October 24, 2012

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
2300 Yonge Street
26th Floor, Box 2319
Toronto, ON M4P 1E4

Dear Ms. Walli:

Re: E.L.K. Energy Inc. – 2012 Cost of Service Distribution Rate Application
Board File No. EB-2011-0099

On October 17, 2012, we received correspondence from the Ontario Energy Board (the "Board") advising that a preliminary review of E.L.K. Energy Inc's ("E.L.K.") 2012 Cost of Service distribution rate application (the "Application") had determined that certain information was missing from the Application. E.L.K. offers the following responses to the Board's comments with respect to missing information, together with the accompanying material referred to below. The descriptions of the information are taken from the Board's letter; each description is followed by E.L.K.'s response.

1. **Statement as to when the forecast was prepared and when it was approved by the utility's management and/or Board of Directors for use in the application.**

Response: The forecasted data is prepared by management and is reviewed and approved by the Board of Directors. Preparation of the forecast began in December 2011 and continued through April 2012 with Board of Directors approval May 24, 2012. Once approved, forecasted data is only revised if a material change in plan is required. This information relates to Exhibit 1, Tab 2, Schedule 2.

2. **Reference to the Conditions of Service or where they can be found.**

Response: E.L.K.'s Conditions of Service are publicly available on E.L.K.'s website at www.elkenergy.com. The version posted on the E.L.K. website is the current version. There are no rates and charges documented in E.L.K.'s Conditions of Service. This information relates to Exhibit 1, Tab 2, Schedule 1.

3. **Capital expenditure variance explanation/Actual vs. Board approved for last CoS year.**

Response: E.L.K. has provided information on actual capital expenditures for 2006, E.L.K.'s last Board approved CoS year. Table 2-7B in E.L.K.'s Application (at Exhibit 2, Tab 1, Schedule 3, p.2) shows capital expenditures before capital contributions of approximately $700,000 for 2006 actual. As was the case with almost all Ontario electricity distributors, E.L.K.'s 2006 distribution rate application was based on a historical test year, essentially using 2004 actual data to develop rates for 2006. There were no separate capital expenditures assumed in the 2006 application, since the application was based on

historical data. Accordingly, there is no Board-approved value for 2006 capital expenditures. This information relates to Exhibit 2, Tab 1, Schedule 3.

4. **Report on Electricity Service Quality Requirements ("ESQR").**

Response: A copy of the requested report accompanies this letter. This information relates to Exhibit 2, Tab 1, Schedule 2.

5. **OM&A one-time costs.**

Response: With the exception of one-time regulatory costs, legal costs for regulatory matters, and consultant costs for regulatory matters, there are no significant material OM&A one-time costs. This information relates to Exhibit 4, Tab 2, Schedule 3.

6. **For Shared Services/Corporate Cost Allocation: Explanation of variances between Test Year and last Board approved at rebasing and between Test Year and most current actual.**

Response: Please see E.L.K.'s response to Question 3, above. There was no amount for Shared Services/Corporate Cost Allocation included in the 2006 cost of service application since it was based on a historical test year. As a result it is not possible to make comparisons to 2006 Board approved amounts. However, the variance between the level of Shared Services/Corporate Cost Allocation shown in Table 4-18 (2006 Actual) and the 2012 Test Year as well as the most current actual 2011 versus the 2012 Test Year will be described below.

The variance from the 2006 actual to the 2012 Test Year for the shared service between E.L.K. Energy Inc. and E.L.K. Solutions relating to street lighting, sentinel lighting and water heaters – a $116,000 decrease – is primarily the result of less demand and fewer attributable jobs surrounding this shared service.

Shared services also exist between E.L.K. Energy Inc. and the Town of Essex. Variances between 2006 actual and the 2012 Test Year, totaling approximately $55,000, primarily involve the following two items that explain the majority of the difference:

- E.L.K. provides billing services to the Town's water department. There has been a decrease of approximately $25,000 in recoveries from the Town from 2006 actual compared to the 2012 Test Year. This is the result of E.L.K. no longer having to employ a meter reading company to physically read the water meters for the Town of Essex in 2012 due to the implementation of radio frequency technology. This represents a decrease in revenue from the Town of approximately $25,000.
- In 2006, E.L.K. rented a facility known as the Harrow Service Centre to the Town. The rent was approximately $25,000 per annum. The building was sold prior to 2012 and therefore the rental revenue is not part of the 2012 Test Year amount.

