$ 0.0004	per kWh

<b>DEBT RETIREMENT CHARGE</b>	\$ 0.007	per kWh
-------------------------------	----------	---------

<b>LOSS FACTOR ADJUSTMENT</b>	1.0299	
-------------------------------	--------	--

### LARGE USER AND OTHER RATE CLASSIFICATIONS

Prices and charges for Large User and other classifications are available on the PowerStream website, [www.powerstream.ca](http://www.powerstream.ca).

\*Ministry of Energy and Infrastructure Conservation and Renewable Energy Program



**HEAD OFFICE:**  
161 Cityview Boulevard  
Vaughan, ON L4H 0A9

**BARRIE OFFICE:**  
55 Patterson Road  
Barrie, Ontario L4N 3V9

**IN PERSON:**  
**Markham Civic Centre**  
101 Town Centre Boulevard  
Markham  
**Vaughan Civic Centre**  
2141 Major Mackenzie Drive  
Vaughan  
**Barrie**  
55 Patterson Road  
Barrie, Ontario

**BY PHONE:**  
**Vaughan and vicinity**  
(905) 417-6900  
**Barrie and vicinity**  
(705) 722-7222  
**All other areas:** 1-877-963-6900  
**Outage Line:** 1-877-777-3810  
(Report Outage Information)

**BY POST:**  
**Account Payments:**  
P.O. Box 3700  
Concord, ON L4K 5N2  
**General Correspondence:**  
161 Cityview Boulevard  
Vaughan, ON L4H 0A9

**BY EMAIL:**  
[customerservice@powerstream.ca](mailto:customerservice@powerstream.ca)

