



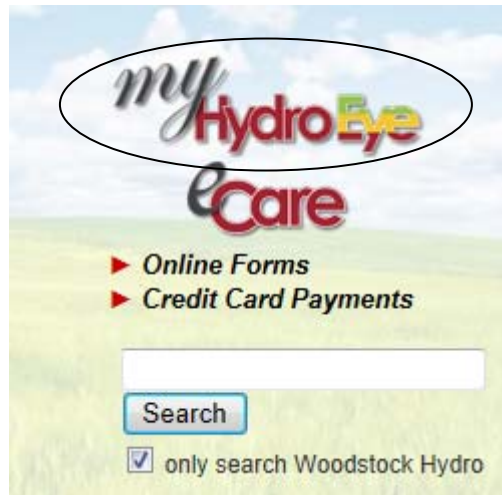
SETTING UP AN ACCOUNT AND USING MY HYDRO EYE

Account Setup – First Steps

Before you can get started with My Hydro Eye, you need to create your online account.

You will need your customer number and account number. Your customer number can be found under “View Bill” in Woodstock Hydro’s online *eCare* system, or you can call or email us to obtain it.

Click on the *My Hydro Eye* logo at the bottom right-hand side of the Woodstock Hydro website main page:



Select the Registration option, and enter your Account Number and Activation Code (your Customer Number). Or select “**register first**” from the Sign In window.

Welcome	Registration In order to register to use Woodstock Hydro MyHydroEye you will need your account number and an activation code provided to you by Woodstock Hydro. Account number: <input type="text"/> Activation code: <input type="text"/>
Sign In	
Registration	
About Time-of-Use Rates	

Enter the online characters and select CONTINUE.



Registration Detail Window

Welcome	<h3>Registration</h3> <p>Complete your registration by providing the following information.</p> <p>When picking a password use a combination of letters, numbers, and special characters. Once the strength indicator has turned yellow, your password is strong enough and you can proceed with filling in the rest of the required information.</p> <p>Password: <input type="password"/></p> <p>Strength: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Confirm password: <input type="password"/></p> <p>Security question: <input type="text" value="<-- Please Select -->"/></p> <p>Security answer: <input type="text"/></p> <p>Email address: <input type="text"/></p> <p>Confirm email: <input type="text"/></p> <p><input type="button" value="Register"/></p>
Sign In	
Registration	
About Time-of-Use Rates	

1. Enter a strong password, and re-enter it to confirm.
2. Select your desired security question and enter the answer (this will be used if you ever need to re-set your password)
3. Enter and re-enter to confirm your email address. Note – you will be sent an email to confirm your registration and activate your account. If you do not receive this email, contact Woodstock Hydro and we will activate your account for you.
4. Select REGISTER

The following window will appear.

Registration

You have almost completed the registration process. You will receive an email message containing a link to activate your account. Open this message and select this link. Your account will then be activated. If you do not receive this message shortly please check the junk mail folder in your email program, as many email programs put mass mailings in junk mail folders. To avoid this you can add noreply@myhydroeye.com to your address book.

Note – You may need to “enable web-based content” in order to complete your activation from your email. Our customer service team is ready to help you if you experience any difficulties! Call 519-537-3488 Monday through Friday between 8:15 and 4:30 (or any time to leave a message for follow-up).



What is a kilowatt-hour (kWh)?

The abbreviation kWh stands for kilowatt-hour. This is the basic measurement used by most utility companies to determine how much electricity you have used. 1,000 watts of electricity equals 1 kilowatt. If you consistently use 1,000 watts for an entire hour, you have consumed 1 kilowatt hour.

A simple example is a 100 Watt light bulb. If it was left on for 10 hours, it would consume 100 Watts x 10 hours = 1,000 Watt hours = 1 kWh.

