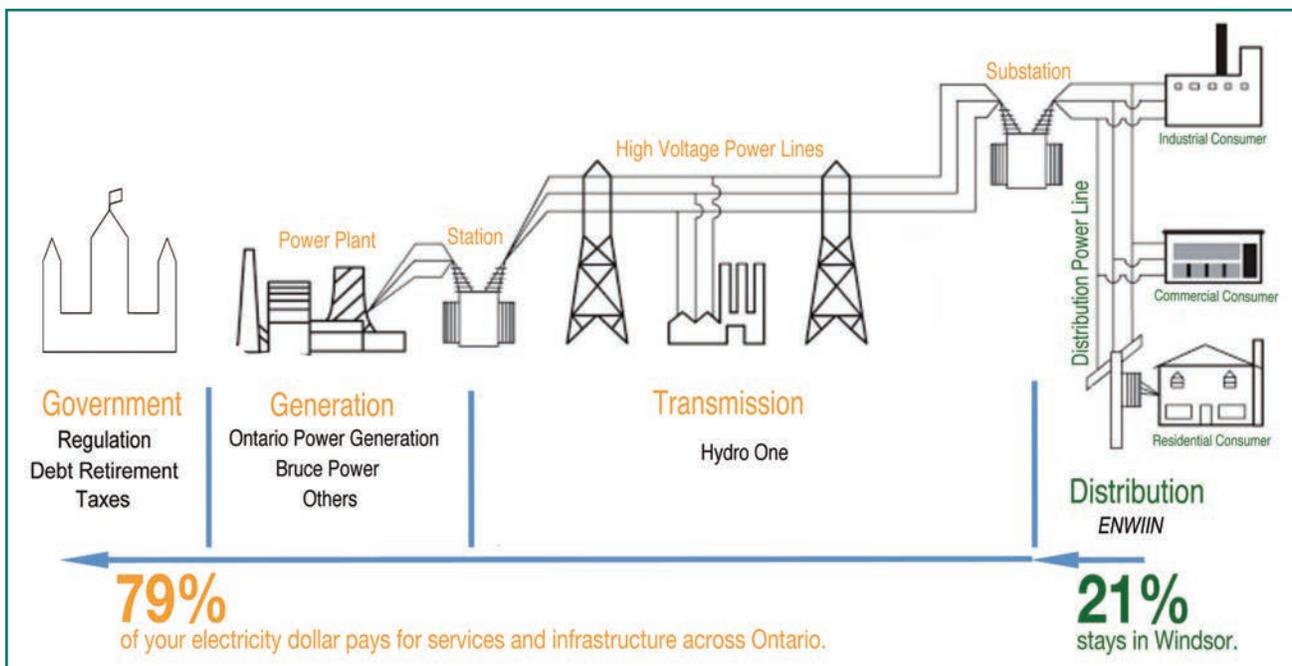




Understanding Your Bill

Rates are changing and so is your bill.

Each spring and fall, the Ontario Energy Board (OEB) reviews and adjusts the rates charged for electricity in our province. Some of these rates pay for local *ENWIN* infrastructure (21%) while the rest pay for the provincial grid (79%).



This spring, rates will also change as we move to provincially mandated Time-of-Use (TOU) pricing. Here is what is happening with your electricity bill this spring.

Over the next month, you will receive an informational insert with your utilities bill. The insert will address changes to rates that fund local *ENWIN* infrastructure, the provincial grid, and that result from the move to TOU pricing.

To make things a little easier to understand, we have simplified the annual rate card. It will clearly show the rate in 2013, the rate in 2014 and the percentage by which the rate has changed.

Rate information for all customers is available in detail on the *ENWIN* website at www.enwin.com.

For more information about Ontario's electricity sector visit:

- OEB website at www.ontarioenergyboard.ca
- Ontario Power Authority (OPA) website at www.powerauthority.on.ca
- Independent Electricity System Operator (IESO) at www.ieso.ca

How will Time-of-Use prices impact my bill?

BEFORE Time-of-Use

Your electricity charges were subject to two prices, depending on the amount used - a lower rate for the first 1000 kWh (winter) or 600 kWh (summer) and a higher rate for any consumption exceeding that amount.

