




132 Walsh Road, Lindsay, ON K9V 4R3  
Customer Service: 1.888.298.3336

1	<b>Customer Account Number</b>	
	00012585-99	
2	<b>Due Date</b>	3
	03/24/2016	Amount Due
		151.58
4	<b>Service Address</b>	
	123 ANYWHERE CRT 2000	
5	<b>Bill Date</b>	03/09/2016

000001 110000000  
 JANE DOE  
 123 ANYWHERE CRT  
 SUITE 2000  
 TORONTO ON M5R 1A2

1.5% per month late penalty on overdue accounts

\*\* P.A.P. DO NOT PAY \*\*

\*\* REGULAR \*\*

4 2975 900

96

**CARMA BILLING SERVICES**  
TEL: 1-888-298-3336

Account Number  
00012585-99

Name  
JANE DOE

Service Address  
123 ANYWHERE CRT 2000

Meter Number	Read Dates		Billing Days	Meter Readings		Mult	Usage	Adjusted Usage	Units	Power factor	Adjust. factor
	Present	Previous		Code	Present						
ELE: M0013533	02/29/2016	01/28/2016	32	MR	0511190	0510449	1	741	768.86	kWh	1.037600
WTR: M0013548	02/29/2016	01/28/2016	32	MR	00001283	00001263	1	20		m3	
GAS: M0013563	02/29/2016	01/28/2016	32	MR	1259	1241	1	18		m3	

**MESSAGES:**

The Debt Retirement Charge was removed for certain residential consumption after

December 31st, 2015. Learn more at Ontario.ca/DRC

THERE IS A NEW ONTARIO ELECTRICITY SUPPORT PROGRAM

TO HELP REDUCE ELECTRICITY BILLS FOR LOW INCOME HOUSEHOLDS.

FOR MORE INFORMATION VISIT ONTARIOELECTRICITYSUPPORT.CA OR CALL 1-855-831-8151

PREVIOUS BALANCE	75.45
PAYMENTS PAYMENTS	( 75.45)
<b>BALANCE FORWARD</b>	<b>0.00</b>

	RATE	USAGE	CHARGES
<b>YOUR ELECTRICITY CHARGES:</b>			
Electricity 1st Block	0.099000	578.000	57.22
Electricity 2nd Block	0.116000	163.000	18.91
Delivery Charges			51.30
Regulatory Charges			4.38
(Debt Retirement Charge)			0.00
<b>ELECTRICITY CHARGES SUBTOTAL</b>			<b>131.81</b>
<b>TOTAL ELECTRICITY CHARGES</b>			<b>131.81</b>

<b>WATER CHARGES:</b>			
Cold Water Consumption	3.194500	4.0000	12.78
<b>TOTAL WATER CHARGES</b>			<b>12.78</b>

<b>GAS CHARGES:</b>			
Gas Consumption	0.290559	18.0000	5.23
<b>TOTAL GAS CHARGES</b>			<b>5.23</b>

HST 860052380RT0001 1.76

**CURRENT CHARGES (Due 03/24/2016)** 151.58

**TOTAL AMOUNT DUE** 151.58  
 (Debt Retirement Charge exemption saved you) 5.19

**USAGE HISTORY**

Month	Days	Electric Use (kWh)	Elec.Usage per Day	Water Use (m3)	Water Usage per Day
02-16	32	12482	390	20	1
01-16	30	13061	435	18	1
12-15	32	11005	344	18	1
11-15	29	9261	319	24	1
10-15	31	9058	292	35	1
09-15	31	8626	278	28	1
08-15	30	8002	267	30	1
07-15	30	8193	273	30	1
06-15	61	16820	276	62	1
04-15	30	9542	318	29	1
03-15	30	9703	323	24	1
02-15	31	11435	369	384	12
01-15	36	13739	382		

## Bill Summary

### 1. Customer Account Number

This is your account number which helps us identify you as the account holder. The number should be referenced when contacting us or making payments.

