

Taking Apart Your Utility Bill & Finding Ways to Save

Hi folks!

First – thanks to LIEN and all of you here today for the work you do and for inviting us to contribute to your AGM. I've got three objectives for this presentation:

- Explain how electricity, natural gas, water, sewage and appliance rental are billed & provide resources for you to use if you ever need to deconstruct or verify a bill.
- Demonstrate how we help our lower-income residential customers save money using a typical utility company billing information portal and typical provincial & local programs.
- Help inform your AGM by answering your questions from the perspective of a local utility service provider.

I'll be using a number of publicly available websites and Utilities Kingston's "MyUtilities" portal to accompany my presentation. You may wish to bookmark or hold on to this document as many of these sites could come in handy when working with clients or service providers.

<https://utilitieskingston.com/Accounts/YourBill>

Utilities Kingston bills for electricity, natural gas, water, sewage and appliance rental on one bill, and breaks down each line of our bill in plain language here.

<https://my.utilitieskingston.com/app/login.jsp>

Utilities Kingston's data portal for electricity, natural gas, and water data and information. It is typical of the portals used by other utility companies.

<https://www.oeb.ca/rates-and-your-bill>

Our regulator's website for exploring natural gas and electricity bills and assistance programs.

<https://saveonenergy.ca>

Information on provincially available saveONenergy electricity conservation programs.

<https://ontarioelectricitysupport.ca/>

Low income electricity customers can apply for a monthly credit on their electricity bill.

Two other documents are attached, one that customers could be sent and another that our conservation team has access to. These reports help our customers and our conservation team identify and address conservation opportunities.

Here's my contact information – feel free to get in touch:

Steve Sottile, ssottile@utilitieskingston.com, 613 546 1181 x2477.



[NAME]'S

POWERFUL
Insights™

for [ADDRESS]

Account #: _____ Meter #: _____



[NAME]
[ADDRESS]
[ADDRESS]



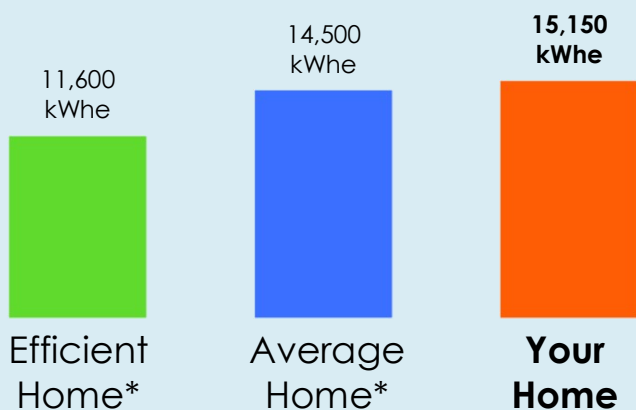
SPECIAL WINTER EDITION

This special edition provides a combined view of your **natural gas** and **electricity** use last winter to help you save on heating costs this winter.



Your combined electricity and natural gas use comparison for last winter

(Dec. 1, 2015 to Mar. 31, 2016)



Last winter, your home used 4% more in combined electricity and natural gas use than average 1000-1999 sq. ft. single family homes* in our community.

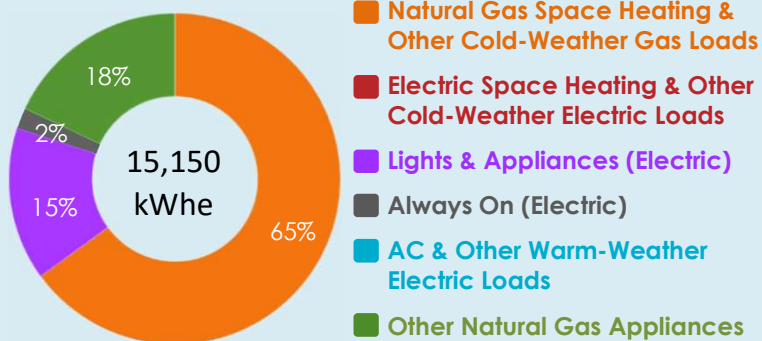
This costs you an extra \$40 per year.

kWh = kilowatt-hour equivalent. Used to combine electricity kWhs and natural gas cubic metres into a single comparable unit of energy. A typical refrigerator running 10 hours uses 1 kWh.

