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Ontario

ONTARIO ENERGY BOARD

RRR FILING GUIDE

FOR ELECTRICITY DISTRIBUTORS' REPORTING AND RECORD KEEPING REQUIREMENTS (RRR)

PREPARED BY BOARD STAFF

March 7, 2012

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DISCLAIMER NOTICE

Please note that this Guide has been prepared by Board staff as an operational document and is not intended to create any new Board policy. This Guide is not intended to re-define the definitions already existing in the RRR or other documents of the Board. Where needed, it may provide a reference for further clarification, or may provide examples to clarify reporting requirements given various scenarios that may arise for different distributors.

PREFACE

Welcome to the revised edition dated March 7, 2012 of the RRR Filing Guide for electricity distributors.

The Guide is based on the principle that it is desirable to have: consistency between the requirements stated in the RRR document and the input forms; clear definitions; ease of use; and a reliable channel of communication between the Board and the electricity distributors for matters related to reporting.

We hope that in time this Guide will become a means of achieving all of the objectives mentioned above. In this first step, our focus has been on improving the reporting functionality and on establishing a format for communication.

Based on input from distributors, Board staff hopes to frequently update this Guide so that it is kept current and becomes a useful tool in obtaining consistent and accurate data.

ABOUT THE RRR

The Board’s authority to collect the information required under the Electricity Reporting and Record Keeping Requirements (RRR) is derived from the Board’s Decision and Order RP-2002-0140 on August 16, 2002. Reporting and record keeping requirements for electricity distributors are set out in the document “Electricity Reporting & Record Keeping Requirements version dated March 5, 2012”.

These reporting and record keeping requirements set the minimum reporting and record keeping requirements with which a licensee must comply. Other reporting and record keeping requirements specific to a licensee may also be contained in codes, individual licences or regulatory instruments specific to a licensee (for example, in a rate order).

A number of sections of the RRR document are historically derived from Guidelines issued by the Board, for example the Performance Based Reporting (PBR) information (RRR section 2.1.5) is derived from the Electricity Distribution Rate Handbooks. Other sections arise from amendments to codes issued by the Board, for example, the electricity service quality requirements (RRR section 2.1.4.1) derive from the Distribution System Code (DSC). Other requirements arise from Board Orders or provincial legislation, for example RRR section 2.1.15 regarding renewable generator connections is based on a regulation issued by the Provincial (Ontario) Government.

LOCATION OF RRR INFORMATION

This Guide will be available on the e-filing services page of the OEB Industry website.

A current version of the electricity RRR document, recent correspondence, as well as access to the RRR filing portal are found on the e-filing services page of the OEB website. The link to the e-filing services page is available on the top of each page on the OEB Industry website.

Past correspondence, as well as archived versions of RRR documents can be found at a separate location which is accessed as follows: OEB Industry website home page => Rules & Requirements => Rules, Codes, Guidelines & Forms => Reporting & Record Keeping Requirements (RRR).

Links:

1. http://www.ontarioenergyboard.ca/OEB/Industry/Regulatory+Proceedings/e-Filing+Services

2. http://www.ontarioenergyboard.ca/OEB/Industry/Rules+and+Requirements/Rules+Codes+Guidelines+and+Forms

REGISTRATION

Why register

Only a registered RRR user can access the electronic filing system in order to submit filings under the RRR. Hence registration of at least one RRR user is necessary in order to fulfill the condition of licence which requires submission of information "in the form and manner required by the Board."

RRR registered user privileges

Only RRR registered users can access input forms for filing, based on the personal password issued to them by the OEB, which can be reset by the user if desired. Depending on the password used, the name of the RRR user is recorded in the OEB database as the submitter of the filing.

Please note that the OEB has a new website address effective February 22, 2011. If you have bookmarked your password, or any other page on the OEB website before that date, the old bookmark will no longer work. All bookmarks need to be updated after February 22, 2011. If you have forgotten your password, please send an email to it.help@ontarioenergyboard.ca. If you are within the filing portal, you may click on the "Forgot your password" link, which will automatically send an email to you with your current password.

Only RRR registered users can view past filings.

Only RRR registered users can make revisions to a past filing.

RRR registered users, as well as regulatory contacts on the OEB's records, have the ability to receive broadcast emails regarding reporting matters.

Registered users annually give or deny consent to the OEB to submit the annual Electric Utility Financial Report to Statistics Canada on behalf of their distributor using the information submitted to the OEB in their RRR 2.1.5 (PBR) and RRR 2.1.7 (trial balance) filings.

Removing a RRR registered user

When the job function of a registered user no longer requires any of the RRR user privileges listed above, or when an employee leaves the distributor, the OEB should be informed, so that their password can be cancelled. To remove a RRR user, the primary regulatory contact for the distributor should complete the

“Electronic User Form” found on the e-filing services page of the OEB website and email it to the contact listed on the form.

Adding a RRR registered user

To add a new RRR user, the primary regulatory contact for the distributor should complete the “Electronic User Form” found on the e-filing services page of the OEB website and email it to the contact listed on the form.. The email address used by the primary regulatory contact in sending the request should match the contact email on record with the OEB.

The Electronic User Form can be found in Appendix 1. It can be also be found at: http://www.ontarioenergyboard.ca/OEB/_Documents/e-Filing/RRR-SM-TOU-user_form.pdf

Other RRR Passwords

Passwords are also issued by the OEB to the Chief Executive Officer and the Chief Regulatory Officer of the distributor, to enable electronic submission of certifications relating to compliance with the Affiliate Relationships Code (RRR sections 2.2.1 – 2.2.3).

These passwords are issued exclusively to submit online certifications.

FILINGS

Schedule

The OEB generates a filing schedule each year, which can be found on the Rules and Requirements section of the OEB Industry website, under “Reporting Schedule” (http://www.ontarioenergyboard.ca/OEB/Industry/Rules+and+Requirements/Reporting+and+Record+Keeping+Requirements/RRR+Reporting+Schedule). The 2012 schedule is replicated below:

	Jan-31	Feb-28	Mar-31	Apr-30	May-31	Jun-30	Jul-31	Aug-31	Sep-30	Oct-31	Nov-30	Dec-31
2.1.1		✓			✓			✓			✓	
2.1.2		✓			✓			✓			✓	
2.1.3		✓			✓			✓			✓	
2.1.4				✓								
2.1.5				✓								
2.1.6				HC								
2.1.7				✓								
2.1.8												
2.1.9												
2.1.10				✓								
2.1.11				✓								
2.1.12				HC								
2.1.13				HC								
2.1.14				✓								
2.1.15	✓			✓			✓			✓		
2.1.16				✓								
Certifications				✓								

✓ = Electronic submissions
HC = Hard Copy submissions

If the “due date” above falls on a day that is a Saturday, Sunday, or legal holiday in the Province of Ontario, then the due date is the next business day.

Availability of input forms

Input forms are typically generated by the OEB’s Information Technology (“IT”) department sixty days before the filing due date given in the above schedule. They become available to RRR registered users as soon as these are generated.

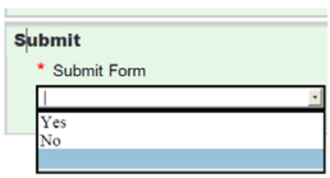
The forms are generated in batches of quarterly or annual forms. Once the forms are generated, generally no change will be made to any of the forms for that filing period. Any changes to the forms will only appear in the next filing period when a new batch of forms is generated.

For this reason, we will inform you by broadcast email of anticipated changes to the forms in the month before they are generated for your input. Please provide your feedback as early as possible to allow enough time for IT to make the suggested changes and generate the forms on the scheduled date, which is 60 days prior to the filing due date.

Submission of Filing

A filing is submitted only when the OEB's records show the status of the filing as "Submitted."

The status changes based on the choice made on the submit box which is found at the end of each RRR input form.



Please note that the default setting for the Submit box is a blank. This has to be manually changed to "No" to save, or "Yes" to submit. To save your work without submitting select "No" in the Submit box and then click on the "Save" or "Save and Exit" button. You can access your saved work again at a later time.

To submit, select "Yes" in the submit box AND click on the "Save" or "Save and Exit" button.

To make sure your work has been saved or submitted, as desired, always check the Status box on the "Report Summary" section at the beginning of the form. The Status box will show the following:

1. **Blank:** At the time of opening the form.
2. **Work in progress:** After saving the form for the first time.
3. **Submitted:** After the form has been submitted successfully for the first time.
4. **Revised:** After the form has been submitted successfully subsequent to the first submission.
5. **Submitted after deadline:** When the form has been submitted successfully after due date.

OEB will see your first submitted filing as "version 0" of the filing. Subsequent submissions are numbered sequentially. The Reporting group of the OEB can view filings only after these have been submitted successfully. Work in progress filings, that is, filings that have been saved but not submitted, are not available for viewing by the Reporting group.

Submit box setting	Save button clicked	Status of filing
Default - blank	No	*Not Saved. Not Submitted*
No	No	*Not Saved. Not Submitted*
Yes	No	*Not Saved. Not Submitted*

Submit box setting	Save button clicked	Status of filing
Default - blank	Yes	*Not Saved. Not Submitted*
No	Yes	*Saved. Not Submitted*
Yes	Yes	*Saved. Submitted*

Change to submitted filings

Before due date:

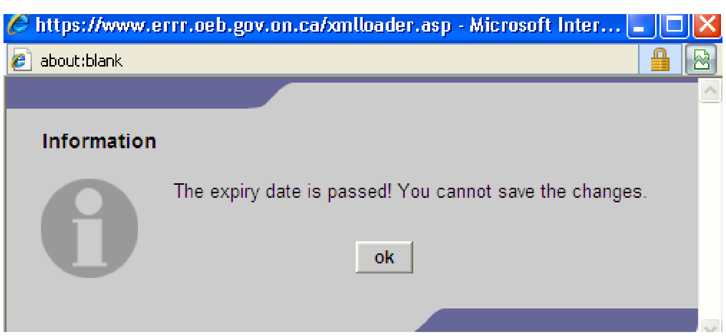
If a filing has been submitted before the due date, it can be changed and submitted again.

The latest submission overrides all previously submitted filings.

After due date:

At the end of the due date, the system is set to automatically close, and no further submissions can be made. The last submitted filing will be the filing on record.

After due date, if the contents of the input form are changed, these will appear in the input box, but on clicking the "Save" button, these will be overwritten with the submitted figures. The following message will appear:



For revisions to filings after the due date, please refer to the OEB letter dated February 17, 2010 in Appendix 2.

Extensions

If you know in advance that your filing will be delayed beyond the due date, you can request an extension in filing date by contacting staff listed in the Contacts page of this Guide.

CONTACTS

For RRR submission issues, extension and revision requests:

1. Ejiro Winthorpe, Analyst, Conservation & Reporting
   Email: Ejiro.Winthorpe@ontarioenergyboard.ca
   Telephone: (416) 544-5170

2. Stephanie Chan, Analyst, Conservation & Reporting
   Email: Stephanie.Chan@ontarioenergyboard.ca
   Telephone: (416) 544-5160

Other RRR enquiries:

3. Anshula Ohri, Project Advisor, Conservation & Reporting
   Email: Anshula.Ohri@ontarioenergyboard.ca
   Telephone: (416) 440-7659

IT issues:

4. IT Help
   Email: it.help@ontarioenergyboard.ca

Any other:

5. Viive Sawler, Manager, Conservation & Reporting
   Email: Viive.Sawler@ontarioenergyboard.ca
   Telephone: (416) 440-7691

6. Market Operations Hotline:
   Email: Market.Operations@ontarioenergyboard.ca
   Telephone: (416) 440-7709

ARCHIVES

All submitted filings are archived in the OEB's database. RRR registered users can view past filings through the same portal where filings are submitted. However, the historical view is available only for information that is currently collected.

For example, if the information on service charges is discontinued for collection, then the historically submitted information on service charges can no longer be viewed through the portal. However the information resides in the OEB's database, and can be obtained on request.

RETENTION & BACKUP

The OEB does not specify any retention limits for RRR information for distributors separate from the provincial, tax and other retention requirements which distributors are required to follow.

The OEB also does not specifically state the format of the backup that distributors are required to keep on record for the information that is submitted to the OEB. In case of an audit, distributors should be able to show the sources of data reported and provide the backup documentation which includes the ability to demonstrate the calculation for the reported numbers. To assist distributors in this endeavor, a spreadsheet listing all items of information currently collected through the RRR is provided in Appendix 5.

FORM BY FORM EXPLANATION

Layout

Each form is explained by considering the following areas as applicable.

1. The electricity RRR document quoted verbatim for that section
2. Due date
3. Available for input date
4. Method of filing
5. Content
6. New on input form
7. Tips
8. Example
9. Reason(s) for change

NEW - All Input Forms:

Our IT department is working hard to provide printing capability from all input forms via a Print button, so that there can be consistent printing for all distributors. This is a work in progress at this stage and print buttons on each input form will become functional as the reports are created at our end. We hope to complete this task before the filing due dates of the current batch of annual and quarterly forms that is by April 30th and May 31st. Please note that Internet Explorer version 7 or above is needed to print these reports. The option to print reports through your existing browser continues to be available as before.

Instructions, similar to tips contained in this document, are provided for each input form.

A list of RRR data to be collected in 2011 is provided in Appendix 5, and is available in excel format on request. This list can be used in various ways – to keep a central record of sources of data; or to obtain requirements collected from various departments.

2.1.1

RRR section: A distributor shall provide in the form and manner required by the Board, quarterly, on the last day of the second month following the quarter end, balances of all deferral/ variance accounts referred to in the Accounting Procedures Handbook for Electric Distribution Utilities, their related sub-accounts and associated information required by the Accounting Procedures Handbook for Electric Distribution Utilities.

Due: Feb 28, May 31, Aug 31, Nov 30

Available for input: Jan 1, Apr 1, Jul 1, Oct 1

Method of filing: Electronic input form

Content: This section tracks the change in balance for deferral and variance accounts, as well as for selected sub-accounts, on a quarterly basis. The change in account balance is further broken down by change in each of the following: accruals, carrying charges and adjustments.

New on form:

1. Opening account balances are auto-populated with the previous quarter's reported closing balance.
2. Life to date columns are hidden.
3. Headers provided to view titles throughout the form.
4. The print button will print a crystal report when it becomes functional. Please note that the print button will work only after the document has been saved.
5. New accounts added are:
   - 1567 Board-Approved CDM Variance Account
   - 1575 IFRS-CGAAP Transitional PP&E Amounts

Tips:

1. Please note that it will not be possible to submit the filing if the opening balance reported on the form does not match the closing balance reported in the previous quarter. In the past this has caused difficulty in submitting the form, going forward this should no longer be a problem, as the new forms will read the closing balance from the previous quarter and auto-populate the opening balance with this figure.

2. If you find that the closing balance from the previous quarter in your general ledger does not match the auto-populated opening balance on your input form for the current quarter, two options are available to you:

   - If the change is not material (either in absolute terms or in terms of impact on the regulated entity – see Appendix 2), enter the difference between the reported and actual closing balance for the previous quarter in column 6 (Other Adjustments this Period).

- If the change is material, you may fill out a RRR Data revision request form that can be found at Appendix 2. If your request is agreed to, and you have a revised ending balance for the previous quarter, this figure will automatically re-populate your current quarter input form, as the opening balances are refreshed every time the form is opened.

3. Please note that the closing balance column is auto-calculated when the "Save" button is clicked.

4. When an account balance is moved to the 1595 recovery account, the sub-account to which it is moved should correspond to the year in which the disposition rate rider became effective. For example if the disposition was ordered via a Board decision with the rate rider effective date of May 1, 2010, the transferred amount should be booked in the 2010 sub-account of 1595.

5. For the December 31 quarterly filing, please ensure that the account balances reported match the 2.1.7 (trial balance) reporting. If they do not match, be prepared for follow up questions from the OEB regarding the reason for the difference.

Example: None

Reason(s) for change:

To provide ease of filing by auto-populating the opening balances and to provide a cleaner appearance. To eliminate difficulties caused in submission when the opening balance does not match the closing balance from the previous quarter.

Report Summary

Filing Due Year	Filing Form Name	RRR Filing No
Reporting Period and Company Name	Licence Type	Status
Report Version	Extension Granted	Extension Deadline
Filing Due Date	Reporting From	Reporting To
Submitted On	Submitter Name	Expiry Date

Instructions

1. To submit this filing, the current opening balance on the 2.1.1 form must equal the closing balance as reported in your 2.1.1 filing for the previous quarter.

2. The closing balance from the previous quarter filing travels to the opening balance on the date the current form is generated. If the closing account balance of the previous quarter has changed in your general ledger since you filed the information

and the change is not material enough to justify a revision to the previous quarter's 2.1.1 filing, make a manual entry in the "Other Adjustment this Period" column to report the correct closing balance for the current quarter.

3. Debit amounts are reported as positive numbers and credit amounts are reported as negative numbers.

4. To delete a value that should have been blank you must delete the value and enter 0.

5. Clicking Save will not automatically submit this filing. To submit this filing, scroll to the end of the page, select Yes in the Submit drop down then click the Save button.

Please indicate the accounting standard used in preparing the reported financial information. 1. Canadian GAAP / Accounting Standards for Private Enterprises (ASPE) 2. International Financial Reporting Standards (IFRS) 3. U.S. GAAP

* Accounting Standard

Deferral / Variance Accounts (in dollars)

Account	Quarter Opening Balance	Carrying Charges this Period	Net Accruals this Period	Other Adjustment this Period	Quarter Closing Balance
1508 Other Regulatory Assets					
1518 RCVA Retail					
1521 Special Purpose Charge Assessment Variance Account					
1525 Miscellaneous Deferred Debit					

1531 Renewable Connection Capital Deferral Account					
1532 Renewable Connection OM&A Deferral Account					
1533 Renewable Generation Connection Funding Adder Deferral Account					
1534 Smart Grid Capital Deferral Account					
1535 Smart Grid Capital OM&A Account					
1536 Smart Grid Funding Adder Deferral Account					
1548 RCVA STR					
1550 LV Variance Account					
1555 Smart Meter Capital and Recovery Offset Variance					
1556 Smart Meter OM&A Variance					
1562 Deferred PILs					
1563 PILs Contra Account					
1565 Conservation and Demand Management Expenditures and Recoveries					
1566 CDM Contra					
1567 Board-Approved CDM Variance Account					
1570 Qualifying Transition Costs					
1571 Pre-market Opening Energy Variance					
1572 Extraordinary Event Costs					
1574 Deferred Rate Impact Amounts					
1575 IFRS-CGAAP Transitional PP&E Amounts					
1580 RSVA WMS					
1582 RSVA One-time					
1584 RSVA NW					
1586 RSVA CN					
1588 RSVA Power					
1590 Recovery of Regulatory Asset Balances					
1592 PLS & Tax Variance					
1595 Disposition and Recovery of Regulatory Balances Control Account					
2425 Other Deferred Credits					
Total (Auto-Calculated)					

Sub-account	Quarter Opening Balance	Carrying Charges this Period	Net Accruals this Period	Other Adjustment this Period	Quarter Closing Balance
1508 Sub-account Financial Assistance Payment and Recovery Variance-OCEBAct					
1588 RSVA Power Sub-account Global Adjustment					
1595 Sub-account Disposition of Account Balances Approved in 2008					
1595 Sub-account Disposition of Account Balances Approved in 2009					
1595 Sub-account Disposition of Account Balances Approved in 2010					
1595 Sub-account Disposition of Account Balances Approved in 2011					

Submit?

* Submit Form

2.1.2

RRR section: A distributor shall provide in the form and manner required by the Board, quarterly, by the end of the second month following the quarter end, a summary of the following market monitoring information:

(a)Total number of consumers on SSS for each rate class sub-divided by (i) consumers paying the HOEP or WAHSP, (ii) consumers paying the two-tiered RPP price referred to in section 3.3 of the Standard Supply Service Code, and (iii) consumers paying the time-of-use RPP price referred to in section 3.4 of the Standard Supply Service Code, at the end of the preceding quarter;

(b)Total number of consumers successfully enrolled with a retailer (completed enrollments accepted by the distributor for flow only) at the end of the preceding quarter, by retailer and for each rate class;

For each of (a) and (b) above, by rate class, the total number of properties or complexes for which a declaration has been filed with the distributor under section 3.3.4 of the Standard Supply Service Code; and

For each property or complex referred to in (c) above, the total number of units identified in the declaration.

Distributors who are not connected to the IESO-controlled grid and are exempted from subsection 26(1) of the Electricity Act, 1998, are exempted from this reporting requirement.

Due: Feb 28, May 31, Aug 31, Nov 30

Available for input: Jan 1, Apr 1, Jul 1, Oct 1

Method of filing: Electronic input form

Content: This filing tracks the number of customer accounts for residential, general service, large user, embedded distributor and sub-transmission rate classes. It also tracks the number of connections for street lighting, sentinel lighting and scattered unmetered load on a quarterly basis. These are reported in separate tables for standard supply service customers/connections, and for each retailer.

The table for reporting of standard supply service customers/connections also requires a breakdown of the number of customers/connections for each rate class into these price groups: the two-tier Regulated Price Plan (RPP), the time of use RPP price, and the Hourly Ontario Energy Price (HOEP – include WHASP).

New on form:

1. Name of form changed from “Market Monitoring Consumers” to “Quarterly Customer Numbers.”
2. Retailers reported in the previous quarter are pre-populated on the form in a second table called the retailer summary table. Click on the retailer name to open the input table for the retailer. Click on the plus sign to add additional retailers.
3. In the retailer summary table mentioned above, the second column after the retailer name is pre-populated with the answer to the question “Is this retailer complete?” which is “No” on first opening the form.
4. As each retailer table is completed with the current quarter information, the box asking “Is this retailer complete?” should be selected to read “Yes”. On answering “Yes” the status of the retailer will change on the pre-populated retailer summary table to “Yes”.
5. Only enter retailers that have active customers enrolled. To delete a retailer, select the “X” on the far right column and click save.
6. The print button will print standard supply service (SSS) and all retailer tables when it becomes functional. Please note that the print button will work only after the document has been saved.
7. Retailer trade names have been provided on the OEB Industry website alongside the corresponding licence name and number (http://www.ontarioenergyboard.ca/html/licences/all_tradenames_read.cfm).
8. Street lighting and Sentinel lighting have been separated and moved into the table with the other rate classes.
9. An embedded distributor rate class has been added for those distributors who are host distributors.
10. Column totals are available for the first time as a “Total” row at the end of the table. These total fields are editable, i.e. one can type in them, but the typed numbers will be over-written by auto-calculated column totals on saving.
11. The total of SSS customers in column 4 of the first table populates automatically with the sum of the first three columns on saving. These are not editable fields and no numbers can be typed into these fields.

Tips:

1. The first table is for reporting SSS customers only. Do not report any retailer customers in the first table.

2. Customers who are on HOEP with a RETAILER should be included in the retailer tables against the rate class of the customer. Do not include these in the first table which requires the number of SSS customers only on HOEP.

3. For scattered unmetered load, street lighting and sentinel lighting, please report number of <u>connections</u>, and not number of accounts.

