



## Task Title: Finding Information on a Bill

### OALCF Cover Sheet – Practitioner Copy

**Learner Name:** \_\_\_\_\_

**Date Started:** \_\_\_\_\_

**Date Completed:** \_\_\_\_\_

**Successful Completion:** Yes ☐ No ☐

**Goal Path:**

|                  |                          |                |                                     |
|------------------|--------------------------|----------------|-------------------------------------|
| Employment       | <input type="checkbox"/> | Apprenticeship | <input type="checkbox"/>            |
| Secondary School | <input type="checkbox"/> | Post Secondary | <input type="checkbox"/>            |
|                  |                          | Independence   | <input checked="" type="checkbox"/> |

**Task Description:** The learner will read and locate information on three household bills.

#### Main Competency/Task Group/Level Indicator

- Find and Use Information/Interpret documents/A2.2

#### Materials Required:


- Pen, pencil or highlighter

## Learner Information

When paying bills, you need to know information such as the name of the billing company, your account number, the date the bill was sent and when payment is due, the amount that is owed, and the tax to be paid.

Scan the bills from “Hydro One”, “Bruce Telecom” and “Epcor Natural Gas”.

## Hydro One Bill (2 pages)



**hydro one**

Page 1 of 2

Mr. John Doe

Your account number is:

2000 5311 7167 430

This statement is issued on:

September 26, 2025

**Your Electricity Statement**

For the period of: **August 20, 2025 - September 19, 2025**


**What do I owe?**

**\$187.<sup>90</sup>**

See reverse for a summary of your charges

**How much did I use?**

You powered your home with



**1,070 kWh**

of electricity this period

**When will my payment be withdrawn?**

\$187.90 will be withdrawn on

**Oct 16, 2025**

**What does my electricity usage look like?**

Your average daily usage has **increased by 1%** compared to the same period last year.

Find out more by logging into **myAccount** at [www.HydroOne.com](http://www.HydroOne.com)

1064 kWh

Same period last year (30 days)


1057 kWh


Previous period (30 days)


1070 kWh


**Current month (30 days)**


**What do I need to know?**


 Total Ontario support: \$52.81. To learn more about the province's electricity support programs, visit [Ontario.ca/yourelectricitybill](http://Ontario.ca/yourelectricitybill).

 For billing, quick answers and much more, visit [www.HydroOne.com](http://www.HydroOne.com)

 For emergencies or reporting outages **1-800-434-1235** (24 hrs)

 For service inquiries and payment **1-888-664-9376**  
Mon to Fri 7:30 a.m. - 8 p.m.

 Hydro One Networks Inc.  
PO Box 5700  
Markham, ON L3R 1C8



**hydro one**

## Task Title: FindingInformationOnABill\_I\_A2.2

### What am I paying for?

|  |           |                 |
|--|-----------|-----------------|
| <b>Balance carried forward from previous statement</b> |           | <b>\$0.00</b>   |
| Amount from your previous period                       | \$186.05  |                 |
| Amount we received on Sep 16/25                        | -\$186.05 |                 |
| <b>Your electricity charges</b>                        |           | <b>\$187.90</b> |
| <b>Total amount to be withdrawn on Oct 16/25</b>       |           | <b>\$187.90</b> |

Page 2 of 2

You are currently enrolled on Pre-Authorized Payment.

**435 Main Street**  
**Anytown, Ontario A1A 2A2**

Residential - Medium Density

**Electricity** ..... \$107.43

This is the cost of generating the electricity you used this period. Usage is measured in kilowatt-hours (kWh) and depends on the wattage of devices you use and how long you use them. The Ontario Energy Board (OEB) sets the cost per kWh and the money collected goes directly to the electricity generators.

**Delivery** ..... \$73.50

This is the cost of ensuring you have reliable power when you need it. **Hydro One collects this money** to build, maintain and operate the electricity infrastructure, which includes power lines, steel towers and wood poles covering 960,000 sq. km. A portion of this cost is fixed and a portion varies depending on the amount of electricity used.

