

MAY 23, 2025

Energy fundamentals: Understanding your energy bill

Adam Dixon
Knowenergy

By the end of this workshop, you will be able to:

- Identify fixed charges on your bill
- Understand the difference between kW and kWh billing
- Identify tools to compare different billing types
- Learn energy-efficiency and conservation tips by understanding how you are billed
- Access free tools and resources to support energy literacy

Welcoming our guest speaker

Adam Dixon, *Knowenergy*

Knowing energy since 2013, Adam brings a new and fresh approach to energy management and specializes in energy performance analysis and residential sector services. He also works behind the scenes as an energy analyst in support of energy audits while also providing support to the development of TdS Dixon's well-known energy training services.



Why understand energy rates?

Helps you evaluate projects with the right prices.

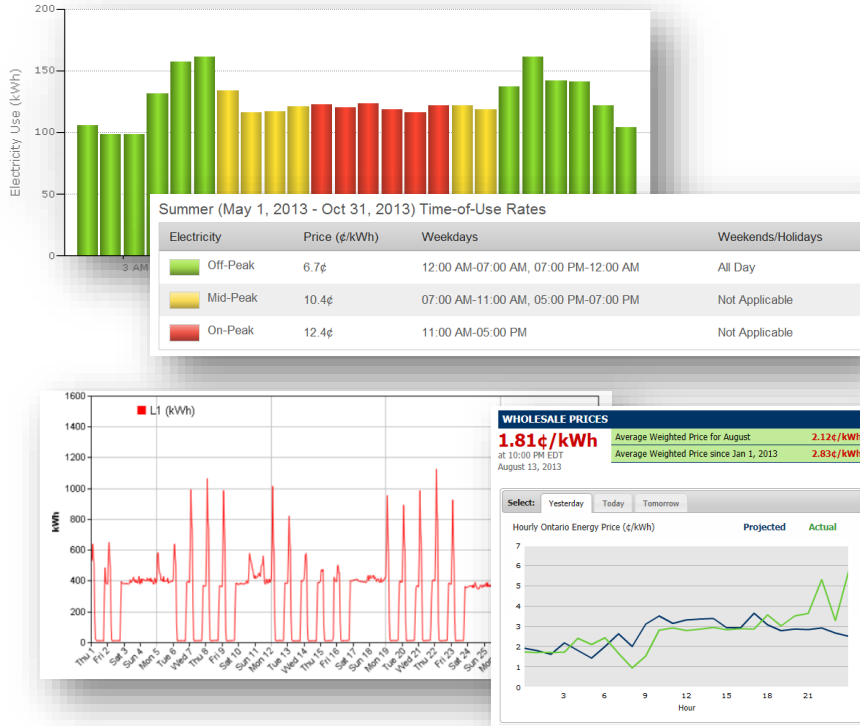
Helps you evaluate alternative rate structures.

Serves to compare various energy sources in equivalent units.

Helps present cost-saving opportunities.



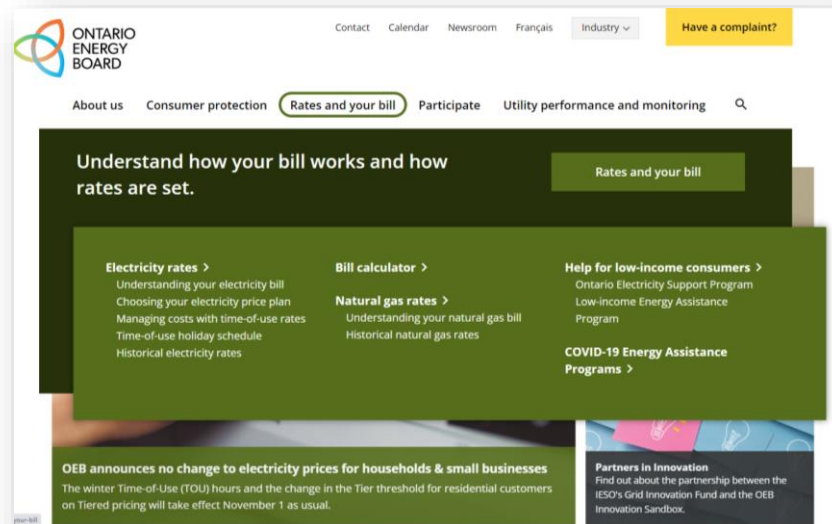
Two ways to pay for electricity



- Residential/small commercial
 - How much – consumption
 - Per kWh
 - Time of use
- Commercial/institutional (Class B ~50 kW demand)
 - How fast – demand
 - Per kW
 - How much – consumption
 - Per kWh
 - Time of use

