



EB-2012-0177

IN THE MATTER OF the *Ontario Energy Board Act*,
1998, S.O. 1998, c.15 (Schedule B);

AND IN THE MATTER OF an application by Whitby
Hydro Electric Corporation for an order or orders
approving or fixing just and reasonable distribution
rates and other charges, to be effective January 1,
2013.

BEFORE: Marika Hare
Presiding Member

Ken Quesnelle
Member

REVISED RATE ORDER

Introduction

Whitby Hydro Electric Corporation (“Whitby Hydro”), a licensed distributor of electricity, filed an application with the Ontario Energy Board (the “Board”) on August 3, 2012, under section 78 of the *Ontario Energy Board Act*, 1998, S.O. 1998, c. 15, (Schedule B), seeking approval for changes to the rates that Whitby Hydro charges for electricity distribution, to be effective January 1, 2013.

In its Decision and Order on the Application issued on December 6, 2012, the Board ordered Whitby Hydro to review the draft Tariff of Rates and Charges and to file with the Board a written confirmation assessing the completeness and accuracy of the draft Tariff of Rates and Charges, or provide a detailed explanation of any inaccuracies or missing information, within seven calendar days of the date of the Decision and Order.

On December 12, 2012, Whitby Hydro filed a letter and noted the following discrepancies:

1. Tariff of Rates and Charges (General Service 50 – 4,999 kW service rate class)

Whitby Hydro advised the Board that the following section from the first paragraph (which describes the service classification) is not applicable and should be removed:

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

General Service 50 to 4,999 kW non-interval metered

General Service 50 to 4,999 kW interval metered

Whitby Hydro stated that this distinction of sub-classifications was removed as part of a previous application (2010 cost of service) and removing this section would provide clarity and consistency with Whitby Hydro's 2012 tariff sheet.

2. Tariff of Rates and Charges (General Service 50 – 4,999 kW rate class)

Based on discussions with Board staff, Whitby Hydro noted that the Standard Supply Service ("SSS") – Administrative Charge does not apply to embedded wholesale market participant ("EWMP") customers. Whitby Hydro also expressed concern that the proposed wording included in paragraph three of the "Application" section of the tariff sheet for this class (i.e. It should be noted that the Wholesale Market Service Rate, the Rural Rate Protection Charge and the Debt Retirement Charge do not apply to customers who are embedded wholesale market participants) does not address the SSS charge. In addition, the wording is not consistent with that used in the other service classifications:

In addition, the charges in the MONTHLY RATES AND CHARGES – Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

To ensure clarity and consistency, Whitby Hydro requested a modification to the wording and recommended that the wording of this section be the same as that used in the other service classifications. This will in effect reflect that the SSS does not apply to embedded wholesale market participant customers. Whitby Hydro also noted that if the

Board wishes to specifically address the applicability of the Debt Retirement Charge, this can also be further incorporated. An example of revised wording might be:

In addition, the charges in the MONTHLY RATES AND CHARGES – Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant. Furthermore, the Debt Retirement Charge is not an applicable charge for electricity distributors to apply to a customer that is an embedded wholesale market participant.

The Board accepts Whitby Hydro's revisions with respect to issue No. 1 above and accepts Whitby Hydro's first option for issue No. 2 as there is no compelling reason why the wording of the subject section of the General Service 50 to 4,999 kW rate class should be different than the rest. While the Board had accepted the wording agreed to by Whitby Hydro and Board staff in their submissions as it pertained to this class, the Board notes that the generic wording included for all other classes has been acknowledged by Whitby Hydro as being more accurate, therefore, for clarity, the wording of the second sentence in the third paragraph of the "Application" section for all customer classes shall be:

In addition, the charges in the MONTHLY RATES AND CHARGES – Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

THE BOARD ORDERS THAT:

1. The Tariff of Rates and Charges set out in Appendix A of this Order will become final effective January 1, 2013, and will apply to electricity consumed or estimated to have been consumed on and after January 1, 2013. Whitby Hydro shall notify its customers of the rate changes no later than with the first bill reflecting the new rates.

