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 ☐ Apprenticeship ☐

Secondary School ☐ Post Secondary ☐ Independence ☐

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: 2010 5411 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?

$187.90

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When will my payment be withdrawn?

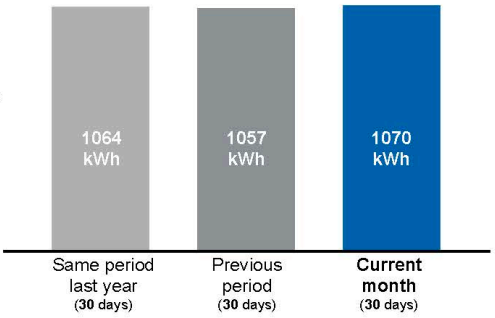
$187.90 will be withdrawn on

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 ***my*Account** at www.HydroOne.com



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.

For billing, quick answers and much more, visit **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

What am I paying for?

Page 2 of 2

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Total amount to be withdrawn on Oct 16/25		**$187.90**

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

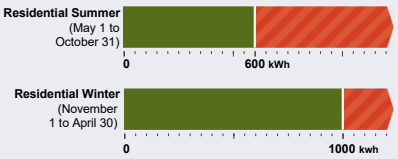
Ontario Electricity Rebate ..... −$24.64

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



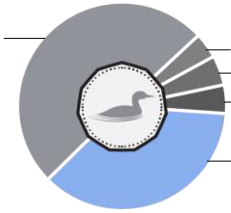
Meter reading details

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

ACCOUNT NO: 1011043-04

Bruce Telecom™
Connecting our Community

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 independant Commissioner for Complaints for Telecommunications-television Services (CCTS) may be able to assist you free of charge: www.ccts-cprst.ca or 1-888-221-1687.

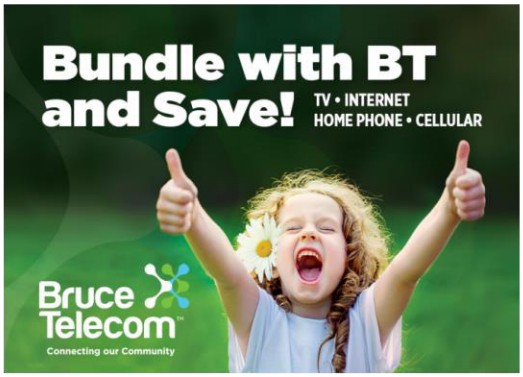
Bill At A Glance 10/01/2025

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
CURRENT BILLING AMOUNT	**62.09**
Do Not Pay - Paid by Preauthorized Payment	**62.09**



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 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	DUE DATE
	PREVIOUS	PRESENT					
Meter Read	168.10	168.10	0.0 X	0.99649	X 28.17399 =		09/30/2025
Type of Reading	FROM	TO	BILLS ARE DUE WHEN RENDERED A LATE CHARGE OF 1.5% PER MONTH (19.56% PER ANNUM) WILL APPLY. *Volume corrections account for barometric pressure.				Number of Service Days
Actual Read	08/01/2025	09/02/2025					32

FEES AND CHARGES

DESCRIPTION				AMOUNT
Previous Balance				42.47
Payments				-42.47
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

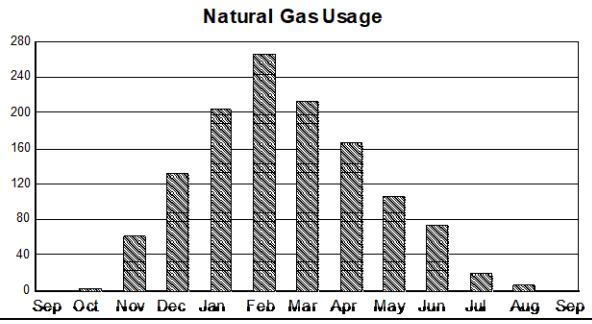
HST # 743968299 RT0001

TOTAL AMOUNT DUE BY 09/30/2025

$38.84

TOTAL AMOUNT DUE AFTER 09/30/2025

$39.84



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: ☐

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: ☐

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: ☐

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: ☐

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: ☐

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.

hydro one #1

Page 1 of 2

Mr. John Doe

Your account number is: 2010 5411 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?

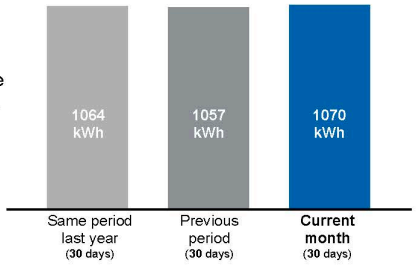
$187.90 will be withdrawn on

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 ***my*Account** at www.HydroOne.com



What do I need to know?

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

hydro one #1

What am I paying for?

Page 2 of 2

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

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

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Regulatory Charges $7.16

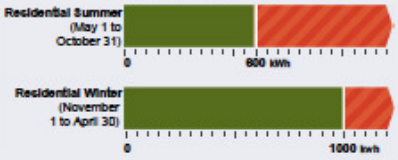
The Independent Electricity System Operator (IESO) uses this money to manage electricity supply and demand in the province, which is necessary to ensure that there is enough electricity to meet Ontario's needs at all times.

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



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

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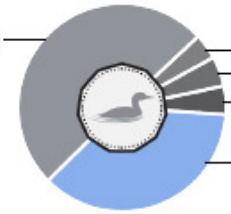

Regulatory costs
Taxes
Other delivery costs
Hydro One's delivery costs

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.

ACCOUNT NO: 1011043-04 #2

#1 Bruce Telecom
Connecting our Community

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

#4

Bill At A Glance 10/01/2025 #3
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
CURRENT BILLING AMOUNT	**62.09**
Do Not Pay - Paid by Preauthorized Payment	**62.09**

MESSAGE CENTER

Total Taxes included in statement:

Harmonized Sales Tax $7.14 #5

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HST# 72277 7612 RT0001

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Internet | Mobile | Digital TV | Phone

#6

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

#4

EPCOR Natural Gas L.P. #1
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
#3 09/08/2025	09/30/2025 #6	121205 #2

AMOUNT DUE	AMOUNT PAID
$38.84 #4	AUTO PAYMENT 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 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 #2	435-04	09/08/2025 #3

SERVICE	SERVICE PERIOD & METER READINGS		METER USE MCF's	FACTOR x	CONVERSION FACTOR	USAGE m³	DUE DATE
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Type of Reading	FROM	TO	BILLS ARE DUE WHEN RENDERED A LATE CHARGE OF 1.5% PER MONTH (19.56% PER ANNUM) WILL APPLY. *Volume corrections account for barometric pressure.				Number of Service Days
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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				#5 4.47
Total Due				#4 $38.84

HST # 743968299 RT0001

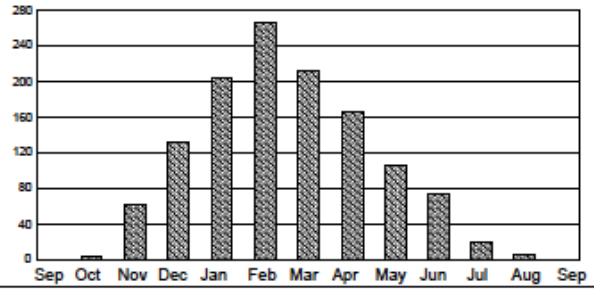
TOTAL AMOUNT DUE BY 09/30/2025

$38.84 #4

TOTAL AMOUNT DUE AFTER 09/30/2025

$39.84

Natural Gas Usage



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): _____