



Customer Choice for Regulated Price Plan (RPP) Customers Rate Selection Form

Please submit this form to Hydro Ottawa by mail or email. Details provided below.

*indicates a mandatory field.

Instructions

Please complete **only one** electricity rate plan selection form for each Hydro Ottawa account. You must be authorized on the account to request this rate change.

Once completed, please sign and date the form accordingly. Please ensure that the information provided is accurate and up-to-date.

We offer various ways to submit your form, including by mail, email, phone and through MyAccount. To learn more visit hydroottawa.com/yourchoice.

Your request will be processed in the next **10 business days** of receiving a **valid** selection form.

▼ ACCOUNT INFORMATION

Full Name (as it appears on the bill)*

Last Name*:

First Name*:

Account Number (first 10 digits only)*

Address of Premise and Contact Information

Street Number*:

Street Name*:

P.O. Box:

Unit/Apt. Number:

Province*:

Postal Code*:

Phone Number*:

Fax Number:

Email*:

Preferred Method of Communication:

Email

Phone

Mail

October 2023

▼ CUSTOMER CHOICE UNDER THE REGULATED PRICE PLAN (RPP)

Residential and small business customers who are billed under the RPP have **three electricity rate options** to choose from: **time-of-use** (TOU), **ultra-low overnight** (ULO) and **tiered** pricing.

Under **TOU** and **ULO pricing**, the price you pay for electricity depends on **when** you use it. Under **tiered pricing**, you can use a set amount of electricity, based on season, each month at a lower price. Once that limit is exceeded, a higher price applies for the remaining electricity.

Depending on when the complete and accurate selection form is received, the customer's rate change could go into effect as early as the first billing period that does not include pre-November 1 electricity consumption or onwards.

For more information on Customer Choice under the Regulated Price Plan (RPP) as well as tools to help you decide which price plan is best for you, visit hydroottawa.com/yourchoice.

Time-of-use is the default rate structure for new customers and existing customers. Customers who do not wish to change rate plans do not need to take any action. Only those who wish to switch must complete the selection form and submit their choice to Hydro Ottawa.

Rate Selection

If you are choosing to change your rate plan, select the applicable box below and the account listed above will be billed according to the rate plan selected based on your billing cycle schedule.

I wish to select **time-of-use** as my preferred electricity rate plan

I wish to select **ultra-low overnight** as my preferred electricity rate plan

I wish to select **tiered** pricing as my preferred electricity rate plan

I consent to the collection, use and disclosure of my personal information to be collected and used in accordance with [Hydro Ottawa's Privacy Policy](#), as, may be amended from time to time.

I have read and wish to confirm my rate selection.

Account holder signature*

Date*

▼ FORM SUBMISSION

Once completed, please submit your form to Hydro Ottawa using one of the methods listed below.

EMAIL:

customerservice@hydroottawa.com

MAIL:

Hydro Ottawa, P.O. Box 8700,
Ottawa, ON K1G 3S4

Attn:

Customer Service

Need help completing the form? Customer Service representatives are available to assist you Monday through Friday between 8:00 a.m. and 8:00 p.m., and Saturday between 9:00 a.m. and 3:00 p.m. Contact us at 613 738 6400.