



Innisfil Hydro teams up with epost™ to provide convenient online access for customers

Innisfil Hydro has been added to the list of mailers for epost, Canada Post's digital mailbox. Innisfil Hydro customers can now log on to epost and add their bill for free. Customers will also have the convenience of having their statement available for up to seven years in a secure, simple one-username-one-password online environment.

epost currently serves over 8 million Canadians with bank-grade security and servers housed on Canadian soil. epost offers more than 250 bills and statements from over 100 mailers and is available on iPad and mobile version.

What is epost?

epost is the free digital mailbox that helps busy Canadians simplify their lives by offering one place, one login, and one password to manage their household bills and essential documents. Fully integrated with your bank, epost makes it easier than ever to consolidate and pay your bills. Bank-grade security protects sensitive information while reminders help avoid late fees. epost also stores all bills and statements for up to seven years. epost allows Canadians to stay better organized and save time and money. Sign up and add your bills today at www.epost.ca.

Remember to call before you dig



To request a free underground cable locate:

- call Ontario One Call at **1-800-400-2255** or
 - submit an e-ticket at **www.on1call.com**
- Ontario One Call is open 24 hours a day, seven days a week. Please provide at least five working days notice.

2014 Forestry Program...

During 2014, tree trimming will be undertaken in the following areas:

- Village of Cookstown;
- Wilkinson Subdivision, 20th Sideroad at Big Bay Point Road, Big Bay Point Road and Guest Road area.
- St. Paul - Yonge Street at Lockhart east to Lake Simcoe, north to Mapleview Drive;
- 20th Sideroad - 9th to 10th Line east to Lake Simcoe;
- Ferguson Street, Jans Boulevard, Lebanon Drive, Willard Avenue;
- 7th Line at St. Johns Road, Simcoe Street, Anna Maria Avenue, MacLean Street, Garden Avenue.
- 7th Line from County Road 27 east to 10th Sideroad and south to the 14th Line (West Gwillimbury)

Electrical Safety...

Help your kids stay safe. Take a few minutes to go over these electrical safety "Do's and Don't's with your kids - it could help prevent serious injuries or even save lives

Do's

- ✔ When disconnecting appliances from electrical outlets, use the plug when you pull it out.
- ✔ Remind your parents to replace electrical cords that have cut, broken or cracked insulation.
- ✔ Keep electrical cords away from sources of heat.
- ✔ Keep electrical cords and appliances away from water.
- ✔ Plug cords into GFCI protected outlets when you're near a sink or other water source.
- ✔ When you're changing a light bulb, be sure to turn off the switch or circuit.
- ✔ Put safety caps on any unused electrical outlets, especially if there are young children in the house.

Don'ts

- ✘ Don't pull on the cord when you unplug an electrical appliance. Use the plug.
- ✘ Don't use appliances that have damaged electrical cords - there's a risk of shock.
- ✘ Don't run cords under carpets.
- ✘ Don't mix water and electricity. If an electrical cord or appliance is faulty, water will conduct the electricity and increase the risk of shock.
- ✘ Don't work on light fixtures or appliances without unplugging them or switching off the power. Never put your finger in a light bulb socket.
- ✘ Don't poke anything into an electrical outlet.

Innisfil Hydro May Charge You \$\$\$\$ If...

Homes

If you experience no power or part power, Innisfil Hydro may charge you for a service call if the problem was internal to a house. A customer or their electrician should always check their breakers or fuses to determine if they have tripped/blown before calling Innisfil Hydro.

Rural Properties

If you experience no power or part power, Innisfil Hydro may charge you for the service call if the problem was on a private high voltage service. Innisfil Hydro recommends that customers perform regular tree trimming of their private hydro lines. Innisfil Hydro provides one free disconnect and reconnect per year during regular working hours.

Disconnects After Hours

Customers will be charged for disconnects and reconnects requested after normal business hours.

Damage to Innisfil Hydro System

Innisfil Hydro will charge for repairs as a result of damage caused to its distribution system by others.

Customer Communication Options...

