

EB-2013-0019

**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 Atikokan Hydro Inc. for an order or orders approving or fixing just and reasonable distribution rates related to Smart Meter deployment, to be effective July 1, 2013.

**BEFORE:** Marika Hare

Presiding Member

## DECISION AND ORDER June 27, 2013

#### Introduction

Atikokan Hydro Inc. ("Atikokan"), a licensed distributor of electricity, filed an application (the "Application") with the Ontario Energy Board (the "Board") on March 8, 2013 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 Atikokan charges for electricity distribution, to be effective July 1, 2013.

The Application was filed in accordance with the Board's direction in the Decision and Order EB-2011-0293 with respect to Atikokan's 2013 Cost of Service rates application, and following an audit of Atikokan's smart meter costs by staff from the Regulatory Accounting and Audit branch of the Board.

## Background

In Decision and Order EB-2011-0293 regarding Atikokan's 2012 Cost of Service application, the Board stated:

The Board agrees with the concerns raised by Board staff and VECC in their submissions. The significant increases in the smart meter costs identified in responses to interrogatories is concerning. Considering that Atikokan's smart meter costs were reviewed, albeit not in the context of a detailed review of the prudence of all costs, in the context of an application for an increased Smart Meter Funding Adder in mid-2010 [EB-2010-0185], the Board expected more detailed evidence on smart meter costs in this [EB-2011-0293] Application.

The Board will accept VECC's proposal and allow for recovery of 50% of the requested smart meter costs at this time. The Board will direct the Regulatory Accounting and Audit branch of the Board to conduct an audit of Atikokan's smart meter costs. The results of the audit will be considered by the Board with respect to the final amounts to be authorized for recovery in a future application to be filed by Atikokan no later than 6 months from the completion of the subject audit.<sup>1</sup>

Staff from the Board's Regulatory Accounting and Audit branch conducted the audit of Atikokan's smart meter costs in the second half of 2012. While such audit reports are normally held in confidence, the Audit Report was filed on the record on March 18, 2013, following receipt of a letter by Atikokan on March 15, 2013 requesting that the Audit Report be placed on the public record.

The Audit Report documents that, as a result of the audit, Atikokan's documented capital and operating expenses recorded in Accounts 1555 and 1556, respectively were revised.

1

<sup>&</sup>lt;sup>1</sup> Decision and Order EB-2011-0294, June 18, 2012, pages 30-31

Smart Meter Costs Before and After Audit Adjustments and Incremental Costs of a Total Cost Basis

	Be	fore Audit							Inc	remental Smart
	(Origin	nal Request in		Audit	F	inal Audited	Αp	proved Costs in	Met	er Costs (Applied
	EB-	2011-0293)	Δ	Adjustments		Costs		EB-2011-0293	for	in EB-2013-0019)
		Α		В		C = A + B		D = A x 50%		E = C - D
<b>Capital Costs</b>	\$	506,698	-\$	64,660	\$	442,038	\$	253,349	\$	188,689
OM&A Costs	\$	224,207	-\$	50,742	\$	173,465	\$	112,104	\$	61,362
<b>Total Costs</b>	\$	730,905	-\$	115,402	\$	615,503	\$	365,453	\$	250,051

Ref: Application, EB-2013-0019, March 8, 2013, page 4/Table 1

As noted in the Board's findings in Decision and Order EB-2011-0293, the Board allowed for recovery of 50% of Atikokan's claimed smart meter costs in that proceeding. The deferred historical revenue requirement for that 50% of claimed costs is being recovered through approved Smart Meter Disposition Riders ("SMDRs"). The 50% of the going forward revenue requirement was factored into the approved 2012 distribution rates.

The amount remaining to be recovered is the difference between the final audited costs and the 50% of the claimed costs from the 2012 cost of service application already approved and being recovered through rates. It is these incremental costs which are the subject of the current Application.

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

- Costs incurred with respect to Smart Meter Deployment and Operation;
- Cost Allocation; and
- Implementation.

