

PLEASE DO NOT STAMP OR  
MARK BELOW THIS LINE.**Explanation of electricity terms on your bill:  
Standard Supply Service Customers (Non-Retailer)**

**Electricity:** This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition.

**Delivery:** These are the costs of delivering electricity from generating stations across the Province to Midland Power Utility Corporation to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems. 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 that you use. The delivery charge also includes the costs relating to electricity lost through distributing electricity to your home or business. \*Midland Power Utility Corporation collects this money and pays this amount directly to our suppliers. \*\*When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business.

**Retailer Enrolled Customers**

**Electricity:** This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition. The electricity consumed is multiplied by the adjustment factor. \*\*Midland Power Utility Corporation collects this money and pays this amount directly to our suppliers.

\*\*When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business. The adjustment factor accounts for these losses.

**Delivery:** These are the costs of delivering electricity from generating stations across the Province to Midland Power Utility Corporation then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems. 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 that you use.

**All Customers**

**Regulatory Charges:** Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid and include the costs associated with funding Ministry of Energy and Infrastructure conservation and renewable energy programs.

**Debt Retirement Charge:** The debt retirement charge pays down the debt of the former Ontario Hydro.

NOTE: For a detailed explanation of electricity terms, please visit [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca)

**MIDLAND POWER UTILITY CORPORATION**

OFFICE HOURS - MONDAY THROUGH FRIDAY 8:30 A.M. TO 4:30 P.M. (16984 HWY #12)

**POWER SERVICE** is supplied from the Midland Power Utility Corporation and billed at the Midland Power Utility Corporation Standard Rates as of the time of billing for the service that is being supplied.

All bills are due when rendered.

Late payments may not be reflected in the total amount due if paid after due date.

A Continuous Supply of Power is not guaranteed, and power supplied may not be resold or supplied to another service by the customer without authorization by the Midland Power Utility Corporation.

**RATES:** RATES INFORMATION IS AVAILABLE FROM THE BUSINESS OFFICE UPON REQUEST

**PAYMENT OF ACCOUNTS:**

1. At the Midland Power Business Office, 16984 HWY #12
2. At most chartered banks and financial institutions (Collection charges may be applicable)
3. Electronic Transfer, on Line Bank Transfer\*
4. Pre-Authorized Payment Plan

\*NOTE: Please allow 10 days for handling when payment is mailed or made at the bank.

**DUE DATE:** The Date by which payment must be received at our Office to avoid a late payment charge.

**DISCONNECTION FOR NON-PAYMENT:** Customers in arrears are subject to disconnection of service **MIDLAND POWER WILL NOT BE HELD LIABLE FOR ANY LOSS, DAMAGE OR INCONVENIENCE RESULTING FROM SERVICES DISCONNECTED FOR NON-PAYMENT.**

**E&OE: (Errors and Omissions excepted) All bills are rendered subject to correction.**

**CHANGE OF BILLING INFORMATION:** Please notify the business office of any changes in billing information pertaining to Name, Service or mailing address, request for final reading due to moving in or out of a property to ensure correct billing.

**VACATION:** If you are going to be away for an extended period, please notify the business office and make arrangements to prepay your account and avoid late payment charges. **IF YOU SHOULD REQUIRE FURTHER ACCOUNT INFORMATION OR ADDITIONAL**

**INFORMATION ON OUR COMPANY PLEASE EITHER CALL OUR OFFICE AT 705-526-9361**  
**E-MAIL US [midpuc@midlandpuc.on.ca](mailto:midpuc@midlandpuc.on.ca) OR VISIT OUR WEB SITE: [www.midlandpuc.on.ca](http://www.midlandpuc.on.ca)**