

## **CHAPTER 9**

# **APPLICATION OF RATES AND CHARGES**

### **9.1 INTRODUCTION**

This chapter provides policies and guidance to utilities with respect to the application of customer rates and charges.

The effective implementation date of this chapter by a utility will be at the effective date of its rates and charges.

All rates of the utility shall be in accordance with the Schedule of Rates as approved by the Board. Such schedules may contain rates or their application, which are not specifically provided for in this publication.

Where reference to the utility being able to apply a charge or rate of any kind to a customer is made in this publication, Board approval of such a charge or rate is required, unless the charge or rate is either (i) a charge for a specific customer related to a cost recovery for the provision of one-time services, or (ii) a general customer charge that is a flow-through of third party costs.

The order of hierarchy for the Application of Rates and Charges (the Application) is subsequent to the Affiliate Relationships Code, the Distribution System Code, the Retail Settlement Code and the Standard Supply Service Code and any specific conditions set out in a utility's rate schedule. In the event of a disagreement between the Application and the codes, the codes shall take precedence in the order outlined above.

## 9.2 DISTRIBUTION CUSTOMER CLASSES

The definitions of the distribution rates groups are as follows:

Residential	<p>All service supplied to single-family dwelling units for domestic or household purposes shall be classed as residential service.</p> <p>Multi-unit residential establishments such as apartment buildings supplied through one service (bulk-metered) normally shall be classified as general service. At its discretion, a utility may apply residential rates to apartment buildings with six or less units. Such application must be undertaken consistently within its service area.</p> <p>Where electricity service is provided to combined residential and business (including agricultural usage) and the wiring does not provide for separate metering, the classification shall be at the discretion of the utility and should be based on such considerations as the estimated predominate consumption.</p>
General Service	<p>All service supplied to premises other than those classified as residential, street lighting, intermediate or large use shall be classified as general service.</p>
Street Lighting	<p>Service supplied to street lighting equipment owned by or operated for the municipal corporation shall be classified as a street lighting service.</p>
Intermediate Use	<p>Customers who are a subset of the general service class with an average monthly demand &gt;3,000 kW and load factors that significantly affect the rates of the remaining general service class customers.</p>
Large Use	<p>Individual customers whose monthly measured maximum demand (kW) averaged over the most recent 12 consecutive months is equal or greater than 5,000 kW shall be classified as a large use customer.</p>
Sentinel Lighting	<p>An unmetered lighting load supplied to a sentinel light.</p>

## **9.3 GENERAL POLICIES**

### **9.3.1 Interpretation and Regulations**

The supply of service by the utility to the customer shall be subject to the sections herein as amended from time to time, and to such additional terms and conditions as may be adopted by the utility.

### **9.3.2 Payment of Bills**

Bills are due when rendered by the utility. A customer may pay the bill without the application of a late payment charge up to a due date, which shall be a minimum of sixteen calendar days from the date of mailing or hand delivery of the bill. This due date shall be identified clearly on the customer's bill.

Where payment is made by mail, payment will be deemed to be made on the date post marked. Where payment is made at a financial institution acceptable to the utility, payment will be deemed to be made when stamped/acknowledged by the financial institution or an equivalent transaction record is made.

A partial payment will be applied to any outstanding arrears before being applied to the current billing, unless special considerations have been made by the utility.

### **9.3.3 Late Payment Charge**

Where the total amount of the bill has not been paid within the time outlined in Section 9.3.2, a late payment charge on outstanding balances may be applied to the amount of the bill outstanding on the due date. A utility may apply to the Board for a late payment charge.

#### ***Establishing a Policy***

Collection policies should be in accordance with common commercial practices for overdue payments, reflecting the time-value of money and consistent with the specific requirements of the *Criminal Code*, section 347 wherein policies which are usurious are prohibited.

