

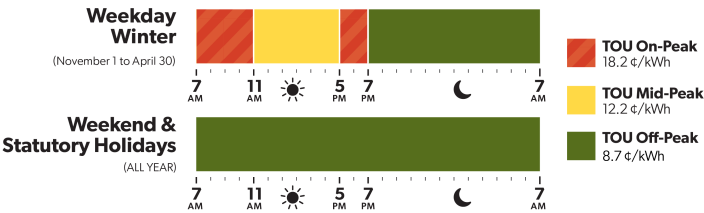
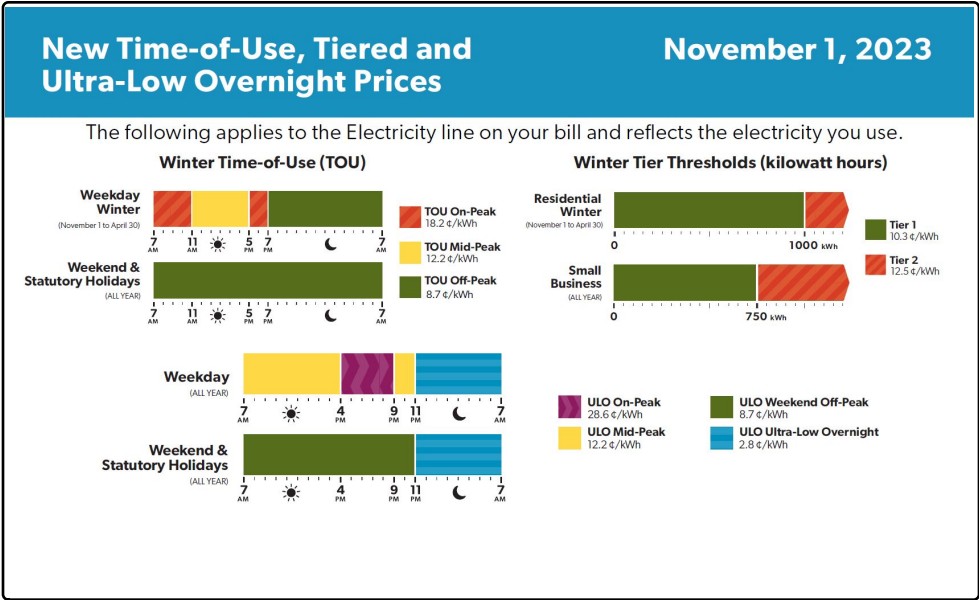
Community Q&A

Q: What is the OESP?
A: The OESP is an Ontario Energy Board program that lowers electricity bills for lower-income households. The OESP provides a monthly credit to eligible customers based on household income and household size. The OESP credits are applied directly to eligible customers' bills. The amount of the monthly credit will depend on how many people live in your home and your combined household income. If you have previously been approved for OESP, depending on when you were accepted, you will see your eligibility expire and may need to reapply.

Q: How do I apply to the OESP?
A: Learn more/apply today @ OntarioElectricitySupport.ca or call 1-855-831-8151. For assistance with your application OR other support opportunities, please visit or contact Manitoulin Sudbury District Board - 800-667-3145.

The Ontario Energy Board (OEB) has approved changes to Espanola Hydro's distribution rates effective November 01, 2023 – please see www.erhydro.com for the Tariff of Rates and Charges.

The OEB has announced Winter Time-of-Use (TOU) hours, Tier threshold, and Ultra-Low Overnight (ULO) under the Regulated Price Plan (RPP) for residential customers to begin on November 1, 2023. These details can be found by visiting www.erhydro.com.



Compare Your Usage History by Time Of Use period

Read Date	Days	On-peak	Mid-peak	Off-peak	kWh/day
31-Jan-24	31	942.02	1118.01	2202.64	137.51
31-Dec-23	31	926.56	1227.60	2864.82	161.90
30-Nov-23	30	503.93	680.20	1022.28	73.55
31-Oct-23	31	63.35	42.01	104.13	6.76
30-Sep-23	30	2.82	2.70	16.93	0.75
31-Aug-23	31	12.17	10.19	26.90	1.59
31-Jan-23	215	223.00	214.18	975.46	6.57

Mailing Address	Customer Service and Billing Inquiries	Operations and Engineering	Customer Service and Billing Hours	After-hour Emergency Service
Espanola Regional Hydro P.O. Box 3240 North Bay, ON P1B 8Y5	705-869-2771 opt 2 Fax: 705-474-8579	705-869-2771 opt 5	Monday to Friday 9:00 am - 4:30 pm	705-869-2771 opt 2
Please visit erhydro.com for our online forms.				

