

## **DECISION AND RATE ORDER**

**EB-2018-0328**

### **Halton Hills Hydro Inc.**

**Application for rates and other charges to be effective May 1, 2019**

**BEFORE: Michael Janigan  
Presiding Member**

**Cathy Spoel  
Member**

**Robert Dodds  
Vice Chair**

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**April 4, 2019**

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### SCHEDULE A

## 1 INTRODUCTION AND SUMMARY

Through this Decision and Order, the Ontario Energy Board (OEB) approves elements of the incremental capital module (ICM) application filed by Halton Hills Hydro Inc. (Halton Hills Hydro) on December 3, 2018, as amended during the course of the proceeding.

Halton Hills Hydro serves about 22,000 mostly residential and commercial electricity customers in the Town of Halton Hills. The company sought the OEB's approval for the rates it charges to distribute electricity to its customers, as is required of licenced and rate-regulated distributors in Ontario.

A distributor may choose one of three rate-setting methodologies approved by the OEB. Each of these is explained in the OEB's [Chapter 3 Filing Requirements for Incentive Rate-Setting Applications](#) (Filing Requirements).

Halton Hills Hydro requested the OEB to approve its rates for 2019 using the price-cap incentive rate-setting (Price Cap IR) mechanism in its 2019 incentive rate-setting mechanism (IRM) application.<sup>1</sup> Halton Hills Hydro filed this ICM application, which is separate from its IRM application, to request incremental capital funding under the ICM funding option.

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<sup>1</sup> EB-2018-0037

## 2 THE PROCESS

Halton Hills Hydro filed an ICM application on December 3, 2018 for May 1, 2019 rates. The OEB issued a Notice of Application on December 21, 2018 inviting parties to apply for intervenor status. School Energy Coalition (SEC) and Vulnerable Energy Consumers Coalition (VECC) responded to the Notice and became parties to the proceeding. OEB staff also participated in the proceeding. Cost awards were allowed for the ICM.

The OEB issued Procedural Order No.1 on January 16, 2019. This Procedural Order established, among other things, the timetable for a written interrogatory discovery process and for written submissions.

OEB staff filed interrogatories on January 24, 2019. SEC and VECC filed interrogatories on January 30, 2019. Halton Hills Hydro filed its interrogatory responses on February 8, 2019.

Following the interrogatory period, OEB staff, SEC and VECC filed submissions on February 19, 2019. Halton Hills Hydro filed its reply submission on March 1, 2019.

### **3 ORGANIZATION OF THE DECISION**

In this Decision, the OEB addresses the following issues, and provides reasons for approving or denying Halton Hills Hydro's proposals relating to each of them:

- Incremental Capital Module
- New Deferral and Variance Accounts

## 4 INCREMENTAL CAPITAL MODULE

The OEB's policy for the funding of incremental capital is set out in the *Report of the Board New Policy Options for the Funding of Capital Investments: The Advanced Capital Module*, September 18, 2014 (ACM Report) and the subsequent *Report of the OEB New Policy Options for the Funding of Capital Investments: Supplemental Report* (Supplemental Report) (collectively referred to as the ICM policy).

Halton Hills Hydro proposed ICM funding of \$23,476,441 for the construction of a new municipal transformer station (TS) in the Town of Halton Hills. Halton Hills Hydro stated that the new TS is required to serve future growth in Halton Hills Hydro's service area. In addition to incremental capital, Halton Hills Hydro further requested the recovery of \$131,515 per year for incremental Operating, Maintenance and Administration (OM&A) costs associated with the new TS. Halton Hills Hydro also requested the OEB deem the new TS as a distribution asset pursuant to section 84(a) of the *Ontario Energy Board Act, 1998* (OEB Act).

### Eligibility Criteria for ICM Funding

As set out in the OEB's ICM policy, the ICM is a funding mechanism available to electricity distributors whose rates are established under the Price Cap IR regime, as described in Section 3.3.2 of the Filing Requirements.<sup>2</sup> The OEB's ICM policy does not make ICM funding available for typical annual capital programs.<sup>3</sup> It is also not available for projects that do not have a significant influence on the operations of the distributor.<sup>4</sup> The ICM is intended to address the treatment of a distributor's capital investment needs that arise during the Price Cap IR rate-setting plan which are incremental to a materiality threshold.<sup>5</sup> The ICM is available for discretionary and non-discretionary projects, as well as for capital projects not included in the distributor's previously filed Distribution System Plan. It is not limited to extraordinary or unanticipated investments.

