



**EB-2014-0082**

**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 Hydro  
Hawkesbury Inc. for an order approving just and reasonable  
rates and other charges for electricity distribution to be  
effective January 1, 2015.

**By Delegation, Before:** Lynne Anderson

**DECISION and RATE ORDER**  
**December 4, 2014**

Hydro Hawkesbury Inc. (“Hydro Hawkesbury”) filed an application with the Ontario Energy Board (the “Board”) on August 12, 2014 under section 78 of the *Ontario Energy Board Act*, seeking approval for changes to the rates that Hydro Hawkesbury charges for electricity distribution, effective January 1, 2015 (the “Application”).

Hydro Hawkesbury last appeared before the Board with a cost of service application for the 2014 rate year in the EB-2013-0139 proceeding. To adjust its 2015 rates, Hydro Hawkesbury selected the Price Cap Incentive Rate-setting option (the “Price Cap IR”) which provides for a mechanistic and formulaic adjustment to distribution rates and charges in the period between cost of service proceedings. The Application met the Board’s filing requirements<sup>1</sup> for filings by rate-regulated electricity distributors (“distributors”) applying for annual rate adjustments under Price Cap IR.

While the entire record in this proceeding has been considered by me, this decision will

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<sup>1</sup> Report of the Board: Renewed Regulatory Framework for Electricity Distributors: A Performance-Based Approach (October 18, 2012); and Filing Requirements for Electricity Distribution Rate Applications (July 25, 2014)

make reference only to such information as is necessary to provide context to my conclusions. The following issues are addressed in this Decision and Rate Order:

- Price Cap Index Adjustment;
- Rural or Remote Electricity Rate Protection Charge;
- Retail Transmission Service Rates; and
- Review and Disposition of Group 1 Deferral and Variance Account Balances.

### **Price Cap Index Adjustment**

The Price Cap IR option is a streamlined regulatory process designed to provide distributors with sufficient revenue to cover cost increases due to inflation while providing an incentive structure to drive productivity improvements.

Under the Price Cap IR option<sup>2</sup>, distribution rates are adjusted by an inflation factor, less the sum of a productivity factor and a stretch factor. Based on its established method<sup>3</sup>, the Board has set the inflation factor for 2015 rates at 1.6% and the productivity factor remains zero percent. The Board also determined that the stretch factor can range from 0.0% to 0.6%, assigned based on a distributor's cost evaluation ranking. The Board assigned Hydro Hawkesbury a stretch factor of 0.0%, based on the updated benchmarking study for use for rates effective in 2015.

As a result, the net price cap index adjustment for Hydro Hawkesbury is 1.6% (i.e. 1.6% - (0% + 0.0%)). The price cap index adjustment applies to distribution rates (fixed and variable charges) uniformly across all customer classes. The price cap index adjustment does not apply to the components of delivery rates set out in the list below:

- Rate Riders;
- Rate Adders;
- Low Voltage Service Charges;
- Retail Transmission Service Rates;
- Wholesale Market Service Rate;
- Rural or Remote Electricity Rate Protection Charge;
- Standard Supply Service – Administrative Charge;

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<sup>2</sup> Report on Rate Setting Parameters and Benchmarking under the Renewed Regulatory Framework for Ontario's Electricity Distributors (December 4, 2013)

<sup>3</sup> As outlined in the Report cited at footnote 2 above.

- Transformation and Primary Metering Allowances;
- Loss Factors;
- Specific Service Charges;
- MicroFit Charge; and
- Retail Service Charges.

### **Rural or Remote Electricity Rate Protection Charge**

As of the date of this Decision and Rate Order, the Board has not issued a decision on the Rural or Remote Electricity Rate Protection (“RRRP”) charge for 2015. In the event that a new charge is established for 2015, the RRRP rate order will supersede this Decision and Rate Order with respect to the RRRP charge currently set at \$0.0013/kWh.

### **Retail Transmission Service Rates**

Electricity distributors are charged for transmission costs at the wholesale level and then pass on these charges to their distribution customers through their Retail Transmission Service Rates (“RTSRs”). Variance accounts 1584 and 1586 are used to capture differences in the rate that a distributor pays for wholesale transmission service relative to the retail rate that the distributor is authorized to charge when billing its customers.