* Average homes are an average of 1000-1999 sq. ft. single family homes in central Kingston whose primary heat source is not electricity and who have natural gas service.

Efficient homes are the top 25 percent of those homes.

Your combined electricity and natural gas use breakdown last winter (Dec. 1, 2015 to Mar. 31, 2016)



Calculated estimates based on an analysis of your energy consumption data.

Last winter,

65%

of your electricity and natural gas use went towards **Natural Gas Space Heating.**

Want to save?

Natural Gas Space Heating is a great place to save this winter

☑ Set and forget your programmable thermostat this winter

Save up to
\$60
per winter

Our bodies don't need the temperature to be as high while we sleep to feel comfortable. Most people sleep comfortably at 16°C (61 F).

During the day, most people are comfortable at 20°C (68 F).

Spend a couple of minutes now setting your programmable thermostat - then save effortlessly all winter!

20°C At Home

16°C Asleep

16°C Away

☑ Save when you upgrade to an ENERGY STAR® furnace

Save up to
\$80
per winter

Older inefficient furnaces can cost you 25% more on your energy bill. If your furnace is more than 15 years old, it may be time to invest in a new one.

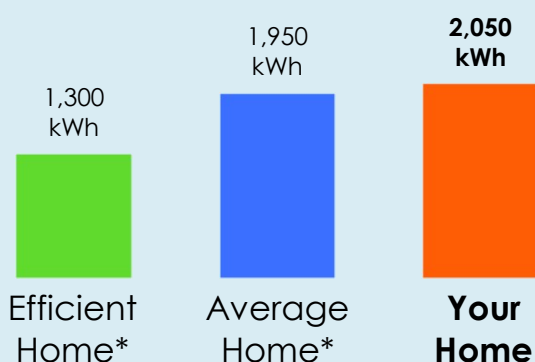
Receive \$250 in incentives and save up to \$80 per year on your energy bill when you upgrade to an ENERGY STAR® rated natural gas furnace.

Find more information about the Save on Energy Heating & Cooling Incentive, including a list of participating contractors, at: kingstonhydro.saveonenergy.ca

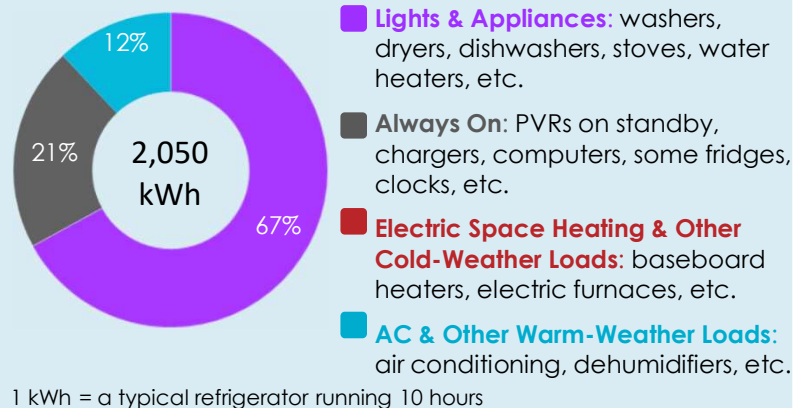


Your regular quarterly electricity use update (Sep. 1 to Nov. 30, 2016)

Your electricity use comparison



Your electricity use breakdown



Email us or call to receive one-on-one help identifying energy saving opportunities and incentives, or to receive reports in an alternative format. Visit our website or call to ask questions, provide feedback or opt out of receiving future reports.

conservation@utilitieskingston.com
(613) 546-0000 and say 'conservation'
www.utilitieskingston.com/powerfulinsights

YOUR

POWERFUL for [ADDRESS]

Insights™ from Sep. 1, 2015 to Aug. 31, 2016

Electric Service Start Date:

Account #:

Services with UK: Electricity, Natural Gas, Water



Your Home Profile:

Home Type: Single Family Home

Home Size: 1,000 To 2,000 Sq. Ft.

Central A/C: Yes

Heating Type: Forced Air

Pool: No

Sauna and/or Whirlpool: No

[Update your home profile?](#)

Over this 12 month period, electricity was your highest cost at \$1,970.