In order to qualify for ICM funding, a request must satisfy the eligibility criteria of materiality, need and prudence, as set out in section 4.1.5 of the ACM Report. Changes to the materiality threshold were made in the Supplemental Report.<sup>6</sup>

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<sup>2</sup> Ontario Energy Board *Filing Requirements For Electricity Distribution Rate Applications – 2018 Edition for 2019 Rate Applications- Chapter 3 Incentive Rate-Setting Applications*, July 12, 2018 ("IRM Filing Requirements")

<sup>3</sup> ACM Report, p. 13

<sup>4</sup> *Ibid*, p. 17

<sup>5</sup> *Ibid*, p. 4

<sup>6</sup> Supplemental Report, p. 19

### *Materiality*

There are two materiality tests related to ICM applications. The first test is the ICM materiality threshold formula, which serves to define the level of capital expenditures that a distributor should be able to manage within current rates. The test states, “Any incremental capital amounts approved for recovery must fit within the total eligible incremental capital amount” and “must clearly have a significant influence on the operation of the distributor”.<sup>7</sup>

Halton Hills Hydro calculated its maximum eligible incremental capital amount to be \$28.78 million using its materiality threshold, which means that its proposal to recover \$23.48 million through the ICM is within the OEB’s acceptable range.

OEB staff submitted that the price cap index in Halton Hills Hydro’s ICM Model should be updated to reflect the inflation factor of 1.50% as announced by the OEB for 2019 applications. OEB staff calculated the new maximum eligible incremental capital amount to be \$28.79 million and submitted that Halton Hills Hydro’s ICM proposal to recover \$23.48 million remains within the OEB’s acceptable range.

No other party took issue with Halton Hills Hydro’s materiality threshold calculations.

Halton Hills Hydro took no issue with OEB staff’s revision to the price cap index and maximum eligible incremental capital amount.

The OEB adopted a second, project-specific materiality test in the ACM Report. The project-specific materiality test is as follows:

Minor expenditures in comparison to the overall capital budget should be considered ineligible for ACM or ICM treatment. A certain degree of project expenditure over and above the Board-defined threshold calculation is expected to be absorbed within the total capital budget.<sup>8</sup>

Halton Hills Hydro stated that its project is eligible for ICM funding as it is both discrete and material.

SEC, VECC and OEB staff submitted that this project makes up a significant portion of Halton Hills Hydro’s total 2019 budget and, therefore, is material and passes the project-specific materiality test.

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<sup>7</sup> ACM Report, p. 17

<sup>8</sup> *Ibid*

*Need*

The ACM Report indicated that need must be established by meeting the following criteria:

- passing the Means Test
- the amounts must be based on discrete projects, and should be directly related to the claimed driver
- the amounts must be clearly outside of the base upon which the rates were derived<sup>9</sup>

Under the Means Test, if a distributor's regulated return on equity (ROE) exceeds 300 basis points above the deemed ROE embedded in the distributor's rates, then the funding for any incremental capital project would not be allowed. Halton Hills Hydro submitted that its ROE for the past three years did not exceed 300 basis points above the deemed ROE and therefore it had satisfied the Means Test.

No party took issue with Halton Hills Hydro passing the Means Test.

Halton Hills Hydro indicated the only expense related to the new TS that had been incurred prior to its 2016 cost of service application was the purchase of land for the new TS.<sup>10</sup> Halton Hills Hydro further indicated that the cost of the land purchase was excluded from the rate base in its cost of service application.<sup>11</sup>

SEC, VECC and OEB staff submitted that this project is discrete and outside the base upon which the rates were derived in Halton Hills Hydro's most recent cost of service proceeding.