The Board has issued guidelines<sup>4</sup> which outline the information that the Board requires electricity distributors to file in order to adjust their RTSRs for 2015. The RTSR guideline requires electricity distributors to adjust their RTSRs based on a comparison of historical transmission costs adjusted for the new Uniform Transmission Rates and the revenues generated under existing RTSRs. Similarly, partially embedded distributors, such as Hydro Hawkesbury, must adjust their RTSRs to reflect any changes to the applicable RTSRs of their host distributor(s), e.g. Hydro One Networks Inc.

Given the timing of rates decisions, distributors whose rates are set as of January 1 typically derive their RTSRs using the previous year’s Uniform Transmission Rates because updated ones are not yet available. As with past years, the Board has not yet

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<sup>4</sup> Guideline G-2008-0001 - Electricity Distribution Retail Transmission Service Rates, revision 4.0 (June 28, 2012)

adjusted Uniform Transmission Rates and Hydro One sub-transmission class rates for 2015. I will therefore approve the RTSRs as adjusted in this Application so that they reflect the current applicable rates. The differences arising from the new 2015 rates, once approved, will be captured in Accounts 1584 and 1586 for future disposition.

### Review and Disposition of Group 1 Deferral and Variance Account Balances

The Board's policy on deferral and variance accounts<sup>5</sup> provides that, during the IRM plan term, the distributor's Group 1 account balances will be reviewed and disposed if the preset disposition threshold of \$0.001 per kWh, whether in the form of a debit or credit, is exceeded. The onus is on the distributor to justify why any account balance in excess of the threshold should not be disposed. If the balances are below this threshold, the distributor may nevertheless propose to dispose of balances.

Hydro Hawkesbury's 2013 actual year-end total balance for Group 1 accounts including interest projected to December 31, 2014 is a debit of \$418,327. This amount results in a total debit claim of \$0.0027 per kWh, which exceeds the preset disposition threshold. Hydro Hawkesbury proposes to dispose of this debit amount over a one-year period.

The balances proposed for disposition are the same as the amounts reported as part of the Board's *Reporting and Record-Keeping Requirements*. I approve the disposition of a debit balance of \$418,327 as of December 31, 2013, including interest as of December 31, 2014 for Group 1 accounts. These balances are to be disposed over a one-year period from January 1, 2015 to December 31, 2015.

The table below identifies the principal and interest amounts approved for disposition for Group 1 accounts.

#### Group 1 Deferral and Variance Account Balances

Account Name	Account Number	Principal Balance (\$) A	Interest Balance (\$) B	Total Claim (\$) C = A + B
LV Variance Account	1550	\$40,454	\$1,107	\$41,560
Smart Meter Entity Variance Charge	1551	\$3,542	\$104	\$3,646
RSVA - Wholesale Market Service Charge	1580	-\$117,138	-\$3,445	-\$120,583

<sup>5</sup> Report of the Board on Electricity Distributors' Deferral and Variance Account Review Initiative (July 31, 2009)

RSVA - Retail Transmission Network Charge	1584	\$43,349	\$1,032	\$44,382
RSVA - Retail Transmission Connection Charge	1586	\$1,460	-\$106	\$1,354
RSVA - Power	1588	-\$187,454	\$175	-\$187,279
RSVA - Global Adjustment	1589	\$577,355	\$13,898	\$591,253
Disposition and Recovery of Regulatory Balances (2009)	1595	\$32,080	\$9,023	\$41,103
Disposition and Recovery of Regulatory Balances (2010)	1595	\$1,884	\$1,008	\$2,892
<b>Total Group 1 Excluding Global Adjustment – Account 1589</b>		<b>-\$181,824</b>	<b>\$8,897</b>	<b>-\$172,926</b>
<b>Total Group 1</b>		<b>\$395,531</b>	<b>\$22,796</b>	<b>\$418,327</b>

The balance of each Group 1 account approved for disposition shall be transferred to the applicable principal and interest carrying charge sub-accounts of Account 1595. Such transfer shall be pursuant to the requirements specified in Article 220, Account Descriptions, of the *Accounting Procedures Handbook for Electricity Distributors*, effective January 1, 2012. The date of the transfer must be the same as the effective date for the associated rates, which is, generally, the start of the rate year. Hydro Hawkesbury should ensure these adjustments are included in the reporting period ending March 31, 2015 (Quarter 1).

### Rate Model

With this Decision and Rate Order, is a rate model, applicable supporting models and a final Tariff of Rates and Charges (Appendix A). Entries in the rate model(s) were reviewed to ensure that they were in accordance with the 2014 Board-approved Tariff of Rates and Charges. The rate model was adjusted, where applicable, to correct any discrepancies.

