

Ready, Set, Know ... about your new bill

The new electricity market opens May 1 and you need to understand your new Milton Hydro bill. The following definitions are provided to help you understand the new bill format.

MILTON HYDRO DISTRIBUTION INC.
P.O. BOX 189, 55 THOMPSON RD. SOUTH, MILTON, ONTARIO L9T 4N9
PHONE (905) 876-4611 FAX (905) 876-2044 www.miltonhydro.com

Customer Account Number: 001-000100-02

Due Date: 2002-07-15 Amount Due: 155.70

Service Address: 123 SAMPLE STREET

MR. CUSTOMER 9(Q)
123 SAMPLE STREET
MILTON ON

Please detach top portion and return with payment

METER NUMBER	Present	Previous	Billing Days	Code	Present	Previous	Multiplier	Usage	Units	P.F./Bill	Dmd Meter Size
ELECTRIC: 000005333	2002-06-13	2002-05-16	28	MR	19653	18653	1	1000	kWh		UNDER 1"7/25M
WATER: 0120167433	2002-06-13	2002-05-16	28	MR	1170	1134	1	36.00	cu. meter		

	RATE	USAGE	CHARGES
Commodity Charge **	0.043000	1038	44.63
TOTAL COMMODITY CHARGES			44.63
SSS Administrative Charge			0.25
Customer Charge	0.011100	1000	11.10
Distribution Charge-kWh			27.49
TOTAL DISTRIBUTION CHARGES			38.79
Debt Retirement Charge	0.007000	1000	7.00
Wholesale Market Services **	0.006200	1038	6.44
Transmission Connection Services	0.005000	1000	5.00
Transmission Network Services	0.005700	1000	5.70
TOTAL WHOLESALE MARKET CHARGES			24.14
			6.73
			22.62
			25.06
			5.03
			52.71
TOTAL WATER METER CHARGES			57.74
			155.70
CURRENT CHARGES			0.00
ARREARS PAST DUE			155.70
TOTAL AMOUNT DUE			155.70

Weighted Average Price 0.043000

MESSAGES:
** Note: Items identified with ** are adjusted to reflect the actual quantity of energy supplied from the IMO controlled grid.
The Debt Retirement Charge pays down the debt of the former Ontario Hydro

G. S. T. #895730216RT
Region of Halton Water
Region of Halton Wastewater
Region of Halton Watermain Charge
TOTAL WATER METER CHARGES

CURRENT CHARGES
ARREARS PAST DUE
TOTAL AMOUNT DUE

Commodity Supplier: Standard Supply Service

Commodity Charge

A charge for the electricity itself, which can be purchased from a licensed retailer at contract prices or directly from the wholesale market at hourly market prices through Standard Supply Service from Milton Hydro.

Distribution Charges, as regulated by the Ontario Energy Board (OEB), are broken down into fixed and variable charges as follows:

SSS Administrative Charge

A charge allowing the distributor to recover administrative costs of providing Standard Supply Service. This monthly charge has been set by the OEB and applies only to SSS customers (those customers that have not contracted with a licensed retailer for the commodity portion of their bill).

Customer Charge

A fixed monthly charge to recover costs such as meter reading, billing and account maintenance.

Distribution Charge

A charge based on your usage to recover the cost of delivering electricity through Milton Hydro's distribution network.

Wholesale Market Charges, as regulated by the OEB, are broken down as follows:

Debt Retirement Charge

The Debt Retirement Charge (DRC) pays down the residual stranded debt of the former Ontario Hydro. The DRC will end once this debt is retired.

Wholesale Market Services

To recover costs charged by the Independent Electricity Market Operator (IMO) for the operation of the IMO administered market and the operation of the IMO controlled grid.

Transmission Connection Services

To recover costs associated with connecting Milton Hydro's distribution network to the transmission grid.

Transmission Network Services

To recover costs of transporting electricity from generators, across high voltage lines, to Milton Hydro.

Commodity Supplier

The name of the licensed retailer if you have signed a contract for the commodity portion of your bill. If no contract has been signed, it will indicate that you are on Standard Supply Service.

Weighted Average Price

An average of the hourly market prices over your billing period weighted by your actual or assumed usage profile. Prices will vary each billing period.

