

October



2008

## Every Kilowatt Counts!

Hydro One Brampton is offering our residential customers two programs to help you save money and lessen the strain on our electricity system.

Make the call to conserve!

**peak  
saver™**

**1-866-380-6051**

Be a peaksaver! You can help reduce the demand for electricity by signing up for the peaksaver program.

When you join peaksaver, Hydro One Brampton will install a programmable thermostat valued at \$250 that allows us to send a wireless signal to cycle down your air conditioning by a maximum of 2°C during high periods of electricity use. This will usually occur between 12 pm and 6 pm on weekdays - never on weekends or holidays.

With the peaksaver thermostat you can save up to 10% on your annual home heating and cooling costs. Just for participating, Hydro One Brampton will also issue a one-time credit of \$25 on your electricity bill!

**1-877-797-9473**

That old, inefficient second fridge of yours is wasting up to \$120-\$150 per year in electricity. Book an appointment today and we will come pick it up for FREE - we will even haul it out of your basement for you.

*We will also make sure it's disposed of in an environmentally-responsible manner.*

Remember, for every ten fridges that are recycled, enough electricity is freed up to power one house for a year!

All you have to do is call 1-877-797-9473 to take advantage of this program, and your old appliance will be disposed of for you.



### Important Notice To Customers

**Hydro One Brampton does NOT go door-to-door selling products or services.**

Please be advised that Hydro One Brampton does not have representatives selling electricity or any other products or services door-to-door. Your electricity bill contains confidential information that you may not want to share and you are under no obligation to show it to an electricity retailer, even if they ask.

**Hydro One Brampton cannot cancel a contract on your behalf.**

If you have signed a contract and have any concerns, please contact the *Retailer* directly.

In addition, the device being sold door-to-door and by telephone in Brampton and nearby areas as the "Hydro PowerSaver" and on the website "www.hydropowersaver.com" is **not endorsed** by, or approved by, or recommended by, or affiliated in any way with, Hydro One Brampton Networks Inc. or any of its affiliated corporations.

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# What you need to know about Smart Metering in Brampton!

Switching your electricity use to off-peak times of the day *will* help to control electricity prices, and it is *certainly* better for the environment. However, Time-Of-Use pricing will not come into effect for Hydro One Brampton customers until the installation of all Smart Meters has been substantially completed.

Electricity prices fluctuate throughout the day on the open market, and as demand increases, electricity generation can get expensive. Higher demand often means higher market prices.

To protect residential and small businesses customers from these fluctuating prices, the Ontario Energy Board (OEB) introduced the Regulated Pricing Plan (RPP) in 2005. Today, electricity consumers under the RPP pay a set price for their electricity that is approved and regulated by the OEB. The OEB reviews and adjusts the RPP accordingly twice a year to ensure that Ontarians are only paying the actual market cost of electricity.

In an effort to keep electricity prices as low as possible, reduce peak electricity demand, and reinforce the conservation message, Ontario's Ministry of Energy has man-

dated that Smart Meters be installed in every home and small business in the province by 2010. *The introduction of Smart Meters and 'Time-Of-Use' pricing on electricity will encourage consumers to shift their electricity use to off-peak, less expensive times of the day.*

If you haven't had a Smart Meter installed yet, don't worry, it's coming. You might even already have one as the installation of these meters takes only a few minutes, and is otherwise relatively seamless.

If you have had a Smart Meter installed, your new meter will work just like your old meter for now. You don't have to do anything different. There will be no change to the way your hydro bill will be calculated.

*We'll keep you informed!*

## New Account Charge

When an account is opened, the customer will be billed a one-time New Account charge.

Landlords please note, when a tenant notifies Hydro One Brampton that they are vacating and want to finalize their account, a new account must be set up. If no new tenant information is provided, the account will be set up in the owner's name, and a New Account charge will apply.

*The New Account charge is an Ontario Energy Board approved charge.*

If you have any questions or concerns regarding the activities or conduct of electricity retailers, please contact the OEB at 1-877-632-2727 or visit their website at [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca).

## Planning To Be Away?

A power failure can occur without warning, and can affect the houses in your immediate neighbourhood, or be limited to just your home.

If you are planning to be away for more than a day or two, arrange to have your home inspected daily to ensure that important electrical appliances (fridges, freezers, furnaces, etc) are working properly.

Hydro One Brampton is interested in hearing your comments, questions and suggestions on how we may better serve your electricity needs, now and in the future. Please direct your enquiries to our Energy Services Department:

**Phone** (905) 840-6300 Ext. 3256

**Fax** (905) 840-1915

**Email** [EnergyServices@HydroOneBrampton.com](mailto:EnergyServices@HydroOneBrampton.com)

**Website** [www.HydroOneBrampton.com](http://www.HydroOneBrampton.com)

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