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

AND IN THE MATTER OF an Application by Milton Hydro Distribution Inc. to the Ontario Energy Board for an Order or Orders approving the recovery of amounts related to the restoration of electricity service in the Town of Milton due to the December 2013 Southern and Eastern Ontario Ice Storm.

MILTON HYDRO DISTRIBUTION INC. ("Milton Hydro")

ED-2003-0014

APPLICATION FOR APPROVAL OF A Z-FACTOR RATE RIDER FOR RECOVERY OF ICE STORM RELATED RESTORATION COSTS

MANAGER'S SUMMARY

Filed: April 15, 2014

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APPLICATION FOR APPROVAL OF A Z-FACTOR RECOVERY OF ICE STORM RELATED RESTORATION COSTS

MANAGER'S SUMMARY

1. Introduction

1.1 The Applicant is Milton Hydro Distribution Inc. ("Milton Hydro"). Milton Hydro is a corporation incorporated pursuant to the *Ontario Business Corporations Act* with its head office in the Town of Milton. Milton Hydro carries on the business of distributing electricity to 34,073 metered customers in the Town of Milton under Ontario Energy Board ("OEB") Electricity Distribution Licence ED-2003-0014.

1.2 Milton Hydro hereby applies to the Ontario Energy Board (the "OEB") pursuant to section 78 of the *Ontario Energy Board Act*, *1998* as amended (the "OEB Act") for approval of the proposed fixed rate rider effective for the period November 1, 2014 to April 30, 2016 as set out in this Z-Factor Application ("Application").

1.3 Milton Hydro confirms that the amount included in this Application is the December 31, 2013 balance included in Milton Hydro's year end Audited Financial Statements.

1.4 Specifically, Milton Hydro is applying for recovery of $935,507, plus carrying costs in the amount of $11,460 for a total Z-Factor Claim of $946,967, of incremental operations, maintenance and administration ("OM&A") costs incurred to restore electricity service to approximately 15,000 customers in the Town of Milton after a severe ice storm hit Southern and Eastern Ontario on December 21 and 22, 2013.

1.5 Milton Hydro's capital costs related to the replacement of poles, transformers and reclosers amounted to $48,871. Milton Hydro has determined that the regulated return on rate base associated with the ice storm capital expenditure in the amount of $3,249, calculated on the OEB-Approved regulated rate of return of 6.65% as determined in Milton Hydro's 2011 Cost of Service Rate Application, is not material and therefore Milton Hydro has not included the return on rate base in this Application for recovery.

1.6 Milton Hydro has confirmed that there is no insurance coverage available to offset the costs of restoration and therefore Milton Hydro must bear the full costs incurred.

1.7 Milton Hydro has recorded the incremental OM&A costs in the Uniform System of Accounts ("USoA") 1572 Extraordinary Event Costs – Ice Storm Z-Factor. Milton Hydro will also record carrying costs projected to November 1, 2014 calculated on the monthly opening balance of this account using the OEB prescribed interest rate of 1.47% for deferral and variance accounts as published on the OEB web site. Carrying charges are recorded in a separate sub-account of USoA 1572 Extraordinary Event Costs – Ice Storm Z-Factor Carrying Charges.

1.8 Milton Hydro proposes to recover the USoA 1572 Extraordinary Event Costs – Ice Storm Z-Factor amount by way of a Fixed Rate Rider over an eighteen month period commencing November 1, 2014 and ending April 30, 2016, which coincides with Milton Hydro's next Cost of Service Rate Application. Milton Hydro has based the proposed Rate Rider on Milton Hydro's customer count as at December 31, 2013 and applicable to all metered customers.

1.9 Milton Hydro submits that the Province wide ice storm and the extensive damage to Milton Hydro's distribution system meets the Z-Factor Eligibility Criteria as set out in Section 2.6 of the Board's Report on 3rd Generation Incentive Regulation for Ontario's Electricity Distributors issued July 14, 2008 and Chapter 3 of the Filing Requirements for Electricity Distribution Rate Applications, Section 3.2.2, issued July 17, 2013.