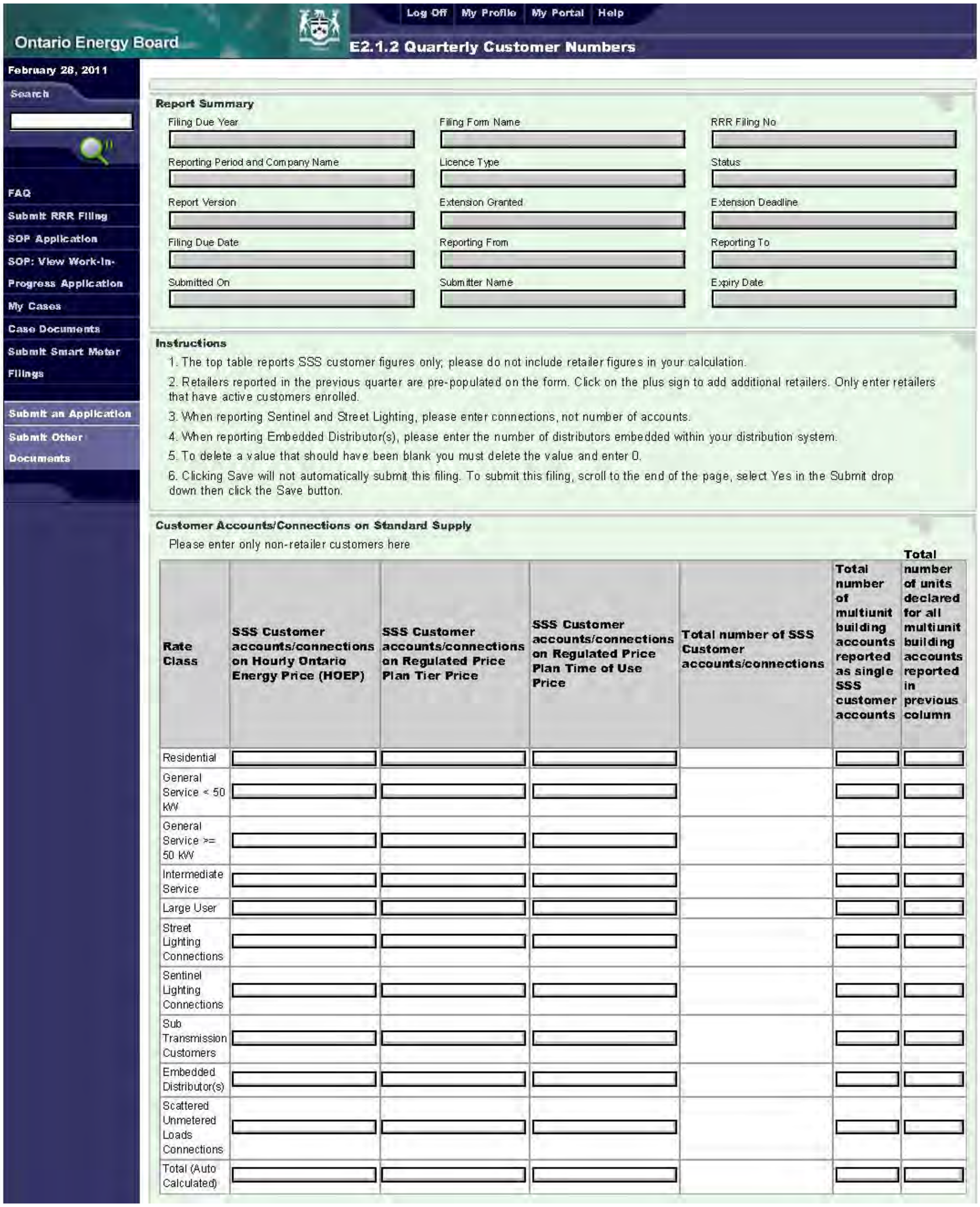
4. The number of accounts and connections reported on the December 31 quarterly filing must match the numbers/connections reported in the annual PBR (RRR 2.1.5) filing.

Example: None

Reason(s) for change:

To provide ease of filing and printing by changing layout of form to include retailer tables on main form.

To ensure accurate and consistent reporting by making text changes.



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Ontario Energy Board

E2.1.2 Quarterly Customer Numbers

February 28, 2011

Search

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- Submit Smart Meter Filings
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Report Summary

Filing Due Year	Filing Form Name	RRR Filing No
Reporting Period and Company Name	Licence Type	Status
Report Version	Extension Granted	Extension Deadline
Filing Due Date	Reporting From	Reporting To
Submitted On	Submitter Name	Expiry Date

Instructions

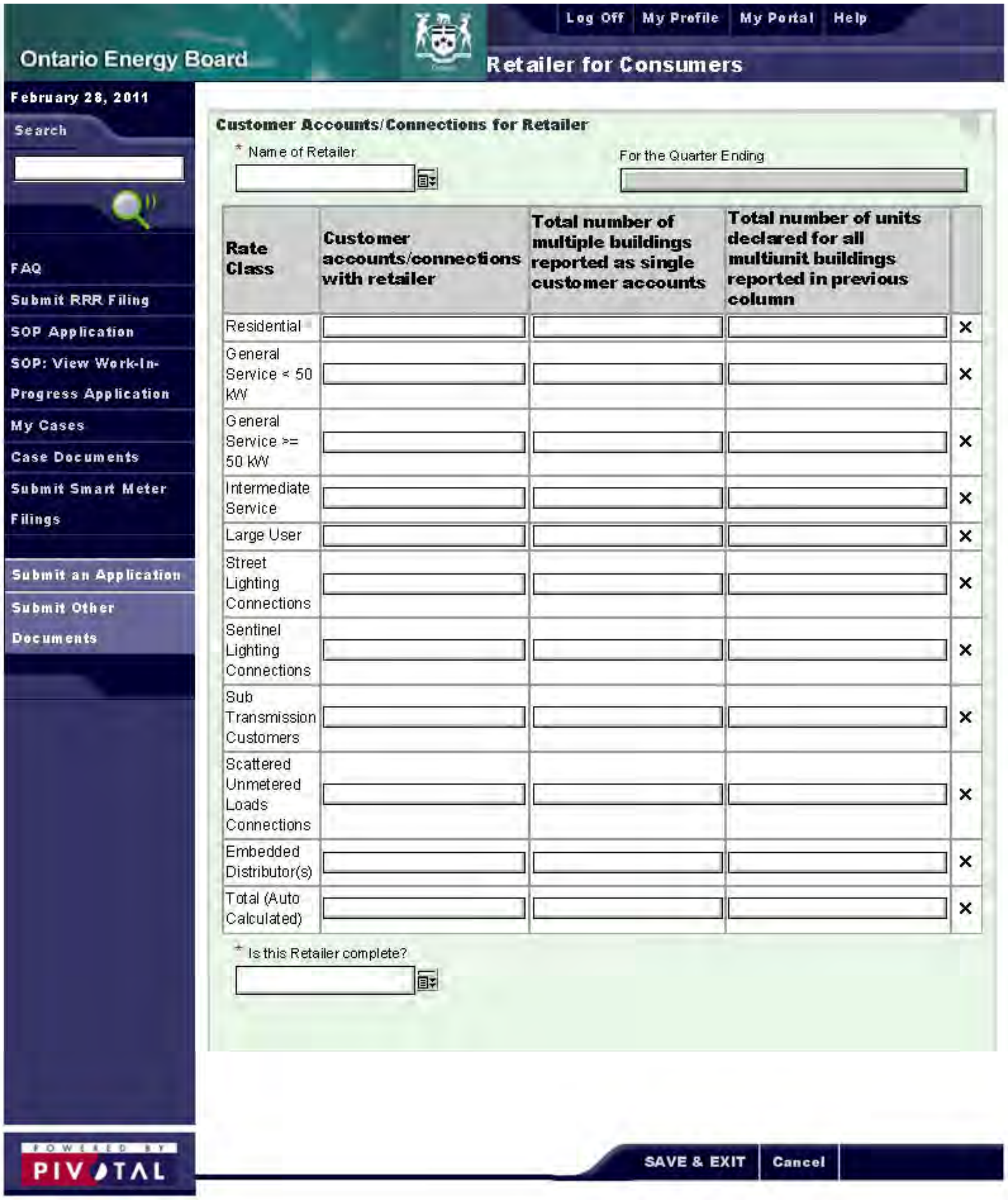
1. The top table reports SSS customer figures only; please do not include retailer figures in your calculation.
2. Retailers reported in the previous quarter are pre-populated on the form. Click on the plus sign to add additional retailers. Only enter retailers that have active customers enrolled.
3. When reporting Sentinel and Street Lighting, please enter connections, not number of accounts.
4. When reporting Embedded Distributor(s), please enter the number of distributors embedded within your distribution system.
5. To delete a value that should have been blank you must delete the value and enter 0.
6. Clicking Save will not automatically submit this filing. To submit this filing, scroll to the end of the page, select Yes in the Submit drop down then click the Save button.

Customer Accounts/Connections on Standard Supply

Please enter only non-retailer customers here

Rate Class	SSS Customer accounts/connections on Hourly Ontario Energy Price (HOEP)	SSS Customer accounts/connections on Regulated Price Plan Tier Price	SSS Customer accounts/connections on Regulated Price Plan Time of Use Price	Total number of SSS Customer accounts/connections	Total number of multiunit building accounts reported as single SSS customer accounts	Total number of units declared for all multiunit building accounts reported in previous column
Residential						
General Service < 50 kW						
General Service >= 50 kW						
Intermediate Service						
Large User						
Street Lighting Connections						
Sentinel Lighting Connections						
Sub Transmission Customers						
Embedded Distributor(s)						
Scattered Unmetered Loads Connections						
Total (Auto Calculated)						


Retailer Information
Retailer
Is this Retailer complete?
16xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
No
20 xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
Yes
Submit?
* Submit Form
POWERED BY
PIVOTAL
SAVE
SAVE & EXIT
PRINT
Cancel



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Retailer for Consumers

February 28, 2011

Search

FAQ
Submit RRR Filing
SOP Application
SOP: View Work-In-Progress Application
My Cases
Case Documents
Submit Smart Meter Filings

Submit an Application
Submit Other Documents

Customer Accounts/Connections for Retailer

* Name of Retailer

For the Quarter Ending

Rate Class	Customer accounts/connections with retailer	Total number of multiple buildings reported as single customer accounts	Total number of units declared for all multiunit buildings reported in previous column	
Residential				×
General Service < 50 kW				×
General Service >= 50 kW				×
Intermediate Service				×
Large User				×
Street Lighting Connections				×
Sentinel Lighting Connections				×
Sub Transmission Customers				×
Scattered Unmetered Loads Connections				×
Embedded Distributor(s)				×
Total (Auto Calculated)				×

* Is this Retailer complete?

POWERED BY PIVOTAL

SAVE & EXIT | Cancel

2.1.3

RRR section: A distributor shall provide in the form and manner required by the Board, quarterly, by the end of the second month following the quarter end, the following market monitoring information for the preceding quarter:

Total billed energy sales in kWhs for each rate class sub-divided by (i) consumers on SSS paying the HOEP or WAHSP, (ii) consumers on SSS paying the two-tiered RPP price referred to in section 3.3 of the Standard Supply Service Code, and (iii) consumers on SSS paying the time-of-use RPP price referred to in section 3.4 of the Standard Supply Service Code;

For each retailer, billed energy sales in kWhs, for each rate class; and
Total sales volumes in kWhs for each of: street lighting (as defined in the distributor's Board-approved tariff of rates and charges) and sentinel lighting (as defined in the distributor's Board-approved tariff of rates and charges).

Distributors who are not connected to the IESO-controlled grid and are exempted from subsection 26(1) of the Electricity Act, 1998 are exempted from this reporting requirement

Due: Feb 28, May 31, Aug 31, Nov 30

Available for input: Jan 1, Apr 1, Jul 1, and Oct 1

Method of filing: Electronic input form

Content: This section tracks the energy sales in billed kilowatt-hours for residential, general service, large user, embedded distributor and sub-transmission rate classes. It also tracks the energy sales for street lighting, sentinel lighting and scattered unmetered load on a quarterly basis. These are reported in separate tables for customers/connections on standard supply service, and for each retailer.

The table for reporting of standard supply service energy sales also requires a breakdown of the sales for each rate class into these groups: the two-tier Regulated Price Plan (RPP), the time of use RPP price, and the Hourly Ontario Energy Price (HOEP).

New on form:

1. Name of form changed from “Market Monitoring Sales” to “Quarterly Energy Sales.”
2. Retailers reported in the previous quarter are pre-populated on the form in a second table called the retailer summary table. Click on the retailer name to open the input table for the retailer. Click on the plus sign to add additional retailers.
3. In the retailer summary table mentioned above, the second column after the retailer name is pre-populated with the answer to the question “Is this retailer complete?” which is “No” on first opening the form.
4. As each retailer table is completed with the current quarter information, the box asking “Is this retailer complete?” should be selected to read “Yes”. On answering “Yes” the status of the retailer will change on the pre-populated retailer summary table to “Yes”.
5. Only enter retailers that have active customers enrolled. To delete a retailer, select the “X” on the far right column and click save.
6. The print button will print standard supply service (SSS) and all retailer tables when it becomes functional. Please note that the print button will work only after the document has been saved.
7. Retailer trade names have been provided on the OEB Industry website alongside the corresponding licence name and number (http://www.ontarioenergyboard.ca/html/licences/all_tradenames_read.cfm).
8. Street lighting and Sentinel lighting have been separated and moved into the table with the other rate classes.
9. An embedded distributor rate class has been added for those distributors who are host distributors.
10. Column totals are available for the first time as a “Total” row at the end of the table. This row of totals is editable, i.e. one can type in them, but the typed numbers will be over-written by auto-calculated column totals on saving.
11. The total of SSS billed energy sales in column 4 of the first table populates automatically with the sum of the first three columns on saving. Similarly the total of SSS unbilled SSS energy sales in column 8 will auto-populate totals of columns 5, 6 & 7 on saving. These total columns are not editable and no numbers can be typed into these fields.

Tips:

1. The first box is for reporting standard supply service customers only. Do not report any retailer customers in the first table.

2. The “Billed kWhs” refers to the kWhs that the customer is billed for in the commodity portion of the bill, which is inclusive of the Board-approved loss factor.

3. The columns asking for “Unbilled kWhs” are provided for those utilities that prefer to report this information. It is optional to report these.

4. The energy sales in billed kWhs reported on the 2.1.3 quarterly filings and the December 31 annual filing (RRR 2.1.5 – Customers, Demand, Revenue) may not match as a result of loss adjustment and unbilled accruals; however, a distributor

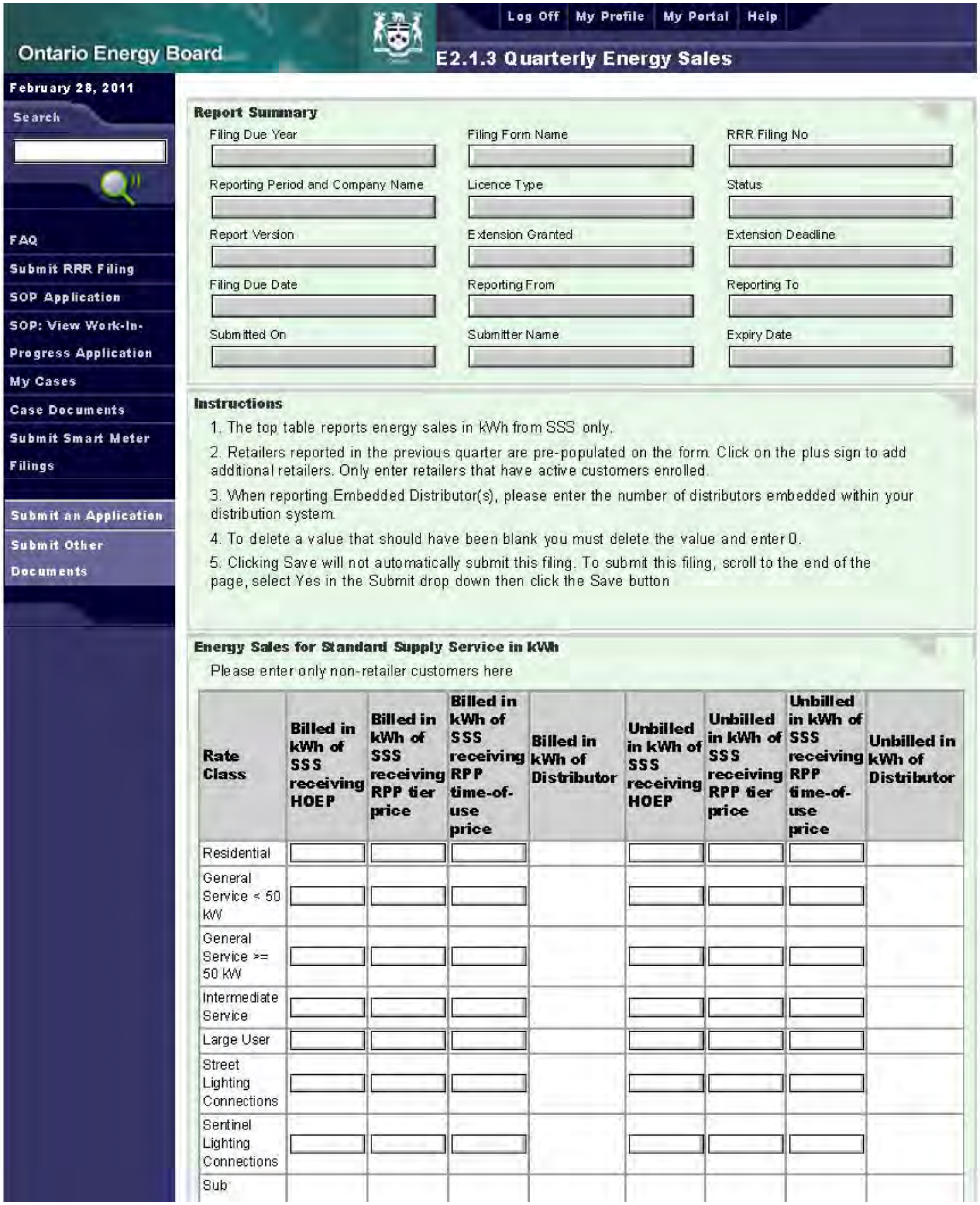
should be able to reconcile any differences i.e. the underlying meter reading date should be the same.

Example: None

Reason(s) for change:

To provide ease of filing and printing by changing layout of form to include retailer tables on main form.

To ensure accurate and consistent reporting by making text change.



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Ontario Energy Board

E2.1.3 Quarterly Energy Sales

February 28, 2011

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Report Summary

Filing Due Year | Filing Form Name | RRR Filing No

Reporting Period and Company Name | Licence Type | Status

Report Version | Extension Granted | Extension Deadline

Filing Due Date | Reporting From | Reporting To

Submitted On | Submitter Name | Expiry Date

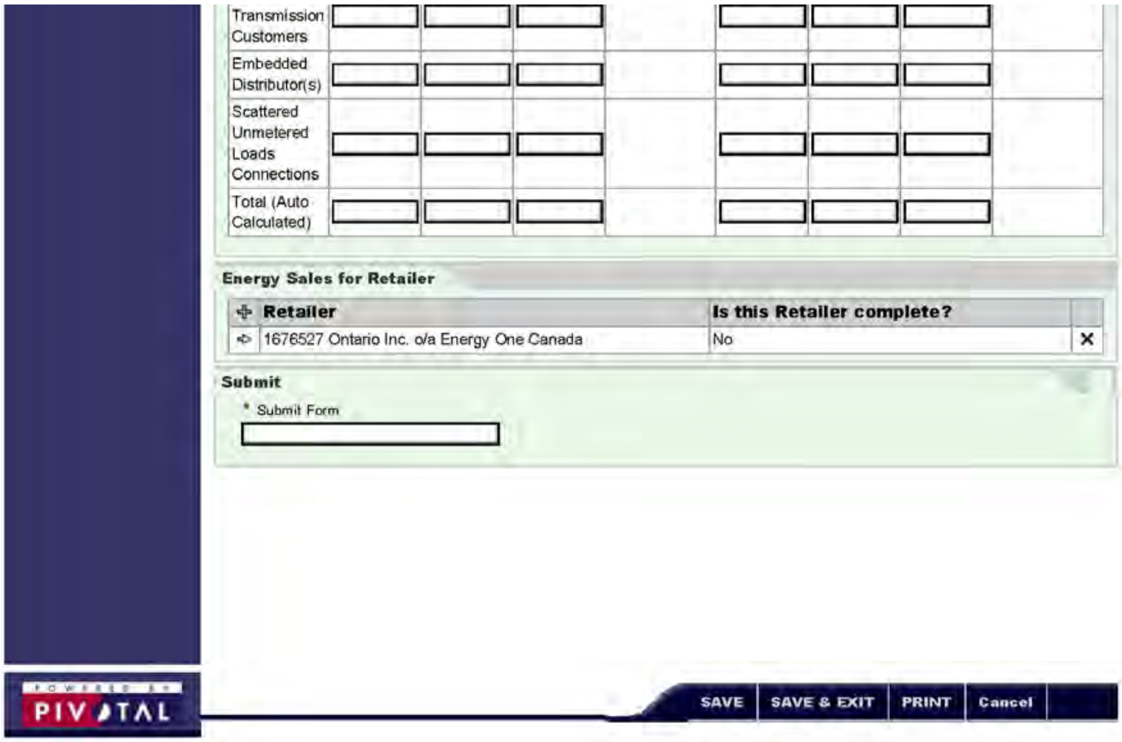
Instructions

1. The top table reports energy sales in kWh from SSS only.
2. Retailers reported in the previous quarter are pre-populated on the form. Click on the plus sign to add additional retailers. Only enter retailers that have active customers enrolled.
3. When reporting Embedded Distributor(s), please enter the number of distributors embedded within your distribution system.
4. To delete a value that should have been blank you must delete the value and enter 0.
5. Clicking Save will not automatically submit this filing. To submit this filing, scroll to the end of the page, select Yes in the Submit drop down then click the Save button

Energy Sales for Standard Supply Service in kWh

Please enter only non-retailer customers here

Rate Class	Billed in kWh of SSS receiving HOEP	Billed in kWh of SSS receiving RPP tier price	Billed in kWh of SSS receiving RPP time-of-use price	Billed in kWh of Distributor	Unbilled in kWh of SSS receiving HOEP	Unbilled in kWh of SSS receiving RPP tier price	Unbilled in kWh of SSS receiving RPP time-of-use price	Unbilled in kWh of Distributor
Residential								
General Service < 50 kW								
General Service >= 50 kW								
Intermediate Service								
Large User								
Street Lighting Connections								
Sentinel Lighting Connections								
Sub								


Transmission Customers
Embedded Distributor(s)
Scattered Unmetered Loads Connections
Total (Auto Calculated)
Energy Sales for Retailer
Retailer
Is this Retailer complete?
1676527 Ontario Inc. o/a Energy One Canada
No
Submit
* Submit Form
POWERED BY
PIVOTAL
SAVE
SAVE & EXIT
PRINT
Cancel

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Energy Sales for Retailer

February 28, 2011

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Submit RRR Filing
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SOP: View Work-In-Progress Application
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Submit Smart Meter Filings
Submit an Application
Submit Other Documents

POWERED BY PIVOTAL

Energy Sales for Retailer

* Retailer

For the Quarter Ending

Rate Class in kWh	Billed Retailer kWh	Unbilled Retailer kWh	
Residential			✕
General Service < 50 kW			✕
General Service >= 50 kW			✕
Intermediate Service			✕
Large User			✕
Street Lighting Connections			✕
Sentinel Lighting Connections			✕
Sub Transmission Customers			✕
Scattered Unmetered Loads Connections			✕
Embedded Distributor(s)			✕
Total (Auto Calculated)			✕

* Is this Retailer complete?

SAVE & EXIT | Cancel

2.1.4

RRR section: A distributor shall provide, in the form and manner required by the Board, annually, by April 30, the information set out in sections 2.1.4.1 and 2.1.4.2 measuring its performance for the preceding calendar year for each of the service quality requirements set out in the Distribution System Code (DSC) and for each of the system reliability indicators listed below.

Due: Apr 30

Available for input: Feb 1

Method of filing: Electronic input form

Content: Section 2.1.4 consists of two parts – section 2.1.4.1 and 2.1.4.2.

Section 2.1.4.1 contains reporting requirements related to the service quality requirements set out in Chapter 7 of the Distribution System Code which came into force January 1, 2009. Please note that a new service quality requirement (DSC 7.10) has been added for reporting in 2012 for the calendar year 2011. This arose from the enhanced customer service rules issued by the Board in the EB-2007-0722 process. This requirement will be included in the 2.1.4 input form for reporting in 2012.

Section 2.1.4.2 contains system reliability requirements which are derived originally from Chapter 15 of the 2006 Electricity Distribution Rate Handbook. These definitions were updated in the RRR dated May 1, 2010, with those provided by a working group of electricity distributors in 2003.

The system reliability measures for reporting under section 2.1.4.2 are: SAIFI/SAIDI/CAIDI including all outages; SAIFI/SAIDI/CAIDI excluding Code 2 outages; and MAIFI (Momentary Average Interruption Frequency Index).

Code 2 outages are defined in section 2.3.1.2 of the Electricity RRR document (http://www.ontarioenergyboard.ca/OEB/_Documents/Regulatory/RRR_Electricity.pdf) as "Loss of supply: customer interruptions due to problems in the bulk electricity supply system. For this purpose, the bulk electricity supply system is distinguished from the distributor's system based on ownership demarcation."

New on form:

1. A new section (2.1.4.1.9) for reporting on performance against the "Reconnection Standards" service quality requirement has been added to reflect the addition of that service quality requirement in section 7.10 in the Distribution System Code.

Tips:

1. Please note that Service Quality Indicators (SQIs) were in place only up until the 2008 reporting period. Since 2009, the SQIs have been replaced with Electricity Service Quality Requirements (ESQRs) which came into effect on January 1, 2009, with the amendments

to the DSC in June 2008. The first reporting on ESQRs took place on March 31, 2010 for the reporting period January 1 – December 31, 2009. The new ESQRs were included in the electricity RRR version dated May 1, 2010 in section 2.1.4.1. In the RRR version dated March 5, 2012, another new section, 2.1.4.1.9, described above has been added.

2. The form will not submit if any input field on the form is blank. Please make sure to fill in the blanks by entering “0” before submitting.

3. DSC references for the electricity service quality requirements (ESQRs) in RRR subsection 2.1.4.1 are given in the table below. Also included are some observations by Board Staff regarding common mistakes.