Typical Appliance Electricity Usage per Hour

Appliance	Wattage	Hours Used Per Month	Average Monthly Usage Kilowatt Hours (kWh)
Clothes Washer - 6 loads/week - 30 mins per load	500 watts / 0.5 kW	12 hours	6 kWh
Electric Clothes Dryer - 6 loads / week - 45 mins per load	5,000 watts / 5 kW	18 hours	90 kWh
Dishwasher - 1x / day - 1 hour per load	1,300 watts / 1.3 kW	30 hours	39 kWh
Central Air Conditioner - 1.5 ton - runs a total of 6 hours/day	2,100 watts / 2.1 kW	180 hours	378 kWh
Dehumidifier - running 24 hours / day	500 watts / 0.5 kW	720 hours	360 kWh
Computer and Monitor - runs 8 hours / day	200 watts / 0.2 kW	240 hours	48 kWh
30 CFL Lightbulbs Lighting a Home's Interior - 6 hours / day - 15 watts / lightbulb	450 watts / 0.45 kW	180 hours	81 kWh
Hair Dryer - 5 mins / day	1,000 watts / 1 kW	2.5 hours	2.5 kWh
Refrigerator (Energy Efficient) - 24 hours / day – cycling 50% of the time	500 watts / 0.5 kW	360 hours	180 kWh
Oven - 45 mins / day	2,400 watts / 2.4 kW	22.5 hours	54 kWh



Time of Use

There are three time-of-use periods:

- Off Peak (shown in GREEN)
- Mid Peak (shown in YELLOW)
- On Peak (shown in RED)

About Time of Use Rates

Select the “About Time of Use Rates” option to learn more about the time-of-use rate periods, and when electricity is the cheapest and most expensive to use.

- View My Usage History
- Predict My Electricity Use
- Set Alerts
- About Time-of-Use Rates
- My Profile

Amanda

[Click to hear from Amanda](#)

Show text of the audio

Time-of-Use (TOU) Electricity Pricing

Time-of-Use electricity pricing is a way of adjusting the cost of electricity based upon demand. With TOU pricing there are three cost periods each weekday referred to as “Off-peak”, “Mid-peak”, and “On-peak” periods. Weekends and holidays will all be low cost, or Off-peak periods. The charts below show the times when each period is in effect and the electricity cost during each period. The daily timing of these periods changes twice a year and so there are two charts – one for summer and one for winter.

SUMMER
(MAY 1 - OCTOBER 31)
WEEKDAYS

**WEEKENDS AND
STATUTORY HOLIDAYS**

WINTER
(NOVEMBER 1 - APRIL 30)
WEEKDAYS

■ Off-Peak
 ■ Mid-Peak
 ■ On-Peak

For current TOU pricing, please go to www.ontarioenergyboard.ca

At the bottom of the page, you can always find the current published prices for each time-of-use period:

Summer Rates (May 2011 - Oct 2011)

Electricity	Price (¢/kWh)
■ Off-Peak	5.9¢
■ Mid-Peak	8.9¢
■ On-Peak	10.7¢

Winter Rates (Nov 2011 - Apr 2012)

Electricity	Price (¢/kWh)
■ Off-Peak	6.2¢
■ Mid-Peak	9.2¢
■ On-Peak	10.8¢

Unless specified otherwise, the prices and costs shown above reflect only the base electricity charge on your bill. Your bill will include additional items (delivery, regulatory and debt retirement charges, taxes, etc.) which are not included in the costs shown above.