The variances between the 2011 actual and 2012 Test Year are minimal in nature and immaterial. For example a difference of only $2,000 exists between 2011 actual and the 2012 Test Year for the billing function for the water department. This information relates to Exhibit 4, Tab 2, Schedule 4.

7. **Excel Board approved PILs proxy model (active) for 2001 Q4, 2002 and 2005.**

Response: Live Excel models are being filed electronically through the Board's RESS system with this letter. This information relates to Exhibit 9, Appendix 9.

8. **Mitigation plan for Street Lighting and Sentinel since bill impact >10%.**

Response: E.L.K. does not have a mitigation plan for the Street Lighting and Sentinel Lighting classes. E.L.K. has adjusted the revenue to cost ratios for these classes in order to be within the Board's target range, consistent with the approach approved by the Board in other cost of service applications since 2008. E.L.K. understands that in numerous cases, in order to address the significant under-recovery of costs in these two classes, significant adjustments to the revenue-to-cost ratios have been proposed, and the bill impacts for these classes have been higher than 10%. E.L.K.'s understanding is that the Board has approved bill impacts greater than 10% for these classes. E.L.K. is not proposing to reduce bill impacts to 10% or less for these classes, and has therefore not developed a mitigation plan. This information relates to Exhibit 8, Tab 1, Schedule 8.

9. **Letter from Fairness Commissioner regarding Smart Meters.**

Response: A copy of the requested letter is enclosed. This information relates to Exhibit 9, Tab 4, Schedule 1.

We trust that this information will be satisfactory to the Board, and we look forward to receiving the Board's Notice of Application and its Letter of Direction with respect to the Notice at your earliest convenience. Please note that the bill impacts for the Residential and General Service < 50 kW classes (800 kWh and 2,000 kWh per month, respectively) to be used in the Notice are those set out in E.L.K.'s Revenue Requirement Work Form filed electronically with the Application, and not those set out in Exhibit 1, Tab 2, Schedule 1, page 3 of the Application.

Should you have any questions or require further information in respect of this matter, please do not hesitate to contact me.

Yours very truly,

Mark Danelon, C.A.
Manager of Finance & Regulatory Affairs
E.L.K. Energy Inc.
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Essex ON N8M 3E4
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E.L.K. Energy Inc.
EB-2011-0099

Report on Electricity Service Quality Requirements

(as referred to in #4 of the ELK correspondence of October 24, 2012)

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Report Summary

Filing Year: 2012	Filing Form Name: 2.1.4	Filing Form Description: Service Quality
RRR Filing No: 1.1.40	Reporting Period: January- 2012E.L.K. Energy Inc., Essex Corporation, ED-2003-0015,	Extension Granted:
Report Version: 0	Due: April 30, 2012	Extension Deadline:
Status: Submitted	Submitter Name: Mark Danelon	Submitted On: April 30, 2012
Licence Type: Distributor		Expiry Date: May 1, 2012

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	10	10	100.00
February	4	4	100.00
March	5	5	100.00
April	9	9	100.00
May	4	4	100.00
June	9	9	100.00
July	22	22	100.00
August	35	35	100.00
September	15	15	100.00
October	7	7	100.00
November	12	12	100.00
December	6	6	100.00

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
138	138	100.00

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

	# of new HV services connected	# of new HV services	% of new HV services connected

Month	within 10 days	requested	within 10 days
January	0	0	0.00
February	0	0	0.00
March	0	0	0.00
April	0	0	0.00
May	0	0	0.00
June	0	0	0.00
July	0	0	0.00
August	0	0	0.00
September	0	0	0.00
October	0	0	0.00
November	0	0	0.00
December	0	0	0.00

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
0	0	0.00

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	3	3	100.00
February	15	15	100.00
March	48	48	100.00
April	32	32	100.00
May	22	22	100.00
June	4	4	100.00
July	2	2	100.00
August	10	10	100.00
September	11	11	100.00
October	10	10	100.00
November	11	11	100.00
December	6	6	100.00

