



What you need to know about Smart Metering in Brampton!

Under time-of-use pricing, switching your electricity use to off-peak times of the day *will* help to control electricity costs, 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 prices can also increase. Higher demand often means higher market prices.

To protect residential and small business 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 rates accordingly twice a year to ensure that Ontarians are paying the effective 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 the end of 2010. *The introduction of Smart Meters and 'Time-Of-Use' pricing for 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 Customer Accounts

Customers new to Hydro One Brampton will be mailed a "welcome" letter and account registration form within 3 to 5 business days of their moving/closing date. The registration form, now available on our website, must be filled out and returned to Hydro One Brampton within 10 business days. This will assist us in setting up their new account and provides them with payment options and other important information.

Visit www.HydroOneBrampton.com



Moving?

If you are moving, please call our office 48 hours before your moving date. This will allow us time to schedule a meter reading and prepare a final bill. *Whether you are purchasing, selling or renting property, it is important for the person whose name is or whose name is to be on the account to inform us immediately.* Contact our Customer Service department at (905) 840-6300 (ext. 7300).

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Loss of Electrical Supply - No Power or Partial Power

While our goal is to provide uninterrupted electrical service to you, it is possible that the electrical service to your home may fail at some time. You may experience a complete loss of electrical service, or some of your lights or appliances may stop working.

If this happens to you, please **contact our 24-hour Control Room first at 905-840-6300, ext. 7250**. We are available seven days a week, 365 days per year.

We may be able to help you over the phone, or if necessary, we will send a crew to your house (at no charge) to determine if the problem is inside or outside your home.

If we find that the problem is on our side of the demarcation point (usually at the meter base), we will make repairs at no charge to you, in most circumstances. However, if the problem is inside your home, we will suggest that you contact an electrical contractor to have the necessary repairs identified and completed. You may be required to have this work inspected by the Electrical Safety Authority (ESA).

A call to Hydro One Brampton could avoid unnecessary expenses. Call us first.

Important Notice To Customers

**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.

If you have any questions or concerns regarding the activities or conduct of electricity retailers, please contact the OEB at 1-877-632-2727

Key Industry Contacts

Ontario Energy Board

Regulates the activities and conduct of electricity distributors and retailers.

Web site: www.oeb.gov.on.ca

Ministry of Energy & Infrastructure

Ensures that Ontario's electricity needs are met with clean, reliable and affordable energy.

Web site: www.mei.gov.on.ca

Ontario Power Authority

Offers energy saving programs, tips, and advice to electricity consumers.

Web site: www.everykilowattcounts.ca

Look UP, Look OUT, LOCATE

Hydro Wires and Trees

Hydro One Brampton routinely patrols our lines to ensure that tree branches do not interfere with overhead hydro wires.

If you think that any trees on your property are coming into contact with live hydro lines, contact us at (905) 840-6300 ext. 5518.

Call Before You Dig

Electricity cables may run underground at the front or back of your property. Before digging post holes, deck supports or anything that needs to go in the ground, contact Hydro One Brampton to find out the exact location of underground wires.

Call our Cable Locates department at (905) 840-6300 ext. 3241 before you dig, drive a post, or plant a tree.

NOTE: BOTH OF THE ABOVE SERVICES ARE FREE OF CHARGE.

Kids At Play

Trees can grow rapidly and their branches and leaves can become intertwined with overhead hydro wires. Remind your children never to climb trees that are close to powerlines, and to look for wide open spaces away from overhead wires before flying kites. Also, advise them to stay clear of hydro substations, transformers and other electrical equipment.

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

Website www.HydroOneBrampton.com