RRR 2.1.4.1	ESQR	IMPORTANT RELATED TERM(S)	COMMON MISTAKES TO AVOID
.1	DSC 7.2 Connection of New Services	DSC 7.1 for definition of “service conditions” & “new services”.	▪ Some distributors do not monitor individual events to ensure that the 5/10 day requirement is met for each event.
.2	DSC 7.3 Appointment Scheduling	DSC 7.3.6 explains that this includes all appointments whether customer presence is required or not. Please do not count the requests for connection of new services that have already been counted in calculating the ESQR “Connection of New Services (Low/High Voltage connections)”.	▪ Some distributors do not include cable underground locate requests in the total appointment numbers. This is incorrect as requests for cable underground locates should be included in the count for appointments scheduled. ▪ Some distributors do not include appointments to be completed BY a certain date in the count of total appointments. This is incorrect as appointments for completion of a request BY a certain date should be treated as appointments for the last date in the range. ▪ Some distributors do not track appointment requests for the ESQR “Appointment Scheduling” separate from the tracking for the ESQR “Appointments Met”. This leads to incorrect reporting, as the events for each ESQR should be tracked separately. ▪ Some distributors include appointments that have been included in the ESQR “Connection of New Services” in the appointment scheduling metric. This is incorrect as performance for these appointment requests is measured through the ESQR “Connection of New Services”.

RRR 2.1.4.1	ESQR	IMPORTANT RELATED TERM(S)	COMMON MISTAKES TO AVOID
.3	DSC 7.4 Appointments Met	DSC 7.4.5 for definition of “appointment.” Please note that ALL appointments requiring customer presence, including those where customer presence is required for underground cable locates, and for connection of new services (low/high voltage connections) are to be included.	▪ Some distributors do not include cable underground locate requests where customer presence is required in the “Appointments Met” calculation. This is incorrect, as all appointment requests requiring customer presence should be included. ▪ Some distributors do not include the connection of low/high voltage service requests where customer presence is required in the “Appointments Met” metric. This is incorrect as all appointment requests requiring customer presence should be included.
.4	DSC 7.5 Rescheduling a Missed Appointment	DSC 7.5.1 for explanation of the pools of appointments from which missed appointments are taken.	▪ Some distributors do not track whether field staff called the customer before the appointment was missed.
.5 .6	DSC 7.6 Telephone Accessibility DSC 7.7 Telephone Call Abandon Rate	DSC 7.1 for definition of “qualified incoming call” & “answered”. DSC 7.6.3 for explanation of “30 second period”.	▪ Some distributors use all incoming calls in calculating the telephone accessibility metric. This is incorrect as only “Qualified Incoming Calls” should be used to calculate the metric. ▪ Some distributors do not maintain backup support documentation for telephone statistics relating to telephone accessibility and call abandon rate. ▪ Some distributors include all calls abandoned in the calculation of the call abandon rate. This is incorrect as only calls abandoned after 30 seconds of making a request to speak to a customer service representative should be used in the calculation.

RRR 2.1.4.1	ESQR	IMPORTANT RELATED TERM(S)	COMMON MISTAKES TO AVOID
.7	DSC 7.8 Written Responses to Enquiries	DSC 7.1 for definition of "qualified enquiry".	▪ Some distributors do not follow the definition of "Qualified Enquires" to track events for which the ESQR "Written Response to Enquiries" is measured. This leads to a situation where the distributor is unable to show that all qualified enquiries are responded to by the distributor. ▪ Some distributors do not track the time taken for events requiring a written response.
.8	DSC 7.9 Emergency Response	DSC 7.1 for definition of "emergency". DSC 7.9.4 for definition of "response".	▪ Some distributors do not follow the definition of emergency in the DSC in indentifying an emergency situation. ▪ Some distributors do not track the arrival time of the field crew at an emergency site.
. 9	DSC 7.10 Reconnection Performance Standards	DSC 7.10.1 for explanation of conditions necessary for reconnection in two business days for customers disconnected for non payment	▪ New filing, no observed "common mistakes".

4. Distributors are expected to track a number of events in order to measure service quality requirements. The tables below provide a sample list of individual events to be tracked related to the reporting of ESQRs. There may be additional events that need to be tracked; this is not meant to be comprehensive list for all distributors. For clarification of the meaning of the words within quotation marks, please refer to Chapter 7 of the DSC (see Appendix 3).

RRR 2.1.4.1.1 (Low Voltage)	
ESQR	Connection of New Services
Track	1. Date "new service" request for "low voltage" connection received. 2. Date "service conditions" met. 3. Date "new service" connection completed.
Calculation	1. Total requests in year for which "service conditions" were met (Denominator). 2. For the total requests calculated in 1 above the number of requests that were connected within 5 business days (Numerator).
DSC Requirement	90% or more

RRR 2.1.4.1.1 (High Voltage)	
ESQR	Connection of New Services
Track	1. Date "new service" request for "high voltage" connection received. 2. Date "service conditions" met. 3. Date "new service" connection completed.
Calculation	1. Total requests in year for which "service conditions" were met (Denominator). 2. For the total requests calculated in 1 above the number of requests that were connected within 10 business days (Numerator).
DSC Requirement	90% or more

RRR 2.1.4.1.2	
ESQR	Appointment Scheduling
Track	1. Date for "appointments" requested excepting appointment requests for the connection of new "low/high voltage" services which are tracked separately. 2. Date when "service conditions" are met or a later date agreed with customer. 3. Date for which "appointments" in 2 above are "scheduled." 4. Track whether each appointment is "completed" as "scheduled" or not.
Calculation	1. Number of "appointments" requested in the year for which service conditions are met or a later date agreed with customer (Denominator). 2. Of the number of "appointments" requested in 1 above, the number that were "scheduled" and "completed" within 5 business days (Numerator).
DSC Requirement	90% or more

RRR 2.1.4.1.3	
ESQR	Appointments Met
Track	1. Date of every “appointment” requested where customer presence is required. This includes request for “underground cable locates” and “new low or high voltage services” where “customer presence” is required. 2. Date and time appointment request in 1 above is “scheduled.” 3. Date of completion of the “appointments” “scheduled” in 2 above.
Calculation	1. Number of “appointments” requested in the year, including those for “underground cable locates” and “new low/high voltage services”, where “customer presence” was required (Denominator). 2. Number of “appointments” requested in 1. Above, where the appointment was “scheduled” in accordance with DSC 7.4.1 AND where the distributor’s representative arrived within the scheduled timeframe (Numerator).
DSC Requirement	90% or more

RRR 2.1.4.1.4	
ESQR	Rescheduling a Missed Appointment
Track	1. Identify “missed appointments” by tracking every “appointment” to see if it was “scheduled” AND “completed as scheduled.” 2. Of the number of appointments missed, identify whether an attempt made to inform the customer before the appointment was missed AND identify whether an attempt was made to contact the customer within one business day to reschedule the appointment.
Calculation	1. Number of “missed appointments” (Denominator). 2. Number of “missed appointments” where attempt made before the “missed appointment” to inform AND attempt made within one business day to reschedule (Numerator).
DSC Requirement	100%

RRR 2.1.4.1.5	
ESQR	Telephone Accessibility
Track	1. Number of “qualified incoming calls.” 2. Number of “qualified incoming calls” that were “answered” within 30 seconds of a “request to speak to a customer service representative.”
Calculation	1. Total number of “qualified incoming calls” in a year (Denominator). 2. Number of “qualified incoming calls” answered within 30 seconds of a “request to speak to a customer service representative” (Numerator).
DSC Requirement	65% or more

RRR 2.1.4.1.6	
ESQR	Telephone Call Abandon Rate
Track	1. Number of “qualified incoming calls.” 2. Number of calls that are “abandoned” after 30 seconds have passed since the “request was made to speak to a customer service representative.”
Calculation	1. Total number of “qualified incoming calls” received in the year (Denominator). 2. Calls “abandoned” after the end of the 30 second time period since a “request was made to speak to a representative” (Numerator).
DSC Requirement	10% or less

RRR 2.1.4.1.7	
ESQR	Written Responses to Enquiries
Track	1. Date when each “qualified enquiry” is received. 2. Date on which a “written response” was provided to a “qualified enquiry” in 1 above.
Calculation	1. Total number of “qualified enquiries” received in the year (Denominator). 2. Of the “qualified enquiries” received in the year, the number of “qualified enquiries” where the “written response” was provided within 10 business days (Numerator).
DSC Requirement	80% or more

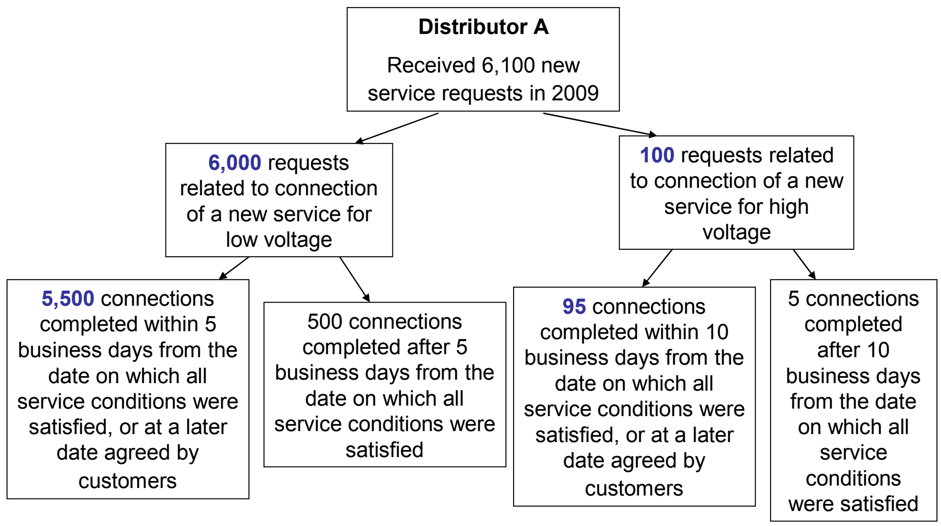
RRR 2.1.4.1.8	
ESQR	Emergency Response
Track	1. Date and time of each “emergency call” received. 2. Location of the “emergency” call received and classify as either “urban” or “rural.” 3. Time of “response” for each call in 1 above.
Calculation	Urban Emergency Response: 1. Total number of “urban” “emergency calls” received in the year (Denominator). 2. Number of “urban” “emergency calls” where “response” occurred within 60 minutes (Numerator). Rural Emergency Response: 1. Total number of “rural” “emergency calls” received in the year (Denominator). 2. Number of “rural” “emergency calls” where “response” occurred within 120 minutes (Numerator).
DSC Requirement	80% or more

RRR 2.1.4.1.9	
ESQR	Reconnection Performance Standards
Track	1. Date that each customer who had been disconnected for non-payment, paid the overdue amount or entered into an arrears payment agreement. 2. Date that each customer identified under #1 above was reconnected.
Calculation	1. Total number of reconnections for customers disconnected for non-payment in the year. (Denominator). 2. Number of reconnections completed in 2 business days for customers disconnected for non payment (Numerator).
DSC Requirement	85% or more

Examples:

The examples below are illustrative only, and may not cover all scenarios that may arise for distributors.

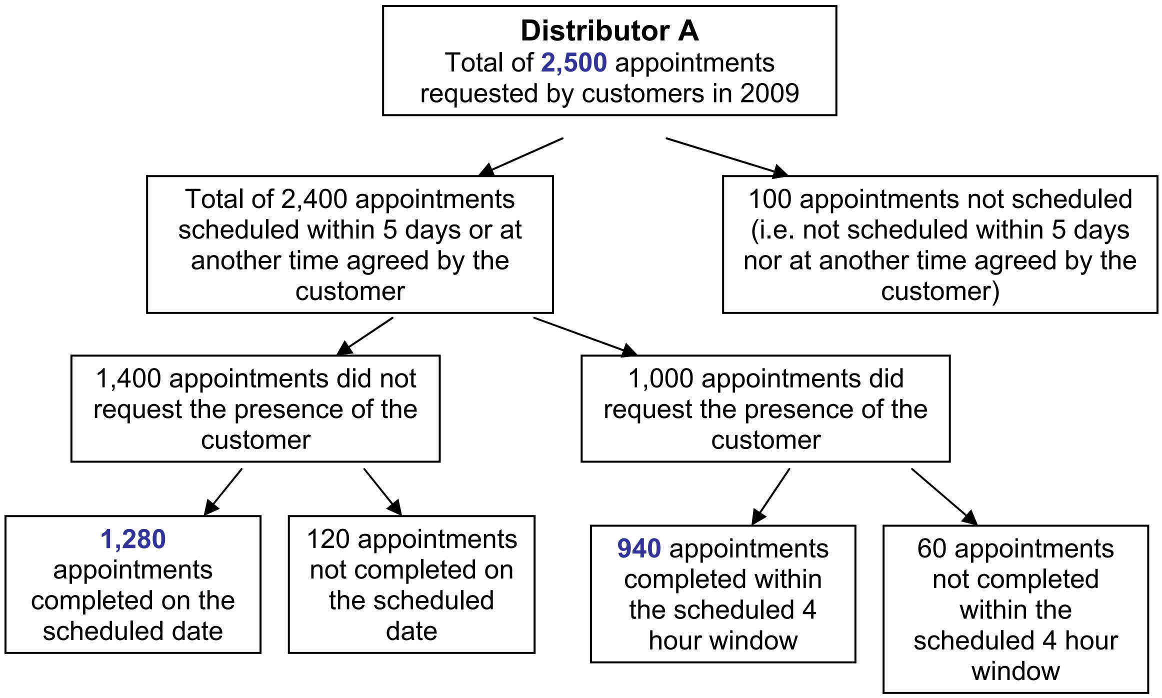
Example 1: Connection of New Services



- Total new LV services connected: 6,000
- Total new LV services connected within 5 business days or at a later date agreed by customers: 5,500
- Connection of New Services – LV: 5,500 / 6,000 = 92%

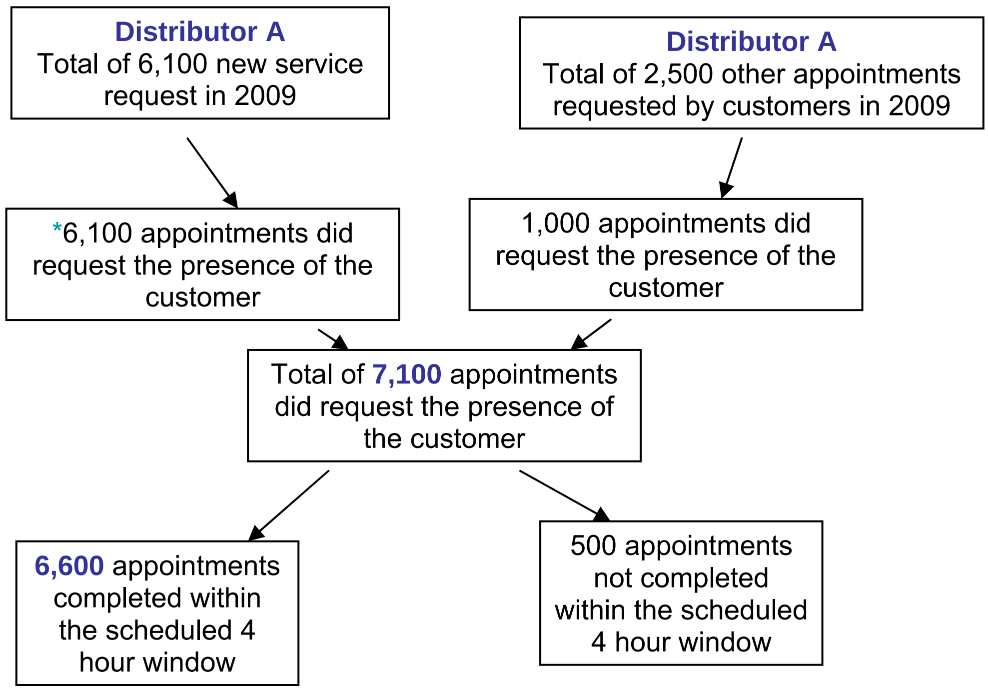
- Total new HV services connected: 100
- Total new HV services connected within 10 business or at a later date agreed by customers days: 95
- Connection of New Services – HV: 95 / 100 = 95%

Example 2: Appointment Scheduling



- Total appointments requested by customers: 2,500
- Total appointments scheduled as required:
  1,280 + 940 = 2,220
- Appointment Scheduled metric
  2,220 / 2,500 = 89%

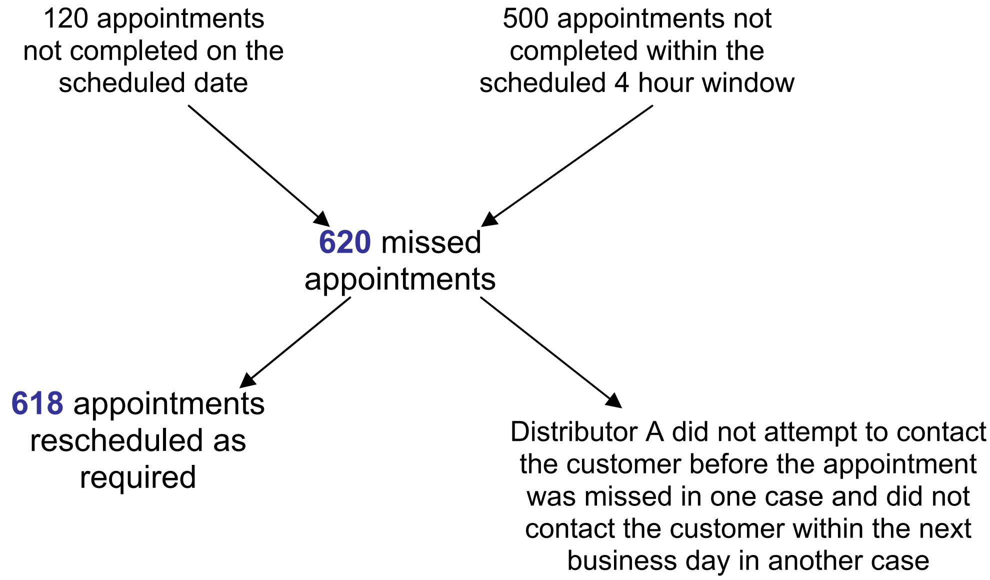
Example 3: Appointments Met



* Assume all new connection appointments require the presence of the customer

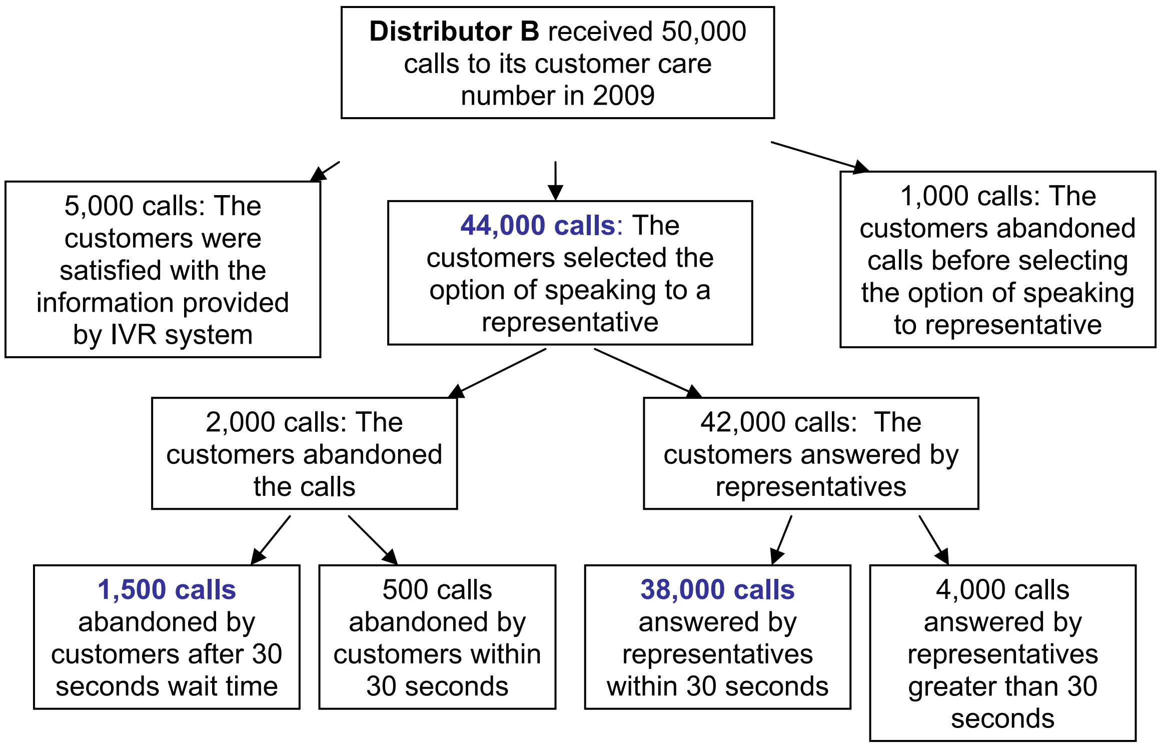
- Appointments requiring customer presence: 7,100
- Appointments met within the scheduled 4 hour window: 6,600
- Appointments Met metric:
  6,600 / 7,100 = 93%

Example 4: Rescheduling a Missed Appointment



- Total missed appointments: 120 + 500 = 620
- Total appointments rescheduled as required:
  620 – 2 = 618
- Reschedule a Missed Appointment: 618 / 620 = 99.7%

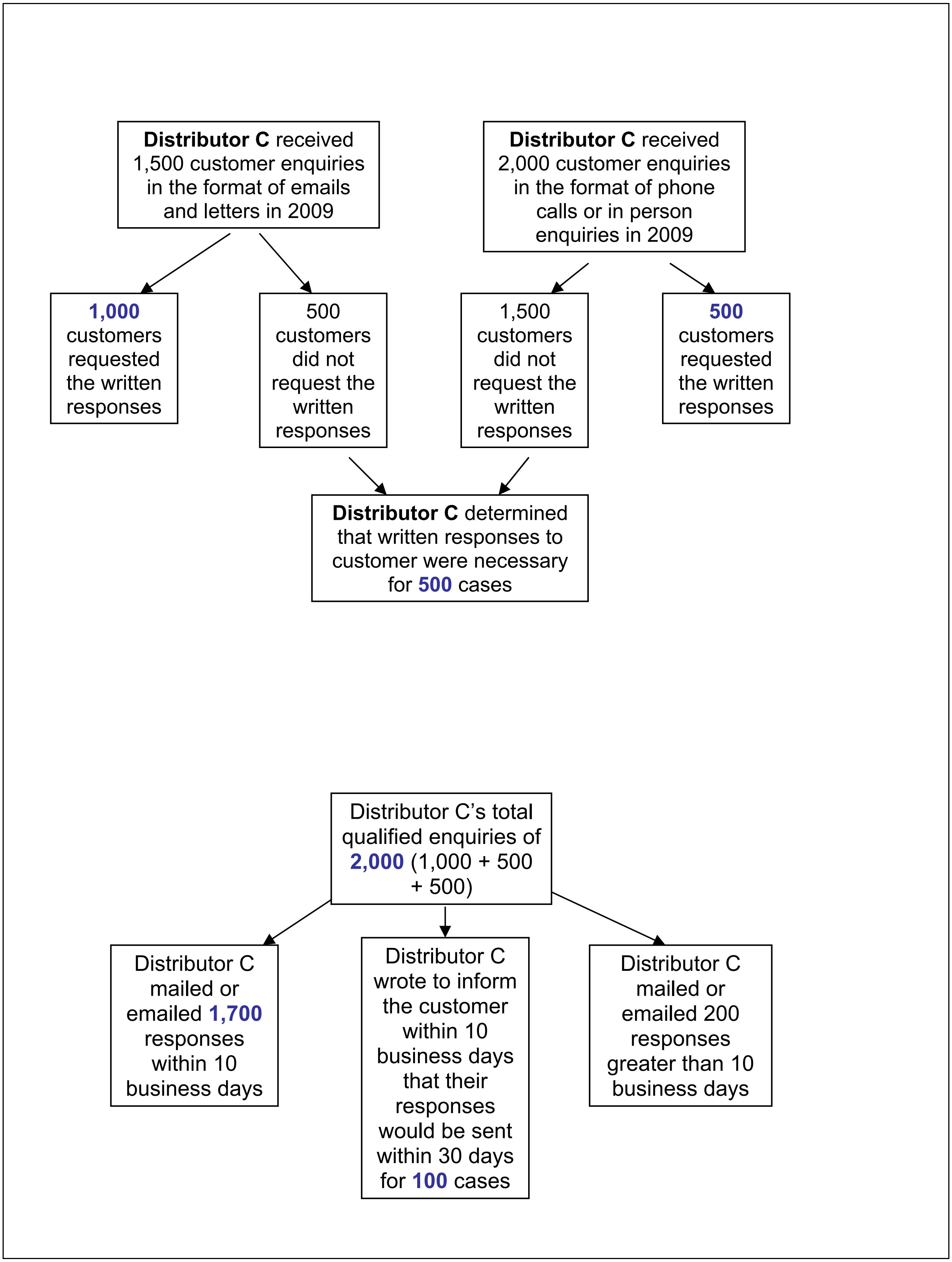
Example 5: Telephone Accessibility and Telephone Abandon Rate



