

## Utilities & Operational Services

This profile contains information on energy, natural gas, telecommunications, water and sanitary sewers and operational services.

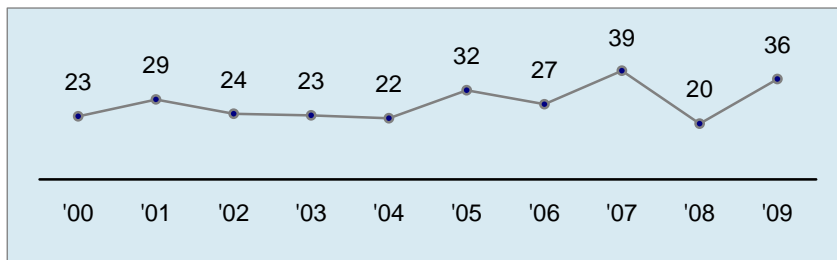
### Electricity

- Ontario's electricity market is deregulated which permits electricity retailers, including the local utility, to sell electricity to consumers. Consumers, who enter into a contract with an electricity retailer, pay the electricity usage price as determined by the contract. The contract price is not regulated. Consumers who decide not to choose a retailer will continue to receive their electricity at approved Ontario Energy Board (OEB) market prices through their local utility. The OEB regulates the transmission and distribution rates and the standard supply service rate of electricity charged by the local utility.

### Electricity Distribution System

- Enersource Hydro Mississauga Corporation is the local utility for electricity in Mississauga. Regardless of whom you buy your electricity from it is delivered using the Enersource Hydro Mississauga distribution system. Enersource has been servicing the Mississauga region for 90 years and maintains over 5,000 km of distribution circuits and numerous substations. In 2008, Enersource achieved a superior reliability service level of 20 minutes average annual outage per customer.
- For further information, contact: Enersource Corporation, Tel: 905-273-7425, or visit [www.enersource.com](http://www.enersource.com)

### Average Minutes of Power Interruption Per Customer Per Year



Source: Enersource Hydro Mississauga Corporation 2000 - 2008

## Electricity Retailers

- Electricity retailers are independent businesses that purchase electricity for the purpose of selling it to the consumer. They are permitted, under license issued by the Ontario Energy Board (OEB) to sell electricity and other energy products and services. The fixed price an electricity retailer charges per kilowatt-hour (kWh) for the electricity commodity is stipulated in the contract. In most cases the contract is only for the 'commodity' which would be the electricity itself. The local utility will continue to bill the transmission and distribution rates of electricity which are regulated by the OEB.
- Electricity consumers who use more than 250,000 kWh a year pay the wholesale market price for electricity with the exception of specially designated consumers such as hospitals, universities and farmers. Companies that use less electricity pay fixed electricity prices.
- For more information on the OEB and its functions and for an updated list of electricity retailers and contact information, visit: [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca)
- For current Ontario hourly rates of electricity, visit: [www.ieso.ca](http://www.ieso.ca)

## Enersource Hydro Mississauga Corporation – Selected Electricity Rates as of November 1<sup>st</sup>, 2010

| Charge                          | Per Unit    | Monthly Demands<br>50 kW - 499 kW** | Monthly Demands<br>500 kW - 4999 kW** | Monthly Average<br>Demand of 5000+<br>kW** |
|---------------------------------|-------------|-------------------------------------|---------------------------------------|--|
|                                 |             |                                     |                                       |  |
| Customer Charge                 | (per month) | \$71.30                             | \$1,524.28                            | \$13,713.51                                |
| Distribution Charge             | (per kW)    | \$3.4912                            | \$1.2518                              | \$2.5359                                   |
| Transmission Charge             | (per kW)    | \$4.5201                            | \$4.3956                              | \$4.6924                                   |
| Debt Retirement Charge          | (per kWh)   | 0.7¢                                | 0.7¢                                  | 0.7¢                                       |
| Wholesale Market Service Charge | (per kWh)   | 0.65¢                               | 0.65¢                                 | 0.65¢                                      |
| Administration Charge*          | (per month) | 25¢                                 | 25¢                                   | 25¢  |

Source: Enersource Hydro Mississauga Corporation ([www.enersource.com/HM/RateInfo.aspx](http://www.enersource.com/HM/RateInfo.aspx))

Notes:  
 \*Administration charges are added to the custom charges when billed;  
 \*\*Provincial benefit is applicable for certain high volume consumers.

## Natural Gas

- Ontario's natural gas market is deregulated. The natural gas market permits energy marketers, including the local utility to sell natural gas to consumers. Consumers who have entered into a contract with an energy marketer will pay the gas usage price as determined by the contract. The contract price is not regulated. Consumers who decide not to choose an energy marketer will continue to receive their natural gas at approved Ontario Energy Board (OEB) market prices through their local utility. The OEB regulates the rate that utilities charge for transportation, storage, distribution and commodity costs of natural gas in Ontario.

