



EB-2011-0206

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 Whitby
Hydro Electric Corporation for an order or orders
approving or fixing just and reasonable distribution rates
and other charges, to be effective January 1, 2012.

BEFORE: Karen Taylor
Presiding Member

Paula Conboy
Member

DECISION AND ORDER

Introduction

Whitby Hydro Electric Corporation ("Whitby"), a licensed distributor of electricity, filed an application with the Ontario Energy Board (the "Board") on September 30, 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 Whitby charges for electricity distribution, to be effective January 1, 2012.

Whitby is one of 77 electricity distributors in Ontario regulated by the Board. In 2008, the Board announced the establishment of a new multi-year electricity distribution rate-setting plan, the 3rd Generation Incentive Rate Mechanism ("IRM") process, which would be used to adjust electricity distribution rates starting in 2009 for those distributors whose 2008 rates were rebased through a cost of service review. In 2010, the Board announced that it was extending the IRM plan until such time as three Renewed Regulatory Framework initiatives have been substantially completed. As part of the

plan, Whitby is one of the electricity distributors that will have its rates adjusted for 2012 on the basis of the IRM process, which provides for a mechanistic and formulaic adjustment to distribution rates and charges between cost of service applications.

To streamline the process for the approval of distribution rates and charges for distributors, the Board issued its *Report of the Board on 3rd Generation Incentive Regulation for Ontario's Electricity Distributors* on July 14, 2008, its *Supplemental Report of the Board on 3rd Generation Incentive Regulation for Ontario's Electricity Distributors* on September 17, 2008 ("Supplemental Report"), and its *Addendum to the Supplemental Report of the Board on 3rd Generation Incentive Regulation for Ontario's Electricity Distributors* on January 28, 2009 (collectively the "Reports"). Among other things, the Reports contain the relevant guidelines for 2012 rate adjustments for distributors applying for distribution rate adjustments pursuant to the IRM process. On June 22, 2011 the Board issued an update to Chapter 3 of the Board's *Filing Requirements for Transmission and Distribution Applications* (the "Filing Requirements"), which outlines the Filing Requirements for IRM applications based on the policies in the Reports.

Notice of Whitby's rate application was given through newspaper publication in Whitby's service area advising interested parties where the rate application could be viewed and advising how they could intervene in the proceeding or comment on the application. No letters of comment were received. The Vulnerable Energy Consumers Coalition ("VECC") applied and was granted intervenor status in this proceeding. The Board granted VECC eligibility for cost awards in regards to Whitby's request for lost revenue adjustment mechanism ("LRAM") recoveries and any revenue-to-cost ratio matters that go beyond implementation of previous Board decisions. Board staff also participated in the proceeding. The Board proceeded by way of a written hearing.

While the Board has considered the entire record in this proceeding, it has made reference only to such evidence as is necessary to provide context to its findings. The following issues are addressed in this Decision and Order:

- Price Cap Index Adjustment;
- Rural or Remote Electricity Rate Protection;
- Revenue-to-Cost Ratio Adjustments;
- Shared Tax Savings Adjustments;
- Smart Meter Funding Adder;

- Retail Transmission Service Rates;
- Review and Disposition of Group 1 Deferral and Variance Account Balances;
- Review and Disposition of Account 1521: Special Purpose Charge;
- Review and Disposition of Account 1562: Deferred Payments in Lieu of Taxes; and
- Review and Disposition of Lost Revenue Adjustment Mechanism.

Price Cap Index Adjustment

Whitby's rate application was filed on the basis of the Filing Requirements. In fixing new distribution rates and charges for Whitby, the Board has applied the policies described in the Filing Requirements and the Reports.

As outlined in the Reports, distribution rates under the 3rd Generation IRM are to be adjusted by a price escalator less a productivity factor (X-factor) of 0.72% and a stretch factor. The Board established Whitby's utility specific stretch factor to be 0.40% in its letter to Licensed Electricity Distributors dated December 1, 2011. Chapter 3 of the Filing Requirements states that for those distributors whose rate year has been aligned with their fiscal year, the annual percentage change in the GDP-IPI for the periods starting 2009 Q3 to 2010 Q2, to 2010 Q3 to 2011 Q2 and will be used in the final rate application model.

On November 10, 2011, the Board announced a price escalator of 1.7% for the 3rd Generation Incentive Regulation mechanisms for adjusting electricity distribution rates effective January 1, 2012. The resulting price cap index adjustment is therefore 0.58 %. The final rate model will be adjusted to reflect this price cap index adjustment. The price cap index adjustment applies to distribution rates (fixed and variable charges) uniformly across all customer classes.

The price cap index adjustment will not apply to the following components of delivery rates:

- Rate Riders;
- Rate Adders;
- Low Voltage Service Charges;
- Retail Transmission Service Rates;
- Wholesale Market Service Rate;

- Rural Rate Protection Charge;
- Standard Supply service – Administrative Charge;
- Transformation and Primary Metering Allowances;
- Loss Factors;
- Specific Service Charges;
- MicroFIT Service Charges; and
- Retail Service Charges.