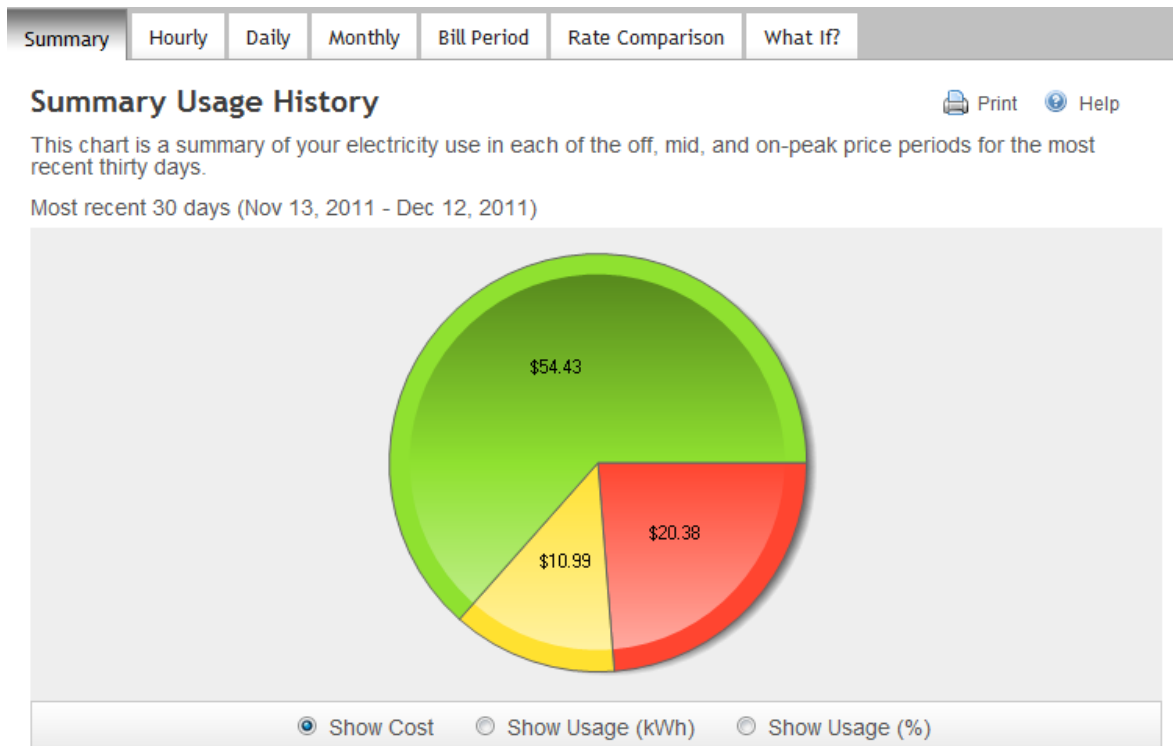


Summary Page

The Summary page will show you either in dollars and cents, kilowatt hours (kWh) or percentages the breakdown of your electricity consumption for the last thirty days (If you are viewing the system today, it will report yesterday and then back thirty days).

To see different views, select the button beside each option:

- Show Cost
- Show Usage (kWh)
- Show Usage (%)



At the bottom of the page, *My Hydro Eye* also shows you the current rate time periods and rate amounts in effect.