1.10 Furthermore, Milton Hydro's materiality threshold, as defined by the OEB, is $65,025 based on 0.5% of Milton Hydro's distribution revenue requirement of $13,005,180 as approved in Milton Hydro's 2011 Electricity Distribution Cost of Service Rate Application, EB-2010-0137.

1.11 Milton Hydro has included a statement as to the accuracy of the information included in this Application from its Vice President of Finance as Appendix A.

2. Overview of this Application:

2.1 On Saturday December 21st and Sunday December 22nd, a severe ice storm swept across Southern and Eastern Ontario bringing down trees and limbs, resulting in

extensive damage to electricity distribution systems across the Province, leaving over 600,000 people without electricity in Ontario.

2.2 Milton Hydro had approximately 15,000 customers, almost 50% of its customer base, without power at the height of the ice storm on December 21st and 22nd. By Monday December 23rd approximately 14,000 customers had their electricity service restored. The remaining customers without electricity, approximately 800 were without electricity due to damage to Milton Hydro's distribution system and approximately 350 customers remained without power due to damage to Milton Hydro's distribution system and/or customer owned private equipment and lines.

2.3 The 1,150 (800+350) customers that remained without power were primarily in the rural north west of Milton Hydro's service area. The rural service area consists of approximately 2,000 customers and 500 km of overhead distribution system. Most customers except those with privately own lines had power restored by Saturday December 28th. The service area map attached as Appendix B sets out the areas affected by the ice storm and the restoration dates for the affected areas.

2.4 Over the period December 29, 2013 to January 1, 2014, Milton Hydro line crews continued to patrol and clear branches from hundreds of kilometers of overhead lines and restore power to the one-off customers still without electricity in the rural service area.

2.5 Milton Hydro's line crews were augmented by eight other electricity distributors and five power line contractor companies providing over 70 additional line staff and 30 line trucks.

2.6 The total OM&A restoration costs incurred by Milton Hydro, net of capital costs, to restore electricity service to its customers amounted to $935,507 and include overtime hours only for Milton Hydro staff, the invoiced costs from the other electricity distributors and power line contractors and the costs of hotel and meals to house and feed the supporting line crews. The follow Table 1 summarizes the costs incurred to restore power.

Table 1

Z-Factor Ice Storm Cost Summary

Milton Hydro Unionized Employees O/T Only + Vehicles	$ 80,360
Electricity Distributors	440,684
Power Line Contractors	374,761
Accommodation and Meals	22,854
Fuel - outside distributors vehicles only	6,307
Material	9,277
Miscellaneous	1,265
Total Ice Storm Restoration Cost	$ 935,507

3. Filing Guidelines and Eligibility Criteria

3.1 The treatment of unforeseen events through a Z-Factor Adjustment has been incorporated into the rate setting process as a mechanism to address unforeseen or extraordinary events outside of management's control. In general, the unforeseen event must be material and the causation clear. The 3GIRM Report and Supplemental 3GIRM Report provide that the distributor must report events promptly to the OEB and must meet three criteria in order to be eligible for a Z-Factor Adjustment. These requirements are discussed in further detail below.

Notice of Application

3.2 Milton Hydro provided notice to the OEB on February 10, 2014 advising of Milton Hydro's intention to file a Z-Factor Application for the recovery of costs incurred to restore electricity service to approximately 15,000 customers in the Town of Milton during and after a severe ice storm.

3.3 In particular, the notice stated that:

"On December 21st and 22nd an ice storm went through southern and eastern Ontario resulting in downed trees and power lines leaving over 600,000 customers province

wide without electricity. Milton Hydro sustained significant damage to its distribution system which was not fully restored until December 28th. At the height of the ice storm approximately 15,000 customers were without electricity. Milton Hydro had over 70 linemen and 30 line trucks from other distributors and contractors assisting in restoring power. Restoration costs are estimated to be in excess of $1.2 million."

