

we deliver.



www.camhydro.com

CUSTOMER CARE: 1-519-621-3484 MAIN RECEPTION LINE: 1-519-621-3530  
1500 BISHOP STREET, P. O. BOX 1060, CAMBRIDGE, ONTARIO N1R 5X6

**CAMBRIDGE AND NORTH DUMFRIES HYDRO INC.**



**EFFECTIVE MAY 1, 2010**

## **RESIDENTIAL AND SMALL COMMERCIAL RATES**

### **SMART METERS HAVE ARRIVED!**

By July 2010, every Cambridge and North Dumfries Hydro residential and small commercial customer will have a Smart Meter installed at their property.

Yes! You will have a Smart Meter in 2010, but how you get billed for your electricity won't change in 2010. You will continue to be billed electricity based on the Ontario Energy Board's approved Regulated Price Plan Rates – or – based on the rates negotiated with a Retailer contract.

Sometime in late 2011 we will introduce "Time-of-Use Pricing" for electricity to our customers. Rest assured, we will provide you advance notice and information to help you take advantage of Time-of-Use Pricing. Learn more at: [www.camhydro.com](http://www.camhydro.com)

### **WATER AND SEWER BILLING UPDATE!**

Effective October 1, 2010 the City of Cambridge and Region of Waterloo will start to bill customers directly for water and sewer charges. You will be provided with advance notice and information on the change in the coming months.

The electricity industry is changing. As a consumer of electricity and a resident of Ontario, it is important that you understand Ontario's electricity generation mix. This information will enable you to gauge the environmental factors that play a role in the generation of electricity in Ontario.

### **Ontario's Electricity Generation Mix\***

Electricity Sources	System-Wide Electricity Generation Mix (2007)*
Nuclear Energy	52%
Coal	18%
Water Power	21%
Natural Gas	8%
Wind	1%

\* Estimated 2007 Electricity Generation Mix (IESO) as published on the Ministry of Energy website

**CAMBRIDGE AND NORTH DUMFRIES HYDRO INC.**  
**STANDARD MISCELLANEOUS CHARGES**

	During Business Hours	After Business Hours
Collection of Account Charge – no disconnection	\$ 30.00	\$ 165.00
Reconnection Charges: - Reconnect at Meter	\$ 65.00	\$ 185.00
- Removal of Load Limiter	\$ 65.00	\$ 185.00
- Reconnect at Pole	\$ 185.00	\$ 415.00
Service Call – Customer-Owned Equipment	\$ 30.00	\$ 165.00
Account Set Up (plus credit agency costs, if applicable)	\$ 30.00	
Change of Occupancy (plus credit agency costs, if applicable)	\$ 30.00	
Arrears Certificate	\$ 15.00	
Statement of Account	\$ 15.00	
Account History	\$ 15.00	
Notification Charge	\$ 15.00	
Pulling Post Dated Cheque	\$ 15.00	
Duplicate Invoice for Previous Invoice	\$ 15.00	
Credit Reference Letter	\$ 15.00	
Income Tax Letter	\$ 15.00	
Easement or Legal Letter	\$ 15.00	
Certify a Cheque	\$ 15.00	
Credit Check (plus credit agency costs)	\$ 15.00	
Returned Cheque (plus bank charges) (G.S.T. exempt)	\$ 15.00	
Request for Other Billing Information	\$ 15.00	
Meter Dispute Test (plus Measurement Canada fees)	\$ 30.00	
Special Meter Reads	\$ 30.00	

**Business Hours:**  
Monday–Friday 8:30am – 4:30pm  
Except for Public Holidays

**After Business Hours:**  
All other hours

**Contacting Us**

**Business Hours:**  
Customer Care: 1-519-621-3484  
Main Line: 1-519-621-3530

**After Business Hours:**  
Main Line: 1-519-621-3530

Website: [www.camhydro.com](http://www.camhydro.com)

**CAMBRIDGE AND NORTH DUMFRIES HYDRO INC.**  
**NEW RATE SCHEDULE EFFECTIVE MAY 1, 2010**

	<b>RESIDENTIAL</b>	<b>0-50kW Demand COMMERCIAL</b>	<b>MicroFIT GENERATION</b>
<b>1. ELECTRICITY</b> <sup>(1)</sup> <sup>(2)</sup> <sup>(3)</sup>			
Block 1 - Set by the Ontario Energy Board	\$0.065/ kWh	\$0.065/ kWh	
Block 2 - Set by the Ontario Energy Board	\$0.075/ kWh	\$0.075/ kWh	
<b>2. DELIVERY</b>			
Access Charge	\$10.93/month	\$13.33/month	\$5.25/month
Local Distribution Charge	\$0.0122/ kWh	\$0.0095/ kWh	
Provincial Transmission Service Charge <sup>(2)</sup>	\$0.0045/ kWh	\$0.0040/ kWh	
Provincial Transformation Service Charge <sup>(2)</sup>	\$0.0032/ kWh	\$0.0030/ kWh	
<b>3. REGULATORY CHARGES</b>			
Admin. Fee – Standard Supply Service	\$0.25/month	\$0.25/month	
Wholesale Market Service Charge <sup>(2)</sup> <sup>(4)</sup>	\$0.0069/ kWh	\$0.0069/ kWh	
<b>4. DEBT RETIREMENT CHARGE</b>	\$0.0070/ kWh	\$0.0070/ kWh	

<sup>(1)</sup> Regulated Price Plan for Electricity: Summer Threshold May 1 to October 31. Winter Threshold November 1 to April 30.  
Residential - Summer Threshold: Block 1 Rate – 1<sup>st</sup> 600 kWh/Month and Block 2 Rate for monthly usage above that threshold.  
Residential - Winter Threshold: Block 1 Rate – 1<sup>st</sup> 1000 kWh/Month and Block 2 Rate for monthly usage above that threshold.  
Commercial-Summer & Winter Threshold: Block 1 Rate – 1<sup>st</sup> 750 kWh/Month and Block 2 Rate for monthly usage above that threshold.  
Customers under contract with a Retailer for their Electricity will be billed for Electricity based on the terms of the Retailer Contract.

<sup>(2)</sup> Based on Loss Adjusted Usage. Loss Adjustment Factor = 1.0286

<sup>(3)</sup> First Block Rate is applied on the number of units declared on the Multi-Unit Residential Declaration – Details at [www.camhydro.com](http://www.camhydro.com).

<sup>(4)</sup> Rate includes Ministry of Energy and Infrastructure – Special Purpose Charge of \$0.0004/kWh