Residential rate structures

1. Time-of-use – per kWh
2. Tiered rate – per kWh
3. Ultra low price – per kWh
4. Contract – per kWh



<https://www.oeb.ca/>

Time-of-use and tiered pricing

Time-of-use:

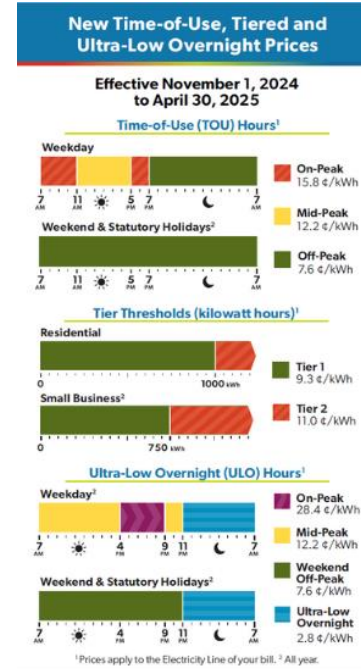
- Peak periods change from summer to winter (on-peak and mid-peak rates shift)

Tiered:

- Different tier thresholds for residential and small business customers

Ultra-low overnight:

- No seasonal variation in peak periods



Power is personal

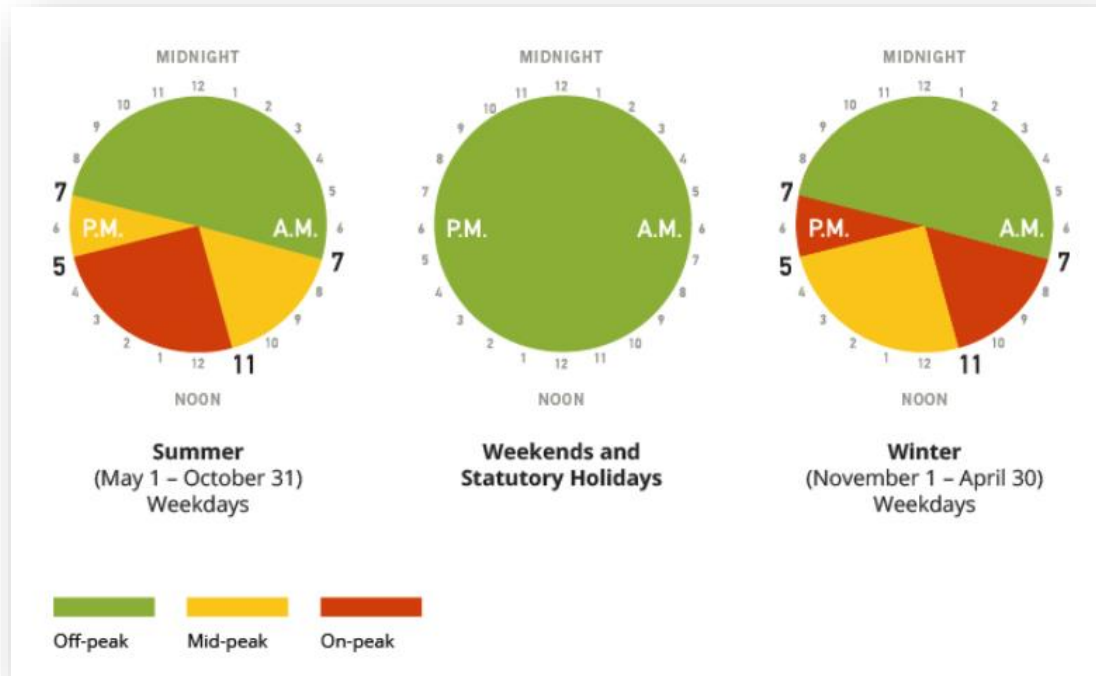


More choice for electricity customers

Choose the price plan that's right for you at oeb.ca/choice

 **ONTARIO ENERGY BOARD**

Seasonal variations



Contract pricing

- To assess the cost impact of switching to an energy contract, visit the Ontario Energy Board (OEB) calculator tool: <https://www.oeb.ca/consumer-protection/energy-contracts/bill-calculator>

CALCULATE AN ESTIMATED MONTHLY BILL

These numbers are an estimate for informational purposes only.