Utilities are expected to maintain a policy that reflects the prudent management of their receivables. Ideally, optimal credit and collection policies would be those that result in marginal

revenues at least sufficient to cover the marginal costs. Any policy changes should be supported by a comparison of possible revenues from the change and the cost of the change.

In its application, a utility must (i) describe the policy, (ii) substantiate policy changes, and (iii) assess and address anticipated rate impacts and adjustments brought about by proposed changes:

(i) Describing the Policy

Late payment charge is only one element of the utility's credit and collection policy. In describing its policy, the utility should address the following:

- a. credit period,
- b. late payment charge,
- c. late payment frequency,
- d. collection costs,
- e. working capital,
- f. bad debt, and
- g. customer deposits.

Consideration needs to be given to how changes to one element may work in concert with other credit and collection elements.

(ii) Substantiating Policy Changes

The utility must be able to demonstrate that the proposed policy:

- a. does not violate the *Criminal Code*, section 347,
- b. is based on stated assumptions concerning the impact on the level of revenues, costs, and how customer payment behavior may change under it,
- c. where practical, minimizes rate impacts,
- d. is easy for customers to understand and accept, and
- e. will be implemented in such a way as to achieve cost-effective business and computer system modifications.

(iii) Assessing and Addressing Rate Impacts and Adjustments

The utility is expected to file an estimate of any rate impacts brought about by a change in credit and collections policy. The methodology employed should be clear and easy to follow. For example, to estimate the impact of a change from a 5% late payment charge on balances first overdue to an 1.5% late payment charge on all outstanding balances, the utility may use a method such as the following:

Step	Method	Example
A	Calculate annual revenues based on current policy. E.g., based on the average, annual, total late payment charges collected (over a 3-year period).	\$11,988
B	Divide A by "current late payment charge" (assuming no compounding). This amount represents the total utility revenue base reflective of consumer non-payments.	\$239,760
C	Estimate annual revenues based on proposed policy. E.g., based on customer payment patterns revealed by utility specific review of historical data, or <i>A hypothetical payment pattern profile may be as follows:</i>	
	<i>100% of B outstanding on average 15 days subject to LPC (i.e., \$11,988*100%*0.0493%*15)</i>	\$1,774
	<i>30% of B remains outstanding another 30 days subject to LPC</i>	\$1,064
	<i>10% of B remains outstanding another 30 days subject to LPC</i>	\$355
	<i>7% of B remains outstanding another 30 days subject to LPC</i>	\$248
	<i>Total estimate based on hypothetical payment pattern profile</i>	\$3,441
D	Calculate the estimated revenue difference between C and A - percent increase or (decrease)	(\$8,547) (71.29)%
<b>For illustrative purposes only, the assumptions made in Steps A through C:</b>		
A	Late Payment Revenue for the last three years:	
		1998 \$11,975
		1999 \$12,000
		2000 \$11,990
B	Current Late Payment Charge (one time charge on current overdue amounts)	5.00%
C	Proposed Late Payment Charge (per month, compounding rate on account balances overdue)	1.50%
	<i>Equivalent Daily Rate</i>	<i>0.0493%</i>

Alternatively, the utility may use other reasonable methods to estimate the impact. Specific changes to rates and/or specific charges must be identified, and an estimate of costs related to such changes should be provided.

### **9.3.4 Collection of Account**

Steps should be taken by the utility to collect the total amount of the bill, if not paid within the time outlined in Section 9.3.2. A collection of account charge may be made if a representative of the utility is dispatched to collect the account. However, this charge shall only be applied if the utility is successful in collecting an acceptable portion of the account.

The customer shall be subject either to a collection of account charge or a reconnection charge, as described in Section 9.3.6, in any billing period, unless partial payment of the account has been accepted by the utility.

If a partial payment has been accepted through a collection trip, more than one collection of account charge or a reconnection charge may be made in one billing period, but the number of such charges should not exceed the number of partial payments received by the utility.