Eligibility Criteria

3.4 Section 2.6 of the Board's Report on 3rd Generation Incentive Regulation for Ontario's Electricity Distributors issued July 14, 2008 and Chapter 3 of the Filing Requirements for Electricity Distribution Rate Applications, Section 3.2.2, issued July 17, 2013 sets out the Z-Factor Eligibility Criteria as follows:

Criteria	Description
Causation	Amounts should be directly related to the Z-factor event. The amount must be clearly outside of the base upon which rates were derived.
Materiality	The amounts must exceed the Board-defined materiality threshold and have a significant influence on the operation of the distributor; otherwise they should be expensed in the normal course and addressed through organizational productivity improvements.
Prudence	The amount must have been prudently incurred. This means that the distributor's decision to incur the amount must represent the most cost-effective option (not necessarily least initial cost) for ratepayers.

3.5 Milton Hydro has addressed these criteria in the following sections.

- **Causation:**

3.6 On December 21st and 22nd a severe ice storm went through Southern and Eastern Ontario resulting in downed trees and power lines leaving over 600,000 customers Province wide without electricity. Milton Hydro sustained significant damage to its

distribution system, leaving 15,000 customers without power some of which was not fully restored until December 28th.

3.7 The total cost of restoration amounts to $935,507 and is clearly outside of the base upon which Milton Hydro's rates were derived based in its OEB-Approved 2011 Cost of Service Rates.

- **Materiality**

3.8 Milton Hydro's materiality limit based on its OEB-Approved 2011 Cost of Service Rate Application is $65,025 being 0.005% of Milton Hydro's 2011 OEB-Approved Distribution Revenue Requirement of $13,005,180. Milton Hydro's costs of restoring electricity service after the Province wide ice storm totalled $935,507 or more than 14 times materiality.

- **Prudence**

3.9 On December 20, 2013 a weather warning was issued for possible freezing rain. In response to this weather warning Milton Hydro had two additional linemen and one power-line contractor on call if needed.

3.10 On December 21 and 22, 2013 Milton Hydro had 15,000 customers without electricity. Within 24 hours, approximately 14,000 customers had power restored by Milton Hydro line crews. Milton Hydro still had 1,150 rural customers spread over 500 km of overhead lines without power.

3.11 Milton Hydro has eleven linemen and four bucket trucks. The linemen worked up to a maximum of sixteen hours per day and were then required to have eight hours off for rest/sleep time before their next shift.

3.12 The magnitude of damage was quickly assessed and it was clearly apparent that Milton Hydro did not have the staffing and vehicles to safely restore power in a timely manner. Milton Hydro put a call out to "GridSmart City" whose partners includes ten electricity distributors and one power line contractor of which three distributors and the contractor were able to respond. A further call to the Electricity Distribution Association brought in additional crews and vehicles for a total of 70 Linemen and 30 line trucks to assist Milton Hydro in the repairs of its distribution system and restoration of power to the rural customers.

3.13 Milton Hydro follows a written tree trimming policy and hires a contract arborist to perform the tree trimming in accordance with Milton Hydro's policy.

4. Grounds for this Application are as Follows:

4.1 On Saturday December 21st and Sunday December 22nd, a severe ice storm swept across Southern and Eastern Ontario bringing down trees and limbs, resulting in extensive damage to electricity distribution systems across the Province, leaving over 600,000 people without electricity in Ontario.

4.2 At the height of the ice storm Milton Hydro had approximately 15,000 customers, almost 50% of its customer base, without electricity. By Monday December 23rd approximately 14,000 customers had electricity service restored. The remaining customers, approximately 800 remained without electricity due to damage to Milton Hydro's distribution system and approximately 350 customers remained without electricity due to damage to Milton Hydro's distribution system and/or customer owned private equipment and lines.

4.3 The first trouble calls began just before midnight on December 20th and continued throughout the night and early morning of December 21st. By the end of the day on December 21st Milton Hydro had received over 900 "no power" call and almost 4,000 "no power" calls on December 22nd as indicated in Table 2 below.

