



**EB-2011-0272**

**IN THE MATTER OF** the *Ontario Energy Board Act, 1998*,  
S.O. 1998, c. 15, (Schedule B);

**AND IN THE MATTER OF** an application by Norfolk Power  
Distribution Inc. for an order approving or fixing just and  
reasonable rates and other charges for the distribution of  
electricity to be effective May 1, 2012.

**BEFORE:** Karen Taylor  
Presiding Member

Ken Quesnelle  
Member

### **RATE ORDER**

Norfolk Power Distribution Inc. ("Norfolk Power") filed an application with the Ontario Energy Board (the "Board"), received on August 26, 2011 under section 78 of the *Ontario Energy Board Act, 1998*, S.O. 1998, c. 15, (Schedule B), seeking approval for changes to the rates that Norfolk Power charges for electricity distribution, to be effective May 1, 2012. The Board assigned File Number EB-2011-0272 to the application.

In this proceeding, a number of procedural steps were taken culminating in a Settlement Conference which took place on January 18, 2012. On February 2, 2012, Norfolk Power filed a proposed Settlement Agreement with the Board. Norfolk Power, Energy Probe, SEC, and VECC were the parties to the Settlement Agreement.

The Board issued its Decision on the application on February 14, 2012, approving the Settlement Proposal. In the Decision, the Board ordered the Applicant to file a draft Rate Order reflecting the Board's findings.

Norfolk Power filed a draft Rate Order and supporting material on March 8, 2012. Energy Probe Research Foundation ("Energy Probe") and Board staff filed comments on the draft Rate Order. Norfolk Power filed its response, additional supporting documentation and a revised draft Rate Order and revised Proposed Tariff of Rates and Charges on March 19, 2012 to address the issues raised by Energy Probe and Board staff.

The Board has reviewed the information provided in support of the revised draft Rate Order and the revised Proposed Tariff of Rates and Charges. The Board is satisfied that the revised Proposed Tariff of Rates and Charges accurately reflects the Board's Decision.

**THE BOARD ORDERS THAT:**

1. The Tariff of Rates and Charges set out in Appendix "A" of this Rate Order is approved effective May 1, 2012 for electricity consumed or estimated to have been consumed on and after such date.
2. The Tariff of Rates and Charges set out in Appendix "A" of this Order supersedes all previous Tariff of Rates and Charges approved by the Ontario Energy Board for the Norfolk Power Distribution Inc. service area, and is final in all respects.
3. Norfolk Power Distribution Inc. shall notify its customers of the rate changes no later than with the first bill reflecting the new rates.

**DATED** at Toronto, April 4, 2012

**ONTARIO ENERGY BOARD**

*Original signed by*

Kirsten Walli  
Board Secretary

**APPENDIX A**

TO RATE ORDER

Norfolk Power Distribution Inc.

EB-2011-0272

DATED: April 4, 2012

**Norfolk Power Distribution Inc.**  
**TARIFF OF RATES AND CHARGES**  
**Effective Date May 1, 2012**

**This schedule supersedes and replaces all previously  
approved schedules of Rates, Charges and Loss Factors**

EB-2011-0272

## RESIDENTIAL SERVICE CLASSIFICATION

This classification applies to an account taking electricity at 750 volts or less where the electricity is used exclusively in a separate metered living accommodation. Customers shall be residing in single-dwelling units that consist of a detached house or one unit of a semi-detached, duplex, triplex or quadruplex house, with a residential zoning. Separately metered dwellings within a town house complex or apartment building also qualify as residential customers. All customers are single-phase. Further servicing details are available in the distributor's Conditions of Service.

### APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Board, and amendments thereto as approved by the Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable.

It should be noted that this schedule does not list any charges or assessments that are required by law to be charged by a distributor and that are not subject to Board approval, such as the Debt Retirement Charge, charges for Ministry of Energy Conservation and Renewable Energy Program, the Global Adjustment, the Ontario Energy Benefit and the HST.