## Gas Distribution System

- Enbridge Consumers Gas is the local regulated natural gas utility in Mississauga. Regardless of which marketer you purchase from, all natural gas in Mississauga is delivered using the Enbridge gas distribution system. Enbridge has been in operation for more than 155 years and it is one of Canada's largest natural gas distribution utilities serving 1.8 million customers in Ontario.
- For further information, contact: Enbridge Consumers Gas, Tel.: 1-888-492-5100, or visit: [www.cgc.enbridge.com](http://www.cgc.enbridge.com)

## Gas Marketers

- Gas marketers operate as independent businesses supplying natural gas at competitive prices to residential and small commercial users. Gas marketers offer different pricing options and the contract terms of one or more years. In most cases the contract is only for the 'commodity' which is the natural gas itself. The local utility will continue to bill the gas supply charge and the delivery charge which are regulated by the OEB. Gas marketers are licensed by the OEB.
- For more information on the OEB and an updated list of gas marketers, visit: [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca)

## Natural Gas Rates – Effective January 1, 2011

|  |   |
|--|---|
| Customer Charge per month (per meter)  | \$60  |
| <b>Delivery Charge</b>   |   |
| Usage per month  | ¢/m <sup>3</sup>                                      |
| First 500 m <sup>3</sup>   | 7.6923  |
| Next 1,050 m <sup>3</sup>  | 6.0550  |
| Next 4,500 m <sup>3</sup>  | 4.9087  |
| Next 7,000 m <sup>3</sup>  | 4.1719  |
| Next 15,250 m <sup>3</sup>   | 3.8446  |
| Over 28,300 m <sup>3</sup>   | 3.7626  |
| System Sales Gas Supply Charge*  | Price is based on the contract with the gas marketer. |
| Buy/Sell Sales Gas Supply Charge**   | 14.4874   |
| Source: Enbridge Consumers Gas ( <a href="http://www.cgc.enbridge.com">www.cgc.enbridge.com</a> )<br>*The System Sales Gas Supply Charge is applicable to customers who purchase their natural gas under contract with a Gas Marketer.<br>**The Buy/Sell Sales Gas Supply Charge is applicable to customers who purchase their natural gas requirement from Enbridge Gas Distribution. |   |

## Telecommunications

- The telecommunications network in Mississauga is wide-spread and state-of-the-art. Existing fibre optic networks are rapidly evolving to leading edge IP based technologies on resilient packet rings to provide survivability. The network services all business parks and offers bandwidth scalability on a simplified service portfolio.
- Mississauga is 100% covered by both wireless and wireline service providers i.e. Bell, Rogers, Telus and Fido, offering 100% integrated voice and data network services.
- Numerous service providers offer other services such as voice over IP (VoIP) and WiFi.

## Water and Sanitary Sewers

- The Regional Municipality of Peel is responsible for the water and sanitary sewer network within the city of Mississauga. All residential and industrial subdivisions are fully serviced. The Ontario Clean Water Agency (OCWA) on behalf of the Region of Peel, operates two water treatment plants with a combined rated capacity of 1075 ML/d.
- The Region of Peel regulates the construction, maintenance and operation of sewers and any discharge of water and wastes that enter them. The region also monitors industrial operations to ensure that discharges to the sanitary sewer are compliant with the Sewer Use By-law.
- *Inquiries regarding sanitary sewers should be addressed to: Environmental Control, Region of Peel, Tel.: 905-791-7800, ext. 4409 , or visit their web site at [www.peelregion.ca/finance/waterbills/water-wastewater/rates.htm](http://www.peelregion.ca/finance/waterbills/water-wastewater/rates.htm)*

| Meter Measurement Type                                   | 2010 Water Rate                | 2010 Wastewater Rate           |
|--|--------------------------------|--------------------------------|
| If your meter measures in cubic meters (m <sup>3</sup> ) | \$7.4066 per 10 m <sup>3</sup> | \$6.5627 per 10 m <sup>3</sup> |
| If your meter measures in imperial gallons               | \$3.37 per 1,000 gallons       | \$2.98 per 1,000 gallons       |
| If you pay a flat rate prior to meter installation       | \$9.36 per month               | \$7.42 per month               |

Source: Regional Municipality of Peel

## Operational Services

### Waste Removal

- Businesses are responsible for the disposal of their own waste. Small businesses may either select their own licensed private hauler for waste collection and disposal or may self haul to waste & recycling depots. The depots are operated by the Regional Municipality of Peel and serve as primary waste drop off areas for businesses.
- *For a listing of private haulers in Peel Region, refer to the yellow pages phone book under 'Rubbish Removal'.*
- *For information on waste, contact: Peel Region Wasteline, Tel.: 905-791-9499, [www.region.peel.on.ca/pw/waste](http://www.region.peel.on.ca/pw/waste)*

### Hazardous and Liquid Industrial Waste

- Ontario's Ministry of Environment (MOE), through regulation 347 of the Environment Protection Act, requires that all generators of hazardous or liquid industrial waste to be registered with the Hazardous Waste Information Network (HWIN).
- Regulation 347 provides a comprehensive system for monitoring liquid industrial and hazardous waste from their point of generation through to their ultimate disposal. This monitoring system provides waste generators with information concerning the treatment or disposal of their wastes. Information obtained from this program allows the Ministry to develop computerized waste profiles that serve as a basis for the entire waste monitoring and control system.
- *For more information visit: [www.hwin.ca](http://www.hwin.ca)*

### Snow Removal

- The City of Mississauga effectively manages the clearing of major arteries, collector routes and thoroughfares of Mississauga's vast road network to ensure that emergency services and public transportation systems function with minimal delay. The average winter temperatures in Mississauga are relatively mild. The application of salt and salt/sand mixtures effectively melts snow and ice from our roads. The Province and the Region of Peel maintain provincial highways and regional arterial roads that run through Mississauga in a similar manner.
- Property owners are responsible for keeping their driveways cleared of snow. There are a number of private companies operating in Mississauga that may be contracted to clear snow.