Step 1:
Enter your monthly electricity usage

Your monthly usage: kWh

Select your pricing plan: * ☒ **Time-of-use Pricing** ☐ Tiered Pricing

Adjust your consumption: (optional)

Off-Peak: %

Mid-Peak: %

On-Peak: %

Step 2:
Enter your Ontario Electricity Support Program (OESP) credit amount (if applicable)

Your OESP monthly credit (e.g. 30.00): \$

Optional:
See how your bill might look on a contract with an energy retailer

Enter the retail contract price: c/kWh

Calculate

How we pay for electricity: Ontario homes

- Service charge
- Delivery – \$/kWh (by local distribution company)
- Electricity
 - Time-of-use and tiered or ultra-low price of \$/kWh
 - Including global adjustment
 - Contract price of \$/kWh
 - Plus global adjustment – \$/kWh for month

SAMPLE MONTHLY BILL STATEMENT

Hydro One Networks Inc. - R1 RESIDENTIAL

Account Number: 000 000 000 0000

Meter Number: 0000000

Your Electricity Charges

Electricity

Off-Peak @ 10.1 ¢/kWh \$45.25

Mid-Peak @ 10.1 ¢/kWh \$12.73

On-Peak @ 10.1 ¢/kWh \$12.73

Delivery \$53.73

Regulatory Charges \$3.19

**Total Electricity
Charges** **\$127.62**

HST \$16.59

**Ontario Electricity
Rebate** **(-\$40.58)**

Total Amount **\$103.63**

Electricity bills

Typical ranges across Ontario

• Customer charges	\$40 and up/month	
• Distribution charges *	\$1.00 to \$8.00/kW	} /kW
• Transmission charges *		
• Network	\$1.50 to 2.50/kW	
• Connection	\$1.50 to 2.00/kW	} /kWh
• Energy charge	variable kWh	
• Regulatory charge	\$0.40/kWh	
• Global adjustment		
• Class B: \$0.02 to + \$0.12/kWh		
• Class A: based on contribution to Ontario peaks		

Activity

Go to OEB electricity bill calculator

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

Compare a bill for 600 kWh consumption using:

- The default time of use price
- The tiered price
- Or the ultralow overnight price

In what situation might these rates be advantageous or not?

CALCULATE AN ESTIMATED MONTHLY BILL

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Enter your monthly electricity usage

Your monthly usage: kWh

Select your pricing plan: * ☒ **Time-of-use Pricing** ☐ Tiered Pricing

Adjust your consumption: (optional)

Off-Peak: %

Mid-Peak: %

On-Peak: %

Step 2:
Enter your Ontario Electricity Support Program (OESP) credit amount (if applicable)