Adjustment Factor

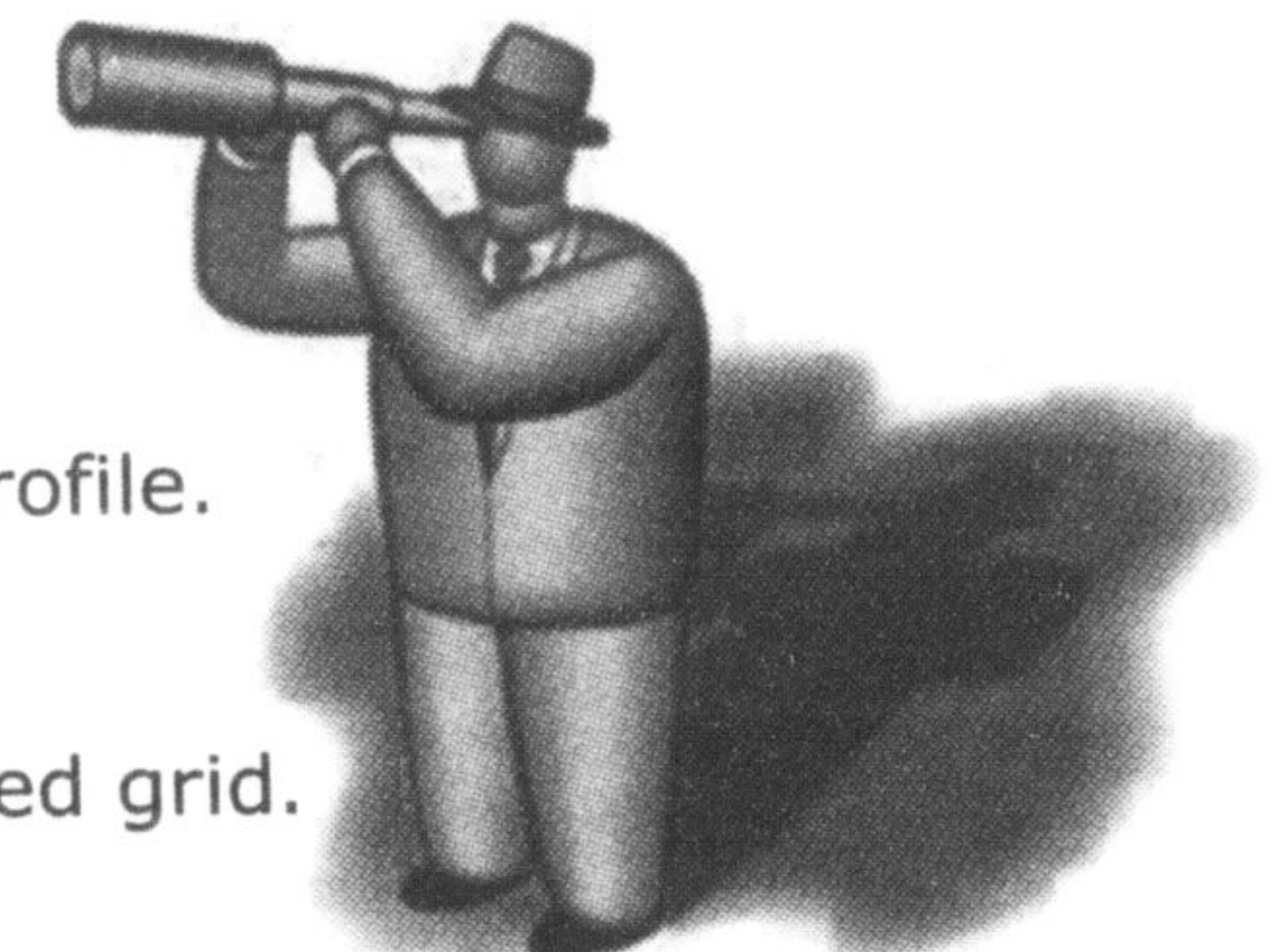
A factor to adjust your metered usage to reflect the actual quantity of energy supplied from the IMO controlled grid. This adjustment is only applicable to the Commodity Charge and Wholesale Market Services Charge.

Standard Supply Service - "SSS"

Where customers have not chosen to sign a contract with a licensed retailer, Milton Hydro, as required by the OEB, will provide the commodity (electricity) at wholesale market prices.