DATED at Toronto, January 3, 2013

ONTARIO ENERGY BOARD

Original signed by

Kirsten Walli
Board Secretary

Appendix A

To Final Rate Order

Final Tariff of Rates and Charges

Board File No: EB-2012-0177

DATED: January 3, 2013

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2013

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

EB-2012-0177

RESIDENTIAL SERVICE CLASSIFICATION

This classification refers to detached, semi-detached or freehold townhouse dwelling units. Energy is supplied to residential customers as single phase, three wire, 60 Hertz, having a normal voltage of 120/240 Volts up to a maximum of 200 Amps per dwelling unit. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Board, and amendments thereto as approved by the Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES – Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

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

MONTHLY RATES AND CHARGES – Delivery Component

| | | |
|---|--------|----------|
| Service Charge | \$ | 17.43 |
| Distribution Volumetric Rate | \$/kWh | 0.0144 |
| Rate Rider for Disposition of Global Adjustment Sub-Account (2012) – applicable only for Non-RPP Customers – effective until December 31, 2013 | \$/kWh | 0.0013 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2010) – effective until December 31, 2014 | \$/kWh | (0.0017) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2012) – effective until December 31, 2013 | \$/kWh | (0.0032) |
| Retail Transmission Rate – Network Service Rate | \$/kWh | 0.0075 |
| Retail Transmission Rate – Line and Transformation Connection Service Rate | \$/kWh | 0.0059 |

MONTHLY RATES AND CHARGES – Regulatory Component

| | | |
|---|--------|--------|
| Wholesale Market Service Rate | \$/kWh | 0.0052 |
| Rural Rate Protection Charge | \$/kWh | 0.0011 |
| Standard Supply Service – Administrative Charge (if applicable) | \$ | 0.25 |

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2013

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

EB-2012-0177

GENERAL SERVICE LESS THAN 50 kW SERVICE CLASSIFICATION

This classification applies to a non residential account whose average monthly maximum demand is less than, or is forecast to be less than, 50 kW, shall include small apartment buildings and smaller commercial, industrial, and institutional developments. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Board, and amendments thereto as approved by the Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES – Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

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

MONTHLY RATES AND CHARGES – Delivery Component

| | | |
|---|--------|----------|
| Service Charge | \$ | 20.13 |
| Distribution Volumetric Rate | \$/kWh | 0.0197 |
| Rate Rider for Disposition of Global Adjustment Sub-Account (2012) – applicable only for Non-RPP Customers – effective until December 31, 2013 | \$/kWh | 0.0013 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2010) – effective until December 31, 2014 | \$/kWh | (0.0018) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2012) – effective until December 31, 2013 | \$/kWh | (0.0027) |
| Retail Transmission Rate – Network Service Rate | \$/kWh | 0.0068 |
| Retail Transmission Rate – Line and Transformation Connection Service Rate | \$/kWh | 0.0054 |

MONTHLY RATES AND CHARGES – Regulatory Component

| | | |
|---|--------|--------|
| Wholesale Market Service Rate | \$/kWh | 0.0052 |
| Rural Rate Protection Charge | \$/kWh | 0.0011 |
| Standard Supply Service – Administrative Charge (if applicable) | \$ | 0.25 |

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2013

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

EB-2012-0177

GENERAL SERVICE 50 to 4,999 kW SERVICE CLASSIFICATION

This classification applies to a non residential account whose average monthly maximum demand used for billing purposes is equal to or greater than, or is forecast to be equal to or greater than, 50 kW but less than 5,000 kW and includes apartment buildings, and commercial, industrial, and institutional developments. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

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MONTHLY RATES AND CHARGES – Delivery Component

| | | |
|---|-------|----------|
| Service Charge | \$ | 194.53 |
| Distribution Volumetric Rate | \$/kW | 3.9831 |
| Rate Rider for Disposition of Global Adjustment Sub-Account (2012) – applicable only for Non-RPP Customers – effective until December 31, 2013 | \$/kW | 0.5426 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2010) – effective until December 31, 2014 | \$/kW | (0.6875) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2012) – effective until December 31, 2013 | \$/kW | (0.8667) |
| Retail Transmission Rate – Network Service Rate | \$/kW | 2.7595 |
| Retail Transmission Rate – Line and Transformation Connection Service Rate | \$/kW | 2.0707 |

MONTHLY RATES AND CHARGES – Regulatory Component

| | | |
|---|--------|--------|
| Wholesale Market Service Rate | \$/kWh | 0.0052 |
| Rural Rate Protection Charge | \$/kWh | 0.0011 |
| Standard Supply Service – Administrative Charge (if applicable) | \$ | 0.25 |