*Prudence*

The ACM Report specifies that the amounts to be incurred must be prudent, which means that a distributor's decision to incur the amounts must represent the most cost-effective option (but not necessarily the least initial cost) for ratepayers.<sup>12</sup>

Halton Hills Hydro stated that load forecasts for its service area identified the need for a new source of transmission supply. Halton Hills Hydro pointed to the Integrated Regional Resource Plan published by the IESO on April 28, 2015 as further confirmation for the need of additional transmission supply. As part of its planning

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<sup>9</sup> ACM Report, p. 17

<sup>10</sup> EB-2015-0074, Application, filed Aug. 28, 2015

<sup>11</sup> EB-2015-0074, Interrogatory Response, 2-VECC-4

<sup>12</sup> ACM Report, pp. 18-19

process, Halton Hills Hydro noted that it considered three options to meet its transmission supply needs and ultimately chose the option that included a Halton Hills Hydro owned and operated TS.

SEC, VECC and OEB staff submitted that Halton Hills Hydro has provided adequate evidence in support of a clear need for the construction of a new TS. SEC, VECC and OEB staff further submitted that Halton Hills Hydro has considered appropriate alternative solutions and chose the option that represents the most cost-effective option for ratepayers.

OEB staff noted that similar sized stations have required similar amounts of capital and submitted that the project cost of \$23.48 million is reasonable.<sup>13</sup> OEB staff submitted that the OEB should approve Halton Hills Hydro's ICM request for \$23.48 million.

SEC and VECC submitted that there is insufficient evidence to suggest the total project cost of \$23.48 million is reasonable. SEC and VECC noted that, in response to interrogatories requesting budget estimates for the project, Halton Hills Hydro has referred to an independent consultant's cost estimate of \$25.3 million for the project.<sup>14</sup> However, SEC and VECC submitted that Halton Hills Hydro has merely stated the amount of \$25.3 million and has not provided the independent consultant's report behind the \$25.3 million estimate nor any details about the independent consultant. SEC and VECC further noted that Halton Hills Hydro has not provided any cost benchmarking analysis. Given the lack of the aforementioned information, SEC and VECC submitted that the OEB should allow ICM funding only on an interim basis to allow for a detailed review on the prudence of the project costs at the time of Halton Hills Hydro's next cost of service application.

In its reply submission, Halton Hills Hydro argued that there is ample evidence on the record in support of the project costs. Halton Hills Hydro stated that all procurement was done through a competitive Request for Proposal process and also that it had sought costs savings where possible, such as the joint purchasing arrangements of the power transformers and gas insulated switchgears and the direct purchasing of 230 kV cable. Halton Hills Hydro argued that its project costs are, in fact, under budget because the \$23.48 million it has requested through this ICM is below the \$25.3 million estimate provided by its independent consultant. Halton Hills Hydro submitted that its project and project costs are prudent and requested the OEB approve its ICM request for \$23.48 million.

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<sup>13</sup> Hydro Ottawa built and completed Terry Fox municipal TS in 2013 for a total of \$22 million. Terry Fox municipal TS is also a station that transforms 230 kV to 27.6 kV with 100 MVA of capacity.

<sup>14</sup> Interrogatory Response, Staff IR-4

## Findings

The OEB approves ICM funding of \$23.48 million related to the construction of a new municipal TS in the Town of Halton Hills.

The OEB is satisfied that the evidence demonstrates the need and prudence of the new TS. The OEB finds that this project also meets the project-specific materiality threshold and the ICM materiality threshold based on the OEB's ICM formula in the ACM Report. Regarding the cost of the new TS, the OEB finds that Halton Hills Hydro has provided sufficient evidence of its due diligence and that the cost estimates provided are reasonable.

## Incremental OM&A

Halton Hills Hydro requested to recover the amount of \$131,515 per year for incremental OM&A costs incurred by owning and operating the new TS. In its application, Halton Hills Hydro indicated that the costs include 24/7 monitoring by a third party control room, weekly and monthly inspection and preventable maintenance, property taxes and increased insurance costs.

SEC, VECC and OEB staff did not support the recovery of incremental OM&A.

SEC and VECC submitted that ICM policy addresses only incremental capital and provides no mechanism for the recovery of incremental OM&A expenses.

OEB staff submitted that incremental OM&A expenses are not typically eligible for recovery as per ICM guidelines, but that the OEB has indicated in a past decision that distributors may request exceptions to the ICM policy for OEB consideration.<sup>15</sup>

SEC submitted that, while the ICM provides materiality tests for incremental capital, Halton Hills Hydro has not provided similar tests for its incremental OM&A.