### MONTHLY RATES AND CHARGES – Delivery Component

Service Charge	\$	20.77
Rate Rider for Recovery of Residual Historical Smart Meter Costs – effective until April 30, 2016	\$	0.10
Rate Rider for Recovery of Smart Meter Stranded Assets – effective until April 30, 2016	\$	0.93
Distribution Volumetric Rate	\$/kWh	0.0217
Low Voltage Service Rate	\$/kWh	0.0009
Rate Rider for Global Adjustment Sub-Account Disposition – effective until April 30, 2013		
Applicable only for Non-RPP Customers	\$/kWh	0.0033
Rate Rider for Deferral/Variance Account Disposition (2012) – effective until April 30, 2013	\$/kWh	0.0003
Rate Rider for Disposition of PILs Deferral/Variance Account (2012) – effective until April 30, 2013	\$/kWh	0.0006
Rate Rider for Lost Revenue Adjustment Mechanism (LRAM) Recovery – effective until April 30, 2013	\$/kWh	0.00004
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0069
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0036

### MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0011
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

**Norfolk Power Distribution Inc.**  
**TARIFF OF RATES AND CHARGES**  
**Effective Date May 1, 2012**

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## GENERAL SERVICE LESS THAN 50 kW SERVICE CLASSIFICATION

This classification applies to a non residential account taking electricity at 750 volts or less whose average monthly maximum demand is less than, or is forecast to be less than, 50 kW. Further servicing details are available in the distributor's Conditions of Service.

### APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

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### MONTHLY RATES AND CHARGES – Delivery Component

Service Charge	\$	49.74
Rate Rider for Recovery of Residual Historical Smart Meter Costs – effective until April 30, 2016	\$	3.42
Rate Rider for Recovery of Smart Meter Stranded Assets – effective until April 30, 2016	\$	0.93
Distribution Volumetric Rate	\$/kWh	0.0155
Low Voltage Service Rate	\$/kWh	0.0008
Rate Rider for Global Adjustment Sub-Account Disposition – effective until April 30, 2013		
Applicable only for Non-RPP Customers	\$/kWh	0.0033
Rate Rider for Deferral/Variance Account Disposition (2012) – effective until April 30, 2013	\$/kWh	(0.0002)
Rate Rider for Disposition of PILs Deferral/Variance Account (2012) – effective until April 30, 2013	\$/kWh	0.0004
Rate Rider for Lost Revenue Adjustment Mechanism (LRAM) Recovery – effective until April 30, 2013	\$/kWh	0.0001
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0063
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0031

### MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0011
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

**Norfolk Power Distribution Inc.**  
**TARIFF OF RATES AND CHARGES**  
**Effective Date May 1, 2012**

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## GENERAL SERVICE 50 to 4,999 kW SERVICE CLASSIFICATION

This classification applies to a non residential account whose average monthly maximum demand used for billing purposes is equal to or greater than, or is forecast to be equal to or greater than, 50 kW but less than 5,000 kW. Further servicing details are available in the distributor's Conditions of Service.

### APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

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### MONTHLY RATES AND CHARGES – Delivery Component

Service Charge	\$	244.38
Rate Rider for Recovery of Residual Historical Smart Meter Costs – effective until April 30, 2016	\$	(1.03)
Rate Rider for Recovery of Smart Meter Stranded Assets – effective until April 30, 2016	\$	0.93
Distribution Volumetric Rate	\$/kW	3.9413
Low Voltage Service Rate	\$/kW	0.3050
Rate Rider for Global Adjustment Sub-Account Disposition – effective until April 30, 2013		
Applicable only for Non-RPP Customers	\$/kW	0.0033
Rate Rider for Deferral/Variance Account Disposition (2012) – effective until April 30, 2013	\$/kW	(0.3243)
Rate Rider for Disposition of PILs Deferral/Variance Account (2012) – effective until April 30, 2013	\$/kW	0.0627
Rate Rider for Lost Revenue Adjustment Mechanism (LRAM) Recovery – effective until April 30, 2013	\$/kW	0.0003
Retail Transmission Rate – Network Service Rate	\$/kW	2.5546
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.2460

### MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0011

**Norfolk Power Distribution Inc.  
TARIFF OF RATES AND CHARGES  
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Standard Supply Service – Administrative Charge (if applicable)

\$

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0.25

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## UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification applies to an account taking electricity at 750 volts or less whose average monthly maximum demand is less than, or is forecast to be less than, 50 kW and the consumption is unmetered. Such connections include cable TV power packs, bus shelters, telephone booths, traffic lights, railway crossings, etc. The level of the consumption will be agreed to by the distributor and the customer, based on detailed manufacturer information/documentation with regard to electrical consumption of the unmetered load or periodic monitoring of actual consumption. Further servicing details are available in the distributor's Conditions of Service.

### APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

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### MONTHLY RATES AND CHARGES – Delivery Component

Service Charge (per Customer)	\$	15.42
Distribution Volumetric Rate	\$/kWh	0.0087
Low Voltage Service Rate	\$/kWh	0.0008
Rate Rider for Deferral/Variance Account Disposition (2012) – effective until April 30, 2013	\$/kWh	(0.0001)
Rate Rider for Disposition of PILs Deferral/Variance Account (2012) – effective until April 30, 2013	\$/kWh	0.0005
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0063
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0031

### MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0011
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25



**Norfolk Power Distribution Inc.**  
**TARIFF OF RATES AND CHARGES**  
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## SENTINEL LIGHTING SERVICE CLASSIFICATION

This classification refers to accounts that are unmetered lighting load supplied to a sentinel light. Further servicing details are available in the distributor's Conditions of Service.

### APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

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### MONTHLY RATES AND CHARGES – Delivery Component

Service Charge (per connection)	\$	6.50
Distribution Volumetric Rate	\$/kW	19.3402
Low Voltage Service Rate	\$/kW	0.2407
Rate Rider for Global Adjustment Sub-Account Disposition – effective until April 30, 2013		
Applicable only for Non-RPP Customers	\$/kW	0.0033
Rate Rider for Deferral/Variance Account Disposition (2012) – effective until April 30, 2013	\$/kW	1.1141
Rate Rider for Disposition of PILs Deferral/Variance Account (2012) – effective until April 30, 2013	\$/kW	0.6495
Retail Transmission Rate – Network Service Rate	\$/kW	1.9364
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	0.9833

### MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0011
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

**Norfolk Power Distribution Inc.**  
**TARIFF OF RATES AND CHARGES**  
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## STREET LIGHTING SERVICE CLASSIFICATION

This classification applies to an account for roadway lighting with a Municipality, Regional Municipality, Ministry of Transportation and private roadway lighting, controlled by photo cells. The consumption for these customers will be based on the calculated connected load times the required lighting times established in the approved OEB street lighting load shape template. Further servicing details are available in the distributor's Conditions of Service.

### APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

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### MONTHLY RATES AND CHARGES – Delivery Component

Service Charge (per connection)	\$	1.96
Distribution Volumetric Rate	\$/kW	7.3914
Low Voltage Service Rate	\$/kW	0.2358
Rate Rider for Deferral/Variance Account Disposition (2012) – effective until April 30, 2013	\$/kW	0.0688
Rate Rider for Disposition of PILs Deferral/Variance Account (2012) – effective until April 30, 2013	\$/kW	0.2043
Retail Transmission Rate – Network Service Rate	\$/kW	1.9267
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	0.9632

### MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0011
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

**Norfolk Power Distribution Inc.**  
**TARIFF OF RATES AND CHARGES**  
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## **EMBEDDED DISTRIBUTOR SERVICE CLASSIFICATION**

This classification applies to an electricity distributor licensed by the Board, and provided electricity by means of Norfolk Power Distribution Inc.'s distribution facilities. Further servicing details are available in the distributor's Conditions of Service

### **APPLICATION**

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### **MONTHLY RATES AND CHARGES – Delivery Component**

Service Charge (per connection)	\$	613.91
Rate Rider for Deferral/Variance Account Disposition (2012) – effective until April 30, 2013	\$/kWh	(0.0012)
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0063
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0031

### **MONTHLY RATES AND CHARGES – Regulatory Component**

Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0011
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

**Norfolk Power Distribution Inc.**  
**TARIFF OF RATES AND CHARGES**  
**Effective Date May 1, 2012**

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## **microFIT GENERATOR SERVICE CLASSIFICATION**

This classification applies to an electricity generation facility contracted under the Ontario Power Authority's microFIT program and connected to the distributor's distribution system. Further servicing details are available in the distributor's Conditions of Service.