Rural or Remote Electricity Rate Protection

On December 21, 2011, the Board issued a Decision with Reasons and Rate Order (EB-2011-0405) establishing the Rural or Remote Electricity Rate Protection (“RRRP”) benefit and charge for 2012. The Board amended the RRRP charge to be collected by the Independent Electricity System Operator from the current \$0.0013 per kWh to \$0.0011 per kWh effective May 1, 2012. The final Tariff of Rates and Charges flowing from this IRM Decision will reflect the new RRRP charge.

Revenue-to-Cost Ratio Adjustments

Revenue-to-cost ratios measure the relationship between the revenues expected from a class of customers and the level of costs allocated to that class. The Board has established target ratio ranges (the “Target Ranges”) for Ontario electricity distributors in its report *Application of Cost Allocation for Electricity Distributors*, dated November 28, 2007 and in its updated report *Review of Electricity Distribution Cost Allocation Policy*, dated March 31, 2011.

The Board’s decision (EB-2009-0274) in Whitby’s last cost of service rate application prescribed a phase-in period to adjust the revenue-to-cost ratio for the Street Lighting and Sentinel Lighting rate classes 50% towards the lower end of the target range in 2011 while the remaining 50% would be addressed evenly over 2012 and 2013. The residual revenue would be balanced by decreasing the revenue-to-cost ratio of the Residential rate class. Whitby’s current application included adjustments to the revenue-to-cost ratios for the Street Lighting and Sentinel Lighting classes from 57.4% to 63.7% and 54.21% to 62.1% respectively, resulting in an adjustment to the revenue-to-cost ratio for the Residential class from 104.22% to 103.93%. VECC submitted that Whitby’s revenue-to-cost ratio adjustments were consistent with the Board’s decision in Whitby’s last cost of service application (EB-2009-0274).

The Board agrees that the proposed revenue-to-cost ratios are in accordance with the Board's decision as referenced above. The Board therefore approves the revenue-to-cost ratios for the Street Lighting, Sentinel Lighting and Residential rate classes.

Shared Tax Savings Adjustments

In its September 17, 2008 *Supplemental Report*, the Board determined that a 50/50 sharing of the impact of currently known legislated tax changes, as applied to the tax level reflected in the Board-approved base rates for a distributor, is appropriate.

Whitby's application identified a total tax savings of \$175,474 resulting in a shared amount of \$87,737 to be refunded to rate payers. Whitby proposed to transfer \$8,506 of shared tax savings owed to General Service Less Than 50 kW class to account 1595 for future disposition since it considered the rate rider of -\$0.0001 as negligible for that class.

Board staff submitted that under Chapter 3 of the Filing Requirements, a shared tax savings rate rider of -\$0.0001 is not negligible and therefore should not be recorded in account 1595.

Whitby replied that the total amount of tax savings (\$87,737) is below the Z-factor materiality threshold of 0.5% of distribution revenue and that a reduced number of rate riders has the benefits of making the tariff sheets simpler for customers to understand and requires less resources of the distributor to set up, test, track, and manage.

The Board finds that none of the rate riders resulting from the shared tax savings amount are negligible including the rate rider for General Service Less Than 50 kW class. The Board approves the disposition of the shared tax savings amount over a one year period and approves the rate riders for all classes including the General Service Less Than 50 kW.

Smart Meter Funding Adder

On October 22, 2008 the Board issued the *Guideline for Smart Meter Funding and Cost Recovery* which sets out the Board's filing requirements in relation to the funding and recovery of costs associated with smart meter activities conducted by electricity distributors.

In 2011 rate applications the Board approved, in most cases, a sunset date of April, 30, 2012 for Smart Meter Funding Adders ("SMFA") since distributors were expected to file a final prudence review of smart meter costs in 2012. However, Whitby did not file an application in 2011 and therefore has no sunset date assigned to its current SMFA.

Whitby proposed that the currently approved SMFA of \$2.13 per metered customer per month be continued until December 31, 2012. Whitby indicated a review of forecast smart meter costs and revenue was conducted to assess the appropriateness of the current SMFA. The result of the review indicated that an increase in the SMFA would be required in order to true-up the cumulative smart meter revenue requirement and cumulative smart meter revenues. Since Whitby intends to file an application for smart meter recovery during 2012, Whitby proposed the current SMFA remain unchanged and continue until December 31, 2012.