- Total qualified incoming calls: 44,000
- Total qualified incoming calls answered within 30 seconds: 38,000
- Telephone Accessibility metric:
  38,000 / 44,000 = 86%

- Total qualified incoming calls: 44,000
- Total qualified incoming calls abandoned after 30 seconds: 1,500
- Telephone Call Abandon Rate metric:
  1,500 / 44,000 = 3.4%

Example 6: Written Responses to Enquiries



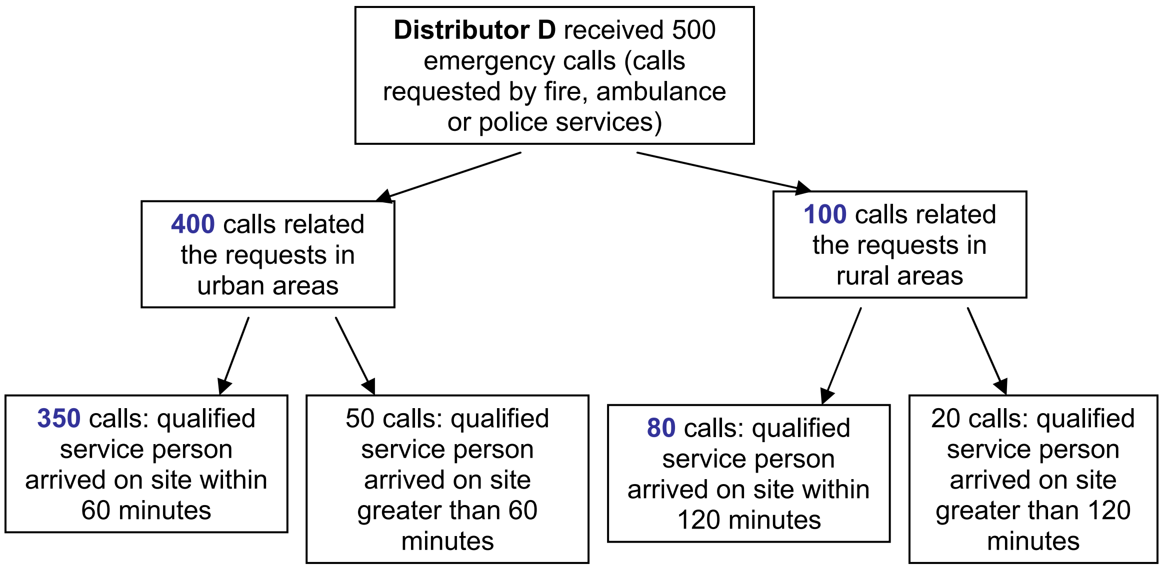
- Total qualified enquiries:

  1,000 + 500 + 500 = 2,000
- Total qualified enquiries that responded by the distributor within 10 business days:

  1,700 + 100 = 1,800
- Written Responses to Enquiries metric:

  1,800 / 2,000 = 90%

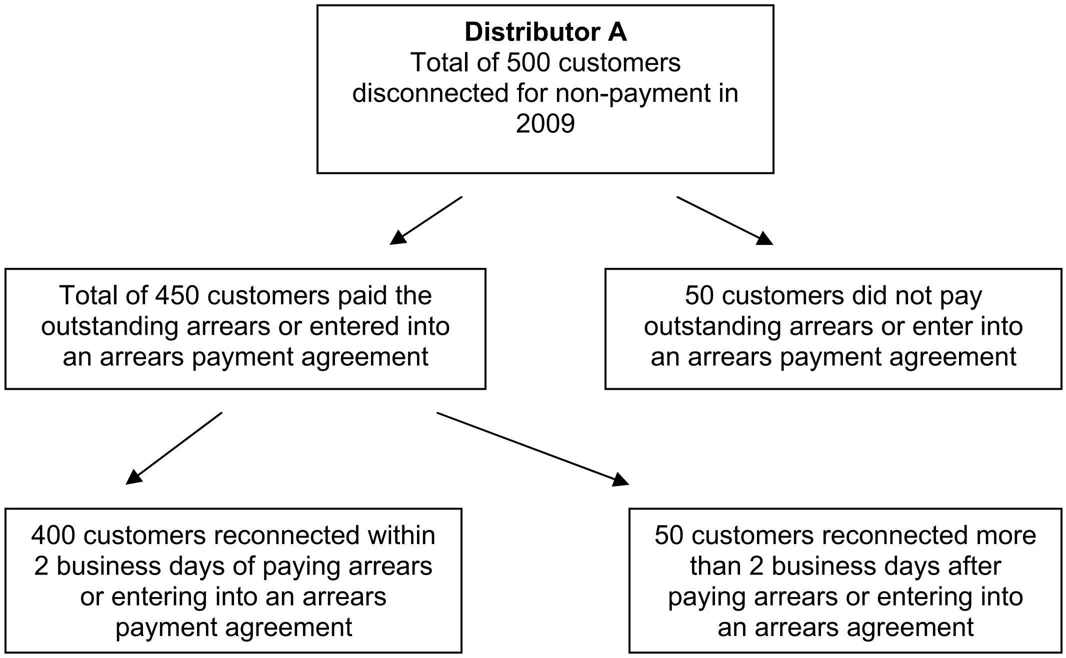
Example 7: Emergency Response



- Total emergency calls - urban: 400
- Total emergency urban calls responded within 60 minutes: 350
- Emergency Response - Urban metric:
  350 / 400 = 87.5%

- Total emergency calls - rural: 100
- Total emergency rural Calls responded within 120 minutes: 80
- Emergency Response - Rural metric:
  80 / 100 = 80%

Example 8: Reconnection Standards



- Total number of customers disconnected for non-payment: 500
- Total number of customers who paid arrears or who entered into arrears payment agreement: 500 – 50 = 450
- Total number of customers reconnected within 2 business days of paying arrears or entering into an arrears payment agreement = 400
- Reconnection Standard metric: 400/450 = 89%

Example 9: Service Reliability Indicators

The distributor had an average number of 10,000 account holders in 2010. There were three outages in 2010 as follows:

<u>Outage #1</u>
Cause ==> Damaged transmission line
Code 2 outage ==> Yes, caused by problems in the bulk electricity supply system which is distinguished from the distributor’s system based on ownership demarcation
6,600 customers ===> 4.5 hours outage
Outage duration ==> 6,600 customers x 4.5 hours = 29,700 customer hours
Customer interruptions ==> 1 interruption x 6,600 customers = 6,600 customer interruptions

<u>Outage #2</u>
Cause ==> Transformer failure
Code 2 outage ==> No, caused by problems in the distributor’s system based on ownership demarcation
1 bulk metered apartment building ==> 12 hour outage
1 sub-metered apartment building 1,000 units ==> 12 hours outage
Outage duration ==> (1 x 12) + (1,000 x 12) = 12,012 customer hours
Customer interruptions ==> (1 interruption x 1 customer) + (1 interruption x 1,000 customers) = 1,001 customer interruptions

<u>Outage #3</u>
Cause ==> Wind storm
Code 2 outage ==> No, caused by problems in the distributor’s system based on ownership demarcation
2,000 customers ==> 1.5 hours outage
2,000 customers ==> 2.5 hours outage
6,000 customers ==> 5.5 hours outage
Outage duration ==> (2,000 x 1.5) + (2,000 x 2.5) + (6,000 x 5.5)
= 19,000 customer hours
Customer interruptions ==> (1 interruption x 10,000 customers)
= 10,000 customer interruptions

Calculations including Code 2 Outages

SAIDI (includes Code 2 outages)
= (29,700 + 12,012 + 19,000) hours/ 10,000 customers
= 60,712/10,000
= 6.1 hours of interruptions per customer

SAIFI (includes Code 2 outages)
= (6,600 + 1,001 + 10,000) customer interruptions/ 10,000 customers
= 13,601/10,000
= 1.4 interruptions per customer

CAIDI (includes Code 2 outages)
= SAIDI / SAIFI
= 6.0712 customer hours / 1.3601 interruptions per customer
= 4.5 hours per customer-interruption

Calculations excluding Code 2 Outages

SAIDI (excludes Code 2 outages)
= (12,012 + 19,000) hours/ 10,000 customers
= 31,012/10,000
= 3.1 hours of interruptions per customer

SAIFI (excludes Code 2 outages)
= (1,001 + 10,000) customer interruptions / 10,000 customers
= 11, 001/10,000 interruptions per customer
= 1.1 interruptions per customer

CAIDI (excludes Code 2 outages)
= SAIDI / SAIFI
= 3.1010 customer hours / 1.1001 interruptions per customer
= 2.8 hours per customer-interruption

Clicking Save or Apply will not automatically submit this filing. To SUBMIT this filing, scroll to the end of the page, select Yes in the Submit drop down then click the SAVE button.

Report Summary

Filing Due Year

Filing Form Name

RRR Filing No

Reporting Period and Company Name

Licence Type

Status

Report Version

Extension Granted

Extension Deadline

Filing Due Date

Reporting From

Reporting To

Submitted On

Submitter Name

Expiry Date

Connection of New Services - Low Voltage (LV)

The percentage of new low voltage (<750 volts) connection requests where the connection is made within 5 working days of all applicable service conditions being satisfied.

Please refer to section 7.2 of the Distribution System Code.

OEB Approved Standard: at least 90% on a yearly basis

Month	# of new LV services connected within 5 days	# of new LV services requested	% of new LV services connected within 5 days
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

New Connection - LV Annual Totals

Annual # of new LV services connected within 5 days

Annual # of new LV services requested

Annual % new LV services connected within 5 days

Connection of New Services - High Voltage (HV)

The percentage of new high voltage (>=750 volts) connection requests where the connection is made within 10 working days of all applicable service conditions being satisfied.

Please refer to section 7.2 of the Distribution System Code

OEB Approved Standard: at least 90% on a yearly basis

Month	# of new HV services connected within 10 days	# of new HV services requested	% of new HV services connected within 10 days
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

New Connection - HV Annual Totals

Annual # of new HV services connected within 10 days

Annual # of new HV services requested

Annual % of new HV services connected within 10 days

Appointment Scheduling

The percentage of appointments scheduled according to the standards stated in section 7.3 of the Distribution System Code

Please refer to section 7.3.5 of the Distribution System Code

OEB Approved Standard: at least 90% on a yearly basis

Month	# of appointments scheduled/completed as required	# of appointment requests received	% appointments scheduled/completed as required
January			
February			
March			
April			

May			
June			
July			
August			
September			
October			
November			
December			

Appointments Scheduled - Annual Totals

Annual # of appointments scheduled/completed as required

Annual # of appointment requests received

Annual % appointments scheduled/completed as required

Appointments Met

The percentage of appointments involving meeting a customer or the customer's representative where the appointment date and time is met.

Please refer to section 7.4 of the Distribution System Code

OEB Approved Standard: at least 90% on a yearly basis

Month	# of appointments completed as required	# of appointments scheduled with customer/representative	% appointments met
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Appointments Met - Annual Totals

Annual # of appointments completed as required

Annual # of appointments scheduled with customer/representative

Annual % appointments met

Rescheduling a missed appointment

The percentage of appointments rescheduled in the event that an appointment is missed or going to be missed

Please refer to section 7.5 of the Distribution System Code

OEB Approved Standard: 100% on a yearly basis

Month	# of appointments rescheduled as required	# of missed/about to be missed appointments	% appointments rescheduled
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Appointments Rescheduled - Annual Totals

Annual # of appointments rescheduled as required	Annual # of missed/about to be missed appointments	Annual % appointments rescheduled

Telephone Accessibility

The percentage of qualified incoming calls to the utility that are answered in person within 30 seconds.

Please refer to section 7.6 of the Distribution System Code

OEB Approved Standard: at least 65% on a yearly basis

Month	# of qualified incoming calls answered within 30 seconds	# of qualified incoming calls	% qualified incoming calls answered within 30 seconds
January			
February			
March			
April			
May			
June			
July			
August			

September			
October			
November			
December			

Telephone Accessibility Annual Totals

Annual # of qualified incoming calls answered within 30 seconds	Annual # of qualified incoming calls	Annual % qualified incoming calls answered within 30 seconds

Telephone Call Abandon Rate

The percentage of qualified incoming telephone calls that are abandoned before they are answered

Please refer to section 7.7 of the Distribution System Code

OEB Approved Standard: 10% or less on a yearly basis

Month	# of qualified incoming calls abandoned after 30 seconds	# of qualified incoming calls	% qualified incoming calls abandoned after 30 seconds
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Annual # of qualified incoming calls abandoned after 30 seconds	Annual # of qualified incoming calls	Annual % qualified incoming calls abandoned after 30 seconds

Written Responses to Enquiries

The percentage of written responses provided within 10 days to qualified enquiries.

Please refer to section 7.8 of the Distribution System Code

OEB Approved Standard: at least 80% on a yearly basis

Month	# of written responses provided within 10 days	# of qualified enquiries received	% written responses provided within 10 days
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Written Responses Annual Totals

Annual # of written responses provided within 10 days

Annual # of qualified enquiries received

Annual % written responses provided within 10 days

Emergency Response Urban

The percentage of emergency (fire, police, ambulance) calls where a qualified service person is on site within 60 minutes of the call.

The definition of "rural" and "urban" should correspond to the municipality's definition

Please refer to section 7.9 of the Distribution System Code

OEB Approved Standard: at least 80% on a yearly basis

Month	# of urban emergency calls responded within 60 minutes	# of urban emergency calls	% urban emergency calls responded within 60 minutes
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			

December			

Emergency Response Urban Annual Totals

Annual # of urban emergency calls responded within 60 minutes

Annual # of urban emergency calls

Annual % urban emergency calls responded within 60 minutes

Emergency Response Rural

The percentage of emergency (fire, police, ambulance) calls where a qualified service person is on site within 120 minutes of the call.

The definition of "rural" and "urban" should correspond to the municipality's definition

Please refer to section 7.9 of the Distribution System Code

OEB Approved Standard: at least 80% on a yearly basis

Month	# of rural emergency calls responded within 120 minutes	# of rural emergency calls	% rural emergency calls responded within 120 minutes
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Emergency Response Rural Totals

Annual # of rural emergency calls responded within 120 minutes

Annual # of rural emergency calls

Annual % rural emergency calls responded within 120 minutes

Service Reliability Indices

Includes outages caused by a Loss of Supply

Loss of Supply means customer interruptions due to an outage that occurs upstream of a distributor's distribution system

Please include all planned and unplanned sustained interruptions. Sustained means a period of interruption of one minute or more

SAIDI - System Average Interruption Duration Index

SAIFI - System Average Interruption Frequency Index

CAIDI - Customer Average Interruption Duration Index

OEB Approved Standard: Within the range of 3 years historical performance.

Total number of customers equals the number of customer accounts served by the distributor in the reporting month

Month	Total Customer Hours of Interruptions (i.e., 15 mins interruption = .25X200 Customer = 50 hours of interruption)	Total Customer Interruptions (i.e., 100 customers interrupted 2 times = 200 customers interrupted)	Total # of Customers (i.e., Not just affected customer, total customers served for the month)	SAIDI (1)/(3)	SAIFI (2)/(3)	CAIDI (4)/(5)
January						
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						

Service Reliability Indices Annual Totals and Average

Total Customer Hours of Interruptions

Total Customer Interruptions

Average # of Customers

Total SAIDI (1)/ (3)

Total SAIFI (2)/(3)

Total CAIDI (4)/(5)

Loss of Sply Adjusted Service Reliability Indices

Excludes outages caused by a Loss of Supply

Loss of Supply means customer interruptions due to an outage that occurs upstream of a distributor's distribution system

Please deduct interruptions caused by Loss of Supply from all planned and unplanned sustained interruptions. Sustained means a period of interruption of one minute or more

SAIDI - System Average Interruption Duration Index

SAIFI - System Average Interruption Frequency Index

CAIDI - Customer Average Interruption Duration Index

Total number of customers equals the number of customer accounts served by the distributor in the reporting month

OEB Approved Standard: Within the range of 3 years historical performance.

Month	Adjusted Customer Hours of Interruptions (i.e., 15 mins interruption = .25X200 Customer = 50 hours of interruption)	Adjusted Customer Interruptions (i.e., 100 customers interrupted 2 times = 200 customers interrupted)	Total # of Customers (i.e., Not just affected customer, total customers served for the month)	SAIDI (1)/(3)	SAIFI (2)/(3)	CAIDI (4)/(5)
January						
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						

Service Reliability Indices Annual Totals and Average

Adjusted Customer Hours of Interruptions

Adjusted Customer Interruptions

Average # of Customers

Total Loss of Supply Adjusted SAIDI (1)/ (3)

Total Loss of Supply Adjusted SAIFI (2)/(3)

Total Loss of Supply Adjusted CAIDI (4)/(5)

Momentary Average Interruption Frequency Index

Distributors that do not have the system capability that enables them to capture or measure MAIFI are exempted from this reporting requirement.

All planned and unplanned interruptions should be used to calculate this index.

Month	Momentary Interruption	Number of Customers served	MAIFI (1)/(2)
January			
February			
March			
April			
May			
June			
July			

August			
September			
October			
November			
December			

Total Momentary Interruption

Average Number of Customers Served

Total Momentary Average Interruption Frequency Index (MAIFI)

Reconnection Performance Standard

The number of customers disconnected for non-payment who were reconnected completed in two days

Please refer to section 7.10 of the Distribution Service Code

OEB Approved Standard: at least 85% of a yearly bases

Reconnection Performance Standard

Month	Reconnections completed in 2 business days for customers disconnected for non-payment	Number of reconnections for customers disconnected for non-payment	Percent of reconnections completed in 2 business days for customers disconnected for non-payment
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Annual No of reconnections completed in two days for customers disconnected for non-payment

Annual No of reconnections for customers disconnected for non-payment

Annual % of reconnections completed in 2 business days for customers disconnected nonpayment

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2.1.5

RRR section: A distributor shall provide in the form and manner required by the Board, annually, by April 30, the information set out in sections 2.1.5.1 to 2.1.5.6 related to performance based regulation (PBR) for the preceding calendar year.

Due: Apr 30

Available for input: Mar 1

Method of filing: Electronic input form

Content: This section consists of six subsections:

1. Labor

Average line crew wage rate
New line crew wage rate (if wage rate has changed during the year)
New line crew wage rate effective date
Full time equivalent number of employees
Salaries and wages charged to current operating expenses
Employee salaries and wages charged to new construction
Estimated average number of employees for the year whose earnings are charged to current operating expenses
Estimated average number of employees charged to new construction

2. Capital

Gross Capital Additions	Employee labor (including benefits)
	Equipment and materials
	Capital works/Other
	Overhead
	Carrying charges
Other Capital Related Information	Retirements for the year
	Contributed capital for the year (incremental)

3. Supply and Delivery Information

A. Supply	i) Total kWhs of electricity that has flowed into the distributor's distribution system from the IESO-controlled grid or the distribution system of a host distributor
	ii) Total kWhs of electricity that has flowed into the distributor's distribution system from all embedded generation facilities
	iii) Number of wholesale meters pertaining to the utility located on the primary side of the supply transformers

B. Delivery	i) Total kWhs of electricity delivered to all customers in the distributor's licensed service area and to any embedded distributors
	ii) Total kWhs delivered to customers in the Large Use class:
	iii) Total kWhs delivered to embedded distributors
Distribution Losses	A(i) + A(ii) – B(i)
Amount Charged	If you are a host distributor, enter the amount charged for transmission or low voltage services

4. Customers, Demand and Revenue (by rate class)

Number of customer accounts/connections
Billed kW
Billed kWhs
Distribution services revenue (Account 4080)

5. Utility Characteristics

Service Area	Rural service area (Sq. Km.)
	Urban service area (Sq. Km.)
	Total service area (Sq. Km.)
	Service area population
	Municipal population
	Number of seasonal occupancy customers
Utility Load	Utility winter maximum monthly peak load (kW)
	Utility summer maximum monthly peak load (kW)
	Utility average peak load (kW)
	Utility average load factor
Circuit Kilometers of Line	Overhead circuit kilometers of line
	Underground circuit kilometers of line
	3 Phase
	2 Phase
	Single Phase
	Total
Transformers by Type	Transmission
	Sub-transmission
	Distribution
Distribution and Transmission Stations	Number of distribution and transmission stations ≥ 50kV
	Number of distribution and transmission stations < 50kV
	Total

6. Incentive Rate Mechanism: A distributor whose rates during all or part of the reporting period were set using an incentive rate mechanism shall report the regulatory return earned since effective date of the most recent incentive rate change. The reported return is to be calculated on the same basis as was used in establishing the distributor's base rates.

New on form:

1. The form is separated into six separate tabs for each sub-section.
2. Information revisions as per electricity RRR dated March 5, 2012 are seen for the first time on this year's input form.
3. Carrying charges is a new component to Gross Capital Additions. This is the capitalized interest on projects, also known as AFUDC (Allowance for Funds Used during Construction).
4. The regulatory return earned report is mailed to the Board. The date that the report was mailed is recorded on this form.
5. The Print All button is linked to a new updated crystal report, and will print all tabs when it becomes functional. Please note that the print button will work only after the document has been saved.

Tips:

6. The 2.1.5 form will appear on your portal only after the document asking for "Consent to File with Statistics Canada" is completed. Information about the consent form and the data sharing agreement with Statistics Canada is available at http://www.ontarioenergyboard.ca/documents/oeb_statisticscanada_initiative.pdf and at http://www.ontarioenergyboard.ca/documents/tools/efiling/statscan_signed_agreement_2008.pdf.

Labor

1. For the Average line crew wage rate distributors can report the top pay band for line crews. For distributors with multiple categories of line crews an acceptable approach is to calculate total line crew wages / Full time equivalent line crew employees.

2. For distributors where there is more than one line crew wage rate in effect, the effective date is the latest date when the wage rate was changed.

3. Average number of employees for the year whose earnings are charged to current operating expenses = Salaries and Wages charged to current operating expenses / Full time equivalent number of employees.

4. Average number of employees charged to new construction = Employee salaries and wages charged to new construction / Full time equivalent number of employees.

5. Please note that #s 4 and 5 above are needed to meet the OEB's obligations with Statistics Canada under a data sharing agreement mentioned in Tip #1. The terms "current operating expenses" and "new construction" refer to the terms used on the Annual Electric Utility Financial Report for electricity distributors required by Statistics Canada.

Capital

6. Contributed capital for the year is reported on an incremental basis for the year, not a cumulative amount.

Supply and Delivery Information

7. All kWhs (other than in relation to distribution losses) are reported based on a reading of the applicable meter, without being grossed up for loss factor. This is different from the “Billed kWhs” reported in RRR 2.1.3 where the kWhs reported include the loss factor. To match the time period of supplied kWhs and delivered kWh it is appropriate to include an adjustment for unbilled kWh to the delivered kWh.

8. Distribution losses is calculated as the difference between the supply as reported in A(i) and A(ii) less delivery as reported in B(i). The form cannot be submitted unless this calculation is correct.

Customers, Demand and Revenue

9. For scattered unmetered loads, street lighting and sentinel lighting, please report number of connections and not number of accounts.

10. The total number of customer accounts/connections reported on the December 31 annual filing should align with the total number of customer accounts/connections reported on the December 31 quarterly filing (RRR 2.1.2) and in RRR 2.1.4.

11. Please note that the total of SSS + retailer customers are reported in this section, unlike the reporting in 2.1.2 where the SSS and retailer tables are separate.

12. The Billed kWhs reported in this subsection represent the meter read, that is, it is **not** loss adjusted, and represents the yearly billed kWhs without the loss factor.

13. The billed kWhs reported on the December 31 annual filing (RRR 2.1.5 – Customers, Demand, Revenue) may not match the total energy sales reported on the quarterly filings (RRR 2.1.3) as a result of loss adjustment and unbilled accruals; however, a distributor should be able to reconcile any differences i.e. the underlying meter reading date should be the same.

Utility Characteristics

14. Distributors that merged or were acquired subsequent to the reporting year must report data relevant to the entity as it existed prior to the merger or acquisition.

15. Circuit Kilometers - refer to the Canadian Electricity Association website for the definition (http://www.electricity.ca/media/pdfs/Performance%20Excellence/Circuit%20Length%20Definition%5B1%5D.pdf).

