

## Your New Electricity Prices Starting January 1, 2020 - Residential & Small Business Customers

A number of rate changes took effect January 1, 2020, for residential and small business customers. The following outlines the changes according to how these charges appear on your bill.

### Your Electricity Charges

In November 1, 2019, the Ontario Energy Board announced new Time-of-Use (TOU) pricing, removing the compensation that reduced these rates under the Ontario Fair Hydro Plan. Please see information below about a new 31.8% rebate that was introduced at the same time. The new TOU rates continue until April 30, 2020 as follows:

<b>Time-of-Use Pricing –Winter/Spring (November 1, 2019 to April 30, 2020)</b>		
Winter Off-Peak	Weekdays 7:00 p.m. to 7:00 a.m.; Weekends & Holidays	10.1 cents per kWh
Winter Mid-Peak	Weekdays 11:00 a.m. to 5:00 p.m.	14.4 cents per kWh
Winter On-Peak	Weekdays 7:00 a.m. to 11:00 a.m. and 5:00 p.m. to 7:00 p.m.	20.8 cents per kWh

*If you purchase electricity from a retailer, your electricity price is charged according to your contract. There is also an additional line item called Global Adjustment on your bill, which is priced at the monthly IESO posted Class B Global Adjustment rate ([www.ieso.ca](http://www.ieso.ca)) plus a Rate Rider for Disposition of Global Adjustment Sub-Account (2020) of (0.0013)/kWh effective January 1, 2020.*

### Delivery Charges

The Ontario Energy Board has approved a rate increase for **Delivery Charges** effective January 1, 2020. These charges cover the cost of delivery through transmission and distribution lines. The estimated bill impact for a residential customer using 700 kWh per month is an increase of \$0.95 per month. A full description of all components making up the Delivery Line, as shown on your bill, can be found at [www.festivalhydro.com](http://www.festivalhydro.com).

### Regulatory Charges

There have been no changes to regulatory charges.

### 31.8% Ontario Electricity Rebate

Effective November 1, 2019, the built-in reduction to the Regulated Price Plan rates and the previous 8% rebate were replaced with the Ontario Electricity Rebate (OER). These changes ensure customers see the true cost of electricity on their bill and the full value of the Ontario Electricity Rebate, if they are eligible for it. For more information, please visit [www.ontarioenergyboard.ca/OEB/Consumers/Electricity/Your+Electricity+Bill](http://www.ontarioenergyboard.ca/OEB/Consumers/Electricity/Your+Electricity+Bill).

### Ontario Electricity Support Program (OESP)

The Ontario Electric Support Program helps reduce electricity bills for low-income households with a monthly on-bill credit. The amount of the credit depends on how many people live in your household and the combined household income. To find out more about the program, call toll free **1-855-831-8151** or visit [www.ontarioelectricitysupport.ca](http://www.ontarioelectricitysupport.ca)

**Impact on Residential Customers** – The table below shows the impact of these rate changes on a typical residential customer (on TOU pricing) using 700 kWh per month.

Residential Customer – 700 kWh	Rates effective Nov 1, 2019	Rates effective Jan, 1, 2020	\$ Change	% Change on Total Bill
Your Electricity Charges	\$57.85	\$89.60	\$31.75	54.88%
Delivery	\$39.61	\$40.56	\$0.95	2.40%
Regulatory Charges	\$2.77	\$2.77	\$0.00	0.0%
8% Ontario Government Rebate	(\$8.02)	\$0.00	(\$8.02)	(100.00%)
31.8% Ontario Electricity Rebate	0.00	(\$42.27)	(\$42.27)	100.00%
HST	\$13.03	\$17.28	\$4.25	32.62%
<b>TOTAL</b>	<b>\$105.24</b>	<b>\$107.94</b>	<b>\$2.70</b>	<b>2.57%</b>

**Impact on Small Business** - The table below shows the impact of rate changes on a typical small business customer (General Service < 50 KW) on TOU pricing using 2,500 kWh per month.

Small Business – 2,500 kWh	Rates effective Nov 1, 2019	Rates effective Jan 1, 2020	\$ Change	% Change on Total Bill
Your Electricity Charges	\$205.88	\$318.93	\$113.05	54.91%
Delivery	\$110.04	\$114.11	\$4.07	3.70%
Regulatory Charges	\$9.25	\$9.25	\$0.00	0.00%
8% Ontario Government Rebate	(\$26.01)	\$0.00	(\$26.01)	(100.00%)
31.8% Ontario Electricity Rebate		(\$140.65)	(\$140.65)	100.00%
HST	\$42.27	\$57.50	\$15.23	36.03%
<b>TOTAL</b>	<b>\$341.43</b>	<b>\$359.14</b>	<b>\$17.71</b>	<b>5.19%</b>

If you have questions regarding these changes please contact Festival Hydro at 519-271-4700 or 1-866-444-9370; select customer service, option # 2. Or visit our website at [www.festivalhydro.com](http://www.festivalhydro.com) or the Ontario Energy Board's website at [www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca).