The MEARIE Group

2013 Utility Performance Management Survey

Statistics & Ratios

Report on 2012 Data

UPM Survey

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Section A: Background

1. Confidentiality Protocol for UPMS 2013

The MEARIE Group recognizes the importance of maintaining the security of your information and has developed the following policy that applies to all participants (and their delegates) in the Utility Management Performance Survey, as well as G.C.B.L. Environmental (survey administrators) and The MEARIE Group.

An individual LDC will provide its authorization for the sharing of information identified as being information of that LDC by completing the Survey Data Submission. This will result in the LDC's data being identified by name in the listing of participants. This enables participants to be aware of the names of the other participants in the survey to determine the relevance of survey data cuts (e.g. by geography or size).

Survey results will be reported only to those LDCs who participate in the survey and provide comprehensive data. Comprehensive participation means that each LDC is expected to match as many of the survey benchmark positions as they are able, and provide data for all incumbents of matched positions. **All participants must consider this information as strictly confidential.**

The results of the Utility Performance Management Survey will not be disclosed/sold to or shared with organizations that have not participated in the survey, whether by MEARIE Group or G.C.B.L. Environmental or survey participants. **Participants may not share the survey report/results with non-participant LDCs or any entity under any circumstances.**

Information in the G.C.B.L. Environmental database is maintained with the highest standards of confidentiality. Should you have any questions or for further information, please contact Bryan Boyce, President at G.C.B.L. Environmental at (905) 886-2927 or gcblenv@sympatico.ca.

The obligations of confidentiality set out in this policy are subject to the requirements of applicable law. However, LDCs may not disclose the existence or results of the Utility Performance Management Survey to any regulatory body (or other person) unless compelled by law to do so, and if an LDC is compelled by law to make such a disclosure, it will give The MEARIE Group as much notice in advance as possible of the disclosure and the reasons the disclosure is legally required. In such circumstances, the LDC will take such steps as The MEARIE Group reasonably requests, or will co-operate with respect to any steps The MEARIE Group reasonably wishes to take, to contest or limit the scope of the disclosure.

The MEARIE Group will not be liable for breaches by participating LDCs of this disclosure policy.

2. Data Input Form

The following pages contain a copy of the blank data input form for the 2012 UPM Survey and a description of ratios.

2013 Utility Performance Management Survey Input Form Protocol

In order to assist us in properly assessing the information provided in the survey responses and in making comparisons among utilities, please provide the following information about your utility's approach. Clicking on the Survey Section titles in column B of the table below will take you to that section of the survey.

Survey Section	Contact Name	E-Mail Address	Phone Number	Notes
Utility Characteristics				
Customers				
Customer Service				
Service Reliability				
Base Regulated Rates				
Customer Demand & Revenues				
Human Resources				
Financial				
Other Financial Data				
Smart Meters				

Please answer the following questions for clarification purposes:

		Notes:
1. When filling out the survey are you using your audited financial statements for 2012?		
2. Date of audited statements (DD/MM/YY)		
3. When filling out the survey, are you using OEB reporting information?		
4. Date of OEB reporting information (DD/MM/YY)		
5. Have you rebased your rates?		
6. In what year did rebasing occur?		
7. Is your utility billing electricity customers only?		
8. Is your utility billing electricity and water customers only?		
9. Is your utility billing electricity, water and gas customers?		
10. Do you differentiate your administrative and billing costs based on the proportion of billing for each utility type?		
11. Does your utility currently own any renewable generation assets?;		
12. Do you have solar cells?		
13. Do you have wind generation?		
14. Do you sell to the grid?		

Additional Notes:

2013 Utility Performance Management Survey Input Form (2012 data)

1. Please reference the "**UPMS 2013 Instructions & Guide**" for definitions and direction in completing the survey.

2. **Type only in the white and red cells**. Yellow or grey cells cannot be changed. Do not enter words such as nil, zero or n/a. Do not cut and paste as this can destroy the formulas.

3. If the metric is not collected, leave the cell blank, do not enter a 0. If the value of a particular response is zero, enter a 0.

4. Please review the Ratio sheets to see whether the ratios are near typical values. This helps to identify typos or mismatched units (such as kW requested, but MW entered).

5. **Save the Excel file using the name of your utility and upload securely to the MEARIE web site.**

General Information Area

	Year 2012 Data
Code (to be assigned by MEARIE when survey returned)	
Electricity LDC Name	
Contact Name/Authorized By	
Job Title	
Phone	
E-mail address	

Utility Characteristics

	Select your company name from the dropdowns in F13/G13/H13 to display the values you entered into previous surveys (2011, 2010, 2009) >>>		2011 DATA: Click this cell and use the arrow to the right to select your company	2010 DATA: Click this cell and use the arrow to the right to select your company	2009 DATA: Click this cell and use the arrow to the right to select your company
Total Service Area in Square Kilometres		S1	0	0	0
Rural Service Area (sq. km)		S17	0	0	0
Urban Service Area (sq. km)		S18	0	0	0
Service Area Population		S19	0	0	0
Municipal Population		S20	0	0	0
Utility Winter Peak Load (kW)		S91	0	0	0
Utility Summer Peak Load (kW)		S92	0	0	0
Annual Peak Load in MW		S5	0	0	0
Utility Average Peak Load (kW)		S93	0	0	0
Utility Average Load Factor (% as a whole number)		S6	0	0	0
Overhead Circuit Kilometres of Line (route kms only)		S10	0	0	0
Underground Circuit Kilometres of Line (route kms only)		S12	0	0	0
Total Circuit Kilometres of Line (Overhead + Underground ie. S10 + S12)		S21	0	0	0
Is The Utility Directly Connected to The IESO Grid? *If you answered yes to this question, please fill out ONLY the red items in the Customers section below*		S293	0	0	0

Circuit Kilometres of Line by Type (route kms only)						
- 3 Phase		S22		0	0	0
- 2 Phase		S23		0	0	0
- Single Phase		S24		0	0	0
Number of Transformers by Type						
- Transmission (above 50kV)		S27		0	0	0
- Subtransmission (27.6 - 50kV)		S28		0	0	0
- Distribution (below 27.6kV)		S29		0	0	0
How Many Electricity Substations of 27.6kV and Below Do You Operate In Your Utility?		S324				
What % of Your System Has Been Upgraded in the Last Year?		S325				
What % of Your System Has Been Upgraded Since Rebasing?		S326				
System Voltage Levels (kV) (list from lowest to highest filling in from the first cell without any blank intervening cells)		S30		0	0	0
- Lowest System Voltage Level in kV		S30				
- Next (if applicable)		S30				
- Next (if applicable)		S30				
- Next (if applicable)		S30				
- Next (if applicable)		S30				
- Next (if applicable)		S30				
Control Centre for Scada System (yes/ no)		S31		0	0	0

Customers

*If you answered **Yes** to S293 above (you are directly connected to the IESO grid), please fill out the **RED** items in the Customers section below (e.g. S294, S295 etc.) **AS WELL AS** the responses identifying the number of **RETAIL** customers in each category of customer. These responses are "white" boxes (S200, S216, S218, S279, S202, S203, S280, S281). If you answered **No**, do **NOT** fill out the red items.

Number of Residential Customers		S32		0	0	0
Number of Residential Customers in question S32, that are with a Retailer		S200		0	0	0
Total Number of Hourly Ontario Energy Price (HOEP) Residential Customers		S294		0	0	0
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Residential Customers		S295		0	0	0
Total Number of Residential Customers Paying The Two-Tiered RPP Price		S296	Total:	0	0	0
Total Number of Residential Customers Paying The RPP Time of Use Price		S297	0	0	0	0
Number of General Service Customers <50kW		S215		0	0	0
Number of General Service Customers <50kW that are with a Retailer		S216		0	0	0

Total Number of Hourly Ontario Energy Price (HOEP) General Service Customers <50kW		S298		0	0	0
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) General Service Customers <50kW		S299		0	0	0
Total Number of General Service Customers <50kW Paying The Two-Tiered RPP Price		S300	Total:	0	0	0
Total Number of General Service Customers <50kW Paying The RPP Time of Use Price		S301	0	0	0	0
Number of General Service Customers >=50kW up to 999kW		S217		0	0	0
Number of General Service Customers >=50kW up to 999kW that are with a Retailer		S218		0	0	0
Number of General Service Customers >=1,000kW and <=4,999kW		S278		0	0	0
Number of General Service Customers >=1,000kW and <=4,999kW that are with a Retailer		S279		0	0	0
Total Number of Hourly Ontario Energy Price (HOEP) General Service Customers >=50kW <= 4,999kW		S302		0	0	0
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) General Service Customers >=50kW <= 4,999kW		S303		0	0	0
Total Number of General Service Customers >=50kW <= 4,999kW Paying the Two-Tiered RPP Price		S304	Total:	0	0	0
Total Number of General Service Customers >=50kW <= 4,999kW Paying The RPP Time of Use Price		S305	0	0	0	0
Total of Number of General Service Customers <50kW to <=4,999kW		S33		0	0	0
Total of Number of General Service Customers <50kW to <=4,999kW that are with a Retailer		S201		0	0	0
Number of Large User Customers >5,000kW		S34		0	0	0
Number of Large User Customers >5,000kW, that are with a Retailer		S202		0	0	0
Total Number of Hourly Ontario Energy Price (HOEP) Large User Customers >5,000kW		S306		0	0	0
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Large User Customers >5,000kW		S307		0	0	0
Total Number of Large User Customers >5,000kW Paying The Two-Tiered RPP Price		S308	Total:	0	0	0
Total Number of Large User Customers >5,000kW Customers Paying The RPP Time of Use Price		S309	0	0	0	0
Number of Street Lighting Customers		S35		0	0	0
Number of Street Lighting Customers that are with a Retailer		S203		0	0	0
Total Number of Hourly Ontario Energy Price (HOEP) Street Lighting Customers		S310		0	0	0
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Street Lighting Customers		S311		0	0	0
Total Number of Street Lighting Customers Paying The Two-Tiered RPP Price		S312	Total:	0	0	0
Total Number of Street Lighting Customers Paying The RPP Time of Use Price		S313	0	0	0	0
Number of Sentinel Lighting Customers		S156		0	0	0
Number of Sentinel Lighting Customers that are with a Retailer		S280		0	0	0

Total Number of Hourly Ontario Energy Price (HOEP) Sentinel Lighting Customers		S314		0	0	0
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Sentinel Lighting Customers		S315		0	0	0
Total Number of Sentinel Lighting Customers Paying The Two-Tiered RPP Price		S316	Total:	0	0	0
Total Number of Sentinel Lighting Customers Paying The RPP Time of Use Price		S317	0	0	0	0
Number of Seasonal Occupancy Customers		S135		0	0	0
Number of Seasonal Occupancy Customers that are with a Retailer		S281		0	0	0
Total Number of Hourly Ontario Energy Price (HOEP) Seasonal Occupancy Customers		S318		0	0	0
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Seasonal Occupancy Customers		S319		0	0	0
Total Number of Seasonal Occupancy Lighting Customers Paying The Two-Tiered RPP Price		S320	Total:	0	0	0
Total Number of Seasonal Occupancy Customers Paying The RPP Time of Use Price		S321	0	0	0	0
Total Number of Customers		S2		0	0	0
Total Number of Customers with a Retailer		S219		0	0	0
Total Number of Regulated Price Plan (RPP) Customers		S166		0	0	0

Customer Service

Total Number of New Low Voltage (< 750kV) Services Connected		S118		0	0	0
Number of New Low VoltageSservice (< 750kV) Connected Within 5 Working Days		S117		0	0	0
Total Number of New High Voltage (>= 750kV) Services Connected		S120		0	0	0
Number of New High Voltage (>= 750kV) Service Connected Within 10 Working Days		S119		0	0	0
Total Number of Connection Impact Assessments (CIA) for Renewable Energy Generation >10 kW		S282		0	0	0
Total Capacity of Connections for Renewable Energy Generation >10kW		S283		0	0	0
Total Number of Offers Made to Connect <10kW Renewable Energy Generation Projects		S284		0	0	0
Total Number of Connections Made for Renewable Energy Generation <10kW		S285		0	0	0
Total Capacity of Renewable Energy Generation Connections <10kW		S286		0	0	0
% of Time Connection Impact Assessments Completed Within Regulatory Schedule Requirements		S287		0	0	0
Total Number of General Inquiry Telephone Calls Answered		S124		0	0	0
Number of General Inquiry Telephone Calls Answered Within 30 Seconds		S123		0	0	0
Total Number of Qualifying Calls to Customer Care Number		S221		0	0	0
Number of Qualifying Calls to Customer Care Number That Are Abandoned		S220		0	0	0
Number of Qualifying Calls to Customer Care Number Resolved at Time of Call		S226		0	0	0

Total Number of Appointments Scheduled	S223	0	0	0
Number of Appointments Scheduled Within 5 Business Days	S222	0	0	0
Total Number of Appointments at a Customer's Premises or Work Site Made	S126	0	0	0
Number of Appointments at a Customer's Premises or Work Site Kept at the Appointed Time	S125	0	0	0
Total Number of Appointments Requiring Rescheduling	S225	0	0	0
Number of Appointments Rescheduled Within 1 Business Day	S224	0	0	0
Number of Requests for Written Responses	S128	0	0	0
Number of Requests for Written Responses Provided Within 10 Working Days	S127	0	0	0
Number of Emergency Calls for Urban Customers	S115	0	0	0
Number of Emergency Calls for Urban Customers for Which Qualified Staff Were On Site Within 60 min.	S74	0	0	0
Number of Emergency Calls for Rural Customers	S138	0	0	0
Number of Emergency Calls for Rural Customers for Which Qualified Staff Were On Site Within 120 minutes	S137	0	0	0
Total Number of Bills Issued	S227	0	0	0
Number of Bills Cancelled & Reissued	S228	0	0	0

Service Reliability

Total Customer Hours of Interruption (**include** Code 2)	S102	0	0	0
Total Customer Hours of Interruption (**exclude** Code 2)	S272	0	0	0
Total Customer Hours of Interruption Due to Supply (Code 2)	S103	0	0	0
Total Customer Interruptions (**include** Code 2)	S104	0	0	0
Total Customer Interruptions (**exclude** Code 2)	S274	0	0	0
Total Customer Interruptions Due to Supply (Code 2)	S105	0	0	0
If your utility collects data for momentary interruptions,please answer the following.				
Total Momentary Customer Interruptions (**include** Code 2)	S106	0	0	0
Total Momentary Customer Interruptions (**exclude** Code 2)	S275	0	0	0
Total Momentary Customer Interruptions Due to Supply (Code 2)	S107	0	0	0
Total Number of Customers Experiencing 4 or More Interruptions	S229	0	0	0
Total Number of Customers Experiencing an Interruption Lasting Six (6) Hours or More	S230	0	0	0
Of the Number of 6 Hour Interruptions, How Many Were Done Because of Code 2 Planned Outages?	S292	0	0	0

Base Regulated Rates - No Rate Riders (at the end of 2012)

If the following breakdown does not match the rate classes in use at the end of 2012 at your utility, please complete by matching to the most likely rate classses.