### **9.3.5 Disconnection of Electricity Service**

A disconnect notice will be issued in writing not less than seven days after the due date as defined in Section 9.3.2. Notice must be given by hand delivery or by registered mail. Both the customer and tenants of the customer will receive seven days' notice before cut-off.

Prior to the disconnection of the electricity service, a representative of the utility will make reasonable efforts to establish direct contact with the customer. The utility should also, where possible, notify the occupants of each separately occupied unit in the premises. The electricity service will not be disconnected by reason of the non-payment of bills until seven days after a disconnection notice has been given to the customer and as set out in this section.

### **9.3.6 Reconnection of Electricity Service**

Where the electricity service has been disconnected in order to collect the account and then reconnected, a reconnection of service charge may be applied, as outlined in Section 9.3.4.

### **9.3.7 Proration of Accounts**

Accounts shall be prorated where the initial bill or final bill to a customer is for a time period that is different from the normal billing period or where rates have been revised effective on a date not coincident with the customer's billing date.

### **9.3.8 Dispute Involvement by Measurement Canada**

The utility has an obligation to inform the customer of the assistance provided by Measurement Canada in a dispute investigation. Measurement Canada has jurisdiction, under the federal Electricity and Gas Inspection Act, in a dispute between the utility and its customer where the condition or registration of a meter or metering installation is in question. Typically, Measurement Canada will verify the accuracy of the meter and/or the metering installation, meter and billing multipliers used and the application of the rate structures. Once Measurement Canada becomes involved, the provisions of the federal Act take precedence over any provincial requirements.

### **9.3.9 Dispute Involvement Charge**

A dispute involvement charge for utility services related to the Measurement Canada review of a customer initiated dispute investigation may be made by the utility to the customer if Measurement Canada dismisses the dispute and costs are incurred by the utility relating to the dispute investigation.

### **9.3.10 Allowance for Non-Utility Owned Step Down Facilities**

Where the utility does not provide step down facilities to the utilization voltage for a customer or where service is supplied directly to a customer's high voltage equipment without the necessity of any step down transformation, the utility may apply to the Board for approval of a credit rate to be applied for such customers.

### **9.3.11 Emergency Service**

A contract may be made with a general service customer with its own electricity generation facility for the provision of emergency service or for back-up power service to supply energy from time to time under conditions and rates established by the utility.

### **9.3.12 Temporary Electricity Service**

Temporary electricity service, including community decorative lighting, should be provided at regular residential or general service rates as appropriate. At the discretion of the utility, the account may be prorated based on the number of days the service was in use.

The customer should also pay for the cost of erecting and removing any additional equipment and a rental charge may be made for transformation equipment supplied by the utility specifically for this service.

If deemed advisable, a deposit in guarantee of the account may be collected.

**9.3.13 Account Setup Charge**

An account setup charge may be applied when a new account is opened in order to recover the costs associated with the set up of the new account directly from those customers creating the costs. Such a charge is subject to Board approval, and if established, it must be applied consistently to all accounts.

**9.3.14 Returned Cheque Charge**

Where a customer renders a cheque in payment of an account and the cheque is returned by the financial institution for faulty issue, a charge known as a returned cheque charge may be added to the customer's account to cover the cost associated with processing the returned cheque.

**9.3.15 Specific Service Charges, including Work Done at a Customer's Request**

For the provision of services that are not included in a utility's standard level of service, including work done at a customer's request, the utility may charge the customer at actual costs, or through a specific service charge, depending on the type of service.



## **9.4 BILLING INFORMATION**

This section summarizes the requirements for billing disclosure of rates established by the Handbook and discusses issues relating to the design of the customer bill. The order of hierarchy for these requirements is as set out in section 9.1. In addition, the section also discusses other billing-related issues such as outsourcing and issuance of split bills and concludes with a mockup of a page from a bill incorporating the mandatory billing information required by the Board at the present time. However, in designing their bills, distributors should keep in mind the need for potential future modifications.

