



As a long standing company servicing Halton Hills for over 20 years, we will continue to be here as a community service provider on behalf of Halton Hills.

The look of Halton Hills Hydro has changed. Our commitment to the community has remained the same. Our commitment is to continue to provide safe, reliable power distribution and quality customer care. Halton Hills Hydro delivers a service that reaches everyone in the community. So fundamental, it effects our everyday quality of life, our businesses and our rural communities. Halton Hills Hydro will continue to be competitive in the ever changing marketplace.



Information is POWER

Take your time and make an informed decision.

On May 1st we will experience tremendous changes within the electricity industry, and you may be asking...

Will my power be interrupted?

No, it will not! The delivery of your electricity will continue. In fact, your use of electricity will not be effected.

The real change is that you will now have the opportunity to buy electricity from a retailer or simply do nothing and Halton Hills Hydro will purchase power on your behalf. You will still pay for the electricity you use as indicated on the bill from Halton Hills Hydro. Retailers do not deliver electricity to you, so regardless of your decision Halton Hills Hydro will continue to be your community electricity delivery company.

If you have signed a contract with a licensed electricity retailer at a fixed rate, then this price will appear on your bill from Halton Hills Hydro. It is our job to ensure your bills accurately reflect the price for power you have agreed to pay that retailer.

If you do not buy your power from a retailer, Halton Hills Hydro will be able to purchase power on your behalf or any other customer needing this service, at spot market prices.

If the retailer is unable to supply your home or business with power after you have a contract with them, Halton Hills Hydro will step forward and obtain your energy from the spot market. This service is called "Standard Supply Service". It is a required service of regulated utilities such as Halton Hills Hydro.

Thus, when the new competitive market begins on May 1, 2002, you and your family are protected in two ways,

- 1) You now have a choice of suppliers of electricity.
- 2) Halton Hills Hydro will always deliver electricity to you - no matter what your decision.

In addition, the Ontario Energy Board enforces a strict code of conduct on licensed retailers to ensure customers are protected.

Once a contract has been signed, it may be canceled providing the customer gives notice in writing within ten (10) days of signing. Consumers should shop around and compare offers before deciding whether or not it is beneficial to contract a licensed electricity retailer or to stay with their current electricity supplier.

Remember, there is no deadline to choose an electricity supplier.

A strict code of conduct for electricity retailers has been implemented by the Ontario Energy Board to ensure that customers are protected. Before signing anything, know your rights and ask for more information if you are unsure.

- Retailers must present, if requested, photo ID including salesperson's name, name of firm represented and the retailer license number.
- The retailer must provide you with a copy of the contract at the time the agreement is signed.
- The contract must indicate the period of the contract and the conditions and terms for renewal of the contract.
- A contract signed with an unlicensed retailer is not valid unless you choose to reconfirm it in writing, once their license has been granted.
- All retailers must participate in an independent complaint resolution process to ensure consumers are treated fairly.
- The contract must state how to complain or to make an inquiry, how the contract may be terminated, whether the contract may be transferred or assigned to another electricity retailer.
- A contract must not be longer than five (5) years.
- The contract must specify the price and terms of payment, including deposits; late payment charges, exit fees; the nature and amount of any other charges related to the contract.
- Before the contract is signed, the retailer must disclose the system-wide electricity supply mix by presenting the customer with an Electricity Facts label. If a retailer makes a specific claim about the electricity supply being sold, the retailer must also disclose the electricity supply.

For a copy of the Electricity Retailer Code of Conduct, visit the Ontario Energy Board Website at www.oeb.gov.on.ca

Please give us a call, we are here to help.
Customer Care Department 519-853-3701
43 Alice Street, Acton Ontario L7J 2A9
www.haltonhillshydro.com