Your OESP monthly credit (e.g. 30.00): \$

Optional:
See how your bill might look on a contract with an energy retailer

Enter the retail contract price: c/kWh

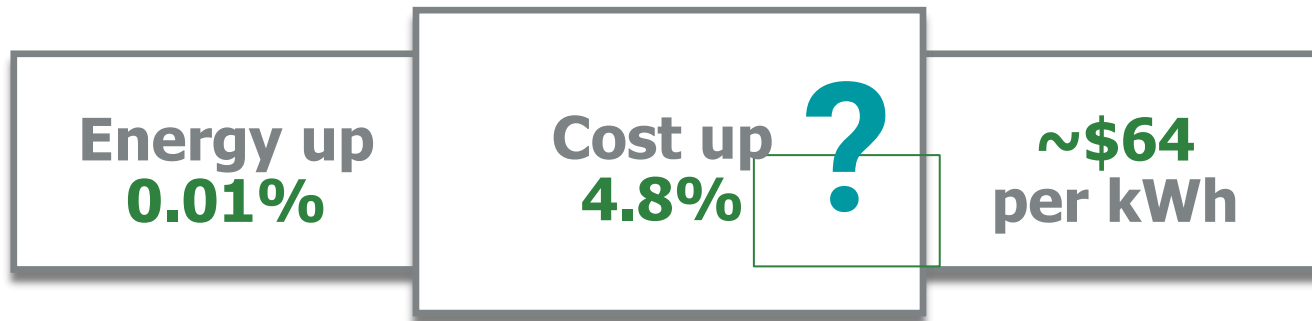
Calculate

The cost (and price) of electricity

Example – electricity

January '05	250,000 kWh	\$19,670
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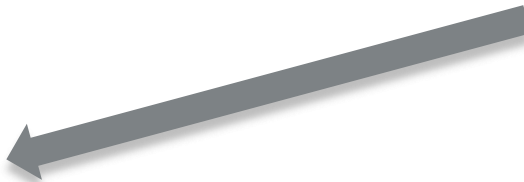
February '05	250,015 kWh	\$20,632
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Upon investigation...

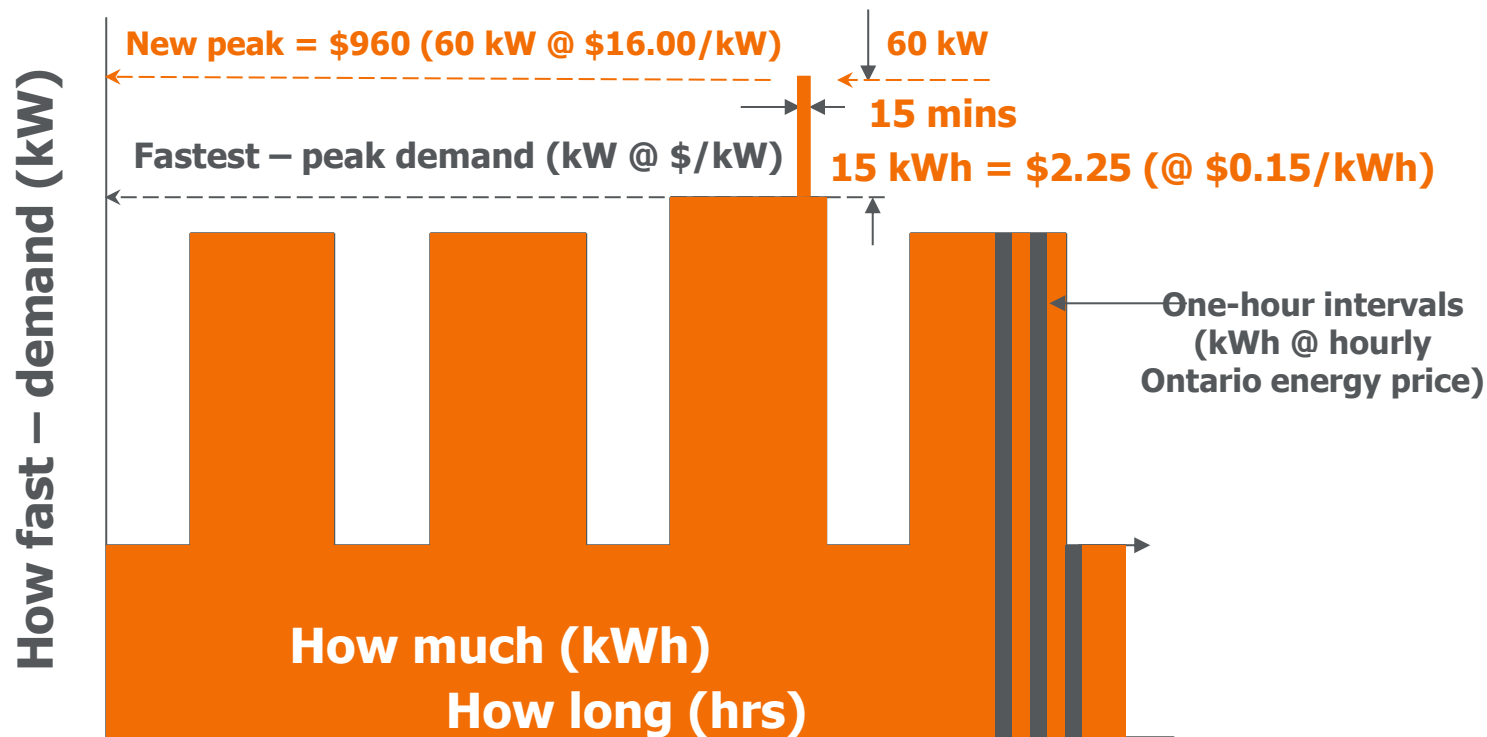
- +15 kWh @ \$0.15/kWh
- +60 kW @ \$16.00/kW