Water  \$140

Natural Gas  \$260

Electricity  \$1,970

Costs are marginal and do not include fixed or monthly costs.

Conservation Programs for which you may be eligible:

- Heating & Cooling Incentive Program
- Home Assistance Program
- Union Gas Home Reno Program
- [Print Coupons](#)
- Status in Powerful Insights Report program: Eligible and Enrolled
- [Access to Water Conservation Garden](#)
- [Rain Barrel Program](#)
- [Preventative Plumbing Program](#)

Based on electricity being your biggest cost, here are some tips selected just for you:

Switch to LED and CFL light bulbs

Consider replacing your old incandescent bulbs. Relative to old incandescents, new bulb technologies such as LEDs and CFLs use up to 80% less electricity and last at least 6x longer.

Printable coupons available.

Save up to
\$90
per year

Wash your clothes in cold water

Wash your clothes in cold water to save electricity and money. To save even more, only run your washing machine when it's full and hang your clothes to dry.

Save up to
\$290
per year

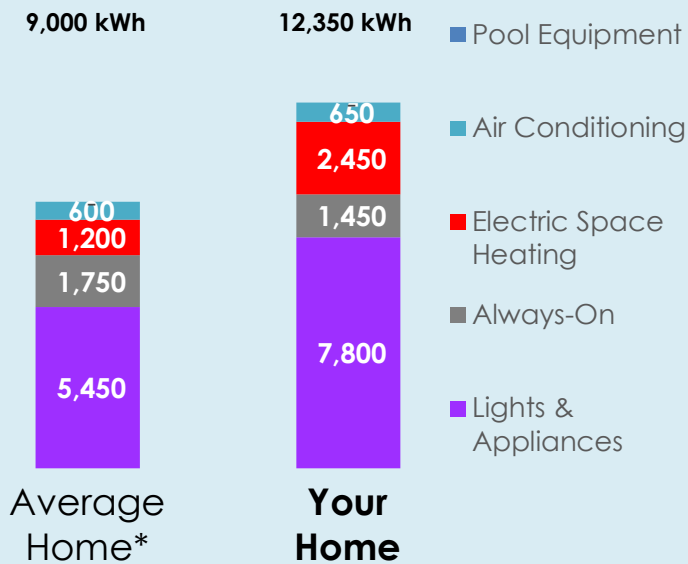
Use microwaves and toaster ovens to cook when you can

Use your microwave or toaster oven instead of your full size oven when you can. To cook the same dish, a toaster oven typically uses 50% less electricity than a full-sized electric oven does and a microwave uses 80% less.

Save up to
\$50
per year

Electricity Insights

Your electricity use compared to homes like yours (Sep. 1, 2015 to Aug. 31, 2016)



Over 12 months, your home used 37% more in electricity than average 1,000 to 2,000 sq. ft. single family homes* in our community. This costs you an extra \$530 per year.

To save on your electricity bill, consider looking at:

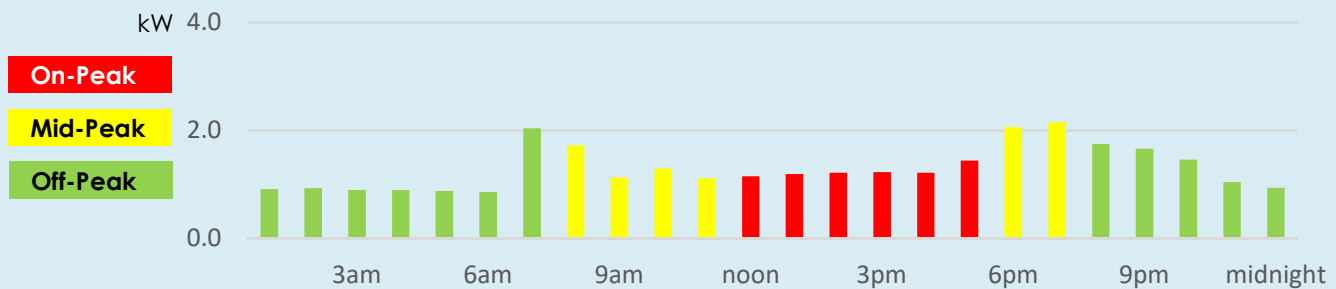
- Lights & Appliances that made up 63% of your electricity use.
- Lights & Appliances that drove the biggest difference in your total electricity use relative to the average home.