Residential Rates					
- Customer Charge (For LDCs with urban and rural rates, input the average of the two rates.)		S78	0	0	0
- Distribution Charge (For LDCs with urban and rural rates, input the average of the two rates.)		S79	0	0	0
Monthly Bill for 1,000 kWh Residential Customers		S172	0	0	0
General Service Monthly Demand 50kW or less					
- Customer Charge		S81	0	0	0
- Distribution Charge		S82	0	0	0
General Service-Monthly Demand 50kW up to 999kW					
- Non-Interval Meter Customer Charge		S83	0	0	0
- Non-Interval Meter Distribution Charge		S84	0	0	0
- Interval Meter Customer Charge		S85	0	0	0
- Interval Meter Distribution Charge		S86	0	0	0
General Service-Monthly Demand 1,000kW up to 4,999 kW					
- Customer Charge		S87	0	0	0
- Distribution Charge		S88	0	0	0
General Service-Monthly Demand >= 5,000kW					
- Customer Charge		S89	0	0	0
- Distribution Charge		S90	0	0	0

Customer Demand & Revenues

Total Residential kWh Billed		S95	0	0	0
Average Monthly Residential Consumption		S4	0	0	0
Total General Service (<50kW) kWh Billed		S234	0	0	0
Total General Service (<50kW) kW Billed		S231	0	0	0
Total General Service (>=50kW <=4,999kW) kWh Billed		S232	0	0	0
Total General Service (>=50kW <=4,999kW) kW Billed		S233	0	0	0
Total Large User (>5,000kWh) kWh billed		S97	0	0	0
Total Large User (>5,000kW) kW billed		S235	0	0	0
Total Street Lighting kWh billed		S98	0	0	0
Total Sentinel Lighting kWh billed		S80	0	0	0
Total kWh Billed		S237	0	0	0

Current Year (2012) Unbilled in kWh		S99	0	0	0
Prior Year Unbilled in kWh		S100	0	0	0
Total Wholesale kWh -Purchased and Generated		S101	0	0	0
Total Cost of Meter Reading		S136	0	0	0
Total Number of Bulk Metered Customers		S327			
Total Number of Customer Reads		S169	0	0	0
Of The Number of Customer Reads In S169, How Many Are Done Manually		S322	0	0	0
Distribution System Losses (%) (Enter number to four decimal places, eg. 3.52% should be entered as 3.520)		S238	0	0	0

Human Resources

Number of FTEs - Full Time Equivalents (including those in Affiliate that are dedicated to LDC work)		S3	0	0	0
Of FTEs, Number That Are Executive Level		S239	0	0	0
Of FTEs, Number That Are Management Level		S240	0	0	0
Of FTEs, Number That Are Front Line Staff		S241	0	0	0
Of FTEs, Number That Are Union		S288	0	0	0
Number of Customers per FTE		S16	0	0	0
Total Cost of Compensation Packages		S242	0	0	0
Number of Occurences of Short Term Absenteeism (5 days or less)		S108	0	0	0
Work Days Lost Due to Short Term Absenteeism (5 days or less)		S109	0	0	0
Number of Long Term Absences (over 5 days)		S243	0	0	0
Work Days Lost Due to Long Term Absenteeism (over 5 days)		S244	0	0	0
Actual Overtime Hours Worked		S110	0	0	0
Total Paid Regular Hours (include vacations, statutory holidays, sick leave, etc)		S111	0	0	0
Total Number of Payable Employee Hours		S112	0	0	0
Total Number of Compensable Injuries (only where compensation is paid)		S113	0	0	0
Number of Days Lost		S114	0	0	0
Total Third Party Costs for Staff Development (does not include safe work training)		S245	0	0	0
Total Internal Costs for Staff Development (include internal labour costs of participating, but **not** safe work training)		S246	0	0	0
Total Costs of Staff Development		S14	0	0	0
Total Cost of Training on Safe Work Practices		S155	0	0	0
Total Number of Hours of Staff Training on Safe Work Practices		S168	0	0	0
Total Cost of Staff Development Training and Staff Safety Training		S328			

Average Age of Employees		S247	0	0	0
#of staff<=25		S248	0	0	0
#of staff 26<=35		S249	0	0	0
# of staff 36<=45		S250	0	0	0
#of staff 46<=55		S251	0	0	0
#of staff 56<=65		S252	0	0	0
#of staff >65		S253	0	0	0
Number of Customer Satisfaction Surveys in Year (**leave blank if zero**)		S254	0	0	0
Number of Employee Satisfaction Surveys in Year (**leave blank if zero**)		S255	0	0	0
Number of Employees (FTEs) that Retired or Resigned During Year		S256	0	0	0

Financial

Assets

Net Assets (NBV of all Assets; i.e. [gross fixed assets+current assets+inventory+regulatory assets+other assets–accumulated amortization]; as per RRR: E 2.1.7 Trial Balance Summary)		S260	0	0	0
Net Book Value of In-Service Assets		S276	0	0	0
Total Value of Work-in-Progress		S277	0	0	0
Current Assets		S54	0	0	0
Inventory (end of year level)		S55	0	0	0
Non-current Assets		S257	0	0	0
Other Assets and Deferred Charges		S258	0	0	0
Other Capital Assets		S259	0	0	0
Gross Fixed Assets (include all Work-in-Progress)		S57	0	0	0
Accumulated Depreciation/Accumulated Amortization		S58	0	0	0

Liabilities and Equity

Non Current Liabilities		S261	0	0	0
Current Liabilities		S56	0	0	0
Other Liabilities		S262	0	0	0
Total Equity		S53	0	0	0
Liabilities and Equity		S264	0	0	0

Revenues					
Total Residential Distribution Revenue (exclude all rate riders, figures to be sourced from RRR)		S39	0	0	0
Total General Service Distribution Revenue (figures to be sourced from RRR)		S41	0	0	0
Total Large User Distribution Revenue (Figures should be taken from the RRR.)		S43	0	0	0
Total Street Lighting Distribution Revenue		S189	0	0	0
Total Sentinel Lighting Distribution Revenue		S192	0	0	0
Total Electricity Distribution Revenue		S46	0	0	0
Total Other Operating & Financial Revenue (including all charges and miscellaneous revenue; do not include flow through sale of power)		S266	0	0	0
Total Electricity Service Revenue (Total Distribution Revenue plus Revenue from Sale of Power)		S44	0	0	0
Revenue From Sale of Power		S265	0	0	0
Total Revenue Including Sale of Power (Total Electricity Service Revenue plus Total Other Revenue) (Figures should be taken from the RRR.)		S45	0	0	0
Total Amount of Distribution Revenue that Relates Specifically to Recovery of Regulated Assets (This value can be 0 or a negative number)		S190	0	0	0
Expenses					
Expenses - Operations and Maintenance					
Total Operations and Maintenance Expenses (Excluding Capital & Income Taxes)		S67	0	0	0
If these Operations and Maintenance Expenses include Transformation Costs answer the following:					
Transformation Costs		S267	0	0	0
Contractor Expense (non capitalized)		S13	0	0	0
Labour Component of Operations and Maintenance Expenses (direct labour only, exclude overhead allocated)		S68	0	0	0
Expenses - Billing and Collection					
- Total Billing and Collection Expenses		S69	0	0	0
- Labour Component of Billing and Collection Expenses (direct labour only, exclude overhead costs)		S70	0	0	0
Expenses - Administration					
Total Administration Expense (exclude taxes)		S71	0	0	0
Labour Component of Administration Expense (direct labour only, exclude overhead costs)		S72	0	0	0
Expenses - Financial		S73	0	0	0

Other Financial Data

Net Income	S47	0	0	0
EBITDA (Earnings before Interest, Tax, Depreciation and Amortization.)	S48	0	0	0
EBIT (Earnings Before Interest and Taxes)	S213	0	0	0
Long Term Debt Service for the Year	S49	0	0	0
Total Debt	S50	0	0	0
Of Total Debt, Amount That is Commercial Debt	S268	0	0	0
Of Total Debt, Amount That is Shareholder Debt	S269	0	0	0
Long Term Debt	S51	0	0	0
Interest on Long Term Debt	S52	0	0	0
Amortization (Depreciation of Fixed Assets, plus amortization of contributed capital for the current year.)	S59	0	0	0
Accounts Receivable - Electrical Energy at Year End	S75	0	0	0
Accounts Receivable - Electrical Energy Average for the Year (average of 4 quarters)	S152	0	0	0
Accounts Receivable - Unbilled Electrical Revenue at Year End	S76	0	0	0
Accounts Receivable - Unbilled Electrical Revenue Average for the Year (4 quarters)	S153	0	0	0
Actual Write-Offs - Total for All Accounts Written Off (do not include bad debt)	S77	0	0	0
Bad Debt Expense Only (does not include write offs reported in S77)	S158	0	0	0
Customer Deposits	S204	0	0	0
Deferred Tax for the Year	S167	0	0	0
Net Income Before Extraordinary Items (if there are no extraordinary items, then use Net Income)	S170	0	0	0
Dividends Paid	S173	0	0	0
Cash Position at Year End	S270	0	0	0
Cash + Short Term Investments	S65	0	0	0
Cost of Power Purchased (exclude debt retirement charges and HST)	S66	0	0	0
Debt Retirement Charges	S163	0	0	0
Controllable Costs	S271	0	0	0
Full Year Cost of all Materials Used	S214	0	0	0
Capital Expenditures for the Year				
Gross In Service Capital Additions for the Year	S273	0	0	0
Gross Capital for the Year (Include all capital expenditures, all work-in-progress and capital contributions) EXCL Tax	S8	0	0	0

- Labour (include work in progress)	S60	0	0	0
- Overhead (include work in progress)	S61	0	0	0
- Equipment Material (include work in progress)	S62	0	0	0
- Other (including contractor expenses; include work in progress)	S63	0	0	0
- Does your utility capitalize interest expenses for capital expenditures?	S187	0	0	0
Contributed Capital for the Year	S9	0	0	0
Smart Meters - If not applicable please leave blank				
Does Your LDC Currently Have Any Smart Meters Installed?	S205	0	0	0
How Many Smart Meters Has the LDC Installed **Life to Date** Up to December 2012?	S206	0	0	0
Number of Meters Installed for Residential **Life to Date** up to December 2012	S289	0	0	0
Number of Meters Installed for General Service <50kW **Life to Date** up to December 2012	S290	0	0	0
Total Number of Smart Meters to be Deployed in the Utility	S291	0	0	0
How Many Customers of The Utility Do Not Use A Smart Meter?	S323	0	0	0
What is the Total Dollar Amount of Capital Expenditure Related to Smart Meters **Life to Date** up to December 2012?	S207	0	0	0
What Was the Rate Rider Collection Account Balance as of Dec 2012? (**Life to Date**)	S208	0	0	0
What Was the Operations & Maintenance Account Balance as of Dec 2012 (**Life to Date**)	S209	0	0	0
Please provide charges related to amounts transferred out of the following smart meter variance accounts all life to date up to Dec 2012. (applies to LDCs where smart metering implementation has somewhat advanced)				
– $ Amount Transferred Related to Capital.	S210	0	0	0
– $ Amount Transferred Related to Operations.	S211	0	0	0
– $ Amount Transferred Related to Maintenance.	S212	0	0	0

Other

Please Describe Any Significant Reporting Anomaly (S150)	

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3700 Steeles Avenue West, Suite 1100
Vaughan, Ontario L4L 8K8
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Automatically upon entering the data into the Survey, the LDC is shown the following computed values. Definitions of these ratios can be found in Section 4.

Identifier	Financial Ratios
FR010	Net Income as a % of Total Revenue
FR020	Debt/Equity Ratio
FR030	Current Ratio
FR040	Number of Days Cash Reserve
FR050	Number of Days Sales Outstanding
FR060	Average Number of Days Sales Outstanding
FR070	Number of Days of Unbilled Revenue
FR080	Average Number of Days of Unbilled Revenue
FR090	Write-offs as a % of Total Electricity Service Revenue
FR100	Bad Debt as a % of Total Electricity Service Revenue
FR120	Times Interest Earned
FR130	Debt Service Coverage (EBITDA Interest Coverage)
FR140	Operating Ratio (%)
FR150	Distribution Revenue per Residential Customer ($)
FR160	Distribution Revenue per General Service Customer ($)
FR170	Distribution Revenue per Large Customer ($)
FR190	Return on Total Assets Less Depreciation (%)
FR200	Percent Debt (%)
FR210	Fixed Charge Coverage (EBIT Interest Coverage)
FR220	Cash Flow/Debt
FR230	Net Income as a % of Distribution Revenue
FR240	Profitability
FR250	Return on Equity (%)
FR260	Free Operating Cash Flow Plus Interest Over Interest
FR270	Debt Over EBIT
FR280	Return on Assets (%)
FR290	Return on Capital Employed (%)
FR300	Operating Margin (%)
FR310	Net Margin (%)
FR320	Interest Coverage Ratio

Identifier	Customer Service Ratios
CR010	Percent of Requests for New Low Voltage Service Met Within Min. Standard
CR020	Percent of Requests for New High Voltage Service Met Within Min. Standard
CR040	Percent of General Inquiry Telephone Calls Answered Within Min. Standard
CR050	Percent of Appointments at a Customer's Premises or Work Site Made Within Min. Standard
CR060	Percent of Requests for Written Responses Met Within Min. Standard
CR070	Percent of Emergency Calls for Urban Customers Met Within 60 Minutes
CR080	Percent of Emergency Calls for Rural Customers Met Within 120 Minutes
CR090	Percent of Calls Resolved by First Point of Contact
CR100	Percent of Bills Cancelled and Re-issued
CR110	Percent of Customers With a Retailer
	Efficiency Ratios
ER010	System Unit Cost of Power ($)
ER020	Controllable Expense per Customer ($)
ER030	Controllable Expense per MWh Sold ($)
ER040	O&M Expense per Customer ($)
ER050	O&M Expense per MWh Sold ($)
ER060	Billing and Collection Expense per Customer ($)
ER070	Billing and Collection Expense per MWh Sold ($)
ER080	Administration Expense per Customer ($)
ER090	Administration Expense per MWh Sold ($)
ER110	Customer Density (per sq. km)
ER120	Cost per Customer Read for Meters
ER140	Inventory Turnover Ratio
ER150	Controllable Cost per Circuit km of Line
ER160	Asset Efficiency
	System Reliability Ratios
SR010	System Average Interruption Duration Index (SAIDI)
SR020	SAIDI: Loss of Supply
SR030	SAIDI: LDC Distribution System
SR040	Customer Average Interruption Duration Index (CAIDI)
SR050	CAIDI: Loss of Supply
SR060	CAIDI: LDC Distribution System
SR070	System Average Interruption Frequency Index (SAIFI)
SR080	SAIFI: Loss of Supply
SR090	SAIFI: LDC Distribution System
SR100	Index of Reliability

Identifier	System Reliability Ratios
SR110	Index of Reliability: Loss of Supply
SR120	Index of Reliability: LDC Distribution System
SR130	System Average Automatic Reclosure Index (SAARI)
SR140	SAARI: Loss of Supply
SR150	SAARI: LDC Distribution System
SR160	Percent of Customers Experiencing Multiple Outages
SR170	Percent of Customers Experiencing Long Duration Outages
SR180	Total Outage Minutes per Customer
	Resource Management Ratios
MR010	Short Term Absences per FTE
MR020	Short Term Absenteeism: Days per FTE
MR030	Overtime Hours as a % of Regular Hours
MR040	Accidents: Frequency per 200,000 Hours
MR050	Accidents: Severity Rate per 200,000 Hours
MR070	Staff Development Expenses per FTE
MR090	Cost of Safety Training per FTE
MR100	Number of Hours of Safe Work Practices Training per FTE
MR110	Employee Turnover Ratio
MR120	Percent of Total Staff in Executive Positions
MR130	Percent of Total Staff in Management Positions
MR140	Percent of Total Staff in Front Line Positions
MR150	Total Compensation per FTE
MR160	Overtime Hours as a % of Total Hours Worked
MR170	Percent of Total Staff in Union Positions
MR180	Percent of Total Front Line Staff in Union Positions

3. Instructions & Guidelines

The following pages contain an excerpt of the Instructions and Guidelines (April 19, 2013) and an excerpt from Update #4 to the Instructions and Guidelines (May 30, 2013).

