



August 26th, 2011

Dear Niagara-on- the-Lake Hydro Customer:

Niagara-on-the-Lake Hydro has been continuing to advance forward with our Time-of-use billing (TOU), which has started August, 2011. In preparation for the migration to TOU billing we have now installed a smart meter on your property.

Currently your hydro account is being billed in a 'Commercial Billing Cycle' within our billing system. Due to the new TOU billing and your new Smart Meter, we need to move your account into a different billing cycle. This means that your Bill Date, Read Date and Due Date will change going forward on subsequent bills. This will result in your September's bill being a lesser amount due to read dates being approximately for only 2 weeks. Your October billing will be for more than 30 days and thereafter your account will return to normal read dates averaging back to 30 days.

Thank you for your time and understanding as we continue to make this changeover together. Your patience is greatly appreciated.

Should you have any questions please contact our office at the phone number listed below.

Thank-you,
Customer Accounts Representative

8 HENEGAN ROAD P.O. BOX 460, VIRGIL, ONTARIO, L0S 1T0
PHONE (905) 468-4235 FAX (905) 468-3861