**Regulatory Charges** ..... \$7.16

The Independent Electricity System Operator (IESO) uses this money to manage electricity supply and demand in the province, which is necessary to ensure that there is enough electricity to meet Ontario's needs at all times.

**HST (87086-5821-RT0001)** ..... \$24.45

**Ontario Electricity Rebate** ..... -\$24.64

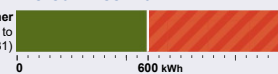
**Total of your electricity charges**..... **\$187.90**

#### What is my Tiered breakdown?


|        | Aug 20/25 to Sep 19/25 | Usage (kWh) | Rate (\$) | Amount  |
|--------|------------------------|-------------|-----------|---------|
| Tier 1 |                        | 600.0000    | 9.3       | \$55.80 |
| Tier 2 |                        | 469.3464    | 11.0      | \$51.63 |

#### Tiered Price Plan

**Residential Summer** (May 1 to October 31)



**Residential Winter** (November 1 to April 30)



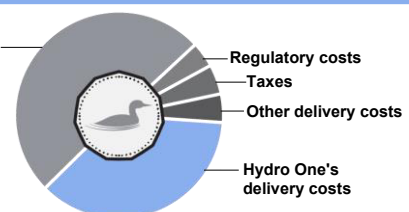
#### Meter reading details

| Meter Number | Current Reading      | Previous Reading    | Difference | Usage in kWh     |
|--------------|----------------------|---------------------|------------|------------------|
| 100001       | Sep 19/25 18015.5044 | Aug 20/25 16946.158 | 1069.3464  | (x1) = 1069.3464 |

#### Shedding light on your electricity statement

**To the electricity generators for the electricity you use**


Electricity prices are set by the Ontario Energy Board (OEB). Hydro One collects electricity charges and passes them to the IESO. These charges are used to cover the cost of electricity generation.




#### Energy Saving Tip

##### Phantom Power

Electronics use energy even when off. Plug them into power bars with timers or auto-shutoff to lower energy use.



## Bruce Telecom Bill



**Bill At A Glance 10/01/2025**  
Doe, John

|                              |       |         |
|------------------------------|-------|---------|
| BALANCE FROM LAST BILLING    |       | 62.09   |
| Payment Received - Thank You | 09-22 | 62.09CR |
| Previous Balance Due         |       | .00     |

**SUMMARY BY SERVICE TYPE**

|   |              |
|---|--------------|
| INTERNET  | 62.09        |
| <b>CURRENT BILLING AMOUNT</b>                     | <b>62.09</b> |
| <b>Do Not Pay - Paid by Preauthorized Payment</b> | <b>62.09</b> |

ACCOUNT NO: 1011043-04

| Previous Bill | Payment/Adj | Current Billing | Total Due |
|---------------|-------------|-----------------|-----------|
| \$62.09       | \$62.09CR   | \$62.09         | \$62.09   |


**MESSAGE CENTER**

Total Taxes included in statement:

Harmonized Sales Tax \$7.14

General Information about the Invoice: Payments received after the bill date will not be reflected on this bill. After 10-20 a late payment charge of 3.0% per month (42.58% per annum) will be applied to unpaid balances. For billing inquiries, call 519-368-2000. HST# 72277 7612 RT0001


Do you have a complaint regarding a telecom or residential TV service that we haven't been able to resolve? The independent Commissioner for Complaints for Telecommunications-television Services (CCTS) may be able to assist you free of charge: [www.ccts-cprst.ca](http://www.ccts-cprst.ca) or 1-888-221-1687.