Board staff made no submissions with respect to whether the SMFA should be continued or not. Board staff however made some observations. Particularly, that Whitby's calculation of weighted average cost of capital and carrying charges associated with smart meter deployment were inconsistent with the Board's *Accounting Procedures Handbook* and resulted in overestimating the deferred revenue requirement. Also, the intent of the SMFA was not to be fully compensatory but to provide some funding, smooth rate increases, and mitigate rate shock associated with smart meters. In light of this, Board staff submitted, that should the Board decide to continue the SMFA until December 31, 2012 a revised SMFA of \$1.50 per metered customer would be appropriate to reduce the risk of over-collection.

In its reply submission, Whitby agreed with Board staff that a reduced SMFA may be more appropriate and did not object to the proposed \$1.50 SMFA with a sunset date of December 31, 2012. Whitby stated that it plans to file a stand alone smart meter disposition application in 2012 at which point the SMFA approved in this application would be retired.

The Board approves an SMFA of \$1.50 per metered customer per month with a sunset date of December 31, 2012. The Board expects Whitby to file an application for the final prudence review of smart meter activities in 2012 before it files its next IRM application and in any event no later than December 31, 2012.

Retail Transmission Service Rates

Electricity distributors are charged the Ontario Uniform Transmission Rates (“UTRs”) at the wholesale level and subsequently pass these charges on to their distribution customers through the Retail Transmission Service Rates (“RTSRs”). Variance accounts are used to capture timing differences and differences in the rate that a distributor pays for wholesale transmission service compared to the retail rate that the distributor is authorized to charge when billing its customers (i.e., variance accounts 1584 and 1586).

On June 22, 2011 the Board issued revision 3.0 of the *Guideline G-2008-0001 - Electricity Distribution Retail Transmission Service Rates* (the “RTSR Guideline”). The RTSR Guideline outlines the information that the Board requires electricity distributors to file to adjust their RTSRs for 2012. The RTSR Guideline requires electricity distributors to adjust their RTSRs based on a comparison of historical transmission costs adjusted for the new UTR levels and the revenues generated under existing RTSRs. The objective of resetting the rates is to minimize the prospective balances in accounts 1584 and 1586. In order to assist electricity distributors in the calculation of the distributors’ specific RTSRs, Board staff provided a filing module.

On December 20, 2011 the Board issued its Rate Order for Hydro One Transmission (EB-2011-0268) which adjusted the UTRs effective January 1, 2012, as shown in the following table:

Table 1: 2012 Uniform Transmission Rates

| Uniform Transmission Rates | Jan 1, 2012 |
|--|--------------------|
| Network Service Rate | \$3.57 |
| <u>Connection Service Rates</u> | |
| Line Connection Service Rate | \$0.80 |
| Transformation Connection Service Rate | \$1.86 |

These 2012 UTRs have been incorporated into the filing module accompanying Whitby’s application.

Based on the filing module provided by Board staff and the UTRs effective January 1, 2012 noted in the table above, the Board approves the changes to the RTSRs calculated in the final filing module.

Review and Disposition of Group 1 Deferral and Variance Account Balances

The *Report of the Board on Electricity Distributors' Deferral and Variance Account Review Report* (the "EDDVAR Report") 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 (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.

Whitby's 2010 actual year-end balance for Group 1 accounts with interest projected to April 30, 2012 is a credit of \$1,537,392. This amount results in a total claim of - \$0.00181 per kWh, which exceeds the preset disposition threshold. Whitby proposed to dispose of this credit amount over a four year period.

The Board approves the disposition of the principal balance in the Group 1 accounts as of December 31, 2010 and associated carrying charges up to December 31, 2011. However, the Board does not approve the proposed four year disposition period. The Board will instead approve a disposition period of two years. In the Board's view, a two year disposition period will reduce the intergenerational inequity for ratepayers relative to a four year disposition period and will mitigate rate volatility relative to the default disposition period of one year.

Review and Disposition of Account 1521: Special Purpose Charge

The Board authorized Account 1521, Special Purpose Charge Assessment ("SPC") Variance Account in accordance with Section 8 of Ontario Regulation 66/10 (Assessments for Ministry of Energy and Infrastructure Conservation and Renewable Energy Program Costs) (the "SPC Regulation"). Accordingly, any difference between (a) the amount remitted to the Minister of Finance for the distributor's SPC assessment; and (b) the amounts recovered from customers on account of the assessment were to be recorded in "Sub-account 2010 SPC Assessment Variance" of Account 1521.

In accordance with Section 8 of the SPC Regulation, distributors were required to apply no later than April 15, 2012 for an order authorizing the disposition of any residual balance in sub-account 2010 SPC Assessment Variance. Chapter 3 of the Filing

Requirements states the Board's expectation that requests for disposition of this account balance would be heard as part of the proceedings to set rates for the 2012 year.

Whitby requested the disposition of a residual credit balance of \$8,646.15 as at August 31, 2011, with carrying charges to December 31, 2011 over a four year period. Whitby also requested the continuation of Account 1521 past December 31, 2011. Whitby stated that this would allow it to use Account 1521 for small changes that may occur in future months due to billing adjustments.