- By phone at (705) 431-4321 or (705) 458-4329
- By fax at (705) 431-6872
- By e-mail to customerservice@innisfilhydro.com
- In person - drop into our office at 2073 Commerce Park Drive
- We will also participate in your "community group" event if your "group" invites us to attend
- Visit our website at www.innisfilhydro.com

Click on "My Account" and enter your name, account number, postal code, meter number and e-mail address and you will immediately be e-mailed a password. With your account number and password, you will be able to login to your own account and view your billing and payment history, access your smart meter data or just send us your comments and you can sign up for e-billing.



This newsletter is a publication of
Innisfil Hydro Distribution Systems Limited

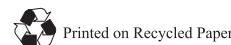
2073 Commerce Park Drive

Innisfil ON L9S 4A2

705-431-4321 or 705-458-4329

fax 705-431-6872

e-mail: customerservice@innisfilhydro.com



30279-I-0084

WINTER 2014



What's Inside?

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2014 Schedule of Rates and Charges

Effective Date: January 1, 2014

Distribution Rates

(charges to distribute electricity within Innisfil)

Residential	
Service Charge	\$ 20.19
Rate Rider for Disposition of Residual Historical Smart Meter Costs - effective until April 30, 2014	\$ 0.27
Rate Rider for Smart Meter - Stranded Meter effective until April 30, 2015	\$ 0.83
Smart Meter Entity Charge effective until October 31, 2018	\$ 0.79
Distribution Volumetric Rate	\$/kWh 0.018
Low Voltage Service Rate	\$/kWh 0.0022
Rate Rider for Deferral/Variance Account Disposition (2012) - effective until April 30, 2014	\$/kWh (0.0032)
Rate Rider for Deferral/Variance Account Disposition (2013) - effective until April 30, 2014	\$/kWh (0.0020)
Rate Rider for Global Adjustment Sub-Account Disposition (2012) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kWh (0.0002)
Rate Rider for Global Adjustment of Sub-Account Disposition (2013) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kWh 0.0062
General Service <50kW	
Monthly Service Charge	\$ 33.29
Rate Rider for Disposition of Residual Historical Smart Meter Costs - effective until April 30, 2014	\$ 0.92
Rate Rider for Smart Meter - Stranded Meter - effective until April 30, 2015	\$ 3.53
Smart Meter Entity Charge - effective until October 31, 2018	\$ 0.79
Distribution Volumetric Rate	\$/kWh 0.0081
Low Voltage Service Rate	\$/kWh 0.0020
Rate Rider for Deferral/Variance Account Disposition (2012) - effective until April 30, 2014	\$/kWh (0.0026)
Rate Rider for Deferral/Variance Account Disposition (2013) - effective until April 30, 2014	\$/kWh (0.0020)
Rate Rider for Global Adjustment Sub-Account Disposition (2012) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kWh (0.0002)
Rate Rider for Global Adjustment Sub-Account Disposition (2013) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kWh 0.0062
General Service >50kW	
Service Charge	\$ 147.01
Distribution Volumetric Rate	\$/kW 3.0190
Low Voltage Service Rate	\$/kW 0.7883
Rate Rider for Deferral/Variance Account Disposition (2012) - effective until April 30, 2014	\$/kW (0.7860)
Rate Rider for Deferral/Variance Account Disposition (2013) - effective until April 30, 2014	\$/kW (0.6800)
Rate Rider for Global Adjustment Sub-Account Disposition(2012) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kW (0.0632)
Rate Rider for Global Adjustment Sub-Account Disposition (2013) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kW 2.1298
Unmetered Scattered Loads	
Service Charge (per connection)	\$ 10.25
Distribution Volumetric Rate	\$/kWh 0.0172
Low Voltage Service Rate	\$/kWh 0.0020
Rate Rider for Deferral/Variance Account Disposition (2012) - effective until April 30, 2014	\$/kWh (0.0036)
Rate Rider for Deferral/Variance Account Disposition (2013) - effective until April 30, 2014	\$/kWh (0.0020)
Rate Rider for Global Adjustment Sub-Account Disposition of (2012) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kWh (0.0002)