HST/GST Number 88246 3128 RT

Please retain the portion above for your records. Interest on overdue accounts is charged at the rate of 1.5% per month, 19.56% per annum.



Cheques Payable to:
Espanola Regional Hydro
P.O. Box 3240
North Bay, ON P1B 8Y5

SAVE on interest penalties.
Please allow sufficient time for your payment to reach us by the due date.

Account Number: 243083-59326
Amount Due: \$ 1,875.90
Due Date: March 18, 2024

2819163 ONTARIO INC.
34 TRAILSIDE CRT
SUDBURY ON P3E 6M3

A 116 (R)

Amount Paid:

General Information

Failure to receive a bill does not entitle non-payment as a bill reprint is always obtainable by contacting Customer Service by Telephone or email. Avoid postal delays and lost invoices by registering for E-Billing service.

Accounts not paid in full by the due date will be assessed an interest penalty.

Any unpaid portion of your bill will appear as a Previous Balance on the next regular bill. Previous Balances must be paid immediately in order to avoid collection charges and possible disconnection of service.

Security deposits are at the discretion of the utility and can be required where a customer cannot prove good payment history with another utility, or if, during a one-year period, a customer has received more than one disconnection notice from the utility; more than one cheque or pre-authorized payment returned for insufficient funds; or a disconnect/collect trip has occurred.

Equal Billing and Pre-Authorized Payment Plans are available. Contact Customer Service for more information.

For customers who have signed with an electricity retailer, your Invoice Bill Ready amount provided to us by your retailer will appear under the heading "Your Electricity Charges".

Customers with retailer contracts are not eligible for Time-of-Use pricing.

Moving? Minimum 48 hours notice is required.

Going on vacation or away for an extended period? Consider Pre-Authorized Payment or our E-Billing solutions. Making arrangements in advance will help you avoid interest penalties, collections action or possible disconnection of service.

Your Bill Details

Account Number:243083-59326

Summary

Previous Balance (may include interest charges)	\$ 1,109.46
Payments received since last bill	\$ 0.00
Balance	(Past due, please remit immediately.) \$ 1,109.46

Your Electricity Charges

	Usage	Rate	Charges
Electricity On-Peak	942.02	0.1820	\$ 171.45
Electricity Mid-Peak	1118.01	0.1220	\$ 136.40
Electricity Off-Peak	2202.64	0.0870	\$ 191.63
Delivery			\$ 291.40
Regulatory Charges			\$ 27.10
HST			\$ 106.33
Ontario Electricity Rebate			\$ 157.87 -
Current Charges			\$ 766.44
Total Owed			\$ 1,875.90

Total Ontario Support: \$-157.87. To learn more about the Province's electricity support programs, visit Ontario.ca/yourelectricitybill.

Metered Consumption Information

Meter #	Billing Period	Days	Present Read	Previous Read	Consumption	Adjustment Factor	Adjusted Consumption
ERHDC2487	01/01/2024 to 01/31/2024	31	131474.32	127211.65	4262.67 KWH	1.0673	4549.55

Espanola Regional Hydro encourages you to go paperless by registering for E-Billing at www.erhydro.com

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 Espanola Regional Hydro 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 are fixed and do 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 electricity lost through distributing electricity to your home or business.* Espanola Regional Hydro 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 and include the costs associated with funding Ministry of Energy conservation and renewable energy programs.

Global Adjustment

Electricity generators in Ontario receive a combination of payments from the operation of the wholesale market, payments set by regulation and payments under contract. Your portion of the net adjustments arising from these and other authorized payments is included on your bill as the Global Adjustment.

RPP Settlement

If you leave the Regulated Price Plan, you will receive or pay your share of the difference between the amount RPP consumers have paid for electricity and the amount that has been paid to generators.

Note: For a detailed explanation of electricity terms, visit www.erhydro.com or www.oeb.gov.on.ca.