In its submission, Board staff noted that given the credit balance of \$8,646.15 is a relatively small balance, future adjustments would likely be immaterial. Whitby acknowledged that it does not anticipate significant transactions in account 1521 but stated it's reasonable to assume there will be some activity.

Board staff also noted the disposition of account 1521 should be considered final in accordance to section 8 of SPC regulation which states distributors are to apply to the Board no later than April 15, 2012 to clear any balance in the Sub-account 2010 SPC Variance.

The Board approves, on a final basis, Whitby's request for the disposition of the principal and interest balances in Account 1521 totaling \$8,646.15 as at December 31, 2011. Consistent with the disposition period approved for the Group 1 account balances, the Board directs that a disposition period of 2 years be used to refund this residual balance. With respect to the proposed continuation of account 1521, the Board agrees with Board staff and directs Whitby to close account 1521 as of January 1, 2012.

Review and Disposition of Account 1562: Deferred Payments in Lieu of Taxes

In 2001, the Board approved a regulatory payments in lieu tax proxy approach for rate applications coupled with a true-up mechanism filed under the *Reporting and Record-keeping Requirements* ("RRR") to account for changes in tax legislation and rules and to true-up between certain proxy amounts used to set rates and the actual amount of taxes paid. The variances resulting from the true-up were tracked in Account 1562 for the period 2001 through April 30, 2006.

On November 28, 2008, pursuant to sections 78, 19 (4) and 21 (5) of the *Ontario Energy Board Act, 1998*, the Board commenced a Combined Proceeding (EB-2008-0381) on its own motion to determine the accuracy of the final account balances with respect to Account 1562 Deferred Payments in Lieu of Taxes (“Deferred PILs”) (for the period October 1, 2001 to April 30, 2006) for certain electricity distributors that filed 2008 and 2009 distribution rate applications.

The Notice in the Combined Proceeding included a statement of the Board's expectation that the decision resulting from the Combined Proceeding would be used to determine the final account balances with respect to account 1562 Deferred PILs for the remaining distributors. In its decision and order, the Board stated that: “Each remaining distributor will be expected to apply for final disposition of account 1562 with its next general rates application (either IRM or cost of service).¹ “

In this application, Whitby requested the disposition of a credit balance of \$1,007,329 as at December 31, 2010, with projected carrying charges to December 31, 2011. Whitby used SIMPIL models that factor in the true-up materiality thresholds, as required in the Combined Proceeding.

In response to Board staff interrogatory #15, Whitby made a correction to the 2005 SIMPIL model to avoid a one sided true up resulting from actual CDM expenses. This resulted in a new credit balance of \$1,157,754.

Board staff was unable to reconcile the rate slivers used by Whitby to calculate the actual PILs recovery from customers with those in the RAM models. In its reply submission, Whitby reconciled the PILs slivers with those in the RAM models and re-filed the appropriate revised models. The revised balance for 1562 was a credit of \$1,081,970.

Whitby had proposed to allocate the disposition of Account 1562 across rate classes on the basis of actual PILs recovery across classes. In its submission, Board staff noted that the use of distribution revenue to allocate the balance of 1562 was established in the Combined Proceeding. In its reply submission, Whitby agreed with Board staff to allocate 1562 on distribution revenue.

¹ EB-2008-0381 Account 1562 Deferred PILs Combined Proceeding, Decision and Order, p. 28

Interest Expense used in True-up Calculations

In its submission Board staff noted that for 2003 and 2004, interest expense entered in the SIMPIL model does not match the interest expense reported in Whitby's audited financial statements and reflected in its tax returns. The Board-approved methodology requires the actual interest expense used in the tax returns as a tax deduction to be compared to the maximum deemed interest expense approved by the Board for inclusion in revenue requirement. The amount above the maximum deemed interest is subject to the claw-back penalty.

In Table 3 of Board staff's submission, Board staff noted that Whitby reduced its reported interest expense by \$500,000 in each of the 2003 and 2004 interest true-up calculations. Board staff submitted that Whitby should use the higher interest amounts that support its tax returns since this is consistent with approved methodology.

In its reply submission, Whitby noted that the intent of the interest claw back was to trigger the claw back only when distributors were overleveraged and deviated from the Board's deemed debt levels. Whitby was not overleveraged or paying interest in excess of the deemed interest rate. If Whitby were to use the higher interest expense it would result in a claw back which is not appropriate in Whitby's case.

The Board finds that the reductions of reported interest expense by \$500,000 in each of the 2003 and 2004 interest true-up calculations are not consistent with the methodology identified in the Combined Proceeding as accepted by the Board and, therefore, should not be used in the calculations of the claw back variance. The Board has excluded the reductions in reported interest expense and has calculated a revised credit balance of \$1,628,925. The Board approves the disposition of the resulting credit balance of \$1,628,925 over a period of two years consistent with the time period approved for the disposition of the Group 1 account balances and account 1521.