## **Costs Incurred with Respect to Smart Meter Deployment and Operation**

In the Application, Atikokan sought the following approvals:

A SMDR of (\$0.67) per Residential customer per month and \$12.60 per General Service less than 50kW ("GS < 50 kW") customer per month for the period from May 1, 2013 to April 30, 2014. These rate riders will collect the difference between the revenue requirement deferred from 2006 to December 31, 2012 related to smart meters deployed as of December 31, 2012 (plus interest on</li>

operations, maintenance and administration ("OM&A") and depreciation expenses) and the SMFA revenues collected from May 1, 2006 to December 31, 2012 (and corresponding interest on the principal balance of SMFA revenues); and

A forecasted SMIRR of \$2.21 per Residential customer per month and \$7.21 per GS < 50 kW customer per month for the period May 1, 2013 to December 31, 2014. These rate riders will collect the 2013 incremental revenue requirement related to smart meter costs to be incurred from January 1, 2013 to December 31, 2013, and in successive years until WHEC rebases its rates through a cost of service application.</li>

Atikokan made no changes to the proposed SMDRS and SMIRRs in response to interrogatories from Board staff and VECC.

## Prudence of Incurred Costs

As a result of the audit, the costs per smart meter have reduced significantly from the costs as applied for in EB-2011-0293:

		vice EB-2011-0293 lose of record)	2013 Stand-alone EB-2013-0019		
	Per Meter Costs				
	Capital only	Capital + OM&A	Capital only	Capital + OM&A	
All Metered	\$302.87	\$436.88	\$264.22	\$367.90	
Customer					
Classes					

Source: Application, March 8, 2013, Table 3 and 1673 installed smart meters

While the costs overall are higher than is the industry norm, Board staff noted that these levels of costs per meter are generally in line with other similar utilities. In particular, Sioux Lookout Hydro, another electricity distributor in Northwestern Ontario similar to Atikokan, has documented costs of \$338.90 (capital and OM&A) per meter.<sup>2</sup> As noted by Board staff in its submission, "[s]maller size, remoteness, and other characteristics would be driving higher costs for installing and operating smart meters and related systems for these utilities".

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<sup>&</sup>lt;sup>2</sup> Decision and Order EB-2012-0245, August 23, 2012, page 3

The Board notes that authorization to procure and deploy smart meters has been done in accordance with Government regulations, including successful participation in the London Hydro RFP process, overseen by the Fairness Commissioner, to select (a) vendor(s) for the procurement and/or installation of smart meters and related systems. There is thus a significant degree of cost control discipline that distributors, including Atikokan, are subject to in smart meter procurement and deployment. All of this has been reviewed and accepted by the Board in Atikokan's 2012 cost of service application.

The Board finds that Atikokan's documented costs, as revised through the smart meter audit, related to smart meter procurement, installation and operation, and including costs related to TOU rate implementation, are reasonable. The Board approves the recovery of the incremental costs applied for and related to smart meter deployment and operation as of December 31, 2012, and the ongoing recovery of capital-related and operating expenses for 2013 and going forward until Atikokan's next cost of service application.

## Costs Beyond Minimum Functionality

Atikokan included capital costs of \$7,937 in its Application, as costs "beyond minimum functionality". The Board approves the recovery of these costs as applied for.

## Level of Unaudited Costs

As a result of the audit all of Atikokan's historical smart meter capital and operating costs have been audited. Only the operating expenses for 2013 for the residual smart meters have been unaudited. These are minimal as most of the operating expenses for the operations of smart meters were reviewed and incorporated into Atikokan's distribution rates t through its 2012 cost of service application.

## Smart Meter Funding Adder ("SMFA") Revenues from May 1 to August 31, 2012

By way of a letter filed on January 21, 2013, and as noted in the Application, Atikokan continued to collect its SMFA from its customers for the period May 1, 2012 to August 31, 2012, even though the SMFA of \$3.50 per month per metered customer had a sunset date of April 30, 2012. The SMFA was removed when Atikokan's 2012 rates approved in the 2012 cost of service application EB-2011-0293 were implemented on September 1, 2012.

Atikokan proposed to refund the over-collection from its metered customers by way of using the over-collected SMFA revenues plus carrying charges as an offset to the incremental revenue requirement being recovered through the new class-specific SMDRs.

Board staff and VECC did not oppose Atikokan's proposal. The Board accepts that this was not a purposeful error and that no party is materially affected. The Board accepts Atikokan's proposal of using these SMFA revenues and carrying charges to offset the incremental smart meter costs for which recovery is being sought.