Table 2

Telephone Statistics

Date	Total Calls Received	Answered by Milton Hydro Agents	Customers Who Hung Up After Hearing Telephone Message	Abandoned Calls
21-Dec-13	914	405	151	358
22-Dec-13	3929	889	1756	1284
23-Dec-13	1868	792	737	339
24-Dec-13	1048	446	418	184
25-Dec-13	580	206	271	103
26-Dec-13	771	269	333	169
27-Dec-13	818	237	238	343
28-Dec-13	385	206	68	111
29-Dec-13	156	119	25	12
30-Dec-13	275	182	55	38
31-Dec-13	138	47	85	6
01-Jan-14	19	3	14	2

4.4 Milton Hydro's on call staff quickly ascertained that the outages were wide spread and began to call in additional line crews, engineering staff and telephone support for December 21st. The contractor on call was also called in to assist. Restoration was hampered by the icy road conditions and some roads were impassable. At times line crews had to leave areas as trees and limbs continued to fall around them.

4.5 Roads were impassable in some areas to the North and West in Milton Hydro's rural service area.

4.6 In addition to its own crews, Milton Hydro had three contractors working on December 21st and calls were put out for additional assistance. In all, Milton Hydro's restoration efforts were assisted by over 70 line personnel and 30 line trucks working around the clock during and after the ice storm emergency to restore electricity service to Milton Hydro's customers.

4.7 Trucks lined up to assist.

4.8 The electricity distributors and contractors worked during the week of December 23rd to December 31st to restore power to Milton Hydro's rural service area with the last distributor leaving Tuesday December 31st. Milton Hydro's staff continued to address the isolated outages remaining and clear the overhead lines of any remaining branches and clean up until January 1, 2014.

4.9 Many local churches and businesses lent their support to the electricity distributors and contractors by providing accommodation and meals to the crews as well as warming centres for customers without electricity and heat.

4.10 Milton Hydro has provided, by department, the overtime hours and costs for the period December 21, 2013 to January 1, 2014, incurred for repairs to restore electricity service as a direct result of the ice storm in Table 3 below. Milton Hydro has excluded the hours and costs in the amount of $23,630 charged to capital as discussed in paragraph 1.5 above.

Table 3

Milton Hydro Overtime Labour Costs

Department	**O/T Hours**	**Dollars**
Operations:	417	$ 30,911
Metering:	42	$ 2,766
Stores:	68	$ 3,036
Engineering:	280	$ 19,018
Customer Service:	210	$ 9,718
Total O/T Paid Time	**1016**	**$ 65,448**
Management:	682	$ -
Total Labour Costs	**1697**	**$ 65,448**
Trucks	208	$ 14,912
Total O/T Labour & Trucks		**$ 80,360**

4.11 Milton Hydro has provided a list of local distribution companies and power-line contractors and the invoiced costs, net of HST, to provide restoration assistance in the following Table 4.

Table 4

Total Local Distribution Companies & Contractors Invoiced Costs

Local Distribution Companies	**Invoice Cost**
Niagara Penninsula	$ 204,833
Oakville Hydro	65,134
Ascent	29,423
St. Thomas Hydro	28,646
Goderich Hydro	19,108
Tillsonburg Hydro	10,483
Horizon Utilities	48,025
Guelph Hydro	10,818
Haldiman County Hydro	24,214
Total Distributors Invoiced Costs	**$ 440,684**
Power-Line Contractors	**Invoice Cost**
Strudy Power Lines	$ 54,510
Southwest Power	130,389
K-Line Group	41,056
HV Power Lines	17,714
Miller Tree Service	118,440
Super Sucker	7,345
J&N Traffic Control	1,620
Edgar Howden (backhoe / breaker & Operator)	1,413
Bill Prisniak	2,275
Total Power-Line Contractors Invoiced	**$ 374,761**
Total Outside Forces Deployed	**$ 815,445**

4.12 As discussed above in paragraph 1.5, Milton Hydro separated the capital costs of replacing poles, transformers and reclosers from the restoration costs incurred to restore electricity service to customers. The following Table 5 sets out the material costs for capital and Table 6 sets out the material costs for restoration repairs.