Appointments Scheduled - Annual Totals

Annual # of appointments scheduled/completed as required	Annual # of appointment requests received	Annual % appointments scheduled/completed as required
174	174	100.00

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	2	3	66.67
February	12	15	80.00
March	48	48	100.00
April	31	32	96.88
May	22	22	100.00
June	4	4	100.00
July	3	3	100.00
August	10	10	100.00
September	11	11	100.00
October	10	10	100.00
November	11	11	100.00
December	5	6	83.33

Appointments Met - Annual Totals

Annual # of appointments completed as required	Annual # of appointments scheduled with customer/representative	Annual % appointments met
169	175	96.60

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	0	0	0.00
February	0	0	0.00
March	2	2	100.00
April	8	8	100.00
May	1	1	100.00
June	0	0	0.00
July	0	0	0.00
August	0	0	0.00
September	0	0	0.00
October	0	0	0.00
November	0	0	0.00
December	0	0	0.00

Appointments Rescheduled - Annual Totals

Annual # of appointments rescheduled as required	Annual # of missed/about to be missed appointments	Annual % appointments rescheduled
11	11	100.00

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	1,580	1,627	97.11
February	1,382	1,421	97.26
March	1,434	1,477	97.09
April	1,357	1,406	96.51
May	1,338	1,377	97.17
June	1,672	1,721	97.15
July	1,361	1,397	97.42
August	1,419	1,455	97.53
September	1,949	1,997	97.60
October	1,628	1,686	96.56
November	402	498	80.72
December	197	248	79.44

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
15,719	18,310	98.40

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	1	1,627	0.06
February	1	1,421	0.07
March	1	1,477	0.07
April	3	1,406	0.21
May	0	1,377	0.00
June	0	1,721	0.00
July	0	1,397	0.00
August	2	1,455	0.14

September	3	1,997	0.15
October	0	1,686	0.00
November	9	498	1.81
December	5	248	2.02

Annual # of qualified incoming calls abandoned after 30 seconds	Annual # of qualified incoming calls	Annual % qualified incoming calls abandoned after 30 seconds
25	16,310	0.20

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	41	51	80.39
February	37	37	100.00
March	48	48	100.00
April	63	63	100.00
May	46	53	86.79
June	50	50	100.00
July	27	43	62.79
August	13	14	92.86
September	18	20	90.00
October	4	8	50.00
November	20	23	86.96
December	5	5	100.00

Written Responses Annual Totals

Annual # of written responses provided within 10 days	Annual # of qualified enquiries received	Annual % written responses provided within 10 days
372	415	89.60

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	1	1	100.00
February	1	1	100.00
March	1	1	100.00
April	1	1	100.00

May	1	1	100.00
June	1	1	100.00
July	3	3	100.00
August	0	0	0.00
September	2	2	100.00
October	1	1	100.00
November	2	2	100.00
December	2	2	100.00

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
16	16	100.00

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	0	0	0.00
February	0	0	0.00
March	0	0	0.00
April	0	0	0.00
May	0	0	0.00
June	0	0	0.00
July	0	0	0.00
August	0	0	0.00
September	0	0	0.00
October	0	0	0.00
November	0	0	0.00
December	0	0	0.00

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
0	0	0.00

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	24	12	11,044	0.00	0.00	2.00
February	231	153	11,061	0.02	0.01	1.51
March	376	102	11,075	0.03	0.01	3.69
April	3,558	1,549	11,078	0.32	0.14	2.30
May	2,748	1,235	11,073	0.25	0.11	2.23
June	193	101	11,055	0.02	0.01	1.91
July	1,876	3,591	11,060	0.17	0.32	0.52
August	967	923	11,080	0.09	0.08	1.05
September	24,814	7,737	11,162	2.22	0.69	3.21
October	119	53	11,211	0.01	0.00	2.25
November	3,854	2,677	11,181	0.34	0.24	1.44
December	1,029	820	11,179	0.09	0.07	1.25

