

**Smart Meter Customer Communications Prior to Scheduled  
Installation Date  
(mailed with customer bills by mailing service)**



**London  
Hydro**

P.O. Box 2700  
LONDON, ONTARIO  
N6A 4H6

**IMPORTANT  
SMART METER  
INFORMATION ENCLOSED.**

# YOUR SMART METER IS COMING SOON.



**Over the next few weeks, we'll be installing  
your new smart electricity meter.**

- For now, your new meter will continue to work just like your current one. So, please be aware there will be no immediate change to your electricity rates, or how you are billed.
- We'll ensure that you're kept informed.
- When the new meter is installed the technician will leave a Q&A booklet to help you learn more about your new smart meter.



**Mixed Sources**

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111 Horton Street  
P.O. Box 2700  
London, ON N6A 4H6

Powering London.  
Empowering You.

<Date>

<First Name><LAST NAME>  
<NUMBER><STREET><UNIT>  
<CITY><PROVINCE>  
<POSTAL CODE>

Dear <FIRST NAME><LAST NAME>,

As you know, the province of Ontario is working toward creating a conservation culture that will help Ontarians to manage their electricity usage while helping the environment at the same time.

By 2011, all homes in Ontario will have smart meters installed and will be billed through Time-of-Use billing. Quite simply, this means that the new meter will record the time of day that electricity is used in your home and the appropriate price will be applied for the cost of power at that particular time of day.

As you can imagine, it will take a considerable amount of time to change electricity meters throughout London and for that reason we will be installing the meters in phases.

We will be in your area within the next few weeks to install a meter at your home.

At this time, it is important to remember that Time-of-Use rates will not be implemented until a later day and we will provide you with more information as we get closer to that time. For now your meter will be read and billed the same as it has in the past.

Sincerely,

London Hydro  
Smart Meter Program Office  
1-866-986-3837

**Smart Meter Communications on Day of Smart Meter  
Installation  
(hand delivered to customer's premises)**

P.O. Box 3060  
London ON  
N6A 4J8



**London  
Hydro**

**YOUR SMART METER  
ARRIVED TODAY.**  
(IMPORTANT INFORMATION ENCLOSED)

**POLY**  
**GONE**  
www.polygoneplastics.com



**London  
Hydro**

Dear Customer,

We're pleased to inform you that your Smart Meter was installed today. Since it was necessary to disconnect the power to exchange your old meter to your new Smart Meter, some clocks and electronic equipment may need to be reset.

London Hydro has installed Smart Meters under the direction of the Ontario Energy Board and the Ministry of Energy as part of their goal to create a lasting conservation culture in Ontario.

By 2011, all homes in Ontario will have smart meters installed and will be billed through Time-of-Use billing. Quite simply, this means that the new meter will record the time of day that electricity is used in your home and the appropriate price will be applied for the cost of power at that particular time of day.

The enclosed booklet will provide you with more information and help you to become familiar with your Smart Meter and Time-of-Use rates.

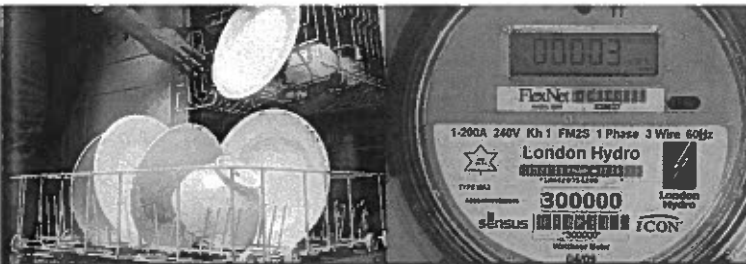
At this time it is important to remember that Time-of-Use rates will not be implemented until a later date and we will provide you with more information as we get closer to that time. **For now, there are no changes, your meter will be read and billed the same way as it was in the past.**

Please keep the enclosed *Smart Meters Answer Book* on hand for future reference.

Sincerely,

London Hydro  
Smart Meter Program Office  
PH: 1-866-986-3837

[www.londonhydro.com](http://www.londonhydro.com)



GETTING SMART ABOUT

# SMART METERS

ANSWER BOOK



**WHY** ONTARIO  
IS INTRODUCING  
SMART METERS.  
PAGE 2

**WHAT** ARE  
TIME-OF-USE  
PRICES?  
PAGE 4

**HOW** YOU CAN  
START TO  
PREPARE NOW.  
PAGE 6





# YOUR NEW SMART METER ARRIVED TODAY.

Your Smart Meter Answer Book will explain how Smart Meters work, how electricity pricing will change **in the future**, and how to best take advantage of smart metering. For now, please note:

- There will be no immediate changes to how your electricity is measured, to your electricity prices or how you are billed.
- We'll ensure that you're kept informed.

