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NEWS

CREDIT COMING FOR HYDRO CUSTOMERS

BILLING SYSTEM ERROR TO BLAME FOR OVERCHARGING

HERB GARBUTT
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Halton Hills residents can expect a credit on their hydro bills.

Halton Hills Hydro discovered a billing system error that resulted in customers being overcharged for the past four years and reported it to the Ontario Energy Board. Credits totalling \$450,500, the total amount overcharged, will be provided to current customers.

Halton Hills Hydro President and CEO Scott Knapman said the credit will be applied during the

November billing cycle.

Halton Hills initiated a review of its billing system after another electricity distributor reported an error to the OEB. The review discovered a similar error in Halton Hills Hydro's billing, which it reported the OEB.

Halton Hills charges a fixed monthly rate; however, the billing system translated the charges into a daily charge.

"In the translation from monthly to a daily charge, the daily charge was calculated based on there being 30 days in every month (or 360 days in a year), but billed to customers 365 days a year," says a statement on the Halton Hills Hydro site.

As a result, customers were billed for an extra five

days each year. The statement on its website says Halton Hills Hydro is "working with the Ontario Energy Board to determine the restitution amount to be provided to our customers."

"We take billing accuracy seriously and we sincerely apologize to our valued customers for this error," Knapman said.

Halton Hills Hydro submitted an Assurance of Voluntary Compliance (AVC) to the Ontario Energy Board. An AVC is a binding commitment to take measures to rectify or prevent non-compliance.

In addition to providing a credit to its current customers, Halton Hills Hydro will pay an administrative penalty of \$5,000. The system error that led to the overcharging was corrected for bills beginning May 1, 2022.

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