Table 5

Material Capitalized

Description	Cost Per	Multiple	Capital
40' CCA PEG Class 3 Poles	$ 431.00	10	$ 4,310
45' CCA PEG Class 3 Poles	485.00	3	1,455
35' CCA PEG Class 4 Pole	248.00	1	248
Cable Guard Plain	18.36	3	55
Cable Guard Flared	24.44	1	24
Switch, AMP In-Line 25kV	787.00	3	2,361
Switch, 200A Fused 25kV	344.91	2	690
Switch, 100A Cut-Out 15kV	99.44	5	497
#2 O/H Triplex (/M)	2.97	211	627
1/0 Bare Copper (/M)	5.71	93	531
25kVA 16000/4800 120/240 Polemounts	2,320.92	3	6,963
25kVA 16000/8000 120/240 Polemount	1,579.47	1	1,579
50kVA 16000/4800 120/240 Polemounts	2,690.72	2	5,381
Switch, Fused In-Line 15kV	468.00	1	468
10' Ground Rods	13.50	3	41
Ground Wire Moulding (/FT)	0.23	48	11
Total Material Capitalized			**$ 25,241**

Table 6

Material for Restoration Repairs

Description	Cost Per	Multiple	Repairs
#2 ACSR "Sparrow" (/M)	$ 0.67	153	$ 103
#4 Bare Copper (/M)	2.68	8	21
3/0 RW90 Copper (/M)	9.74	19	185
6k Arrestors	26.53	3	80
10k Arrestors	30.90	1	31
21k Arrestors	40.55	3	122
27.6KV Switch Brackets	70.86	1	71
15kV Switch Brackets	14.45	5	72
SMU-20 Fuses (6k, 140k, 100k, 100E, etc..	146.44	33	4,833
34.5kV Universal Insulators	75.77	27	2,046
9" Stand-Off Insulator Brackets	15.35	10	154
27.6kV Top-Pin Brackets	18.50	10	185
27.6kV Angle Top-Pin Brackets	19.93	2	40
Straight Line Clamp	11.99	3	36
Bail Clamp	17.09	3	51
Hot Line Clamp	7.53	4	30
Insulator Epoxy	36.96	1	37
Insulator Vertical	58.62	1	59
2-4 Auto Sleeves	5.85	119	696
1/0 Auto Sleeves	6.49	8	52
3/0 Auto Sleeves	13.41	5	67
Cambridge North Dumfries (#2 sleeves)			308
Total Material for Repairs			**$ 9,277**

4.13 Milton Hydro incurred miscellaneous costs for the employees assisting from the other local distribution companies and contractors including accommodations, meals, fuel and repairs. Meal allowances were also paid to Milton Hydro's unionized employees in accordance with its Collective Agreement. The following Table 7 sets out the miscellaneous expenses incurred.

Table 7

Miscellaneous Expenditures

Accommodations - Distributors & Contractors	$ 13,393
Meals - Distributors & Contractors	6,601
Meal Allowances - Milton Hydro Linemen	1,785
Meal Allowances - Non-linemen	1,075
Fuel - Distributors & Contractors	6,307
Towing, Tire Repair, Taxi, Mileage	1,265
Total Miscellaneous Costs	**$ 30,425**

4.14 As provided in Table 1 at paragraph 2.6 the total audited costs of restoring electricity service, exclusive of capital costs, amounted to $935,507 plus carrying charges in the amount of $11,460, calculated at 1.47%, for a total Z-Factor costs of $946,967 as set out in the following Table 8.