### **APPLICATION**

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

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### **MONTHLY RATES AND CHARGES – Delivery Component**

Service Charge	\$	5.25
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**Norfolk Power Distribution Inc.  
TARIFF OF RATES AND CHARGES  
Effective Date May 1, 2012**

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**ALLOWANCES**

Transformer Allowance for Ownership - General Service 50 to 4,999 kW customers - per kW of billing demand/month	\$/kW	(0.60)
Primary Metering Allowance for transformer losses – applied to measured demand and energy	%	(1.00)

**Norfolk Power Distribution Inc.**  
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## SPECIFIC SERVICE CHARGES

### APPLICATION

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Customer Administration		
Arrears Certificate	\$	15.00
Statement of Account	\$	15.00
Pulling post-dated cheques	\$	15.00
Duplicate invoices for previous billing	\$	15.00
Request for other billing information	\$	15.00
Easement Letter	\$	15.00
Income tax letter	\$	15.00
Notification Charge	\$	15.00
Account history	\$	15.00
Credit reference/credit check (plus credit agency costs)	\$	15.00
Returned Cheque charge (plus bank charges)	\$	15.00
Charge to certify cheque	\$	15.00
Legal letter charge	\$	15.00
Account set up charge / change of occupancy charge (plus credit agency costs if applicable)	\$	30.00
Special Meter reads	\$	30.00
Meter dispute charge plus Measurement Canada fees (if meter found correct)	\$	30.00
Non-Payment of Account		
Late Payment - per month	%	1.50
Late Payment - per annum	%	19.56
Collection of account charge – no disconnection	\$	30.00
Collection of account charge – no disconnection – after regular hours	\$	165.00
Disconnect/Reconnect at meter – during regular hours	\$	65.00
Disconnect/Reconnect at meter – after regular hours	\$	185.00
Disconnect/Reconnect at pole – during regular hours	\$	185.00
Disconnect/Reconnect at pole – after regular hours	\$	415.00
Install / remove load control device – during regular hours	\$	65.00
Install / remove load control device – after regular hours	\$	185.00
Service call – customer-owned equipment	\$	30.00
Service call – after regular hours	\$	165.00
Specific Charge for Access to the Power Poles – per pole/year	\$	22.35

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**TARIFF OF RATES AND CHARGES**  
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## **RETAIL SERVICE CHARGES (if applicable)**

### **APPLICATION**

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Retail Service Charges refer to services provided by a distributor to retailers or customers related to the supply of competitive electricity

One-time charge, per retailer, to establish the service agreement between the distributor and the retailer	\$	100.00
Monthly Fixed Charge, per retailer	\$	20.00
Monthly Variable Charge, per customer, per retailer	\$/cust.	0.50
Distributor-consolidated billing charge, per customer, per retailer	\$/cust.	0.30
Retailer-consolidated billing credit, per customer, per retailer	\$/cust.	(0.30)
Service Transaction Requests (STR)		
Request fee, per request, applied to the requesting party	\$	0.25
Processing fee, per request, applied to the requesting party	\$	0.50
Request for customer information as outlined in Section 10.6.3 and Chapter 11 of the Retail Settlement Code directly to retailers and customers, if not delivered electronically through the Electronic Business Transaction (EBT) system, applied to the requesting party		
Up to twice a year		no charge
More than twice a year, per request (plus incremental delivery costs)	\$	2.00

### **LOSS FACTORS**

If the distributor is not capable of prorating changed loss factors jointly with distribution rates, the revised loss factors will be implemented upon the first subsequent billing for each billing cycle.

Total Loss Factor – Secondary Metered Customer < 5,000 kW	1.0564
Total Loss Factor – Secondary Metered Customer > 5,000 kW	1.0564
Total Loss Factor – Primary Metered Customer < 5,000 kW	1.0464
Total Loss Factor – Primary Metered Customer > 5,000 kW	1.0464