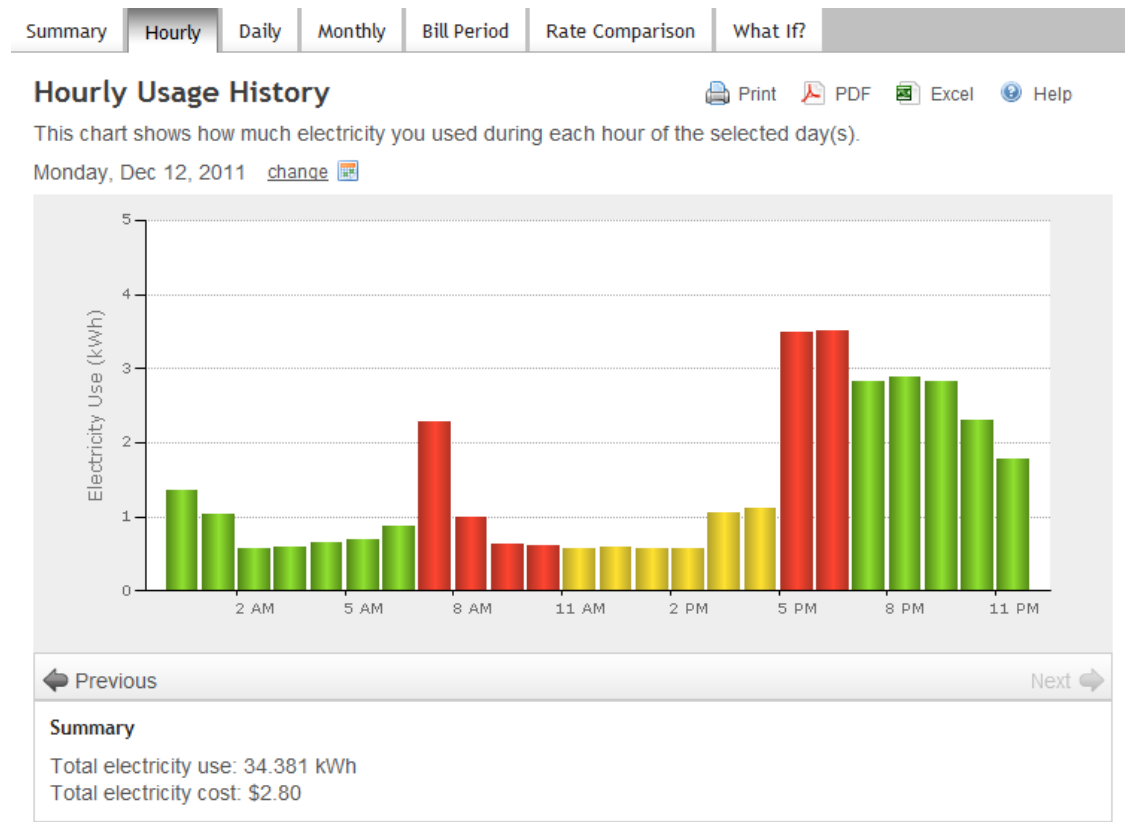
At the top of every page, *My Hydro Eye* tells you what rate period is currently in effect and when it will end.



Hourly View

This chart shows how much electricity you used during each hour of the selected day.

The samples below show a typical household where the family rises in the morning and then leave for school and work, and then return home in the evening, cooking supper, watching TV and then heading off to sleep. You can see at the bottom of this page the total cost and kWh of the electricity consumed for the selected date. Use the “CHANGE” button beside the date to change the date you wish to see, or PREVIOUS and NEXT to move between dates. Your consumption for “yesterday” is generally available by mid-afternoon the next day.



You can use the Hourly View to make changes in your lifestyle and then check to see the impact those changes have made on your electricity costs. For example, if you wait to turn on your dishwasher or clothes dryer until after 7 pm, you should be able to see your consumption move into the “green bars”.



Example of Weekend Usage

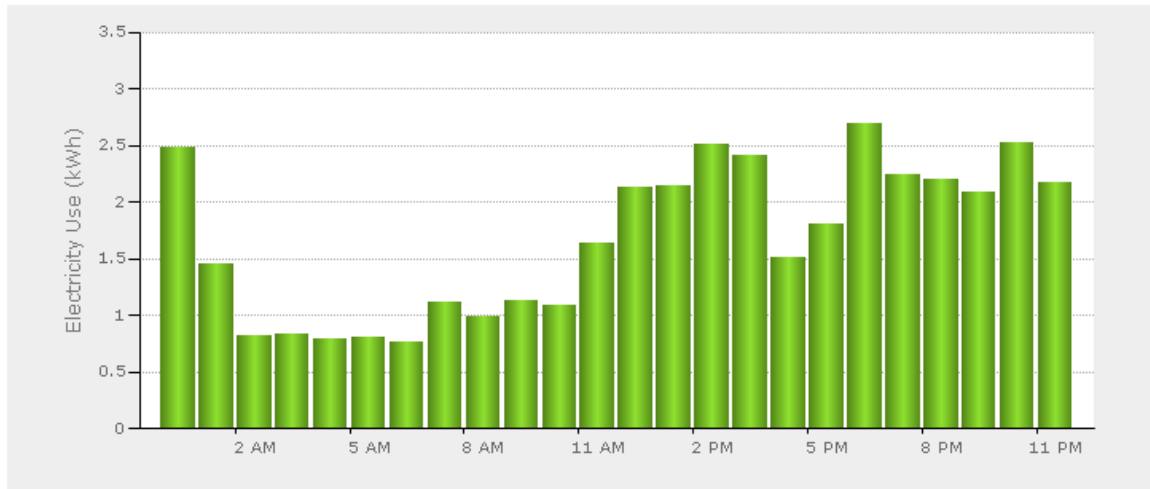
All electricity used on weekends is at off-peak pricing. Even though this family used 6 kWh more on this weekend date, it cost them 30 cents less!