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2013

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EB-2012-0177

UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification applies to an account whose average monthly maximum demand is less than, or is forecast to be less than, 50 kW and the consumption is unmetered. Such connections include cable TV power packs, bus shelters, telephone booths, traffic lights, railway crossings, decorative lighting, billboards, etc. The level of the consumption will be agreed to by the distributor and the customer, based on detailed manufacturer information/documentation with regard to electrical consumption of the unmetered load or periodic monitoring of actual consumption. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Board, and amendments thereto as approved by the Board, or as specified herein.

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MONTHLY RATES AND CHARGES – Delivery Component

| | | |
|---|--------|----------|
| Service Charge (per connection) | \$ | 9.43 |
| Distribution Volumetric Rate | \$/kWh | 0.0307 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2010) – effective until December 31, 2014 | \$/kWh | (0.0018) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2012) – effective until December 31, 2013 | \$/kWh | (0.0037) |
| Retail Transmission Rate – Network Service Rate | \$/kWh | 0.0068 |
| Retail Transmission Rate – Line and Transformation Connection Service Rate | \$/kWh | 0.0054 |

MONTHLY RATES AND CHARGES – Regulatory Component

| | | |
|---|--------|--------|
| Wholesale Market Service Rate | \$/kWh | 0.0052 |
| Rural Rate Protection Charge | \$/kWh | 0.0011 |
| Standard Supply Service – Administrative Charge (if applicable) | \$ | 0.25 |

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2013

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EB-2012-0177

SENTINEL LIGHTING SERVICE CLASSIFICATION

This classification refers to accounts that are an unmetered lighting load supplied to a sentinel light. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Board, and amendments thereto as approved by the Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES – Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

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

MONTHLY RATES AND CHARGES – Delivery Component

| | | |
|---|-------|----------|
| Service Charge (per light) | \$ | 5.36 |
| Distribution Volumetric Rate | \$/kW | 14.5002 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2010) – effective until December 31, 2014 | \$/kW | (0.4912) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2012) – effective until December 31, 2013 | \$/kW | (1.7524) |
| Retail Transmission Rate – Network Service Rate | \$/kW | 2.0918 |
| Retail Transmission Rate – Line and Transformation Connection Service Rate | \$/kW | 1.6344 |

MONTHLY RATES AND CHARGES – Regulatory Component

| | | |
|---|--------|--------|
| Wholesale Market Service Rate | \$/kWh | 0.0052 |
| Rural Rate Protection Charge | \$/kWh | 0.0011 |
| Standard Supply Service – Administrative Charge (if applicable) | \$ | 0.25 |

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2013

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

EB-2012-0177

STREET LIGHTING SERVICE CLASSIFICATION

This classification relates to the supply of power for street lighting installations. Street lighting design and installations shall be in accordance with the requirements of Whitby Hydro, Town of Whitby specifications and ESA. The Town of Whitby retains ownership of the street lighting system on municipal roadways. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Board, and amendments thereto as approved by the Board, or as specified herein.

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

MONTHLY RATES AND CHARGES – Delivery Component

| | | |
|---|-------|----------|
| Service Charge (per light) | \$ | 1.69 |
| Distribution Volumetric Rate | \$/kW | 6.7147 |
| Rate Rider for Disposition of Global Adjustment Sub-Account (2012) – applicable only for Non-RPP Customers – effective until December 31, 2013 | \$/kW | 0.4720 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2010) – effective until December 31, 2014 | \$/kW | (0.7408) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2012) – effective until December 31, 2013 | \$/kW | (1.1740) |
| Retail Transmission Rate – Network Service Rate | \$/kW | 2.0812 |
| Retail Transmission Rate – Line and Transformation Connection Service Rate | \$/kW | 1.6009 |

MONTHLY RATES AND CHARGES – Regulatory Component

| | | |
|---|--------|--------|
| Wholesale Market Service Rate | \$/kWh | 0.0052 |
| Rural Rate Protection Charge | \$/kWh | 0.0011 |
| Standard Supply Service – Administrative Charge (if applicable) | \$ | 0.25 |

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2013

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

EB-2012-0177

microFIT GENERATOR SERVICE CLASSIFICATION

This classification applies to an electricity generation facility contracted under the Ontario Power Authority's microFIT program and connected to the distributor's distribution system. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Board, and amendments thereto as approved by the Board, or as specified herein.