ENWIN		787 Ouellette Avenue C P.O. Box 1625, Stn "A" Windsor, ON N9A 5T7 Call Centre: 8:00am to 5:00pm (519) 255-2727 Visit us at www.enwin.com Visit WUC at www.wuc.on.ca		Bill Date: 2014-04-03 Print Date: 2014-04-04 Bill ID: 1095230																												
Account Number 999 9999 999 Customer Name MARY JANE PUBLIC	Account Balance \$94.27 Payment Received - 2014-03-11 - Thank You! \$94.27 CR Balance Forward from Previous Bill \$0.00	Premise Address: 123 ANYWHERE CRT (999 9999 999)																														
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WATER Windsor Utilities Commission 519-255-2727 Business # 122791098	Your Water Charges For 2014-02-10 To 2014-03-10 Meter Fixed Charge \$16.84 Water Main Replacement Levy \$10.09 Water Usage (13 CM @ 0.429 / CM) \$5.58 Your Total Water Charges 11 \$32.51																															
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What has stayed the same?

Only the charges related to electricity consumption, as outlined in the center column of this page have changed as a result of TOU rates. Regulatory and debt retirement charges will remain the same, as will all charges water and waste water. Please note that some balances will differ slightly due to rounding.

8. Regulatory - This provincial charge pays for the IESO and the OPA. It also subsidizes ratepayers in remote regions and the connection of renewable generation.

9. Debt Retirement Charge - This provincial charge is used to pay down the debt of the former Ontario Hydro. It will continue to be applied as it was before the move to TOU pricing.

To the left and right are two depictions of your electricity bill - one reflecting Tiered Pricing (the price structure you are accustomed to seeing) and one reflecting Time-of-Use Pricing (the new price structure for Ontario).

1. ENWIN's new customer service system requires us to change all customer account numbers. Ask ENWIN or your financial institution if you need help with this change.

The electricity charges portion of your bill has changed.

2. **Electricity Charges** - This provincial charge is used to pay the generators to provide electricity. These are the charges that will now be based on provincially-mandated TOU pricing for all households and small businesses in Windsor and across Ontario:

3. **Off-Peak** This is when electricity is least expensive to provide and least expensive to consume.

4. **Mid-Peak** This is when electricity production costs are in the mid-range, as are costs to the consumer.

5. **On-Peak** This is when electricity is most expensive to provide and most expensive to consume.

6. **Total Including HST** - The OEB's website provides a Bill Calculator, which can clearly show you the differences between tiered pricing and TOU pricing. The sample bills in this brochure were created using the OEB's calculator. They show that a typical residential customer who does not alter consumption patterns following the move to Time-of-Use pricing will see an increase of \$6.96 in their monthly electricity bill.

To calculate your own costs before and after Time-of-Use pricing, visit www.ontarioenergyboard.ca.

7. **Delivery** - The delivery line on your bill is composed of three components: transmission, distribution and commodity charges associated with line loss. These charges are all approved by the OEB. None of these charges will change under TOU pricing. However, you may see a slight change to the total delivery charges on your bill due to the way the line loss portion is calculated under TOU.

Transmission - This provincial charge covers the cost of transmitting electricity across Ontario. Power flows from Ontario power plants and other sources, through transmission lines to your local utility.

Distribution - This local charge, represents about 21% of your total electricity bill. This is the only portion of the bill that stays with ENWIN. This charge has been stable for 8 years. It funds distribution infrastructure and operations in Windsor.



AFTER Time-of-Use

Your electricity charges will be subject to three prices depending on the time of day and the day of the week when electricity is consumed - Off-peak, Mid-peak and On-peak periods.

ENWIN		787 Ouellette Avenue C P.O. Box 1625, Stn "A" Windsor, ON N9A 5T7 Call Centre: 8:00am to 5:00pm (519) 255-2727 Visit us at www.enwin.com Visit WUC at www.wuc.on.ca		Reg-Bcrl1-Btch01-BcrlBch1-Pse00 Bill Date: 2014-03-24 Print Date: 2014-04-04 Bill ID: 465601																												
Account Number 00999999-99 Customer Name MARY JANE PUBLIC	Account Balance \$165.17 Payment Received - 2014-03-12 - Thank You! \$165.17 CR Balance Forward from Previous Bill \$0.00	Premise Address: 123 ANYWHERE CRT (00999999-99)E																														
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What happens to the other charges on my bill?

Aside from its responsibility as a billing agent for provincial electricity and infrastructure charges, ENWIN also bills for the City of Windsor (waste water charges) and Windsor Utilities Commission (water charges.) These areas of the bill will not be affected by the change to TOU pricing.