### 2. Due Date

This is the date in which the invoice needs to be paid. Failure to pay by this date may result in late penalty charges.

### 3. Amount Due

This is the total amount due including past and present amounts.

### 4. Service Address

This is the address in which the meter is installed and the service is supplied.

### 5. Bill Date

This is the date that the bill was generated. Bills are due 16 days after the bill date.

### 6. Bill Information

This is the address in which the customer has requested the bills to be sent. It may or may not be the same as the service address.

### 7. Meter Number

This is a unique number used to identify the meter at your service address.

### 8. Read Dates

This shows the start date and finish date for the period in which usage is measured. It is often referred to as the billing period.

## 9. Billing Days

This shows the number of billing days you are being billed for on this invoice. It is the number of days between the start and finish meter reads.

## 10. Meter Readings

This shows the start read and end read for the billing period. The difference between the two reads is your consumption for the month. The code indicates if the read is actual MR- meter read or estimated CE- computer estimated.

## 11. Usage

This shows the number of kWh consumed for the billing period. It is the difference between the present and past meter reads.

## 12. Adjusted kWh

This represents your total consumption (kWh) after the adjusted or loss factor is applied. Your consumption is adjusted to account for costs associated with electricity lost when travelling to your metered location.

## 13. Adjustment Factor

This number represents the percent of electricity lost as it travels through the Local Distribution Companies (LDC) distribution system to your meter. The factor is approved by the Ontario Energy Board for the LDC supplying your service territory. It is subject to change on an annual basis.

## 14. Previous Balance

This amount is the amount owed on your previous invoice.

## 15. Payments

This shows the amount of your most recent payment.

## 16. Electricity

This shows the amount of unadjusted electricity used and billed for in the last billing period. The Electricity charge is based on a two tier billing system which applies rates based on the amount of energy used and the time of year. In the summer the first tier pricing is applied to the first 600 kWh hours used. A second tier rate is applied to any usage over 600 kWh. In the winter the first tier pricing is applied to the first 1000 kWh hours used. A second tier rate is applied to any usage over 1000 kWh. The rates change from summer to winter rates on November 1 of each year and from winter to summer rates on May 1 of each year. The tiered rates are set by the Ontario Energy Board.

## 17. Delivery

The delivery charge reflects the cost of delivering electricity from the generating stations to your home. This includes the cost to build and maintain the transmission and distribution lines, towers and poles and the operation of the provincial and local electricity systems. This also includes any charges for losses associated with the adjustment factor. A portion of the delivery 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 used. Included in the delivery charge is the monthly service charge.

## 18. Regulatory Charges

These are regulated charges reflective of costs associated with the administration of the wholesale electricity system and monitoring of the provincial grid.

## 19. Debt Retirement Charge (DRC)

This is a charge payable on electricity consumed in Ontario. The DRC amounts collected are used by the Ontario Electricity Financial Corporation (OEFC) to help service and pay down the former debt of Ontario Hydro. Effective January 1, 2016 residential customers are no longer required to pay the debt retirement charge.

## **20. Water Charges**

This is the cost of water consumption and sewer services supplied to you during the billing period. Your bill may be separated into cold water and hot water depending on your location. This charge only shows on invoices of customers who are billed for water.

## **21. Gas Charges**

This shows the amount of gas consumed and billed for the last billing period. This charge only shows on invoices of customers who are billed for gas.

## **22. Current Charges**

This shows the total of all charges related to the current billing period.

## **23. Total Amount Due**

This amount shows all charges due including any past balances that payment has not yet been received.

## **24. Debt Retirement Charge Exemption Saved You**

For residential customers this shows the amount of debt retirement that would have been charged to you prior to the implementation of the exemption.

## **25. Messages**

Important messages and regulatory updates are shown in this section.

## **26. Usage History**

This shows your past consumption history to make a quick comparison of year over year usage.