16. The total overhead and underground circuit kilometers of line should be equal to the total of all phases (3 phase, 2 phase, and single phase).

17. Submarine cables are reported in the underground cables category.

18. The number of transformers reported in this sub-section refers to transformer stations and not underground, pole or pad mounted transformers. The definitions of the transformer stations into further categories such as “transmission”, “sub-transmission” and “distribution” may need to be further defined, and is one of the tasks in future for the RRR working group. Transmission refers to transformer stations connected at voltages greater than 50kV. Distribution refers to transformer stations connected at voltages less than 50kV. Distributors may have developed an additional category of sub-transmission and can continue to report this as they have in the past provided that the three categories sum to the total number of transformer stations.

Incentive Rate Mechanism

19. It is required to send an annual regulatory return by email to the Board. This requires a spreadsheet showing the calculations for the regulatory return earned since the effective date of the last rate change, or in case this calculation is not readily available, the regulatory return for the past financial year.

    In order to ensure consistency, the Board is providing further guidance on this calculation. The requirement is to calculate the return on the same basis as was used in establishing the distributor’s base rates, and is to be done based on the deemed debt to equity ratio of 60/40, using the distributor’s cost of capital parameters last approved by the Board (typically as part of the last cost of service rate proceeding). The deemed return on equity (“ROE”) should be calculated each year and compared to the Board-approved ROE in effect at the time of the distributor’s last cost of service proceeding. This methodology is consistent with the approach taken by some distributors in reporting their 2010 results with the Board.

    An illustrative Excel model is provided in Appendix 6. If a distributor wishes to provide an additional calculation to reflect unique circumstances, it can do so by adding an additional worksheet to the Excel model.

    The Board reminds distributors that the *Report of the Board on 3rd Generation Incentive Regulation for Ontario’s Electricity Distributors* (the “IR Report”), issued on July 15, 2008, established a trigger mechanism with an annual ROE dead band of ±300 basis points. When a distributor performs outside of this earnings dead band, a regulatory review may be initiated. The Board intends to use the information filed by distributors under section 2.1.5.6 to assess if further action is warranted. Furthermore, the Board may reflect the resultant ROE calculations in the 2011 statistical Yearbook of Electricity Distributors.

20. **Example:**

Example 1: Labor
The distributor employs 10 full time and 5 part time (half time) employees. In addition, in the current calendar year, 3 employees were on contract as follows:
Employee #1 ➔ Jan – Mar ➔ for 3 months
Employee #2 ➔ Feb – August ➔ for 6 months, and
Employee #3 ➔ Mar – Oct ➔ for 8 months.

Number of Full Time Equivalent employees (FTEs)
= Sum of (employee x %year worked)
= (10 employees x 100%) + (5 employees x 50%) + (1 employee x 25%) +
(1 employee x 50%) + (1 employee x 67%)
= (10 + 2.5 + 0.25 + 0.5 + 0.67) *FTEs*
= 13.92 *full time equivalent employees*

Example 2: Utility Characteristics - Circuit Kilometers of Line

The total distance of the feeders is 7,225 kilometers. 1,800 kilometers of the feeders are three phase, 425 kilometers is two phase and 5,000 kilometers is single phase. There is no over build or under build of single, two phase and three phase lines in the utility's service territory.

5,500 kilometers of line is overhead, 1,725 kilometers is underground. There is also no overlapping between overhead and underground wiring and all cables are in their own trench.

Reporting:

	Overhead Cir Km	Underground Cir Km	Total Circuit KM
1 phase	4,000	1,000	5,000
2 phase	300	125	425
3 phase	1,200	600	1,800
Total	5,500	1,725	7,225

Example 2a: Utility Characteristics - Circuit Kilometers of Line with overbuild

Using example 2's data with overbuild for ALL 3 phase Overhead conductor the circuit Km's become. This means there are 2 – 3 phase circuits on the same set of poles.

Reporting:

	Overhead Cir Km	Underground Cir Km	Total Circuit KM
1 phase	4,000	1,000	5,000
2 phase	300	125	425
3 phase	2,400	600	3,000
Total	6,700	1,725	8,425

Example 2b: Utility Characteristics - Circuit Kilometers of Line with overbuild and double trenching

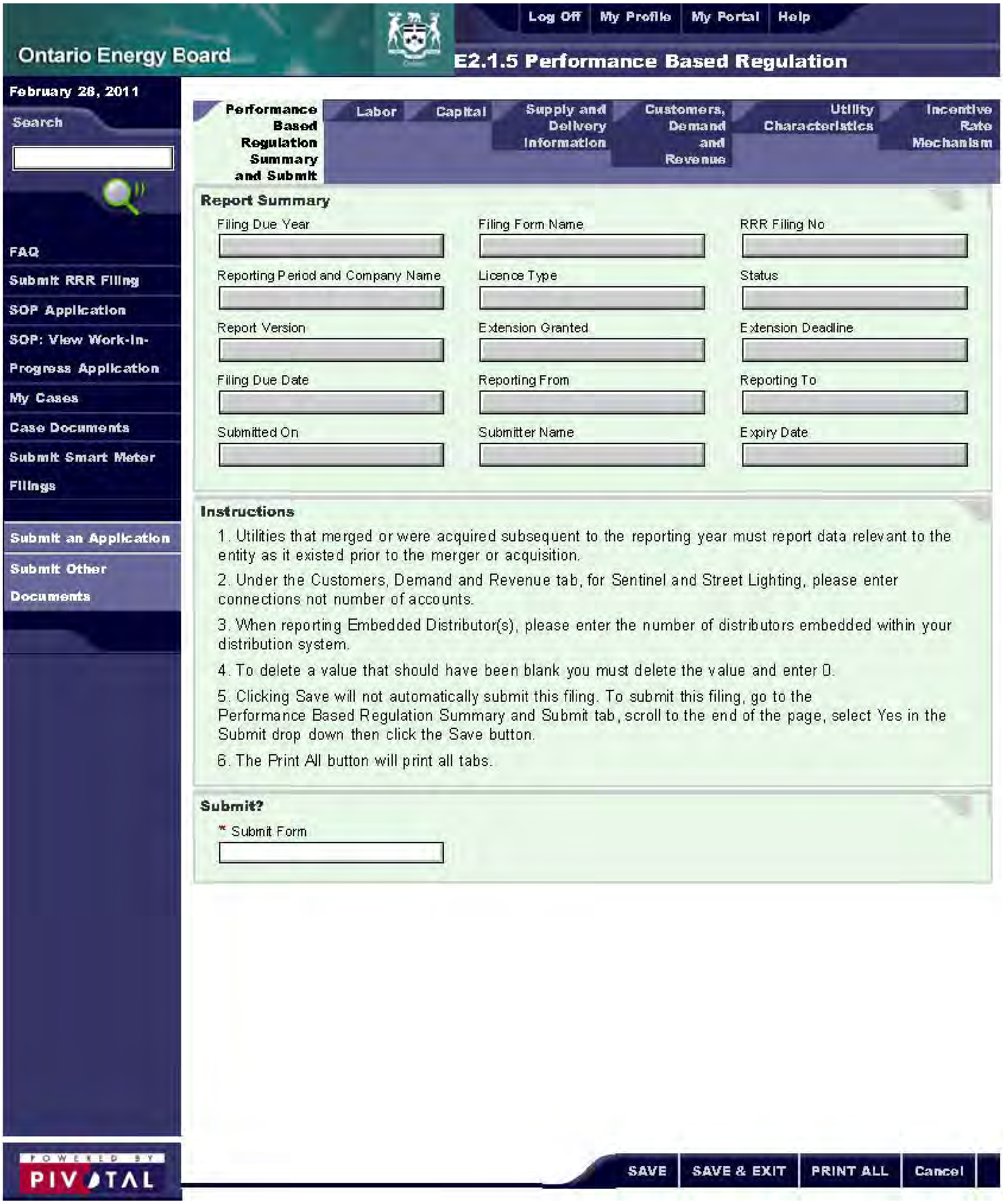
Using example 2a's data with overbuild for ALL 3 phase Overhead conductor the circuit Km's become. This means there are 2 circuits 3 phase circuits on the same set of poles and in a common trench.

Reporting:

	Overhead Cir Km	Underground Cir Km	Total Circuit KM
1 phase	4,000	1,000	5,000
2 phase	300	125	425
3 phase	2,400	1,200	3,600
Total	6,700	2,325	9,025

Reason(s) for change:

Separate tables were created to provide ease of filing as information is acquired from different sources and entered by different departments, as well as to provide a cleaner appearance.



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E2.1.5 Performance Based Regulation

February 28, 2011

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Performance Based Regulation Summary and Submit | Labor | Capital | Supply and Delivery Information | Customers, Demand and Revenue | Utility Characteristics | Incentive Rate Mechanism

Report Summary

Filing Due Year	Filing Form Name	RRR Filing No
Reporting Period and Company Name	Licence Type	Status
Report Version	Extension Granted	Extension Deadline
Filing Due Date	Reporting From	Reporting To
Submitted On	Submitter Name	Expiry Date

Instructions

1. Utilities that merged or were acquired subsequent to the reporting year must report data relevant to the entity as it existed prior to the merger or acquisition.
2. Under the Customers, Demand and Revenue tab, for Sentinel and Street Lighting, please enter connections not number of accounts.
3. When reporting Embedded Distributor(s), please enter the number of distributors embedded within your distribution system.
4. To delete a value that should have been blank you must delete the value and enter 0.
5. Clicking Save will not automatically submit this filing. To submit this filing, go to the Performance Based Regulation Summary and Submit tab, scroll to the end of the page, select Yes in the Submit drop down then click the Save button.
6. The Print All button will print all tabs.

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Line Crew Wage Rates ($/hr)

Please indicate the line crew wage rate in effect in the reporting year. If the line crew wage rate changed during the year, please indicate the wage rate before and after the change and the effective date of change in the Line Crew Wage Rate Change box

New Average Line CrewWage Rate ($/hr)

New Line CrewWage Rate ($/hr)

New Line CrewWage Rate effective date

Labor

Full time equivalent number of employees

Estimated average number of employees for the year whose earnings are charged to current operating expenses (Administrative, operating, and maintenance)

Salaries and Wages charged to current operating expenses, in dollars

Estimated average number of employees charged to new construction

Employee Salaries Wages charged to new Construction, in dollars

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Capital (in dollars)

Please enter all amounts as positive numbers.

Gross Capital Additions

a) Employee labor including benefits

b) Equipment and materials

c) Capital works/Other

d) Overhead

e) Carrying charges

Total Gross Capital Additions (sum of a, b, c, d, & e)

Other Capital Related Information

Retirements for year (net loss amount should be positive and net gain amount should be negative)

Contributed capital for the year (Incremental)

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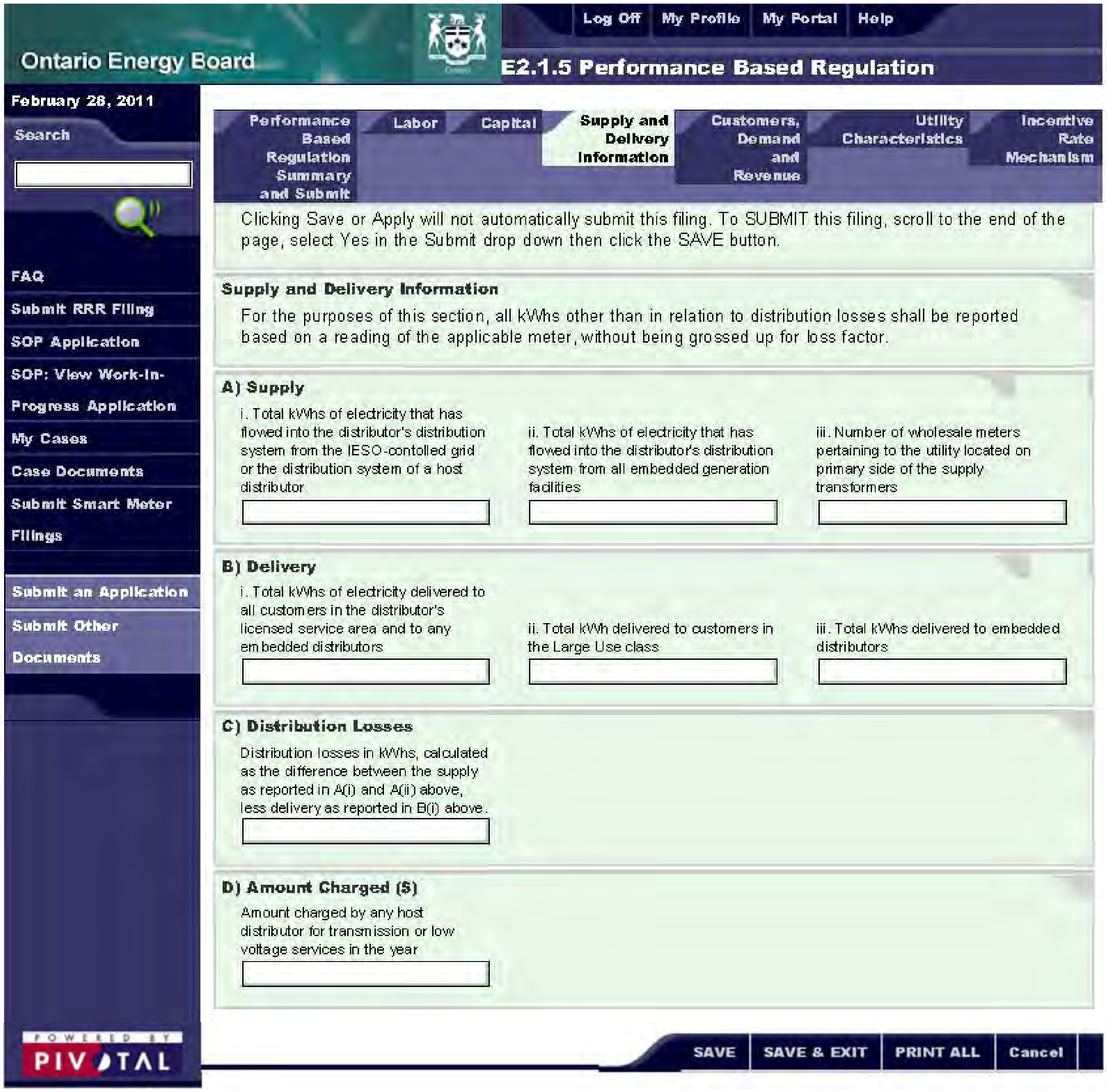
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Supply and Delivery Information
For the purposes of this section, all kWhs other than in relation to distribution losses shall be reported based on a reading of the applicable meter, without being grossed up for loss factor.
A) Supply
i. Total kWhs of electricity that has flowed into the distributor's distribution system from the IESO-contolled grid or the distribution system of a host distributor
ii. Total kWhs of electricity that has flowed into the distributor's distribution system from all embedded generation facilities
iii. Number of wholesale meters pertaining to the utility located on primary side of the supply transformers
B) Delivery
i. Total kWhs of electricity delivered to all customers in the distributor's licensed service area and to any embedded distributors
ii. Total kWh delivered to customers in the Large Use class
iii. Total kWhs delivered to embedded distributors
C) Distribution Losses
Distribution losses in kWhs, calculated as the difference between the supply as reported in A(i) and A(ii) above, less delivery as reported in B(i) above.
D) Amount Charged ($)
Amount charged by any host distributor for transmission or low voltage services in the year
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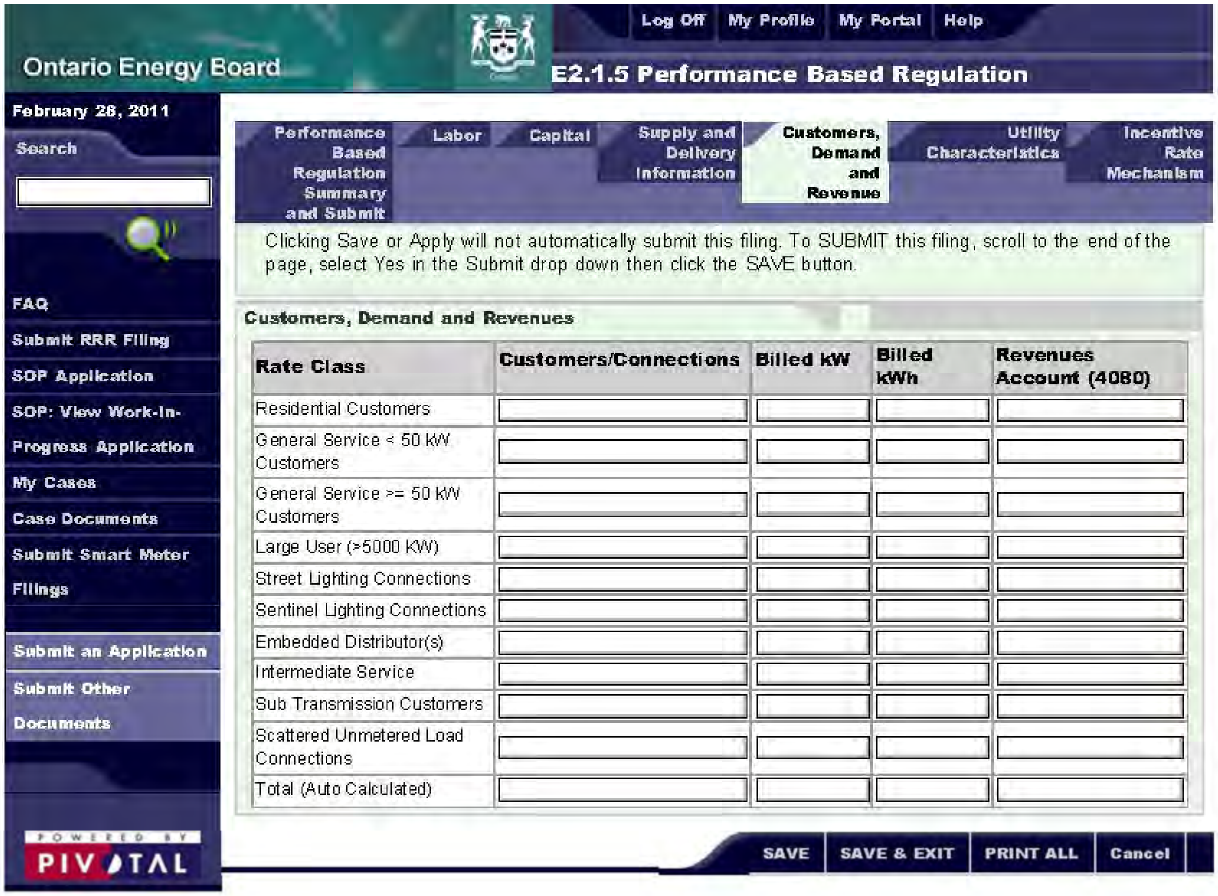
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Performance Based Regulation Summary and Submit | Labor | Capital | Supply and Delivery Information | Customers, Demand and Revenue | Utility Characteristics | Incentive Rate Mechanism

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Customers, Demand and Revenues

Rate Class	Customers/Connections	Billed kW	Billed kWh	Revenues Account (4080)
Residential Customers				
General Service < 50 kW Customers				
General Service >= 50 kW Customers				
Large User (>5000 KW)				
Street Lighting Connections				
Sentinel Lighting Connections				
Embedded Distributor(s)				
Intermediate Service				
Sub Transmission Customers				
Scattered Unmetered Load Connections				
Total (Auto Calculated)				

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E2.1.5 Performance Based Regulation

February 28, 2011

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Performance Based Regulation Summary and Submit | Labor | Capital | Supply and Delivery Information | Customers, Demand and Revenue | Utility Characteristics | Incentive Rate Mechanism

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Utility Characteristics

NOTE: Utilities that merged or were acquired subsequent to the reporting year must report data relevant to the entity as it existed prior to the merger or acquisition.

Total Service Area (Sq.Km)
Rural Service Area (Sq.Km)
Urban Service Area (Sq.Km)

Service Area Population
Municipal Population
Number of Seasonal Occupancy Customers

Utility Winter Max Monthly Peak Load (KW)
Utility Summer Max Monthly Peak Load (KW)
Utility Average Peak Load (KW)

Utility Average Load Factor

Circuit Kilometers of Line
Overhead Circuit Kilometers of Line
Underground Circuit Kilometers of Line

Circuit Kilometers of Line by Type

3 Phase
2 Phase
Single Phase

Total of all phases

Number of Transformers by Type

Transmission
Sub-transmission
Distribution

Number of Distribution and Transmission Stations by kV

Number of Distribution and Transmission Stations in Total
Number of Distribution and Transmission Stations Greater Than or Equal to 50kV
Number of Distribution and Transmission Stations Less Than 50 kV

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Incentive Rate Mechanism

A distributor whose rates during all or part of the reporting period were set using an incentive rate mechanism shall report the regulatory return earned since effective date of the most recent incentive rate change.

The reported return is to be calculated on the same basis as was used in establishing the distributor's base rates.

Regulatory Return Earned Report Mailed to the Board

Comments

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2.1.6

RRR section: A distributor shall provide the Board annually, by April 30, audited financial statements for the preceding calendar year for the corporate entity regulated by the Board. Where the financial statements of the corporate entity regulated by the Board contain material businesses not regulated by the Board, or where the regulated entity conducts more than one activity regulated by the Board, the distributor shall disclose separately information about each operating segment in accordance with the Segment Disclosure provisions corporate entities are encouraged to adopt by the Canadian Institute of Chartered Accountants Handbook.

Due: Apr 30

Available for input: NA

Method of filing: Email / Hard Copy

Content: Audited financial statements for the preceding year

New on form: NA

Tip:

1. Reconciliation from the audited statements to the trial balance is required under RRR section 2.1.13.

Example: NA

Reason(s) for change: NA

2.1.7

RRR section: A distributor shall provide the Board annually, by April 30, a trial balance in uniform system of accounts format supporting the audited financial statements, for the preceding calendar year. A distributor may, for reporting purposes, include data relating to employee salaries in a similar salary account in the uniform system of accounts in cases where the number of distributor employees is such that separate reporting could result in the disclosure of individuals' salary information.

Due: Apr 30

Available for input: Mar 1

Method of filing: Electronic input form

Content: Trial balance in the format specified by the Uniform System of Accounts for electricity distributors.

New on form:

1. Income statement moved to first tab to complete first.
2. Account number and account name columns switched for easier entry.
3. All boxes are now auto-populated with zeroes.
4. Balancing factor on summary page.
5. New accounts added are:
   - Account 1521, Special Purpose Charge Assessment Variance Account
   - Account 3075, Non-Utility Shareholders' Equity
   - Account 4324, Special Purpose Charge Recovery
   - Account 5681, Special Purpose Charge Expense
   - 1567 Board-Approved CDM Variance Account
   - 1575 IFRS-CGAAP Transitional PP&E Amounts

6. The Print All button is linked to a new updated crystal report, and will print all tabs. It is currently functional on this input form. Please note that the print button will work only after the document has been saved.

Tips:

1. The 2.1.7 form will appear on your portal only after the document asking for "Consent to File with Statistics Canada" is completed. Information about the consent form and the data sharing agreement with Statistics Canada is available at http://www.ontarioenergyboard.ca/documents/oeb_statisticscanada_initiative.pdf and at http://www.ontarioenergyboard.ca/documents/tools/efiling/statscan_signed_agreement_2008.pdf.

2. As this form is a large form, it takes longer to open and longer to save, as compared to other smaller forms. In order to ensure that the form is saved, or submitted as desired, make sure to check the Status box in the Report Summary section at the top of the Income Statement tab.

3. Complete the income statement first, and ensure that the net profit/loss appears in account 3046 in the balance sheet, as well as in the “balancing factor” box on the trial balance summary page.

4. Complete the assets and the liabilities and equity tabs after the income statement is complete. This will ensure fewer error messages on saving before the entries are complete.

Example: NA

Reason(s) for change:

To provide ease of entry by auto-populating zeroes, switching columns, switching tab positions.

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E2.1.7 Trial Balance

March 1, 2011

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Income Statement | Assets | Liabilities and Equity | Trial Balance Summary and Submit

Report Summary

Filing Due Year | Filing Form Name | RRR Filing No

Reporting Period and Company Name | Licence Type | Status

Report Version | Extension Granted | Extension Deadline

Filing Due Date | Reporting From | Reporting To

Submitted On | Submitter Name | Expiry Date

Instructions

1. Debit amounts are reported as positive numbers and credit amounts are reported as negative numbers.
2. Account values are auto-populated to 0. To delete a value that should have been blank you must delete the value and enter 0.
3. If the trial balance does not balance, you will receive an error message when trying to save. Under the TRIAL BALANCE SUMMARY & SUBMIT tab, the Final Total/balancing factor value should be 0 in order to balance.
4. Clicking Save will not automatically submit this filing. To submit this filing, click on the SUMMARY/SUBMIT tab, scroll to the end of the page, select Yes in the Submit drop down then click the Save button.
5. The Print All button will print all tabs.