The mandatory disclosure line items are outlined in detail in 9.4.1 and include (i) the monthly fixed customer charge, (ii) the variable distribution charge, (iii) the commodity charge and the accompanying rate and usage as well as the provider of the commodity and a telephone number at which the provider can be reached, (iv) the non-competitive electricity charge and (v) any other charges which the Government may require to be displayed separately (e.g. Debt Reduction Charge).

In the event that a distributor believes that the limitations of its billing system may preclude it from complying with these minimum requirements, it is incumbent upon the distributor to apply to the Board for a request for an exemption from them. The application should state the exemption being requested, the reasons for the request and outline how the distributor proposes, in the event that the exemption is granted, to meet the billing informational requirements.

### **9.4.1 Minimum Disclosure Requirements**

This section outlines the minimum mandatory disclosure items to be included on all distributor's bills. These are:

- C        basic customer account and metering information, including the calculation of the customer's electricity usage on which the bill is being assessed.
- C        the monthly fixed customer charge.
- C        the variable distribution charge.
- C        the commodity charge and the price for the commodity (Standard Supply Service, if applicable) as well as the provider of the commodity and a phone number at which the provider can be reached.

- C other non-competitive electricity charges (NCEC), and other regulated or imposed charges including the debt reduction charge (DRC), and Rural Rate Assistance.
- C a clear separation and identification of Non-Electricity Distribution Products and Services (see Section 9.4.5) from charges for Electricity Distribution and Supply Services. The former category of charges are defined as those which under Section 71 of the OEB Act, a distributor shall carry on through an affiliate. When this section of the Act comes in force January 1, 2002, these charges may have to be removed from the bill.
- C GST.
- C total charges.
- C the PPVA balance, beginning in 2002 (applicable to distributors that opt to fulfill their SSS provision obligation through the fixed reference price option).

Items which the Board would consider to be highly desirable to be displayed separately on the bill, but are not mandatory, would include:

- C the rates at which the variable distribution charge, non-competitive electricity charge and fixed customer charge are being assessed.
- C lines for both Miscellaneous Charges and Other Adjustments as described in 9.4.2 (v) and (vi), with the component items making up the overall charge specified.

The Board recognizes that the capacity of the billing systems of individual distributors to handle billing items may vary. Subject to their compliance with the mandatory disclosure items outlined above, the Board is prepared to allow distributors considerable latitude as to how they meet the remaining requirements of this section, with the qualification that the bill must be clear to the customer. In the event that the billing system of a distributor lacks the capacity to provide such clarity through the display of individual items on the bill, alternative means of explaining charges to customers would also be acceptable to the Board, such as notes in the bill's message space and billing inserts, subject to their meeting the clarity requirement outlined above.

**9.4.2 Electricity Distribution and Supply Services**

The charges included in this section are listed below under their major sub categories. Under each sub-category, there is a description of the costs that would be recovered as part of the rate, and in subsequent sections, discussion of issues related to bill design.

**(i) Monthly Fixed Customer Charge**

Bill Disclosure:	Mandatory.
Nature of Cost Recovery:	Fixed delivery charge to customer.
Costs Recovered:	Distribution Revenue Requirement.
Rate Handbook Reference:	Chapters 3 and 4.

**(ii) Variable Distribution Charge**

Bill Disclosure:	Mandatory.
Nature of Cost Recovery:	Variable delivery kWh charge to customer.
Costs Recovered:	Distribution Revenue Requirement.
Rate Handbook Reference:	Chapters 3 and 4.

**(iii) Commodity Charge**

Bill Disclosure:	Mandatory, including rate and other requirements as outlined below.
Nature of Cost Recovery:	A kWh charge to recover the cost of commodity consumption with kWh consumption adjusted for the total loss factor.
Costs Recovered:	Competitive Electricity Costs.
Rate Handbook Reference:	Chapter 10/SSS Code/Retail Settlement Code.