Review and Disposition of Lost Revenue Adjustment Mechanism

Whitby's initial application sought approval to recover an LRAM claim of \$510,763, including carrying charges. The initial application was supported by a third party review and was based on OPA final results for 2009 and estimated results for 2010. In its responses to interrogatories from Board staff and VECC, Whitby submitted an updated

LRAM claim of \$472,604, which incorporated final OPA-verified results for 2010 OPA programs.

In Whitby's last cost of service application (EB-2009-0274), the Board approved an LRAM claim of \$405,135 which included Third Tranche programs for the period 2006 to 2009, and OPA programs up to 2008.

The LRAM claim in this application includes the impacts of 2009 and 2010 OPA programs as well as persistent impacts of third tranche CDM programs and 2008 OPA programs in 2010 and 2011.

The Board's *Guidelines for Electricity Distributor Conservation and Demand Management* (the "CDM Guidelines") issued on March 28, 2008 outline the information that is required when filing an application for LRAM or SSM.

The Board's Decision on LRAM in a previous Horizon application (EB-2009-0192) stated that distributors are to use the most current input assumptions which have been adopted by the Board when preparing their LRAM applications as these assumptions represent the best estimate of the impacts of the programs.

Board staff and VECC accepted the OPA's final 2010 results as the most current information, consistent with the Board's CDM Guidelines to the extent that they impact the 2009 and 2010 years.

Neither Board staff nor VECC supported Whitby's LRAM claim for persistent impacts of third tranche CDM programs and 2008 OPA programs in 2011. Board staff noted that the CDM Guidelines state that LRAM is a retrospective adjustment, designed to recover revenues lost from distributor supported CDM activities in a prior year.

Board staff also noted that Whitby had rebased with an updated load forecast effective January 1, 2011. Board staff stated that the intent of LRAM in the electricity sector is to keep distributors revenue neutral for CDM activities implemented during the IRM term, and that future LRAM claims should be unnecessary once a distributor rebases and updates its forecast. Board staff noted that the CDM Guidelines state that "lost revenues are only accruable until new rates (based on a new revenue requirement and load forecast) are set by the Board, as the savings would be assumed to be

incorporated in the load forecast at that time”². Board staff maintained that an approved rebased load forecast is final in all respects and there was no expectation otherwise, either in the CDM Guidelines or in the Board’s decision in Whitby’s last cost of service application. Under these circumstances, Board staff submitted that the appropriate LRAM claim for the Board to approve should be \$265,377, plus carrying charges, which represents the total claim less the amount associated with the 2011 year.

VECC argued that the LRAM claim should not include any lost revenue in 2011 and submitted that the appropriate LRAM claim for the Board to approve should be \$265,377, plus carrying charges. VECC disagreed that there are no persisting impacts related to CDM included in Whitby’s last cost of service application. VECC submitted that the load forecast methodology used by Whitby used a regression analysis of ten years of historical that included actual use and therefore included 2006 to 2009 CDM program impacts. VECC further submitted that Whitby’s regression model would capture not only historical savings but would carry forward future trends in the historical data regarding increased CDM savings over time that would be implicit in the 2010 forecast. As a result, VECC submitted that there is already a recognition of lost sales (and therefore revenues) in 2011 from additional 2010 CDM programs accounted for in the 2011 load forecast.

In its reply submission, Whitby agreed that its forecast methodology in its last cost of service rate application included actual historical data to the last three months of 2009, and that load reductions for program years up to and including 2009 carried forward and became partially implicit in its approved load forecast. However, Whitby noted these impacts were likely minimal for most of the years of data and the CDM variable was found not to be statistically significant. Therefore, it was not included in the load forecast. Other methods to manually adjust the load forecast for CDM savings would have been inaccurate. Also, since no data from 2010 was available at the time, the impact of 2010 CDM programs cannot be implicit in Whitby’s load forecast.

Whitby also submitted that LRAM claims are by nature retrospective adjustments and have been designed by the Board to remove the disincentive to distributors that would otherwise occur when they implemented CDM programs. As such, the Board should approve the LRAM claim of \$472,604.

² Section 5.2: Calculation of LRAM, *Guidelines for Electricity Distributor Conservation and Demand Management* (EB-2008-0037)

The Board will approve the recovery of an LRAM claim of \$265,377 plus carrying charges, not the \$472,604 sought by Whitby. None of the arguments or justifications presented by Whitby, VECC and Board staff were tested by the Board in Whitby's last cost of service application since the load forecast and all matters relating to it, including the CDM adjustment or lack thereof, were settled. As such, the Board is of the view that it is not appropriate to vary from the stated policy which states that lost revenues are only accruable until new rates are set by the Board, as the CDM savings would be assumed to be incorporated in the load forecast at that time. Also, the Board is of the view that a variance from a forecast is not, by definition, an unforecasted event, as it is a question of fact whether the variance was the result of unanticipated behavioural changes or errors in forecasting anticipated behavioural changes.

