

BC HYDRO Electricity Bill

USING MyHydro

BC Hydro provides a service called MyHydro, which allows homeowners to do the following online:

- View bills and manage payments
- Start, stop or move your service
- Track and compare your electricity use against outside temperatures and similar homes in the neighbourhood
- Access tips and tools to save energy and money

Bands can use MyHydro to assist community members in managing energy use and costs. Individual accounts can be linked to the Band's account allowing the Band to access home energy consumption data.

READING the BILL

The bill shown below is for electricity from BC Hydro and each number corresponds to a different component of the bill.

1. Your **name** and service **address**.
2. **Billing Date**: the date the bill was issued. Account Number. Pay By: the date the bill is due. Please Pay: the total amount owing, which includes any outstanding amounts from previous bills.
3. **Invoice Number**: the unique number assigned to your invoice.
4. Balance from your previous bill: the amount due from your previous bill and payments received.
5. **Basic Charge**: this partially covers the fixed costs of service such as metering and billing.
6. **Energy charge**: for residential customers there are two tiers of electricity costs. For Step 1, residential customers pay 8.29 cents per kWh for the first 1,350 kWh they use over an average two month billing period. Above that amount, Step 2 rates apply at 12.43 cents per kWh for the balance of the electricity used in the billing period. This is called a "stepped rate" and is designed to encourage energy conservation.

7. **Daily Average Comparison:** the chart shows a comparison of the daily average usage with previous periods.
8. **Rate Rider:** this charge is a percentage applied to the total of all charges (before taxes and levies). The Rate Rider is used to recover additional and unpredictable energy cost resulting from, for example, low water inflows and higher than forecast market prices.
9. **Total Consumption:** this section shows how your total electricity usage is distributed to the Step 1 rate and the kilowatt-hours rolling over to the Step 2 rate.
10. **Balance Payable:** the total amount owing, including the current bill amount, outstanding balances from previous bills and applicable taxes.

See an example of the bill on the following page.



Prepared For
JOHN DOE
 1234 ANYNAME ST
 ANYTOWN BC V6B 5A1

1

3 **Invoice Number:**
 150000000001

Billing Date: Jun 15, 2016
 Account Number: 1234 567
 Pay By: Jul 07, 2016
 Please Pay: **\$158.55**

2

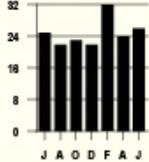
BC Hydro's account services are available online for your convenience.
 Create a MyHydro Profile and link your account at bchydro.com/myhydro.

Meter Reading Information

Electric:
 Meter # 1111111
 Apr 19 72578
 Jun 15 74078
 58 days 1500

Next meter reading on or about Aug 15

kWh Daily Average Usage per Billing Period



7

Daily Average Comparison
 Jun 2015 25 kWh
 Jun 2016 26 kWh

Take action to save electricity and money.
 Call 804 431 9483 or visit bchydro.com/powersmart

Other questions? Call the numbers displayed in the Customer Service area at the top of this bill.

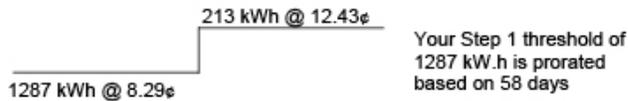
Previous Bill Balance payable from your previous bill 151.11
 Thank you for your payment May 01, 2016 151.11CR

4 **Balance from your previous bill** **\$0.00**

BC Hydro Electric Charges

5 Apr 19 to Jun 15 (Residential Conservation Rate 1101)
 6 Basic Charge: 58 days @ \$0.18350 /day 10.64*
 6 **Energy charge:¹**
 Step 1: 1287 kW.h @ \$0.08290 /kW.h 106.69*
 Step 2: 213 kW.h @ \$0.12430 /kW.h 26.48*
 8 Rate Rider at 5.0% 7.19*
 * GST 7.55
\$158.55

9 Your total consumption for the billing period is 1500 kW.h and your Conservation Rate breakdown is as follows:



¹For more information on the Conservation Rate visit bchydro.com/conservationrate.

Taxes The following is a summary of taxes billed to your account since your last invoice:
 GST at 5 % on 151.00 7.55

10 **Balance payable** **\$158.55**

Customer Service Phone: (604) 224-9376 Power Out? 1-888-769-3766 or *49376
 Hours: Mon-Fri 7 a.m. to 8 p.m. and Sat 9 a.m. to 5 p.m. Pacific Time



11 Return this portion with your payment
ALL PAYMENTS SHOULD BE MADE PAYABLE TO BC HYDRO

Billing Date: Jun 15, 2016
 Account Number: 1234 567
 Pay By: Jul 07, 2016
 Please Pay: **\$158.55**

Amount Paid

Figure 1: Sample BC Hydro Bill