SEC and VECC argued that Halton Hills Hydro should be able to fund the incremental OM&A using the extra revenue generated from new load connected to the new TS as well as from the savings from transferring existing load onto the new TS. SEC and VECC further submitted that the incremental OM&A requested is approximately 2% of

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<sup>15</sup> Decision and Order, EB-2014-0073, April 30, 2015, p. 16. Festival Hydro applied for and was approved ICM funding for its new municipal TS in its 2013 IRM application. In its subsequent cost of service application, Festival Hydro requested to recover OM&A costs accumulated in previous two years associated with the new TS. In the EB-2014-0073 Decision, the OEB denied Festival Hydro's request for recovery of past OM&A expenses as it was out of period. The OEB however, noted in the same decision that Festival Hydro could have requested the OEB to consider granting an exception for the recovery of incremental OM&A in its original ICM application if Festival Hydro sought to recover the incremental OM&A expenses.

Halton Hills Hydro's previously approved OM&A budget and is, in any case, not material.

OEB staff noted that Halton Hills Hydro's distribution rates have increased in 2017 and 2018 using the price cap index and are further expected to be increased by 1.50% for 2019. OEB staff submitted that Halton Hills Hydro should be able to fund the incremental OM&A using the extra revenue generated by the increased rates.

In its reply submission, Halton Hills Hydro argued that there is no sound policy basis for denying incremental OM&A and that the OEB has indicated in a past decision that a distributor may request exceptions to general ICM policy for OEB consideration.<sup>16</sup> Halton Hills Hydro noted that its OM&A expenses have consistently exceeded its OEB-approved OM&A budget in the past three years and, further, that it is within the group of most efficient Ontario electricity distributors.<sup>17</sup> Halton Hills Hydro submitted that for these two reasons, it is unable to absorb the incremental OM&A expenses into its total OM&A budget.

In response to SEC and VECC, Halton Hills Hydro stated that new incremental load at the new TS will materialize over time. Halton Hills Hydro submitted that new load will not materialize until after Halton Hills Hydro's next rebasing application and therefore will not generate offsetting revenue for the next few years.

Halton Hills Hydro disagreed with OEB staff and argued that the price cap index adjusts for inflation and therefore reflects Halton Hills Hydro's real cost for goods and services. Halton Hills Hydro submitted that adjustments for the price cap index cannot be used to offset additional OM&A expenses.

## Findings

The OEB denies Halton Hills Hydro's request for an exception to the ICM policy to recover incremental OM&A arising from the operation of the new TS. The OEB acknowledges that the new TS will cause an increase to Halton Hills Hydro's OM&A costs in the amount of \$131,515. However, the OEB expects Halton Hills Hydro to be able to manage this incremental amount within its approved revenue requirement and the incremental revenue approved for collection through distribution rate riders for the construction of the new TS.

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<sup>16</sup> Decision and Order, EB-2014-0073, April 30, 2015, p. 16

<sup>17</sup> Empirical Research in Support of Incentive Rate-Setting: 2017 Benchmarking Update, Pacific Economics Group Research, LLC, August 2018

## **Approval to Deem New TS as Distribution Asset**

Halton Hills Hydro requested the OEB deem the TS to be a distribution asset pursuant to section 84(a) of the OEB Act in order that it may recover the revenue requirement related to the TS through distribution rates.

OEB staff supported Halton Hills Hydro's request.

No other parties made submissions on this issue.

### **Findings**

The OEB deems the new TS to be a distribution asset pursuant to section 84(a) of the OEB Act.

## 5 NEW DEFERRAL AND VARIANCE ACCOUNTS

Halton Hills Hydro requested OEB approval for the use of Account 1508 – Other Regulatory Assets, Sub-account Incremental Capital Charges to track the costs and recovery of costs related to the TS. Halton Hills Hydro further requested an additional sub-account of Account 1508 – Other Regulatory Assets, Sub-Account Incremental Capital Charges to track incremental OM&A costs and recovery associated with the TS.<sup>18</sup> Halton Hills Hydro proposed to true-up the balances recorded in these accounts at the time of its next rebasing.

