



# Understanding your 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.



Easy-to-find account information & billing summary.



A clear snapshot of your energy use.



Bright, colourful graphics.

John Smith

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1 Account Number: 0000000000

2 Statement Date DD MMM YYYY

Due Date DD MMM YYYY

Amount Due \$XX.XX

Service Address: UNIT X - 123 ADDRESS ST

3

Summary of Charges

Your Total Electricity Charges	\$XX.XX
Your Total Water Charges	\$XX.XX
Your Total Thermal Charges	\$XX.XX
Your Total Other Charges	\$XX.XX
<b>Total Charges</b>	<b>\$XX.XX</b>
Amount of Last Bill	\$XX.XX
Total Payments — Thank You	\$XX.XX
<b>Balance Forward</b>	<b>\$XX.XX</b>
<b>Total Due by DD MMM YYYY</b>	<b>\$XX.XX</b>

4

Your Bill Breakdown for: DD MMM-DD MMM YYYY

5

Message Center

Save on energy this summer: Drapes aren't just for show; in warmer weather, keep curtains and drapes closed to block out the sun's heat. For more help to save on your bill, visit: [metergysolutions.com/understanding-your-usage](http://metergysolutions.com/understanding-your-usage)

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

Account Number: 0000000000

Bill ID: 0000000000

Statement Date DD MMM YYYY

Due Date DD MMM YYYY

Amount Due \$XX.XX

Amount Paid:

JOHN SMITH  
UNIT X - 123 ADDRESS ST  
TORONTO ON M1X 1X1

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](http://MyMetergySolutions.com).

2

The **Statement date** is the date that your bill was issued. The **Due Date** is when your bill payment must be made by and the **Amount Due** is the total amount you must by the due date.

3

Your **Summary of Charges** is where you will see your current charges, your previous bill amount, your most recent payment, and any balances (if applicable).

4

The **Bill Breakdown** will display the cost breakdown for each of your services. Your electricity, water and/or thermal details will be on page 2 of your bill.

5

**Message Center** will help you stay informed. Metergy will share important updates here.

Questions? Contact us at [customercare@metergysolutions.com](mailto:customercare@metergysolutions.com) or call us at 1-866-449-4423.

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**Your Electricity Charges**

**6 Electricity Usage**  
X.XXX.XXX kWh @ \$ X.XXXXXX \$XX.XX

**7 Delivery** \$XX.XX

**8 Regulatory Charges** \$XX.XX

**Your Electricity Charges Subtotal** \$XX.XX

**9 \*HST 13% - #86296 8880 RT0001** \$X.XX

**Your Total Electricity Charges** \$XX.XX

**Compare your usage**

ELECTRICITY					
Meter Number	Previous Reading	Current Reading	Multiplied By	kWh	12 Read Type
0000-01	DD MMM YYYY 000.00	DD MMM YYYY 000.00	1	0000.00	ACT

**Your Water Charges**

**10 Water and Sewage Usage**  
XXX.XXX.XXXX L @ \$X.XXXXXXX / L (Hot & Cold) \$XX.XX

**11 Delivery**  
Administration Fee \$XX.XX

**Your Water Charges Subtotal** \$XX.XX

**9 \*HST 13% - #86296 8880 RT0001** \$X.XX

**Your Total Water Charges** \$XX.XX

WATER					
Meter Number	Previous Reading	Current Reading	Multiplied By	Litre	12 Read Type
0000-01	DD MMM YYYY 000.00	DD MMM YYYY 000.00	1	0000.00	ACT

- 6 Electricity** is the cost of the electricity supplied to the service address during this billing period.
- 7** 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.
- 8** **Regulatory Charges** are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid.
- 9** 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.
- 10** **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.
- 11** 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 submeters, as well as costs related to billing, customer care, collections and general administrative services.
- 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.



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Your Thermal Charges

13 Thermal Usage

Heating XXX.XXXX MJ @ \$X.XXXX / MJ  
Cooling XXX.XXXX MJ @ \$X.XXXX / MJ

\$XX.XX  
\$XX.XX

7 Delivery

Administration Fee

\$XX.XX  
\$XX.XX

Your Thermal Charges Subtotal

\$XX.XX

9 \*HST 13% - #86296 8880 RT0001

\$XX.XX

Your Total Thermal Charges

\$XX.XX

THERMAL

Meter Number	Previous Reading	Current Reading	Multiplied By	MJ	Read Type	
0000-01	DD MMM YYYY 000.00	DD MMM YYYY 000.00	1	0000.00		ACT
0000-01	DD MMM YYYY 000.00	DD MMM YYYY 000.00	1	0000.00		ACT

Your Other Charges

14 Service Setup Charge - Electric

\$XX.XX

Service Setup Charge - Water

\$XX.XX

Service Setup Charge - Thermal

\$XX.XX

15 Deposit Installment Plan

\$XX.XX

Your Other Charges Subtotal

\$XX.XX

\*HST 13% - #86296 8880 RT0001

\$X.XX

Your Total Other Charges

\$XX.XX

- 13 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.
- 14** The **service setup charge** is a one-time administration charge applied to new accounts.
- 15** 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 [MetergySolutions.com](https://www.metergysolutions.com). The deposit is applied to your account over six equal monthly installments, appearing as a **Deposit Installment Plan**.

Did you know that you can find all your billing information and usage details on Metergy's Customer Portal? You can also pay your bill and register for pre-authorized payments. Visit [mymetergysolutions.com](https://mymetergysolutions.com) to learn more.

**Questions? Contact us at [customercare@metergysolutions.com](mailto:customercare@metergysolutions.com) or call us at 1-866-449-4423.**