The following Sections provide definitions and guidance with respect to the data to be entered into the Survey. The topics are displayed in the order of the Survey Data Input Form and show the number assigned to each question (e.g. S19). Some sections contain new information while others repeat instructions from previous years' surveys to allow participants to refresh their understanding of the requirements for the data.

i) Excerpt Instructions & Guidelines (April 19, 2013)

RRR information is acceptable wherever it can be used in the responses. The Project Team recognizes that the RRR report is being prepared at the same time and thus you may be able to integrate reporting for both RRR and UPMS 2013. The Project Team anticipates that each utility will use data that is of regulatory reporting quality or is from audited financial year end statements. In each case, the status of the data is assumed to be as accurate and as timely as possible based on its origin.

The Project Team is aware of the new guidelines issued by the Ontario Energy Board for "Electricity Distributors' Reporting and Record Keeping Requirements (RRR)" April 2013, and the previously issued (January 2013) document. Every attempt has been made to ensure the consistency of definitions associated with statistics being gathered in the UPMS 2013 with RRR and other regulatory documents. Definitions associated with the various statistics will be as per regulatory guidelines in the event there is an inconsistency between the UPMS guideline and RRR protocols.

1) Utility Characteristics

New for 2013 are three additional questions under "Number of Transformers by Type". They are:

S324: How Many Electricity Substations Do You Operate in Your Utility?
S325: What % of Your System Has Been Upgraded in the Last Year?
S326: What % of Your System Has Been Upgraded Since Rebasing?

In 2011, one minor wording change in "S6 Utility Average Load Factor (% as a whole number)" was made to ensure respondents provide a whole number in their response. This number should match the entry for RRR E2.1.5 Performance Based Regulation. It is equal to the Average Load/Capacity or Peak Load.

The following comment/question was added in 2012.

S293: Is The Utility Directly Connected To The IESO Grid?

The answer to the question will be a "yes" or "no" – use the drop-down box to select one or the other. The question is to reflect a change in the manner of reporting that is more consistent with RRR and is relevant to the changes that have been made in the "Customers" portion of the survey. This question is formatted in red to highlight the need for utilities which answer "Yes" to answer only those questions in the Customers section that are similarly formatted.

Note: Utilities which answer "No" to this question are asked to complete the responses that are not formatted in red.

Also for this year we have indicated that S21: Total Circuit Kilometers of Line will be calculated by adding S10 and S12 – being overhead and underground facilities respectively.

2) Customers

The number of customers asked for in each of these questions relates to year-end figures, rather than averages (consistent with OEB data). In all cases, bulk metered customers count as one (1) customer.

For 2012, the following will be answered only by those utilities directly connected to the IESO grid and which answered "Yes" to S293. The statistics coincide with RRR requirements in reporting to the OEB and RRR responses may be used calculated on an annual basis. These questions are formatted in red in the body of the survey for ease of identification coinciding with the colour format of S293 above. (Note: Those utilities which answered "No" will only fill in the statistics with white response boxes.) However, utilities who have answered "Yes" to S293 should also answer the retail customer questions – i.e., S200, S202, S203, S216, S218, S279, S280, and S281. These are white squares.

S294: Total Number of Hourly Ontario Energy Price (HOEP) Residential Customers.s
S295: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Residential Customers.
S296: Total Number of Residential Customers Paying The Two-Tiered RPP Price.
S297: Total Number of Residential Customers Paying The RPP Time of Use Price.

S298: Total Number of Hourly Ontario Energy Price (HOEP) GS<50 kW Customers.
S299: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) GS<50 kW customers.
S300: Total Number of GS<50 kW Customers Paying The Two-Tiered RPP Price.
S301: Total Number of GS<50 kW Customers Paying The RPP Time of Use Price.

S302: Total Number of Hourly Ontario Energy Price (HOEP) >=50kW<=4,999kW Customers.
S303: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) >=50kW<=4,999kW Customers.
S304: Total Number of >=50kW<=4,999kW Customers Paying The Two-Tiered RPP Price.
S305: Total Number of >=50kW<=4,999kW Customers Paying The RPP Time of Use Price.

S306: Total Number of Hourly Ontario Energy Price (HOEP) Large User Customers >5,000kW.
S307: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Large User Customers >5,000kW.
S308: Total Number of Large User Customers >5,000kW Paying The Two-Tiered RPP Price.
S309: Total Number of Large User Customers >5,000kW Paying The RPP Time of Use Price.

S310: Total Number of Hourly Ontario Energy Price (HOEP) Street Lighting Customers.
S311: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Street Lighting Customers.
S312: Total Number of Street lighting Customers Paying The Two-Tiered RPP Price.
S313: Total Number of Street lighting Customers Paying The RPP Time of Use Price.

S314: Total Number of Hourly Ontario Energy Price (HOEP) Sentinel Lighting Customers.
S315: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Sentinel Lighting Customers.
S316: Total Number of Sentinel Lighting Customers Paying The Two-Tiered RPP Price.
S317: Total Number of Sentinel Lighting Customers Paying The RPP Time of Use Price.

S318: Total Number of Hourly Ontario Energy Price (HOEP) Seasonal Occupancy Customers.
S319: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Seasonal Occupancy Customers.
S320: Total Number of Seasonal Occupancy Customers Paying The Two-Tiered RPP Price.
S321: Total Number of Seasonal Occupancy Customers Paying The RPP Time of Use Price.

The following revisions were made to the survey in previous years. The explanations are once again included for your information.

These revisions were made in response to discussion and input from feedback during the teleconference and through emails. The revisions and additions to the General Service category have been made to achieve some consistency with the rates section. This specifically had to do with the General Service category in rates of customers with >=50kW up to 999 kW load.

Revisions:

S217: Number of General Service Customers >= 50 kW up to 999kW.
S218: Number of General Service Customers >=50 kW up to 999kW that are with a Retailer.
S33: Total Number of General Service Customers <50kW<=4999kW.
S201: Total Number of General Service Customers <50kW to <=4999kW that are with a Retailer.

Additions:

S278: Number of General Service Customers >=1000kW and <=4999kW.
S279: Number of General Service Customers >=1000kW and <=4999kW that are with a Retailer.

S280: Number of Sentinel Lighting Customers that are with a Retailer. The addition of this question responds to a request from 2009. If this is not measured leave blank. Note that because of the additional questions, 2009's responses to S217/S218 compare now to the totals of the responses to S217/S218 + S278/S279.

S281: Number of Seasonal Occupancy Customers that are with a Retailer. The addition of this question is for consistency with the other Customer information collected. If this is not measured leave blank.

S2: Number of Customers. This total is computed but should be compared to internal records for accuracy. Note: this number does not include seasonal occupancy.

S219: Total Number of Customers with a Retailer. This total is computed but should be compared to internal records for accuracy. Note: This number does not include seasonal occupancy.

Clarifications:

S166: Total Number of Regulated Price Plan (RPP) Customers. This question remains in place this year although many utilities do not record this number. The question should be answered only if your utility maintains records of RPP customers, otherwise leave it blank.

3) Customer Service

New questions were added in 2010 to reflect the increasing work load associated with energy policy decisions since the "Green Energy Act" legislation.

The information requested deals with Renewable Energy Generation connection processes. It is an effort to start compiling information on how LDCs are contributing to the implementation of energy policy and to ensure there is a record of the ongoing work. As data is compiled over the next few years, further analysis of the impact will be made, although some commentary may be forthcoming as a result of this year's submissions.

Additions:

S282: Total Number of Connection Impact Assessments (CIA) for Renewable Energy Generation >10kW.
S283: Total Capacity of Connections for Renewable Energy Generation >10kW.
S284: Total Number of Offers Made to Connect <10kW Renewable Energy Generation Projects.
S285: Total Number of Connections Made for Renewable Energy Generation <10kW.
S286: Total Capacity of Renewable Energy Generation Connections <10kW.
S287: % of Time Connection Impact Assessments Completed Within Regulatory Schedule Requirements.

As for the last two years, the definitions relating to the customer service questions are the same as those used for your reporting of SQI's to the OEB. In order to assist in this year's survey, the following information is again included in this guideline.

S221: Total Number of Qualifying Calls to Customer Care Number.
"Qualifying calls" are those calls received during the regular hours of operation of the LDC's customer care number and are either: (a) calls for which the customer normally reaches a customer service representative directly or has been transferred to a customer care line by a general operator; or (b) calls in which the customer has reached an interactive Voice Response ("IVR") system and selected the option of speaking to a customer service representative.

"Customer Care Number" means any telephone number that is given to the public by the LDC for the purpose of contacting the LDC on matters concerning customer care, including customer account enquiries and other customer service enquiries; or any number dedicated exclusively to the same purpose.

S220: Number of Qualifying Calls to Customer Care Number That Are Abandoned. This metric, along with S221, measures the degree to which you are answering your customers' calls. A call is considered "abandoned" if the call is dropped after an initial 30-second period.

S226: Number of Qualifying Calls to Customer Care Number Resolved at Time of Call. This question tracks "first call resolution" or the ability of your customer care function to resolve issues immediately. If you do not track this number, leave it blank.

S223: Total Number of Appointments Scheduled. This refers to the total number of scheduled appointments for the year. Include "rescheduled" appointments in this count. Appointments measured include, but are not limited to: disconnecting /reconnecting to effect maintenance or upgrades; connecting a new customer or new service; providing underground cable locates; inspections; gaining access to inside meters.

S222: Number of Appointments Scheduled Within 5 Business Days.
This tracks the number of appointments that are scheduled to take place within 5 business days of the day on which all applicable service conditions are satisfied.

S225: Total Number of Appointments Requiring Rescheduling. This question measures "workarounds"; i.e. it measures the number of appointments that need to be rescheduled by either the customer or the LDC.

S224: Number of Appointments Rescheduled Within 1 Business Day.
This question includes all of LDC attempts to contact the customer within one business day to reschedule the appointment, if an appointment needs to be rescheduled.

S227: Total Number of Bills Issued. This is the total number of customer bills created. This includes bills issued as arrears, but does not include notices to pay.

S228: Number of Bills Cancelled & Reissued. This is the number of bills that were cancelled and reissued for any reason.

4) Service Reliability

The questions on service reliability indicate to either *"include Code 2"* or *"exclude Code 2".* These questions are intended to differentiate between interruptions caused within the distribution system and those caused from outside the LDC's system. Code 2 refers to loss of power supply due to problems in the bulk electricity system, as shown below.

Cause of Service Interruption (Updated from Electricity Reporting and Record Keeping Requirements Version Dated May 2010)	
Code	
0	Unknown/Other Customer interruptions with no apparent cause that contributed to the outage
1	Scheduled Outage - Customer interruptions due to the disconnection at a selected time for the purpose of construction or preventive maintenance
2	**Loss of Supply - Customer interruptions due to problems in the bulk electricity supply system. For this purpose, the bulk electricity supply system is distinguished from the distribution system based on ownership demarcation.**
3	Tree Contacts - Customer interruptions caused by faults resulting from tree contact with energized circuits
4	Lightning - Customer interruptions due to lightning striking the distribution system, resulting in an insulation breakdown and/or flashovers
5	Defective Equipment - Customer interruptions resulting from equipment failures due to deterioration from age, incorrect maintenance, or imminent failures detected by maintenance
6	Adverse Weather - Customer interruptions resulting from rain, ice storms, snow, winds, extreme temperatures, freezing rain, frost or other extreme weather conditions (exclusive of Code 3 and 4 events)
7	Adverse Environment – Customer interruptions due to Distribution Equipment being subject to abnormal environments such as salt spray, industrial contamination, humidity, corrosion, vibration, fir or flowing water.
8	Human Element - Customer interruptions due to the interface of distributor staff with the system
9	Foreign Interference - Customer interruptions beyond the control of the distributor such as animals, vehicles, dig-ins, vandalism, sabotage and foreign objects

The table on the next page illustrates how the interruption information can be captured.

Sample - System Reliability Ratios Data & Collection - Anytown Hydro							
Total Customers Served:		**4300**					
Interruption Data - Sustained Outages: 1 minute or more							
Date	Location	Code/Cause		**Customer Interruptions** # Customers Affected	Duration (Hours)	**Customer Hours**	Due to Supply
				A		**AxB**	
Jan 5	West Sub'd	8	Car Accident	24	2.00	48	No
Jan 22	Main St	4	Lightning	436	0.50	218	No
Mar 23	Substation 2	2	OH Supply	1,566	1.25	1,958	Yes
Mar 23	Substation 2	2	OH Supply	60	3.00	180	Yes
Aug 4	High Street	8	Car Accident	24	2.50	60	No
Sept 25	White Street	5	Defect Switch	62	1.75	108	No
Nov 15	W End of Town	5	Defect Cable	1,250	1.50	1,875	No
Totals				**3,422**		**4,447**	
			Supplier-Caused	**1,626**		**2,138**	
INTERRUPTION DATA (MOMENTARY < 1 MINUTE)							
Date	Location	Code/Cause		**Customer Interruptions** # Customers Affected	Due to Supply		
Jan 3	Smith Street	0	Unknown	240	No		
Mar 24	Substation 2	2	OH Supply	1,566	Yes		
July 1	Downtown	8	Car Accident	560	No		
Nov 29	Feeder 5F8	0	Unknown	430	No		
Total				**2,796**			
			Supplier- Caused	**1,566**			

S102 Total Customer Hours of Interruption (include Code 2). This is the total number of customer hours of interruption (e.g. AxB = 4447, as per the Table on pg 8).

S103: Total Customer Hours of Interruption Due to Supply (Code 2). This is the number of customer hours of interruption caused by supply (e.g. AxB for Code 2 = 2138, as per the Table on pg 8). *It should be equivalent to the difference between S102 and S272.*

S272: Total Customer Hours of Interruption (exclude Code 2). This is the number of customer hours of interruption, NOT caused by Code 2; i.e. customer hours of interruptions in the LDC's system (S102- S103 = 2309, as per the Table on pg 8).

S229: Total Number of Customers Experiencing 4 or More Interruptions. This refers to the number of **customers** who had four or more power interruptions, regardless of reason, in the year.

S230: Total Number of Customers Experiencing an Interruption Lasting Six (6) Hours or More. This refers to the number of **customers** who had power interruptions lasting six or more hours, regardless of reason, in the year.

Additions:

From feedback received during the 2009 survey the following query was added to the Service Reliability Section, and retained in this year's survey.

S292: Of the number of 6 hour interruptions, how many were done because of Code 2 planned outages?

5) Base Regulated Rates

S78 and following. The rates to be provided are the Base Regulated Rates at the end of 2011. Do not include Rate Riders in any of the inputs. If there are different rates for different service areas, provide weighted average rates by customer count for monthly service charges and by volume for distribution charges. If there are no customers in a particular class, leave blank.

S79: Distribution Charge (for LDCs with urban and rural rates, input the average of the two rates.) This figure includes Distribution charges only, not Retail Transmission Rate, Wholesale Market nor Rural Rate Protection Plan.

Revision:

S99 has had a simple change made to clarify the intent of the query.

S99: Current Year (2011) Unbilled in kWh.

6) Customer Demand & Revenues

In 2013, an addition has been created:

S327: Total Number of Bulk Metered Customers

The addition is designed to help define the impact of bulk metering.

In 2012 the following addition was made as follows:

S322: Of the Number of Customer Reads In S169, How Many Are Done Manually

This question was added to provide a mechanism for determining how meter reading is evolving to remote reads across the utilities surveyed and thus affecting cost efficiency.

This section had previously been updated in 2011 and other years for consistency with the changes made to the Customers section and to be compatible with the Rates section at that time and from other years. These updates are included here once again for information. Please note that "kWh billed" for all customer classes includes uplift.

S231: Total General Service (<50kW) kW Billed. It is often the case that under 50 kW customers do not have demand meters and therefore do not get billed demand (although this may change) so this cell can be left blank in those cases.

***S237: Total kWh Billed*.** This is a computed number based on your inputs to the previous questions. This can be compared to internal records to confirm accuracy of inputs.