OEB staff submitted that the requested account is not the appropriate sub-account to be used. OEB staff submitted that, if the OEB approves Halton Hills Hydro's ICM request, Halton Hills Hydro should use the generic 1508 sub-accounts that the OEB has already established for approved ICM/ACM related capital expenditures, depreciation expenses, rate riders and carrying charges as listed in the ACM report and the subsequent Filing Requirements.

For the purposes of tracking incremental OM&A costs associated with the new TS, OEB staff submitted that Halton Hills Hydro should request a new 1508 sub-account and suggested that, if the OEB approves the recovery of incremental OM&A, the OEB could establish a new sub-account for this purpose along the lines of the other ICM-related accounts.

Halton Hills Hydro agreed with OEB staff in its reply submission to use generic 1508 sub-accounts for approved ICM amounts. Halton Hills Hydro further requested a new 1508 sub-account to track costs and recovery of incremental OM&A if the OEB approves its request to recover incremental OM&A associated with the TS. In the event that the OEB does not make a decision on the incremental OM&A request, Halton Hills Hydro requested OEB approval to establish a deferral and variance account to track incremental OM&A costs for determination at Halton Hills Hydro's next rebasing.

No other parties made submissions on this issue.

### Findings

The OEB notes that Halton Hills Hydro has agreed to use generic 1508 sub-accounts to record ICM/ACM related capital expenditures, depreciation expenses, rate riders and carrying charges as per the ACM report and the Filing Requirements.

The OEB will not approve a new 1508 sub-account for a new deferral and variance account for incremental OM&A for the reasons laid out in the ICM section above.

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<sup>18</sup> Interrogatory response, Staff IR-11

## 6 RATE ORDER

This Decision is accompanied by an ICM Model and a Tariff of Rates and Charges (Schedule A).

### THE ONTARIO ENERGY BOARD ORDERS THAT:

1. Halton Hills Hydro Inc.'s new final distribution rates shall be effective May 1, 2019.
2. The Tariff of Rates and Charges set out in Schedule A shall be deemed *draft* until the parties have complied with the subsequent procedural steps.
3. Halton Hills Hydro Inc.'s shall review the Tariff of Rates and Charges set out in Schedule A and shall file with the OEB, as applicable, a written confirmation of its completeness and accuracy, or provide a detailed explanation of any inaccuracies or missing information, by April 11, 2019.
4. This Decision and Rate Order will be considered final if Halton Hills Hydro Inc. does not provide a submission to the OEB that inaccuracies were found or information was missing pursuant to item 3.
5. If the OEB receives a submission from Halton Hills Hydro Inc. to the effect that inaccuracies were found or information was missing pursuant to item 3, the OEB will consider the submission prior to revising and issuing a final Tariff of Rates and Charges.
6. Halton Hills Hydro Inc. shall notify its customers of the rate changes no later than the delivery of the first bill reflecting the new rates.

### COST AWARDS

The OEB will issue a separate decision on cost awards once the following steps are completed:

1. VECC and SEC shall submit to the OEB and copy Halton Hills Hydro Inc. its cost claims no later than April 11, 2019.
2. Halton Hills Hydro Inc. shall file with the OEB and forward to VECC and SEC any objections to the claimed costs by April 22, 2019.
3. VECC and SEC shall file with the OEB and forward to Halton Hills Hydro Inc. any responses to any objections for cost claims by April 29, 2019.

4. Halton Hills Hydro Inc. shall pay the OEB's costs incidental to this proceeding upon receipt of the OEB's invoice.

All filings to the OEB must quote the file number, EB-2018-0328 and be made electronically through the OEB's web portal at <http://www.pes.ontarioenergyboard.ca/eservice/> in searchable/unrestricted PDF format. Two paper copies must also be filed at the OEB's address provided below. Filings must clearly state the sender's name, postal address and telephone number, fax number and e-mail address. Parties must use the document naming conventions and document submission standards outlined in the RESS Document Guideline found at [https://www.oeb.ca/oeb/Documents/e-Filing/RESS\\_Document\\_Guidelines\\_final.pdf](https://www.oeb.ca/oeb/Documents/e-Filing/RESS_Document_Guidelines_final.pdf). If the web portal is not available parties may email their documents to the address below. Those who do not have internet access are required to submit all filings on a USB flash drive in PDF format, along with two paper copies. Those who do not have computer access are required to file seven paper copies.