THE BOARD ORDERS THAT:

1. Whitby's new distribution rates shall be effective January 1, 2012.
2. Whitby shall review the draft Tariff of Rates and Charges set out in Appendix A. Whitby shall file with the Board a written confirmation assessing the completeness and accuracy of the draft Tariff of Rates and Charges, or provide a detailed explanation of any inaccuracies or missing information by December 30, 2011.
3. If the Board does not receive a submission from Whitby to the effect that inaccuracies were found or information was missing pursuant to item 2 of this Decision and Order, the draft Tariff of Rates and Charges set out in Appendix A of this order will become final effective January 1, 2012, and will apply to electricity consumed or estimated to have been consumed on and after January 1, 2012. Whitby shall notify its customers of the rate changes no later than with the first bill reflecting the new rates.
4. If the Board receives a submission from Whitby to the effect that inaccuracies were found or information was missing pursuant to item 2 of this Decision and Order, the Board will consider the submission of Whitby and will issue a final Tariff of Rates and Charges.
5. Whitby shall pay the Board's costs incidental to this proceeding upon receipt of the Board's invoice.

Cost Awards

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

1. Intervenor eligible for cost awards shall submit their cost claims no later than 14 days from the date of this Decision and Order.
2. Whitby shall file its response, if any, no later than 28 days from the date of this Decision and Order.
3. Intervenor shall file their reply to Whitby's response no later than 35 days from the date of this Decision and Order.

All filings to the Board must quote file number **EB-2011-0206**, be made through the Board's web portal at, www.errr.ontarioenergyboard.ca and consist of two paper copies and one electronic copy in searchable / unrestricted PDF format. 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 www.ontarioenergyboard.ca. If the web portal is not available parties may email their document to the address below. Those who do not have internet access are required to submit all filings on a CD in PDF format, along with two paper copies. Those who do not have computer access are required to file 7 paper copies.

DATED at Toronto, December 22, 2011

ONTARIO ENERGY BOARD

Original Signed by

Kirsten Walli
Board Secretary

Appendix A

To Decision and Order

Draft Tariff of Rates and Charges

Board File No: EB-2011-0206

DATED: December 22, 2011

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2012

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

EB-2011-0206

RESIDENTIAL SERVICE CLASSIFICATION

This classification refers to detached, semi-detached or freehold townhouse dwelling units. Energy is supplied to residential customers as single phase, three wire, 60 Hertz, having a normal voltage of 120/240 Volts up to a maximum of 200 Amps per dwelling unit. 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, 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 | \$ | 17.29 |
| Smart Meter Funding Adder – effective until December 31, 2012 | \$ | 1.50 |
| Rate Rider for Recovery of Late Payment Penalty Litigation Costs – effective until April 30, 2012 | \$ | 0.19 |
| Distribution Volumetric Rate | \$/kWh | 0.0142 |
| Rate Rider for Deferral/Variance Account Disposition (2010) – effective until December 31, 2014 | \$/kWh | (0.0017) |
| Rate Rider for Deferral/Variance Account Disposition (2012) – effective until December 31, 2013 | \$/kWh | (0.0030) |
| Rate Rider for Global Adjustment Sub-Account (2012) – applicable only for Non-RPP Customers | \$/kWh | 0.0013 |
| Rate Rider for Lost Revenue Adjustment Mechanism (LRAM) Recovery – effective until December 31, 2012 | \$/kWh | 0.0009 |
| Rate Rider for Tax Adjustments - effective until December 31, 2012 | \$/kWh | (0.0002) |
| Retail Transmission Rate – Network Service Rate | \$/kWh | 0.0075 |
| Retail Transmission Rate – Line and Transformation Connection Service Rate | \$/kWh | 0.0059 |

MONTHLY RATES AND CHARGES – Regulatory Component

| | | |
|---|--------|--------|
| Wholesale Market Service Rate | \$/kWh | 0.0052 |
| Rural Rate Protection Charge – effective until April 30, 2012 | \$/kWh | 0.0013 |
| Rural Rate Protection Charge – effective on and after May 1, 2012 | \$/kWh | 0.0011 |
| Standard Supply Service – Administrative Charge (if applicable) | \$ | 0.25 |

