

Low Volume and Residential RPP Election Form



Please fill out this form if you are a low volume or residential consumer and want to change the Regulated Price Plan (RPP) structure that applies to the Electricity supplied by London Hydro line of your bill.

There are two options: **Time-of-Use** (TOU) and **Tiered**. Under **Time-of-Use** pricing, the price you pay for electricity depends on when you use it. Under **Tiered** pricing, you can use a certain amount of electricity each month at a lower price, and once that limit (tier) is exceeded, a higher price applies. For more information on Time-of-Use or Tiered Pricing and tools to help you decide which price structure is right for you, please log in to your [MyLondonHydro account](#) or visit www.oeb.ca/choice.

The billing number, name and service address must be entered exactly as it appears on your electricity bill. (If you have multiple accounts with London Hydro that you wish to change, then you must submit a separate form for each account.)

Name _____

Billing Number: _____ **Meter number:** _____

Service Address:
(Including Unit #) _____

Contact phone#: _____ **Email Address:** _____

Select desired price structure:

- I am currently billed on Time-of-Use and I would like to be **switched to Tiered**.
- I am currently billed on Tiered and I would like to be **switched to Time-of-Use** ¹.

For Multi-unit residential complexes only:²

Declare # of units: _____ If there are units in your building or complex that are metered or billed separately from the meter number referenced, do not include them in the total number of units for this account.

SIGNATURE of account holder or authorized individual:

_____ **Date:** _____

Please send this completed form to London Hydro, Customer Services Dept., 111 Horton St., P.O. Box 2700, London, ON, N6A 4H6, or by **fax** to 519-661-5838 or by **email** to billingsupport@londonhydro.com. We will process your application within 10 business days of receipt. The change will take effect at the start of the next scheduled bill period and it may take 1 to 2 months for this change to be reflected on your invoice. Requests will be processed as received and will not be applied retroactively.

Notes:

¹ If you were paying Tiered prices prior to October 13, 2020, it means that your meter can't be used to bill TOU prices and you can't switch to TOU prices at this time. Please contact us with any questions.

² For use in calculating Tier Threshold as dictated in the Standard Supply Service Code for Electricity Distributors section 3.3.4.