

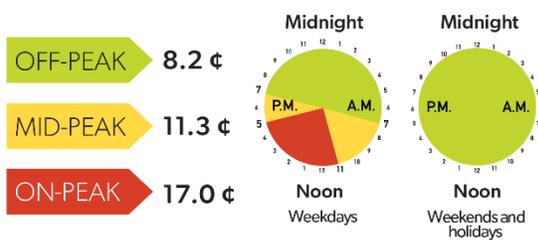


April 22, 2021

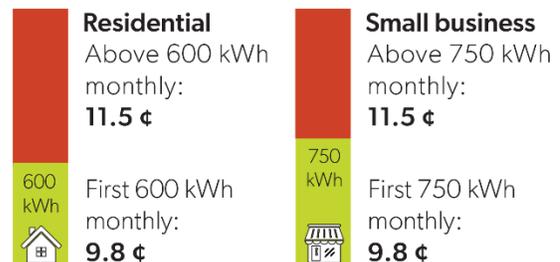
May 2021 Electricity Pricing Changes

On May 1, 2021, new Time-of-Use (TOU) and Tiered prices will come into effect for residential and small business customers under the Ontario Energy Board's (OEB) Regulated Price Plan (RPP). The summer TOU hours, as well as the summer Tier threshold for residential customers, are also effective May 1, 2021.

Time-of-Use (TOU) prices per kilowatt hour:



Tiered prices per kilowatt hour:



About TOU and Tiered Pricing under the RPP

The OEB normally reviews TOU and Tiered prices every six months and resets them if necessary – typically on May 1 and November 1 – based on an estimate of how much it will cost to supply RPP customers with the electricity that they are expected to use.

RPP prices are set based on a forecast of how much it will cost to supply RPP customers with the electricity they are expected to use over the next 12 months. Any variance between forecast and actual costs, whether a surplus or shortfall, is factored into the next price-setting. Prices are going down due to a surplus that has accumulated.

TOU and Tiered prices are set so that both recover the same forecast average cost of supply for a typical customer.

Understanding electricity bills

Electricity prices are shown on the Electricity line of the bill. This is the cost of the electricity used in the customer's home or small business.

Electricity distributors deliver this power to their customers' homes and businesses. They are not allowed to earn any profit from the sale of electricity. Electricity distributors, like Alectra Utilities Corp. or Hydro Ottawa Ltd., and electricity transmitters, like Hydro One Networks Inc., recover their operating costs and an appropriate level of return through rates that are approved by the OEB and reflected on

the Delivery line of customer bills. Visit our [Understanding your electricity bill page](#) for a more detailed explanation of the different line items on electricity bills.

Power is personal

Residential and small business customers can choose their pricing plan, either [TOU or Tiered](#). Customers are not required to select a price plan but if they wish to switch, they must notify their utility by completing and submitting an election form. Customers can contact their utility or visit their utility's website for the election form.

The OEB has a webpage and bill calculator to help customers who may be considering a switch in their electricity price plan. For more information, see oeb.ca/choice.

Contact Us

You can find all [reports and documents](#) related to RPP prices at oeb.ca or you can call us (toll-free) 1-877-632-2727.

For More Information

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