Table 8

Ice Storm Principal and Carrying Charges for Recovery

Account Description	Account Number	Closing Principal Balances as of December 31, 2013 Audited Financial Statements	Projected Interest from January 1, 2014 to October 31, 2014 on December 31, 2013 Audited Balance.	Total Claim
Ice Storm OM&A	1572	$ 935,507	$ 11,460	$ 946,967

5. Z-Factor Rate Rider

5.1 The December ice storm resulted in electricity outages across a wide area of Milton Hydro's service territory affecting approximately 15,000 customers. Due to the wide expanse of the outage area it is not possible to identify specific customer classes that were impacted by the ice storm. Therefore, Milton Hydro proposes to recover the ice storm Z-Factor costs by way of a Fixed Rate Rider across all metered customer classes based on Milton Hydro's customer count at December 31, 2013 that will be reported in the Reporting and Record Keeping Requirements ("RRR") to be filed by April 30, 2014.

5.2 The follow Table 9 sets out the calculation of Milton Hydro's proposed Z-Factor Fixed Rate Rider of $1.54 per month. Milton Hydro also proposes that the Z-Factor Rate Rider be effective for a period of eighteen (18) months beginning November 1, 2014 and ending April 30, 2016. The proposed eighteen month period not only mitigates the customer bill impact but also is coincident with the implementation date of Milton Hydro's next Cost of Service Rate Application.

Table 9

Proposed Ice Storm Z-Factor Rate Rider

Description	Metered Customers December 31, 2013	Rate Rider per Month - November 1, 2014 to April 30, 2016
Restoration Costs for Recovery		$ 946,967
Metered Customers		
Residential	31,309	
General Service <50kW	2,477	
General Service 50 to 999 kW	273	
General Service 1000 to 4999 kW	11	
Large Users	3	
Proposed Rate Rider per Month	34,073	**$ 1.54**

5.3 Milton Hydro has calculated the monthly Residential customer class total bill impact to be 1.2% and the monthly General Service <50kW customer class total bill impact to be 0.5%. The monthly bill impact on the remaining customer classes is negligible due to the dollar amount of the customer bills. Milton Hydro has used the OEB-Approved Tariff of Rates and Charges effective May 1, 2014 in calculating the total bill impacts.

6. Conclusion

6.1 Milton Hydro is filing a Z-Factor Application for the recovery of restoring electricity to approximately 15,000 customers in the Town of Milton after a severe ice storm swept through Southern and Eastern Ontario on December 21 and 22, 2013.

6.2 Milton Hydro submits that the costs of restoration in the amount of $935,507 plus carrying charges of $11,460 for a total cost of restoration of electricity of $946,967 meets the Z-Factor requirements as set out in Section 2.6 of the Board's Report on 3rd Generation Incentive Regulation for Ontario's Electricity Distributors issued July 14, 2008 and Chapter 3 of the Filing Requirements for Electricity Distribution Rate Applications, Section 3.2.2, issued July 17, 2013.

6.3 Milton Hydro has provided the details of the costs incurred in section 4 above and confirms that the capital costs of restoration have been appropriately separated and charged to the capital assets. Milton Hydro also confirms that the restoration costs do not include recovery of a return on assets.

6.4 Milton Hydro has calculated the ice storm Z-Factor Rate Rider as a fixed charge based on its customer count of metered customers as at December 31, 2013 and to be filed in the 2013 RRR requirements.

6.5 Milton Hydro has calculated the ice storm Z-Factor Fixed Rate Rider over an eighteen month period beginning November 1, 2014 and ending April 30, 2016 in order to mitigate the total bill impact of the Fixed Rate Rider and also to coincide with Milton Hydro's next Cost of Service Rate Application for rates effective May 1, 2016.

7. Relief Sought

7.1 Milton Hydro is requesting approval for the recovery of $935,507 plus carrying charges in the amount of $11,460 for a total recovery of $945,967, being the actual audited costs of restoring electricity service in the Town of Milton during and after a severe ice storm which swept across Southern and Eastern Ontario on December 21 and 22, 2013.

7.2 Milton Hydro is also requesting that the $945,967 in restoration costs be approved as a Z-Factor Adjustment and be recovered by way of a Z-Factor Fixed Rate Rider of $1.54 per month per metered customer for the period November 1, 2014 to April 30, 2016.

7.3 Milton Hydro submits that the Fixed Rate Rider is the appropriate method to recover the costs of restoration of electricity service in the Town of Milton resulting from the Ontario Ice Storm of December 21 and 22, 2013.