S238: Distribution System Losses (%). This is the same number as the one that you report to the OEB. Enter the number to 4 decimal places; e.g. 3.1678% should be entered as 3.1678. If the utility does not have this percentage, it can be calculated by dividing the Distribution system losses (kWh) by [total billed kWh in 2011] plus (unbilled kWh at end of 2011) less (unbilled kWh at year end 2009).

Revisions:

For consistency with Rates and with Customer wording changes, the following revisions have been made:

S232: Total General Service (>=50kW <=4999kW) kWh Billed.
S233: Total General Service (>=50kW <=4999kW) kW Billed.

7) Human Resources

In order to deal with clarification of the intent, the following statistics have been reworded.

S245: Total Third Party Costs for Staff Development (does not include safe work training.)
S246: Total Internal Costs for Staff Development (include internal labour costs of participating, but **not** safe work training.)

A new statistic has been added as follows:

S328: Total Cost of Staff Development Training and Staff Safety Training" in order to help define training cost proportions.

S3: Number of FTEs -Full Time Equivalents. This is the **year-end** number of LDC employees. The number is expressed as FTE's in order to capture all part-time workers; for example two part-time staff = 1 FTE. This metric includes the total number of employees in the LDC plus employees of the Affiliates whose work is primarily in relation to LDC's operations. This number usually does not include students, and should not include vacancies even if you plan to fill them.

S239, S240, S241. These three questions are looking for the split among front-line, management and executive level staff. The total should equal the number shown in S3. Management is supervisory staff; and executive level refers to the top rank in the company. There has been a change in the treatment of Front Line Staff (FLS). S241 now asks for the total number of FLS and the "union member" qualifier has been removed. This has been done to recognize some unique situations in some utilities. These three should still reflect the **total number of staff** in the utility and will be used to compute the ratio of customers to FTEs found in S16. An additional question S288 has been added and will be used to compute the number of union staff among the population of FTEs.

Revisions:

S241: Of FTEs, Number That are Front Line Staff.

S112: Total Number of Payable Employee Hours. S112 has been worded differently as this result should equal the sum of S111: Total Paid Regular Hours, and S110: Actual Overtime Hours Worked. The resulting ratio MR030 shows the percent of total payable hours that is represented by overtime.

Addition:

S288: Of FTEs, Number that are Union.

Other Clarifications:

***S16: Number of Customers per FTE*.** This is a computed number, derived from S2/S3.

S242: Total Cost of Compensation Packages. This figure includes all salaries, wages, and benefits, such as life, health, dental, LTD insurance and automobile allowances. Exclude payroll deductions such as CPP, EI, EHT and OMERS. The cost of benefit programs for retired employees should not be included. The total cost is actual for the entire year, and includes all staff and any students hired.

S108: Number of Occurrences of Short Term Absenteeism. This is the total number of absences that are 5 days or less. Include absences in affiliates of employees dedicated to LDC operations.

S243: Number of Long Term Absences. This is the total number of absences that are over 5 days in length. Include absences in affiliates of employees dedicated to LDC operations.

S113: Total Number of Compensable Injuries. This is the total number of injuries where compensation was paid. This figure includes all compensable injuries including whether paid for by WSIB, short term, or long term payment programs.

S114: Number of Days Lost. If hours missed due to modified duties are tracked they may be included in this total. To get the total number of days lost, divide the total number of hours missed by 8.

S245: Total Third Party Costs for Staff Development. This includes all training costs involving third parties. Include trainer costs and travel and accommodation expenses. Exclude costs relating to staff time. **Do not include** costs of training on Safe Work Practices.

S246: Total Internal Costs for Staff Development. This includes all training costs incurred inside the company, including labour costs of organization and participation. This figure also includes food, refreshments, and training materials. Off-site conferences and seminars are not included, and safety training is excluded.

S14: Total Costs of Staff Development. This is a computed number of S245 + S246.

S155, S168: Safety Training on Work Practices. These two metrics include the following: in-house or externally provided technical and trades training (original & refresher); trades certification training (apprenticeships); JHSC certification training; re-certification training (first aid, CPR etc.); H&S related policies, procedures and work instructions; driver education/training provided as part of a formal program or as content at safety meetings; ergonomics training; and wellness training (warming up for work, back care, etc.).

S247, S248, S249, S250, S251, S252, S253: Age of Employees. These questions are intended to provide information on demographic trends in the industry and in your LDC. The number of employees rather than FTEs should be used in the calculations. Include all employees of the LDC and those in affiliates primarily working on LDC operations.

S256: Number of Employees (FTEs) that Retired or Resigned During the Year. Include all employees of LDC and those in affiliates primarily working on LDC operations.

8) Financial

Assets

All figures shown in **Assets** should be consistent with those reported in the RRR filing.

S55: Inventory. Enter the value of year-end Inventory.

S276: Net Book Value of In-Service Assets. This seeks information on the Total Book Value of Fixed Assets that are in-Service less the Accumulated Depreciation of those fixed assets. It can include trucks, buildings and land.

S258: Other Assets and Deferred Charges. This cell will accept negative numbers.

Liabilities and Equity

All figures shown in **Liabilities and Equity** should be consistent with those reported in the RRR filing.

***S53: Total Equity*.** This is the total value of the equity, including share capital and retained earnings. It is the sum of Uniform System of Accounts: 3005, 3008, 3010, 3020, 3026, 3030, 3035, 3040, 3045, 3046, 3047.

S264: Liabilities and Equity. This number is computed by adding S261, S56, S262 and S53. It should have the same value as S260 Net Book Value of Assets.

Revenues

All figures shown in **Revenues** should be consistent with those reported in the RRR filing. Exclude all rate riders in S39, S41, S43, S189 and S192.

S189: Total Street Lighting Distribution Revenue. Enter Street Lighting Revenue if it is included in your Distribution Revenue and has not been captured in **S39, S41 or S43**.

S192: Total Sentinel Lighting Distribution Revenue. Enter Sentinel Lighting Revenue if it is included in your Distribution Revenue and has not been captured in **S39, S41 or S43.**

S44: Total Electricity Service Revenue. This figure should equal Total Electricity Distribution Revenues (S46) + Revenue from the Sale of Power (S265). It should NOT include Total Other Operating & Financial Revenue (S266).

S45: Total Revenue Including Sale of Power. This figure should be equal to Total Electricity Service Revenue (S44) + Total Other Operating and Financial Revenue (S266). ***Note: For the 2012 UPMSurvey and subsequent surveys, we have made this a formula and it will automatically calculate and fill in the number.***

S46: Total Electricity Distribution Revenue. Do not enter anything. This total is computed by adding S39, S41, S43, S189, and S192.

S266: Total Other Operating & Financial Revenue. This includes all other miscellaneous charges and revenues, such as pole rentals, interest earned, etc. Do not include the flow-through sale of power.

S190: Total Amount of Distribution Revenue that Relates Specifically to Recovery of Regulated Assets. Enter the value of your revenue from recovery of regulated assets. This year, you can enter a zero or a negative number if that applies to you. This figure refers to the actual value that goes into Distribution Revenue (Income Statement) from Recovery of Regulated Assets.

Expenses

S67: Total Operations and Maintenance Expenses. This includes all costs relating to transformation, distribution and utilization expenses. Do not include Taxes of all types; or extraordinary or unusual items reported in the statement of operations, depreciation, or financial expenses. (The accounts included in this measure are some of the 5000 and 6000 Series accounts.)

S267: Transformation Costs. If this question applies to you, enter the amount included in S67 for transformation costs (Accounts 5014, 5015, 5112). If the question does not apply, leave it blank; do not enter zero.

S13: Contractor Expense. Include all expenses paid to external contractors for such services as line clearing, tree trimming, fleet maintenance, janitorial services, meter reading and maintenance and engineering design services. Do not include street lighting maintenance if it is a flow-through cost to your street lighting customer. Do not include overheads.

S68, S70, and S72 query the Labour Component of the Expenses Associated with Utility activities. Do not include benefit expenses in these responses.

S73: Expenses – Financial. This category includes all interest costs – both short term and long term – as well as any other costs incurred and associated with raising capital.

S71: Total Administration Expense. This includes all costs relating to general administrative functions. Do not include extraordinary or unusual items reported in the statement of operations, depreciation, or financial expenses. Include management fees charged by holding companies, general expenses and community relations expenses.

Other Financial Data

Statistics S76 and S153 have had the word "electrical" added to clarify that the Accounts Receivable are to be those associated with electricity operations only.

S76 Accounts Receivable – Unbilled Electrical Revenue at Year End.
S153 Accounts Receivable – Unbilled Electrical Revenue Average for the Year (average of 4 quarters)

Also, S77 and S158 have been reworded as follows:

S77: Actual Write-Offs – Total for All Accounts Written Off (do not include bad debt)
S158: Bad Debt Expense Only (does not include write-offs reported in S77)

S48: EBITDA. This is the dollar amount of all Earnings Before Interest, Taxes, Depreciation and Amortization for the year, as reported in the RRR filing. Exclude non-regulated earnings.

S213: EBIT. This is the dollar amount of all Earnings Before Interest and Taxes for the year, as reported in the RRR filing. Exclude non-regulated earnings.

S49: Long Term Debt Service for the Year. This includes interest and repayment of principal and lease payments.

S50: Total Debt. This is the total value of all debt outstanding (both short and long term). Do not include long-term customer deposits or regulatory liabilities.

S268, S269. These two questions relating to Total Debt (S50), distinguish between commercial debt and shareholder debt.

S75: Accounts Receivable - Electrical Energy. This includes billed amounts only. Unbilled revenue accrued at year-end is not included.

S153: Accounts Receivable: Unbilled Revenue Average for the Year (average of 4 quarters). If this figure is only determined once per year, at year end, leave this question blank.

S77: Actual Write-offs. This is the value of customer accounts actually removed from accounts receivable during the year. This is the total of all accounts written off and is not the bad debt expense.

S158: Bad Debt Expense. This includes all bad debts not written off during the year.

S204: Customer Deposits. This is the year end value of customer deposits collected.

S167: Deferred Tax for the Year. This figure is asking for any tax amounts that you've collected, but have not paid/remitted on your 2011 tax return (i.e., taxes that have been deferred.)

S173: Dividends Paid. This is the total value of dividends paid (not declared) during the year. This figure typically reflects strategic choice or policy.

S271: Controllable Costs. This is the SUM of: [Distribution System Operating Expenses + Distribution System Maintenance Expenses + Billing & Collections Expenses + Administrative & General Expenses] MINUS Bad Debt Expense.

S214: Full Year Cost of All Materials Used. The purpose of this question is to enable analysis of what the inventory turnover typically is for the average LDC. Also, along with S55, it will inform a future study of an appropriate level of inventory.

Capital Expenditures for the Year

S273: Gross In-Service Capital Additions for the Year. This includes the expenditures on capital additions that have come into service in 2011. It does not include taxes.

S8: Gross Capital for the Year. This includes all capital expenditures, work in progress and net capital contributions (which may be positive or negative). It does not include taxes.

S273 and S8. S273 is looking for the value of capital additions that your utility brought "In Service" in 2011. This can include capital contributions, as long as they were brought into service in the 2011 year. The Assets for which you spent Capital in S8 may or may not yet be "In Service". As well, some Capital from 2010 might have come into service this year and this would be captured in S273. However, if there is no carry over from 2010, and if all Capital in S8 did come into service in 2011, then S273 will equal S8.

S9: Contributed Capital for the Year. This is the total of non-refundable, required contributions for capital assets acquired by the utility. These capital assets may be built or acquired by either the utility or the contributor. They will include, for example, contributions in aid of construction, development charges, and levies collected in the course of installing electric services.

9) Smart Meters

The implementation of the smart meter program in Ontario has been ongoing for a number of years and most utilities have now completed their initial planned changes to their meter "fleet". Our data has primarily tested these planned implementation results. The UPMS 2013 continues to include these questions concerning the smart meter program to maintain a record of this program for future analysis.

In 2012, we added a question as follows:

S323: How many Customers of The Utility Do Not Use a Smart Meter?

The purpose of this question is simply to establish a relationship of smart meter implementation to non-smart metered customers at a point in time where most initial program implementation has been completed. This will enable us to more adequately consider the data being gathered on smart metering and the impact on operations of persons not using a smart meter.

The purpose of collecting data related to Smart Meters is to compile information and records of how LDCs are progressing towards Smart Meter full implementation. After several years of data are available, there will be sufficient information to initiate analyses of the data. At this point we are building the data base of information. The additions below are designed to complement the data gathered to date. These additions have also been made to achieve consistency with OEB reporting on smart meter roll out progress.

Additions:

S289: Number of Meters Installed for Residential.
S290: Number of Meters Installed for General Service <50kW.
S291: Total Number of Smart Meters to be Deployed in the Utility.

Other Clarifications:

S207: Total Dollar Amount Spent on Smart Meters. This value should include all life-to-date expenses related to Smart Meters up to the end of December 2011. This figure should include all dollars spent, including the charges transferred out of the various variance accounts.

S210-212: In relation to Smart Meters, these questions ask for the amounts transferred from variance accounts to the balance sheet accounts.
These items are meant to capture the dollar values that LDCs may have transferred out of their Variance Accounts to another balance sheet account. These transfers would assist in understanding the true total life-to-date (until December 2011) expenditures on Smart Meters by category. (Capital, Operations, Maintenance).

10) New Ratios

Two new ratios were introduced in 2010. They are provided here for your information again this year. You do not need to compute these; they will be computed based on the information you provide in the survey. All other ratios remain the same at this time and can be referenced in last year's materials.

These new ratios pertain to Human Resources.
MR170: Percent of Total Staff in Union positions = (100*S288/S3).
MR180: Percent of Total Front Line Staff in Union positions = (100*S288/S241)

ii) Excerpt Update #4 to Instructions & Guidelines (May 30, 2013)

The information in the following update is provided to clarify information based on questions received to date from participating utilities. It is also responsive to the discussion held during the telephone conference call on May 8, 2013. This document combines new information with the information provided in Updates #1-#3, 2013 as well as information that was referenced in the document "May 28, 2012 Addendum #3 UPMS2012".

1. Protocol Sheet

Please fill in the email addresses in the Phone Number column if your C12 is blocked. Also, if only one staff member is filling out the data in the survey there is no need to repeat the contact point more than once.

2. Survey

1) General

Reminder to everyone to use RRR data as required to fill in the information. If there is a problem with consistency over previous years, please advise Project Manager.

2) Utility Characteristics

1. Number of Transformers by Type: Please ensure you complete S27, S28 and S29.
   REVISION: The response to S324 should reflect the following rewording of S324 "How many electricity substations of 27.6kV and below do you operate in your utility."

2. With regard to S325 and S326 please respond on the basis of cost. It will be the easiest for you to use. The % should be based on the capital additions for the year divided by the opening account amount for the system. S326 will be used in conjunction with Question 6 on the "Protocol" page.

3. S293 "Is The Utility Directly Connected to The IESO Grid?" You should answer "Yes" to this question if you have identified to the OEB that you are directly connected to the IESO grid. If you wish to make a choice for the purposes of this survey then please answer "Yes" if the majority of your system is connected to the IESO grid. (i.e. >50%).

3) Customers and Customer Service

1. The calculation of S2 has created some concern. Each of the red boxes assumes that you will report the total number of customers whether they are with a retailer or not, and S2 is calculated based on these totals (i.e. total number of customers, including those with a retailer). In order for us to specifically see the number of retail customers, please also complete cells S200, S216, S218, S279, S202, 203, S280, and S281. These questions (S200, S216, S218, S279, S202, S203, S280, and S281) are actually subsets of questions asking for the total customers in a customer class. For example: S200 "Number of Residential Customers with a Retailer" is asking you to tell us the number of the total residential customers reported in S32 "Number of Residential Customers" who have signed with a retailer. The purpose of keeping data on retail numbers is to identify significant swings in customer "acquisition" by retailers.

