



## **Newmarket-Tay Power Distribution Ltd.**

**Q1. What is being done to support residential and low volume business customers with increased electrical usage during the COVID-19 outbreak?**

**Response:**

For electricity consumed after 12:00 am, March 24, 2020, residences, small businesses and farms paying time-of-use rates will be charged the lowest price, known as off-peak electricity rate, 24 hours a day, 7 days a week. The current off-peak rate is 10.1 cents per kWh.

**Q2. How is this being implemented? Do ratepayers need to take any action in order to receive the off-peak pricing?**

**Response:**

No action is required by electricity consumers, the change will be applied automatically for everyone paying time-of-use rates for electricity consumed starting at 12:00 am on March 24, 2020.

All customers in Ontario will see these changes on their bills for usage occurred after 12:00 am March 24, 2020, and Newmarket-Tay Power Distribution Ltd. (NTPDL) customers will see this rate change on their bills that will be sent out in mid April 2020.

**Q3. How will customers see this on their bills?**

**Response:**

NTPDL customers will automatically see the breakdown reflected on their bills they receive in mid April. The bills will show a breakdown of the usage and all three tiers prior to the rate change effective 12:00 am March 24 and after 12:00 am March 24.



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### **Q4. How long will this be in place?**

#### **Response:**

The Ontario Government has approved this rate change for 45 days.

### **Q5. How much will customers save with this reduced rate?**

#### **Response:**

The estimated impact on the average monthly residential bill is \$16.13 or \$24.20 over the 45-day period.

Actual individual savings will vary based on usage. The estimated impact on the average monthly residential business, for RPP customers with a monthly consumption of 10,000 kWh could see a reduction of \$308 on a monthly bill or \$408 for the 45 day period.

### **Q6. Will tiered rate customers also be receiving the lower rate?**

#### **Response:**

To quickly implement the pricing change so that it applies during the emergency response period, all Time of Use customers (including residential, farms, and small businesses) would receive the pricing change. These are the customers that see the greatest increase in cost due to being home during the day.

Most Regulated Price Plan (RPP) consumers pay Time of Use prices, the rest of RPP customers pay lowered prices. There are approximately 5 million residential consumers in Ontario, farms, and small businesses billed Time of Use electricity prices under the RPP.

Exceptions:

- 1.) This pricing change would not apply to RPP customers who pay tiered rates.



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2.) This pricing change does not apply to customers who have signed a contract with an electricity retailer, choosing to opt out of Time of Use Pricing.

**Q7. I just received my bill, why am I still charged the higher rates?**

**Response:**

The changes went into effect 12:00 am March 24 and will only be reflected on your bill for usage after that date. Bills issued prior to mid April are for usage incurred prior to this rate change. Customers who signed with electricity retailers are also exempt from these rate reductions as they are billed based on the terms of the contracts they signed. These customers should contact their retailer directly should they have questions relating to the terms of their contract. The contact number for their retailer is listed on their bill.

**Q8. Why was this rate reduction not retroactive to the start of the COVID-19 pandemic?**

**Response:**

The rate change announced by the Ontario Government was implemented at 12:00 am March 24. The decision was made by the Ontario Government.

**Q9. What happens if I am unable to pay my hydro bill? Will my service be disconnected?**

**Response:**

Please call Newmarket-Tay Power Distribution Ltd. and they will discuss payment options with you and assist you in obtaining additional financial assistance. (The contact numbers are provided below).



**Newmarket-Tay Power Distribution Ltd.**

**Q10. Who can I contact to further discuss this with?**

**Response:**

Newmarket Customers: (905) 895-2309

Tay Customers: (705) 534-7281

Midland Customers (705) 526-9361

Email: [nmhydro@nmhydro.ca](mailto:nmhydro@nmhydro.ca)

[tayhydro@tayhydro.com](mailto:tayhydro@tayhydro.com)

[midpuc@midlandpuc.on.ca](mailto:midpuc@midlandpuc.on.ca)