* Average homes are an average of 1,000 to 2,000 sq. ft. single family homes in central Kingston whose primary heat source is not electricity. Efficient homes are the top 25 percent of those homes.

A great way to reduce your bill is to shift your electricity use to Off-Peak hours.

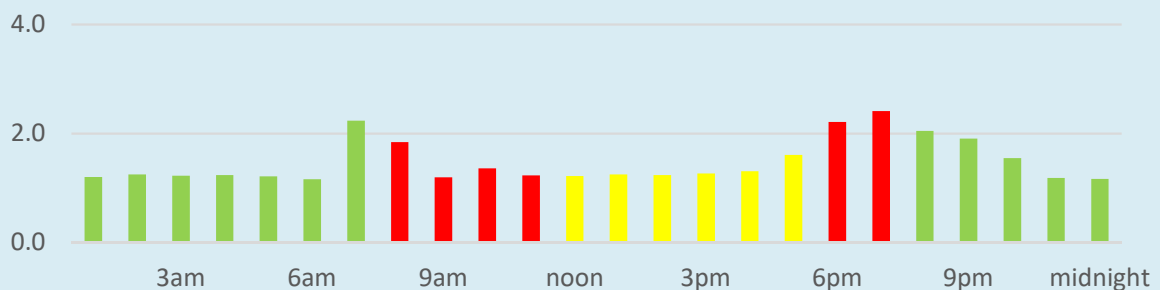
During SUMMER weekdays, you use the most electricity at 7 P.M. Shifting 20% of your peak time use off-peak or to weekends would save you \$18 per year.

Average kWh Use by Hour of Day on SUMMER Weekdays (for Hour Ending)



During WINTER weekdays, you use the most electricity at 7 P.M. Shifting 20% of your peak time use off-peak or to weekends would save you \$25 per year.

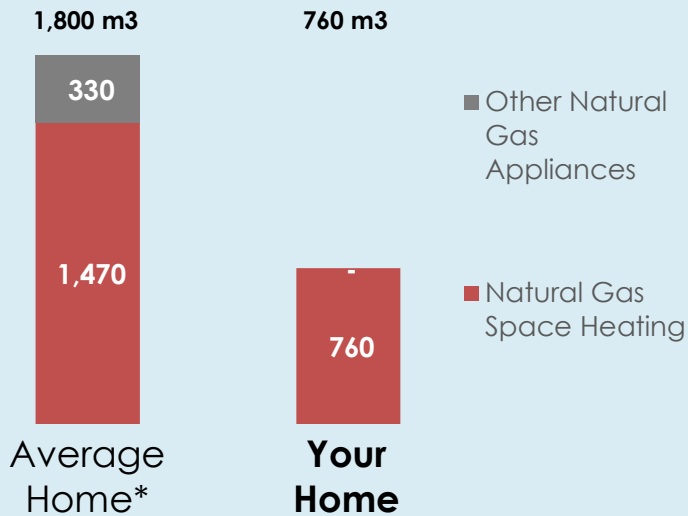
Average kWh Use by Hour of Day on WINTER Weekdays (for Hour Ending)



Natural Gas Insights

Your natural gas use compared to homes like yours (Sep. 1, 2015 to Aug. 31, 2016)

Over 12 months, your home used 58% less natural gas than average 1,000 to 2,000 sq. ft. single family homes* in our community.