Internet | Mobile | Digital TV | Phone

| Payment Due               | Total Due |
|---------------------------|-----------|
| 10/20/2025                | \$62.09   |
| Enter Amount Paid         |           |
| Credit Card Authorization |           |

EPCOR Bill



**EPCOR Natural Gas L.P.**  
39 Beech Street East  
Aylmer, ON N5H 3J6  
www.epcor.com  
email: gas@epcor.com  
1-888-765-2256

PLEASE RETURN THIS PORTION WITH PAYMENT

|              |            |                            |
|--------------|------------|----------------------------|
| BILLING DATE | DUE DATE   | ACCOUNT NUMBER             |
| 09/08/2025   | 09/30/2025 | 121205                     |
| AMOUNT DUE   |            | AMOUNT PAID                |
| \$38.84      |            | AUTO PAYMENT<br>DO NOT PAY |

BILL TO

John Doe  
435 Main Street  
Anytown, Ontario  
A1A 2A2

SERVICE ADDRESS

PAYABLE AT MOST CHARTERED BANK AND FINANCIAL INSTITUTIONS



**EPCOR Natural Gas L.P.**  
39 Beech Street East  
Aylmer, ON N5H 3J6  
www.epcor.com  
email: gas@epcor.com  
1-888-765-2256

AUTO PAYMENT  
DO NOT PAY

|                             |                                 |                                 |   |                                   |         |                   |                        |
|-----------------------------|---------------------------------|---------------------------------|---|-----------------------------------|---------|-------------------|------------------------|
| SERVICE ADDRESS             |                                 | ACCOUNT NUMBER                  |   | LOCATION NUMBER                   |         | BILLING DATE      |                        |
| 435 Main Street Anytown, ON |                                 | 121205                          |   | 435-04                            |         | 09/08/2025        |                        |
| SERVICE                     | SERVICE PERIOD & METER READINGS |                                 | METER USE   | MCF's                             | FACTOR  | CONVERSION FACTOR | USAGE m³               |
| Meter Read                  | PREVIOUS                        | PRESENT                         | 0.0   | X                                 | 0.99649 | X                 | 28.17399 =             |
|                             | 168.10                          | 168.10                          |   |                                   |         |                   |                        |
| Type of Reading             | FROM                            | TO                              | BILLS ARE DUE WHEN RENDERED   |                                   |         |                   | Number of Service Days |
| Actual Read                 | 09/01/2025                      | 09/02/2025                      | ALATE CHARGE OF 1.5% PER MONTH (18.56% PER ANNUM) WILL APPLY.<br>*Volume corrections account for barometric pressure. |                                   |         |                   | 32                     |
| FEES AND CHARGES            |                                 | TOTAL AMOUNT DUE BY 09/30/2025  |   |                                   |         |                   |                        |
| DESCRIPTION                 |                                 | AMOUNT                          |   | \$38.84                           |         |                   |                        |
| Previous Balance            |                                 | 42.47                           |   | TOTAL AMOUNT DUE AFTER 09/30/2025 |         |                   |                        |
| Payments                    |                                 | -42.47                          |   | \$39.84                           |         |                   |                        |
| Delivery To You             |                                 | 0.0 M3 @ 0.000000 PER M3 = 0.00 |   |                                   |         |                   |                        |
| Gas Commodity               |                                 | M3 @ PER M3 =                   |   |                                   |         |                   |                        |
| Monthly Charge              |                                 | 29.00                           |   |                                   |         |                   |                        |
| Rate Recovery               |                                 | 5.37                            |   |                                   |         |                   |                        |
| HST # 743968299 RT0001      |                                 | 4.47                            |   |                                   |         |                   |                        |
| Total Due                   |                                 | \$38.84                         |   |                                   |         |                   |                        |

Natural Gas Usage



| Month | Usage (m³) |
|-------|------------|
| Sep   | 10         |
| Oct   | 20         |
| Nov   | 60         |
| Dec   | 130        |
| Jan   | 200        |
| Feb   | 250        |
| Mar   | 210        |
| Apr   | 160        |
| May   | 100        |
| Jun   | 70         |
| Jul   | 20         |
| Aug   | 10         |
| Sep   | 10         |

HST # 743968299 RT0001

## Work Sheet

**Task 1: Circle, highlight or underline the name of the billing company on each of the three bills. Write a #1 beside it.**

Answer: No written response required here.

Task completed: Yes: ☐

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**Task 2: Circle, highlight or underline the account number on each of the three bills. Write a #2 beside it.**

Answer: No written response required here.

Task completed: Yes: ☐

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**Task 3: Circle, highlight or underline the billing date on each of the three bills. Write a #3 beside it.**

Answer: No written response required here.

