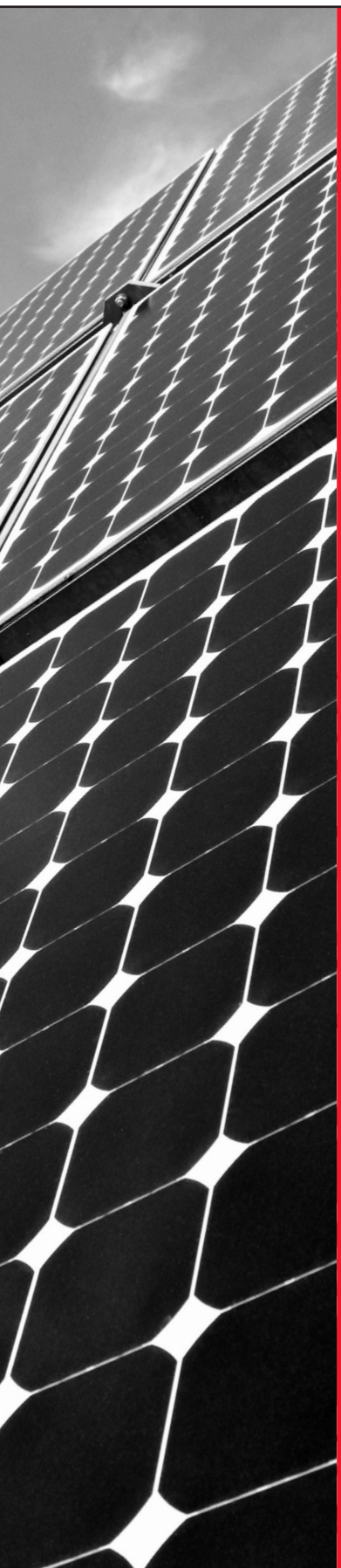


HYDRO ONE NET METERING GENERATOR WELCOME

A vertical strip on the left side of the page shows a close-up, low-angle view of solar panels. The panels are dark with a grid of white lines, and the perspective makes them recede into the distance under a cloudy sky.

Congratulations on the connection of your net metering generating facility. Enclosed you'll find copies of your Micro-embedded Connection Agreement (MECA) and Net Metering Agreement. There are also a few important items we would like to bring to your attention now that your facility is connected. Please take some time to review this package and if you have any questions, don't hesitate to contact us at:

**1-877-447-4412 (Option 2) or
DxGenerationConnections@HydroOne.com.**

BILLING AND PAYMENTS

In this package, we've enclosed a sample of the bill statement you'll receive from Hydro One each month. Please note that rates in the sample bill may be outdated. Please refer to **<http://www.hydroone.com/MyHome/MyAccount/UnderstandMyBill/Pages/ElectricityRates.aspx>** for the most updated rates.

A dual register meter will be installed to measure the power that is delivered to you and the power we receive from your generation. The monthly bills you receive will reflect the difference between these two values. Your existing Hydro One account number will remain the same; however, your distribution rate will be changed from RPP-TOU (Time of Use) to RPP-Tier (Two Tier). Please note that all of Hydro One's net metered customers transition to Two Tier once their facility is connected. This is also common practice with other utilities across the province. The need for this transition is due to the configuration of the smart meter data system and limitations of its infrastructure.

The third page of the attached sample statement displays generation credit calculations. Any generation credits you earn will be applied on a monthly basis following the first full month of generation. Credits will be based on your regular meter reading schedule and unused credits will carry over up to 12 months. This timeline is in accordance with Ontario Regulation 541/05. Each time all of your existing credits are used up on your account, a new 12 month cycle will begin. Please note that net metering credits are not applied to demand charges.

Each month your bill will also include the fixed monthly distribution service charge in addition to your normal charges.

If you wish to sign up for Pre-authorized Payments (PAP) to ensure you never miss a payment, or if you have any other questions, please call us at **1-877-447-4412 (Option 2)** or email **DxGenerationConnections@HydroOne.com** and one of our agents will be happy to assist you.

SIGN UP FOR MY ACCOUNT

If you don't already have My Account set up, please visit the following link to create a username and password: **<http://bit.ly/18vIHA0>**

Once you've signed up for My Account, you'll be able to view and download your meter readings. You'll also be able to submit requests for Hydro One to help you locate underground cables on your property, temporarily disconnect power to allow for maintenance of customer-owned lines, trim trees that pose a hazard for Hydro One owned equipment and various other services.

If you have any questions regarding My Account, please contact us at **CustomerCommunications@HydroOne.com** or call **1-888-664-9376**.

FOR MORE INFORMATION

For ongoing information and Net Metering updates, please visit:
www.HydroOneNetworks.com/Generators.

To sign up for PAP or for further assistance, please don't hesitate to contact us anytime.

Sincerely,

Dx Generation Connections Department

CONTACT INFORMATION:

PHONE: 1-877-447-4412 (OPTION 2)

FAX: 905-946-6146

EMAIL:

DxGenerationConnections@HydroOne.com





Service address: MR. JOHN Q. CUSTOMER
23 HYDRO ONE DR.

Your account number: 200000000000

Bill Cycle 15

Billing date: March 14, 2017

Page 1 of 3

Customer service

Hydro One Networks Inc.
PO Box 5700
Markham, Ontario L3R 1C8

www.HydroOne.com
For billing and service
inquiries, call
1-877-447-4412 (Option 2)
Monday to Friday
8:30 a.m. – 5:00 p.m.

