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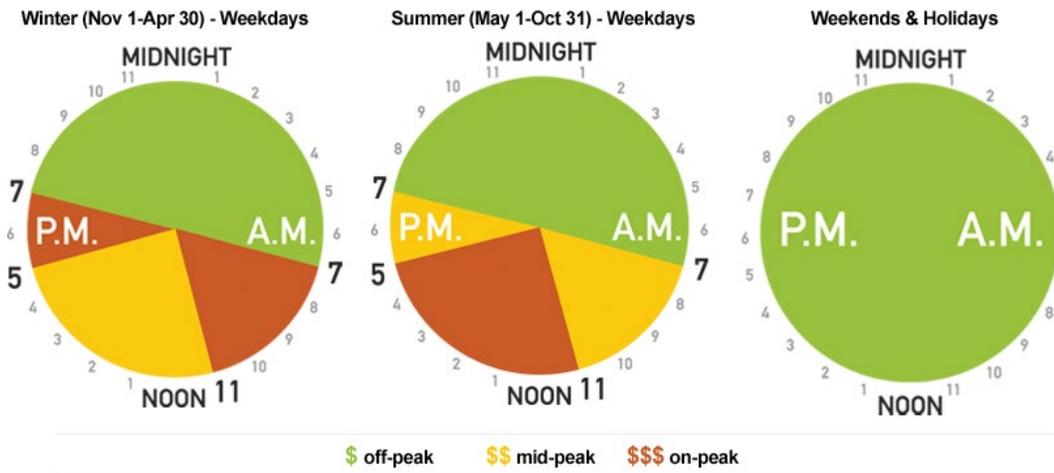
Time-of-use price periods shifting to winter season hours on November 1

<p>TOU pricing</p>	<p>With time-of-use (TOU) prices, customers pay prices that generally reflect the relative value of electricity supply at different times of the day.</p> <p>There are three TOU periods – on-peak, mid-peak and off-peak. Prices are highest during on-peak, lower during mid-peak and lowest during off-peak.</p> <p>TOU prices encourage households and small businesses to use electricity during lower-cost time periods. This can ease pressure on the provincial electricity system and can also benefit the environment.</p> <p>Nearly all residential customers and many small business customers on the RPP pay TOU prices.</p>
<p>Ratio between on/off peak</p>	<p>The on-peak price (13.2 ¢/kWh) is a little more than double the off-peak price (6.5 ¢/kWh). This pricing encourages customers to shift their consumption and conserve when power costs most.</p>
<p>Why prices depend on the time electricity is used</p>	<p>TOU prices are set to be cheapest when demand is lower: during the evenings, on weekends and on holidays.</p> <p>When demand is lower, most of the electricity we use comes from power sources such as nuclear generators and large hydroelectric stations. These sources, which are designed to run all of the time, are referred to as “baseload” power.</p> <p>As daytime begins, more people and businesses turn on their lights, appliances and devices. As the increased demand exhausts all available baseload power, the province turns to sources that generally cost more, such as natural gas-fired plants that can be called into action quickly to meet rising demand. Renewable sources, such as solar and wind, contribute to our supply needs when they are available.</p>

Summer and winter TOU price periods

TOU price periods are different in the summer than they are in the winter.

The difference reflects the seasonal variations in how customers use electricity. During the summer, people use more during the hottest part of the day, when air conditioners are running on high. In winter, with less daylight, electricity use peaks twice: once when people wake up in the morning and turn on their lights and appliances, and again when people get home from work.



Tiered pricing threshold

A small number of residential and small business customers are billed using tiered prices. Under tiered pricing, a customer can use a certain amount of energy each month at a lower price. Once that limit or threshold is exceeded, the price goes up.

The threshold for residential customers is 600 kWh/month in the summer, and increases to 1,000 kWh/month in the winter. The threshold for non-residential customers stays at 750 kWh/month throughout the year.

Help for low-income consumers

Low-income consumers may be eligible for help paying their energy bills through the Ontario Electricity Support Program (OESP) and the Low-Income Energy Assistance Program (LEAP). OESP gives eligible households an ongoing monthly on-bill credit to reduce their electricity bills. LEAP can provide a one-time grant towards electricity or natural gas bills for customers that may be facing disconnection; it is for emergency situations. To find out more and see if you qualify, visit www.oeb.ca/billhelp.

Conservation Tips

The Independent Electricity System Operator and utilities offer a variety of tips, tools and incentives to help customers conserve more. To explore



opportunities to better manage your electricity consumption, visit www.kilowattway.ca or contact your utility.

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Contact Us

For more information, please visit the OEB website at www.oeb.ca or contact us directly at 1-877-632-2727 (toll-free).

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