2013 Schedule of Rates & Charges...cont'd

Unmetered Scattered Loads... Cont'd

Rate Rider for Global Adjustment Sub-Account Disposition (2013) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kWh 0.0062
Sentinel Lights	
Service Charge (per connection)	\$ 10.86
Distribution Volumetric Rate	\$/kW 49.4721
Low Voltage Service Rate	\$/kW 0.6065
Rate Rider for Deferral/Variance Account Disposition (2012) - effective until April 30, 2014	\$/kW (1.3065)
Rate Rider for Deferral/Variance Account Disposition (2013) - effective until April 30, 2014	\$/kW (0.7056)
Rate Rider for Global Adjustment Sub-Account Disposition (2012) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kW (0.0656)
Rate Rider for Global Adjustment Sub-Account Disposition (2013) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kW 2.2100
Street Lighting	
Service Charge (per connection)	\$ 5.55
Distribution Volumetric Rate	\$/kW 38.3564
Low Voltage Service Rate	\$/kW 1.6331
Rate Rider for Deferral/Variance Account Disposition (2012) - effective until April 30, 2014	\$/kW (0.9549)
Rate Rider for Deferral/Variance Account Disposition (2013) - effective until April 30, 2014	\$/kW (0.6594)
Rate Rider for Global Adjustment Sub-Account Disposition (2012) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kW (0.0613)
Rate Rider for Global Adjustment Sub-Account Disposition (2013) - effective until April 30, 2014 applicable only for Non-RPP Customers	\$/kW 2.0655
microFIT Generator	
Service Charge	\$ 5.40
Specific Service Charges	
Customer Administration	
Arrears Certificate	\$ 15.00
Easement Letter	\$ 15.00
Credit reference/credit check (plus credit agency costs)	\$ 15.00
Account set up charge/change occupancy charge (plus credit agency costs if applicable)	\$ 30.00
Returned Cheque (plus bank charges)	\$ 15.00
Meter dispute charge plus Measurement Canada fees (if meter found correct)	\$ 30.00
Special meter reads	\$ 30.00
Non-Payment of Account	
Late Payment - per month	1.50%
Late Payment - per annum	19.56%
Collection of account charge - no disconnection	\$ 15.00
Collection of account charge - no disconnection - after regular hours	\$ 165.00
Disconnect/Reconnect at Meter - during regular hours	\$ 40.00
Disconnect/Reconnect at Meter - after regular hours	\$ 185.00
Disconnect/Reconnect at Pole - during regular hours	\$ 185.00
Disconnect/Reconnect at Pole - after regular hours	\$ 415.00
Install/Remove load control device - during regular hours	\$ 40.00
Install/Remove load control device - after regular hours	\$ 185.00
Temporary service install and remove - overhead - no transformer	\$ 500.00
Temporary service install and remove - underground no transformer	\$ 300.00
Temporary service install and remove - overhead with transformer	\$ 1,000.00
Specific Charge for Access to the Power Poles - per pole/year	\$ 22.35

2014 Schedule of Rates & Charges...cont'd

Allowances

Transformer Allowance for Ownership - per kW of billing demand/month	\$/kW (0.60)
Primary Metering Allowance for transformer losses - applied to measured demand and energy	% (1.00)

Loss Factor

Total Loss Factor - Secondary Metered Customer < 5,000 kW	1.0723
Total Loss Factor - Primary Metered Customer < 5,000 kW	1.0616

Retail Transmission Rates

(Charges to transmit electricity to Innisfil)

Residential

Retail Transmission Rate - Network Service Rate	\$/kWh 0.0070
Retail Transmission Rate - Line & Transmission Connection Service Rate	\$/kWh 0.0051

General Service <50 kW

Retail Transmission Rate - Network Service Rate	\$/kWh 0.0063
Retail Transmission Rate - Line & Transmission Connection Service Rate	\$/kWh 0.0047

General Service 50 to 4999kW with no interval meter

Retail Transmission Rate - Network Service Rate	\$/kW 2.5667
Retail Transmission Rate - Line & Transmission Connection Service Rate	\$/kW 1.8275

General Service 50 to 4999kW with an interval meter

Retail Transmission Rate - Network Service Rate	\$/kW 2.4859
Retail Transmission Rate - Line & Transmission Connection Service Rate - Interval Metered	\$/kW 2.6798

