

ACROSS *the* Wires

Power
Stream

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

Small Business Customers now on Time-of-Use

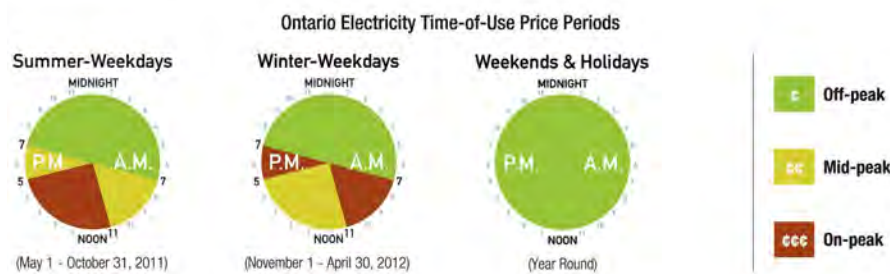
As mandated by the Ontario Government and the Ontario Energy Board, PowerStream began migrating small business customers to the province-wide Time-of-Use (TOU) price structure from the regulated two-tiered pricing through October and November. This followed the completion of the migration of all residential customer accounts to TOU early in 2011.

Small business accounts, classified as

less than 50 kW demand, are now being billed on the same regulated TOU pricing structure as residential customers. The new pricing structure provides these businesses with new opportunities to understand their hourly electricity usage patterns to help manage electricity costs.

For more information on the small business migration to TOU prices, please visit www.powerstream.ca/smartmeters.

To see how TOU pricing may affect a business and how changes to a business' operations or equipment can reduce costs, customers are encouraged to use the new Time-of-Use Rates at Work online tool available on the PowerStream website at www.powerstream.ca/TOUatwork.



YOU ASKED US!

Every day PowerStream receives inquiries from customers on a number of different topics. Here are some answers to several of the more common and interesting questions:

Who owns PowerStream?

This is a very common question. PowerStream is a municipally-owned electricity distribution company. It is owned by the municipalities of Barrie, Vaughan and Markham. In fact, PowerStream is the second largest municipally-owned utility in Ontario.

What is a kilowatt-hour (kWh)?

Although most customers know that electricity pricing is based on kilowatt-hours (kWh), few know what this particular unit of measure is. Simply put, a kilowatt-hour is the equivalent of using 1,000 watts of electricity continually over one hour or the same as leaving on ten 100-watt incandescent light bulbs or about 50 compact fluorescent light bulbs for an hour.

How do PowerStream's distribution rates compare with other utilities?

PowerStream prides itself on having some of the lowest distribution rates in Ontario. The utility is constantly working to reduce the upward pressure on rates by minimizing operational costs while maintaining the reliability PowerStream's customers have come to expect.

OEB INCREASES ELECTRICITY PRICES ACROSS THE PROVINCE

Semi-annual pricing adjustments by the Ontario Energy Board (OEB) have resulted in an increase in electricity costs for all residential and small business customers in the province effective November 1, 2011.

The Regulated Price Plan (RPP) prices, reflected on the "Electricity" line of customer bills, were increased by the OEB. Most residential and small business customers (GS<50 kW) have a smart meter and are billed on the OEB RPP Time-of-Use (TOU) prices for electricity. RPP customers, without a smart meter or who have not received notification of being migrated to TOU billing, are billed on the RPP two-tiered prices.

The changes in the Time-of-Use (TOU) prices are from 5.9 to 6.2 cents per kWh for off-peak consumption, from 8.9 to 9.2 cents per kWh for mid-peak and from 10.7 to 10.8 cents per kWh for on-peak. Changes in the two-tiered pricing are from 6.8 to 7.1 cents up to the tier threshold and from 7.9 cents to 8.3 cents on consumption above the threshold.

Effective November 1st the tier threshold changes from 600 kWh to 1,000 kWhs for residential customers and is unchanged at 750 kWhs for non-residential RPP customers.

The change in the OEB's TOU RPP rates will cause the electricity portion of the bill for a typical PowerStream residential customer in York Region, who uses 800 kWh in a month to increase by \$2.18 per month. This will result in an overall bill increase of \$2.21 or 2.1% per month after applying HST and the Ontario Clean Energy Benefit reduction of 10%.

Similarly, a typical PowerStream small business customer in York Region on TOU pricing that consumes 2,000 kWh in a month will see an increase in the electricity portion of the bill of \$5.44 per month. This will result in an overall bill increase of \$5.53 or 2.2% per month after applying HST and the Ontario Clean Energy Benefit reduction of 10%.

For complete rate information please refer to the rate table on the back or visit our website at www.powerstream.ca.

SUPPORTING THE COMMUNITIES WE SERVE

PowerStream is a municipally-owned electric utility that values the importance of giving back to the communities it serves. Consistent with this corporate value, shared by the company's employees, a portion of the municipal owners' dividends each year is used to support community events and activities through PowerStream's sponsorship and donations programs.