Hourly Usage History

[Print](#) [PDF](#) [Excel](#) [Help](#)

This chart shows how much electricity you used during each hour of the selected day(s).

Sunday, Dec 11, 2011 [change](#)



[Previous](#)

[Next](#)

Summary

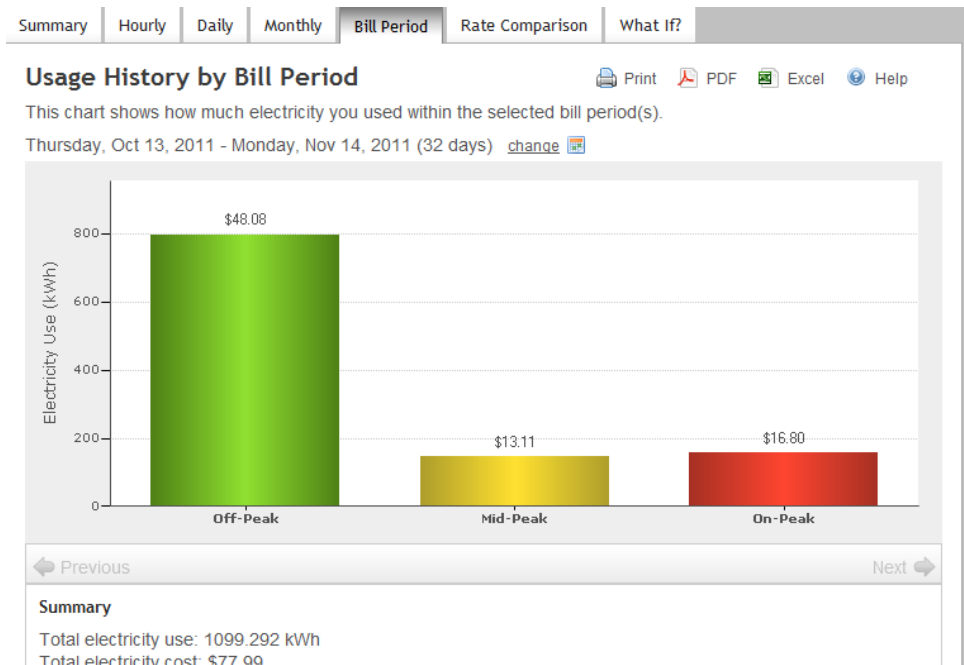
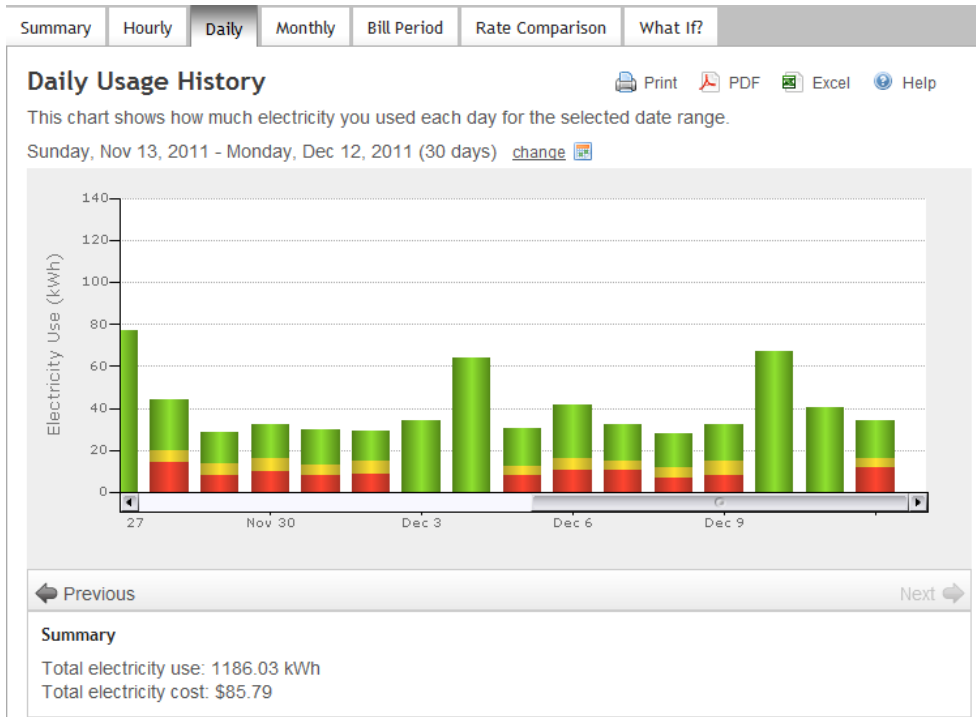
Total electricity use: 40.399 kWh