The following is an excerpt from the document "May 28, 2012 Addendum #3 UPMS2012" which further describes the process for completion of the "red" squares if you have answered "yes" to S293 (i.e., you are directly connected to the IESO grid) and the rationale behind these statistics:

Calculating Customer Totals

In all cases the numbers should reflect customers only and not the number of connections.

To ensure more compatibility with the RRR process, new statistics were added to this section of the survey in 2012. These statistics are in groups of four – one grouping for each type of customer being tested by the survey. Thus, there are seven (7) groups of four (4) statistics identified clearly by a red background. (e.g. one group for each of residential, GS<50kW, GS>=50<=4,999kW, Street Lighting, Sentinel Lighting, and Seasonal Customers). Utilities responding to **S293** with a "**Yes**" need to answer these questions in **red**, but do **not** answer **S32, S215, S217, S278, S34, S35, S156, S135, and S166**.

When completing these (red) statistics, each of the four groups should equal the **total** number of customers in that class – **including those which have signed with a retailer**. The totals of these groups are added together automatically to create the statistic **S2**.

Separately, and not affecting the total calculated in **S2**, you are also asked to complete the following: **S200, S216, S218, S279, S202, S203, S280, and S281**. These queries specifically want the number of customers that have signed with a retailer for each of the seven customer classes. The total of these statistics form the solution to **S219**, which is the total number of all customers from all customer classes signed with a retailer. This total is not added to **S2** but is independent of that statistic.

S219 indicates the change in the proportion over time of the number of customers taking advantage of retailer pricing for whatever reason, by providing us with an annual number that may be compared to previous years to monitor the degree of change in those customers choosing the retailer option.

Note: Please ensure that you are not removing the number of customers choosing a retailer from your total customer count in all classes as you complete the "red boxes" of the survey – otherwise your total customer count in S2 will be less by the number of retail customers removed in each customer class.

2. With respect to unmetered scattered load. There is no specific place held for this amount. Could you please enter all unmetered scattered load amounts in the notes at the end of the survey, and the % of unmetered scattered load that the utility has on record. It is necessary to identify load components that are important in the calculations so if you can do so for unmetered scattered load as noted above it is helpful.

3. With respect to S126, and S125, it has come to my attention that RRR measures these numbers based on the customer or their agent being on site at the time of the appointment. To clarify, in this survey my assumption is that the customer or their agent is on site – so the answers to these questions are consistent with RRR information.

4. S228 asks for the "Number of Bills Cancelled and Reissued". To be clear, bills cancelled but not reissued are not to be included. This statistic measures those bills that have to be reissued for reasons including but not limited to: faulty location/contact records, misinformation from the customer, or other unknown reasons including loss, and the "dog ate it".

4) <u>Customer Demand and Revenues</u>

1. There has been confusion with respect to completion of S87 and S88, versus S89 and S90. We have determined a title above S89 and S90 had been lost. It is "General Service – Monthly Demand>=5,000kW. Please adjust your answers accordingly.

2. S327 "Total Number of Bulk Metered Customers" Please answer as the total number of customers and not the number of bulk meters.

3. S169 "Total number of Customer reads." This number should be on an annualized basis and include all <u>meter</u> reads. If you have bulk meters as indicated by S327 responses, then please use the number of bulk meters read in developing the response to S169, not the number of customers served by the bulk meter. S327 should be providing the number of customers on bulk meters. Also, please note that in order to determine how smart equipment is being used versus manual labour, S322 asks "Of the number of customer reads in S169, how many are done manually?" We will use this to assist our review of changes over the past few years' information.

5) Human Resources

1. S239 “Of FTEs, Number that are at the executive level.” Executive is defined as Vice President and above and includes the Chief Financial Officer, the Chief Operating Officer and Chief Executive Officer/President. Further, the executive level will be on individual performance contracts with the Board of Directors. OEB reporting at rebasing can be used for the responses to the question.

6) Financial

1. Capital Expenses for the Year - S273 “Gross In-Service Capital Additions for the Year” Do not include “disposals” or those assets that have been retired or removed from the asset base for any reason.

2. S273 vs S8: S273 is looking for the value of capital additions that your utility brought into service in the test year (2012). This can include capital contributions if they were brought into service in the test year (2012). The assets for which you spent capital in S8 may or may not be “in-service”. As well some capital from 2011 may come into service in 2012 and would be captured in S273 as well. However, if there is no carry over from 2011 and if all capital in S8 did come into service in 2012, then S273 will equal S8. (Note that S60 Labour, S61 Overhead, S62 Equipment/Material, and Other – including contractor expenses are all components of S8 and should include work in progress making their total equal to S8. Individual utility accounting treatments may create a minor variance.

3. Questions have been received concerning the treatment of solar panels and the relationship of S273 and S8. With respect to solar panels, generally it is assumed these are non-utility assets and therefore do not have to be included in S273 and S8. However, if they are utility assets (i.e. assets that have value to the utility in terms of contributing value/cost savings to operations or service to customers then they should be included in capital expenditures. If you do include them in capital expenditures, please make a note at the end of the survey with respect to the amount of the capital expenditures on solar panels to enable me to analyse their impact relative to previous years. Please also make a note regarding whether the solar panels are new for 2012, and how long they have been contributing to operations.

7) Smart Meters

The smart meter program has become standard operating procedure. In this survey, please complete the information as in previous years. If you have been authorized by the regulator to reclassify the smart meter accounts to capital enter the values S207 to S209, and the values S210 to S212 inclusive so that they are equal.

4. Definitions of Ratios

The following tables show the formulae used to calculate each ratio.

Code: FR = Financial Ratios ER = Efficiency Ratios MR = Resource Management Ratios
CR = Customer Service Ratios SR = System Reliability Ratios

FINANCIAL RATIOS		FORMULA
FR010	Net Income as a % of Total Revenue This ratio shows the proportion of total revenue that is available to be used in investment in capital assets, the payment of debt or dividends, or the accumulation of working capital.	Net Income (S47) X 100 Total Revenue (S45)
FR 020	Debt/Equity Ratio This ratio expresses the relationship between debt and equity and measures the extent to which assets are financed by debt.	Total Debt (S50) Total Equity (53)
FR030	Current Ratio This ratio is a measure of the utility's liquidity.	Current Assets (S54) Current Liabilities (S56)
FR040	Number of Days of Cash Reserve This ratio measures the utility's ability to meet its short term cash requirements.	Cash + Short Term Investments S65 X 365 [Cost of Power (S66)+O&M (S67)+Billing and Collection (S69)+Financial (S73)+Admin (S71)+In Service Capital (S273)]
FR050	Number of Days of Sales Outstanding Relates to the ability to expedite the collection of accounts receivable related to the sale of energy. It is influenced by collection practices and, together with FR070, provides an indication of the utility's ability to manage its major accounts receivable balances.	Accts Receivable: Electrical Energy at YE (S75) X365 Total Electricity Service Revenue (S44)
FR060	Average Number of Days Sales Outstanding This ratio is the same as FR050, except that it calculates the average number of days instead of the actual at year end.	Accts Receivable: Electrical Energy Avg (S152) X365 Total Electricity Service Revenue (S44)
FR070	Number of Days of Unbilled Revenue This ratio reflects the percent of revenue that remains unbilled at year end.	Accts Receivable: Unbilled Revenue at YE (S76) X365 Total Electricity Service Revenue (S44)

FINANCIAL RATIOS		FORMULA
FR080	Average Number of Days of Unbilled Revenue This ratio is the same as the one above, except that it calculates the average number of days instead of the actual at year end.	Accts Receivable: Unbilled Revenue at YE (S153) X365 Total Electricity Service Revenue (S44)
FR090	Write offs as a % of Total Electricity Service Revenue. Energy revenue write offs indicate how effectively a utility is collecting revenue on energy sales – the lower the percentage, the more effective the utility's collection practices. Major variances from year to year may result from economic conditions, or from large customers becoming insolvent.	Actual Write offs – Total for all accounts (S77) X100 Total Electricity Service Revenue (S44)
FR100	Bad Debt as a % of Total Electricity Service Revenue The lower this ratio is the more effective the utility is at collecting service revenue.	Bad Debt Expense (S158) X100 Total Electricity Service Revenue (S44)
FR120	Times Interest Earned A higher ratio indicates that a utility is better able to meet its annual interest costs.	Net Income (S47)+Long Term Debt Interest (S52) Long Term Debt Interest S52
FR 130	Debt Service Coverage (EBITDA Interest Coverage) This ratio measures the company's cash inflow to meet its long term debt obligation.	EBITDA (S48) Long Term Debt Service for the Year (S49)
FR140	Operating Ratio (%) This ratio provides an indication of the utility's effectiveness in managing operation and maintenance costs as a percent of its total electricity revenue. Influences include the age of plant and the amount of plant replacement carried out by the utility.	Total O&M expenses (S67) X100 Total Revenue (S45)
FR150	Distribution Revenue per Residential Customer ($) (excludes rate riders) This ratio indicates average revenue from each residential customer. This rate should be used with FR160 and FR170 to gain an accurate picture of the customer base.	Total Residential Distribution Revenue (S39) Number of Residential Customers
FR160	Distribution Revenue per General Service Customer ($) (excludes rate riders) This ratio indicates average revenue from each general service customer. This rate should be used with FR150 and FR170 to gain an accurate picture of the customer base.	Total General Service Distribution Revenue (S41) Number of General Service Customers (S33)
FR170	Distribution Revenue per Large Customer ($) (excludes rate riders) This ratio indicates average revenue from each large customer. This rate should be used with FR150 and FR160 to gain an accurate picture of the customer base.	Total Large User Distribution Revenue (S43) Number of Large User Customers (S34)
FR190	Return on Total Assets Less Depreciation (%) Measures the profit per dollar of total assets (including work-in-progress)	Net Income (S47) X100 Gross Fixed Assets (S57) – Accumulated Depreciation (S58) + Current Assets (S54)

FINANCIAL RATIOS		FORMULA
FR200	Percent Debt (%) Measures debt as a percent of the total capital raised.	Total Debt (S5) X100 Total Debt (S50)+Total Equity (S53)
FR210	Fixed Charge Coverage (EBIT Interest Coverage) Measures how many times the fixed charges could be covered by the earnings. According to DBRS standards for regulated entities and "A"/BBB rating is 1.5 times.	EBITDA (S48)- Amortization (S59) Expenses – Financial (S73)
FR220	Cash Flow/Debt Measures how much debt could be covered by cash flow. The higher this measure, the higher the rating for a given LDC. According to DBRS standards for regulated entities and "A"/bbb rating is 0.1 times.	Net Income before Extraordinary Items (S170) +Amortization (S59)+Deferred Tax (S167) Total Debt (S50)
FR230	Net Income as a % of Distribution Revenue Measures net income as a percent of the total electricity distribution revenue.	Net Income (S47) X100 Total Electricity Distribution Revenue (S46)
FR240	Profitability Measures ratio of net revenue to total distribution revenue.	EBITDA (S48) – Amortization (S59) Total Electricity Distribution Revenue (S46)
FR250	Return on Equity (%) This ratio measures profit per dollar of equity. A decline in Return on Equity could be a result of large investments which may take time to generate revenue.	Net Income (S47) X 100 Total Equity (S53)
FR260	Free Operating Cash Flow Plus Interest Over Interest Measures the amount of long term debt that can be covered by the operating cash flow.	Net Income (S47)+Amortization(S59)-[Capital Expenditures: S60+S61+S62+S63]- Dividends Paid (S173)+Long Term Debt Interest (S52) Long Term Debt Interest (S52)
FR270	Debt Over EBIT Measures ratio of total debt to revenue available for debt service.	Total Debt (S50) EBITDA (S48)-Amortization (S59)
FR280	Return on assets(%) Measures the profit per dollar of fixed assets (including work-in-Progress)	Net Income (S47) X100 Gross Fixed Assets (S57)
FR290	Return on Capital Employed (%) This ratio measures profit per dollar of capital employed and can be used to assess whether a business generates enough returns to pay for its cost of capital. It is similar to Return on Assets except that it takes into account sources of financing.	Net Income (S47) X100 Total Equity (S53)+Total Debt (S50)-Cash + Short Term Investments (S65)

FINANCIAL RATIOS		FORMULA
FR300	Operating Margin (%) This ratio measures profitability from a management control point of view-by excluding corporate issues such as interest and taxes.	EBIT(S213) X100 Total Electricity Service Revenue (S44)
FR310	Net Margin (%) Net Margin is a corporate measure of profitability, including all factors. A higher net margin indicates a higher margin of safety.	Net Income (S47) X100 Total Electricity Service Revenue (S44)
FR320	Interest Coverage Ratio The interest coverage ratio is a measure of a company's ability to honour it debt payments. When the interest coverage ratio is smaller than 1, the company is not generating enough cash from its operations EBIT (Earnings Before Interest and Taxation) to meet its interest obligations.	EBIT (S213) Expenses-Financial (S73)

CUSTOMER SERVICE RATIOS		FORMULA
CR010	% of Requests for New Low Voltage Service Met Within Min. Standard This ratio relates to customer satisfaction by measuring the success rate of low voltage service connections being met within 10 business days.	New low voltage services connected within 5 days (S117) X100 Total new low voltage services connected (S118)
CR020	% of Requests for New High Voltage Service Met Within Min. Standard This ratio relates to customer satisfaction by measuring success rate of High Voltage service connections being met within 10 business days.	New High Voltage Services connected in 10 days (S119) X100 Total new high voltage services connected (S120)
CR040	% of General Inquiry Telephone Calls Answered Within Min Standard. This ratio measures the success rate of customers' general inquiry telephone calls being answered within 30 sec.	General Inquiry Telephone Calls Answered within 30 Seconds. X100 Total general inquiry calls answered (S124)
CR050	% of Appointments at a Customer's Premises or Work Site Made Within Minimum Standard. This ratio calculates how often appointments scheduled at a customer's premises or work site are kept at the scheduled time.	Number of appointments kept at the appointed time (S125) X100 Total number of appointments made (S126)

CUSTOMER SERVICE RATIOS		FORMULA
CR060	% of Requests for Written Responses Met Within Min. Standard This ratio measures how successful an LDC is at responding to customer requests for written responses within 10 business days.	Number of written responses provided within 10 days (S127) / Number of requests for written responses (S128) X100
CR070	% of Emergency Calls for Urban Customers Met Within 60 min. This ratio calculates the success rate of qualified staff responding to urban customer emergency calls within 60 minutes from the time of the call.	Number of emergency calls for urban customers for which qualified staff were on site within 60 min. / Total emergency calls for urban customers (S115) X100
CR080	% of emergency calls for Rural Customers met within 120 min. This ratio calculates the success rate of qualified staff responding to rural customer emergency calls within 120 minutes of the time of the call.	Number of emergency calls for rural customers for which qualified staff were on site within 120 minutes. (S137) / Total emergency calls for rural customers (S138) X100
CR090	% of calls resolved by first point of contact. This ratio calculates first call resolution, or the ability of a customer care function to resolve issues immediately.	Number of qualifying calls to Customer Care number resolved at time of call(S226) / Total qualifying calls to Customer Care (S221) X100
CR100	% of bills cancelled and reissued. This ratio shows the number of customer bills that had to be cancelled or reissued for any reason.	Number of bills cancelled or reissued (S228) / Total number of bills issued (S227) X100
CR110	% of Customers with a retailer. This ratio compares all Residential, General Service, Large User and Street Lighting customers with a retailer to the total number of customers.	Total Number of Customers with a retailer (S219) / Number of Customers (S2) X100