(iv) Non-competitive Electricity Charge (NCEC)

Bill Disclosure: Mandatory, with the possibility of separate disclosure of the Debt Retirement Charge (DRC) and Rural Rate Assistance.

Nature of Cost Recovery: kWh charge,  
kWh consumption to be adjusted for the total loss factor.

Costs Recovered: IMO fees (system & market admin),  
IMO uplift charges,  
IMO ancillary charges,  
Transmission charges,  
Distribution wheeling/pass through charge.

Rate Handbook Reference: Chapter 11/Retail Settlement Code/Government of Ontario/Market Rules.

(v) Other Miscellaneous Charges

Bill Disclosure: Mandatory, though optional as a separate line item.

Nature of Cost Recovery: Service charges that would not appear on every bill issued to every customer.

Costs Recovered: Standard Meter Reading Charge,  
Standard Account Setup Fee,  
Standard Connection Fee,  
Standard Dispute Involvement Charge,  
Standard Collection of Account,

	Standard Visit to customer premise for service beyond meter,
	Connection Charges,
	Recovery of incremental cost of calculating settlement costs for consumers with time-of-use meters.
Rate Handbook Reference:	Chapters 9 and 11.
(vi) <u>Adjustments</u>	
Bill Disclosure:	Mandatory, though optional as a separate line item.
Nature of Cost Recovery:	Non routine, one-time charges or credits which may be either fixed or variable and other adjustments to the bill.
Costs Recovered:	Deferral account disposition for the PPVA and RSVA,  Market Power Mitigation rebates,  Other deferral account dispositions such as those from accounts 1570, 1572, and 1574M  Rebates, credits and Rate Riders ( Z factor, etc.).
Rate Handbook Reference:	Chapters 3, 5, 10, 11.

**9.4.3 Billing Issues Related to Electricity Supply Charges**

Electricity Supply Charges are the commodity charge (9.4.2 (iii)) and the Non-Competitive Electricity Charge (NCEC) (9.4.2 (iv)).

The electricity usage adjustment should be shown prior to the commodity charge on the bill. It is based on an adjustment for the total loss factor (TLF) as described in the Retail Settlement Code and is a charge to recover the cost of unaccounted for power. It would be applied in calculating both the commodity charge and the NCEC, but not the variable distribution charge (see 9.4.2(ii)).

As an example, if a customer had used 1000 kWhs of power in a billing period and the TLF was determined to be 5%, the adjustment would be  $1000 \times 1.05$ , giving an adjusted usage of approximately 1050 kWhs. This adjusted usage must be displayed on the bill.

The bill must specify whether or not the energy is supplied by the utility through Standard Supply Service (SSS) or a retailer. If the latter, it must specify the name of the retailer and provide a phone number at which the retailer can be contacted.

The SSS Code provides billing requirements for SSS customers in Section 2.7, which states as follows:

- 2.7.1 *Bills to standard supply service customers shall separate the commodity charges for electrical energy from all other charges.*
- 2.7.2 *Bills to standard supply service customers shall only reference the distributor, even if a third party is providing the standard supply service.*
- 2.7.3 *Bills to standard supply service customers shall only include the distributor's marketing information or promotional materials, and materials or information that the distributor is obligated to send as part of its regulated distribution function.*

The Retail Settlement Code also establishes certain distributor requirements for customer bills for those customers served by retailers. Section 7.2.2 states as follows:

*“Under bill-ready, distributor-consolidated billing, the distributor shall be capable of accepting at least one separate bill amount from a retailer for each individual consumer for each billing cycle. The amount shall be posted separately on the consolidated bill, along with a brief description of the services to which the amount pertains. The description provided by the retailer must fit within a single line on the bill using the distributor's standard bill format.”*

While it does not have to be on the bill at the present time, as indicated in Chapter 10 of the Handbook, the PPVA balance will be required by 2002. It is not a charge payable by the customer, but would be included for informational purposes.