**60-kW
heater for
15 mins**

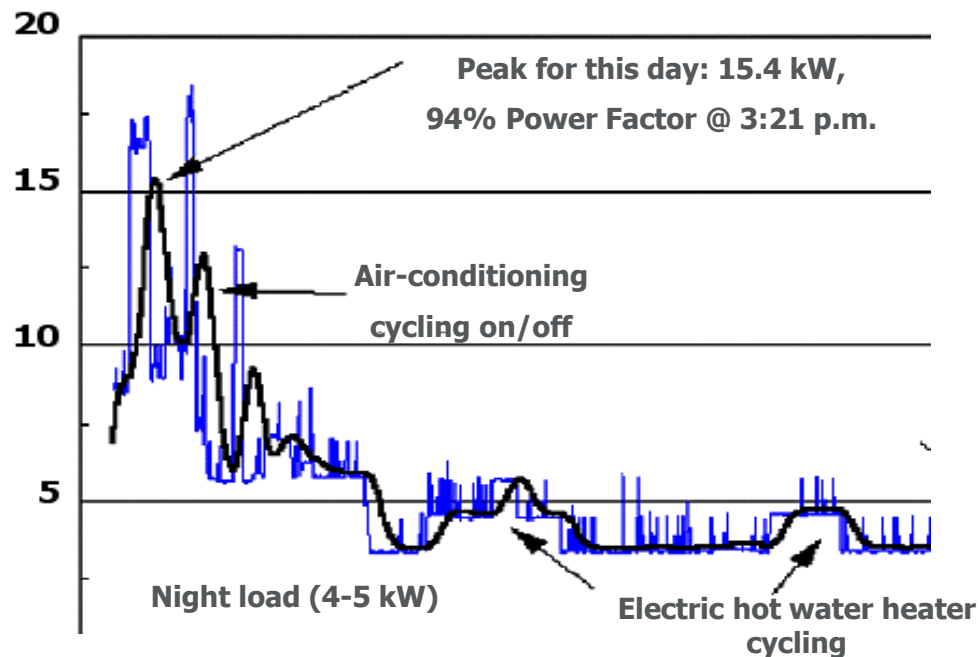


Note: Rates are example only, check your local utility rates

A simple demand profile



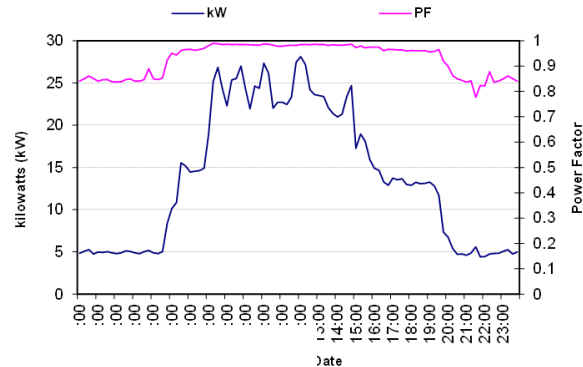
What the demand meter sees!



Some demand myths

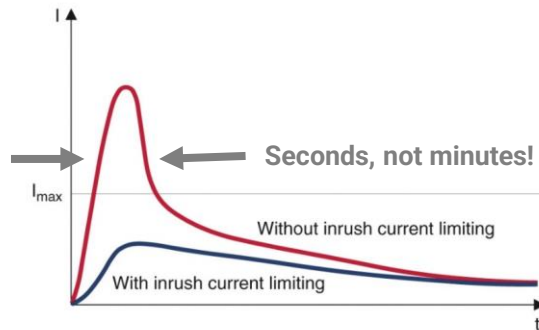
Start-up of facility sets the peak demand:

- Often, peaks occur mid day, end of shift or not significantly at all
- **Let the profile tell you**



Soft start saves demand:

- Soft start suppress in-rush current lasting a few seconds, the demand meter uses an average over 15 minutes



Global adjustment for Class A – stay tuned

Based on the contributions to five top Ontario peaks – demand not energy related

Your peak demand factor (PDF) x Ontario system-wide global adjustments (\$)

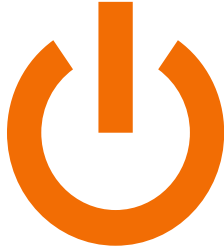
- Example:
 - System-wide GA (Global Adjustment) is \$1,120.1 million
 - PDF is 0.00017378
 - Customer global adjustment is
$$= \$1,120,100,000 \times 0.00017378 = \$194,654.84$$

?!

Save money by reducing your facility contribution to Ontario system peaks

- Adding 1 kW to one peak could cost upward of \$100!
 - \$500 + for all five peaks

Cost and energy-saving strategies from understanding your bill



Assess and adjust your baseload/phantom loads/24-hour loads/load factor

This is a no-cost fool-proof method to save no matter what type of rate structure you subscribe to:

- Time is the killer



Utilize ultra-low rate + energy storage

1. Charge batteries overnight
2. Operate home/building on battery during the day or during peak periods
3. Very cost-efficient electrification opportunity

Tour an online utility portal

Home

Bills

Transactions

Billed Usage

Smart Meter

Compare

Daily Usage

Profile

Dashboard

Welcome to MyAccount Dashboard.
A convenient way to check on your account details and information that matters. Alerts, recent usage and bill details allow you to monitor your usage and control your utility bill costs.


Account Details

Service Location:	76 WESTMOUNT RD S, WATERLOO, ON N2L 2L1
Account Name:	NICOLE RENFER
View Current Bill	\$233.22
Balance:	\$233.22 due May 19, 2025

My Current Bill

Current Balance: \$233.22 due May 19, 2025

Pay My Bill

Green Button


My Recent Usage

Electricity


You used 222.29 kWh less electricity compared to your previous bill.

Usage on your current bill dated Apr 08, 2025	1,538.79 kWh
Usage on your previous bill dated Mar 10, 2025	1,761.08 kWh

Why was your consumption less?



There were 29 days in your current billing period compared with 31 days in your previous billing period.



The average temperature in your current billing period was 2.0°C compared with 3.1°C in your previous billing period.

View History

Stay connected with tools and resources

- Virtual one-on-one coaching: [Post-webinar support intake form](#) for tailored support for organizations to manage energy resources effectively
- Monthly bulletin: [Sign up](#) to receive monthly training updates on all Save on Energy training and support for new tools and resources
- [Live training calendar](#): Visit this page to easily register for upcoming events and workshops
- [Training and support webpage](#): Visit this page to access all training and support materials

Post-webinar support

One-on-one coaching: Tailored support for managing energy resources effectively

Post-webinar support intake form

Coaching sessions conducted virtually: Phone, video calls, and email
Designed for organizations, new or old, seeking guidance

Upcoming survey: we want your feedback!



Progress  11%

As someone who recently participated in the *Energy Efficiency in Buildings in 2025 and Beyond: Supporting Decarbonization Efforts* as part of the **Save on Energy | Capability Building Program**, we'd like to know more about your experience. The IESO uses this feedback to monitor the success of the program and improve the offering over time. The survey should take about five minutes to complete.

This survey is conducted by Forum Research, a leading market research company, on behalf of the Independent Electricity System Operator (IESO). Be assured that all answers are completely anonymous and will have no impact on customer incentives.

Please feel free to email saveonenergy@ieso.ca if you have any questions about the survey.

BACK

NEXT

- Check your email! A survey is coming your way soon
- Why? Help us improve our training programs
- Who? Conducted by Forum Research on behalf of the IESO
- Time? Takes only five minutes to complete
- Confidentiality: Your responses are anonymous and will not impact participation or incentives

The survey will be sent from:
surveyinfo@forumresearch.com

Thank you!

[SaveOnEnergy.ca/Training-and-Support](https://www.saveonenergy.ca/Training-and-Support)

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