Service Reliability Indices Annual Totals and Average

Total Customer Hours of Interruptions	Total Customer Interruptions	Average # of Customers
39,799	18,953	11,104.92
Total SAIDI (1)/ (3)	**Total SAIFI (2)/(3)**	**Total CAIDI (4)/(5)**
3.58	1.71	2.10

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	24	12	11,044	0.00	0.00	2.00
February	6	3	11,061	0.00	0.00	2.00
March	376	102	11,075	0.03	0.01	3.69
April	408	149	11,078	0.04	0.01	2.74
May	2,748	1,235	11,073	0.25	0.11	2.23
June	193	101	11,055	0.02	0.01	1.91
July	1,417	528	11,060	0.13	0.05	2.68
August	966	922	11,080	0.09	0.08	1.05
September	1,143	511	11,162	0.10	0.05	2.24
October	119	53	11,211	0.01	0.00	2.25
November	1,506	952	11,181	0.13	0.09	1.58
December	29	20	11,179	0.00	0.00	1.45

Service Reliability Indices Annual Totals and Average

Adjusted Customer Hours of Interruptions: 8,935

Adjusted Customer Interruptions: 4,588

Average # of Customers: 11,104.92

Total Loss of Supply Adjusted SAIDI (1)/ (3): 0.80

Total Loss of Supply Adjusted SAIFI (2)/ (3): 0.41

Total Loss of Supply Adjusted CAIDI (4)/ (5): 1.95

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	0.00	0	0.00
February	0.00	0	0.00
March	0.00	0	0.00
April	0.00	0	0.00
May	0.00	0	0.00
June	0.00	0	0.00
July	0.00	0	0.00
August	0.00	0	0.00
September	0.00	0	0.00
October	0.00	0	0.00
November	0.00	0	0.00
December	0.00	0	0.00

Total Momentary Interruption: 0.00

Average Number of Customers Served: 0.00

Total Momentary Average Interruption Frequency Index (MAIFI): 0.00

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	Number of reconnections for customers disconnected for non-payment	Reconnections completed in 2 business days for customers disconnected for non-payment	Percent of reconnections completed in 2 business days for customers disconnected for non-payment
January	0	0	0.00
February	0	0	0.00
March	1	1	100.00
April	2	2	100.00
May	3	3	100.00
June	20	20	100.00
July	0	0	0.00
August	5	5	100.00
September	10	10	100.00
October	19	19	100.00
November	13	13	100.00
December	3	3	100.00

Annual No of reconnections for customers disconnected for non-payment	Annual No of reconnections completed in two days for customers disconnected for non-payment	Annual % of reconnections completed in 2 business days for customers disconnected nonpayment
76	76	100.00

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Report Summary

Filing Year: 2011	Filing Form Name: 2.1.4	Filing Form Description: Service Quality
RRR Filing No: 265	Reporting Period: January- 2011E.L.K. Energy Inc., Essex Corporation, ED-2003-0015	Extension Granted:
Report Version: 0	Due: March 31, 2011	Extension Deadline:
Status: Submitted	Submitter Name: Mark Danelon	Submitted On: March 29, 2011
Licence Type: Distributor		Expiry Date: April 1, 2011

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	10	10	100.00
February	6	6	100.00
March	6	6	100.00
April	3	3	100.00
May	8	8	100.00
June	17	17	100.00
July	8	8	100.00
August	16	16	100.00
September	10	10	100.00
October	12	12	100.00
November	8	9	88.89
December	11	12	91.67

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
115	117	98.30

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

	# of new HV services connected	# of new HV services	% of new HV services connected

Month	within 10 days	requested	within 10 days
January	0	0	0.00
February	0	0	0.00
March	0	0	0.00
April	0	0	0.00
May	0	0	0.00
June	0	0	0.00
July	0	0	0.00
August	0	0	0.00
September	0	0	0.00
October	0	0	0.00
November	0	0	0.00
December	0	0	0.00

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
0	0	0.00

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	10	10	100.00
February	10	10	100.00
March	13	13	100.00
April	17	17	100.00
May	13	13	100.00
June	6	6	100.00
July	3	3	100.00
August	10	10	100.00
September	8	8	100.00
October	6	6	100.00
November	3	3	100.00
December	4	4	100.00

