


# Your First Metered Services Bill

## Electricity, Water, Thermal, and Gas Energy Metered Services

As a customer of Enercare Connections, you will receive a bill statement similar to the sample outlined below. This sample statement explains the line items you may see on your first bill, depending on the services delivered.



**Customer Care Centre**  
1-866-449-4423  
connections.care@enercare.ca

Monday to Friday  
8:00 AM to 6:00 PM ET  
www.enercare.ca

<b>1</b> Account Number	Bill ID	Page	<b>Statement Date</b>	DD MMM YYYY
0000000000	000000000000	1/3	<b>Amount Due</b>	\$XX.XX
John Smith Unit X - 123 ADDRESS ST TORONTO ON M1X X1X			<b>Due Date</b>	DD MMM YYYY
Service Address: Unit X - 123 ADDRESS ST TORONTO ON M1X X1X			<b>Amount Paid</b>	

Interest will be charged on any amount not received by the due date at the rate of 1.5% compounded monthly (19.56% per annum) from the due date until receipt of such amount and all accrued interest.

**Your Electricity Charges**

<b>2</b>	Electricity	\$XX.XX
<b>3</b>	XXX.XX kWh @ \$X.XXX / kWh	\$XX.XX
<b>4</b>	Global Adjustment	\$XX.XX
<b>5</b>	Delivery	\$XX.XX
<b>6</b>	Regulatory Charges	\$XX.XX
<b>Your Electricity Charges Subtotal</b> \$XX.XX		
<b>7</b>	'HST 13% - #862968880RT0001	\$XX.XX
<b>8</b>	8% Provincial Rebate	(\$X.XX) CR
<b>Your Total Electricity Charges</b> \$XX.XX		

**Your Water Charges**

<b>9</b>	Water and Sewage Usage	\$XX.XX
	XX.XXX L @ \$X.XXX / L	\$XX.XX
<b>10</b>	Delivery	\$XX.XX
	Administration Fee	\$XX.XX
<b>Your Water Charges Subtotal</b> \$XX.XX		
<b>11</b>	'HST 13% - #862968880RT0001	\$XX.XX
<b>Your Total Water Charges</b> \$XX.XX		

For a complete schedule of your charges and fees, please login to your account at MyEnercare.ca

*More on next page*

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Better manage your bill. View your consumption profile or enroll in paperless e-billing through your online account at MyEnercare.ca. Ontario's Fair Hydro Plan saved you \$XX.XX on your bill. This includes the 8% Provincial Rebate.

**Please detach and return this section with your payment made payable to Enercare Connections Inc.**

Account Number:	Statement Date:	Interest will be charged on any amount not received by the due date at the rate of 1.5% compounded monthly (19.56% per annum) from the due date until receipt of such amount and all accrued interest.
0000000000	DD MMM YYYY	
John Smith Unit X - 123 ADDRESS ST TORONTO ON M1X X1X	Bill ID:	000000000000
	Amount Due:	\$XX.XX
	Due Date:	DD MMM YYYY
	Amount Paid:	<input style="width: 50px; height: 15px;" type="text"/>

- 1** Your **Account Number** identifies you as a unique Enercare customer. Please reference this number when making a payment and setting up your online account at MyEnercare.ca.
- 2** **Electricity** is the cost of the electricity supplied to the service address during this billing period.
- 3** **Global Adjustment** (if applicable) is a charge or credit to customers who pay Hourly Ontario Energy Price (HOEP) or electricity retailer rates. Global Adjustment fluctuates from month to month and covers the cost for providing adequate generating capacity and conservation programs in Ontario. Global Adjustment rates are set by the Independent Electricity System Operator (IESO). Generally speaking, when HOEP is lower, then Global Adjustment is higher in order to cover additional costs.
- 4** Electricity **Delivery** charges are the costs of delivering electricity from generating stations to your utility and then to your home or business. This also includes the costs associated with providing metered services to your home or business. A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity you use.
- 5** **Regulatory Charges** are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid.
- 6** Enercare is not the provider of electricity, water, gas and/or thermal energy and is not required to collect and remit HST on these charges. The **'HST amount** represents an amount that was payable by your building to the provider of electricity, water, gas and/or thermal energy and not an amount that Enercare is collecting as HST. Enercare is merely recovering, on behalf of your building, an amount equal to the HST that was payable by your building in relation to your electricity, water, gas and/or thermal energy consumption.
- 7** Effective January 1, 2017, the Ontario Government is providing an **8% Provincial Rebate** on your electricity costs equal to the provincial portion of HST.
- 8** **Water and Sewage Usage** is the cost of supplying and delivering water and related services to your home or business and other charges from your local water utility provider.
- 9** Water, thermal and gas delivery charges are for the cost of metered services supplied. Within delivery, the **administration fee** covers the costs of installing, maintaining and reading the sub-meters, as well as costs related to billing, customer care, collections and general administrative services.