When we exchanged your meter, we had to shut off your power briefly. You may need to reset some clocks and electronic equipment. We apologize for any inconvenience.

For more information on the installation of your SMART METER, CALL 1-866-986-3837 or for general information, visit [londonhydro.com](http://londonhydro.com).



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[www.fsc.org](http://www.fsc.org) Cert no. SW-COC-002662  
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# SORRY WE MISSED YOU!

No one was here when we arrived to install your new SMART METER:

Date: \_\_\_\_\_ Time: \_\_\_\_\_

We were unable to complete the installation because:

- Our technician required access to a secure area (e.g. inside home, building or grated area).
- Could not open gate.
- A pet (dog) prohibited our technician from accessing the area.
- Plants/bushes prohibited our technician from accessing the area.
- Other: \_\_\_\_\_
- SECOND ATTEMPT!**

Please contact us at 1-866-986-3837 to schedule an appointment for one of our technicians to return to complete the installation.



London  
Hydro

GRAND & TOY



## URGENT METER CHANGE APPOINTMENT REQUEST



IN ORDER TO AVOID SERVICE INTERRUPTION AN  
APPOINTMENT MUST BE BOOKED BY:

Please contact us at 1-866-986-3837 , Monday to Friday  
between 8 a.m. and 7 p.m. to schedule an appointment for  
one of our technicians to return to complete the installation.

Time-of-Use Rate Customer Communications  
As of January 2012

GRAND & TOY



# INTRODUCING TIME-OF-USE RATES

*A Quick Guide*

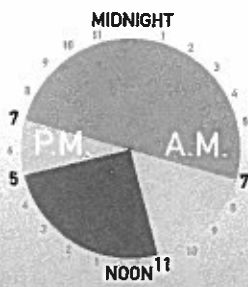


# POWER. SMARTER.

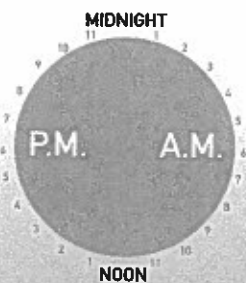
Shift from on-peak to off-peak periods when possible to help manage electricity costs, reduce strain on the electricity system, and help the environment.

Use this removable decal as a reminder of Time-of-Use (TOU) price periods.

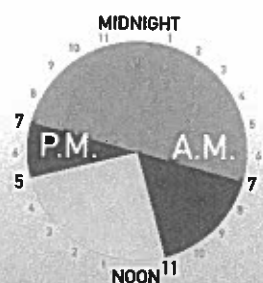
## Ontario Electricity Time-of-Use Price Periods






**Summer**  
(May 1 - October 31)  
weekdays



**Weekends and  
Statutory Holidays**



**Winter**  
(November 1 - April 30)  
weekdays

-  **Off-peak**
-  **Mid-peak**
-  **On-peak**

For current TOU pricing, please visit [www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca)






**London  
Hydro**

P.O. Box 3060  
London ON  
N6A 4J8

**TIME-OF-USE RATES COMING SOON**



<b>CANADA</b>		<b>POSTES</b>
<b>POST</b>		<b>CANADA</b>
Postage paid Lettermail		Port payé Poste-lettres
<b>1087843</b>		

**GRAND & TOY**



Powering London.  
Empowering You.

February 2012

## We're here to help you learn about new Time-of-Use rates.

Dear Customer,

As part of a provincial plan to create a culture of conservation in Ontario, we've installed a SMART METER at your home, replacing the old electricity meter. The new SMART METER will read the amount of electricity you use and the time of day/day of the week you use it. The price of your electricity use will now be calculated using "Time-of-Use" (TOU) rates.\*

SMART METERS and Time-of-Use rates can help you manage your electricity costs if you shift some of your household tasks to lower cost periods. This will benefit you and it will help the province smooth out "peak demand" periods, which will result in a more efficient electricity system for all of us. Managing the "peak demand" period also has a positive impact on the environment.

### Time-of-Use rate changes

Beginning on February 1, 2012, London Hydro will begin to transition all residential and small commercial customers to Time-of-Use pricing. The changeover will be conducted in segments throughout the city. To determine the date that your account will change to Time-of-Use rates, simply register for "My Account" on London Hydro's website, [www.londonhydro.com/myaccount](http://www.londonhydro.com/myaccount). When you click on My Account's energy usage menu there is an option to enter your electric meter number (found in the My Account section and on your bill). Once this is entered, the Time-of-Use billing start date will be displayed on your account.