It is possible that the Debt Retirement Charge (DRC) may be incorporated into the billing line and collected through the NCEC, but it may be wise to plan for the possibility that the DRC will have to be a separate item on the bill. The DRC is a matter to be determined by the Government of Ontario. At this time, it is expected that this cost will be recovered by a kWh charge. Rural Rate Assistance may also be incorporated into the NCEC or shown separately. This is also a

matter to be determined by the Government of Ontario. At this time, it is expected that this cost will be recovered by a kWh charge. It is not certain at this time whether either of these charges will be adjusted for the total loss factor.

#### **9.4.4 Billing Issues Related to Other Miscellaneous Charges and Adjustments**

Other Miscellaneous Charges and Adjustments are the charges discussed in Section 3.5.3, 9.4.2(v) and 9.4.2 (vi) respectively. Billing systems will need to have the flexibility to handle a variety of different forms of these items as well as the ability to accommodate a variable number of them. Ideally, these charges and adjustments should be broken out on an itemized basis in the bill presentation. Where Adjustments are concerned, Market Power Mitigation rebates and other 'non-routine' billing adjustments may have to be shown as a separate line. This billing item would also cover 'routine' billing adjustments, such as billing error adjustments.

In general, billing adjustments and miscellaneous charges and other types of credits and rebates can be charged by either:

- C Fixed One-Time Charge or Credit, or
- C Rate Riders: kWh, usage-based, varying in amount, depending on the customer's consumption.

Ideally, a utility's billing system should be able to accommodate both forms of cost recovery or rebate. Sufficient information should be provided to the customer to make it clear to which regular billing items, if any, the charge/credit applies to as well as the relevant time period to which the item relates. This information could be provided to the customer through the bill's message space or a billing insert (see Section 9.4.6.).

#### **9.4.5 Non-Electricity Distribution Products & Services**

Sections 71 and 72 of the *Ontario Energy Board Act, 1998* will come in force effective January 1, 2002. Section 71 provides that transmitters and distributors may not carry on any business other than transmission, distribution or provision of SSS except through an affiliate. Section 72 requires distributors to keep their financial records associated with distribution separate from their financial records with respect to other activities. In consort with these sections, Ontario Regulation 341/01, exempts distributors from s.71 where the only other business carried on is the management or operation of water or sewage services on behalf of a municipality or

municipalities that own, directly or indirectly, voting securities of the distributor with more than 50% of the voting rights. This regulation expires after December 31, 2004.

When designing their bills, utilities should keep in mind that after January 1, 2002, non-electricity distribution charges may need to be removed from the bill altogether. The charges to be billed separately may include charges related to services such as appliance rentals not associated with exempted lines of business as defined in Ontario Regulation 341/01. Until then, there must be a clear separation and identification of these charges sufficient to make clear to the customer that they are not subject to the Board's regulation.

#### **9.4.6 Messages, Notes and Other Information Requirements**

The billing system should have the capacity to accommodate messages and notes where necessary. Where appropriate information of this kind could also be provided to the customer through additional billing inserts (i.e. bill stuffers). For distributors with very restricted capacity to incorporate information into their bills, these items could also be used to provide customers with necessary billing information, as outlined earlier.

#### **9.4.7 Billing Outsourcing**

The utility may if it desires outsource its billing function. However, in the event that it chooses this option, it must ensure that certain minimum standards outlined by the Board are met by the outsourced bill. In addition to the minimum disclosure standards outlined in this section, the billing presentation must also make clear that the bill is from the utility and not from the outsourcing organization.

#### **9.4.8 Split Bill Issuance**

Section 7.3 of the RSC states that under the split billing option "*the distributor shall issue one bill to the consumer that covers all non-competitive electricity costs, less any administrative costs that are paid by the retailer. The consumer's retailer is responsible for the issuance of the other bill that covers the cost of competitive electricity services based on the price and other contractual terms agreed to by the consumer and the retailer.*" The distributor's billing system must in the future have the capacity to issue a bill covering non-competitive costs only, under the split billing option, although this is not necessary at this time.



