

ENERGY MATTERS

Understanding Your Electricity Bill

At FortisTCI, we believe our valued customers need to be informed about how their electricity bills are calculated.

Your electricity bill has two rates – a fixed electric rate and a variable fuel factor rate. Together, they make up your total bill.

Electric Rate:

The fixed electric rate has remained stable over the past 20 years. The rate was adjusted only once for a general rate increase in 2020.

- This rate is fixed and helps to cover operational costs and recover investment costs to provide safe and reliable electricity to customers. It is charged per kilowatt hour of electricity used.
- Each customer class, for example, residential, commercial, etc., and service territory, has a fixed rate as set out by law.
- Electric rates for residential customers currently range from 26.0 cents to 28.9 cents per kilowatt hour.
- FortisTCI has only sought a general increase to the electric rate once over the past 20 years.

Fuel Factor:

The Fuel Factor represents the cost of fuel purchased in a month to use in the generation of electricity. The fuel factor fluctuates based on global fuel market prices.

- This rate rises and falls with fuel prices on the global market and is beyond the Company's control. It is charged per kilowatt hour of electricity used.
- The rate is calculated as set out by law, and there is no markup by FortisTCI on the cost of fuel.
- The calculation of the rate is authenticated each month by the Government's Energy and Utilities Commissioner's Office before the release of bills.
- The fuel factor rate is a common charge from electric utilities and may be called by other names, for example, energy charge or fuel surcharge.



Frequently Asked Questions

#1 - What is the Fuel Factor?

The fuel factor, or power cost adjustment, is a charge that reflects the cost of fuel used to produce your electricity. It fluctuates based on the global market prices of fuel, which is beyond FortisTCI's control.

#2 - How is Your Bill Calculated?

- **Electric Rate:** The rate set by law for electricity consumption.
- **Fuel Factor:** The cost of fuel used to generate electricity.
- **Total Bill:** Your monthly consumption (kWh) x Electric Rate + Your monthly consumption (kWh) x Fuel Factor Rate.

#3 - How Can Fuel Cost Impact Your Bill?

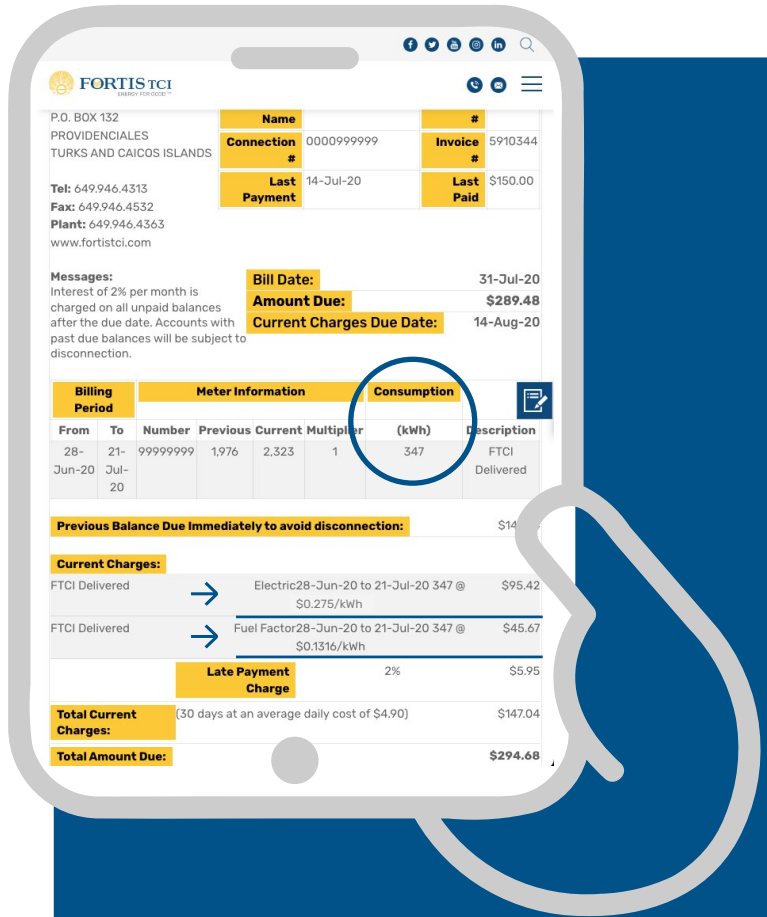
- Fuel prices change based on global market conditions.
- There is a two to three--month delay before these changes affect your bill.

#4 - How Can You Manage Electricity Costs?

- Your electricity cost depends on how much energy you use.
- Use electricity efficiently to lower your bill.
- For energy-saving tips, visit fortistci.com/energy-conservation-in-tci or our social media pages.

#5 - What are the Energy Sources in TCI?

- FortisTCI uses low sulfur No. 2 Diesel Fuel, the most reliable and cost-effective option for now to supply electricity. [Read More](#)
- We are diversifying and expanding our energy mix with solar PV systems, microgrids & battery storage, and dual-fuel natural gas generating units to meet the increasing demand of our growing nation. [Read More](#)



OUR COMMITMENT:

FortisTCI is dedicated to delivering safe, reliable, cost-effective, and clean energy solutions for sustainable, least-cost electricity.



Scan or click to understand more about your bill

fortistci.com/understanding-your-bill

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