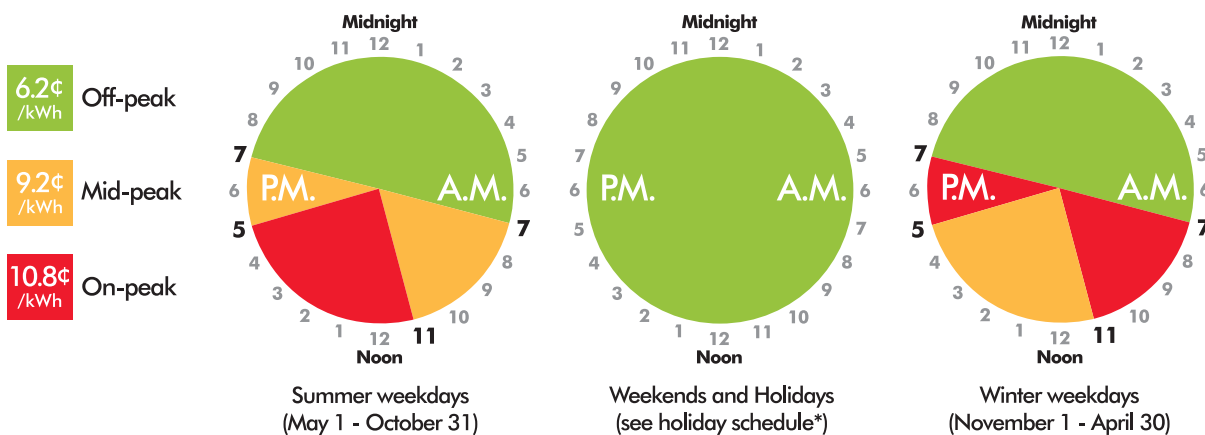


Fall

2011

New Time-Of-Use (TOU) Pricing is now in effect from November 1, 2011 - April 30, 2012



2011 Holiday Schedule

May 23
July 1
August 1
September 5
October 10
December 26
December 27*

*When a holiday falls on a weekend, the next weekday (that is also not a holiday) will be billed at the off-peak price.

What You Can Do to Make a Difference!

By identifying the items in your home that use the most electricity, you can then find ways to either shift or cut back on your use to less expensive times of the day.

- * In the winter, keep the blinds and curtains open through the day to let the sun heat and lighten up the inside of your home naturally.
- * Seal air leaks around doors and windows to keep the cold out.
- * Use ceiling fans to circulate warm air.
- * Set your programmable thermostat back a few degrees at night or when you are not at home.
- * Switch your furnace fan to 'auto' instead of 'on' or 'continuous'.
- * Clean or replace your furnace filter once a month to keep it operating efficiently.
- * Have a licensed HVAC (heating, ventilation and air-conditioning) technician service your furnace yearly to ensure maximum operating performance.
- * Check out the Time-Of-Use Rate Calculator on our website at www.HydroOneBrampton.com to see where you may be able to shift your electricity use and save money!
- * When possible use large household appliances, such as your clothes washer, dryer and dishwasher, early in the morning, in the evening or on weekends when electricity prices are lower.
- * Replace your incandescent light bulbs with ENERGY STAR qualified fluorescent light bulbs.
- * Use timers where possible and set them to come on during off-peak times of the day, and to turn off during on-peak hours.
- * Plug electronic equipment and battery chargers into a power bar with a timer or auto shut-off.
- * Take the time to set the energy-saving features where possible on all of your home appliances and office equipment.
- * Look for the ENERGY STAR symbol identifying products that are up to 50% more efficient than the minimum regulated standard in Canada.

Bill Payment by Credit Card

Hydro One Brampton customers can now pay their electricity bills using their VISA or MasterCard.

Customers using this service will receive a confirmation number at the time of payment and an email confirmation for each payment made. Payments will be posted on the next business day.

Please note that there is a service fee of \$8.50 with a maximum of \$350.00 per transaction.

To pay your electricity bill using your VISA or MasterCard, visit our website at www.HydroOneBrampton.com - or call 1-866-283-7016.



Electronic Bill Presentment

In response to our Customer Survey conducted earlier this year, Hydro One Brampton would like to announce that electronic bill presentment and bill payment will become available in early 2012.

With Hydro One Brampton's new electronic bill presentment, you will soon be able to receive (via secure email delivery), view and pay your bills online.

In conjunction with our electronic bill presentment, we will be introducing a new revamped bill to provide you with more information on your energy usage.

Look for these and other upcoming announcements on future electricity bills.

ecoENERGY Retrofit - Homes

The Government of Canada has renewed the ecoENERGY Retrofit for Homes program.

The ecoENERGY Retrofit - Homes program offers financial grants of up to \$5,000 to eligible homeowners to help them make their homes more energy efficient and save money on their energy bills.

ELIGIBLE NEW PARTICIPANTS

If you or a previous owner have not obtained an energy evaluation of the property between April 1, 2007 and June 5, 2011.

ELIGIBLE PAST PARTICIPANTS

Homeowners who participated in the program between April 1, 2007 and June 5, 2011, and who did not receive the maximum amount of \$5,000 can submit another application for improvements purchased and installed on or **after** June 6, 2011.

NOTE:

Only products purchased on or after June 6, 2011, and installed after a pre-retrofit evaluation are eligible for an ecoENERGY grant. Funds are limited and post-retrofit evaluations must be completed by March 31, 2012.

Loss of Electrical Supply

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.

KEY INDUSTRY CONTACTS

Ministry of Energy and Infrastructure

For information on the electricity industry, including the latest government proposals effecting the industry and energy conservation, visit www.mei.gov.on.ca

Independent Electricity System Operator

For information on the electricity market, and to learn more about Time-of-Use prices, visit www.ieso.ca

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.

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hydro
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Brampton