EFFICIENCY RATIOS		FORMULA
ER010	System Unit Cost of Power ($) This measure reflects cost performance for the total utility system. It is influenced by average load factors and both seasonal and daily patterns of power purchase. The ratio can assist utilities in trending demand management initiatives, transformer station ownership decisions, and in comparing end rates.	Cost of Power Purchased (S66) Total Wholesale kWh- purchased and generated (S101)
ER020	Controllable Expense per Customer ($) This measure provides an indication of the utility's effectiveness in managing controllable costs. It is influenced by customer density as well as the degree to which a utility provides various customer services. It is also influenced by the age of the plant.	Controllable Cost (S271) Number of Customers (S2)
ER030	Controllable Expense per MWh Billed ($) This ratio is similar to ER020 except that it compares Controllable Costs to Total MWh Billed instead of to Number of Customers.	Controllable Costs (S271) X1000 Total kWh Billed (S237)
ER040	O&M Expense per Customer ($) This ratio indicates the utility's effectiveness in managing the costs associated with operating and maintaining the electrical system on a per customer basis.	Total Operations and Maintenance Expenses (S67) Number of Customers
ER050	O&M Expense per MWh Sold ($) This ratio is similar to ER040 except that it compares O&M Expenses to Total MWh sold instead of to the Number of Customers	Total operations and maintenance expenses (S67) X1000 Total KWh Billed (S237)
ER060	Billing and Collection Expense per Customer ($) This metric indicates the utility's effectiveness in managing billing and collection costs on a per customer basis.	Total billing and collection expenses (S69) Number of Customers (S2)
ER070	Billing and Collection Expense per MWh sold ($) This metric is similar to ER060 except that it compares Billing and Collection Expenses to Total MWh sold instead of to # customers.	Total Billing and Collection Expenses (S69) X1000 Total kWh Billed (S237)
ER080	Administration Expense per Customer ($) This ratio indicates the utility's effectiveness in managing administrative costs on a per customer basis.	Total Administration Expense (S71) Number of Customers (S2)

EFFICIENCY RATIOS		FORMULA
ER090	Administrative Expense per MWh ($) Similar to ER080 this ratio compares Administration Expenses to Total MWh Sold instead of to Number of Customers.	Total Administration Expense (S71) X1000 Total kWh billed (S237)
ER110	Customer Density (per sq. Km) Measures the average number of customers per square kilometre of service area. It impacts operation costs and the amount of investment required to service each customer.	Number of Customers (S2) Total Service Area in Square Kilometers
ER120	Cost per Customer Read for Meters This ratio calculates the cost associated with a meter read per customer.	Total Cost of Meter Reading (S136) Total Number of Customer Reads (S169)
ER140	Inventory Turnover Ratio Measures how effectively a utility is managing its inventory and the rate of inventory turnover during a typical operating cycle.	Full year cost of materials used (S214) Inventory End of year Level
ER150	Controllable Cost per Circuit km of Line This measure provides an indication of the utility's effectiveness in managing controllable costs. It includes both overhead and underground line.	Controllable Costs (S271) Total Circuit Kilometers of Line (S21)
ER160	Asset Efficiency This ratio reflects the revenue generated by the company's assets.	Total Electricity Service Revenue (S44) Net Assets (S260)

SYSTEM RELIABILITY RATIOS		FORMULA
SR010	System Average Interruption Duration Index (SAIDI). SAIDI is the average outage duration for each customer served. SAIDI is measured in units of time, often minutes or hours. It is usually measured over the course of a year, and according to IEEE Standard 1366, the median value for North American utilities is approximately 1.50 hours. SAIDI is influenced by customer density, the age and condition of the distribution system, susceptibility to weather and tree trimming practices, the speed of response and after hours availability of crews, and the scope of the SCADA (Supervisory Control and Data Acquisition) system.	Total Customer Hours of Interruption (incl. Code 2) (S102) Number of Customers (S2)

SYSTEM RELIABILITY RATIOS		FORMULA
SR020	SAIDI: Loss of Supply This ratio is an indicator of SAIDI related to the bulk transmission system. It should be used in conjunction with the other reliability indices.	Total Customer Hours of Interruption due to Supply Code 2 (S103) Number of Customers (S2)
SR030	SAIDI: LDC Distribution System This ratio is an indicator of SAIDI related to the Distribution System. It should be used in conjunction with the other reliability indices.	Total Customer Hours of Interruption (excl. Code 2) (S272) Number of Customers (S2)
SR040	Customer Average Interruption Duration Index (CAIDI) CAIDI gives the average outage duration that any given customer would experience. CAIDI can also be viewed as the average restoration time. It is influenced by: customer density, the age and condition of the distribution system, susceptibility to weather and tree trimming practices, the speed of response and after hours availability of crews, and the scope of the SCADA system.	Total Customer Hours of Interruption (incl.Code 2) (S102) Total Customer Interruptions (include Code 2) (S104)
SR050	CAIDI: Loss of Supply This is an indicator of CAIDI, related to the bulk transmission system. It should be used in conjunction with the other reliability indices.	Total Customer Hours of Interruption Due to Supply (S103) Total Customer Interruptions (include Code 2) (S104)
SR060	CAIDI: LDC Distribution System This ratio is an indicator of CAIDI related to the LDC Distribution System. It should be used in conjunction with the other reliability indices.	Total Customer Hours of Interruption (Excl. Code 2) (S272) Total Customer Interruptions (incl. Code 2) (S104)
SR070	System Average Interruption Frequency Index (SAIFI) SAIFI is the average number of interruptions that a customer experiences. SAIFI is measured in units of interruptions per customer. It is usually measured over the course of a year, and according to IEEE Standard 1366, the median value for North American utilities is approximately 1.10 interruptions per customer.	Total Customer Interruptions (include Code 2) (S104) Number of Customers (S2)
SR080	SAIFI: Loss of Supply This is an indicator of SAIFI, related to the bulk transmission system. It should be used in conjunction with the other reliability indices.	Total Customer Interruptions due to Supply (Code 2) (S105) Number of Customers (S2)
SR090	SAIFI: LDC Distribution System This ration is an indicator of SAIFI related to the LDC Distribution System. It should be used in conjunction with the other reliability indices.	Total Customer Interruptions (excl. Code 2)(S274) Number of Customers (S2)

SYSTEM RELIABILITY RATIOS		FORMULA
SR100	Index of Reliability This is an overall ratio of the reliability of the power supply. It is influenced by: customer density, the age and condition of the distribution system, susceptibility to weather and tree trimming practices, the speed of response and after-hours availability of crews, and the scope of SCADA systems.	8760 (hrs/year) MINUS Total Customer Hours of Interruption (S102) Number of Customers (S2) 8760 (hrs/year)
SR110	Index of Reliability: Loss of Supply This is an indicator of the reliability of the supply from the bulk electrical system (transmission).	8760 (hrs/year) MINUS Customer Hours of Interruption due to Supply (S103) Number of Customers (S2) 8760 (hrs/year)
SR120	Index of Reliability: LDC Distribution System This is an indication of the reliability of the supply from the distribution system.	8760 (hrs/year) MINUS Total Customer Hours of Interruption (excl. Code 2) (S272) Number of Customers (S2) 8760 (hrs/year)
SR130	System Average Automatic Reclosure Index (SAARI) Momentary customer interruptions are often caused by transient faults, such as lightning strikes or vegetation contacting power lines. The reclosure index reflects the use of reclosures to restore power quickly after a transient fault has cleared.	Total Momentary Customer Interruptions (S106) Number of Customers (S2)
SR140	SAARI: Loss of Supply This is an indicator of SAARI related to the bulk Transmission system indices.	Momentary Customer Interruptions - Supply (S107) Number of Customers (S2)
SR150	SAARI: LDC Distribution System This ratio is an indicator of SAARI related to the Distribution System.	Momentary Customer Interruptions (excl. Code 2) (S275) Number of Customers (S2)
SR160	Percent of Customers Experiencing Long Duration Outages This ratio calculates the percentage of customers who have experienced four or more service interruptions in a given year.	# of Customers experiencing greater than or equal to 4 interruptions yearly(S229) X100 Number of Customers (S2)

SYSTEM RELIABILITY RATIOS		FORMULA
SR170	Percent of Customers Experiencing Long Duration Outages This ratio indicates the number of customers who have experienced a service interruption lasting for six hours or more at any one time within the year.	# of customers experiencing greater than or equal to six hours of interruption at one time (S230) X100 Number of Customers (S2)
SR180	Total Outage Minutes per Customer This ratio takes into account total outage minutes per customer, including those caused by supply (Code 2). A higher ratio can be caused by such things as severe weather.	Customer Hours of Interruption (incl. Code 2) (S102) X60 Number of Customers (S2)

RESOURCE MANAGEMENT RATIOS		FORMULA
MR010	Short Term Absences per FTE This ratio compares the occurrence of absences lasting 5 days or less to total number of FTEs.	Occurrences of Short Term Absenteeism (S108) Number of FTEs (S3)
MR020	Short Term Absenteeism: Days per FTE This ratio calculates the number of work days lost due to absences lasting 5 days or less per FTE.	Work Days Lost due to Short Term Absenteeism (S109) Number of FTEs (S3)
MR030	Overtime Hours as a % of Regular hours This measure provides an indication of how utilities manage their workload.	Actual Overtime Hours Worked (S110) X100 Total Paid Regular Hours (S111)
MR040	Accidents: Frequency per 200,000 Hours This ratio demonstrates the trend in severity of on-the-job accidents. Only injuries where compensation is paid are included in this figure. A high accident frequency may indicate that more safety training is needed.	Total Number of Compensable Injuries (S113) X200000 Total Number of Employee Hours Worked (S112)
MR050	Accidents: Severity Rate per 200,000 hours This ratio demonstrates the trend in frequency of on-the-job accidents. Only injuries where compensation is paid are included in this figure. A high accident frequency may indicate that more safety training is needed.	Number of Days Lost(S114) X200,000 Total Number of Employee Hours Worked (S112)
MR070	Staff Development Expenses per FTE This ratio indices the average cost spent per employee on staff development.	Total Cost of Staff Development (S14) Number of FTEs (S3)

RESOURCE MANAGEMENT RATIOS		FORMULA
MR090	Cost of Safety Training per FTE This ratio indicates the average cost spent per employee on safety training. It can be looked at in conjunction with MR040: Accidents: Frequency per 200,000 hours. A high accident frequency may indicate that more safety training is needed.	Total Cost of Training on Safe Work Practices (S155) Number of FTEs (S3)
MR100	Number of Hours of Safe Work Practices Training per FTE Indicates the average time provided for safe work training per employee.	Hours of Staff Training on Safe Work Practices (S168) Number of FTEs (S3)
MR 110	Employee Turnover Rate This ratio looks at the number of employees that retired or resigned as a percentage of total employees.	Number of FTEs that retired or resigned during year (S256) Number of FTEs (S3)
MR120	Percent of Total Staff in Executive Positions This ratio measures the percentage of the work force comprised of executive level staff.	Number of FTEs that are executive level (S239) X100 Number of FTEs (S3)
MR130	Percent of Total Staff in Management Positions This ratio measures the percentage of the work force comprised of management level staff.	Number of FTEs at Management Level (S240) X100 Number of FTEs (S3)
MR140	Percent of Total Staff in Front Line Positions This ratio measures the percentage of the work force comprised of front line staff.	Number of FTEs that are front line staff (S241) X100 Number of FTEs (S3)
MR150	Total Compensation per FTE This calculation displays the average cost of compensation per regular employee.	Total Cost of Compensation Packages (S242) Number of FTEs (S3)
MR160	Overtime Hours as a % of Total Hours Worked This ratio is similar to MR030: Overtime hours as a % of Regular Hours, except that overtime hours are compared to total working hours (regular plus overtime). It provides an indication of how utilities manage their workload.	Actual Overtime Hours Worked (S110) X100 Overtime Hours Worked (S110) + Paid Regular Hours (S111)
MR170	Percent of Total Staff in Union Positions This ratio provides an indication of the relationship between union and management classifications in the LDC.	Of FTEs, Number that are Union X100 Number of FTEs (S3)
MR180	Percent of Total Front Line Staff in Union Positions This ratio further examines the number of union staff at the front line roles.	Of FTES, Number that are Front Line Staff X100 Number of FTEs (S3)

5. Non-Numeric Data

The following non-numeric information was provided by participating LDC's.

Company Name Supplied	Size Class	System Voltages
Brantford Power Inc.	Medium	27.6
Burlington Hydro Inc	Large	4.16/13.8/27.6
Cambridge and North Dumfries Hydro Inc.	Large	4.16/8.32/27.6
Entegrus Powerlines Inc.	Large	2.4/4.16/4.8/8/16/27.6
EnWin Utilities Ltd	Large	2.4/4.16/16/27.6/115
Festival Hydro Inc	Medium	4.16/8.3/13.8/27.6
Grimsby Power Inc.	Medium	8.32/27.6
Haldimand County Hydro Inc.	Medium	4.16/8.32/27.6
Halton Hills Hydro Inc.	Medium	4.16/8.32/27.6/44
Horizon Utilities Corporation	Large	4.16/8.32/13.8/27.6
Hydro One Brampton Networks Inc.	Large	4.16/8.32/13.8/27.6/44
Hydro Ottawa Limited	Large	4/8.3/12.4/13.2/27.6/44
Kenora Hydro Electric Corporation Ltd.	Small	72
Kitchener-Wilmot Hydro Inc.	Large	8.3/13.8/27.6
Lakefront Utilities Inc.	Medium	4.16/27.6/44
Lakeland Power Distribution Ltd	Medium	4.16/27.6
London Hydro Inc.	Large	4.16/8.32/13.8/27.6
Oakville Hydro Electricity Distribution inc.	Large	4.16/8.32/13.8/27.6
Orangeville Hydro Limited	Medium	4/12.45/27.6/44
Peterborough Distribution Inc.	Medium	4.16/8.32/27.6/44
PowerStream Inc.	Large	0
Sioux Lookout Hydro Inc.	Small	25
St. Thomas Energy Inc.	Medium	2.4/8.32/13.8/27.6
Veridian Connections Inc.	Large	4.16/8.32/12.47/13.8/27.6/44
Waterloo North Hydro Inc	Large	4.16/8.32/13.8/27.6/44/0
Westario Power Inc.	Medium	2.4/4.8/8/13.8/44
Whitby Hydro Electric Corporation	Large	4.16/13.8/44
Woodstock Hydro Services Inc.	Medium	4.16/27.6

The MEARIE Group

2013 Utility Performance Management Survey

Statistics & Ratios

Report on 2012 Data

UPM Survey

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SR180 Total Outage Minutes per Customer 584

Customer Service Ratios (CR)

CR010 Percent of Requests for New Low Voltage Service Met within Min. Standard 586
CR020 Percent of Request for New High Voltage Service Met Within Min. Standard 588
CR040 Percent of General Inquiry Telephone Calls Answered Within Min. Standard 590
CR050 Percent of Appointments at a Customer's Premises/Work Site Made Within Min. Standard 592
CR060 Percent of Request for Written Responses Met Within Min. Standard 594
CR070 Percent of Emergency Calls for Urban Customers Met Within 60 Minutes 596
CR080 Percent of Emergency Calls for Rural Customers Met Within 120 Minutes 598
CR090 Percent of Calls Resolved by First Point of Contact 600
CR100 Percent of Bills Cancelled and Re-issued 602
CR110 Percent of Customers with a Retailer 604

Resource Management Ratios (MR)

