

The following is a list of questions and answers in order to explain terms that appear on a commercial hydro bill.

Q: What is General Service?

A: All commercial, industrial, institutional and farming enterprises - are included in the category of General Service. Orangeville Hydro's General Service rate is applied to the accounts of all businesses. Those rates can be found on the annual [rate schedule](#)

Q: What is an Energy Charge?

A: The charge for energy is based on the amount of energy used and is measured in kilowatt hours (kWh's) over the billing period. The charge is calculated based on the current rate, which can be found on the [rate schedule](#).

Q: What is a demand charge?

A: Each day, our customers place different demands on our system. Therefore, it is necessary for us to meet the maximum demand from each customer. A demand charge is necessary then to recover the costs of having sufficient equipment installed to meet this demand. There is no charge for the first 50kW of demand, however if your maximum level of demand exceeds 50kW, there will be a charge for both the energy and the demand.

Q: What is a Multiplier?

A: In order to correctly and safely measure power use, electric meters record a fixed ratio of the power consumed. The multiplier shown on the bill is multiplied by the change in readings to obtain the actual consumption.

Orangeville Hydro is also responsible for the billing of water and sewage as of February 1999.

For those businesses that pay a flat rate for water or sewage, they will be billed quarterly. However, those businesses who have a water or sewage meter are billed on a monthly basis.