Appointments Scheduled - Annual Totals

Annual # of appointments scheduled/completed as required	Annual # of appointment requests received	Annual % appointments scheduled/completed as required
103	103	100.00

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	10	10	100.00
February	10	10	100.00
March	12	12	100.00
April	17	17	100.00
May	11	11	100.00
June	6	6	100.00
July	3	3	100.00
August	10	10	100.00
September	8	8	100.00
October	5	5	100.00
November	3	3	100.00
December	3	3	100.00

Appointments Met - Annual Totals

Annual # of appointments completed as required	Annual # of appointments scheduled with customer/representative	Annual % appointments met
98	98	100.00

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	0	0	0.00
February	0	0	0.00
March	0	0	0.00
April	0	0	0.00
May	0	0	0.00
June	0	0	0.00
July	0	0	0.00
August	0	0	0.00
September	0	0	0.00
October	0	0	0.00
November	0	0	0.00
December	0	0	0.00

Appointments Rescheduled - Annual Totals

Annual # of appointments rescheduled as required	Annual # of missed/about to be missed appointments	Annual % appointments rescheduled
0	0	0.00

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	2,168	2,221	97.61
February	386	410	94.15
March	4,050	4,161	97.33
April	2,250	2,300	97.83
May	1,038	1,085	95.67
June	1,323	1,356	97.57
July	1,591	1,720	92.50
August	1,681	1,719	97.79
September	1,906	1,972	96.65
October	1,958	2,103	93.11
November	815	935	87.17
December	567	609	93.10

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
19,733	20,591	95.80

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	0	2,221	0.00
February	0	410	0.00
March	0	4,161	0.00
April	0	2,300	0.00
May	0	1,085	0.00
June	87	1,356	6.42
July	7	1,720	0.41
August	7	1,719	0.41

September	0	1,972	0.00
October	7	2,103	0.33
November	10	935	1.07
December	5	609	0.82

Annual # of qualified incoming calls abandoned after 30 seconds: 123

Annual # of qualified incoming calls: 20,591

Annual % qualified incoming calls abandoned after 30 seconds: 0.60

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	15	15	100.00
February	11	11	100.00
March	57	57	100.00
April	57	57	100.00
May	37	43	86.05
June	56	61	91.80
July	28	31	90.32
August	38	39	97.44
September	34	42	80.95
October	52	68	76.47
November	41	48	85.42
December	18	26	69.23

Written Responses Annual Totals

Annual # of written responses provided within 10 days: 444

Annual # of qualified enquiries received: 498

Annual % written responses provided within 10 days: 89.20

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	1	1	100.00
February	0	0	0.00
March	1	1	100.00
April	2	3	66.67

May	2	2	100.00
June	1	2	50.00
July	0	0	0.00
August	0	0	0.00
September	0	0	0.00
October	0	0	0.00
November	1	1	100.00
December	0	0	0.00

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
8	10	80.00

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	0	0	0.00
February	0	0	0.00
March	0	0	0.00
April	0	0	0.00
May	0	0	0.00
June	0	0	0.00
July	0	0	0.00
August	0	0	0.00
September	0	0	0.00
October	0	0	0.00
November	0	0	0.00
December	0	0	0.00

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
0	0	0.00

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	457	205	10,981	0.04	0.02	2.23
February	138	52	10,987	0.01	0.00	2.65
March	18,196	6,420	10,999	1.65	0.58	2.83
April	315	274	11,015	0.03	0.02	1.15
May	11	10	11,014	0.00	0.00	1.10
June	11,275	3,435	11,020	1.02	0.31	3.28
July	941	702	11,014	0.09	0.06	1.34
August	409	207	11,023	0.04	0.02	1.98
September	1,320	595	11,020	0.12	0.05	2.22
October	49	29	11,033	0.00	0.00	1.69
November	1,721	106	11,044	0.16	0.01	16.24
December	12,868	2,223	11,047	1.16	0.20	5.79

Service Reliability Indices Annual Totals and Average

Total Customer Hours of Interruptions	Total Customer Interruptions	Average # of Customers
47,700	14,258	11,016.42
Total SAIDI (1)/ (3)	**Total SAIFI (2)/(3)**	**Total CAIDI (4)/(5)**
4.33	1.29	3.35