Task completed: Yes: ☐

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**Task 4: Circle, highlight or underline the current amount due on each bill. Write a #4 beside it.**

Answer: No written response required here.

Task completed: Yes: ☐

---

**Task 5: All goods and services require taxes. Circle, highlight or underline the taxes (GST, PST or HST) on each bill. Write a #5 beside it.**

Answer: No written response required here.

Task completed: Yes: ☐

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Task Title: FindingInformationOnABill\_I\_A2.2

**Task 6: Circle, highlight or underline the payment date on each bill. For bills with pre-authorized payments, this may be listed as the date a payment will be withdrawn. Write a #6 beside it.**

Answer: No written response required here.


Task completed: Yes: ☐

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## Answers

Answers are shown on the bills on the next pages. On some bills, the same information is listed more than once. This has been indicated, but the learner is only expected to highlight the information once for each question.



#1

Page 1 of 2

Mr. John Doe

Your account number is:

2000 5311 7167 430 #2

This statement is issued on:

September 26, 2025 #3

## Your Electricity Statement

For the period of: August 20, 2025 - September 19, 2025


### What do I owe?

**\$187.90** #4

See reverse for a summary of your charges

### How much did I use?

You powered your home with



**1,070 kWh**  
of electricity this period

### When will my payment be withdrawn?

\$187.90 will be withdrawn on

**Oct 16, 2025** #6

### What does my electricity usage look like?


Your average daily usage has increased by 1% compared to the same period last year.

Find out more by logging into myAccount at [www.HydroOne.com](http://www.HydroOne.com)


|                                 |                           |                         |
|---------------------------------|---------------------------|-------------------------|
| 1064 kWh                        | 1057 kWh                  | 1070 kWh                |
| Same period last year (30 days) | Previous period (30 days) | Current month (30 days) |

### What do I need to know?


Total Ontario support: \$52.81. To learn more about the province's electricity support programs, visit [Ontario.ca/yourelectricitybill](http://Ontario.ca/yourelectricitybill).




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For service inquiries and payment  
**1-888-664-9376**  
Mon to Fri 7:30 a.m. - 8 p.m.



Hydro One Networks Inc.  
PO Box 5700  
Markham, ON L3R 1C8



#1

Page 2 of 2

### What am I paying for?

**Balance carried forward from previous statement** **\$0.00**

Amount from your previous period \$186.05  
Amount we received on Sep 16/25 -\$186.05

**Your electricity charges** **\$187.90**

**Total amount to be withdrawn on Oct 16/25 #6** **\$187.90 #4**

**435 Main Street**  
**Anytown, Ontario A1A 2A2** Residential - Medium Density

#### Electricity

**\$107.43**

This is the cost of generating the electricity you used this period. Usage is measured in kilowatt-hours (kWh) and depends on the wattage of devices you use and how long you use them. The Ontario Energy Board (OEB) sets the cost per kWh and the money collected goes directly to the electricity generators.

#### Delivery

**\$73.50**

This is the cost of ensuring you have reliable power when you need it. Hydro One collects this money to build, maintain and operate the electricity infrastructure, which includes power lines, steel towers and wood poles covering 960,000 sq. km. A portion of this cost is fixed and a portion varies depending on the amount of electricity used.

#### Regulatory Charges

**\$7.16**

The Independent Electricity System Operator (IESO) uses this money to manage electricity supply and demand in the province, which is necessary to ensure that there is enough electricity to meet Ontario's needs at all times.