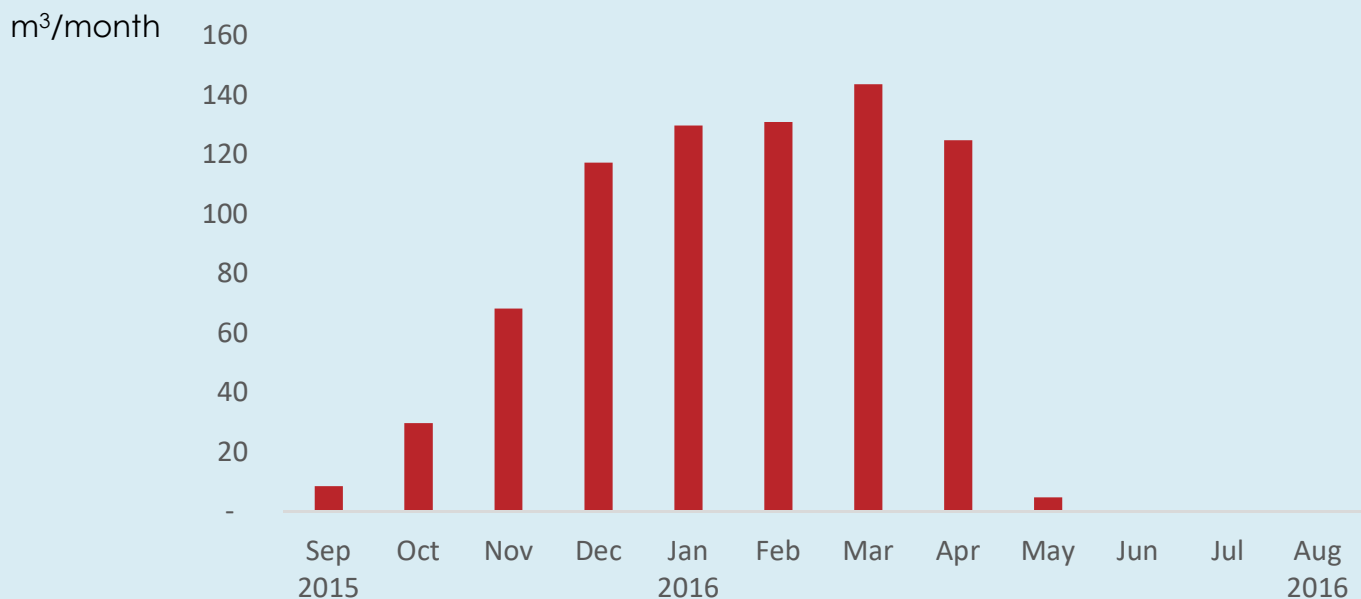
To save on your natural gas bill, consider looking at:

- Natural Gas Space Heating that made up 100% of your natural gas use.

* Average homes are an average of 1,000 to 2,000 sq. ft. single family homes in central Kingston whose primary heat source is not electricity.
Efficient homes are the top 25 percent of those homes.

Your natural gas use by month

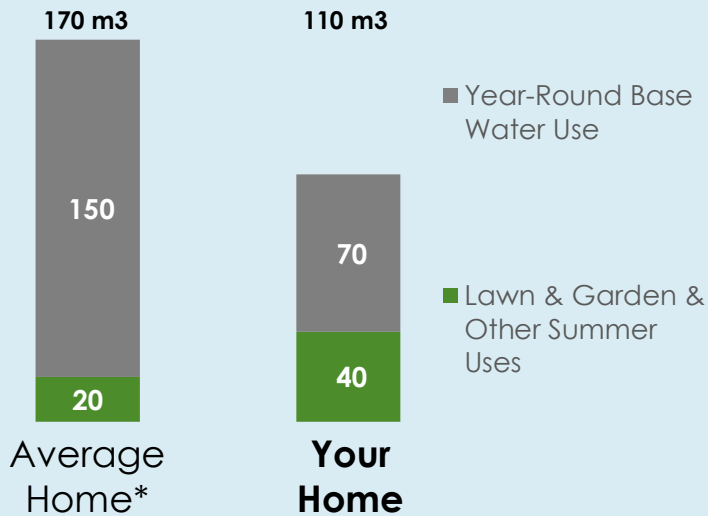
You used the most natural gas during the month of March.



Water Insights

Your water use compared to homes like yours (Sep. 1, 2015 to Aug. 31, 2016)

Over 12 months, your home used 35% less water than average 1,000 to 2,000 sq. ft. single family homes* in our community.



To save on your water bill, consider looking at:

- Year-Round Base Water Use that made up 64% of your water use.
- Lawn & Garden & Other Summer Uses that drove the biggest difference in your total water use relative to the average home.

* Average homes are an average of 1,000 to 2,000 sq. ft. single family homes in central Kingston whose primary heat source is not electricity.
Efficient homes are the top 25 percent of those homes.

Your water use by month

You used the most water during the month of August.

