Your First Metered Services Bill

Electricity, Water and Thermal Energy Metered Services

As a customer of Metergy Solutions, 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.

1. Your Account Number identifies you as a unique Metergy customer. Please reference this number when making a payment and setting up your online account at MyMetergySolutions.com.

2. Electricity is the cost of the electricity supplied to the service address during this billing period.

3. Global Adjustment 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. Metergy is not the provider of electricity, water, 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, and/or thermal energy and not an amount that Metergy is collecting as HST. Metergy 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, and/or thermal energy consumption.

7. 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.

8. Water and thermal 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.
<table>
<thead>
<tr>
<th>Account Number</th>
<th>Bill ID</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>000000000000</td>
<td>000000000000</td>
<td>2/3</td>
</tr>
</tbody>
</table>

**Your Thermal Charges**

- **Thermal Usage**
  - Heating XXX.XXXX MJ @ $X.XXXX / MJ: XXX.XX
  - Cooling XXX.XXXX MJ @ $X.XXXX / MJ: XXX.XX
- Administration Fee: XXX.XX
- Your Thermal Charges Subtotal: XXX.XX

**HST 13% – #86260680RT0001**: XXX.XX

Your Total Thermal Charges: XXX.XX

**Other Service Related Charges**

- Service Setup Charge – Electricity: XXX.XX
- Service Setup Charge – Water: XXX.XX
- Service Setup Charge – Thermal: XXX.XX
- Deposit Installment Plan: XXX.XX
- Your Total Adjustments and Other Charges: XXX.XX

Total Charges: XXX.XX

**Your previous charges**: XXX.XX

Amount of last bill: XXX.XX

Total Payments – Thank You: XXX.XX

Balance Forward: XXX.XX

Total Due by DD MMM YYYY: XXX.XX

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9. **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.

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

11. 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 MyMetergySolutions.com. The deposit is applied to your account over six equal monthly installments, appearing as a Deposit Installment Plan.
### Electricity Usage

<table>
<thead>
<tr>
<th>Type</th>
<th>Water Number</th>
<th># of Days</th>
<th>Read Type</th>
<th>Multipier</th>
<th>Loss Factor</th>
<th>Current Previous Date</th>
<th>Current Previous Read</th>
<th>Usage/Adjusted Usage kWh</th>
<th>Demand/Adjusted Demand kW</th>
<th>Demand/Adjusted Demand kVA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity</td>
<td>00000-01</td>
<td>28</td>
<td>ACT</td>
<td>1</td>
<td></td>
<td>31-04-2020</td>
<td>3062.08</td>
<td>3062.08</td>
<td>3062.08</td>
<td>3062.08</td>
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</tbody>
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### Water Usage

<table>
<thead>
<tr>
<th>Type</th>
<th>Water Number</th>
<th># of Days</th>
<th>Read Type</th>
<th>Multipier</th>
<th>Current Previous Date</th>
<th>Current Previous Read</th>
<th>Usage/Litre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water</td>
<td>00000-01</td>
<td>28</td>
<td>ACT</td>
<td>1</td>
<td>31-04-2020</td>
<td>3062.08</td>
<td>3062.08</td>
</tr>
<tr>
<td>Water</td>
<td>00000-02</td>
<td>28</td>
<td>ACT</td>
<td>1</td>
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<td>3062.08</td>
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</table>

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**Have a Question?**

Contact our Customer Care Centre at CustomerCare@metergysolutions.com or 1 866-449-4423.

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2021-01