**HST (87086-5821-RT0001)** **\$24.45 #5**

**Ontario Electricity Rebate** **-\$24.64**

**Total of your electricity charges** **\$187.90 #4**

#### What is my Tiered breakdown?

|        | Aug 20/25 to Sep 19/25 | Usage (kWh) | Rate (\$) | Amount  |
|--------|------------------------|-------------|-----------|---------|
| Tier 1 |                        | 600.0000    | 9.3       | \$55.80 |
| Tier 2 |                        | 469.3464    | 11.0      | \$51.63 |

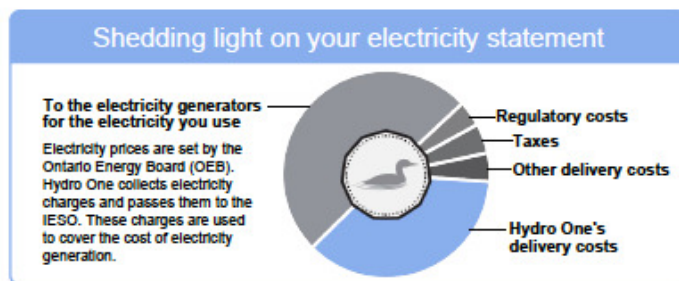
#### Tiered Price Plan

**Residential Summer** (May 1 to October 31)

**Residential Winter** (November 1 to April 30)

#### Meter reading details


| Meter Number | Current Reading      | Previous Reading    | Difference | Usage in kWh     |
|--------------|----------------------|---------------------|------------|------------------|
| 100001       | Sep 19/25 18015.5044 | Aug 20/25 16946.158 | 1069.3464  | (x1) = 1069.3464 |



### Energy Saving Tip

#### Phantom Power

Electronics use energy even when off. Plug them into power bars with timers or auto-shutoff to lower energy use.

**#1** **Bruce Telecom** 

Connecting our Community

**Bill At A Glance 10/01/2025 #3**  
Doe, John

|                              |       |            |  |
|------------------------------|-------|------------|--|
| BALANCE FROM LAST BILLING    |       | 62.09      |  |
| Payment Received - Thank You | 09-22 | 62.09CR    |  |
| <b>Previous Balance Due</b>  |       | <b>.00</b> |  |

**SUMMARY BY SERVICE TYPE**

|                               |  |              |  |
|-------------------------------|--|--------------|--|
| INTERNET                      |  | 62.09        |  |
| <b>CURRENT BILLING AMOUNT</b> |  | <b>62.09</b> |  |

Do Not Pay - Paid by Preauthorized Payment 62.09

ACCOUNT NO: 1011043-04 #2

| Previous Bill | Payment/Adj | Current Billing | Total Due |
|---------------|-------------|-----------------|-----------|
| \$62.09       | \$62.09CR   | \$62.09         | \$62.09   |


**MESSAGE CENTER**

Total Taxes included in statement:

**Harmonized Sales Tax \$7.14 #5**

General Information about the Invoice: Payments received after the bill date will not be reflected on this bill. After 10-20 a late payment charge of 3.0% per month (42.58% per annum) will be applied to unpaid balances. For billing inquiries, call 519-368-2000. HST# 72277 7612 RT0001

Do you have a complaint regarding a telecom or residential TV service that we haven't been able to resolve? The independent Commissioner for Complaints for Telecommunications-television Services (CCTS) may be able to assist you free of charge: [www.ccts-cprst.ca](http://www.ccts-cprst.ca) or 1-888-221-1687.



Internet | Mobile | Digital TV | Phone

| Payment Due               | Total Due |
|---------------------------|-----------|
| 10/20/2025                | \$62.09   |
| Enter Amount Paid         |           |
| Credit Card Authorization |           |

# Task Title: FindingInformationOnABill\_I\_A2.2



## EPCOR Natural Gas L.P. #1

39 Beech Street East  
Aylmer, ON N5H 3J8  
www.epcor.com  
email: gas@epcor.com  
1-888-765-2256

| PLEASE RETURN THIS PORTION WITH PAYMENT |               |                            |
|---|---------------|----------------------------|
| BILLING DATE                            | DUE DATE      | ACCOUNT NUMBER             |
| #3 09/08/2025                           | 09/30/2025 #6 | 121205 #2                  |
| AMOUNT DUE                              |               | AMOUNT PAID                |
| \$38.84 #4                              |               | AUTO PAYMENT<br>DO NOT PAY |

### BILL TO

John Doe  
435 Main Street  
Anytown, Ontario  
A1A 2A2

### SERVICE ADDRESS

PAYABLE AT MOST CHARTERED BANK AND FINANCIAL INSTITUTIONS



## EPCOR Natural Gas L.P. #1

39 Beech Street East  
Aylmer, ON N5H 3J8  
www.epcor.com  
email: gas@epcor.com  
1-888-765-2256

### AUTO PAYMENT DO NOT PAY

DO NOT PAY

| SERVICE ADDRESS             |                                 |                   | ACCOUNT NUMBER  |         | LOCATION NUMBER |                   | BILLING DATE  |                        |
|-----------------------------|---------------------------------|-------------------|---|---------|-----------------|-------------------|---------------|------------------------|
| 435 Main Street Anytown, ON |                                 |                   | 121205 #2   |         | 435-04          |                   | 09/08/2025 #3 |                        |
| SERVICE                     | SERVICE PERIOD & METER READINGS |                   | METER USE   | MCF's   | FACTOR x        | CONVERSION FACTOR | USAGE m³      | DUE DATE               |
| Meter Read                  | PREVIOUS                        | PRESENT           | 0.0   | x       | 0.00049         | x                 | 28.17399 =    | 09/30/2025 #6          |
|                             | 168.10                          | 168.10            |   |         |                 |                   |               |                        |
| Type of Reading             | FROM                            | TO                | BILLS ARE DUE WHEN RENDERED<br>A LATE CHARGE OF 1.5% PER MONTH (19.58% PER ANNUM) WILL APPLY.<br>*Volume corrections account for barometric pressure. |         |                 |                   |               | Number of Service Days |
| Actual Read                 | 08/01/2025                      | 09/02/2025        |   |         |                 |                   |               | 32                     |
| FEES AND CHARGES            |                                 |                   | TOTAL AMOUNT DUE BY 09/30/2025  |         |                 |                   |               |                        |
| DESCRIPTION                 |                                 | AMOUNT            | \$38.84 #4  |         |                 |                   |               |                        |
| Previous Balance            |                                 | 42.47             | TOTAL AMOUNT DUE AFTER 09/30/2025   |         |                 |                   |               |                        |
| Payments                    |                                 | -42.47            |   |         |                 |                   |               |                        |
| Delivery To You             | 0.0 M3 @                        | 0.000000 PER M3 = | 0.00  | \$39.84 |                 |                   |               |                        |
| Gas Commodity               | M3 @                            | PER M3 =          |   |         |                 |                   |               |                        |
| Monthly Charge              |                                 |                   | 29.00   |         |                 |                   |               |                        |
| Rate Recovery               |                                 |                   | 5.37  |         |                 |                   |               |                        |
| HST # 743968299 RT0001      |                                 |                   | #5 4.47   |         |                 |                   |               |                        |
| Total Due                   |                                 |                   | #4 \$38.84  |         |                 |                   |               |                        |
| HST # 743968299 RT0001      |                                 |                   |   |         |                 |                   |               |                        |

Natural Gas Usage

| Month | Usage (m³) |
|-------|------------|
| Sep   | 10         |
| Oct   | 20         |
| Nov   | 60         |
| Dec   | 130        |
| Jan   | 210        |
| Feb   | 260        |
| Mar   | 220        |
| Apr   | 170        |
| May   | 100        |
| Jun   | 70         |
| Jul   | 20         |
| Aug   | 10         |
| Sep   | 10         |

Task Title: FindingInformationOnABill\_I\_A2.2

Performance Descriptors

| Levels | Performance Descriptors                                    | Needs Work | Completes task with support from practitioner | Completes task independently |
|--------|--|------------|---|------------------------------|
| A2.2   | Performs limited searches using one or two search criteria |            |   |                              |
|        | Extracts information from tables and forms                 |            |   |                              |
|        | Locates information in simple graphs and maps              |            |   |                              |
|        | Uses layout to locate information                          |            |   |                              |
|        | Makes connections between parts of documents               |            |   |                              |
|        | Begins to identify sources and evaluate information        |            |   |                              |

This task: Was successfully completed ☐ Needs to be tried again ☐

Learner Comments:

Instructor (print):

\_\_\_\_\_

Learner (print):

\_\_\_\_\_