8. Form of Hearing Requested

8.1 Milton Hydro requests that this Application be disposed of by way of a written hearing.

Respectfully submitted this 15th day of April, 2014.

Original signed by Cameron McKenzie

Cameron McKenzie, CGA
Director, Regulatory Affairs
Milton Hydro Distribution Inc.

Attachments

Appendix A	Certificate of Evidence
Appendix B	Outage Map and Restoration Dates
Appendix C	Additional Pictures of the Ice Storm Damage
Appendix D	Thank You Notice – Milton Canadian Champion

Appendix A

Certification of Evidence

MILTON HYDRO DISTRIBUTION INC.
8069 Lawson Road, Milton, Ontario, L9T 5C4
Telephone (905) 876-4611 • Fax (905) 876-2044

ONTARIO ENERGY BOARD
MILTON HYDRO DISTRIBUTION INC.
ED-2003-0014

APPLICATION FOR APPROVAL OF A Z-FACTOR RATE RIDER FOR RECOVERY OF ICE STORM RELATED RESTORATION COSTS

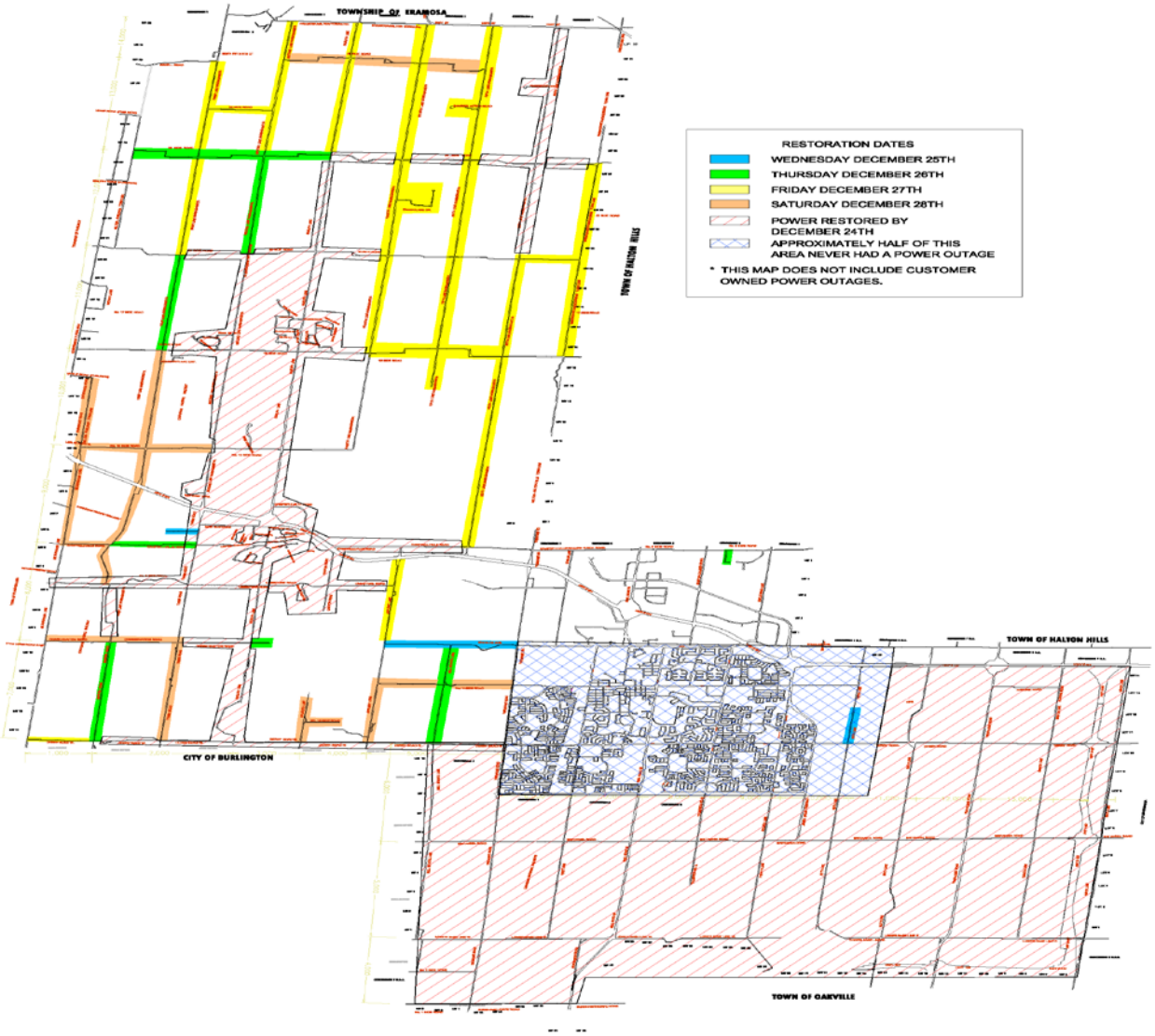
CERTIFICATION OF EVIDENCE

I, Mary-Jo Corkum, Vice President of Finance, hereby certifies that the evidence filed in Milton Hydro Distribution Inc.'s Application for Approval of a Z-Factor Rate Rider For Recovery Of Ice Storm Related Restoration Costs is accurate, consistent and complete to the best of my knowledge and has been filed in accordance with Section 2.6 of the Board's Report on 3rd Generation Incentive Regulation for Ontario's Electricity Distributors issued July 14, 2008 and Chapter 3 of the Filing Requirements for Electricity Distribution Rate Applications, Section 3.2.2, issued July 17, 2013.

Mary-Jo Corkum
Vice President of Finance
April 11, 2014

Appendix B

Outage Map and Restoration Dates


TOWNSHIP OF ERAMOSA
TOWN OF ERIN HILLS
CITY OF BURLINGTON
TOWN OF HALTON HILLS
TOWN OF OAKVILLE
RESTORATION DATES
WEDNESDAY DECEMBER 25TH
THURSDAY DECEMBER 26TH
FRIDAY DECEMBER 27TH