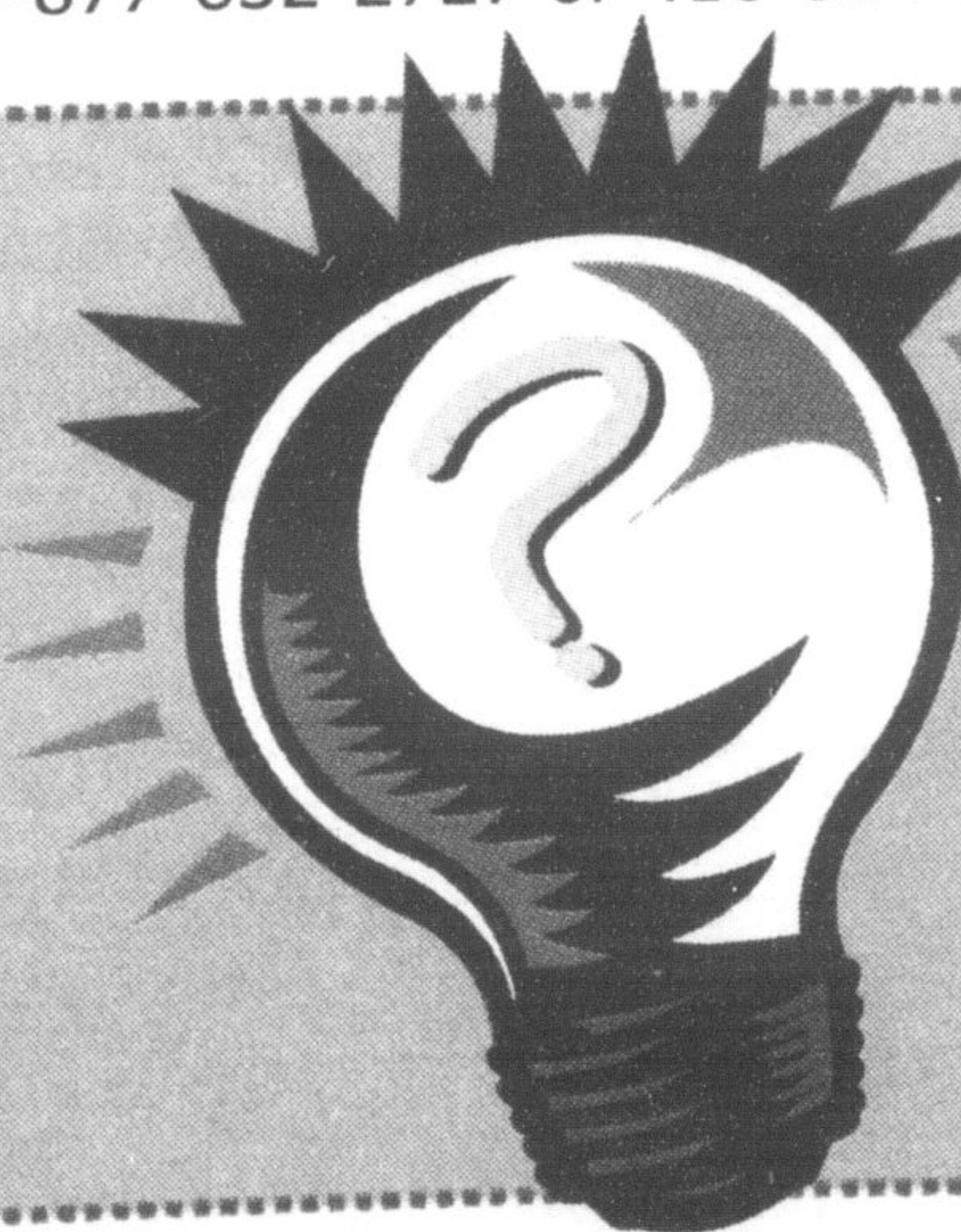
Independent Electricity Market Operator - IMO

The IMO controls the safe and reliable operation of the bulk electrical power system in Ontario. They will run the wholesale electricity "spot market" by balancing the supply and demand of electricity.



For further information, contact Milton Hydro Distribution Inc. by telephone at 905-876-4611 or email customerservice@miltonhydro.com. You can visit us online @ www.miltonhydro.com

For more information on the new marketplace, call the Ministry of Energy, Science and Technology at their toll-free number 1-888-668-4636 or visit their website at www.est.gov.on.ca. For questions on electricity retailers, call the Ontario Energy Board's Customer Service Centre toll-free at: 1-877-632-2727 or 416-314-2455 or visit their website at www.oeb.gov.on.ca



Mark Your Calendar

Thursday, May 9th and Tuesday, May 14th - 7:00 to 8:30 pm
Hugh Foster Hall, 53 Brown Street (next to Town Hall)

Milton Hydro is committed to helping you understand the new marketplace. Plan to attend one of our complimentary fact finding sessions where we will discuss:

- Choices in the new marketplace
- New players in the competitive market
- Your hydro bill unbundled - what does it mean

