BILL PAYMENT OPTIONS
- Pre-authorized payment (please contact our office)
- Chartered banks & financial institutions (online, telephone, at bank location)
- In person at our office – cash, cheque, interac, or money order
- For your convenience, a night deposit box located next to our front door
- Credit card – please visit www.notlhydro.com (a convenience fee will apply)
- Mail cheque payments to: 8 Henegan Road, PO Box 460
  Virgil, ON L0S 1T0

To submit your water meter reading electronically online please visit www.notlhydro.com.
If you have 4 consecutive water estimates, please contact our office with a water meter reading to avoid over/under estimated billing.

Meter Reading Codes
<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MR</td>
<td>Meter Read</td>
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<tr>
<td>PR</td>
<td>Phoned in Reading</td>
</tr>
<tr>
<td>CR</td>
<td>Card Reading</td>
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<tr>
<td>IR</td>
<td>Internet Reading</td>
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<tr>
<td>TR</td>
<td>Town Reading</td>
</tr>
<tr>
<td>CE</td>
<td>Computer Estimate</td>
</tr>
<tr>
<td>IE</td>
<td>In-house Estimate</td>
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</tbody>
</table>

Glossary of Terms

SSS Customers (Non-Retailer)
- ELECTRICITY: This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition.
- DELIVERY: These are the costs of delivering electricity from generating stations across the Province to Niagara-on-the-Lake Hydro then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles, and operate provincial and local electricity systems. A portion of these charges are fixed and do not change from month to month. The remainder are variable charges increasing or decreasing depending on the amount of electricity used. The delivery charge also includes the costs relating to electricity lost through distribution, maintaining electricity to your home or business. *Niagara-on-the-Lake Hydro collects this money and pays this amount directly to our suppliers.
  *When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business.

Retailer Enrolled Customers
- ELECTRICITY: This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition. The electricity consumed is multiplied by the adjustment factor. **Niagara-on-the-Lake Hydro collects this money and pays this amount directly to our suppliers.
  **When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business. The adjustment factor accounts for these losses.

All Customers
- REGULATORY CHARGES: Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid and include the costs associated with funding Ministry of Energy conservation and renewable energy programs.
- DEBT RETIREMENT CHARGE: The debt retirement charge pays down the debt of the former Ontario Hydro.
- GLOBAL ADJUSTMENT: The Global Adjustment accounts for differences between the market price of electricity and rates paid to regulated and contracted generators. When the market price of electricity is lower than those regulated and contracted rates, the Global Adjustment will be a charge to consumers and when it’s higher, the Global Adjustment is a credit to consumers. The adjustment applies to business customers who pay the spot market price and customers who have signed a contract with a licensed electricity retailer.
- RPP SETTLEMENT: The difference between the true cost of power and the Regulated Price Plan.

Glossary of Terms

Contact Us (Billing & Collection Inquiries)
Office Location
8 Henegan Road
Virgil, ON
Office Hours
8:30am-4:30pm (Mon-Fri)
Phone
(905) 468-4235
Fax
(905) 468-3861
Email
billing@notlhydro.com

Water & Wastewater (e.g., Water Leak, Etc.)
Public Works Department
(905) 468-3278
www.notl.org

Call Before You Dig (Underground Locates)
Ontario One Call
1-800-400-2255
www.on1call.com

Electrical Inspections
Electrical Safety Authority
1-877-372-7233
www.esasafe.com

Late Payment Charges
Interest will be charged on unpaid balances after the due date at the rate of 1.5% per month, compounded monthly (19.56% per annum). Additional charges for collection of account and disconnection of service will apply on your account arrears.

Billing & Adjustment
The utility will make every effort to ensure bills are accurate; however, billing errors can occur. The utility reserves the right to collect under-billed amounts at any time.

Moving/Cancelling Service
If you are moving or cancelling your service, please contact our office at least 48 hours in advance to ensure we have adequate time to process your request.

Landlord/Rental Property Owners
Please contact us each time a tenant moves in or out of your rental property. If a tenant contacts our office to arrange a move-out meter reading and we have not been contacted for the subsequent move-in, the electricity will automatically be transferred to the owner’s name(s) only if there is a signed consent form on file, otherwise the service will be disconnected.

Ontario Clean Energy Benefit
The Ontario Government has taken 10% off your electricity bill to help you with the costs of building a clean future. Learn about the new Ontario Clean Energy Benefit at www.ontario.ca/energyplan or 1-888-668-4636.