#### **Cost Allocation**

Using the Smart Meter Model version 3.0 issued by the Board, Atikokan has proposed class specific SMDRs and SMIRRs for the Residential, GS<50 kW and GS > 50 kW customer classes based on an allocation methodology that includes the weighted allocation of meter costs, the number of meters and the revenue requirement (before PILs) similar to the methodology as documented on sheets 10A and 10B of the model. This conforms with the cost allocation methodology approved by the Board in PowerStream's (EB-2010-0209) Decision and in many subsequent applications for smart meter cost recovery. The methodology also conforms with that employed in Atikokan's 2012 cost of service application.

VECC and Board staff took no issue with Atikokan's proposed cost allocation and the proposed SMDRs and SMIRRs. The Board approves Atikokan's proposed cost allocation and the resulting class-specific SMDRs and SMIRRs.

### **Implementation**

Atikokan requested an effective date of July 1, 2013. The Board has determined that an effective date of July 1, 2013 is appropriate. For the SMDRs, Atikokan requested a recovery period of 26 months from July 1, 2013 to August 31, 2013, so that the SMDR recovery will cease at the same time as the existing SMDRs approved in Decision and Order RB-2011-0293. The Board approves Atikokan's proposal. The proposed SMIRRs will be effective from July 1, 2013 and will remain in effect until the effective date of Atikokan's next cost of service-based rate order.

With this Decision, the Board is providing Atikokan with a draft Tariff of Rates and Charges (Appendix A) that reflects the elements of this Decision. The Board also reviewed the entries in the draft Tariff of Rates and Charges with the intent to ensure that, other than the rate riders for smart meter cost recovery approved in this Decision, they are in accordance with the 2013 Board approved Tariff of Rates and Charges as approved in Atikokan's separate Incentive Regulation Mechanism application (EB-2012-0105) issued on April 4, 2013.

## **Accounting Matters**

In granting its approval for the historically incurred costs and the costs projected for 2013, the Board considers Atikokan to have completed its smart meter deployment. Going forward, no capital and operating costs for new smart meters and the operations of smart meters shall be tracked in Accounts 1555 and 1556. Instead, costs shall be recorded in regular capital and operating expense accounts (e.g. Account 1860 for meter capital costs) as is the case with other regular distribution assets and costs.

Atikokan is authorized to continue to use the established sub-account Stranded Meter Costs of Account 1555 to record and track the recovery of revenues from the Stranded Meter Rate Riders approved in Decision and Order EB-2011-0293 until the Stranded Meter Rate Rider ceases to be in effect.

#### THE BOARD ORDERS THAT:

- 1. Atikokan Hydro Inc.'s new distribution rates shall be effective July 1, 2013.
- 2. Atikokan Hydro Inc. shall review the draft Tariff of Rates and Charges set out in Appendix A. Atikokan Hydro Inc. and the Vulnerable Energy Consumers Coalition shall file with the Board a written confirmation assessing the completeness and accuracy of the draft Tariff of Rates and Charges, or provide a detailed explanation of any inaccuracies or missing information, within **7 days** of the date of issuance of this Decision and Order.
- 3. If the Board does not receive any submission from Atikokan Hydro Inc. pursuant to item 2 of this Decision and Order to the effect that inaccuracies were found or information was missing, the draft Tariff of Rates and Charges set out in Appendix A of this Decision and Order will become final effective July 1, 2013, and will apply to

electricity consumed or estimated to have been consumed on and after July 1, 2013. Atikokan Hydro Inc. shall notify its customers of the rate changes no later than with the first bill reflecting the new rates.

4. If the Board receives a submission from Atikokan Hydro Inc. to the effect that inaccuracies were found or information was missing pursuant to item 2 of this Decision and Order, the Board will consider the submission(s) and will issue a final Rate Order and Tariff of Rates and Charges.

### **Cost Awards**

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

- 1. The Vulnerable Energy Consumers Coalition shall submit its cost claim no later than **7 days** from the date of issuance of the final Rate Order.
- 2. Atikokan Hydro Inc. shall file with the Board and forward to the Vulnerable Energy Consumers Coalition any objections to the claimed costs within 14 days from the date of issuance of the final Rate Order.
- 3. The Vulnerable Energy Consumers Coalition shall file with the Board and forward to Atikokan Hydro Inc. any responses to any objections for cost claims within 21 days from the date of issuance of the final Rate Order.
- 4. Atikokan Hydro Inc. shall pay the Board's costs incidental to this proceeding upon receipt of the Board's invoice.