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	457	205	10,981	0.04	0.02	2.23
February	120	37	10,987	0.01	0.00	3.24
March	17,466	5,980	10,999	1.59	0.54	2.92
April	41	34	11,015	0.00	0.00	1.21
May	11	10	11,014	0.00	0.00	1.10
June	9,873	2,460	11,020	0.90	0.22	4.01
July	941	702	11,014	0.09	0.06	1.34
August	409	207	11,023	0.04	0.02	1.98
September	1,320	595	11,020	0.12	0.05	2.22
October	49	28	11,033	0.00	0.00	1.75
November	221	105	11,044	0.02	0.01	2.10
December	184	123	11,047	0.02	0.01	1.50

Service Reliability Indices Annual Totals and Average

Adjusted Customer Hours of Interruptions: 31,092

Adjusted Customer Interruptions: 10,486

Average # of Customers: 11,016.42

Total Loss of Supply Adjusted SAIDI (1)/(3): 2.82

Total Loss of Supply Adjusted SAIFI (2)/(3): 0.95

Total Loss of Supply Adjusted CAIDI (4)/(5): 2.97

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: 0.00

Average Number of Customers Served: 0.00

Total Momentary Average Interruption Frequency Index (MAIFI): 0.00

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	Number of reconnections for customers disconnected for non-payment	Reconnections completed in 2 business days for customers disconnected for non-payment	Percent of reconnections completed in 2 business days for customers disconnected for non-payment
No Records			

Annual No of reconnections for customers disconnected for non-payment	Annual No of reconnections completed in two days for customers disconnected for non-payment	Annual % of reconnections completed in 2 business days for customers disconnected nonpayment

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Report Summary

Filing Year: 2010	Filing Form Name: 2.1.4	Filing Form Description: Service Quality
RRR Filing No: 199	Reporting Period: January, 2010E.L.K. Energy Inc., Essex Corporation, ED-2003-0015, E	Extension Granted:
Report Version: 0	Due: March 31, 2010	Extension Deadline:
Status: Submitted	Submitter Name: Mark Danelon	Submitted On: March 29, 2010
Licence Type: Distributor		Expiry Date: May 1, 2010

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	9	9	100.00
February	6	6	100.00
March	7	7	100.00
April	7	7	100.00
May	12	12	100.00
June	8	8	100.00
July	3	3	100.00
August	6	6	100.00
September	16	17	94.12
October	8	8	100.00
November	7	7	100.00
December	7	7	100.00

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
96	97	99.00

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

	# of new HV services connected	# of new HV services	% of new HV services connected

Month	within 10 days	requested	within 10 days
January	0	0	0.00
February	0	0	0.00
March	0	0	0.00
April	0	0	0.00
May	0	0	0.00
June	0	0	0.00
July	0	0	0.00
August	0	0	0.00
September	0	0	0.00
October	0	0	0.00
November	0	0	0.00
December	0	0	0.00

New Connection - HV Annual Totals

Annual # of new HV services connected within 10 days: 0

Annual # of new HV services requested: 0

Annual % of new HV services connected within 10 days: 0.00

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	18	18	100.00
February	10	10	100.00
March	17	17	100.00
April	12	12	100.00
May	11	11	100.00
June	12	12	100.00
July	13	13	100.00
August	10	11	90.91
September	2	2	100.00
October	10	10	100.00
November	6	6	100.00
December	9	9	100.00

Appointments Scheduled - Annual Totals

Annual # of appointments scheduled/completed as required: 130

Annual # of appointment requests received: 131

Annual % appointments scheduled/completed as required: 99.20

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	18	18	100.00
February	10	10	100.00
March	16	17	94.12
April	11	12	91.67
May	11	11	100.00
June	12	12	100.00
July	10	13	76.92
August	9	11	81.82
September	2	2	100.00
October	9	10	90.00
November	5	6	83.33
December	9	9	100.00

Appointments Met - Annual Totals

Annual # of appointments completed as required	Annual # of appointments scheduled with customer/representative	Annual % appointments met
122	131	93.10