All communications should be directed to the attention of the Board Secretary at the address below, and be received no later than 4:45 p.m. on the required date.

### **ADDRESS**

Ontario Energy Board  
P.O. Box 2319  
2300 Yonge Street, 27th Floor  
Toronto ON M4P 1E4  
Attention: Board Secretary

E-mail: [boardsec@oeb.ca](mailto:boardsec@oeb.ca)  
Tel: 1-888-632-6273 (Toll free)  
Fax: 416-440-7656

**DATED** at Toronto, April 4, 2019

### **ONTARIO ENERGY BOARD**

*Original Signed By*

Kirsten Walli  
Board Secretary

**Schedule A**

**To Decision and Rate Order**

**Tariff of Rates and Charges**

**OEB File No: EB-2018-0328**

**DATED: April 4, 2019**

**Halton Hills Hydro Inc.**  
**TARIFF OF RATES AND CHARGES**  
**Effective and Implementation Date May 1, 2019**  
**This schedule supersedes and replaces all previously**  
**approved schedules of Rates, Charges and Loss Factors**

EB-2018-0037

EB-2018-0328

## 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. The customer will be supplied at one service entrance only. Class B consumers are defined in accordance with O. Reg. 429/04. 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board approval, such as the Global Adjustment and the HST.

## MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	26.80
Rate Rider for Recovery of Incremental Capital (2019) - in effect until the effective date of the next cost of service based Rate Order	\$	4.31
Smart Metering Entity Charge - effective until December 31, 2022	\$	0.57
Low Voltage Service Rate	\$/kWh	0.0026
Rate Rider for Disposition of Global Adjustment Account (2019) - effective until April 30, 2020 - Applicable only for Non-RPP Customers - Approved on an Interim Basis	\$/kWh	0.0040
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Approved on an Interim Basis	\$/kWh	(0.0031)
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0065
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0053

## MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

**Halton Hills Hydro Inc.**  
**TARIFF OF RATES AND CHARGES**  
**Effective and Implementation Date May 1, 2019**  
**This schedule supersedes and replaces all previously**  
**approved schedules of Rates, Charges and Loss Factors**

EB-2018-0037

EB-2018-0328

## 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. Class B consumers are defined in accordance with O. Reg. 429/04. 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board approval, such as the Global Adjustment and the HST.

### MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	28.80
Rate Rider for Recovery of Incremental Capital (2019) - in effect until the effective date of the next cost of service based Rate Order	\$	4.66
Smart Metering Entity Charge - effective until December 31, 2022	\$	0.57
Distribution Volumetric Rate	\$/kWh	0.0104
Low Voltage Service Rate	\$/kWh	0.0024
Rate Rider for Disposition of Global Adjustment Account (2019) - effective until April 30, 2020		
- Applicable only for Non-RPP Customers - Approved on an Interim Basis	\$/kWh	0.0040
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020		
- Approved on an Interim Basis	\$/kWh	(0.0031)
Rate Rider for Recovery of Incremental Capital (2019) - in effect until the effective date of the next cost of service based Rate Order	\$/kWh	0.0017
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0057
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0050

### MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

**Halton Hills Hydro Inc.**  
**TARIFF OF RATES AND CHARGES**  
**Effective and Implementation Date May 1, 2019**  
**This schedule supersedes and replaces all previously**  
**approved schedules of Rates, Charges and Loss Factors**

EB-2018-0037

EB-2018-0328

## GENERAL SERVICE 50 TO 999 KW SERVICE CLASSIFICATION

This classification applies to a non-residential customer with an average peak demand equal to or greater than 50 kW over the past twelve months, or is forecast to be equal to or greater than 50 kW, but less than 1,000 kW. For a new customer without prior billing history, the peak demand will be based on 90% of the proposed capacity or installed transformer. Class B consumers are defined in accordance with O. Reg. 429/04. 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of WMS - Sub-account CBR Class B is not applicable to wholesale market participants (WMP), customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new Class B customers.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of Global Adjustment is only applicable to non-RPP Class B customers. It is not applicable to WMP, customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new non-RPP Class B customers.