All filings to the Board must quote file number **EB-2013-0019**, be made through the Board's web portal at, <a href="www.pes.ontarioenergyboard.ca/eservice/">www.pes.ontarioenergyboard.ca/eservice/</a> and consist of two paper copies and one electronic copy in searchable / unrestricted PDF format. Filings must clearly state the sender's name, postal address and telephone number, fax number and e-mail address. Parties must use the document naming conventions and document submission standards outlined in the RESS Document Guideline found at <a href="www.ontarioenergyboard.ca">www.ontarioenergyboard.ca</a>. If the web portal is not available parties may email their

document to <a href="mailto:BoardSec@ontarioenergyboard.ca">BoardSec@ontarioenergyboard.ca</a>. Those who do not have internet access are required to submit all filings on a CD in PDF format, along with two paper copies. Those who do not have computer access are required to file 2 paper copies.

DATED at Toronto, June 27, 2013

## **ONTARIO ENERGY BOARD**

Original signed by

Kirsten Walli Board Secretary

## Appendix A

**To Decision and Order** 

**Draft Tariff of Rates and Charges** 

**Board File No. EB-2013-0019** 

**DATED: June 27, 2013** 

Effective and Implementation Date July 1, 2013

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

EB-2012-0105 EB-2013-0019

### RESIDENTIAL SERVICE CLASSIFICATION

This classification applies to an account taking electricity at 750 volts or less where the electricity is used exclusively in a separate metered living accommodation. Customers shall be residing in single-dwelling units that consist of a detached house or one unit of a semi-detached, duplex, triplex or quadruplex house, with a residential zoning. Separately metered dwellings within a town house complex or apartment building also qualify as residential customers. All customers are single-phase. 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	\$	34.15
Rate Rider for Disposition of Residual Historical Smart Meter Costs - effective until August 31, 2015 Rate Rider for Disposition of Residual Incremental Historical Smart Meter Costs -	\$	0.48
effective until August 31, 2015	\$	2.79
Rate Rider for Recovery of Smart Meter Incremental Revenue Requirement - in effect until the effective date		
of the next cost of service-based rate order	\$	1.06
Rate Rider for Recovery of Stranded Meter Assets - effective until August 31, 2015	\$	0.39
Rate Rider for Smart Metering Entity Charge - effective until October 31, 2018	\$	0.79
Distribution Volumetric Rate	\$/kWh	0.0135
Rate Rider for Deferral/Variance Account Disposition (2012) - effective until April 30, 2016	\$/kWh	0.0009
Rater Rider for Global Adjustment Sub-Account Disposition(2012) - effective until April 30, 2016.		
Applicable only for Non-RPP Customers	\$/kWh	0.0004
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0065
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0037
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate	\$/kWh	0.0044
Rural Rate Protection Charge	\$/kWh	0.0012
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date July 1, 2013

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

EB-2012-0105 EB-2013-0019

#### GENERAL SERVICE LESS THAN 50 KW SERVICE CLASSIFICATION

This classification applies to a non residential account taking electricity at 750 volts or less whose average monthly maximum demand is less than, or is forecast to be less than, 50 kW. 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	\$	74.43
Rate Rider for Disposition of Residual Historical Smart Meter Costs - effective until August 31, 2015	\$	0.78
Rate Rider for Disposition of Residual Incremental Historical Smart Meter Costs -		
effective until August 31, 2015	\$	3.21
Rate Rider for Recovery of Smart Meter Incremental Revenue Requirement - in effect until the effective date		
of the next cost of service-based rate order	\$	1.39
Rate Rider for Recovery of Stranded Meter Assets - effective until August 31, 2015	\$	0.39
Rate Rider for Smart Metering Entity Charge - effective until October 31, 2018	\$	0.79
Distribution Volumetric Rate	\$/kWh	0.0094
Rate Rider for Disposition of Deferral/Variance Account (2012) – effective until April 30, 2016	\$/kWh	0.0007
Rate Rider for Disposition of Global Adjustment Sub-Account (2012) – effective until April 30, 2016		
Applicable only for Non-RPP Customers	\$/kWh	0.0004
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0058
Retail Transmission Rate - Transformation Connection Service Rate	\$/kWh	0.0032
MONTHLY DATES AND CHARCES Descriptory Component		
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate	\$/kWh	0.0044
Rural Rate Protection Charge	\$/kWh	0.0012
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date July 1, 2013

