



Policy No: CC-002
Motion: 857

Date Issued: March 2017
Date Revised: July 31, 2019

Billing and Payment Policy

PURPOSE

This policy describes the terms and conditions Orangeville Hydro Limited (OHL) will use for billing and receiving payments on customer accounts while complying with the applicable legislation and codes.

POLICY STATEMENT

OHL will comply with the billing and payment of account requirements as defined in the Distribution System Code (DSC), Retail Settlement Code (RSC), Standard Supply Service Code (SSS), Distribution Rate Handbook, Unit Sub-Metering Code (USMC) and Ontario Energy Board Customer Service Rules.

PROCEDURE AND RESPONSIBILITY

Billing

OHL will determine the billing cycle for each customer on the basis of customer classification and bill customers on a calendar monthly basis. Bills for use of electrical energy may be based on either a metered rate or for certain specific types of customer or loads on a flat rate basis, as determined by OHL. OHL may elect to bill on a more frequent basis in order to manage customer non-payment risk, in accordance with Section 2.4.32 of the Distribution System Code.

Estimated Billing

Where a smart meter or interval meter has been installed, OHL shall issue a bill to a residential or general service < 50 kW customer based on an actual meter read. Despite the above, to account for exceptional circumstances, OHL may issue a bill to a residential or general service < 50kW customer with a smart meter or interval meter based on estimated consumption twice every 12 months.

Frequency and Notice of Customer Reclassification

All existing non-residential customers will have their appropriate rate class determined by the average monthly peak demand over a calendar year.

Rate classification review shall be done on an annual basis with a provision for one interim customer initiated classification review using the average demand for a period of 5 consecutive months.



Policy No: CC-002
Motion: 857

Date Issued: March 2017
Date Revised: July 31, 2019

Billing and Payment Policy

If OHL assigns a non-residential customer to a different rate class as a result of a review, OHL shall give the customer written notice of the reclassification no less than one billing cycle before the reclassification takes effect for billing purposes.

New customers without prior billing history will be classified by OHL's engineering department considering their service capacity and the proposed demand calculations.

Notice of kVA Billing

If a General Service >50kW customer has a power factor below 90%, OHL shall bill the customer based on 90% of their kVA demand rather than their kW demand. In addition, OHL shall include a message on the customer's bill stating the billing demand is based on 90% of their kVA reading.

Final Meter Reading

When service is no longer required, the customer will provide OHL a minimum of 48 hours' notice of the final date so that a final meter reading can be obtained. The customer shall provide OHL access to the meter for this purpose.

Meter Dispute Testing

All electricity meters, including smart meters, must meet strict requirements related to accuracy. Measurement Canada is responsible for the approval, verification, inspection and sealing of the measurement components of all electricity meters. Meters are regularly removed from service for the purpose of having their accuracy tested as part of various inspections.

Most billing inquiries can be resolved between the customer and OHL without resorting to the meter dispute test. Either OHL or the customer may request the service of Measurement Canada to resolve a dispute. If the customer initiates the dispute, OHL will charge the customer a meter dispute fee, if the meter is found to be accurate and Measurement Canada rules in favour of OHL the meter dispute fee will be waived.

Account Set-Up Charge

When a customer establishes a new account, an account set up charge is applied to their first bill. This charge applies to both new customers and those who have moved locations within OHL's distribution Service Area.

Billing and Payment Policy

Arrears Certificate

OHL will charge a fee to provide a certificate of arrears per service address when requested, for example, by solicitors during property purchases.

Methods of Payment and Payment Plans

OHL accepts electricity bill payments from customers in the following methods:

- a) [Automated](#) payments including Pre-Authorized Payment and Equal Monthly Payment Plan;
- b) In our office from 8:30 am to 4:30 pm, Monday to Friday by cash, cheque, debit, Visa, MasterCard or American Express;
- c) At most Canadian financial institutions or electronically
- d) Cash or cheque in our night deposit box at our front entrance
- e) Mailing a cheque or money order
- f) Credit card either online or by telephone

OHL shall apply the following rules for purposes of determining the date on which payment of a bill has been received from a customer:

- (a) If paid by mail, five days prior to the date on which OHL receives the payment;
- (b) If paid at a financial institution or electronically, on the date on which the payment is acknowledged or recorded by the customer's financial institution; or
- (c) If paid by credit card issued by a financial institution, on the date and at the time that the charge is accepted by the financial institution.

Equal Payment Plan

OHL offers to all residential customers receiving standard supply service an equal monthly payment plan option in accordance with the requirements set out in the Standard Supply Service Code.



Policy No: CC-002
Motion: 857

Date Issued: March 2017
Date Revised: July 31, 2019

Billing and Payment Policy

Payment Allocation

Where a bill issued to a residential customer includes charges for goods or services other than electricity charges, OHL shall allocate any payment made by the customer first to the electricity charges and then, if funds are remaining, to the charges for other goods. OHL will allocate payments in a manner that is different from the OEB-prescribed allocation method upon receiving a written request from the customer.

Late Payment Charges

Bills are rendered for energy services provided to the customer. Bills are payable by the minimum payment period of 20 days from the date on which the bill was issued to the customer, otherwise, a late payment charge will apply. Where a partial payment has been made by the customer on or before the due date, the late payment penalty will apply only to the amount of the bill outstanding at the due date, exclusive of arrears from previous billings.