Sales of Electricity

Account Description	Account No	Amount
Residential Energy Sales	4006	0.00
Commercial Energy Sales	4010	0.00
Industrial Energy Sales	4015	0.00
Energy Sales to Large Users	4020	0.00
Street Lighting Energy Sales	4025	0.00
Sentinel Lighting Energy Sales	4030	0.00
General Energy Sales	4035	0.00
Other Energy Sales to Public Authorities	4040	0.00
Energy Sales to Railroads and Railways	4045	0.00
Revenue Adjustment	4050	0.00
Energy Sales for Resale	4055	0.00
Interdepartmental Energy Sales	4060	0.00

Energy Sales for Resale	4055	0.00
Interdepartmental Energy Sales	4060	0.00
Billed WMS	4062	0.00
Billed One-Time	4064	0.00
Billed NW	4066	0.00
Billed CN	4068	0.00
Billed - LV	4075	0.00

Revenue from Services-Distribution

Account Description	Account No	Amount
Distribution Services Revenue	4080	0.00
Retail Services Revenues	4082	0.00
Service Transaction Requests (STR) Revenues	4084	0.00
Electric Services Incidental to Energy Sales	4090	0.00

Revenue from Services-Transmission

Account Description	Account No	Amount
Transmission Charges Revenue	4105	0.00
Transmission Services Revenue	4110	0.00

Other Operating Revenues

Account Description	Account No	Amount
Interdepartmental Rents	4205	0.00
Rent from Electric Property	4210	0.00
Other Utility Operating Income	4215	0.00
Other Electric Revenues	4220	0.00
Late Payment Charges	4225	0.00
Sales of Water and Water Power	4230	0.00
Miscellaneous Service Revenues	4235	0.00
Provision for Rate Refunds	4240	0.00
Government Assistance Directly Credited to Income	4245	0.00

Other Income / Deductions

Account Description	Account No	Amount
Regulatory Debits	4305	0.00
Regulatory Credits	4310	0.00
Revenues from Electric Plant Leased to Others	4315	0.00
Expenses of Electric Plant Leased to Others	4320	0.00
Special Purpose Charge Recovery	4324	0.00
Revenues from Merchandise, Jobbing, Etc.	4325	0.00
Costs and Expenses of Merchandising, Jobbing, Etc.	4330	0.00
Profits and Losses from Financial Instrument Hedges	4335	0.00
Profits and Losses from Financial Instrument Investments	4340	0.00
Gains from Disposition of Future Use Utility Plant	4345	0.00
Losses from Disposition of Future Use Utility Plant	4350	0.00

Gain on Disposition of Utility and Other Property	4355	0.00
Loss on Disposition of Utility and Other Property	4360	0.00
Gains from Disposition of Allowances for Emission	4365	0.00
Losses from Disposition of Allowances for Emission	4370	0.00
Revenues from Non-Utility Operations	4375	0.00
Expenses of Non-Utility Operations	4380	0.00
Non-Utility Rental Income	4385	0.00
Miscellaneous Non-Operating Income	4390	0.00
Rate-Payer Benefit Including Interest	4395	0.00
Foreign Exchange Gains and Losses, Including Amortization	4398	0.00

Investment Income

Account Description	Account No	Amount
Interest and Dividend Income	4405	0.00
Equity in Earnings of Subsidiary Companies	4415	0.00

Generation Expenses - Operation

Account Description	Account No	Amount
Operation Supervision and Engineering	4505	0.00
Fuel	4510	0.00
Steam Expense	4515	0.00
Steam From Other Sources	4520	0.00
Steam Transferred--Credit	4525	0.00
Electric Expense	4530	0.00
Water For Power	4535	0.00
Water Power Taxes	4540	0.00
Hydraulic Expenses	4545	0.00
Generation Expense	4550	0.00
Miscellaneous Power Generation Expenses	4555	0.00
Rents	4560	0.00
Allowances for Emissions	4565	0.00

Generation Expenses - Maintenance

Account Description	Account No	Amount
Maintenance Supervision and Engineering	4605	0.00
Maintenance of Structures	4610	0.00
Maintenance of Boiler Plant	4615	0.00
Maintenance of Electric Plant	4620	0.00
Maintenance of Reservoirs, Dams and Waterways	4625	0.00
Maintenance of Water Wheels, Turbines and Generators	4630	0.00
Maintenance of Generating and Electric Plant	4635	0.00
Maintenance of Miscellaneous Power Generation Plant	4640	0.00

Other Power Supply Expenses

Account Description	Account No	Amount

Power Purchased	4705	0.00
Charges-WMS	4708	0.00
Cost of Power Adjustments	4710	0.00
Charges-One-Time	4712	0.00
Charges-NW	4714	0.00
System Control and Load Dispatching	4715	0.00
Charges-CN	4716	0.00
Other Expenses	4720	0.00
Competition Transition Expense	4725	0.00
Rural Rate Assistance Expense	4730	0.00
Charges - LV	4750	0.00

Transmission Expenses - Operation

Account Description	Account No	Amount
Operation Supervision and Engineering	4805	0.00
Load Dispatching	4810	0.00
Station Buildings and Fixtures Expenses	4815	0.00
Transformer Station Equipment - Operating Labour	4820	0.00
Transformer Station Equipment - Operating Supplies and Expense	4825	0.00
Overhead Line Expenses	4830	0.00
Underground Line Expenses	4835	0.00
Transmission of Electricity by Others	4840	0.00
Miscellaneous Transmission Expense	4845	0.00
Rents	4850	0.00

Transmission Expenses - Maintenance

Account Description	Account No	Amount
Maintenance Supervision and Engineering	4905	0.00
Maintenance of Transformer Station Buildings and Fixtures	4910	0.00
Maintenance of Transformer Station Equipment	4916	0.00
Maintenance of Towers, Poles and Fixtures	4930	0.00
Maintenance of Overhead Conductors and Devices	4935	0.00
Maintenance of Overhead Lines - Right of Way	4940	0.00
Maintenance of Overhead Lines - Roads and Trails Repairs	4945	0.00
Maintenance of Overhead Lines - Snow Removal from Roads and Trails	4950	0.00
Maintenance of Underground Lines	4960	0.00
Maintenance of Miscellaneous Transmission Plant	4965	0.00

Distribution Expenses - Operation

Account Description	Account No	Amount
Operation Supervision and Engineering	5005	0.00
Load Dispatching	5010	0.00
Station Buildings and Fixtures Expense	5012	0.00

Transformer Station Equipment - Operation Labour	5014	0.00
Transformer Station Equipment - Operation Supplies and Expenses	5015	0.00
Distribution Station Equipment - Operation Labour	5016	0.00
Distribution Station Equipment - Operation Supplies and Expenses	5017	0.00
Overhead Distribution Lines and Feeders - Operation Labour	5020	0.00
Overhead Distribution Lines and Feeders - Operation Supplies and Expenses	5025	0.00
Overhead Subtransmission Feeders - Operation	5030	0.00
Overhead Distribution Transformers- Operation	5035	0.00
Underground Distribution Lines and Feeders - Operation Labour	5040	0.00
Underground Distribution Lines and Feeders - Operation Supplies and Expenses	5045	0.00
Underground Subtransmission Feeders - Operation	5050	0.00
Underground Distribution Transformers - Operation	5055	0.00
Street Lighting and Signal System Expense	5060	0.00
Meter Expense	5065	0.00
Customer Premises - Operation Labour	5070	0.00
Customer Premises - Materials and Expenses	5075	0.00
Miscellaneous Distribution Expense	5085	0.00
Underground Distribution Lines and Feeders - Rental Paid	5090	0.00
Overhead Distribution Lines and Feeders - Rental Paid	5095	0.00
Other Rent	5096	0.00

Distribution Expenses - Maintenance

Account Description	Account No	Amount
Maintenance Supervision and Engineering	5105	0.00
Maintenance of Buildings and Fixtures - Distribution Stations	5110	0.00
Maintenance of Transformer Station Equipment	5112	0.00
Maintenance of Distribution Station Equipment	5114	0.00
Maintenance of Poles, Towers and Fixtures	5120	0.00
Maintenance of Overhead Conductors and Devices	5125	0.00
Maintenance of Overhead Services	5130	0.00
Overhead Distribution Lines and Feeders - Right of Way	5135	0.00
Maintenance of Underground Conduit	5145	0.00
Maintenance of Underground Conductors and Devices	5150	0.00
Maintenance of Underground Services	5155	0.00
Maintenance of Line Transformers	5160	0.00
Maintenance of Street Lighting and Signal Systems	5165	0.00
Sentinel Lights - Labour	5170	0.00
Sentinel Lights - Materials and Expenses	5172	0.00
Maintenance of Meters	5175	0.00
Customer Installations Expenses- Leased Property	5178	0.00
Water Heater Rentals - Labour	5185	0.00
Water Heater Rentals - Materials and Expenses	5186	0.00
Water Heater Controls - Labour	5190	0.00

Water Heater Controls - Materials and Expenses	5192	0.00
Maintenance of Other Installations on Customer Premises	5195	0.00

Other Expenses

Account Description	Account No	Amount
Purchase of Transmission and System Services	5205	0.00
Transmission Charges	5210	0.00
Transmission Charges Recovered	5215	0.00

Billing And Collecting

Account Description	Account No	Amount
Supervision	5305	0.00
Meter Reading Expense	5310	0.00
Customer Billing	5315	0.00
Collecting	5320	0.00
Collecting- Cash Over and Short	5325	0.00
Collection Charges	5330	0.00
Bad Debt Expense	5335	0.00
Miscellaneous Customer Accounts Expenses	5340	0.00

Community Relations

Account Description	Account No	Amount
Supervision	5405	0.00
Community Relations - Sundry	5410	0.00
Energy Conservation	5415	0.00
Community Safety Program	5420	0.00
Miscellaneous Customer Service and Informational Expenses	5425	0.00

Sales Expenses

Account Description	Account No	Amount
Supervision	5505	0.00
Demonstrating and Selling Expense	5510	0.00
Advertising Expense	5515	0.00
Miscellaneous Sales Expense	5520	0.00

Administr and Gen Expenses

Account Description	Account No	Amount
Executive Salaries and Expenses	5605	0.00
Management Salaries and Expenses	5610	0.00
General Administrative Salaries and Expenses	5615	0.00
Office Supplies and Expenses	5620	0.00
Administrative Expense Transferred/Credit	5625	0.00
Outside Services Employed	5630	0.00
Property Insurance	5635	0.00
Injuries and Damages	5640	0.00
Employee Pensions and Benefits	5645	0.00

Penalties	6215	0.00
Other Deductions	6225	0.00

Extraordinary Items

Account Description	Account No	Amount
Extraordinary Income	6305	0.00
Extraordinary Deductions	6310	0.00
Income Taxes: Extraordinary Item	6315	0.00

Disconected Operations

Account Description	Account No	Amount
Discontinues Operations - Income/ Gains	6405	0.00
Discontinued Operations - Deductions/ Losses	6410	0.00
Income Taxes, Discontinued Operations	6415	0.00

Franchise Requirements	5650	0.00
Regulatory Expenses	5655	0.00
General Advertising Expenses	5660	0.00
Miscellaneous General Expenses	5665	0.00
Rent	5670	0.00
Maintenance of General Plant	5675	0.00
Electrical Safety Authority Fees	5680	0.00
Special Purpose Charge Expense	5681	0.00
Independent Market Operator Fees and Penalties	5685	0.00
OM&A Contra	5695	0.00

Amortization Expenses

Account Description	Account No	Amount
Amortization Expense - Property, Plant, and Equipment	5705	0.00
Amortization of Limited Term Electric Plant	5710	0.00
Amortization of Intangibles and Other Electric Plant	5715	0.00
Amortization of Electric Plant Acquisition Adjustments	5720	0.00
Miscellaneous Amortization	5725	0.00
Amortization of Unrecovered Plant and Regulatory Study Costs	5730	0.00
Amortization of Deferred Development Costs	5735	0.00
Amortization of Deferred Charges	5740	0.00

Interest Expenses

Account Description	Account No	Amount
Interest on Long Term Debt	6005	0.00
Amortization of Debt Discount and Expense	6010	0.00
Amortization of Premium on Debt/Credit	6015	0.00
Amortization of Loss on Reacquired Debt	6020	0.00
Amortization of Gain on Reacquired Debt--Credit	6025	0.00
Interest on Debt to Associated Companies	6030	0.00
Other Interest Expense	6035	0.00
Allowance for Borrowed Funds Used During Construction--Credit	6040	0.00
Allowance For Other Funds Used During Construction	6042	0.00
Interest Expense on Capital Lease Obligations	6045	0.00

Taxes

Account Description	Account No	Amount
Taxes Other Than Income Taxes	6105	0.00
Income Taxes	6110	0.00
Provision for Future Income Taxes	6115	0.00

Other Deductions

Account Description	Account No	Amount
Donations	6205	0.00
Life Insurance	6210	0.00

Penalties	6215	0.00
Other Deductions	6225	0.00

Extraordinary Items

Account Description	Account No	Amount
Extraordinary Income	6305	0.00
Extraordinary Deductions	6310	0.00
Income Taxes: Extraordinary Item	6315	0.00

Disconected Operations

Account Description	Account No	Amount
Discontinues Operations - Income/ Gains	6405	0.00
Discontinued Operations - Deductions/ Losses	6410	0.00
Income Taxes, Discontinued Operations	6415	0.00

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Current Assets

Account Description	Account No	Amount
Cash	1005	0.00
Cash Advances and Working Funds	1010	0.00
Interest Special Deposits	1020	0.00
Dividend Special Deposits	1030	0.00
Other Special Deposits	1040	0.00
Term Deposits	1060	0.00
Current Investments	1070	0.00
Customer Accounts Receivable	1100	0.00
Accounts Receivable - Services	1102	0.00
Accounts Receivable - Recoverable Work	1104	0.00
Accounts Receivable - Merchandise, Jobbing, etc.	1105	0.00
Other Accounts Receivable	1110	0.00
Accrued Utility Revenues	1120	0.00
Accumulated Provision for Uncollectible Accounts--Credit	1130	0.00
Interest and Dividends Receivable	1140	0.00
Rents Receivable	1150	0.00
Notes Receivable	1170	0.00
Prepayments	1180	0.00
Miscellaneous Current and Accrued Assets	1190	0.00
Accounts Receivable from Associated Companies	1200	0.00
Notes Receivable from Associated Companies	1210	0.00

Inventory

Account Description	Account No	Amount
Fuel Stock	1305	0.00
Plant Materials and Operating Supplies	1330	0.00
Merchandise	1340	0.00
Other Materials and Supplies	1350	0.00

Non-Current Assets

Account Description	Account No	Amount
Long Term Investments in Non-Associated Companies	1405	0.00
Long Term Receivable - Street Lighting Transfer	1408	0.00
Other Special or Collateral Funds	1410	

		0.00
Sinking Funds	1415	0.00
Unamortized Debt Expense	1425	0.00
Unamortized Discount on Long-Term Debt--Debit	1445	0.00
Unamortized Deferred Foreign Currency Translation Gains and Losses	1455	0.00
Other Non-Current Assets	1460	0.00
O.M.E.R.S. Past Service Costs	1465	0.00
Past Service Costs - Employee Future Benefits	1470	0.00
Past Service Costs - Other Pension Plans	1475	0.00
Portfolio Investments - Associated Companies	1480	0.00
Investment in Associated Companies - Significant Influence	1485	0.00
Investment in Subsidiary Companies	1490	0.00

Other Assets and Deferred Charges

Account Description	Account No	Amount
Unrecovered Plant and Regulatory Study Costs	1505	0.00
Other Regulatory Assets	1508	0.00
Preliminary Survey and Investigation Charges	1510	0.00
Emission Allowance Inventory	1515	0.00
Emission Allowances Withheld	1516	0.00
RCVARetail	1518	0.00
Power Purchase Variance Account	1520	0.00
Special Purpose Charge Assessment Variance Account	1521	0.00
Miscellaneous Deferred Debits	1525	0.00
Deferred Losses from Disposition of Utility Plant	1530	0.00
Renewable Connection Capital Deferral Account	1531	0.00
Renewable Connection OM&A Deferral Account	1532	0.00
Smart Grid Capital Deferral Account	1534	0.00
Smart Grid Capital OM&A Account	1535	0.00
Unamortized Loss on Reacquired Debt	1540	0.00
Development Charge Deposits/ Receivables	1545	0.00
RCVASTR	1548	0.00
LV Variance Account	1550	0.00
Smart Meter Capital and Recovery Offset Variance	1555	0.00
Smart Meter OM&A Variance	1556	0.00
Deferred Development Costs	1560	0.00
Deferred Payments in Lieu of Taxes	1562	0.00
Deferred PILs Contra Account	1563	0.00
Conservation and Demand Management Expenditures and Recoveries	1565	0.00
CDM Contra	1566	0.00
Qualifying Transition Costs	1570	0.00
Pre-market Opening Energy Variance	1571	0.00
Extraordinary Event Costs	1572	

		0.00
Deferred Rate Impact Amounts	1574	0.00
RSVAWMS	1580	0.00
RSVAONE-TIME	1582	0.00
RSVANW	1584	0.00
RSVACN	1586	0.00
RSVAPOWER	1588	0.00
Recovery of regulatory asset balances	1590	0.00
2006 PILs & Taxes Variance	1592	0.00
Disposition and Recovery of Regulatory Balances Control Account	1595	0.00
Sub-Account Disposition of Account Balances Approved in 2008	1595	0.00
Sub-Account Disposition of Account Balances Approved in 2009	1595	0.00

Electric Plant and Service - Detailed

Account Description	Account No	Amount
Electric Plant in Service - Control Account	1605	

A.Intangible Plant

Account Description	Account No	Amount
Organization	1606	0.00
Franchises and Consents	1608	0.00
Miscellaneous Intangible Plant	1610	0.00

B.Generation Plants

Account Description	Account No	Amount
Land	1615	0.00
Land Rights	1616	0.00
Buildings and Fixtures	1620	0.00
Leasehold Improvements	1630	0.00
Boiler Plant Equipment	1635	0.00
Engines and Engine-Driven Generators	1640	0.00
Turbogenerator Units	1645	0.00
Reservoirs, Dams and Waterways	1650	0.00
Water Wheels, Turbines and Generators	1655	0.00
Roads, Railroads and Bridges	1660	0.00
Fuel Holders, Producers and Accessories	1665	0.00
Prime Movers	1670	0.00
Generators	1675	0.00
Accessory Electric Equipment	1680	0.00
Miscellaneous Power Plant Equipment	1685	0.00

C.Transmission Plant

Account Description	Account No	Amount
Land	1705	0.00
Land Rights	1706	0.00

Buildings and Fixtures	1708	0.00
Leasehold Improvements	1710	0.00
Station Equipment	1715	0.00
Towers and Fixtures	1720	0.00
Poles and Fixtures	1725	0.00
Overhead Conductors and Devices	1730	0.00
Underground Conduit	1735	0.00
Underground Conductors and Devices	1740	0.00
Roads and Trails	1745	0.00

D.Distribution Plant

Account Description	Account No	Amount
Land	1805	0.00
Land Rights	1806	0.00
Buildings and Fixtures	1808	0.00
Leasehold Improvements	1810	0.00
Transformer Station Equipment - Normally Primary above 50 kV	1815	0.00
Distribution Station Equipment - Normally Primary below 50 kV	1820	0.00
Storage Battery Equipment	1825	0.00
Poles, Towers and Fixtures	1830	0.00
Overhead Conductors and Devices	1835	0.00
Underground Conduit	1840	0.00
Underground Conductors and Devices	1845	0.00
Line Transformers	1850	0.00
Services	1855	0.00
Meters	1860	0.00
Other Installations on Customer's Premises	1865	0.00
Leased Property on Customer Premises	1870	0.00
Street Lighting and Signal Systems	1875	0.00

E.General Plant

Account Description	Account No	Amount
Land	1905	0.00
Land Rights	1906	0.00
Buildings and Fixtures	1908	0.00
Leasehold Improvements	1910	0.00
Office Furniture and Equipment	1915	0.00
Computer Equipment - Hardware	1920	0.00
Computer Software	1925	0.00
Transportation Equipment	1930	0.00
Stores Equipment	1935	0.00
Tools, Shop and Garage Equipment	1940	0.00
Measurement and Testing Equipment	1945	0.00
Power Operated Equipment	1950	0.00
Communication Equipment	1955	0.00

Miscellaneous Equipment	1960	0.00
Water Heater Rental Units	1965	0.00
Load Management Controls - Customer Premises	1970	0.00
Load Management Controls - Utility Premises	1975	0.00
System Supervisory Equipment	1980	0.00
Sentinel Lighting Rental Units	1985	0.00
Other Tangible Property	1990	0.00
Contributions and Grants - Credit	1995	0.00

Other capital Assets

Account Description	Account No	Amount
Property Under Capital Leases	2005	0.00
Electric Plant Purchased or Sold	2010	0.00
Experimental Electric Plant Unclassified	2020	0.00
Electric Plant and Equipment Leased to Others	2030	0.00
Electric Plant Held for Future Use	2040	0.00
Completed Construction Not Classified--Electric	2050	0.00
Construction Work in Progress--Electric	2055	0.00
Electric Plant Acquisition Adjustment	2060	0.00
Other Electric Plant Adjustment	2065	0.00
Other Utility Plant	2070	0.00
Non-Utility Property Owned or Under Capital Leases	2075	0.00

Accumulated Amortization

Account Description	Account No	Amount
Accumulated Amortization of Electric Utility Plan - PP	2105	0.00
Accumulated Amortization of Electric Utility Plant - Intangibles	2120	0.00
Accumulated Amortization of Electric Plant Acquisition Adjustment	2140	0.00
Accumulated Amortization of Other Utility Plant	2160	0.00
Accumulated Amortization of Non-Utility Property	2180	0.00

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E2.1.7 Trial Balance

February 15, 2011

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Current Liabilities

Account Description	Account No	Amount
Accounts Payable	2205	0.00
Customer Credit Balances	2208	0.00
Current Portion of Customer Deposits	2210	0.00
Dividends Declared	2215	0.00
Miscellaneous Current and Accrued Liabilities	2220	0.00
Notes and Loans Payable	2225	0.00
Accounts Payable to Associated Companies	2240	0.00
Notes Payable to Associated Companies	2242	0.00
Debt Retirement Charges(DRC) Payable	2250	0.00
Transmission Charges Payable	2252	0.00
Electrical Safety Authority Fees Payable	2254	0.00
Independent Market Operator Fees and Penalties Payable	2256	0.00
Current Portion of Long Term Debt	2260	0.00
Ontario Hydro Debt - Current Portion	2262	0.00
Pensions and Employee Benefits - Current Portion	2264	0.00
Accrued Interest on Long Term Debt	2268	0.00
Matured Long Term Debt	2270	0.00
Matured Interest on Long Term Debt	2272	0.00
Obligations Under Capital Leases--Current	2285	0.00
Commodity Taxes	2290	0.00
Payroll Deductions / Expenses Payable	2292	0.00
Accrual for Taxes Payments in Lieu of Taxes, Etc.	2294	0.00
Future Income Taxes - Current	2296	0.00

Non-Current Liability

Account Description	Account No	Amount
Accumulated Provision for Injuries and Damages	2305	0.00
Employee Future Benefits	2306	0.00
Other Pensions - Past Service Liability	2308	0.00
Vested Sick Leave Liability	2310	0.00
Accumulated Provision for Rate Refunds	2315	0.00
Other Miscellaneous Non-Current Liabilities	2320	0.00
Obligations Under Capital Lease--Non-Current	2325	0.00
Development Charge Fund	2330	0.00

Long Term Customer Deposits	2335	0.00
Collateral Funds Liability	2340	0.00
Unamortized Premium on Long Term Debt	2345	0.00
O.M.E.R.S. - Past Service Liability - Long Term Portion	2348	0.00
Future Income Tax - Non-Current	2350	0.00

Other Liabilities and Deferred Credits

Account Description	Account No	Amount
Other Regulatory Liabilities	2405	0.00
Deferred Gains from Disposition of Utility Plant	2410	0.00
Unamortized Gain on Reacquired Debt	2415	0.00
Other Deferred Credits	2425	0.00
Accrued Rate-Payer Benefit	2435	0.00

Long Terms Debt

Account Description	Account No	Amount
Debentures Outstanding - Long Term Portion	2505	0.00
Debenture Advances	2510	0.00
Reacquired Bonds	2515	0.00
Other Long Term Debt	2520	0.00
Term Bank Loans - Long Term Portion	2525	0.00
Ontario Hydro Debt Outstanding - Long Term Portion	2530	0.00
Advances from Associated Companies	2550	0.00

Shareholder's Equity

Account Description	Account No	Amount
Common Shares Issued	3005	0.00
Preference Shares Issued	3008	0.00
Contributed Surplus	3010	0.00
Donations Received	3020	0.00
Development Charges Transferred to Equity	3022	0.00
Capital Stock Held in Treasury	3026	0.00
Miscellaneous Paid-In Capital	3030	0.00
Installments Received on Capital Stock	3035	0.00
Appropriated Retained Earnings	3040	0.00
Unappropriated Retained Earnings	3045	0.00
Appropriations of Retained Earnings - Current Period	3047	0.00
Dividends Payable-Preference Shares	3048	0.00
Dividends Payable-Common Shares	3049	0.00
Adjustment to Retained Earnings	3055	0.00
Unappropriated Undistributed Subsidiary Earnings	3065	0.00
Non-Utility Shareholders Equity	3075	0.00

Shareholder's Equity Acct 3046

Account Description	Account No	Amount
Balance Transferred From Income	3046	0.00

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E2.1.7 Trial Balance

February 15, 2011

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Assests

Current Assets

Inventory

Non-current Assets

Other Assets and Deferred Charges

Other Capital Assets

Accumulated Amortization

Net Assets

Liabilities and Equity

Non-current Liabilities

Current Liabilities

Other Liabilities Deferred Credit

Shareholders' Equity

Net Liabilities and Equity

Revenues

Sales of Electricity

Revenues from Services

Other Operating Revenues

Other Income / Deductions

Investment Income

Total Revenues

Expenses

Generation Expenses

Other Power Supply Expenses

Transmission Expenses

Distribution Expenses

Other Expenses

Billing Collecting

Community Relations

Sales Expenses

Administration General Expenses

Amortization Expense

Interest Expense

Taxes

Other Deductions

Extraordinary Items

Discontinued Operations

Total Expenses

Profit / Loss

Final Total/Balancing Factor

Trial Balance total excluding accounts 1605 and 3046

Submit?

