


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.



Account Number
0000000000

Bill ID
000000000000

Page
1/3

John Smith
Unit X - 123 ADDRESS ST
TORONTO ON M1X X1X

Service Address: Unit X - 123 ADDRESS ST
TORONTO ON M1X X1X

Customer Care Centre
1-866-449-4423
CustomerCare@metergysolutions.com
Monday to Friday
8:00 AM to 6:00 PM ET
www.metergysolutions.com

Statement Date	DD MMM YYYY
Amount Due	\$XX.XX
Due Date	DD MMM YYYY
Amount Paid	

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

Electricity

XXX.XX kWh @ \$X.XXX / kWh

Global Adjustment

Delivery

Regulatory Charges

Your Electricity Charges Subtotal

'HST 13% - #862968880RT0001

Your Total Electricity Charges

Your Water Charges

Water and Sewage Usage

XX.XXX L @ \$X.XXX / L

Delivery

Administration Fee

Your Water Charges Subtotal

'HST 13% - #862968880RT0001

Your Total Water Charges

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

\$XX.XX

More on next page

Please detach and return this section with your payment made payable to Metergy Solutions Inc.

Account Number:
0000000000

John Smith
Unit X - 123 ADDRESS ST
TORONTO ON M1X X1X

Statement Date:
DD MMM YYYY

Bill ID:
000000000000

Amount Due:
\$XX.XX

Due Date:
DD MMM YYYY

Amount Paid:

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.

- 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.



Customer Care Centre
1-866-449-4423
CustomerCare@metergysolutions.com
Monday to Friday
8:00 AM to 6:00 PM ET
www.metergysolutions.com

Account Number Bill ID
0000000000 000000000000

Page
2/3

9	Your Thermal Charges	
	Thermal Usage	
	Heating XXX.XXXX MJ @ \$X.XXXX / MJ	\$XX.XX
	Cooling XXX.XXXX MJ @ \$X.XXXX / MJ	\$XX.XX
8	Administration Fee	<u>\$XX.XX</u>
	Your Thermal Charges Subtotal	<u>\$XX.XX</u>
6	'HST 13% - #862968880RT0001	<u>\$XX.XX</u>
	Your Total Thermal Charges	<u>\$XX.XX</u>
11	Other Service Related Charges	
	Service Setup Charge - Electricity	\$XX.XX
	Service Setup Charge - Water	\$XX.XX
	Service Setup Charge - Thermal	\$XX.XX
12	Deposit Installment Plan	\$XX.XX
	Your Total Adjustments and Other Charges	<u>\$XX.XX</u>
	Total Charges	<u>\$XX.XX</u>

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

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**.



Customer Care Centre
 1-866-449-4423
 CustomerCare@metergysolutions.com
 Monday to Friday
 8:00 AM to 6:00 PM ET
 www.metergysolutions.com

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

12 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.

13 The **Loss Factor** accounts for a small amount of electricity lost to heat while travelling over transmission lines.

14 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.

15 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.

16 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.

HAVE A QUESTION?

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

™ Metergy Solutions and the design are trademarks of Metergy Solutions Inc.