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Account Number      Bill ID      Page  
0000000000      000000000000      2/3

**Your Thermal Charges**

<b>10</b>	<b>Thermal Usage</b>	
	Heating XXX.XXXX MJ @ \$X.XXXX / MJ	\$XX.XX
	Cooling XXX.XXXX MJ @ \$X.XXXX / MJ	\$XX.XX
<b>9</b>	<b>Administration Fee</b>	\$XX.XX
	<b>Your Thermal Charges Subtotal</b>	<u>\$XX.XX</u>
<b>6</b>	<b>'HST 13% - #862968880RT0001</b>	\$XX.XX
	<b>Your Total Thermal Charges</b>	<u>\$XX.XX</u>

**Your Gas Charges**

<b>11</b>	<b>Gas Usage</b>	
	XXX.XXXX m <sup>3</sup> @ \$X.XXXX	\$X.XX
	<b>Delivery</b>	
<b>9</b>	<b>Administration Fee</b>	\$X.XX
	<b>Your Gas Charges Subtotal</b>	<u>\$XX.XX</u>
<b>6</b>	<b>'HST 13% - #862968880RT0001</b>	\$XX.XX
	<b>Your Total Gas Charges</b>	<u>\$XX.XX</u>

<b>12</b>	<b>Other Service Related Charges</b>	
	Service Setup Charge – Electricity	\$XX.XX
	Service Setup Charge – Water	\$XX.XX
	Service Setup Charge – Thermal	\$XX.XX
	Service Setup Charge – Gas	\$XX.XX
<b>13</b>	<b>Deposit Installment Plan</b>	\$XX.XX
	<b>Your Total Adjustments and Other Charges</b>	<u>\$XX.XX</u>

**Total Charges**      \$XX.XX

Your previous charges	\$XX.XX
Amount of last bill	\$XX.XX
Total Payments – Thank You	\$XX.XX
Balance Forward	
<b>Total Due by DD MMM YYYY</b>	<u>\$XX.XX</u>

**10 Thermal Usage** is the cost of supplying and delivering thermal energy to heat or cool your home or business. Your bill may show a heating charge or cooling charge, or both, depending on the usage in the month.

**11 Gas Usage** represents the cost of supplying and delivering gas to your home or business.

**12 The service setup charge** is a one-time administration charge applied to new Enercare accounts.

**13** New customers are required to pay a security deposit unless they meet the security deposit waiver conditions outlined in the Conditions of Service found at MyEnercare.ca. The deposit is applied to your account over six equal monthly installments, appearing as a **Deposit Installment Plan**.



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Account Number 0000000000 Bill ID 000000000000 Page 3/3

**Electricity Usage**

Type	Meter Number	# of Days	Read Type	Multiplier	Loss Factor	Current/ Previous Date	Current/ Previous Read	Usage/ Adjusted Usage kWh	Demand/ Adjusted Demand kW	Demand/ Adjusted Demand kVA
Electricity	00000-01	00	ACT	1	-	DD MM YYYY DD MM YYYY	000.00 000.00	000.00 000.00	-	-

**Water Usage**

Type	Meter Number	# of Days	Read Type	Multiplier	Current/ Previous Date	Current/ Previous Read	Usage Litre
Water	00000-01	00	ACT	1	DD MM YYYY DD MM YYYY	000.00 000.00	000.00
Water	00000-02	00	ACT	1	DD MM YYYY DD MM YYYY	000.00 000.00	000.00

**Thermal Usage**

Type	Meter Number	# of Days	Read Type	Multiplier	Current/ Previous Date	Current/ Previous Read	Usage MJ
Thermal	00000-01	00	ACT	1	DD MM YYYY DD MM YYYY	000.00 000.00	000.00
Thermal	00000-02	00	ACT	1	DD MM YYYY DD MM YYYY	000.00 000.00	000.00

**Gas Usage**

Type	Meter Number	# of Days	Read Type	Pressure Correction Factor	Current/ Previous Date	Current/ Previous Read	Usage/ Adjusted Usage (m <sup>3</sup> )
Gas	00000	00	ACT	0.0000	DD MM YYYY DD MM YYYY	000.00 000.00	000.00 000.00

- 14 The **Read Type** explains how your electricity usage data was collected for the billing period. 'ACT' indicates that the read was based on actual consumption. 'EST' will appear if your consumption was estimated.
- 15 The **Loss Factor** accounts for a small amount of electricity lost to heat while travelling over transmission lines.
- 16 The **Adjusted Usage**, which is used to determine part of your electricity delivery charge, is calculated by taking the electricity usage data and applying a loss factor.
- 17 Water consumption, shown as **Usage Litre**, is measured by taking the meter data read from the current date minus that of the previous read date.
- 18 Thermal energy used, measured in megajoules (MJ), is calculated using the meter data read from the current date minus that of the previous read date.
- 19 The **Adjusted Usage** is your total gas consumption for the billing period. This is calculated by taking the usage data read by the meter and applying a pressure correction factor. The volume of gas varies depending on the atmospheric pressure and the pressure at which the gas is supplied. The pressure correction factor accounts for these conditions to find the actual amount of gas consumed and is calculated based on the Federal Electricity and Gas Inspection regulations.

## Have a question?

Contact our Customer Care Centre at [connections.care@enercare.ca](mailto:connections.care@enercare.ca) or 1 866-449-4423.

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