MR010 Short Term Absences per FTE 606
MR020 Short Term Absenteeism: Days per FTE 608
MR030 Overtime Hours as a % of Regular Hours 610
MR040 Accidents: Frequency per 200,000 hours 612
MR050 Accidents: Severity Rate per 200,000 hours 614
MR070 Staff Development Expenses per FTE 616
MR090 Cost of Safety Training per FTE 618
MR100 Number of Hours of Safe Work Practices Training per FTE 620
MR110 Employee Turnover Ratio 622
MR120 Percent of Total Staff in Executive Positions 624
MR130 Percent of Total Staff in Management Positions 626
MR140 Percent of Total Staff in Front Line Positions 628
MR150 Total Compensation per FTE 630
MR160 Overtime Hours as a % of Total Hours Worked 632
MR170 Percent of Total Staff in Union Positions 634
MR180 Percent of Total Front Line Staff in Union Positions 636

S1 Total Service Area in Square Kilometres

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	1,104	1,104	1,104
PowerStream Inc.	807	807	807
Waterloo North Hydro Inc.	672	672	672
Veridian Connections Inc.	639	639	639
Horizon Utilities Corporation	426	426	426
London Hydro Inc.	421		421
Kitchener-Wilmot Hydro Inc.	404	404	404
Cambridge and North Dumfries	303	303	306
Hydro One Brampton Networks	269	269	269
Burlington Hydro Inc.	188	188	188
Whitby Hydro Electric	148	148	148
Oakville Hydro Electricity	143	143	143
EnWin Utilities Ltd.	120	120	120
Entegrus Powerlines Inc.	70	96	96
Count	**14**	**13**	**14**
Average	**408.1**	**409.2**	**410.2**
Median	**354**	**303**	**355**
1st & 3rd quartiles	**158 & 586**	**148 & 639**	**158 & 586**
Range (min, max)	**70 to 1,104**	**96 to 1,104**	**96 to 1,104**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,252	1,252	1,252
Halton Hills Hydro Inc.	251	280	280
Lakeland Power Distribution Ltd	144	144	144
Brantford Power Inc.			74
Grimsby Power Incorporated		69	69
Peterborough Distribution Inc.	63	63	64
Westario Power Inc.	49		64
Festival Hydro Inc.	44	45	45
St. Thomas Energy Inc.	33	33	33
Woodstock Hydro Services Inc.	29	29	29
Lakefront Utilities Inc.		27	27
Orangeville Hydro Limited	17	17	17

S1 Total Service Area in Square Kilometres

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	209.1	195.9	174.8
Median	49	54	64
1st & 3rd quartiles	33 & 144	30 & 125	32 & 92
Range (min, max)	17 to 1,252	17 to 1,252	17 to 1,252

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	536	536	536
Kenora Hydro Electric		24	24
Count	1	2	2
Average	536.0	280.0	280.0
Median	536	280	280
1st & 3rd quartiles	536 & 536	152 & 408	152 & 408
Range (min, max)	536 to 536	24 to 536	24 to 536

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	338.8	313.5	300.0
Median	220	148	146
1st & 3rd quartiles	68 & 454	63 & 426	64 & 422
Range (min, max)	17 to 1,252	17 to 1,252	17 to 1,252

Notes:

S17 Rural Service Area in Square Kilometres

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	650	650	650
Waterloo North Hydro Inc.	607	607	607
Veridian Connections Inc.	386	386	386
PowerStream Inc.	304	304	304
Kitchener-Wilmot Hydro Inc.	280	280	280
London Hydro Inc.	258		258
Cambridge and North Dumfries	213	213	216
Burlington Hydro Inc.	90	90	90
Horizon Utilities Corporation	88	88	88
Whitby Hydro Electric	81	81	81
Oakville Hydro Electricity	41	41	39
Count	**11**	**10**	**11**
Average	**272.5**	**274.0**	**272.6**
Median	**258**	**247**	**258**
1st & 3rd quartiles	**89 & 345**	**89 & 365**	**89 & 345**
Range (min, max)	**41 to 650**	**41 to 650**	**39 to 650**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,216	1,216	1,216
Halton Hills Hydro Inc.	225	255	255
Lakeland Power Distribution Ltd	128	128	128
Grimsby Power Incorporated		50	50
Count	**3**	**4**	**4**
Average	**523.0**	**412.3**	**412.3**
Median	**225**	**192**	**192**
1st & 3rd quartiles	**177 & 721**	**109 & 495**	**109 & 495**
Range (min, max)	**128 to 1,216**	**50 to 1,216**	**50 to 1,216**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	530	530	530
Count	**1**	**1**	**1**
Average	**530.0**	**530.0**	**530.0**
Median	**530**	**530**	**530**
1st & 3rd quartiles	**530 & 530**	**530 & 530**	**530 & 530**
Range (min, max)	**530 to 530**	**530 to 530**	**530 to 530**

S17 Rural Service Area in Square Kilometres

Totals over Large, Medium and Small Utility Classes			
Count	15	15	16
Average	339.8	327.9	323.6
Median	258	255	257
1st & 3rd quartiles	109 & 458	89 & 458	90 & 422
Range (min, max)	41 to 1,216	41 to 1,216	39 to 1,216

Notes:

S19 Service Area Population

Large Utilities	2010	2011	2012
PowerStream Inc.	965,000	1,030,000	1,030,000
Hydro Ottawa Limited	825,813	834,406	841,565
Horizon Utilities Corporation	574,299	575,673	604,440
Hydro One Brampton Networks	498,615	523,911	544,000
London Hydro Inc.	355,000		366,151
Veridian Connections Inc.	312,571	316,309	319,042
Kitchener-Wilmot Hydro Inc.	248,760	243,445	252,486
EnWin Utilities Ltd.	215,718	215,718	215,718
Oakville Hydro Electricity	180,500	182,500	184,790
Burlington Hydro Inc.	175,800	175,779	175,779
Waterloo North Hydro Inc.	156,230	160,278	160,278
Cambridge and North Dumfries	138,810	139,500	142,310
Whitby Hydro Electric	125,000	125,900	130,145
Entegrus Powerlines Inc.	94,769	102,600	102,600
Count	**14**	**13**	**14**
Average	**347,634.6**	**355,847.6**	**362,093.1**
Median	**232,239**	**215,718**	**234,102**
1st & 3rd quartiles	**161,123 & 462,711**	**160,278 & 523,911**	**164,153 & 499,538**
Range (min, max)	**94,769 to 965,000**	**102,600 to 1,030,000**	**102,600 to 1,030,000**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			96,721
Peterborough Distribution Inc.	83,396	83,173	83,875
Halton Hills Hydro Inc.	55,089	59,008	59,010
Haldimand County Hydro Inc.	45,212	45,212	44,876
Festival Hydro Inc.	44,187	44,433	44,539
Westario Power Inc.	47,893		43,225
Woodstock Hydro Services Inc.	36,000	36,000	36,000
St. Thomas Energy Inc.	36,110	36,493	34,721
Orangeville Hydro Limited	29,905	29,575	29,456
Grimsby Power Incorporated		25,325	25,912
Lakeland Power Distribution Ltd	22,769	22,641	22,644
Lakefront Utilities Inc.		22,000	22,000

S19 Service Area Population

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	44,506.8	40,386.0	45,248.3
Median	44,187	36,246	39,613
1st & 3rd quartiles	36,000 & 47,893	26,388 & 45,017	28,570 & 48,410
Range (min, max)	22,769 to 83,396	22,000 to 83,173	22,000 to 96,721

Small Utilities	2010	2011	2012
Kenora Hydro Electric		12,000	12,000
Sioux Lookout Hydro Inc.	5,600	5,037	5,037
Count	1	2	2
Average	5,600.0	8,518.5	8,518.5
Median	5,600	8,519	8,519
1st & 3rd quartiles	5,600 & 5,600	6,778 & 10,259	6,778 & 10,259
Range (min, max)	5,600 to 5,600	5,037 to 12,000	5,037 to 12,000

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	219,710.3	201,876.6	201,047.1
Median	131,905	102,600	99,661
1st & 3rd quartiles	44,956 & 264,713	36,000 & 215,718	35,680 & 224,910
Range (min, max)	5,600 to 965,000	5,037 to 1,030,000	5,037 to 1,030,000

Notes:

S20 Municipal Population

Large Utilities	2010	2011	2012
PowerStream Inc.	965,000	1,030,000	1,030,000
Hydro Ottawa Limited	917,570	927,118	935,073
Horizon Utilities Corporation	660,108	670,580	671,600
Hydro One Brampton Networks	498,615	523,911	544,000
Veridian Connections Inc.	432,459	413,710	423,324
London Hydro Inc.	355,000		366,151
Kitchener-Wilmot Hydro Inc.	248,760	243,445	252,486
EnWin Utilities Ltd.	216,473	216,473	216,473
Oakville Hydro Electricity	180,500	182,500	184,790
Burlington Hydro Inc.	175,800	175,779	175,779
Waterloo North Hydro Inc.	156,230	160,278	160,278
Cambridge and North Dumfries	138,810	139,500	142,310
Whitby Hydro Electric	125,000	125,900	130,145
Entegrus Powerlines Inc.	107,615	129,364	123,998
Count	**14**	**13**	**14**
Average	**369,852.9**	**379,889.1**	**382,600.5**
Median	**232,617**	**216,473**	**234,480**
1st & 3rd quartiles	**161,123 & 482,076**	**160,278 & 523,911**	**164,153 & 513,831**
Range (min, max)	**107,615 to 965,000**	**125,900 to 1,030,000**	**123,998 to 1,030,000**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			96,721
Peterborough Distribution Inc.	83,396	83,173	83,875
Westario Power Inc.	77,847		78,736
Halton Hills Hydro Inc.	55,289	59,008	59,010
Haldimand County Hydro Inc.	45,212	45,212	44,876
Festival Hydro Inc.	44,187	44,433	44,539
St. Thomas Energy Inc.	36,110	39,839	37,905
Woodstock Hydro Services Inc.	38,000	37,754	37,754
Lakeland Power Distribution Ltd	36,889	36,682	36,687
Orangeville Hydro Limited	31,149	31,031	30,701
Grimsby Power Incorporated		25,325	25,912
Lakefront Utilities Inc.		22,000	22,000

S20 Municipal Population

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	49,786.6	42,445.7	49,893.0
Median	44,187	38,797	41,222
1st & 3rd quartiles	36,889 & 55,289	32,444 & 45,017	35,191 & 63,942
Range (min, max)	31,149 to 83,396	22,000 to 83,173	22,000 to 96,721

Small Utilities	2010	2011	2012
Kenora Hydro Electric		16,500	16,500
Sioux Lookout Hydro Inc.	5,600	5,037	5,037
Count	1	2	2
Average	5,600.0	10,768.5	10,768.5
Median	5,600	10,769	10,769
1st & 3rd quartiles	5,600 & 5,600	7,903 & 13,634	7,903 & 13,634
Range (min, max)	5,600 to 5,600	5,037 to 16,500	5,037 to 16,500

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	234,650.8	215,382.1	213,452.1
Median	131,905	125,900	110,360
1st & 3rd quartiles	44,956 & 275,320	37,754 & 216,473	37,867 & 225,476
Range (min, max)	5,600 to 965,000	5,037 to 1,030,000	5,037 to 1,030,000

Notes:

S91 Utility Winter Peak Load (kW)

Large Utilities	2010	2011	2012
PowerStream Inc.	1,380,420.00	1,350,678.00	1,322,299.00
Hydro Ottawa Limited	1,239,498.00	1,305,498.00	1,242,039.00
Horizon Utilities Corporation	847,591.00	819,019.00	814,423.00
Hydro One Brampton Networks	606,686.00	595,739.00	590,582.00
London Hydro Inc.	516,721.00		491,107.00
Veridian Connections Inc.	436,342.00	433,549.00	426,400.00
EnWin Utilities Ltd.	390,400.00	366,400.00	368,900.00
Kitchener-Wilmot Hydro Inc.	306,685.00	309,627.00	299,562.00
Burlington Hydro Inc.	273,536.00	269,328.00	265,513.00
Oakville Hydro Electricity	258,870.00	239,300.00	246,748.00
Cambridge and North Dumfries	241,182.00	235,762.00	236,799.00
Waterloo North Hydro Inc.	242,686.00	240,964.00	235,287.00
Whitby Hydro Electric	153,366.00	149,997.00	146,826.00
Entegrus Powerlines Inc.	112,418.00	137,287.00	137,390.00
Count	**14**	**13**	**14**
Average	**500,457.214**	**496,396.000**	**487,419.643**
Median	**348,542.50**	**309,627.00**	**334,231.00**
1st & 3rd quartiles	**246,732.00 & 584,194.75**	**239,300.00 & 595,739.00**	**239,286.25 & 565,713.25**
Range (min, max)	**112,418.00 to 1,380,420.00**	**137,287.00 to 1,350,678.00**	**137,390.00 to 1,322,299.00**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			144,712.00
Peterborough Distribution Inc.	147,722.00	153,393.00	135,234.00
Festival Hydro Inc.	94,400.00	94,031.00	94,384.00
Westario Power Inc.	89,468.00		83,916.00
Halton Hills Hydro Inc.	87,789.00	84,038.00	83,706.00
Haldimand County Hydro Inc.	95,666.00	81,845.00	78,706.00
Woodstock Hydro Services Inc.	61,971.00	61,443.00	65,420.00
St. Thomas Energy Inc.	50,015.00	47,750.00	46,854.00
Lakefront Utilities Inc.		44,452.00	43,165.00
Orangeville Hydro Limited	43,609.00	42,505.00	41,495.00
Lakeland Power Distribution Ltd	39,610.00	41,419.00	38,731.00
Grimsby Power Incorporated		29,983.00	30,041.00

S91 Utility Winter Peak Load (kW)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	78,916.667	68,085.900	73,863.667
Median	87,789.00	54,596.50	72,063.00
1st & 3rd quartiles	50,015.00 & 94,400.00	42,991.75 & 83,489.75	42,747.50 & 86,533.00
Range (min, max)	39,610.00 to 147,722.00	29,983.00 to 153,393.00	30,041.00 to 144,712.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		20,492.00	20,768.00
Sioux Lookout Hydro Inc.	17,859.00	18,704.00	18,063.00
Count	1	2	2
Average	17,859.000	19,598.000	19,415.500
Median	17,859.00	19,598.00	19,415.50
1st & 3rd quartiles	17,859.00 & 17,859.00	19,151.00 & 20,045.00	18,739.25 & 20,091.75
Range (min, max)	17,859.00 to 17,859.00	18,704.00 to 20,492.00	18,063.00 to 20,768.00

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	322,271.250	286,928.120	276,752.500
Median	197,274.00	149,997.00	141,051.00
1st & 3rd quartiles	89,048.25 & 401,885.50	47,750.00 & 309,627.00	60,778.50 & 316,896.50
Range (min, max)	17,859.00 to 1,380,420.00	18,704.00 to 1,350,678.00	18,063.00 to 1,322,299.00

Notes:

S92 Utility Summer Peak Load (kW)