### THE BOARD ORDERS THAT:

1. The Tariff of Rates and Charges set out in Appendix A of this Decision and Rate Order is approved effective January 1, 2015 for electricity consumed or estimated to have been consumed on and after such date. Hydro Hawkesbury Inc. shall notify its customers of the rate changes no later than the delivery of the first bill reflecting the new rates.

**DATED** at Toronto, December 4, 2014

**ONTARIO ENERGY BOARD**

*Original signed by*

Kirsten Walli  
Board Secretary

**Appendix A**

**To Decision and Rate Order**

**Tariff of Rates and Charges**

**Board File No: EB-2014-0082**

**DATED: December 4, 2014**

# Hydro Hawkesbury Inc.

## TARIFF OF RATES AND CHARGES

### Effective and Implementation Date January 1, 2015

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

EB-2014-0082

## RESIDENTIAL SERVICE CLASSIFICATION

This classification refers to the supply of electrical energy to customers residing in residential dwelling units. Energy is generally supplied as single phase, 3-wire, 60-Hertz, having nominal voltage of 120/240 Volts and up to 400 amps. There shall be only one delivery point to a dwelling. The Basic Connection for Residential consumers is defined as 100 amp 120/240 volt overhead service. A Residential building is supplied at one service voltage per land parcel. 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. In addition, the charges in the MONTHLY RATES AND CHARGES – Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

It should be noted that this schedule does not list any charges, assessments or credits that are required by law to be invoiced by a distributor and that are not subject to Board approval, such as the Debt Retirement Charge, the Global Adjustment, the Ontario Clean Energy Benefit and the HST.

## MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	7.17
Rate Rider for Smart Metering Entity Charge - effective until October 31, 2018	\$	0.79
Distribution Volumetric Rate	\$/kWh	0.0098
Low Voltage Service Rate	\$/kWh	0.0007
Rate Rider for Disposition of Deferral/Variance Accounts (2015) - effective until December 31, 2015	\$/kWh	(0.0010)
Rate Rider for Disposition of Global Adjustment Account (2015) - effective until December 31, 2015		
Applicable only for Non RPP Customers	\$/kWh	0.0071
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0072
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0031

## MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0044
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25



# Hydro Hawkesbury Inc.

## TARIFF OF RATES AND CHARGES

### Effective and Implementation Date January 1, 2015

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

EB-2014-0082

## GENERAL SERVICE LESS THAN 50 KW SERVICE CLASSIFICATION

This classification refers to the supply of electrical energy to a non residential account whose average monthly maximum demand is less than, or is forecast to be less than, 50 kW, and Town Houses and Condominiums that require centralized bulk metering. 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	\$	15.15
Rate Rider for Smart Metering Entity Charge - effective until October 31, 2018	\$	0.79
Distribution Volumetric Rate	\$/kWh	0.0060
Low Voltage Service Rate	\$/kWh	0.0006
Rate Rider for Disposition of Deferral/Variance Accounts (2015) - effective until December 31, 2015	\$/kWh	(0.0011)
Rate Rider for Disposition of Global Adjustment Account (2015) - effective until December 31, 2015		
Applicable only for Non RPP Customers	\$/kWh	0.0071
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0066
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0027

### MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0044
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

# Hydro Hawkesbury Inc.

## TARIFF OF RATES AND CHARGES

### Effective and Implementation Date January 1, 2015

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

EB-2014-0082

## 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. Note that for the application of the Retail Transmission Rate – Network Service Rate and the Retail Transmission Rate – Line and Transformation Connection Service Rate the following sub-classifications apply:

General Service 50 to 500 kW non-interval metered

General Service 50 to 500 kW interval metered

General Service greater than 500 to 5,000 kW interval metered. 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	\$	98.91
Distribution Volumetric Rate	\$/kW	2.0049
Low Voltage Service Rate	\$/kW	0.2419
Rate Rider for Disposition of Deferral/Variance Accounts (2015) - effective until December 31, 2015	\$/kW	(0.4885)
Rate Rider for Disposition of Global Adjustment Account (2015) - effective until December 31, 2015		
Applicable only for Non RPP Customers	\$/kW	2.7066
Retail Transmission Rate - Network Service Rate	\$/kW	2.6839
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.1251

### MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0044
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

# Hydro Hawkesbury Inc.

## TARIFF OF RATES AND CHARGES

### Effective and Implementation Date January 1, 2015

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EB-2014-0082

## 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)	\$	6.49
Distribution Volumetric Rate	\$/kWh	0.0038
Low Voltage Service Rate	\$/kWh	0.0006
Rate Rider for Disposition of Deferral/Variance Accounts (2015) - effective until December 31, 2015	\$/kWh	(0.0012)
Rate Rider for Disposition of Global Adjustment Account (2015) - effective until December 31, 2015 Applicable only for Non RPP Customers	\$/kWh	0.0071
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0066
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0027

### MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0044
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

# Hydro Hawkesbury Inc.

## TARIFF OF RATES AND CHARGES

### Effective and Implementation Date January 1, 2015

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EB-2014-0082

## SENTINEL LIGHTING SERVICE CLASSIFICATION

This classification refers to privately owned roadway lighting controlled by photo cells. Consumption is based on calculated connected load times the required lighting hours. 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)	\$	1.63
Distribution Volumetric Rate	\$/kW	3.2262
Low Voltage Service Rate	\$/kW	0.3818
Rate Rider for Disposition of Deferral/Variance Accounts (2015) - effective until December 31, 2015	\$/kW	2.5437
Rate Rider for Disposition of Global Adjustment Account (2015) - effective until December 31, 2015 Applicable only for Non RPP Customers	\$/kW	2.4564
Retail Transmission Rate - Network Service Rate	\$/kW	2.0249
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.7759

### MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0044
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

# Hydro Hawkesbury Inc.

## TARIFF OF RATES AND CHARGES

### Effective and Implementation Date January 1, 2015

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

EB-2014-0082

## STREET LIGHTING SERVICE CLASSIFICATION

This classification refers to municipal lighting, Ministry of Transportation operation controlled by photo cells. Consumption is as per OEB street lighting load shape. 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

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### MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (per connection)	\$/kW	0.54
Distribution Volumetric Rate	\$/kW	5.8424
Low Voltage Service Rate	\$/kW	0.1870
Rate Rider for Disposition of Deferral/Variance Accounts (2015) - effective until December 31, 2015	\$/kW	(0.6034)
Rate Rider for Disposition of Global Adjustment Account (2015) - effective until December 31, 2015 Applicable only for Non RPP Customers	\$/kW	2.9718
Retail Transmission Rate - Network Service Rate	\$/kW	2.0243
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	0.8697

### MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0044
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

# Hydro Hawkesbury Inc.

## TARIFF OF RATES AND CHARGES

### Effective and Implementation Date January 1, 2015

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EB-2014-0082

## **MICROFIT 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	\$	5.40
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# Hydro Hawkesbury Inc.

## TARIFF OF RATES AND CHARGES

### Effective and Implementation Date January 1, 2015

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## ALLOWANCES

Transformer Allowance for Ownership - per kW of billing demand/month	\$/kW	(0.60)
Primary Metering Allowance for transformer losses – applied to measured demand and energy	\$	(1.00)

## SPECIFIC SERVICE CHARGES

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 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.

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### Customer Administration

Arrears certificate	\$	15.00
Statement of Account	\$	15.00
Duplicate Invoices for previous billing	\$	15.00
Credit Reference/credit check (plus credit agency costs)	\$	15.00
Returned cheque charge (plus bank charges)	\$	20.00
Account set up charge/change of occupancy charge (plus credit agency costs if applicable)	\$	40.00
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	\$	15.00
Disconnect/Reconnect at meter – during regular hours	\$	30.00
Disconnect/Reconnect at meter – after regular hours	\$	165.00
Disconnect/Reconnect at pole – during regular hours	\$	100.00
Disconnect/Reconnect at pole – after regular hours	\$	300.00
Install/Remove load control device – during regular hours	\$	30.00
Install/Remove load control device – after regular hours	\$	165.00

### Other

Service call – after regular hours	\$	165.00
Temporary Service – Install & remove – overhead – no transformer	\$	500.00
Temporary Service – Install & remove – overhead – with transformer	\$	1,000.00
Specific Charge for Access to the Power Poles - \$/pole/year	\$	22.35

# Hydro Hawkesbury Inc.

## TARIFF OF RATES AND CHARGES

### Effective and Implementation Date January 1, 2015

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EB-2014-0082

## RETAIL SERVICE CHARGES (if applicable)

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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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, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Board approval, such as the Debt Retirement Charge, the Global Adjustment, the Ontario Clean Energy Benefit and the HST.

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 monthly charge, per customer, per retailer	\$/cust.	0.30
Retailer-consolidated billing monthly 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	1.0541
Total Loss Factor – Primary Metered Customer < 5,000 kW	1.0436