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	0	0	0.00
February	0	0	0.00
March	0	1	0.00
April	0	1	0.00
May	0	0	0.00
June	0	0	0.00
July	0	3	0.00
August	0	2	0.00
September	0	0	0.00
October	0	1	0.00
November	0	1	0.00
December	0	0	0.00

Appointments Rescheduled - Annual Totals

Annual # of appointments rescheduled as required	Annual # of missed/about to be missed appointments	Annual % appointments rescheduled
0	9	0.00

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	2,419	2,568	94.20
February	2,088	2,167	96.35
March	1,976	2,056	96.11
April	2,345	2,448	95.79
May	1,391	1,451	95.86
June	3,914	4,037	96.95
July	2,466	2,610	94.48
August	628	661	95.01
September	2,249	2,342	96.03
October	2,429	2,535	95.82
November	2,200	2,260	97.35
December	1,157	1,206	95.94

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
25,262	26,341	95.90

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	0	2,568	0.00
February	0	2,167	0.00
March	0	2,056	0.00
April	0	2,448	0.00
May	0	1,451	0.00
June	0	4,037	0.00
July	0	2,610	0.00
August	0	661	0.00

September	0	2,342	0.00
October	0	2,535	0.00
November	0	2,260	0.00
December	0	1,206	0.00

Annual # of qualified incoming calls abandoned after 30 seconds: 0

Annual # of qualified incoming calls: 26,341

Annual % qualified incoming calls abandoned after 30 seconds: 0.00

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	4	4	100.00
February	3	3	100.00
March	9	12	75.00
April	9	11	81.82
May	7	9	77.78
June	21	25	84.00
July	9	11	81.82
August	6	8	75.00
September	12	14	85.71
October	14	17	82.35
November	12	15	80.00
December	9	11	81.82

Written Responses Annual Totals

Annual # of written responses provided within 10 days: 115

Annual # of qualified enquiries received: 140

Annual % written responses provided within 10 days: 82.10

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	31	32	96.88
February	22	22	100.00
March	21	22	95.45
April	17	17	100.00

May	21	21	100.00
June	49	49	100.00
July	31	31	100.00
August	26	27	96.30
September	19	21	90.48
October	19	20	95.00
November	17	20	85.00
December	23	27	85.19

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
296	309	95.80

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	0	0	0.00
February	0	0	0.00
March	0	0	0.00
April	0	0	0.00
May	0	0	0.00
June	0	0	0.00
July	0	0	0.00
August	0	0	0.00
September	0	0	0.00
October	0	0	0.00
November	0	0	0.00
December	0	0	0.00

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
0	0	0.00

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	33	17	13,663	0.00	0.00	1.94
February	512	181	13,663	0.04	0.01	2.83
March	39	15	13,685	0.00	0.00	2.60
April	150	61	13,708	0.01	0.00	2.46
May	102	46	13,708	0.01	0.00	2.22
June	1,870	621	13,708	0.14	0.05	3.01
July	2,608	227	13,714	0.19	0.02	11.49
August	2,843	937	13,730	0.21	0.07	3.03
September	4	3	13,722	0.00	0.00	1.33
October	472	129	13,727	0.03	0.01	3.66
November	157	45	13,997	0.01	0.00	3.49
December	6	3	13,714	0.00	0.00	2.00

Service Reliability Indices Annual Totals and Average

Total Customer Hours of Interruptions	Total Customer Interruptions	Average # of Customers
8,796	2,285	13,728.25
Total SAIDI (1)/ (3)	**Total SAIFI (2)/(3)**	**Total CAIDI (4)/(5)**
0.64	0.17	3.85

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	33	17	13,663	0.00	0.00	1.94
February	212	81	13,663	0.02	0.01	2.62
March	39	15	13,685	0.00	0.00	2.60
April	150	61	13,708	0.01	0.00	2.46
May	102	46	13,708	0.01	0.00	2.22
June	1,289	241	13,708	0.09	0.02	5.35
July	2,608	227	13,714	0.19	0.02	11.49
August	428	247	13,730	0.03	0.02	1.73
September	4	3	13,722	0.00	0.00	1.33
October	472	129	13,727	0.03	0.01	3.66
November	157	45	13,997	0.01	0.00	3.49
December	6	3	13,714	0.00	0.00	2.00