Total electricity cost: \$2.50



Daily Usage History/ Monthly / Bill Period

Use the "Daily Usage" option to pick a calendar month or any date range that you wish to see. Use the "Bill Period" option to see the same range of dates that your bill was based on.

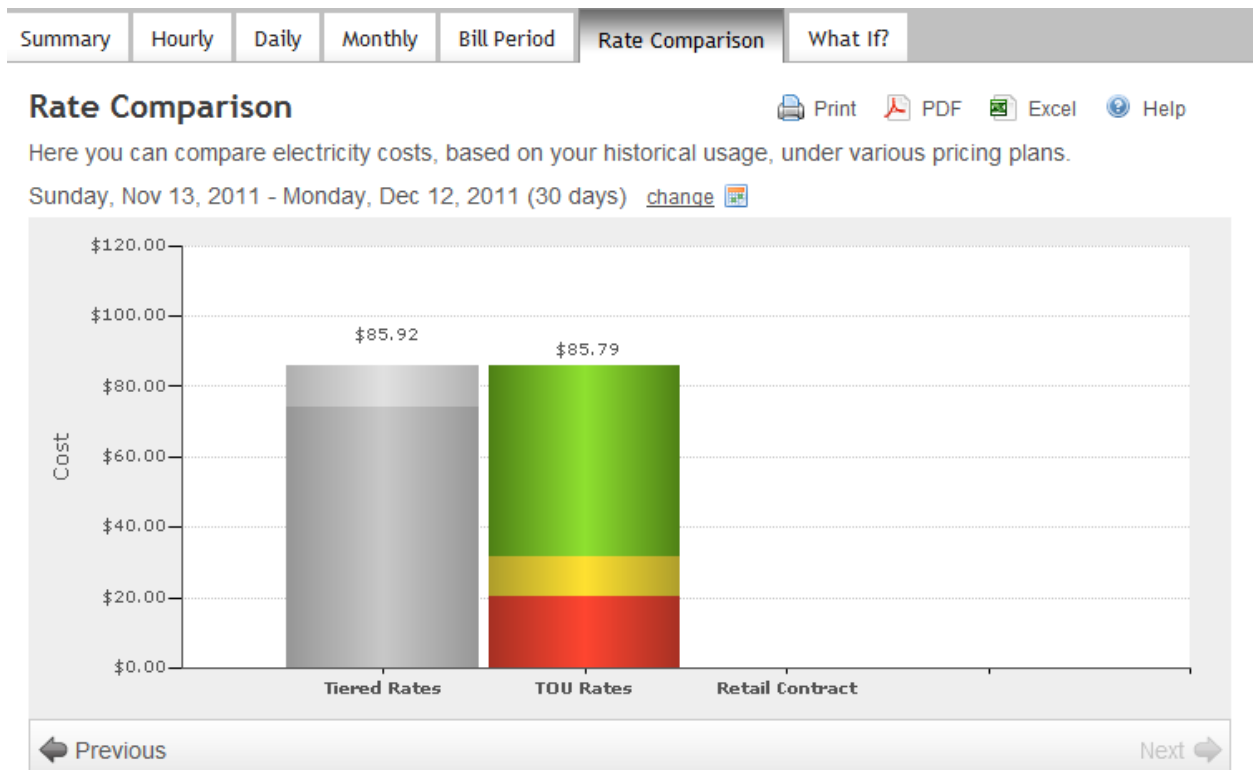




Rate Comparison

This tool will show you the difference between your bill on time-of-use, based on when you actually used electricity, and what your bill *would have been* under the old tiered pricing structure when it did not matter when you used electricity, but you did pay more after a certain amount used per month.

This customer saved 13 cents and may not have made any lifestyle changes (yet!).



If you are contemplating enrolling with an electricity retailer, you can also select the “Show Retail Contract Pricing” option, enter in the retailer’s quoted price per kWh for electricity, and then select “Update Chart”.



“What If” Tool