10. **Usage** - This a summary of electricity and water usage for the billing period.

11. **Your Water Charges** - ENWIN issues bills on behalf of the Windsor Utilities Commission for water system infrastructure and operations.

12. **Waste Water Charges** - ENWIN bills on behalf of the City of Windsor for waste

water infrastructure and operations.

13. **Adjustments** - The Clean Energy Benefit is a rebate created by the Ontario Government to offset energy rate increases related to the Green Energy Act.

14. **Message Center** - Check here, as usual, for important bill information.

11 Top Energy-Saving Tips

As we move into Time-or-Use pricing, savvy customers will be looking for ways to shift load and reduce consumption. **Find details for these energy tips at www.enwin.com**

1. Time-shift dishwashing to off-peak times.
2. Can you time-shift laundry to the weekend?
3. Consider caulking and weatherstripping.
4. Replace incandescent bulbs with LED bulbs.
5. Install a programmable thermostat.
6. Use your appliances wisely.
7. Use "smart" power bars.
8. Get an energy audit done for your house.
9. Round up the power hog fridge in the basement.
10. Shop for Energy Star Qualified appliances.

11. Learn to save electricity and money.

**saveonenergy™
peaksaver PLUS®**

**Free Display and Thermostat
Now available in Windsor**



Join more than **4,000** other **ENWIN** customers who are working together to manage electricity consumption and costs.

519-739-1750

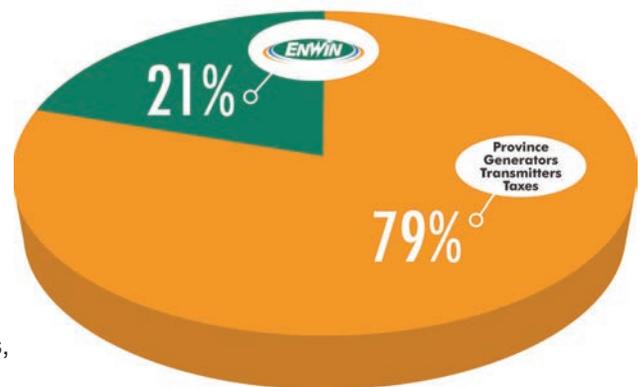
Where does my money go?

79% of your electricity dollars are redirected outside Windsor to cover the costs of transmission, generation, regulation, debt retirement and taxes:

- . In 2006 this cost you \$96 a month.
- . In 2013 this cost you \$115 - an increase of 19%.

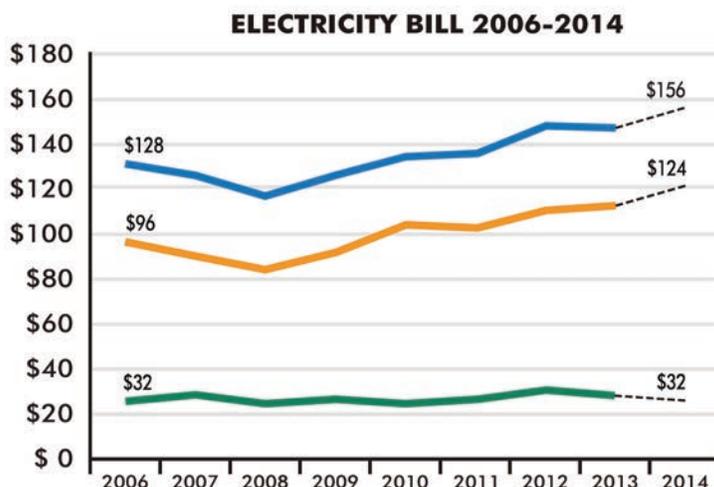
With the 21% that stays in Windsor, **ENWIN** covers all the costs related to distribution: capital upgrades to poles, lines, transformers, computer systems, facilities, vehicles and our skilled workforce:

- . In 2006 this cost you \$32 a month. In 2013 this cost you \$33 a month.



Holding the Line On Rates

ENWIN's distribution rates have been stable for 8 years, despite rising electricity costs across the province. The typical residential customer has paid about \$32 a month for the **ENWIN** portion of the bill since 2006.



Stable Local Rates

Our goals are simple:

- . Hold the line on rates.
- . Reduce costs.
- . Deliver safe, reliable electricity.
- . Reduce debt.
- . Increase investment in infrastructure.



www.enwin.com