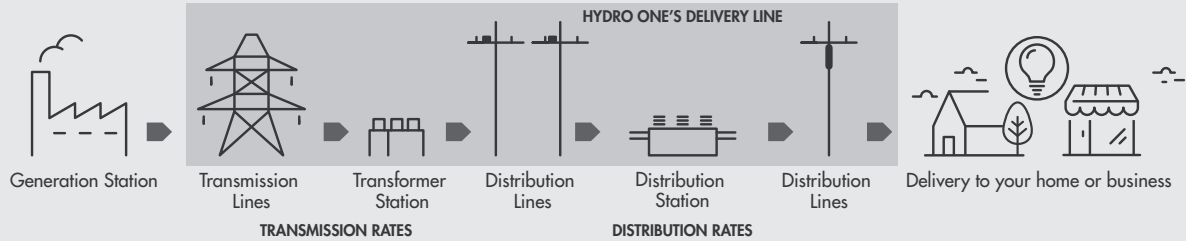




DELIVERY RATES ARE CHANGING

Hydro One delivers electricity safely and reliably to homes and businesses in Ontario. The Ontario Energy Board (OEB) has approved new delivery rates for 2018 and 2019 that will apply to your usage starting on July 1, 2019.

OUR ROLE IN ONTARIO'S ELECTRICITY SYSTEM

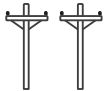


WHY ARE DELIVERY RATES CHANGING?

Delivery rates are changing to help us maintain a safe and reliable distribution system. Much of the electricity system was built in the 1950s and prudent investments are needed to keep the public safe, reduce power outages, offset the need for more expensive emergency repairs and modernize our system for the future.



1 in 4 transformers have reached their expected service life



17% of wood poles have reached their expected service life



Modest investment today will help offset costly emergency work

We know every dollar we invest comes at a cost to our customers, which is why we are driving efficiencies to cut costs and focusing on only the most essential investments to keep the system safe, the power on and rates as low as possible.

WHAT YOUR DELIVERY CHARGES PAY FOR MAINTENANCE AND CUSTOMER SERVICE COSTS

55% Keeping the system safe and reliable

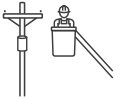
Replacing worn out equipment, trimming trees to keep power lines clear and connecting new customers



16%

Restoring power after an outage

Immediate emergency response 24/7



18% Transmission

Transmitting electricity safely and reliably over the high voltage system



11%

Customer service

Providing accurate meter reading, billing and fast and flexible customer service



INVESTING IN OUR SYSTEM

Over the next three years, we plan on making these investments across the province:



Replacing over 24,000 wood poles



Trimming hazardous trees across more than 113,000 km of overhead powerlines



Modernizing our grid so we can respond to outages faster

See what investments we are making in your area at www.HydroOne.com/Investments.

HOW MUCH WILL MY BILL CHANGE?

Customers were not charged for a rate increase in 2018 due to a delay in receiving OEB approval. The 2018 and 2019 rate changes have now been applied, and include recovering charges that were not collected in 2018 and the first half of 2019. The amount your bill will increase by depends on how much electricity you use.

The table below shows the bill impacts for a typical customer using 750 kWh a month for the years 2018 to 2022. To find your rate class, please check page two of your bill.

Rate Class	Estimated Monthly Bill Impacts					
	2018	2019	2020	2021	2022	Average 2018 – 2022
Residential Medium Density ¹	\$2.43 2.0%	(59¢) (0.5%)	0¢ 0%	59¢ 0.5%	0¢ 0%	49¢ 0.4%
Residential Low Density ^{1,2}	\$1.44 1.2%	(66¢) (0.5%)	0¢ 0%	66¢ 0.5%	0¢ 0%	29¢ 0.2%

¹ Distribution charges are capped at a level prescribed by regulation (\$36.86 as of July 1, 2019). It is expected the capped value will change on an annual basis.

² Residential customers with a low density rate class get additional rate protection under the Rural and Remote Rate Protection program (currently at \$60.50 per month). This credit is applied to Delivery charges.

To learn more, please visit www.HydroOne.com/2019Rates.

NEED SUPPORT WITH PAYING YOUR BILL?



AffordAbility Fund

Get free energy-saving upgrades to help you lower home energy use and your electricity bill. Call **1.855.494.3863** or apply online at www.affordabilityfund.org.



Flexible payment options

If you need more time to pay your electricity bill, we are here to help. Please call us at **1.888.664.9376** or visit us online at www.HydroOne.com/FinancialAssistance.



Low-income Support Programs

Learn about the low-income support programs that are available at www.HydroOne.com/FinancialAssistance.





WE ARE HERE TO HELP

If you have any questions, please call us at **1.888.664.9376** and we will be happy to help. Our office hours are Monday to Friday, 7:30 a.m. to 8 p.m. and Saturday, 9 a.m. to 3 p.m.

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