Unmetered Scattered Load

Retail Transmission Rate - Network Service Rate	\$/kW 0.0063
Retail Transmission Rate - Line & Transmission Connection Service Rate	\$/kW 0.0047

Sentinel Lighting

Retail Transmission Rate - Network Service Rate	\$/kW 1.9455
Retail Transmission Rate - Line & Transmission Connection Service Rate	\$/kW 2.0944

Street Lighting

Retail Transmission Rate - Network Service Rate	\$/kWh 1.9357
Retail Transmission Rate - Line & Transmission Connection Service Rate	\$/kWh 1.4126

Billing Determinant

The billing determinant is the customer's metered energy consumption adjusted by the Total Loss Factor as approved by the Board and set out in this Schedule of Other Regulated Rates.

Other Regulated Rates

Wholesale Market Service Rate	\$/kWh 0.0044
Rural Rate Protection Charge	
<i>Effective until April 30th 2014</i>	\$/kWh 0.0012
<i>Effective May 1, 2014</i>	\$/kWh 0.0013
Standard Supply Service - Administrative Charge (if applicable)	\$ 0.25
Debt Retirement Charge	\$/kWh 0.0070

Electricity Commodity Rates

(Standard Supply Service)

Residential

<i>Effective Nov. 1st 2013</i>	On-peak	\$/kWh 0.1290
Time-of-use pricing	Mid-peak	\$/kWh 0.1090
	Off-peak	\$/kWh 0.0720
Tiered pricing	1st 1000 kWh)	\$/kWh 0.0830
	Balance	\$/kWh 0.0970

General Service <50 kW and Designated

<i>Effective May 1st 2013</i>	On-peak	\$/kWh 0.1290
Time-of-use pricing	Mid-peak	\$/kWh 0.1090
	Off-peak	\$/kWh 0.0720

2014 Schedule of Rates & Charges...cont'd

General Service <50 kW and Designated...cont.

Tiered pricing	1st 750 kWh	\$/kWh 0.083
	Balance	\$/kWh 0.097

General Service >50 kW and >250,000 kWh, without interval meter

Weighted Average Hourly Ontario Electricity Spot Market Price

General Service >50 kW and >250,000 with interval meter

Hourly Ontario Electricity Spot Market Price

Sentinel Lighting

<i>Effective Nov. 1st 2013</i>	1st 750 kWh	\$/kWh 0.083
	Balance	\$/kWh 0.097

General Service Unmetered

<i>Effective Nov. 1st 2013</i>	1st 750 kWh	\$/kWh 0.083
	Balance	\$/kWh 0.097

Global Adjustment...

The Global Adjustment (GA) is the difference between the total payments made to certain contracted or regulated generators/demand management projects, and market revenues.

The Total GA is calculated each month by taking into account the following components:

- Contracts for generators including non-utility generators (NUG) administered by the Ontario Electricity Financial Corporation,
- Ontario Power Generation's nuclear and baseload hydroelectric generation,
- Ontario Power Authority contracts with generators and suppliers of conservation services.

Depending on the type of customer, the Global Adjustment shows up on bills in different ways:

- Regulated Price Plan (RPP) customers (i.e. residential and small business)
Regulated Price Plan (RPP) customers pay a fixed price for electricity and the Global Adjustment amounts are included in the RPP rate set by the Ontario Energy Board.

- Retail Contract Customers
Customers who have a retail contract pay the contract price for their electricity plus the Global Adjustment. This applies to all customers with a retail contract regardless of the size of the customer.

- Businesses or Organizations with Peak Demand Over 50kW and Under 5 MW (i.e. businesses who pay the market price for electricity)
The Global Adjustment monthly rate is charged to businesses and organizations with peak demand over 50 kW and under 5 MW who do not have a retail contract.

- Businesses or Organizations with Peak Demand Over 5MW (Class A)
Since January 1, 2011 customers with an average peak demand over 5 MW pay a portion of the monthly Global Adjustment total based on the percent they contribute to Ontario's five highest demand peaks in the previous year.

Find out more about the Global Adjustment on the IESO's website at http://www.ieso.ca/imoweb/b100/b100_ga.asp