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2012

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

EB-2011-0206

GENERAL SERVICE LESS THAN 50 kW SERVICE CLASSIFICATION

This classification applies to a non residential account whose average monthly maximum demand is less than, or is forecast to be less than, 50 kW, shall include small apartment buildings and smaller commercial, industrial, and institutional developments. 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, 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 | \$ | 19.91 |
| Smart Meter Funding Adder – effective until December 31, 2012 | \$ | 1.50 |
| Rate Rider for Recovery of Late Payment Penalty Litigation Costs – effective until April 30, 2012 | \$ | 0.52 |
| Distribution Volumetric Rate | \$/kWh | 0.0195 |
| Rate Rider for Deferral/Variance Account Disposition (2010) – effective until December 31, 2014 | \$/kWh | (0.0018) |
| Rate Rider for Deferral/Variance Account Disposition (2012) – effective until December 31, 2013 | \$/kWh | (0.0026) |
| Rate Rider for Global Adjustment Sub-Account (2012) – applicable only for Non-RPP Customers | \$/kWh | 0.0013 |
| Rider for Lost Revenue Adjustment Mechanism (LRAM) Recovery – effective until December 31, 2012 | \$/kWh | 0.0011 |
| Rate Rider for Tax Adjustments - effective until December 31, 2012 | \$/kWh | (0.0001) |
| Retail Transmission Rate – Network Service Rate | \$/kWh | 0.0068 |
| Retail Transmission Rate – Line and Transformation Connection Service Rate | \$/kWh | 0.0054 |

MONTHLY RATES AND CHARGES – Regulatory Component

| | | |
|---|--------|--------|
| Wholesale Market Service Rate | \$/kWh | 0.0052 |
| Rural Rate Protection Charge – effective until April 30, 2012 | \$/kWh | 0.0013 |
| Rural Rate Protection Charge – effective on and after May 1, 2012 | \$/kWh | 0.0011 |
| Standard Supply Service – Administrative Charge (if applicable) | \$ | 0.25 |

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2012

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

EB-2011-0206

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 and includes apartment buildings, and commercial, industrial, and institutional developments. 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 4,999 kW non-interval metered

General Service 50 to 4,999 kW interval metered.

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, 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 | \$ | 192.45 |
| Smart Meter Funding Adder – effective until December 31, 2012 | \$ | 1.50 |
| Rate Rider for Recovery of Late Payment Penalty Litigation Costs – effective until April 30, 2012 | \$ | 5.09 |
| Distribution Volumetric Rate | \$/kW | 3.9405 |
| Rate Rider for Deferral/Variance Account Disposition (2010) – effective until December 31, 2014 | \$/kW | (0.6875) |
| Rate Rider for Deferral/Variance Account Disposition (2012) – effective until December 31, 2013 | \$/kW | (0.8489) |
| Rate Rider for Global Adjustment Sub-Account (2012) – applicable only for Non-RPP Customers | \$/kW | 0.5426 |
| Rider for Lost Revenue Adjustment Mechanism (LRAM) Recovery – effective until December 31, 2012 | \$/kW | 0.0492 |
| Rate Rider for Tax Adjustments - effective until December 31, 2012 | \$/kW | (0.0220) |
| Retail Transmission Rate – Network Service Rate | \$/kW | 2.7699 |
| Retail Transmission Rate – Line and Transformation Connection Service Rate | \$/kW | 2.0836 |

MONTHLY RATES AND CHARGES – Regulatory Component

| | | |
|---|--------|--------|
| Wholesale Market Service Rate | \$/kWh | 0.0052 |
| Rural Rate Protection Charge – effective until April 30, 2012 | \$/kWh | 0.0013 |
| Rural Rate Protection Charge – effective on and after May 1, 2012 | \$/kWh | 0.0011 |
| Standard Supply Service – Administrative Charge (if applicable) | \$ | 0.25 |

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2012

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

EB-2011-0206

UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification applies to an account 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, decorative lighting, billboards, 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.

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, 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 (per connection) | \$ | 9.33 |
| Rate Rider for Recovery of Late Payment Penalty Litigation Costs – effective until April 30, 2012 | \$ | 0.19 |
| Distribution Volumetric Rate | \$/kWh | 0.0304 |
| Rate Rider for Deferral/Variance Account Disposition (2010) – effective until December 31, 2014 | \$/kWh | (0.0018) |
| Rate Rider for Deferral/Variance Account Disposition (2012) – effective until December 31, 2013 | \$/kWh | (0.0035) |
| Rate Rider for Tax Adjustments - effective until December 31, 2012 | \$/kWh | (0.0002) |
| Retail Transmission Rate – Network Service Rate | \$/kWh | 0.0068 |
| Retail Transmission Rate – Line and Transformation Connection Service Rate | \$/kWh | 0.0054 |

MONTHLY RATES AND CHARGES – Regulatory Component

| | | |
|---|--------|--------|
| Wholesale Market Service Rate | \$/kWh | 0.0052 |
| Rural Rate Protection Charge – effective until April 30, 2012 | \$/kWh | 0.0013 |
| Rural Rate Protection Charge – effective on and after May 1, 2012 | \$/kWh | 0.0011 |
| Standard Supply Service – Administrative Charge (if applicable) | \$ | 0.25 |

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2012

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EB-2011-0206

SENTINEL LIGHTING SERVICE CLASSIFICATION

This classification refers to accounts that are an 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.

