



Frequently Asked Questions

Who is ORHMA?

ORHMA or Ontario Restaurant Hotel & Motel Association is the largest provincial hospitality association in Canada. With over 4,000 members, representing more than 11,000 establishments across the province, the ORHMA is uniquely positioned to represent the issues that most impact your business.

Who is ECNG?

Canada's largest and longest standing provider of energy management solutions for commercial, industrial and institutional markets. With more than 30 years in the industry, our holistic approach to end-to-end energy management delivers the highest value to our clients every day.

What is the ORHMA Energy Program and how does it work?

The ORHMA Energy Program strives to provide cost certainty while leveraging group buying power. Despite a group effort, all energy purchases are fit to your specific situation, budget needs and objectives. Members can expect to receive ongoing support and recommendations which address the ever-changing market and how they align to their unique needs.

How do I join the ORHMA program?

1. Contact ECNG to see if you qualify
2. Provide a copy of your most recent months' utility invoice
3. Sign Agency Appointment and Program Agreement

How long does it take to enroll into the program?

Enrollment takes 30 to 60 days depending on the utility's schedule

Will my utility invoice change when I join the program?

No, you will continue to receive one invoice from your local utility although it will clearly state that ECNG is now your commodity provider.

Will my volume be aggregated with other like organizations to be leveraged in the market?

Yes, ORHMA has worked with ECNG to create Ontario's largest hospitality energy program with hundreds of hotels and restaurants. With the market size of this market position, ORHMA members receive virtually every cost saving possible from the supply and transportation communities.

Is my price fixed or will it change over the term of the contract?

This will depend. If your price targets are not achieved, you will be placed on the ORHMA Variable Market Rate (VMR) until such point that the prices can be achieved.

- Please note for electricity, even if your pricing targets are achieved certain portions of your usages will remain on the open market resulting in some price variability.

How is ECNG different than a retailer?

Unlike a retailer who is only concerned with locking you into a fixed gas and/or power deal, ECNG takes a holistic approach to managing our clients' energy needs. This ensures we are looking after your best interests including but not limited to:

- Procurement strategies that include recommendations which consider the spectrum of products including index and fixed price options.
- Conservation and Demand Management assistance including rebate application.
- Regulatory review, consultation and intervention
- Web based reporting which is electronically connected with each utility in the province.

Why are your rates lower than what is offered by retailers?

There are several reasons why the ORHMA program continues to outperform retail offers including but not limited to:

- At no point does ECNG or ORHMA take title to the supply allowing us to pass along all savings achieved by driving costs out of the supply chain
- The aggregated volumes of the ORHMA program allow its members to access wholesale market pricing which would otherwise not be attainable.

What kind of savings can I anticipate seeing under this program?

Savings will vary based on many factors including but not limited market conditions and alternatives available in the market place. The table below clearly illustrates actual savings for a variety of ORHMA members who joined the electricity program in 2015.

Type of Consumer	Annual Consumption kWh	Actual Annual Savings
Small-Medium sized Restaurant	200,000	\$ 2,200
Limited Service Hotel - 93 Rooms	589,492	\$ 6,484
Hotel -196 Rooms, 2 Pools & Convention Centre	2,424,168	\$ 26,665

If I have an issue with my local utility will I receive support?

Yes, ECNG is able work with ORHMA members and their local utilities to resolve issues ranging from invoicing errors to regulatory shifts and optimization.

I want to implement conservation initiatives. Can you help?

Yes, ORHMA members have access to a vetted pool of alliance partners specializing in a range of conservation and demand management initiatives including but not limited to LED lighting, cogeneration, energy audits and retrofits. Members also have access to various financing options for these initiatives.

As a participating member, do I have access to reports?

ORHMA members have 24/7 access to ECNG's password protected online reporting system. This system is unique in the industry as it requires no manual intervention flowing utility data directly to end-users and produces upward of eighteen standard reports.

Do you provide invoice auditing and processing services?

Yes, ORHMA members have access to invoice auditing, processing and payment services.

How will I know if regulatory changes in the energy market impact my business?

ORHMA members are kept abreast of all market happenings via regular Industry Updates. These detailed updates provide a common-sense review of regulatory market shifts and their impacts. Members also have access to ECNG's industry experts to address specific needs.

If you have any further questions, please contact:
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