#### **9.4.9 Special Final Bills**

There are a number of circumstances outlined in the RSC under which a distributor must be able to issue a special final bill to a customer. These include situations where a customer switches from SSS to a retailer or leaves the distributor's service territory.

In section 10.5 of the RSC, "Rules and Procedures for Processing Service Transactions Involving a Change in Electricity Service Provider," it is stated that "*A distributor shall post relevant charges for service transaction activities to a retailer's or a consumer's account and issue the final settlement bill to consumers and/or retailers. The Board will approve rates for transaction activities such as special meter reads and the administrative cost of transfer processing.*"

Section 7.4.3 of the RSC states that "*If a distributor is in possession of a consumer deposit when a consumer changes from SSS to a competitive retailer or between competitive retailers, or changes billing options from distributor-consolidated billing to either split billing or retailer consolidated billing, the deposit will be applied to the consumer's final bill prior to the change in service.*" In addition, if a customer decides to switch from the SSS service to a retailer the billing system will have to have the capacity to accommodate a settlement of the outstanding PPVA account balance.

When a consumer leaves the service territory of a distributor, the RSC states in section 10.6.1 that "*a distributor may issue a bill immediately upon completion of the final meter read even if all of the price information required to normally compute such a bill is not available.*"

Finally, section 10.6.2 of the RSC, "Processing a Change in Billing or Metering Service," states that "*if a change in metering service involves a change in the settlement method (e.g. from NSLS-based settlement to settlement based on interval metering or vice versa) the distributor shall issue a final bill based on a meter read at the time of the change in meter service.*"

The distributor's bill should be designed in such a way as to be able to accommodate all of the above requirements as well as any other requirements necessitated by RSC compliance.

**9.4.10 Illustrative Example - FOR GUIDANCE ONLY**

This page illustrates how all of the preceding items might be shown on the bill. Also incorporated are references back to the relevant discussion items in this section. **All charge levels shown are for illustrative purposes only.**

<b>Account No.</b> 1000000	<b>Meter No.</b> 100000	<b>Billing Period</b> Apr. 15 - Jun. 14, 2000
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**Details of Current Charges**

<b>Electricity Distribution and Supply Services</b>	<i>(9.4.2)</i>
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Your service type is Residential - Normal Density

<b>Electricity you used this billing period</b>		
Your meter reading	100	
Electricity you used in kilowatt-hours (100x10x1.05) =	1050	<i>(9.4.3)</i>
Electricity usage adjustment factor: 5%		

Commodity Charge*	@ \$0.0420kWh	\$44.10	<i>(9.4.2(iii))</i>
Non-Competitive Electricity Charge	@ \$0.0190kWh	\$19.95	<i>(9.4.2(iv))</i>
Distribution Charge	@ \$0.0062kWh	\$ 6.20	<i>(9.4.2 (ii))</i>
Fixed Customer charge	@ \$9.00/month	\$18.00	<i>(9.4.2 (i))</i>
Other Miscellaneous Charges		\$ 0.00	<i>(9.4.2(v))</i>
Adjustments		\$ 0.00	<i>(9.4.2(vi))</i>
GST (Registration number: 00000-0000-XX-000)		\$ 4.21	

<b>Total of your new charges</b>	<b>\$ 92.46</b>
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\* Energy Provided by (Name of Utility) through Standard Supply Service [or Retailer, call—]

*(Future Bill Presentation Requirement)*

<b>Purchase Price Variance Account (PPVA) Balance**</b>	<b>\$ 000.00</b>	<i>(9.4.3)</i>
<b>** DO NOT PAY THIS AMOUNT. It shows your credit or balance should you choose to leave Standard Supply Service.</b>		<i>(9.4.9)</i>