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, 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 (per light) | \$ | 4.69 |
| Rate Rider for Recovery of Late Payment Penalty Litigation Costs – effective until April 30, 2012 | \$ | 0.02 |
| Distribution Volumetric Rate | \$/kW | 12.6951 |
| Rate Rider for Deferral/Variance Account Disposition (2010) – effective until December 31, 2014 | \$/kW | (0.4912) |
| Rate Rider for Deferral/Variance Account Disposition (2012) – effective until December 31, 2013 | \$/kW | (1.6510) |
| Rate Rider for Tax Adjustments - effective until December 31, 2012 | \$/kW | (0.1155) |
| Retail Transmission Rate – Network Service Rate | \$/kW | 2.0996 |
| Retail Transmission Rate – Line and Transformation Connection Service Rate | \$/kW | 1.6446 |

MONTHLY RATES AND CHARGES – Regulatory Component

| | | |
|---|--------|--------|
| Wholesale Market Service Rate | \$/kWh | 0.0052 |
| Rural Rate Protection Charge – effective until April 30, 2012 | \$/kWh | 0.0013 |
| Rural Rate Protection Charge – effective on and after May 1, 2012 | \$/kWh | 0.0011 |
| Standard Supply Service – Administrative Charge (if applicable) | \$ | 0.25 |

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2012

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EB-2011-0206

STREET LIGHTING SERVICE CLASSIFICATION

This classification relates to the supply of power for street lighting installations. Street lighting design and installations shall be in accordance with the requirements of Whitby Hydro, Town of Whitby specifications and ESA. The Town of Whitby retains ownership of the street lighting system on municipal roadways. 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, 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 (per light) | \$ | 1.52 |
| Rate Rider for Recovery of Late Payment Penalty Litigation Costs – effective until April 30, 2012 | \$ | 0.01 |
| Distribution Volumetric Rate | \$/kW | 6.0402 |
| Rate Rider for Deferral/Variance Account Disposition (2010) – effective until December 31, 2014 | \$/kW | (0.7408) |
| Rate Rider for Deferral/Variance Account Disposition (2012) – effective until December 31, 2013 | \$/kW | (1.1230) |
| Rate Rider for Global Adjustment Sub-Account (2012) – applicable only for Non-RPP Customers | \$/kW | 0.4720 |
| Rate Rider for Tax Adjustments - effective until December 31, 2012 | \$/kW | (0.0559) |
| Retail Transmission Rate – Network Service Rate | \$/kW | 2.0889 |
| Retail Transmission Rate – Line and Transformation Connection Service Rate | \$/kW | 1.6108 |

MONTHLY RATES AND CHARGES – Regulatory Component

| | | |
|---|--------|--------|
| Wholesale Market Service Rate | \$/kWh | 0.0052 |
| Rural Rate Protection Charge – effective until April 30, 2012 | \$/kWh | 0.0013 |
| Rural Rate Protection Charge – effective on and after May 1, 2012 | \$/kWh | 0.0011 |
| Standard Supply Service – Administrative Charge (if applicable) | \$ | 0.25 |

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2012

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EB-2011-0206

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.

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, 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 Ontario Clean Energy Benefit and the HST.

MONTHLY RATES AND CHARGES – Delivery Component

| | | |
|----------------|----|------|
| Service Charge | \$ | 5.25 |
|----------------|----|------|

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2012

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EB-2011-0206

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

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 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.

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 Ontario Clean Energy Benefit and the HST.

Customer Administration

| | | |
|---|----|-------|
| Arrears certificate | \$ | 15.00 |
| Statement of Account | \$ | 15.00 |
| Pulling post dated cheques | \$ | 15.00 |
| Easement Letter | \$ | 15.00 |
| Account history | \$ | 15.00 |
| Credit reference/credit check (plus credit agency costs) | \$ | 15.00 |
| Account set up charge/change of occupancy charge (plus credit agency costs if applicable) | \$ | 30.00 |
| Returned cheque charge (plus bank charges) | \$ | 15.00 |
| Special meter reads | \$ | 30.00 |
| Meter dispute charge plus Measurement Canada fees (if meter found correct) | \$ | 30.00 |
| Legal Letter Charge | \$ | 15.00 |

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 Charge at meter – during regular Hours | \$ | 65.00 |
| Disconnect/Reconnect Charge at meter – after regular hours | \$ | 185.00 |
| Disconnect/Reconnect Charge at pole – during regular hours | \$ | 185.00 |
| Disconnect/Reconnect Charge at pole – after 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 |
| 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 – per pole/year | \$ | 22.35 |

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2012

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EB-2011-0206

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 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.

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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 | 1.0454 |
| Total Loss Factor – Primary Metered Customer < 5,000 kW | 1.0349 |