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 Ontario Energy Board approval, such as the Global Adjustment and the HST.

Billing demands are established at the greater of 100% of the kW, or 90% of the kVA amounts with the exception of the Retail Transmission Rate-Network Service Rate, which is billed on a \$/kW basis only.

### MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	88.13
Rate Rider for Recovery of Incremental Capital (2019) - in effect until the effective date of the next cost of service based Rate Order	\$	14.28
Distribution Volumetric Rate	\$/kW	3.9159
Low Voltage Service Rate	\$/kW	1.0483
Rate Rider for Disposition of Global Adjustment Account (2019) - effective until April 30, 2020 - Applicable only for Non-RPP Customers - Approved on an Interim Basis	\$/kWh	0.0040
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Applicable only for Non-Wholesale Market Participants - Approved on an Interim Basis	\$/kW	(0.9417)
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Approved on an Interim Basis	\$/kW	(0.1039)
Rate Rider for Recovery of Incremental Capital (2019) - in effect until the effective date of the next cost of service based Rate Order	\$/kW	0.6343

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Retail Transmission Rate - Network Service Rate	\$/kW	2.4988
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	2.0801

**MONTHLY RATES AND CHARGES - Regulatory Component**

Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

**Halton Hills Hydro Inc.**  
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## GENERAL SERVICE 1,000 TO 4,999 KW SERVICE CLASSIFICATION

This classification applies to a non-residential customer with an average peak demand equal to or greater than 1,000 kW over the past twelve months, or is forecast to be equal to or greater than 1,000 kW, but less than 5,000 kW. For a new customer without prior billing history, the peak demand will be based on 90% of the installed transformer. Class A and Class B consumers are defined in accordance with O.Reg. 429/04. 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of WMS - Sub-account CBR Class B is not applicable to wholesale market participants (WMP), customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new Class B customers.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of Global Adjustment is only applicable to non-RPP Class B customers. It is not applicable to WMP, customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new non-RPP Class B customers.

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 Ontario Energy Board approval, such as the Global Adjustment and the HST.

Billing demands are established at the greater of 100% of the kW, or 90% of the kVA amounts with the exception of the Retail Transmission Rate-Network Service Rate, which is billed on a \$/kW basis only.

### MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	188.33
Rate Rider for Recovery of Incremental Capital (2019) - in effect until the effective date of the next cost of service based Rate Order	\$	30.51
Distribution Volumetric Rate	\$/kW	3.5226
Low Voltage Service Rate	\$/kW	1.0483
Rate Rider for Disposition of Global Adjustment Account (2019) - effective until April 30, 2020 - Applicable only for Non-RPP Customers - Approved on an Interim Basis	\$/kWh	0.0040
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Approved on an Interim Basis	\$/kW	(1.1688)
Rate Rider for Recovery of Incremental Capital (2019) - in effect until the effective date of the next cost of service based Rate Order	\$/kW	0.5706
Retail Transmission Rate - Network Service Rate	\$/kW	2.4988
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	2.0801

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**MONTHLY RATES AND CHARGES - Regulatory Component**

Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	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, pedestrian X-Walk signals/beacons, 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. Class B consumers are defined in accordance with O. Reg. 429/04. 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board approval, such as the Global Adjustment and the HST.

### MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (per connection)	\$	8.09
Rate Rider for Recovery of Incremental Capital (2019) - in effect until the effective date of the next cost of service based Rate Order	\$	1.31
Distribution Volumetric Rate	\$/kWh	0.0055
Low Voltage Service Rate	\$/kWh	0.0024
Rate Rider for Disposition of Global Adjustment Account (2019) - effective until April 30, 2020 - Applicable only for Non-RPP Customers - Approved on an Interim Basis	\$/kWh	0.0040
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Approved on an Interim Basis	\$/kWh	(0.0031)
Rate Rider for Recovery of Incremental Capital (2019) - in effect until the effective date of the next cost of service based Rate Order	\$/kWh	0.0009
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0057
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0050

### MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

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## SENTINEL LIGHTING SERVICE CLASSIFICATION

This classification refers to accounts that are an unmetered lighting load supplied to a sentinel light. Class B consumers are defined in accordance with O. Reg. 429/04. 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board approval, such as the Global Adjustment and the HST.

### MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (per connection)	\$	9.61
Rate Rider for Recovery of Incremental Capital (2019) - in effect until the effective date of the next cost of service based Rate Order	\$	1.56
Distribution Volumetric Rate	\$/kW	36.4436
Low Voltage Service Rate	\$/kW	0.7547
Rate Rider for Disposition of Global Adjustment Account (2019) - effective until April 30, 2020 - Applicable only for Non-RPP Customers - Approved on an Interim Basis	\$/kWh	0.0040
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Approved on an Interim Basis	\$/kW	(1.1404)
Rate Rider for Recovery of Incremental Capital (2019) - in effect until the effective date of the next cost of service based Rate Order	\$/kW	5.9034
Retail Transmission Rate - Network Service Rate	\$/kW	1.7827
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.4974

### MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

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## STREET LIGHTING SERVICE CLASSIFICATION

All services supplied to street lighting equipment owned by or operated for the Municipality, the Region or the Province of Ontario shall be classified as Street Lighting Service. Street Lighting plant, facilities, or equipment owned by the customer are subject to the Electrical Safety Authority (ESA) requirements and Halton Hills Hydro specifications. Class B consumers are defined in accordance with O. Reg. 429/04. 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board approval, such as the Global Adjustment and the HST.

### MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (per connection)	\$	2.33
Rate Rider for Recovery of Incremental Capital (2019) - in effect until the effective date of the next cost of service based Rate Order	\$	0.38
Distribution Volumetric Rate	\$/kW	1.5756
Low Voltage Service Rate	\$/kW	0.7393
Rate Rider for Disposition of Global Adjustment Account (2019) - effective until April 30, 2020 - Applicable only for Non-RPP Customers - Approved on an Interim Basis	\$/kWh	0.0040
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Approved on an Interim Basis	\$/kW	(1.1034)
Rate Rider for Recovery of Incremental Capital (2019) - in effect until the effective date of the next cost of service based Rate Order	\$/kW	0.2552
Retail Transmission Rate - Network Service Rate	\$/kW	1.7744
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.4669

### MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

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**microFIT SERVICE CLASSIFICATION**

This classification applies to an electricity generation facility contracted under the Independent Electricity System Operator'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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

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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 Ontario Energy Board approval, such as the Global Adjustment and the HST.

**MONTHLY RATES AND CHARGES - Delivery Component**

Service Charge	\$	5.40
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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 & energy	%	(1.00)

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## SPECIFIC SERVICE CHARGES

### APPLICATION

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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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

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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 (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 (see Note below)

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

### Other

Service call - customer owned equipment	\$	30.00
Service call - after regular hours	\$	165.00
Temporary service install & remove - overhead - no transformer	\$	500.00
Temporary service install & remove - underground - no transformer	\$	300.00
Temporary service install & remove - overhead - with transformer	\$	1,000.00
Specific charge for access to the power poles - \$/pole/year (with the exception of wireless attachments)	\$	43.63
Interval meter charge	\$	20.00

**NOTE: Ontario Energy Board Rate Order EB-2017-0183, issued on March 14, 2019, identifies changes to the Non-Payment of Account Service Charges effective July 1, 2019**

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## RETAIL SERVICE CHARGES (if applicable)

### 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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.

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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	\$	40.00
Monthly Variable Charge, per customer, per retailer	\$/cust.	1.00
Distributor-consolidated billing monthly charge, per customer, per retailer	\$/cust.	0.60
Retailer-consolidated billing monthly credit, per customer, per retailer	\$/cust.	(0.60)
Service Transaction Requests (STR)		
Request fee, per request, applied to the requesting party	\$	0.50
Processing fee, per request, applied to the requesting party	\$	1.00
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)	\$	4.00
Notice of switch letter charge, per letter (unless the distributor has opted out of applying the charge as per the Ontario Energy Board's Decision and Order EB-2015-0304, issued on February 14, 2019)	\$	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	1.0560
Total Loss Factor - Primary Metered Customer < 5,000 kW	1.0455