* Submit Form

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2.1.8

This section is blank.

2.1.9

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2.1.10

RRR section: A distributor shall provide in the form and manner required by the Board, annually, by April 30, information on affiliate arrangements and transactions for the preceding calendar year, as follows:

a) For each affiliate with which the distributor has or had an Affiliate Contract for the provision of a service, resource, product or use of asset from the distributor to the affiliate: (i) the name of the affiliate; (ii)the number of Affiliate Contracts with the affiliate; and (iii) the total annual dollar value of all transactions under each such Affiliate Contract;

b) for each affiliate with which the distributor has or had an Affiliate Contract for the provision of a service, resource, product or use of asset to the distributor from the affiliate: (i) the name of the affiliate; (ii) the number of Affiliate Contracts with the affiliate; and (iii) the total annual dollar value of all transactions under each such Affiliate Contract; and

c) the highest total dollar value of all financial support to all affiliates outstanding at any time during the reporting period.

For the purposes of this section:

"Affiliate Contract" means a contract between a distributor and an affiliate, and includes a Services Agreement;

"financial support" means any form of financial support to an affiliate, including a loan to, a guarantee of indebtedness of and an investment in the securities of the affiliate; and

"Services Agreement" means an agreement between a distributor and its affiliate for the purposes of section 2.2 of the Affiliate Relationships Code for Electricity Distributors and Transmitters.

Due: Apr 30

Available for input: Mar 1

Method of filing: Electronic input form

Content: The total dollar value of each contact (or service agreement) for the purchase of services from each affiliate and the dollar value of each contract (or service agreement) for the sale of services to each affiliate. Also the highest amount of financial support provided to all affiliates at any time during the year.

New on form:

1. The Print button is linked to a new crystal report, which will print when the button becomes functional. Please note that the print button will work only after the document has been saved.

2. A new input form will be made to align with the Affiliate Relationship Code revised March 15, 2010.

Tip: NA

Example: NA

Reason(s) for change: To reflect amendments made to the ARC, March 15, 2010

E2.1.10 form to be created shortly

2.1.11

RRR section: A distributor shall provide in the form and manner required by the Board, annually, by April 30, a list of retailers who have service agreements with the distributor at the end of the preceding calendar year. The list shall indicate the type(s) of billing option(s) (retailer consolidated, distributor consolidated or split) and the service agreement reference number.

Due: Apr 30

Available for input: Mar 1

Method of filing: Hard Copy/ Email

Content: Name of all retailers doing business with the distributor, confirmation that they have a service agreement with the distributor, the service agreement reference number, and the billing option in place with the retailer (retailer consolidated or distributor consolidated).

New on form:

1. The Print button is linked to a new crystal report, which will print when the button becomes functional. Please note that the print button will work only after the document has been saved.

Tip:

1. Retailer trade names have been provided on the OEB Industry website alongside the corresponding licence name and number (http://www.ontarioenergyboard.ca/html/licences/all_tradenames_read.cfm).

Example: NA

Reason(s) for change: NA

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E2.1.11 Retailer Service Agreements

March 3, 2011

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Report Summary

Filing Due Year | Filing Form Name | RRR Filing No

Reporting Period and Company Name | Licence Type | Status

Report Version | Extension Granted | Extension Deadline

Filing Due Date | Reporting From | Reporting To

Submitted On | Submitter Name | Expiry Date

Instruction

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+	Retailer Name	Has Agreement	Service Agreement Ref. No (If Applicable)	Billing Options Retailer Consolidated	Billing Options Distributor Consolidated
			No Records		

Submit?

* Submit Form

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2.1.12

RRR section: A distributor shall provide in the form and manner required by the Board, annually, by April 30, reporting on its conservation and demand management activities in the preceding calendar year.

Due: Apr 30

Available for input: NA

Method of filing: Email / Hard Copy

Content: Spreadsheet showing expenditures under the Third Tranche Funding.

New on form: NA

Tip:

1. To be amended in accordance with CDM Code. At present, this reporting requirement is relevant for one utility only (Greater Sudbury) due to having received incremental funding.

Example: NA

Reason(s) for change: NA

2.1.13

RRR section: A distributor shall provide in the form and manner required by the Board, annually, by April 30, the uniform system of account balances mapped and reconciled to the audited financial statements.

Due: Apr 30

Available for input: NA

Method of filing: Email – in excel and pdf formats

Content: Spreadsheet showing the trial balance submitted under RRR section 2.1.7 mapped and reconciled to the audited financial statements.

New on form: NA

Tip: NA

Example: NA

Reason(s) for change: NA

2.1.14

RRR section: A distributor shall provide in the form and manner required by the Board, annually, by April 30, the following net metering and embedded generation information for the preceding calendar year:

a) Number of Net Metered generators (as defined in the Distribution System Code), broken down by renewable energy source.
b) Total Installed Capacity (kW) of all net metered generators.
c) Number of Embedded Generation facilities connected to the distributor's distribution system, excluding those counted in (a) above.
d) Total Installed Capacity (kW) of the embedded generators referred to in (c) above.

Due: Apr 30

Available for input: Mar 1

Method of filing: Electronic input form

Content: This section requires reporting of the number of net metered generators and their installed capacity in kW. These net metered generators are distinct from generators financed under RESOP, or FIT contracts.

The required information is broken down into the following categories by type: wind, water, solar and biomass.

New on form:

1. This input form is new, but the information provided is old. Earlier this information table was part of the PBR filing RRR 2.1.5. It has now been placed on a separate input form as it did not fit with the nature of the information required in the RRR 2.1.5 form.

2. The Print button is linked to a new crystal report, which will print when the button becomes functional. Please note that the print button will work only after the document has been saved.

Tips:

1. This is the same information table that was required under Net Metering in the RRR 2.1.5 form last year.

2. Net metering accounts which have been converted to RESOP or FIT accounts should not be reported in this table.

Example: NA

Reason(s) for change: NA


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E 2.1.14 Net Metering
March 1, 2011
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Filing Due Year
Filing Form Name
RRR Filing No
Filing Description and Company Name
Licence Type
Status
Report Version
Extension Granted
Extension Deadline
Filing Due Date
Reporting From
Reporting To
Submitted On
Submitter Name
Expiry Date
Please indicate the number of Net Metering Customers and Total Capacity Installed as of December 31 of the reported year.
Type
Number of Net Metering Customers
Total Installed Capacity (kW)
Biomass
Solar
Water
Wind
Submit Form
Submit Form
POWERED BY
PIVOTAL
SAVE
SAVE & EXIT
PRINT
Cancel

2.1.15

RRR section: A distributor shall provide in the form and manner required by the Board, quarterly, on the last day of the month following the quarter end, for each month in the quarter, the following information:

a) For renewable energy generation facilities that have a name-plate rated capacity of greater than 10 kW:
   i. the number of Connection Impact Assessments ("CIA") completed in the quarter;
   ii. the total name-plate rated capacity (in kW) of the renewable energy generation facilities for which CIAs were completed as reported under (i) above;
   iii. of the CIAs completed as reported under (i) above, the number that were completed within the applicable timeline prescribed by Ontario Regulation 326/09 made under the Electricity Act, 1998; and
   iv. of the number of CIAs completed as reported under (i) above, the number that were not completed within the applicable timeline prescribed by Ontario Regulation 326/09 made under the Electricity Act, 1998.

b) For renewable energy generation facilities that have a name-plate rated capacity of less than or equal to 10kW:
   i. the number of Offers to Connect made; and
   ii. the total name-plate rated capacity (in kW) of the renewable energy generation facilities for which Offers to Connect were made as reported under (i) above.

Due: Feb 28, May 31, Aug 31, Nov 30

Available for input: Jan 1, Apr 1, Jul 1, Oct 1

Method of filing: Electronic input form

Content: This requirement was created to capture the information required by the provincial government under Ontario Regulation 326/09 (Mandatory Information re Connections) made on September 9, 2009. It requires the number of connection impact assessments completed in the quarter, by month. It further requires the installed capacity of the completed assessments, and requires the number of completed assessments which met the timeline prescribed by legislation, as well as the number of completed assessments that took longer.

The section also asks for the number of offers made to connect micro generation facilities in the quarter, by month, and the installed capacity of these facilities.

New on form: No changes have been made to this input form at this time.

Tips:

1. The Ontario Regulation 326/09 filed on September 9, 2009 in Appendix 4.

2. This section does not require reporting on how many generators were actually connected or operating.

3. Please report the offers to connect made in the month in the "Number of Offers to Connect Micro (<= 10kW)" column. This is NOT a cumulative number, but an incremental number for the current reporting month only.

Example:

October
Distributor completed 9 Connection Impact Assessments within the quarter, and all were completed within 150 days of the application being received by the distributor. Each of these projects had a capacity of 15kW.

The Distribution also received 5 applications for connection of micro-generation facilities (<=10kW). Of these 4 offers were made for connection of micro renewable facilities with a total combined capacity of 1 kW.

November
Distributor completed 7 Connection Impact Assessments within the quarter, and all were completed within 150 days of the application being received by the distributor. Each of these projects had a capacity of 15kW.

The Distribution also received 5 applications for connection of micro-generation facilities (<=10kW). Of these 4 offers were made for connection of micro renewable facilities with a total combined capacity of 1 kW.

December
Distributor completed 6 Connection Impact Assessments within the quarter, and 5 of the assessments were completed within 150 days of the application being received by the distributor, however 1 was completed within 180 days. Each of these projects had a capacity of 15kW.

The Distribution also received 5 applications for connection of micro-generation facilities (<=10kW). Of these 4 offers were made for connection of micro renewable facilities with a total combined capacity of 1 kW.

Reporting:

Time Period (Month)	Number of Connection Impact (CIA) Completed in this Quarter (>10 kW)	Total kW Renewable Facilities (>10kW)	Number of CIA completed within time prescribed [DSC s. 6.2.12] (>10kW)	Number of CIA completed after time prescribed [DSC s. 6.2.12] (>10kW)	Number of Offers to Connect Micro (<= 10kW)	Total kW Micro
October	9	135	9	0	4	1
November	7	105	7	0	4	1
December	6	90	5	1	4	1

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E 2.1.15 Generator Connection

March 3, 2011

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Filing Due Year

Filing Name

RRR Filing No

Reporting and Company Period

Licence Type

Status

Report Version

Extension Granted

Extension Deadline

Filing Due Date

Reporting From

Reporting To

Submitted On

Submitter Name

Expiry Date

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Generator Connection Detail

Time Period (Month)	Number of Connection Impact (CIA) Completed in this Quarter (>10 kW)	Total kW Renewable Facilities (>10kW)	Number of CIA completed within time prescribed [DSC s. 6.2.12] (>10kW)	Number of CIA completed after time prescribed [DSC s. 6.2.12] (>10kW)	Number of Offers to Connect Micro (<= 10kW)	Total kW Micro
January						
February						
March						

Totals

Number of Connection Impact (CIA) Completed in this Quarter (>10 kW)

Total kW Renewable Facilities (>10 kW)

Number of CIA completed within time prescribed [DSC s. 6.2.12] (>10kW)

Number of CIA completed after time prescribed [DSC s. 6.2.12] (>10kW)

Number of Offers to Connect Micro (<= 10kW)

Total kW Micro (<= 10kW)

2.1.16

RRR section:

To be included in the electricity RRR document. The first reporting for 2011 is due in Apr 2012.

Due: Apr 30,

Available for input: Feb 1

Method of filing: Electronic input form

Content:

Reference: EB-2008-0150

The following information is to be provided annually and cover activities in the preceding calendar year:

a) LEAP funds, in total and broken down as follows:

   i. funds provided by the distributor to social agencies for:LEAP emergency financial assistance; and
   ii. funds received by the distributor’s social agency partner(s) from non-distributor sources (i.e.,donations) that were earmarked for, and used to top up, the LEAP emergency financial assistance funds.

   Funds received by the distributor from a third party or from the distributor’s shareholder(s) (i.e., not funded from distribution revenues) as a donation and then provided by the distributor to its social agency partner(s) shall be reported under item (ii)

   Funds received under the terms of the settlement of the class action proceeding regarding late payment penalties should not be included in any of the above.

b) LEAP funds disbursed, in total and broken down as follows:

   i. money allocated for agency administration and program delivery;
   ii. grants provided to the distributor’s customers; and
   iii. grants provided to customers of licensed unit sub-metering providers operating in the distributor’’s service area, including the distributor if licensed as such.

c) The month in which LEAP funds were depleted.

d) Number of applicants for LEAP emergency financial assistance, in total and broken down as follows:

   i. applicants that were the distributor’s customers; and

ii. applicants that were customers of licensed unit sub-metering providers operating in the distributor’s service area, including the distributor if licensed as such.

e) Number of LEAP emergency financial assistance applicants assisted, in total and broken down as follows:

i. applicants who were approved for and received assistance that were customers of the distributor; and
ii. applicants who were approved for and received assistance that were customers of unit sub-metering providers operating in the distributor’s service area, including the distributor if licensed as such.

f) Number of LEAP emergency financial assistance applicants denied, in total and broken down as follows:

i. applicants that were customers of the distributor and that applied for assistance but were not approved; and
ii. applicants that were customers of unit sub-metering providers operating in the distributor’s service area, including the distributor if licensed as such, and that applied for assistance but were not approved.

g) Average grant per accepted applicant assisted, as follows:

i. average grant amount allocated per applicant, for applicants that were customers of the distributor;
ii. average grant amount allocated per applicant, for applicants that were customers of unit sub-metering providers operating in the distributor’s service area; including the distributor if licensed as such; and
iii. average grant amount allocated per applicant, measured across customers referred to in both (i) and (ii).

h) Confirmation that the distributor’s social agency partner(s) has/have adhered to the processes and requirements set out in the LEAP Emergency Financial Assistance Program Manual.

New on form: An input form has been created for this new reporting requirement.

Tips: NA

Example: None

Summary

Filing Due Year

Filing Form Name

RRR Filing No

Reporting Period and Company Name

Licence Type

Status

Report Version

Extension Granted

Extension Deadline

Filing Due Date

Reporting from

Reporting to

Submitted On

Submitter Name

Expiry Date

Instructions

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2. Clicking Save will not automatically submit this filing. To submit this filing, go to the end of the page, select Yes in the Submit drop down then click the Save button.

LEAP funds received from:

Distributor

Non distributor sources*

Total funds received

*Funds received by the distributor from a third party or from the distributor's shareholder(s) (i.e., not funded from distribution revenues)

as a donation and then provided by the distributor to its social agency partner(s).

Note: Funds received under the terms of the settlement of the class action proceeding regarding late payment penalties should not be included in any of the above.

LEAP funds disbursed for:

Agency administration and program delivery	Grants to distributor customers	Grants to unit sub-metered customers**	Total grants disbursed	Total funds disbursed
			0.00	0.00

Funds depleted

* Month in which LEAP funds were depleted

Number of LEAP applicants who were:

Distributor customers	Unit sub-metered customers**	Total

		0

Number of applicants assisted who were:

Distributor customers	Unit sub-metered customers**	Total assisted
		0

Number of applicants denied who were:

Distributor customers	Unit sub-metered customers**	Total denied
		0

Average grant per accepted applicant for:

Distributor customers

Unit sub-metered customers**

Overall average

**Applicants that were customers of licensed unit sub-metering providers operating in the distributor's service area, including the distributor if licensed as such.

Adherence to manual

Confirm process requirements

Reporting period and company name

This confirms that our social agency partner(s) has/have adhered to the processes and requirements set out in the LEAP Emergency Financial Assistance Program Manual.

Exceptions

Description of exceptions

Submit?

* Submit Form

2.2 Certifications

RRR section:

2.2.1 A distributor shall provide in the form and manner required by the Board, annually, by April 30, a self-certification statement on director independence described in the Affiliate Relationships Code for Electricity Distributors and Transmitters, signed by both the chief executive officer and the senior regulatory officer or other senior officer of the utility confirming that at least one-third of the utility's Board of Directors was independent from any affiliate during the preceding calendar year.

2.2.2 Where a distributor shares information services with an affiliate the distributor shall provide in the form and manner required by the Board, annually, by April 30, a self-certification statement on data security arrangements, signed by both the chief executive officer and the senior information technology officer or other senior officer of the utility confirming compliance with the computer data management and data access protocols and the services agreement referenced in the Affiliate Relationships Code for Electricity Distributors and Transmitters during the preceding calendar year.

2.2.3 A distributor shall provide in the form and manner required by the Board, annually, by April 30, a self-certification statement signed by both the chief executive officer and the senior regulatory officer or other senior officer of the utility confirming: (a) that in ensuring compliance with the Affiliate Relationships Code for Electricity Distributors and Transmitters during the preceding calendar year, the utility has 1) performed periodic compliance reviews; 2) communicated the Affiliate Relationships Code for Electricity Distributors and Transmitters to its employees; and 3) monitored its employees' compliance with the Affiliate Relationships Code for Electricity Distributors and Transmitters; and (b) that they are satisfied the utility has complied with the Affiliate Relationships Code for Electricity Distributors and Transmitters.

Due: Apr 30

Available for input: Mar 1

Method of filing: Electronic input form or hard copy (optional)

Content: This requirement certifies compliance with the Affiliate Relationships Code.

New on form:

1. The Print button is linked to a new crystal report, which will print when the button becomes functional. Please note that the print button will work only after the document has been saved.

2. No change has been made to the electronic input forms, or to the template for sending hard copies of this document, at this time.

Tips:

1. The templates for sending in the signed certifications as hard copy are found at http://www.ontarioenergyboard.ca/OEB/_Documents/e-Filing/certificates_Electricity_Distributor.pdf

2. The instructions for electronic submission of certifications is found at http://www.ontarioenergyboard.ca/OEB/_Documents/e-Filing/RRR_certificates_instructions.pdf.

Ontario

APPENDIX 1

Electronic User Form

Instructions:

1. Where applicable, fill this application with the appropriate information
2. Save the document and send it to your company key contact (for OEB)
3. Key contact then sends it as an email attachment to: Ejiro Winthorpe ejiro.winthorpe@ontarioenergyboard.ca Telephone: 416-544-5170
4. For new users, OEB will call the applicant within **seven business days** to give the user id/password

Contact Information			
Company Name	Licence Number	Energy Type	
Address and Street Number			
City	Province	Postal Code	Country
Phone	Email	Company Contact	

New RRR User						
First Name		Initial	Last Name		Email Address	
Job Title	RRR Filer ○		Chief Executive Officer ○		Chief Regulatory Officer ○	
Type of Access	RRR Reporting ○			Smart Meter Reporting ○		Both ○

Delete a User & Limiting Access			
First Name		Initial	Last Name
Delete a User from one Account ○	Restrict Access to RRR Only ○		Restrict Access to SMTOU Only ○

Comments:

Ontario Energy Board
P.O. Box 2319
27th. Floor
2300 Yonge Street
Toronto ON M4P 1E4
Telephone: 416- 481-1967
Facsimile: 416- 440-7656
Toll free: 1-888-632-6273

Commission de l'énergie de l'Ontario
C.P. 2319
27e étage
2300, rue Yonge
Toronto ON M4P 1E4
Téléphone; 416- 481-1967
Télécopieur: 416- 440-7656
Numéro sans frais: 1-888-632-6273

Ontario

BY E-MAIL AND WEB POSTING

February **17**, 2010

To: All Licensed Electricity Distributors
All Licensed Electricity Transmitters
All Licensed Retailers
The Independent Electricity System Operator
All Rate-Regulated Natural Gas Distributors
All Licensed Gas Marketers
All Other Interested Parties

Re: Process for Revising Data Filed under the Board's Reporting and Record Keeping Requirements

Compliance with the Board's reporting and record-keeping requirements ("RRR") is an important part of a regulated entity's legal obligations. The Board uses and relies on RRR data for a variety of purposes, and expects that regulated entities will ensure that their data is reported on time and is accurate when reported, such that revisions will only be required in exceptional circumstances.

At present, the technical capability exists for regulated entities to make online revisions to their previously reported RRR data. Continuing after-the-fact revisions cause difficulties for the Board in relation to the performance of its mandate, including with respect to completing analyses and making reliable information about the gas and electricity sectors available to interested parties.

The Board has therefore determined that, effective April 30, 2010, it will eliminate the opportunity for online revisions to previously reported RRR data. After due date, the online forms will be closed for editing and will be available to regulated entities exclusively in read-only format.

A regulated entity that wishes to revise previously reported RRR data will be required to make a written request to the Board to that effect, setting out the following: (a) the data to be changed; (b) the reporting period(s) affected; and (c) the reason for the revision, including an explanation as to why the previously reported data was not or is no longer accurate. Revisions will be allowed only if they are material, either in absolute terms or in terms of impact on the regulated entity or the work of the Board. For example, in the case of financial reporting this would include changes that qualify as prior period adjustments to the audited financial statements. In addition, where data that differs from reported RRR data is accepted and relied upon in a Board proceeding, the regulated entity will be expected to submit a corresponding RRR revision request.

Where a revision is allowed, the relevant online reporting form will be made available to the regulated entity for a limited period of time to allow the entity to input the necessary changes.

Attached as Appendix A to this letter is a template that regulated entities may use to request a revision to their previously reported RRR data. Requests should be submitted by e-mail to the Board Secretary at Board.Secretary@ontarioenergyboard.ca, with a copy to Ejiro Winthorpe at Ejiro.Winthorpe@ontarioenergyboard.ca.

Please contact Ejiro Winthorpe at 416-544-5170 if you have any questions regarding this matter. General inquires should be directed to the Market Operations Hotline at 416-440-7604 or by e-mail addressed to market.operations@ontarioenergyboard.ca. The Board's toll free number is 1-888-632-6273.

Yours truly,

Kirsten Walli
Board Secretary

Attachment: Appendix A : Template for RRR Data Revision Request

APPENDIX A

TEMPLATE FOR RRR DATA REVISION REQUEST

Reporting Entity Name:

Contact Person:

Date of Request:

RRR Section Reference:

Filing Name:

Period(s) to which the revision relates:

Data to be changed
As Filed:
As Revised:

Materiality (describe why/how the revision is material)

Reason for the revision, including an explanation of why/how the data as filed was or has become inaccurate. Where the request relates to a revision to RRR data that was accepted and relied upon in a Board proceeding, include the EB number for the proceeding and the date of the relevant decision or order.

Regulation, on a first-come first-served basis, unless the cumulative generation capacity from net metered generators in its licensed service area equals one percent of the distributor's annual maximum peak load for the distributor's licensed service area, averaged over three years, as determined by the Board from time to time.

6.7.3 A distributor shall bill a net metered generator on a net metering basis in accordance with the Net Metering Regulation provided that the net metered generator meets the requirements of section 2(2) of the Net Metering Regulation.

6.7.4 A distributor may, upon request, make net metering available to additional eligible generators in its licensed service area and may bill them on a net metering basis when the cumulative maximum generation capacity from net metered generators in its licensed service area exceeds one percent of the distributor's annual maximum peak load for the distributor's licensed service area, averaged over three years, as referred to in section 6.7.2.

