

**RENFREW HYDRO INC.**

Telephone: 613-432-4884

Account Number

03001390-00

Name

MACKAY MANOR

Service Address

196 ARGYLE ST S

Meter Number	Read Dates		Billing Days	Code	Meter Readings		Mult	Usage	Usage	Units	Power factor	Adjust. factor
	Present	Previous			Present	Previous			Billed			
ELE: RF00011114	12/01/2022	11/01/2022	30	MR	351528	348370	1	3157	3413	kWh		1.0810

**BILLING SUMMARY**

Previous Balance as of : 11/17/2022	\$496.66
Payments as of 12/15/2022	(\$496.66)
Adjustments as of 12/15/2022	\$0.00
Interest Charges as of : 12/15/2022	\$0.00
Balance Forward as of : 12/15/2022	\$0.00
Current Charges as of : 12/15/2022	\$472.89
Total Amount Due	\$472.89

PREVIOUS BALANCE  
PAYMENT 11/28/2022  
BALANCE FORWARD

\$496.66  
(\$496.66)  
\$0.00

**POSTED**  
J1537

Please remember to pay your bill on or before  
the due date to avoid late payment charges.

Deposit Held: 0.00

**ELECTRIC USAGE HISTORY**

Month	Days	Electric Use (kWh)	Elec. Usage per Day	Water Use	Water Usage per Day
11-22	30	3413	114		
10-22	31	3585	116		
09-22	30	3981	133		
08-22	31	5323	172		
07-22	31	5396	174		
06-22	30	4063	135		
05-22	31	3507	113		
04-22	30	3285	109		
03-22	31	4489	145		
02-22	28	5089	182		
01-22	31	5161	166		
12-21	31	4373	141		
11-21	30	3989	133		

Electricity  
ON Peak Winter  
MID Peak Winter  
OFF Peak Winter  
Delivery  
Regulatory Charges  
HST(862227923RT0001)  
ONTARIO ELECTRICITY REBATE  
CURRENT CHARGES DUE 07 Jan 2023

RATE	USAGE	CHARGES
0.151000	671	\$101.29
0.102000	685	\$69.87
0.074000	1802	\$133.33
		\$148.77
		\$13.56
		\$60.69
		(\$54.62)
		\$472.89

TOTAL AMOUNT DUE \$472.89  
Total Ontario Support: \$54.62. To learn more about the province's  
electricity support programs, visit [Ontario.ca/yourelectricitybill](http://Ontario.ca/yourelectricitybill).

**3001390-00**

Bill Type	Account Type	Bill Date	Due Date	Amount Due	Payment Type
REGULAR	GS <50 KW	12/15/2022	01/07/2023	\$472.89	PLEASE PAY BY DUE DATE

**MESSAGES:**

## BILLING & COLLECTION INQUIRIES

Office Location B-499 O'Brien Rd, Renfrew, Ontario  
Office Hours 8:30am – 4:30pm (Monday – Friday)  
Phone (613) 432-4884  
Fax (613) 432-7463  
Email [info@renfrewhydro.com](mailto:info@renfrewhydro.com)  
Website [www.renfrewhydro.com](http://www.renfrewhydro.com)

## CALL BEFORE YOU DIG (UNDERGROUND LOCATES)

Ontario One Call 1-800-400-2255 [www.on1call.com](http://www.on1call.com)

## ELECTRICAL INSPECTIONS

Electrical Safety Authority 1-877-372-7233 [www.esasafe.com](http://www.esasafe.com)

## LATE PAYMENT CHARGES

Interest will be charged on unpaid balances after the due date at the rate of 1.5% per month (for an effective rate of 19.56% per annum).

## BILLING ADJUSTMENTS

The utility will make every effort to ensure bills are accurate; however, billing errors can occur. The utility reserves the right to collect under-billed amounts at anytime.

## MOVING / CANCELLING SERVICE

Please contact our office at least 48 hours in advance to ensure that we have adequate time to process your request. Customers are responsible for all charges until their account is closed.

## FOR 24 HOUR POWER OUTAGES OR EMERGENCY SERVICE

Call – (613) 432-4884 or for Police, Fire or Ambulance call 911

## ONTARIO ELECTRICITY SUPPORT PROGRAM

If you are a residential customer of Renfrew Hydro and in a lower-income home, you may qualify for a reduction on your electricity bill, for details: Visit the OESP website at [www.ontarioelectricitysupport.ca](http://www.ontarioelectricitysupport.ca) or Call Toll-Free – 1-855-831-8151

## GLOSSARY OF TERMS

### ELECTRICITY

This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition.

### DELIVERY

These are the costs of delivering electricity from generating stations across the Province to Renfrew Hydro Inc. then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems. A portion of these charges is fixed does not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use. The delivery charge also includes costs relating to the electricity that is lost through distributing electricity to your home or business. Renfrew Hydro Inc. collects this money and pays this amount directly to our suppliers. When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers consumes power before it gets to your home or business.

### REGULATORY CHARGES

Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid.

### GLOBAL ADJUSTMENT

The price of generation in Ontario is set by a competitive market. Certain generators receive payments through regulation or contract that differ from the market price. Your portion of the net adjustment arising from these different payments is included in your bill.

### FOR A DETAILED EXPLANATION OF ELECTRICITY TERMS

Visit the OEB website at [www.oeb.ca](http://www.oeb.ca)