

# Utilities & Operational Services

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

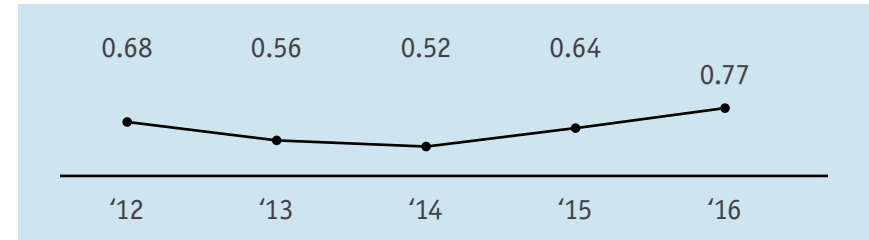
## Electricity

- 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

- Alectra Utilities is the local utility for electricity in Mississauga. Regardless of whom you buy your electricity from it is delivered using the Alectra distribution system. Alectra has been servicing the Mississauga region for 90 years and maintains over 5,000 km of distribution circuits and numerous substations.
  - Alectra offers various incentives through the Ontario Power Authority's saveONenergy program, which could help homeowners and companies improve energy-efficiency and achieve cost-savings. [Click here for more information on the saveONenergy programs.](#)
- For further information, contact: [Alectra Utilities](#),  
Tel: 905-273-7425

## Average Number of Hours that Power to a Customer is Interrupted



Source: Alectra Utilities Scorecard 2017

## 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. [Click here for current Ontario hourly rates of electricity.](#)

Updated June 2018



## Alectra Utilities – Selected Electricity Rates as of May 1, 2018

NON-REGULATED PRICE PLAN		
For businesses that use more than 250,000 kWh per year		
SSS Rate (Standard Service Supply) – NON INTERVAL METER	Per kWh	WAHSP (Weighted Average Hourly Spot Price) – This is calculated in accordance with the Retail Settlement Code, which determines how energy distributors like Alectra work with energy retailers to provide service
SSS Rate – Interval Meter	Per kWh	Spot market price – This is the pricing established by the Independent Electricity Service Operator (IESO) according to market supply and demand across Ontario
Administration Charge	Per month	\$0.25 – This charge does not apply to customers who purchase their energy from a retailer
REGULATED PRICE PLAN		
For businesses that use less than 250,000 kWh per year (*Prices are based on a 12-month forecast)		
For the first 750 kWh per month	Per kWh	7.7¢
The remaining kWh used per month	Per kWh	8.9¢
Administration Charge	Per month	\$0.25 – This charge does not apply to customers who purchase their energy from a retailer
<i>Time-of-Use (TOU) rates are now in effect in Mississauga. Please visit <a href="#">Alectra Utilities</a> for more information.</i>		
<i>Source: <a href="#">Alectra Utilities</a></i>		

## 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 Gas Distribution is the local regulated natural gas utility in Mississauga. Regardless of who you purchase from, all natural gas in Mississauga is delivered using the Enbridge gas distribution

system. Enbridge has been in operation for more than 165 years and it is Canada's largest natural gas distribution utility serving over two million customers in Ontario.

- For further information, contact: [Enbridge Gas Distribution](#), Tel: 1-877-362-7434

### 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. [Click here for more information on the OEB and an updated list of gas marketers.](#)

## Natural Gas Rates – Effective April 1, 2018

Delivery Charge Usage per Month Breakdown	
Customer Charge per month (per meter)	\$70
First 500 m <sup>3</sup>	10.3500¢/m <sup>3</sup>
Next 1,050 m <sup>3</sup>	8.2392¢/m <sup>3</sup>
Next 4,500 m <sup>3</sup>	6.7611¢/m <sup>3</sup>
Next 7,000 m <sup>3</sup>	5.8114¢/m <sup>3</sup>
Next 15,250 m <sup>3</sup>	5.3894¢/m <sup>3</sup>
Over 28,300 m <sup>3</sup>	5.2834¢/m <sup>3</sup>
Cap and Trade	3.3518¢/m <sup>3</sup>
Transportation Charge	4.7525¢/m <sup>3</sup>
System Sales Gas Supply Charge (if applicable)	9.4665¢/m <sup>3</sup>
<i>Source: Enbridge Gas Distribution</i>	

## 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 (e.g. Bell, Rogers, Telus, 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 1,650 mL/d.
- The Regional Municipality 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. 3101

Meter Measurement Type	2018 Water Rate	2018 Wastewater Rate
If your meter measures in cubic meters (m <sup>3</sup> )	\$1.4490 per m <sup>3</sup>	\$1.0210 per m <sup>3</sup>
If your meter measures in imperial gallons	\$6.59 per 1,000 gallons	\$4.64 per 1,000 gallons
If you pay a flat rate prior to meter installation	\$18.30 per month	\$11.55 per month
<i>Source: Regional Municipality of Peel</i>		

## Stormwater Charge

- The City of Mississauga is investing more money into its stormwater system to keep it in good working order and to avoid costly repairs in the future. The City's stormwater drainage system protects water quality and lowers the risk of flooding that can damage property and the environment.
- Mississauga is a growing city. With more people living here and more businesses operating here, the amount of water running off hard surfaces such as roofs and parking lots is increasing. In addition, changes in climate are bringing heavier rainfalls and rapidly melting snow. These changes mean there is more stormwater entering the system than ever before, causing costly wear and tear on already aging infrastructure.
- The City's [stormwater charge](#) is a new, dedicated source to fund the essential services of stormwater management.
- The charge will be based on the amount of hard surface area there is on each property. The larger the area of hard surface you have, the more water runoff you are creating and the more you will be charged. The less hard surface you have, the less you will pay.
- Multi-residential and non-residential properties will be charged based on individual measurements of all their hard surface areas. The amount of hard surface area they have is converted to a number of billing units with a single billing unit being 267 m<sup>2</sup>.
- Houses in Mississauga will be put into one of five tiers of billing units (0.5 to 1.7 billing units) based on the size of their rooftop area.
- The calculation for the stormwater charge is the same for all properties. Charges are calculated by multiplying the number of stormwater billing units assessed for that property with the stormwater rate. The current rate, approved annually by Council, is \$104 per billing unit.

## Estimate Your Charge

- To help you understand how stormwater charges will be applied on your property an estimator tool was created and is available at [stormwatercharge.ca](http://stormwatercharge.ca). Using the tool you will select your property type and enter your address.
- To learn more about the stormwater charge and how it is calculated visit [www.stormwatercharge.ca](http://www.stormwatercharge.ca). An estimate of your property's annual stormwater charge will be created.
- To learn more about how the City maintains and adds to our \$2.0 billion system, visit the [Programs and Services](#) and [Understanding How Water Drains in the City](#) pages on [www.mississauga.ca](http://www.mississauga.ca).

## 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

## Hazardous and Liquid Industrial Waste

- Ontario's Ministry of Environment (MOE), through regulation 347 of the Environment Protection Act (EPA), 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.

## 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.

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and connect with Mississauga Economic Development today.

1-800-456-2181 • [economic.development@mississauga.ca](mailto:economic.development@mississauga.ca)

