

Finding More Ways to Save you Money

Did you know that as much as 60% of your annual energy bill goes towards heating and cooling your home? Enersource and the Ontario Power Authority are working together to find better ways for you to save money by helping you become more energy efficient.

With the HEATING & COOLING INCENTIVE, you can receive up to \$650 on eligible replacement central heating systems and ENERGY STAR® qualified central cooling systems. Most importantly, once your installation is complete, you can save up to \$325 a year on your electricity costs. To participate in the HEATING & COOLING INCENTIVE program, please follow these easy steps:

1. Contact a participating contractor to select, purchase and install an eligible replacement system. A list of participating contractors can be found at:
<http://www.hraicoolsavings.ca/pages/search.php>
2. Once your installation is completed, your contractor will complete an online incentive form and ensure that all equipment serial and model numbers are included. Be sure to provide your email address so you can proceed easily to the next steps.
3. An email will be sent asking you to review and approve your incentive details as outlined on your online incentive submission form.
4. Send in your proof of purchase (copy of your invoice) and a copy of the online incentive submission form using one of the following methods:
 - email: heatingcoolingincentive@dhltd.com, or
 - fax: **1-866-945-6474**, or
 - mail: **2011 HEATING & COOLING INCENTIVE**
P.O. Box 10099 Winona, Ontario L8E 5R1
(note: if you choose to send in via mail, we recommend sending it via registered mail)
5. You should receive your incentive rebate in the mail within 4 to 8 weeks (provided the incentive submission is approved).

For more information on the HEATING & COOLING INCENTIVE program, visit www.saveonenergy.ca or call **1-877-797-9473**.

Got Skates Program

Enersource is a proud sponsor once again of the Got Skates program.

Skating is a national pastime in Canada, yet many families are unable to afford lessons and the appropriate equipment for their children. Through the Got Skates program, children in grades three and up learn skating basics in a supportive, non-competitive environment. Lessons are provided in arenas across Mississauga, and Enersource financially supports the cost of instruction, skates, helmets and protective gear. The program was first launched in 2005, and each year it enables about 25,000 kids to share the fun and sense of achievement that comes with learning a new sport. If you're a parent, teacher or school principal who would like to get involved in Got Skates, email gotskates.info@mississauga.ca or visit www.gotskates.ca. This year's program runs from October 2011 to March 2012.



more than energy

news, resources & helpful conservation tips

Winter 2011/12

people
community
environment
innovation

in this issue:

- New Rates
- TOU
- Ways to save
- In the Community
- ...and more!

New Electricity Rates in Effect November 1st

The Ontario Energy Board (OEB) recently approved a change to electricity rates, effective November 1, 2011. At Enersource, we're doing our best to help customers stay informed and understand these changes.

Currently, there are two different rate structures across the province as communities transition from tiered-pricing to Time-of-Use (TOU) rates. Enersource is in the process of this transitory period.

If you are billed using tiered-pricing:

Rates are adjusted by the OEB twice a year and are reflected on the "Electricity" line of consumer bills. Beginning in November, tiered rates will increase to:

- **7.1 ¢/kWh for the first 1,000 kWh consumed each month (an increase of 0.3 ¢); and**
- **8.3 ¢/kWh above that (an increase of 0.4 ¢).**

In the winter months (November 1 to April 30), residential consumers can use up to 1,000 kWh per month at the lower price versus the 600 kWh seasonal threshold per month that applies during the summer months (May 1 to October 31). As a result of this change, residential customers consuming 800 kWh per month will experience an increase of approximately \$0.20 or 0.2 per cent on their current bill before taxes.

If you are billed using TOU rates, changes are as follows:

- **On-peak (from 7 a.m. to 11 a.m. and from 5 p.m. to 7 p.m. weekdays) = 10.8 ¢/kWh (an increase of 0.1 ¢)**
- **Mid-peak (from 11 a.m. to 5 p.m. weekdays) = 9.2 ¢/kWh (an increase of 0.3 ¢)**
- **Off-peak (from 7 p.m. to 7 a.m. weekdays, weekends and holidays) = 6.2 ¢ (an increase of 0.3 ¢)**

The price change for consumers on TOU pricing represents an increase of approximately \$2.11 on the "Electricity" line, or about 1.8% on the total bill for the typical residential consumer who uses 800 kWh per month. You can also find out more at: www.enersource.com/tou or call us at 905-273-7425.

*NOTE: If you purchase your electricity from an energy retailer, you will continue to pay your rates and global adjustment according to the terms and rates in your contract.

Start Your Career At the Top

Do you like to work with your hands?
Love to be outdoors?
Can you think on your feet?
Want to **earn while you learn** through an Apprenticeship Program?

Get more than a job. Become an Enersource Power Lineman or Cableman! Join a skilled team that uses the latest technology and takes YOUR career to a new high.

Visit enersource.com/careers to apply.



Time-of-Use Rates in Mississauga

The rollout for Time-of-Use (TOU) rates has begun.

In September, the first group of Enersource residential customers received an information package about the Ontario Government's mandated electricity TOU plan. The first customers to switch to TOU live in the south and east areas of Mississauga. Remaining customers will be transitioned to TOU over the next few months. TOU rates vary by hour, day and season to better reflect the way electricity prices work in the electricity market. Depending on our demand and the availability of supply, electricity market prices rise and fall over the day and tend to drop over night. That's why time-of-use rates vary—depending on the time of day, the day of week (weekday and weekend or holidays) and the season (summer or winter). With rates that vary, we all have an incentive to shift and/or reduce electricity consumption at times of peak demand. The chart below will help you understand when to shift your electricity usage to off-peak periods.

		monday - friday	weekends & holidays
summer (MAY 1 TO OCTOBER 31)	7am	Off-peak	Off-peak
	11am	Mid-peak	Off-peak
	5pm	Mid-peak	Off-peak
	7pm	Off-peak	Off-peak
winter (NOVEMBER 1 TO APRIL 30)	7am	Off-peak	Off-peak
	11am	Mid-peak	Off-peak
	5pm	Mid-peak	Off-peak
	7pm	Off-peak	Off-peak

On-peak, demand is high: \$\$\$ **Mid-peak, demand is moderate: \$\$** **Off-peak, demand is low: \$**

If you want to learn more, please visit www.enersource.com/tou for details.