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

MONTHLY RATES AND CHARGES – Delivery Component

| | | |
|----------------|----|------|
| Service Charge | \$ | 5.40 |
|----------------|----|------|

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2013

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

EB-2012-0177

ALLOWANCES

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

SPECIFIC SERVICE CHARGES

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

No charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Board, and amendments thereto as approved by the Board, or as specified herein.

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| | | |
|---|----|----------|
| Customer Administration | | |
| Arrears certificate | \$ | 15.00 |
| Statement of Account | \$ | 15.00 |
| Pulling post dated cheques | \$ | 15.00 |
| Easement Letter | \$ | 15.00 |
| Account history | \$ | 15.00 |
| Credit reference/credit check (plus credit agency costs) | \$ | 15.00 |
| Account set up charge/change of occupancy charge (plus credit agency costs if applicable) | \$ | 30.00 |
| Returned cheque charge (plus bank charges) | \$ | 15.00 |
| Special meter reads | \$ | 30.00 |
| Meter dispute charge plus Measurement Canada fees (if meter found correct) | \$ | 30.00 |
| Legal Letter Charge | \$ | 15.00 |
| Non-Payment of Account | | |
| Late Payment - per month | % | 1.50 |
| Late Payment - per annum | % | 19.56 |
| Collection of account charge – no disconnection | \$ | 30.00 |
| Collection of account charge – no disconnection after regular hours | \$ | 165.00 |
| Disconnect/Reconnect Charge at meter – during regular Hours | \$ | 65.00 |
| Disconnect/Reconnect Charge at meter – after regular hours | \$ | 185.00 |
| Disconnect/Reconnect Charge at pole – during regular hours | \$ | 185.00 |
| Disconnect/Reconnect Charge at pole – after hours | \$ | 415.00 |
| Install/Remove load control device – during regular hours | \$ | 65.00 |
| Install/Remove load control device – after regular hours | \$ | 185.00 |
| Service call – customer-owned equipment | \$ | 30.00 |
| Service call – after regular hours | \$ | 165.00 |
| Temporary service install & remove – overhead – no transformer | \$ | 500.00 |
| Temporary service install & remove – underground – no transformer | \$ | 300.00 |
| Temporary service install & remove – overhead – with transformer | \$ | 1,000.00 |
| Specific Charge for Access to the Power Poles – per pole/year | \$ | 22.35 |

Originally Issued: December 6, 2012
Revised: January 3, 2013

Whitby Hydro Electric Company

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2013

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

EB-2012-0177

RETAIL SERVICE CHARGES (if applicable)

APPLICATION

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Board, and amendments thereto as approved by the Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable.

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

Retail Service Charges refer to services provided by a distributor to retailers or customers related to the supply of competitive electricity

| | | |
|--|----------|-----------|
| One-time charge, per retailer, to establish the service agreement between the distributor and the retailer | \$ | 100.00 |
| Monthly Fixed Charge, per retailer | \$ | 20.00 |
| Monthly Variable Charge, per customer, per retailer | \$/cust. | 0.50 |
| Distributor-consolidated billing monthly charge, per customer, per retailer | \$/cust. | 0.30 |
| Retailer-consolidated billing monthly credit, per customer, per retailer | \$/cust. | (0.30) |
| Service Transaction Requests (STR) | | |
| Request fee, per request, applied to the requesting party | \$ | 0.25 |
| Processing fee, per request, applied to the requesting party | \$ | 0.50 |
| Request for customer information as outlined in Section 10.6.3 and Chapter 11 of the Retail Settlement Code directly to retailers and customers, if not delivered electronically through the Electronic Business Transaction (EBT) system, applied to the requesting party | | |
| Up to twice a year | | no charge |
| More than twice a year, per request (plus incremental delivery costs) | \$ | 2.00 |

LOSS FACTORS

If the distributor is not capable of prorating changed loss factors jointly with distribution rates, the revised loss factors will be implemented upon the first subsequent billing for each billing cycle.

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

Originally Issued: December 6, 2012
Revised: January 3, 2013