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

EB-2012-0105 EB-2013-0019

### **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. 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	\$	550.40
Rate Rider for Disposition of Residual Historical Smart Meter Costs – effective until August 31, 2015	\$	3.80
Rate Rider for Disposition of Residual Incremental Historical Smart Meter Costs -		
effective until August 31, 2015	\$	6.12
Rate Rider for Recovery of Smart Meter Incremental Revenue Requirement - in effect until the effective date		
of the next cost of service-based rate order	\$	3.71
Rate Rider for Recovery of Stranded Meter Assets - effective until August 31, 2015	\$	0.39
Distribution Volumetric Rate	\$/kW	2.1802
Rate Rider for Disposition of Deferral/Variance Account (2012) - effective until April 30, 2016	\$/kW	0.1984
Rider for Global Adjustment Sub-Account Disposition (2012) – effective until April 30, 2016		
Applicable only for Non-RPP Customers	\$/kW	0.1410
Retail Transmission Rate - Network Service Rate	\$/kW	2.3530
Retail Transmission Rate - Network Service Rate - Interval Metered	\$/kW	1.2782
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	2.4963
Retail Transmission Rate - Line and Transformation Connection Service Rate - Interval Metered	\$/kW	1.4127
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate	\$/kWh	0.0044
	**	
Rural Rate Protection Charge	\$/kWh	0.0012
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date July 1, 2013

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

EB-2012-0105 EB-2013-0019

#### STREET LIGHTING SERVICE CLASSIFICATION

This classification applies to an account for roadway lighting with a Municipality, Regional Municipality, Ministry of Transportation and private roadway lighting, controlled by photo cells. The consumption for these customers will be based on the calculated connected load times the required lighting times established in the approved OEB street lighting load shape template. Further servicing details are available in the distributor's Conditions of Service.

#### **APPLICATION**

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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 connection)	\$	11.93
Distribution Volumetric Rate	\$/kW	14.7065
Rate Rider for Disposition of Deferral/Variance Account (2012) – effective until April 30, 2016	\$/kW	1.4517
Rider for Global Adjustment Sub-Account Disposition (2012) – effective until April 30, 2016		
Applicable only for Non-RPP Customers	\$/kW	0.1329
Retail Transmission Rate - Network Service Rate	\$/kW	1.7747
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	0.9880

#### **MONTHLY RATES AND CHARGES - Regulatory Component**

Wholesale Market Service Rate	\$/kWh	0.0044
Rural Rate Protection Charge	\$/kWh	0.0012
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date July 1, 2013

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

EB-2012-0105 EB-2013-0019

## MICROFIT 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.

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#### **MONTHLY RATES AND CHARGES - Delivery Component**

Service Charge \$ 5.40

## **Effective and Implementation Date July 1, 2013**

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EB-2012-0105 EB-2013-0019

25.00

### **ALLOWANCES**

Transformer Allowance for Ownership - per kW of billing demand/month	\$/kW	(0.29)
Primary Metering Allowance for transformer losses – applied to measured demand and energy	%	(1.00)

## **SPECIFIC SERVICE CHARGES**

#### **APPLICATION**

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#### **Customer Administration**

Returned cheque (plus bank charges)

Account set up charge/change of occupancy charge (plus credit agency costs if applicable)	\$	25.00
Special meter reads	\$	25.00
Non-Payment of Account		
Late Payment – per month	%	1.50
Late Payment – per annum	%	19.56
Collection of account charge – no disconnection	\$	25.00
Disconnect/Reconnect at meter – during regular hours	\$	28.00
Disconnect/Reconnect at meter – after regular hours	\$	315.00
Disconnect/Reconnect at pole – during regular hours	\$	28.00
Disconnect/Reconnect at pole – after regular hours	\$	315.00
Specific Charge for Access to the Power Poles - \$/pole/year	\$	22.35

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EB-2012-0105 EB-2013-0019

## **RETAIL SERVICE CHARGES (if applicable)**

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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	1.0778
Total Loss Factor – Primary Metered Customer < 5,000 kW	1.0671