A testament to this is PowerStream's continued sponsorship of local fairs, festivals and parades as well as the company's donations to local hospitals, colleges and charities such as

the United Way and the Heart & Stroke Foundation. In recent years, annual campaigns supported by PowerStream and its employees have collectively raised more than \$600,000 for the United Way, over \$100,000 for the Heart & Stroke Foundation through employee participation in the organization's Big Bike event and more than \$100,000 in the battle against cancer through staff involvement in the annual Ride to Conquer Cancer.

The company also provides support in the delivery of conservation programs and environmental initiatives that assist customers in



PowerStream employees participating in Heart & Stroke Big Bike event

better managing their electricity costs.

PowerStream takes pride in being a socially-responsible corporate citizen.



saveONenergy
HEATING & COOLING INCENTIVE

Receive up to **\$650** by installing an **ENERGY STAR®** qualified central heating or cooling system when purchased from and installed by a participating contractor.



The HEATING & COOLING INCENTIVE is available for residents and businesses (and businesses with residential-type systems) in Ontario who have purchased and installed eligible replacement central heating or cooling equipment through a participating contractor. To find out more information or to locate a participating contractor near you visit www.powerstream.ca/conservation.

POWERSTREAM'S UPDATED EQUAL PAYMENT PLAN

PowerStream has enhanced its Equal Payment Plan (EPP) program for residential customers. The program was improved based on customer feedback combined with new regulatory requirements. It is the perfect payment option for customers who prefer to pay their account on a monthly basis.

Those customers interested in PowerStream's EPP program and who would like to know more information regarding the benefits, are encouraged to contact PowerStream at 1-877-963-6900 ext 27115 or to visit its website at www.powerstream.ca.

ONLINE INQUIRY SYSTEM HAS BEEN ENHANCED

PowerStream continues to improve the services it offers to customers. Many have already enrolled in the company's online account inquiry system to get up-to-date information on their consumption and payment history through accessing their account information online at www.powerstream.ca.

By registering, customers can view up to 24 months of 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 hourly consumption patterns to gain a better understanding of how they use electricity in relationship to Time-of-Use rates.

Going forward, PowerStream will soon be implementing an e-billing solution to customers enrolled in the company's online inquiry system. Therefore, customers interested in receiving bills through e-mail notification should consider registering online.



HEAD OFFICE:
161 Cityview Boulevard
Vaughan, Ontario

BARRIE OFFICE:
55 Patterson Road
Barrie, Ontario

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

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



ELECTRICITY PRICES AND CHARGES

November 1, 2011 – April 30, 2012

Effective November 1, 2011, there are changes to the Electricity lines of your bill. There are no changes to the Regulatory, Delivery and Debt Retirement Charge lines.

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 Time-of-Use prices)

Off-peak	\$ 0.062	per kWh
Mid-peak	\$ 0.092	per kWh
On-peak	\$ 0.108	per kWh

ELECTRICITY (RPP two-tiered prices)

First 1000 kWh per month	\$ 0.071	per kWh
Balance over 1000 kWh	\$ 0.083	per kWh

DELIVERY

Monthly Fixed Charge	\$ 13.33	per month
Distribution Charge	\$ 0.0134	per kWh
Transmission: Network	\$ 0.0064	per kWh
Transmission: Connection	\$ 0.0026	per kWh

REGULATORY

Standard Supply Service Charge	\$ 0.25	per month
Market Service	\$ 0.0065	per kWh

DEBT RETIREMENT CHARGE	\$ 0.007	per kWh
LOSS FACTOR ADJUSTMENT	1.0299	

BUSINESS CUSTOMERS

LOW VOLUME CONSUMERS

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

ELECTRICITY (RPP Time-of-Use prices)

Off-peak	\$ 0.062	per kWh
Mid-peak	\$ 0.092	per kWh
On-peak	\$ 0.108	per kWh

ELECTRICITY (RPP two-tiered prices)

First 750 kWh per month	\$ 0.071	per kWh
Balance over 750 kWh	\$ 0.083	per kWh

DELIVERY

Monthly Fixed Charge	\$ 29.83	per month
Distribution Charge	\$ 0.0115	per kWh
Transmission: Network	\$ 0.0058	per kWh
Transmission: Connection	\$ 0.0023	per kWh

REGULATORY

Standard Supply Service Charge	\$ 0.25	per month
Market Service	\$ 0.0065	per kWh

DEBT RETIREMENT CHARGE	\$ 0.007	per kWh
LOSS FACTOR ADJUSTMENT	1.0299	

GREATER THAN 50 KW DEMAND ACCOUNTS

ELECTRICITY Spot market

DELIVERY

Monthly Fixed Charge	\$ 89.09	per month
Distribution Charge	\$ 3.4786	per kW
Transmission: Network	\$ 2.3510	per kW
Transmission: Connection	\$ 0.9299	per kW

REGULATORY

Standard Supply Service Charge	\$ 0.25	per month
Market Service	\$ 0.0065	per kWh

DEBT RETIREMENT CHARGE	\$ 0.007	per kWh
LOSS FACTOR ADJUSTMENT	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.