SATURDAY DECEMBER 28TH
POWER RESTORED BY DECEMBER 24TH
APPROXIMATELY HALF OF THIS AREA NEVER HAD A POWER OUTAGE
* THIS MAP DOES NOT INCLUDE CUSTOMER OWNED POWER OUTAGES.

Appendix C

Additional Pictures of the Ice Storm Damage to Milton Hydro's Distribution System

Appendix D

Thank You Notice – Milton Canadian Champion

Thanks!

Ice Storm 2013

Milton Hydro thanks the many crews that helped us during the aftermath of the ice storm. Over 70 linemen were brought in to assist our crews in restoring power as quickly and as safely as possible.

Ascent Group Inc. / St. Thomas Energy Inc	Essex Powerlines Corporation
Goderich Hydro - West Coast Huron Energy Inc.	Guelph Hydro Electric Systems Inc
Haldimand County Hydro	Horizon Utilities
HV Power Lines	K-Line Maintenance & Construction Limited
Miller Tree Service	Niagara Peninsula Energy
Oakville Hydro Corporation	Southwest Power Corporation
Sturdy Power Lines	Tillsonburg Hydro

Many local churches and businesses lent their support -- special thanks go to the Milton Baptist Church, Nassagaweya Presbyterian Church, Mohawk Inn, Holiday Inn Express & Suites, Vito's Pizza & Wings, The Trail Eatery and Longo's for providing meals and accommodation to the crews.

Milton Hydro could not have done it without our staff who worked around the clock throughout the holidays to restore power. Their dedication and commitment to the operation of Milton Hydro is highly valued and appreciated.

Lastly, Milton Hydro wishes to thank customers for your support and patience while we worked to restore power during Ice Storm 2013.

During major power outages, Milton Hydro provides regular updates to its website www.miltonhydro.com.

You can now also follow Milton Hydro on twitter for updates: @Miltonhydro

Milton Hydro