6.7.5 A distributor shall, in the manner and time specified by the Board, file with the Board the total rated maximum output capacity of generation facilities in its licensed service area to which net metering has been made available as of:

February 10, 2006; and such later dates as are determined by the Board.

7 SERVICE QUALITY REQUIREMENTS (Pages 89-95 of DSC)

7.1 Definitions

In this section 7, the following words have the meanings set out below.

"answered" means connected to a person that is a representative of the distributor. Connection to a voice mailbox or an answering machine, or placing a person in a queue, does not constitute answering.

"customer care telephone number" means any telephone number that is dedicated exclusively to, and given to the public by the distributor for, the purpose of contacting the distributor on matters concerning customer care, including customer account enquiries and other customer service enquiries. Where a distributor does not have a telephone number dedicated exclusively to matters concerning customer care, any telephone number given to the public for the purpose of making enquiries of the distributor shall be deemed to be a "customer care telephone number".

"emergency call" means a call where the assistance of the distributor has been requested by fire, ambulance or police services.

"qualified enquiry" means an enquiry received by a distributor from a customer or representative of a customer pertaining to the customer's existing or prospective service in which a written response is requested by the customer or representative of the customer or determined by the distributor to be necessary. A "qualified enquiry" does not include any of the following, which shall be addressed in accordance with other applicable requirements: cable locate requests; retailer Service Transaction Requests; and enquiries of a general nature not relating specifically to service currently provided to a customer or to a new service being requested by a customer.

"qualified incoming calls" means calls that are received during the regular hours of operation of a distributor's customer call centre and are either:

(a) telephone calls for which the customer normally reaches a customer service representative directly or has been transferred to a customer care line by a general operator; or
(b) telephone calls in which the customer has reached the distributor's Interactive Voice Response ("IVR") system and selected the option of speaking to a customer service representative.

The following are not "qualified incoming calls":

(a) telephone calls that are abandoned by the customer prior to asking for a customer service representative; and
(b) telephone calls for which the customer elects IVR self-service.

"new service" means a connection that requires an Electric Safety Authority certificate before the connection can be completed. This includes, but is not limited to, connections associated with a service upgrade and connections that involve the installation of an additional meter on the distribution system where no meter previously existed. Solely replacing an existing meter is not a new service.

"service conditions" means any condition that must be satisfied before the service will be provided and may include the payment of connection fees, the signing of an offer to connect, the completion of a distribution system expansion, the delivery of any necessary equipment and the receipt of an electrical safety inspection certificate.

7.2 Connection of New Services

7.2.1 A connection for a new service request for a low voltage (<750 volts) service must be completed within 5 business days from the day on which all applicable service conditions are satisfied, or at such later date as agreed to by the customer and distributor.

7.2.2 A connection for a new service request for a high voltage (>750 volts) service must be completed within 10 business days from the day on which all applicable service conditions are satisfied, or at such later date as agreed to by the customer and distributor.

7.2.3 This service quality requirement must be met at least 90 percent of the time on a yearly basis.

7.3 Appointment Scheduling

7.3.1 When a customer or a representative of a customer requests an appointment with a distributor, the distributor shall schedule the appointment to take place within 5 business days of the day on which all applicable service conditions are satisfied or on such later date as may be agreed upon by the customer and distributor.

7.3.2 Where the appointment in section 7.3.1 requires the presence of the customer or the customer's representative, the distributor shall fulfil the requirements set out in section 7.4.1.

7.3.3 Where the appointment in section 7.3.1 does not require the presence of the customer or the customer's representative, the distributor shall arrive for the appointment on the day scheduled under section 7.3.1.

7.3.4 This service quality requirement must be met at least 90 percent of the time on a yearly basis.

7.3.5 All of the actions set out in:

(a) section 7.3.1; and

(b) section 7.3.2 or section 7.3.3, as applicable,

must be completed in order to fulfil this service quality requirement.

7.3.6 This service quality requirement applies regardless of whether or not the presence of the customer or the customer's representative is required.

7.3.7 This service quality requirement does not apply to appointments that are subject to the requirements in sections 7.2.1 and 7.2.2.

7.4 Appointments Met

7.4.1 When an appointment is either:

(a) requested by a customer or a representative of a customer with a distributor ; or
(b) required by a distributor with a customer or representative of a customer,

the distributor must offer to schedule the appointment during the distributor's regular hours of operation within a window of time that is no greater than 4 hours (i.e., morning, afternoon or, if available, evening). The distributor must then arrive for the appointment within the scheduled timeframe.

7.4.2 This service quality requirement must be met at least 90 percent of the time on a yearly basis.

7.4.3 Both of the actions set out in section 7.4.1 must be completed in order to fulfil this service quality requirement.

7.4.4 If the distributor arrives at the scheduled appointment within the required time period but the appointment cannot be met because the customer failed to attend the appointment, the distributor may consider the appointment to have been met for the purpose of determining its performance with the standard.

7.4.5 This service quality requirement applies to appointments that:

(a) require the presence of the customer or the customer's representative;
(b) are scheduled to occur at the distributor's office, the customer's premises, business or work site, or at another location agreed to by the distributor and customer; and
(c) are a frequently recurring part of the distributor's normal course of business, including, but not limited to, the following:
    (i) disconnecting and/or reconnecting service to effect maintenance or upgrades;
    (ii) connecting a new customer;
    (iii) connecting a new service for an existing customer;
    (iv) providing underground cable locates;

(v) inspections ;

(vi) gaining access to read or replace an inside meter or to provide the customer with instructions on the proper use of a prepaid meter or similar device; and

(vii) appointments that are rescheduled as required by section 7.5.1.

7.5 Rescheduling a Missed Appointment

7.5.1 When an appointment to which sections 7.3.1, 7.3.3, or 7.4.1 apply is missed or is going to be missed, the distributor must:

(a) attempt to contact the customer before the scheduled appointment to inform the customer that the appointment will be missed; and

(b) attempt to contact the customer within one business day to reschedule the appointment.

7.5.2 This service quality requirement must be met 100 percent of the time on a yearly basis.

7.5.3 Both of the actions set out in section 7.5.1 must be completed in order to fulfil this service quality requirement.

7.5.4 This requirement does not apply if the appointment is missed due to the failure of the customer or the representative of the customer to attend the appointment.

7.5.5 The rescheduled appointment becomes a new appointment for the purposes of sections 7.3.1 or 7.4.1 as appropriate.

7.6 Telephone Accessibility

7.6.1 Qualified incoming calls to the distributor's customer care telephone number must be answered within the 30 second time period established under section 7.6.3.

7.6.2 This service quality requirement must be met at least 65 percent of the time on a yearly basis.

7.6.3 For qualified incoming calls that are transferred from the distributor's IVR system, the 30 seconds shall be counted from the time the customer selects to speak to a customer service representative. In all other cases, the 30 seconds shall be counted from the first ring.

7.7 Telephone Call Abandon Rate

7.7.1 The number of qualified incoming calls to a distributor's customer care telephone number that are abandoned before they are answered shall be 10 percent or less on a yearly basis.

7.7.2 For the purposes of section 7.7.1, a qualified incoming call will only be considered abandoned if the call is abandoned after the 30 second period established under section 7.6.1 has elapsed.

7.8 Written Response to Enquires

7.8.1 A written response to a qualified enquiry shall be sent by the distributor within 10 business days.

7.8.2 This service quality requirement must be met at least 80 percent of the time on a yearly basis.

7.8.3 The 10 business days shall be counted from the date on which any conditions associated with the enquiry have been satisfied (such as the date of a move where there is a request for a final statement of account) or, if there are no such conditions, from the date of receipt of the enquiry.

7.8.4 A distributor may consider a written response to have been sent if the distributor sends a written acknowledgement of receipt of the qualified enquiry and includes a specific date in which a complete response to the qualified enquiry will be provided.

7.8.5 A written response shall be deemed to have been sent on the date on which it is faxed, mailed or e-mailed by the distributor.

7.9 Emergency Response

7.9.1 Emergency calls must be responded to within 120 minutes in rural areas and within 60 minutes in urban areas.

7.9.2 This service quality requirement must be met at least 80 percent of the time on a yearly basis.

7.9.3 The definition of "rural" and "urban" should correspond to the municipality's definition.

7.9.4 The arrival of a qualified service person on site will constitute a response.

7.10 Reconnection Standards

7.10.1 Where a distributor has disconnected the property of a customer for non-payment, the distributor shall reconnect the property within 2 business days, as defined in section 2.6.7, of the date on which the customer:

(a) makes payment in full of the amount overdue for payment as specified in the disconnection notice; or
(b) enters into an arrears payment agreement with the distributor referred to in section 2.7.

7.10.2 This service quality requirement must be met at least 85 percent of the time on a yearly basis.

ONTARIO REGULATION 326/09

made under the

ELECTRICITY ACT, 1998

Made: September 8, 2009
Filed: September 9, 2009
Published on e-Laws: September 11, 2009
Printed in *The Ontario Gazette*: September 26, 2009

MANDATORY INFORMATION RE CONNECTIONS

Definitions

1. In this Regulation,

"connection" has the same meaning as in section 1.2 of the Board's Distribution System Code;

"connection assessment process" means the procedures and the timing associated with each step of the connection process provided for in section 6.2 of the Board's Distribution System Code;

"connection impact assessment" means a connection impact assessment referred to in section 6.2.12 or 6.2.13 of the Board's Distribution System Code.

Connection requirements, distribution systems

2. (1) For the purposes of this Regulation, where a generator is seeking to connect a renewable energy generation facility to a distributor's distribution system, the distributor shall,

(a) provide the applicable assessment of the renewable energy generation facility's connection application provided for in section 6.2 of the Board's Distribution System Code and shall do so within the time provided in the Code;

(b) provide the assessment required under clause (a) to the generator within 120 days after the date when the distributor commences the assessment provided for in clause (a), where the applicable connection impact assessment requires the distributor to apply to their host distributor for a connection impact assessment; and

(c) on behalf of the generator, apply for a connection assessment to the IESO under section 6.1.6 of chapter 4 of the market rules, if the renewable energy generation facility has a name-plate capacity of 10 megawatts or greater.

(2) Where a distributor makes an application to the IESO under clause (1) (c), the IESO shall provide the distributor with an assessment of the impact or

potential impact of the connection on the integrated power system within 150 days after the day the IESO receives the application.

(3) An application for connection assessment is complete when it contains information sufficient to allow a distributor to carry out its connection assessment activities.

(4) A distributor shall meet the time requirements for the connection assessment process that are applicable to the generation facility, given its name-plate capacity, when a generator is seeking to connect a renewable energy generation facility to the distributor's distribution system.

Connection requirements, transmission systems

3. (1) For the purposes of this Regulation, where a generator is seeking to connect a renewable energy generation facility to a transmitter's transmission system, the IESO shall provide, within 150 days after receipt of a complete application for connection assessment,

(a) the system impact assessment provided for in section 6.1.6 of chapter 4 of the market rules; and

(b) the customer impact assessment provided for in section 6.4 of the Board's Transmission System Code.

(2) An application for connection assessment is complete when it contains information sufficient to allow both the IESO and the transmitter to carry out their connection assessment activities.

Reporting, distributors

4. (1) For the purposes of subsection 25.37 (3) of the Act, the information that the distributor files with the Board shall include,

(a) the number of connection impact assessments for renewable energy generation facilities with a name-plate capacity of greater than 10 kilowatts and of offers to connect renewable energy generation facilities with a name-plate capacity of 10 kilowatts or less completed or made within the previous quarter; and

(b) the number of instances where the assessments have not been provided within the time provided for in subsection 2 (1), for each of the connection impact assessments referred to in clause (a) that have been completed by the distributor.

(2) For the purposes of subsection 25.37 (3) of the Act, a distributor shall provide information, to be updated on at least a quarterly basis, to the public regarding the capacity of the distributor's distribution system to accommodate generation from renewable energy generation facilities, including,

(a) voltage level;

(b) maximum and minimum load;

(c) fault level;

(d) available capacity to connect generation; and

(e) the information required by the Board's Distribution System Code.

(3) The distributor shall provide the information referred to in subsection (2),

(a) in respect of each of the distribution system's feeder lines that are directly connected to a transformer station that is itself directly connected to a transmission system; and

(b) in respect of each of the distribution system's feeder lines that are not directly connected to a transformer station that is itself directly connected to a transmission system for which an application has been received from a generator in respect of a renewable energy generation facility with a name-plate capacity of greater than 10 kilowatts.

(4) A distributor shall provide information to the public, and update it at least on a quarterly basis, regarding a listing of current applications for the connection of renewable generation facilities by application date and including the proposed name-plate capacity associated with each renewable energy generation facility in respect of each application.

(5) The distributor shall provide the information referred to in subsection (4) to the public in respect of each feeder line within the distributor's distribution system for which an application has been received from a generator in respect of a renewable energy generation facility with a name-plate capacity of greater than 10 kilowatts.

(6) A distributor shall provide, as soon as is practicable and no later than five days after receipt of a complete application for connection, written notice to all distributors and transmitters whose distribution or transmission systems are impacted by an application to connect to a distributor's distribution system.

Reporting, IESO

5. For the purposes of subsection 25.37 (3) of the Act, the information that the IESO files with the Board shall include,

(a) the number of assessments completed within the quarter; and

(b) for each completed assessment, the time between the receipt by the IESO of a completed application for connection and the date that the assessment is issued.

Commencement

6. This Regulation comes into force on the later of the day section 9 of Schedule B to the *Green Energy and Green Economy Act, 2009* comes into force and the day this Regulation is filed.

RRR Data Collection for 2011
(Excel version available on request)

RRR Filing	Data Point	Sources	Backup
2.1.1	Deferral/variance account/subaccount balances	Example: General Ledger	Example: General Ledger
2.1.2	Standard Supply Service (SSS) customer numbers by rate class		
	For SSS customers - number of multi unit buildings reported as single customer, in each rate class		
	For SSS customers - number of units declared for multi unit buildings reported as single customer, in each rate class		
	SSS customer numbers on 2 tier RPP price in each rate class		
	SSS customer numbers on time of use RPP price in each rate class		
	SSS customer numbers on HOEP in each rate class		
	SSS sentinel and street lighting connections		
	SSS scattered unmetered load connections		
	Each retailer - customer numbers by rate class		
	Each retailer - number of multi unit buildings reported as single customer, in each rate class		
	Each retailer - number of units declared for multi unit buildings reported as single customer, in each rate class		
	Each retailer sentinel and street lighting connections		
	Each retailer scattered unmetered load connections		
2.1.3	Standard Supply Service (SSS) energy sales (Billed kWhs) by rate class		
	SSS energy sales (Billed kWhs) for customers on 2 tier RPP price in each rate class		
	SSS energy sales (Billed kWhs) for customers on time of use RPP price in each rate class		
	SSS energy sales (Billed kWhs) for customers on HOEP in each rate class		
	SSS energy sales (Billed kWhs) for sentinel and street lighting connections		
	SSS energy sales (Billed kWhs) for scattered unmetered load connections		
	OPTIONAL - Standard Supply Service (SSS) energy sales (Unbilled kWhs) by rate class		
	OPTIONAL - SSS energy sales (Unbilled kWhs) for customers on 2 tier RPP price in each rate class		
	OPTIONAL - SSS energy sales (Unbilled kWhs) for customers on time of use RPP price in each rate class		
	OPTIONAL - SSS energy sales (Unbilled kWhs) for customers on HOEP in each rate class		
	OPTIONAL - SSS energy sales (Unbilled kWhs) for sentinel and street lighting connections		
	OPTIONAL - SSS energy sales (Unbilled kWhs) for scattered unmetered load connections		
	Each Retailer - energy sales (Billed kWhs) by rate class		
	Each retailer energy sales for sentinel and street lighting connections		
	Each retailer energy sales for scattered unmetered load connections		

RRR Filing	Data Point	Sources	Backup
2.1.4	Connection of New Services: By month, number requests for low voltage connections for which service conditions were met in the month.		
	Connection of New Services: By month, number of new low voltage connections made within 5 days of service conditions being met		
	Connection of New Services: By month, number requests for high voltage connections for which service conditions were met in the month.		
	Connection of New Services: By month, number of new high voltage connections made within 10 days of service conditions being met		
	Appointment Scheduling: By month, number of appointments requested (includes requests for underground cable loctes, excludes requests included in ESQR "Connection of New Services") where service conditions are met, or a later date agreed with customer.		
	Appointment Scheduling: By month, number of appointments scheduled AND completed within 5 business days of service conditions met, or as agreed.		
	Appointments Met: By month, number of appointments requested where customer presence is required (includes requests for new low/high voltage service connections and underground cable locates)		
	Appointment Met: By month, number of appointments requiring customer presence which were scheduled AND where the distributor's representative arrived within the scheduled timeframe.		
	Rescheduling a Missed Appointment: By month, number of missed appointments ((includes all missed appointment requests including those for new low/high voltage service connections and underground cable locates)		
	Rescheduling a Missed Appointment: By month, Number of missed appointments where attempt made before the missed appointment to inform customer AND attempt made within one business day to reschedule		
	Telephone Accessibility & Telephone Call Abandon Rate: By month, number of qualified incoming calls received		
	Telephone Accessibiity: By month, number of qualified incoming calls answered within 30 seconds of a request to speak to a customer service representative.		
	Telephone Call Abandon Rate: By month, number of qualified incoming calls abandoned after the end of the 30 second period since a request was made to speak to a customer service representative.		
	Written Response to Enquires: By month, number of qualified enquiries received		
	Written Response to Enquiries: By month, number of qualified enquiries where the written response was provided within 10 business days		
	Emergency Response: By month, number of urban emergency calls received per DSC		
	Emergency Response: By month, number of urban emergency calls responded to within 60 minutes per DSC		
	Emergency Response: By month, number of rural emergency calls received per DSC		
	Emergency Response: By month, number of rural emergency calls responded to within 60 minutes per DSC		
	Reconnection Standards: By month, the number of reconnections for customers who were disconnected for non-payment.		
	Reconnection Standards: By month, the number of customers who were reconnected within 2 business days (based on the time counting rules in section 2.6.7 of the DSC) following payment in full of the amount overdue or entering into an arrears agreement.		
	By month, customer-hours of interruption		
	By month, number of customer-interruptions		
	By month, average number of customers served in the month		

RRR Filing	Data Point	Sources	Backup
	Average line crew wage rate		
	New average crew wage rate (if wage rate has changed during the year)		
	New average crew wage rate effective date		
	Full time equivalent number of employees		
	Salaries and Wages charged to current operating expenses		
	Employee Salaries and Wages charged to new construction		
	Estimated average number of employees for the year whose earnings are charged to current operating expenses		
	Estimated average number of employees charged to new construction		
	Employee labor (including benefits)		
	Equipment and materials		
	Capital works/Other		
	Overhead		
	Carrying charges		
	Retirements for the year		
	Contributed capital for the year (incremental)		
	i) Total kWhs of electricity that has flowed into the distributor's distribution system from the IESO-controlled grid or the distribution system of a host distributor		
	ii) Total kWhs of electricity that has flowed into the distributor's distribution system from all embedded generation facilities		
	iii) Number of wholesale meters pertaining to the utility located on the primary side of the supply transformers		
	i) Total kWhs of electricity delivered to all customers in the distributor's licensed service area and to any embedded distributors		
2.1.5	ii) Total kWhs delivered to customers in the Large Use class:		
	iii) Total kWhs delivered to embedded distributors		
	Distribution losses		
	If you are a host distributor, enter the amount charged for transmission or low voltage services		
	Number of customer accounts/connections		
	Billed kW		
	Billed kWhs		
	Distribution services revenue (Account 4080)		
	Rural service area (Sq. Km.)		
	Urban service area (Sq. Km.)		
	Total service area (Sq. Km.)		
	Service area population		
	Municipal population		
	Number of seasonal occupancy customers		
	Utility winter maximum monthly peak load (kW)		
	Utility summer maximum monthly peak load (kW)		
	Utility average peak load (kW)		
	Utility average load factor		
	Overhead circuit kilometers of line		
	Underground circuit kilometers of line		
	3 Phase		
	2 Phase		
	Single Phase		
	Total		
	Transmission		
	Sub-transmission		
	Distribution		
	Number of distribution and transmission stations ≥ 50kV		
	Number of distribution and transmission stations < 50kV		

RRR Filing	Data Point	Sources	Backup
2.1.6	Audited financial statements		
2.1.7	Trial balance		
2.1.8	Blank		
2.1.9	Assessment and re-asssessment notices from tax authority		
2.1.10	Sales to all affiliates		
	Number of transactions for sales to all affiliates		
	Purchases from all affiliates		
	Number of transactions for purchases from all affiliates		
	For each affiliate, weighted loan amount from/to the affiliate		
2.1.11	For each retailer, service agreement reference number		
	For each retailer, billing option in place		
2.1.12	N/A		
2.1.13	Spreadsheet containing the uniform system of account balances mapped and reconciled to the audited financial statements.		
2.1.14	Number of net metering customers by wind, water, solar and biomass		
	Installed capacity of net metering accounts by wind, water, solar and biomass		
2.1.15	Number of connection impact assessments completed in quarter		
	Insalled capacity for connection impact assessments completed in quarter		
	Number of connection impact assessments completed in quarter, which were completed within the prescribed timeline		
	Number of offers to connect completed for micro generation facilities in the quarter		
	Number of offers to connect completed for micro generation facilities in the quarter		
New	LEAP - Emergency Financial Assistance		

Generic Example - Calculation of ROE on a Deemed Basis

Regulated net income, as per OEB Trial Balance		$ 1,500,000	A
Adjustment to interest expense - for deemed debt		(34,346)	B
Adjusted regulated net income		$ 1,465,654	C
Rate Base:			
Cost of Power		$ 50,000,000	
Operating Expenses		$ 6,000,000	
Total		$ 56,000,000	
Working Capital Allowance %		15%	
Total Working Capital Allowance		$ 8,400,000	
Fixed Assets			
Opening Balance	$ 29,994,000		
Closing Balance	$ 30,478,000		
Average	$ 30,236,000	$ 30,236,000	
Total Rate Base - 2011		$ 38,636,000	D
Regulated Deemed Equity (40%)		$ 15,454,400	E
Regulated Deemed Debt (60%)		$ 23,181,600	F
Regulated Rate of Return on Deemed Equity		**9.5%**	G = C/E
ROE% from most recent Cost of Service application	**2009 EDR**	**8.01%**	
Difference - maximum deadband 3%		**1.47%**	

Interest adjustment on deemed debt:

Regulated Deemed Debt - as above	$ 23,181,600	
Weighted Average Interest Rate	6.04%	
	$ 1,400,169	
Interest expense as per the OEB trial balance	1,352,300	
	$ 47,869	
Utility Tax rate	28.25%	
Tax effect on interest expense	(13,523)	
	$ 34,346	B

Please input based on your utility in the grey cells.

To Be Considered in the Future

1. All - Advance notice of all revisions to input forms by means of email broadcast – work in progress
2. All - Hot links on input form to definitions
3. All - Comment box at end of each form
4. All - Advance warning by email broadcast to users for system problems
5. All - Before changes are made to RRR, working group should be consulted
6. General - Access to RRR database
7. Yearbook - "Translation" table in yearbook to show amalgamations/mergers
8. Yearbook - Data to be updated mid-year with revisions
9. 2.1.2 & 2.1.3 - To track the change in licence numbers since 2002 – work in progress
10. 2.1.2, 2.1.4, 2.1.5 – Repeat customer numbers to auto-populate
11. 2.1.2, 2.1.3, 2.1.4, 2.1.5 - Terms "customers" and "consumers" to be defined for all reporting, whether RRR or other reporting for instance smart meter reporting.
12. 2.1.4 - For SAIDI and SAIFI calculations, customer numbers to travel from PBR 2.1.5 form
13. 2.1.4 - RRR document to distinguish between "interruption" and "customer-interruption"
14. 2.1.4 - Definition for average customer numbers for SAIFI, SAIDI calculation
15. 2.1.4 - Timing of RRR 2.1.4 to synchronize with other annual filings
16. 2.1.4 - Minutes in the SAIFI/SAIDI/CAIDI table header to be changed to hours – work in progress
17. 2.1.5 - Provide link to Statistics Canada website showing population data from the latest census on form 2.1.5
18. 2.1.5 - Definitions of transmission, sub-transmission, and distribution transformers to be provided
19. 2.1.5 - Definitions of "rural" and "urban" are defined by the municipality. This should be consistent across distributors.
20. 2.1.7 - Larger font for 2.1.7 entry
21. 2.1.7 - Message box with exact error
22. 2.1.7 - Pop up box with the sum of entries made so far
23. 2.1.7 - Saving should not kick user out of current position on form
24. 2.1.15 - Reporting due date for 2.1.15 to be changed to second month after quarter to synchronize with other quarterly filings – work in progress
25. From Distributors - peak load calculation for 2.1.5 reporting required.