Service Reliability Indices Annual Totals and Average

Adjusted Customer Hours of Interruptions: 5,500

Adjusted Customer Interruptions: 1,115

Average # of Customers: 13,728.25

Total Loss of Supply Adjusted SAIDI (1)/(3): 0.40

Total Loss of Supply Adjusted SAIFI (2)/(3): 0.08

Total Loss of Supply Adjusted CAIDI (4)/(5): 4.93

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: 0.00

Average Number of Customers Served: 0.00

Total Momentary Average Interruption Frequency Index (MAIFI): 0.00

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	Number of reconnections for customers disconnected for non-payment	Reconnections completed in 2 business days for customers disconnected for non-payment	Percent of reconnections completed in 2 business days for customers disconnected for non-payment
No Records			

Annual No of reconnections for customers disconnected for non-payment	Annual No of reconnections completed in two days for customers disconnected for non-payment	Annual % of reconnections completed in 2 business days for customers disconnected nonpayment

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E.L.K. Energy Inc.
EB-2011-0099

Letter of Fairness Commissioner Regarding Smart Meters

(as referred to in #9 of the ELK correspondence of October 24, 2012)

PRP International, Inc.

Fairness Advisory Services

March 5, 2009

Mr. Mark D. Danelon, CA
Manager, Finance & Regulatory Affairs
E.L.K. Energy Inc
172 Forest Avenue
Essex, Ontario N8M 3E4

Dear Mr. Danelon:

Subject: Attestation of the Fairness Commissioner
Advanced Metering Infrastructure RFP, August-July 2008
London Hydro, Consortium & Add-On LDCs Smartmetering Project

PRP International, Inc. is pleased to submit its letter report of the Fairness Commissioner for the noted Request for Proposal (RFP) evaluation and selection phase. This judgment is being provided for the information and use of each Add-On LDC Sponsor, in their consideration of the report from the Evaluation Phase, for this competitive transaction.

"It is the judgment of PRP International, Inc., as the Fairness Commissioner, that the determinations of the two (2) highest ranked Proponents for the ***E.L.K. Energy Inc.*** *requirements are:*

- *Silver Spring Networks, as the recommended Preferred Proponent, based on its highest ranking, and*
- *KTI/ Sensus Limited being the second ranked Proponent.*

These determinations were made:

- *in a fair (objective and competent) manner and consistent with the evaluation and selection processes set out in the RFP, issued August 14, 2007, and*
- *as E.L.K. Energy Inc. is a 2009 add-on LDC, the same methodology as applied to the LDCs processed in the initial groups of LDCs, in April-July 2008 was used."*

A copy of the detailed report for your records is also being provided to you. Should you have any questions or require clarification of any matter contained in this letter report, please contact the undersigned.

Yours truly,

Peter Sorensen
President
cc: Mr. Gary Rains, RFP Project Director

203 - 8 QUEEN STREET, SUMMERSIDE, PEI C1N 0A6
TELEPHONE: 902.436.3930 FAX: 604-677-5409
EMAIL: fairness@telus.net

PRP International, Inc.

Fairness Advisory Services

March 5, 2009

Mr. Mark D. Danelon, CA
Manager, Finance & Regulatory Affairs
E.L.K. Energy Inc
172 Forest Avenue
Essex, Ontario N8M 3E4

Dear Mr. Danelon:

Subject: Fairness Commissioner Deliverables
Advanced Metering Infrastructure RFP, August-July 2008
London Hydro, Consortium & Add-On LDCs Smartmetering Project

PRP International, Inc. is pleased to provide herewith:

1. its letter report of the Fairness Commissioner for the noted Request for Proposal (RFP) evaluation and selection phase;
2. a copy of the Final Fairness Report provided to each LDC that participated in this procurement; and
3. our invoice for the Fairness Commissioner services.

Should you have any questions or require clarification of any matter contained in this letter report, please contact the undersigned.

Yours truly,

Original signed by:

Peter Sorensen
President

Enclosures: (3)

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