For 24-hour power
outages or emergency
service, call
1-800-434-1235

Standard Service supplied by
Hydro One

Here's what you owe

Balance forward	\$0.00
Your new charges	\$549.01
Adjustments	\$48.29 CR



Total amount you owe

\$500.72

The total amount you owe, as indicated on this bill, is due on the billing date. Your payment for this invoice is due on **April 2, 2017** (the Required Payment Date).



If payment is not received by April 2, 2017 (the Required Payment Date), a late payment charge of 1.5% compounded monthly (19.56% per year) will be calculated from the billing date and applied to your next bill.

The Ontario government is providing a rebate on your electricity costs equal to the provincial portion of HST.

++ The Debt Retirement Charge was removed for certain residential consumption after December 31, 2015. Learn more at Ontario.ca/DRC.

It just got easier to pay your Hydro One bill. Sign up for Paperless Billing today to view and pay your bill online. You'll save time, paper and postage. For more details on Paperless Billing, go to www.HydroOne.com/Paperless.

For energy efficiency tips to manage your bill visit www.HydroOne.com/SaveEnergy.

Point of Delivery: 1000000

Compare the electricity you are using+	Number of days	Average electricity you used per day (kW h)	Type of read
Feb 02, 2017 - Mar 06, 2017	32	85	Actual
Jan 04, 2017 - Feb 02, 2017	29	100	Actual
Dec 02, 2016 - Jan 04, 2017	33	88	Actual
Nov 03, 2016 - Dec 02, 2016	29	47	Actual
Oct 03, 2016 - Nov 03, 2016	31	16	Actual
Sep 04, 2016 - Oct 03, 2016	29	7	Actual
Feb 08, 2016 - Mar 09, 2016	30	62	Actual



Please return this slip with your payment.

Your account number: **200000000000**

Total amount you owe \$500.72

Amount enclosed

\$

MR. JOHN Q. CUSTOMER
23 HYDRO ONE DR.
ANYTOWN, ON K0V 3Y5

HYDRO ONE NETWORKS INC.
PO BOX 4102 STN A
TORONTO ON M5W 3L3

2000000000000000000723



Service address:

MR. JOHN Q. CUSTOMER
23 HYDRO ONE DR.

Your account number:

200000000000

Page 2 of 3

How we calculated your charges

Balance forward	Amount of your last bill	\$482.81
	Amount we received on March 7, 2017 - thank you	\$482.81 CR
	Balance forward	\$0.00

Your electricity charges

Your service type is Residential - Low Density

Electricity used this billing period

We read your meter J1000000 on March 06, 2017 017321

We read your meter on February 02, 2017 - 014596

Difference in meter readings 002725

Metered usage in kilowatt-hours (2,725 x 1) = 2,725 kW h

Electricity: 1,000 kW h @ 10.3000 ¢	\$103.00
1,725 kW h @ 12.1000 ¢	\$208.73

Delivery***	\$190.42
Regulatory Charges	\$20.72

Debt Retirement Charge++	\$0.00
HST (0000-0000-RT0001)	\$67.97

8% Provincial Rebate	\$41.83 CR
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Total of your electricity charges	\$549.01
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++ Debt Retirement Charge exemption saved you \$19.08.

***Your delivery charge is reduced through Rural or Remote Rate Protection by \$60.50 per month.

Adjustments

Generation Credit **	\$48.29 CR
Total adjustments	\$48.29 CR

** GST/HST exempt

SAMPLE BILL SAMPLE BILL SAMPLE BILL SAMPLE BILL SAMPLE BILL SAMPLE BILL SAMPLE BILL

Continued on the next page

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 Hydro One 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.* Hydro One 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 and Infrastructure conservation and renewable energy programs.**Debt Retirement Charge :** The debt retirement charge pays down the debt of the former Ontario Hydro.NOTE: For a detailed explanation of electricity terms, please visit www.HydroOne.com or www.ontarioenergyboard.ca.

+Your consumption is based on metered use. Historically this was based on adjusted use.



Service address: MR. JOHN Q. CUSTOMER
23 HYDRO ONE DR.

Your account number: 200000000000

Bill Cycle 15

Billing date: March 14, 2017

Page 3 of 3

Note: This is information regarding your Generation Credits that may be included in the calculation of your bill. As stipulated in O. Reg. 541/05, accrued generation credits will not be carried forward for more than 12 months.

**Generation
Credit Details**

Your service type is Residential - Low Density

Generation for this billing period

Statement of Detail for Bill Period February 02, 2017 to March 06, 2017

Current generation reading	009394
Previous generation reading	- <u>009088</u>
Difference in generation readings	000306
Generation quantity in kilowatt-hours (306 x 1) = 306 kW h	

Generation: 306 kW h @ 10.3000 ¢	\$31.52 CR
Delivery	\$14.69 CR
Regulatory Charges	<u>\$2.08 CR</u>
Total of your generation credits	\$48.29 CR

Total of your electricity charges (excluding 8% Provincial Rebate)	\$590.84
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	Less HST	\$67.97
Less Fixed Charges:	Standard Supply Service Admin Charge	\$0.25
	Distribution Service Charge	<u>\$21.98</u>
		\$500.64

Total generation credits earned	\$48.29 CR
Less HST credit	<u>\$0.00</u>
	\$48.29 CR

Plus accrued credits carried forward from previous bill	\$0.00
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Less generation credit applied to this bill	\$48.29
Excess generation credit carried forward to next bill	\$0.00
Total banked credit	\$0.00

For Billing and Service inquiries related to your generation service, call our Dx Generation Connections Group at 1-877-447-4412 (Option 2), Monday to Friday, 8:30 am - 5:00 pm.

SAMPLE BILL SAMPLE BILL SAMPLE BILL