If you do not have access to a computer, please call London Hydro at 519-661-5503 and Press One to activate London Hydro's automated service. Once you are in the automated service, Press Option 2 to find out your Time-of-Use billing start date. You will be requested to enter your meter number, found on your London Hydro bill. Once this is entered, the voice automated system will provide you with your Time-of-Use start date.

Current Time-of-Use rates are as follows:†

- On-peak: 10.8¢
- Mid-peak: 9.2¢
- Off-peak: 6.2¢

### What you can do to take advantage of Time-of-Use rates

Time-of-Use rates are based on which times of day – or days of the week – experience the highest and lowest electricity demands. When demand and production costs are at their highest, the rates will be "on-peak" rates; when costs go down, so will rates.

For example, by running your dishwasher during a low-demand time – say, after 7 p.m. on weeknights – or by doing your laundry on the weekend, you can reduce your electricity costs because you'll pay the "off-peak" rate. If you check the enclosed Quick Guide you'll see the different time periods and some examples of Time-of-Use rates.

### Go online and see for yourself how you can start to manage your electricity costs

What's more, now you can get real feedback about your electricity use, when you visit "My Account" to view how much you consumed within each Time-of-Use period. Simply log into "My Account" at [www.londonhydro.com/myaccount](http://www.londonhydro.com/myaccount) and use it as a tool to help manage your costs.

\* If you currently purchase your electricity commodity through a retailer, you will continue to follow the terms and price stated in your contract.

† Electricity prices change every six months. You can visit the Ontario Energy Board at [www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca) for current pricing details.





111 Horton Street  
P.O. Box 2700  
London, ON N6A 4H6

Powering London.  
Empowering You.

We invite you to read the enclosed *Quick Guide to Time-of-Use Rates*. For more information, please visit [www.londonhydro.com/myaccount](http://www.londonhydro.com/myaccount) where you'll be able to:

- sign up for paperless billing
- see how much electricity your household uses by the hour
- discover the Time-of-Use rates you'll pay to help you manage your usage before receiving your next bill

Sincerely,

Vinay Sharma  
Chief Executive Officer

#### **Quick reminders on how to prepare for Time-Of-Use rates.**

#### **Soon your new Time-of-Use rates will become effective. Here are some ways to prepare for TOU:**

- Read the enclosed Quick Guide to Time-of-Use rates for more information and tips on shifting some of your household tasks and on conserving electricity.
- Put up your special reminders: The enclosed dishwasher and dryer removable decals are a convenient reminder of how you can manage your electricity costs by using appliances at different times of the day. Place your Time-of-Use decals in the kitchen and laundry room and check them from time to time.
- Educate other members of your household on Time-of-Use rates.
- Begin developing routines today; for instance do a load of laundry after 7 p.m. or on the weekend instead of during peak times.

#### **Benefits of having a SMART METER and Time-of-Use rates:**

- Your personal electricity consumption can be viewed by you on our secure website.
- There will be no need for meter readers to visit your home from now on.

For more information visit:

<https://www.londonhydro.com/myaccount>

CALL: 519.661.5503

### Residential Regulated Price Plan Time-of-Use Rates

<b>Electricity</b>	*On Peak (effective Nov. 1 - April 30)	\$ 0.108
	*Mid Peak (effective Nov. 1 - April 30)	\$ 0.092
	*Off-Peak (effective Nov. 1 - April 30)	\$ 0.062
<b>Delivery</b>	Fixed Monthly Service Charge	\$ 14.25
	Distribution Volumetric Rate (per kWh)	\$ 0.0139
	*Transmission Connection Charge (per kWh)	\$ 0.0050
	*Transmission Network Charge (per kWh)	\$ 0.0062
<b>Regulatory</b>	*Wholesale Market Service Charge (per kWh)	\$ 0.0052
	*Rural Rate Protection Charge (per kWh)	\$ 0.0013
	SSS Administration Fee for non-retailer associated customers (per bill)	\$ 0.25
<b>Government Debt Retirement Charge (per kWh)</b>		\$ 0.0070
	HST	13%