You may be asking – “How do I know what kind of difference I can make to my electricity bill?”. This section of *My Hydro Eye* will help answer those kinds of questions. “Click and Drag” the horizontal bar at the top of the Off-Peak, Mid-Peak and “On-Peak” bars to see what impact you can have by shifting your electricity usage into a different time-of-use rate period.

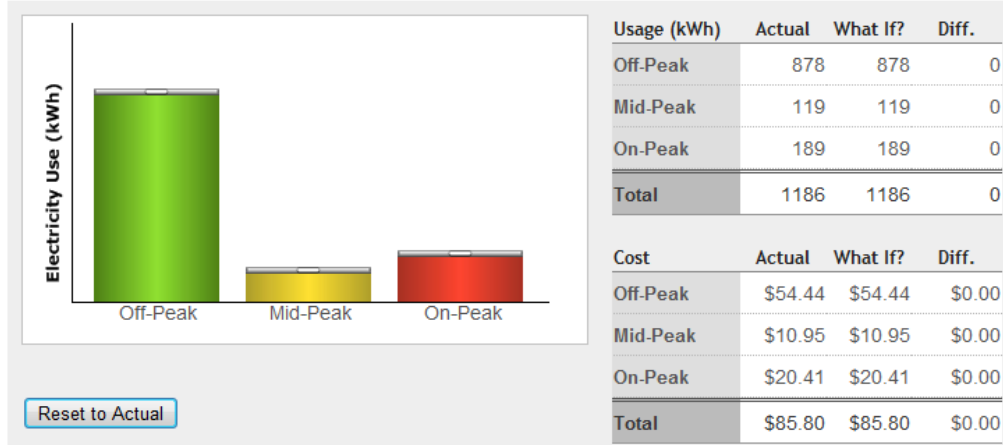
Summary | Hourly | Daily | Monthly | Bill Period | Rate Comparison | **What If?**

What if? Calculator

Print Help

This chart allows you to see how shifting usage between time-of-use price periods affects your cost of electricity. You can adjust relative usage within each price period by selecting and dragging the horizontal bar at the top of each of the coloured bars.

Sunday, Nov 13, 2011 - Monday, Dec 12, 2011 (30 days) [change](#)



Summary | Hourly | Daily | Monthly | Bill Period | Rate Comparison | **What If?**

What if? Calculator

Print Help

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Sunday, Nov 13, 2011 - Monday, Dec 12, 2011 (30 days) [change](#)

