



# 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.



## 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 <sup>1</sup>	\$2.43 (59¢) 2.0%	(59¢) (0.5%)	0¢ 0%	59¢ 0.5%	0¢ 0%	49¢ 0.4%
Residential Low Density <sup>1,2</sup>	\$1.44 (66¢) 1.2%	(66¢) (0.5%)	0¢ 0%	66¢ 0.5%	0¢ 0%	29¢ 0.2%

<sup>1</sup> 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.

<sup>2</sup> 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](http://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](http://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](http://www.HydroOne.com/FinancialAssistance).



### Low-income Support Programs

Learn about the low-income support programs that are available at [www.HydroOne.com/FinancialAssistance](http://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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