### Residential Regulated Price Plan Tier Rates (for customers who have not yet been converted to Time-of-Use billing)

<b>Electricity</b>	*First 1,000 kWh (winter threshold rate)	\$ 0.071
	*Remaining kWh (winter threshold rate)	\$ 0.083
<b>Delivery</b>	Fixed Monthly Service Charge	\$ 14.25
	Distribution Volumetric Rate (per kWh)	\$ 0.0139
	*Transmission Connection Charge (per kWh)	\$ 0.0050
	*Transmission Network Charge (per kWh)	\$ 0.0062
<b>Regulatory</b>	*Wholesale Market Service Charge (per kWh)	\$ 0.0052
	*Rural Rate Protection Charge (per kWh)	\$ 0.0013
	SSS Administration Fee for non-retailer associated customers (per bill)	\$ 0.25
<b>Government Debt Retirement Charge (per kWh)</b>		\$ 0.0070
	HST	13%

### Commercial < 50 KW Regulated Price Plan Tier Rates (for customers who have not yet been converted to Time-of-Use billing)

<b>Electricity</b>	*First 750 kWh (per kWh)	** \$ 0.071
	*Remaining kWh	** \$ 0.083
<b>Delivery</b>	Fixed Monthly Service Charge	\$ 31.29
	Distribution Volumetric Rate (per kWh)	\$ 0.0089
	*Transmission Connection Charge (per kWh)	\$ 0.0044
	*Transmission Network Charge (per kWh)	\$ 0.0058
<b>Regulatory</b>	*Wholesale Market Service Charge (per kWh)	\$ 0.0052
	*Rural Rate Protection Charge (per kWh)	\$ 0.0013
	SSS Administration Fee for non-retailer associated customers (per bill)	\$ 0.25
<b>Government Debt Retirement Charge (per kWh)</b>		\$ 0.0070
	HST	13%

### Commercial < 50 KW Regulated Price Plan Time-of-Use Rates

<b>Electricity</b>	*On Peak (effective Nov. 1 - April 30)	\$ 0.108
	*Mid Peak (effective Nov. 1 - April 30)	\$ 0.092
	*Off-Peak (effective Nov. 1 - April 30)	\$ 0.062
<b>Delivery</b>	Fixed Monthly Service Charge	\$ 31.29
	Distribution Volumetric Rate (per kWh)	\$ 0.0089
	*Transmission Connection Charge (per kWh)	\$ 0.0044
	*Transmission Network Charge (per kWh)	\$ 0.0058
<b>Regulatory</b>	*Wholesale Market Service Charge (per kWh)	\$ 0.0052
	*Rural Rate Protection Charge (per kWh)	\$ 0.0013
	SSS Administration Fee for non-retailer associated customers (per bill)	\$ 0.25
<b>Government Debt Retirement Charge (per kWh)</b>		\$ 0.0070
	HST	13%

### Commercial > 50 KW (No Interval Meter)

<b>Electricity</b>	*First 750 kWh (per kWh)	**spot market price
	*Remaining kWh (per kWh)	**spot market price
<b>Delivery</b>	Fixed Monthly Service Charge	\$ 295.52
	Distribution Volumetric Rate (per kWh)	\$ 1.5822
	Transmission Connection Charge (per kWh)	\$ 1.6301
	Transmission Network Charge (per kWh)	\$ 2.0364
	†Transformer Discount (per kWh)	(\$ 0.60)
<b>Regulatory</b>	*Wholesale Market Service Charge (per kWh)	\$ 0.0052
	*Rural Rate Protection Charge (per kWh)	\$ 0.0013
	SSS Administration Fee for non-retailer associated customers (per bill)	\$ 0.25
<b>Government Debt Retirement Charge (per kWh)</b>		\$ 0.0070
	HST	13%

### Commercial > 50 KW With An Interval Meter

<b>Electricity</b>	*First 750 kWh (per kWh)	**spot market price
	*Remaining kWh (per kWh)	**spot market price
<b>Delivery</b>	Fixed Monthly Service Charge	\$ 295.52
	Distribution Volumetric Rate (per kWh)	\$ 1.5822
	Transmission Connection Charge (per kWh)	\$ 2.2715
	Transmission Network Charge (per kWh)	\$ 2.6114
	Meter Interrogation Charge (monthly)	\$ 5.50
	†Transformer Discount (per kWh)	(\$ 0.60)
<b>Regulatory</b>	*Wholesale Market Service Charge (per kWh)	\$ 0.0052
	*Rural Rate Protection Charge (per kWh)	\$ 0.0013
	SSS Administration Fee for non-retailer associated customers (per bill)	\$ 0.25
<b>Government Debt Retirement Charge (per kWh)</b>		\$ 0.0070
	HST	13%