Large Utilities	2010	2011	2012
PowerStream Inc.	1,895,989.00	1,961,144.00	1,940,793.00
Hydro Ottawa Limited	1,518,168.00	1,501,701.00	1,458,497.00
Horizon Utilities Corporation	1,091,173.00	1,092,560.00	1,088,675.00
Hydro One Brampton Networks	799,130.00	814,931.60	817,322.00
London Hydro Inc.	687,625.00		693,268.00
Veridian Connections Inc.	509,726.00	526,513.00	531,367.00
EnWin Utilities Ltd.	517,600.00	550,900.00	516,300.00
Kitchener-Wilmot Hydro Inc.	367,988.00	377,020.00	378,977.00
Burlington Hydro Inc.	364,929.00	379,690.00	373,210.00
Oakville Hydro Electricity	354,831.00	380,100.00	362,482.00
Cambridge and North Dumfries	302,537.00	309,690.00	294,037.00
Waterloo North Hydro Inc.	283,517.00	294,349.00	286,310.00
Whitby Hydro Electric	191,768.00	208,479.00	203,143.00
Entegrus Powerlines Inc.	155,132.00	173,385.00	199,699.00
Count	**14**	**13**	**14**
Average	**645,722.357**	**659,266.354**	**653,148.571**
Median	**438,857.00**	**380,100.00**	**447,638.50**
1st & 3rd quartiles	**315,610.50 & 771,253.75**	**309,690.00 & 814,931.60**	**311,148.25 & 786,308.50**
Range (min, max)	**155,132.00 to 1,895,989.00**	**173,385.00 to 1,961,144.00**	**199,699.00 to 1,940,793.00**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			192,045.00
Peterborough Distribution Inc.	150,103.00	161,697.00	147,149.00
Halton Hills Hydro Inc.	107,148.00	110,391.00	110,080.00
Festival Hydro Inc.	103,100.00	107,415.00	104,736.00
Haldimand County Hydro Inc.	98,223.00	100,582.00	97,028.00
Woodstock Hydro Services Inc.	74,659.00	76,830.00	74,379.00
Westario Power Inc.	72,813.00		71,136.00
St. Thomas Energy Inc.	62,047.00	65,534.00	63,087.00
Orangeville Hydro Limited	47,841.00	47,996.00	47,320.00
Lakefront Utilities Inc.		44,011.00	45,252.00
Grimsby Power Incorporated		44,698.00	43,383.00
Lakeland Power Distribution Ltd	37,000.00	34,472.00	34,107.00

S92 Utility Summer Peak Load (kW)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	83,659.333	79,362.600	85,808.500
Median	74,659.00	71,182.00	72,757.50
1st & 3rd quartiles	62,047.00 & 103,100.00	45,522.50 & 105,706.75	46,803.00 & 106,072.00
Range (min, max)	37,000.00 to 150,103.00	34,472.00 to 161,697.00	34,107.00 to 192,045.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		18,511.00	17,837.00
Sioux Lookout Hydro Inc.	11,303.00	10,767.00	12,044.00
Count	1	2	2
Average	11,303.000	14,639.000	14,940.500
Median	11,303.00	14,639.00	14,940.50
1st & 3rd quartiles	11,303.00 & 11,303.00	12,703.00 & 16,575.00	13,492.25 & 16,388.75
Range (min, max)	11,303.00 to 11,303.00	10,767.00 to 18,511.00	12,044.00 to 17,837.00

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	408,514.583	375,734.664	364,416.536
Median	237,642.50	173,385.00	195,872.00
1st & 3rd quartiles	92,332.00 & 511,694.50	65,534.00 & 380,100.00	69,123.75 & 413,307.75
Range (min, max)	11,303.00 to 1,895,989.00	10,767.00 to 1,961,144.00	12,044.00 to 1,940,793.00

Notes:

S5 Annual Peak Load in MW

Large Utilities	2010	2011	2012
PowerStream Inc.	1,896.0	1,961.1	1,940.8
Hydro Ottawa Limited	1,518.2	1,501.7	1,458.5
Horizon Utilities Corporation	1,091.2	1,092.6	1,088.7
Hydro One Brampton Networks	799.1	814.9	817.3
London Hydro Inc.	687.6		693.3
Veridian Connections Inc.	509.7	526.5	531.4
EnWin Utilities Ltd.	517.6	550.9	516.3
Kitchener-Wilmot Hydro Inc.	368.0	377.0	379.0
Burlington Hydro Inc.	364.9	379.7	373.2
Oakville Hydro Electricity	354.8	380.1	362.5
Cambridge and North Dumfries	302.5	309.7	294.0
Waterloo North Hydro Inc.	283.5	294.3	286.3
Whitby Hydro Electric	191.8	208.5	203.1
Entegrus Powerlines Inc.	155.1	173.4	199.7
Count	**14**	**13**	**14**
Average	**645.71**	**659.26**	**653.15**
Median	**438.9**	**380.1**	**447.6**
1st & 3rd quartiles	**315.6 & 771.3**	**309.7 & 814.9**	**311.1 & 786.3**
Range (min, max)	**155.1 to 1,896.0**	**173.4 to 1,961.1**	**199.7 to 1,940.8**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			192.0
Peterborough Distribution Inc.	150.1	161.7	147.1
Halton Hills Hydro Inc.	107.1	110.4	110.1
Festival Hydro Inc.	103.1	107.4	104.7
Haldimand County Hydro Inc.	98.2	100.6	97.0
Westario Power Inc.	89.5		83.9
Woodstock Hydro Services Inc.	74.7	76.8	74.4
St. Thomas Energy Inc.	62.0	65.5	63.1
Orangeville Hydro Limited	47.8	48.0	47.3
Lakefront Utilities Inc.		44.5	45.3
Grimsby Power Incorporated		44.7	43.4
Lakeland Power Distribution Ltd	39.6	41.4	38.7

S5 Annual Peak Load in MW

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	85.79	80.10	87.25
Median	89.5	71.2	79.1
1st & 3rd quartiles	62.0 & 103.1	45.5 & 105.7	46.8 & 106.1
Range (min, max)	39.6 to 150.1	41.4 to 161.7	38.7 to 192.0

Small Utilities	2010	2011	2012
Kenora Hydro Electric		20.5	20.8
Sioux Lookout Hydro Inc.	17.9	18.7	18.1
Count	1	2	2
Average	17.90	19.60	19.45
Median	17.9	19.6	19.4
1st & 3rd quartiles	17.9 & 17.9	19.2 & 20.0	18.7 & 20.1
Range (min, max)	17.9 to 17.9	18.7 to 20.5	18.1 to 20.8

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	409.58	376.42	365.36
Median	237.6	173.4	195.9
1st & 3rd quartiles	96.0 & 511.7	65.5 & 380.1	71.6 & 413.3
Range (min, max)	17.9 to 1,896.0	18.7 to 1,961.1	18.1 to 1,940.8

Notes:

S93 Utility Average Peak Load (kW)

Large Utilities	2010	2011	2012
PowerStream Inc.	1,448,177.00	1,434,223.00	1,442,263.00
Hydro Ottawa Limited	1,228,007.00	1,203,408.00	1,180,876.00
Horizon Utilities Corporation	665,000.00	845,981.00	862,679.00
Hydro One Brampton Networks	631,394.00	626,205.76	641,622.00
London Hydro Inc.	545,926.00		525,723.00
Veridian Connections Inc.	420,423.00	412,902.00	425,926.00
EnWin Utilities Ltd.	412,217.00	411,675.00	395,333.00
Kitchener-Wilmot Hydro Inc.	304,495.00	301,899.30	301,410.50
Burlington Hydro Inc.	284,725.00	280,100.00	279,111.00
Oakville Hydro Electricity	271,682.00	251,564.00	266,828.00
Cambridge and North Dumfries	246,993.00	246,578.00	241,442.60
Waterloo North Hydro Inc.	238,015.00	238,844.00	236,904.00
Entegrus Powerlines Inc.	120,387.00	155,335.00	150,989.00
Whitby Hydro Electric	152,499.00	151,006.00	150,857.00
Count	**14**	**13**	**14**
Average	**497,852.857**	**504,593.928**	**507,283.150**
Median	**358,356.00**	**301,899.30**	**348,371.75**
1st & 3rd quartiles	**253,165.25 & 610,027.00**	**246,578.00 & 626,205.76**	**247,788.95 & 612,647.25**
Range (min, max)	**120,387.00 to 1,448,177.00**	**151,006.00 to 1,434,223.00**	**150,857.00 to 1,442,263.00**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			155,370.00
Peterborough Distribution Inc.	135,507.00	135,588.00	128,407.00
Festival Hydro Inc.	91,920.00	93,454.00	92,977.00
Halton Hills Hydro Inc.	58,735.00	84,825.00	86,207.65
Haldimand County Hydro Inc.	83,121.00	80,013.00	79,483.00
Westario Power Inc.	73,257.00		70,342.00
Woodstock Hydro Services Inc.	61,426.00	61,185.00	63,234.00
St. Thomas Energy Inc.	50,812.00	50,164.00	46,419.00
Lakefront Utilities Inc.		40,058.00	40,489.00
Orangeville Hydro Limited	41,559.00	40,755.00	40,252.00
Lakeland Power Distribution Ltd	34,201.00	34,529.00	33,350.00
Grimsby Power Incorporated		31,728.00	32,158.00

S93 Utility Average Peak Load (kW)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	70,059.778	65,229.900	72,390.721
Median	61,426.00	55,674.50	66,788.00
1st & 3rd quartiles	50,812.00 & 83,121.00	40,232.25 & 83,622.00	40,429.75 & 87,899.99
Range (min, max)	34,201.00 to 135,507.00	31,728.00 to 135,588.00	32,158.00 to 155,370.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		17,242.00	16,964.00
Sioux Lookout Hydro Inc.	12,538.00	12,177.00	12,301.00
Count	1	2	2
Average	12,538.000	14,709.500	14,632.500
Median	12,538.00	14,709.50	14,632.50
1st & 3rd quartiles	12,538.00 & 12,538.00	13,443.25 & 15,975.75	13,466.75 & 15,798.25
Range (min, max)	12,538.00 to 12,538.00	12,177.00 to 17,242.00	12,301.00 to 16,964.00

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	317,209.000	289,657.562	285,711.348
Median	195,257.00	151,006.00	150,923.00
1st & 3rd quartiles	70,299.25 & 414,268.50	50,164.00 & 301,899.30	59,030.25 & 324,891.13
Range (min, max)	12,538.00 to 1,448,177.00	12,177.00 to 1,434,223.00	12,301.00 to 1,442,263.00

Notes:

S6 Utility Average Load Factor (% as a whole number)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	71.000	72.000	73.000
London Hydro Inc.	72.000		73.000
Hydro One Brampton Networks	72.000	73.000	72.600
Veridian Connections Inc.	73.000	74.000	72.000
Waterloo North Hydro Inc.	71.000	71.000	72.000
Horizon Utilities Corporation	75.000	75.000	72.000
Cambridge and North Dumfries	71.000	71.363	71.118
Burlington Hydro Inc.	69.680	70.530	70.640
Kitchener-Wilmot Hydro Inc.	70.000	70.800	70.600
PowerStream Inc.	70.000	70.000	70.500
Whitby Hydro Electric	68.000	69.000	70.000
Entegrus Powerlines Inc.	71.000	71.600	70.000
Oakville Hydro Electricity	68.000	67.000	69.000
EnWin Utilities Ltd.	57.000	54.000	57.000
Count	**14**	**13**	**14**
Average	**69.9057**	**69.9456**	**70.2470**
Median	**71.000**	**71.000**	**70.879**
1st & 3rd quartiles	**69.760 & 71.750**	**70.000 & 72.000**	**70.125 & 72.000**
Range (min, max)	**57.000 to 75.000**	**54.000 to 75.000**	**57.000 to 73.000**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	89.000	86.900	88.000
Halton Hills Hydro Inc.	69.440	68.100	81.160
Lakeland Power Distribution Ltd	72.000	71.000	74.000
Lakefront Utilities Inc.		74.000	73.560
Orangeville Hydro Limited	72.000	71.000	72.000
Peterborough Distribution Inc.	71.000	71.000	71.000
Woodstock Hydro Services Inc.	72.000	71.000	71.000
Westario Power Inc.	71.000		70.000
Grimsby Power Incorporated		66.700	66.000
Haldimand County Hydro Inc.	61.000	64.000	66.000
St. Thomas Energy Inc.	56.000	53.000	54.000
Brantford Power Inc.			0.700

S6 Utility Average Load Factor (% as a whole number)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	70.3822	69.6700	65.6183
Median	71.000	71.000	71.000
1st & 3rd quartiles	69.440 & 72.000	67.050 & 71.000	66.000 & 73.670
Range (min, max)	56.000 to 89.000	53.000 to 86.900	0.700 to 88.000

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	82.800	87.600	85.200
Kenora Hydro Electric		84.000	57.000
Count	1	2	2
Average	82.8000	85.8000	71.1000
Median	82.800	85.800	71.100
1st & 3rd quartiles	82.800 & 82.800	84.900 & 86.700	64.050 & 78.150
Range (min, max)	82.800 to 82.800	84.000 to 87.600	57.000 to 85.200

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	70.6217	71.1037	68.3242
Median	71.000	71.000	71.000
1st & 3rd quartiles	69.620 & 72.000	69.000 & 73.000	69.750 & 72.700
Range (min, max)	56.000 to 89.000	53.000 to 87.600	0.700 to 88.000

Notes:

S10 Overhead Circuit Kilometres of Line (Route kms Only)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	2,693.0	2,916.0	2,923.0
PowerStream Inc.	2,551.4	2,584.0	2,522.2
Horizon Utilities Corporation	1,543.0	1,523.0	1,524.0
Veridian Connections Inc.	1,274.0	1,331.0	1,450.0
London Hydro Inc.	1,364.0		1,362.0
Waterloo North Hydro Inc.	1,059.0	1,051.0	1,063.0
Kitchener-Wilmot Hydro Inc.	1,042.0	1,046.1	1,033.0
Burlington Hydro Inc.	886.5	963.9	862.0
Hydro One Brampton Networks	806.0	802.0	788.0
Cambridge and North Dumfries	708.0	713.0	711.0
EnWin Utilities Ltd.	713.0	709.0	691.0
Entegrus Powerlines Inc.	599.0	678.0	689.0
Whitby Hydro Electric	499.0	503.0	500.0
Oakville Hydro Electricity	440.0	457.0	459.0
Count	**14**	**13**	**14**
Average	**1,155.56**	**1,175.15**	**1,184.09**
Median	**964.3**	**963.9**	**947.5**
1st & 3rd quartiles	**709.3 & 1,341.5**	**709.0 & 1,331.0**	**696.0 & 1,428.0**
Range (min, max)	**440.0 to 2,693.0**	**457.0 to 2,916.0**	**459.0 to 2,923.0**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,634.0	1,642.0	1,652.0
Halton Hills Hydro Inc.	859.0	888.0	892.0
Peterborough Distribution Inc.	384.0	385.0	388.0
Westario Power Inc.	371.0		371.0
Brantford Power Inc.			274.0
Lakeland Power Distribution Ltd	288.0	257.0	223.0
Festival Hydro Inc.	185.0	185.0	185.0
Grimsby Power Incorporated		170.7	167.9
St. Thomas Energy Inc.	158.0	156.0	154.0
Woodstock Hydro Services Inc.	155.0	155.0	153.0
Lakefront Utilities Inc.		95.0	95.0
Orangeville Hydro Limited	103.0	103.0	95.0

S10 Overhead Circuit Kilometres of Line (Route kms Only)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	459.67	403.67	387.49
Median	288.0	177.9	204.0
1st & 3rd quartiles	158.0 & 384.0	155.3 & 353.0	153.8 & 375.3
Range (min, max)	103.0 to 1,634.0	95.0 to 1,642.0	95.0 to 1,652.0

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	205.0	263.9	263.9
Kenora Hydro Electric		88.0	88.0
Count	1	2	2
Average	205.00	175.95	175.95
Median	205.0	175.9	175.9
1st & 3rd quartiles	205.0 & 205.0	132.0 & 219.9	132.0 & 219.9
Range (min, max)	205.0 to 205.0	88.0 to 263.9	88.0 to 263.9

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	855.00	786.62	770.68
Median	710.5	678.0	594.5
1st & 3rd quartiles	350.3 & 1,112.8	185.0 & 1,046.1	213.5 & 1,040.5
Range (min, max)	103.0 to 2,693.0	88.0 to 2,916.0	88.0 to 2,923.0

Notes:

S12 Underground Circuit Kilometres of Line (Route kms Only)

Large Utilities	2010	2011	2012
PowerStream Inc.	4,830.5	4,847.8	4,944.2
Hydro Ottawa Limited	2,721.0	2,690.0	2,735.0
Hydro One Brampton Networks	2,017.0	2,094.0	2,164.0
Horizon Utilities Corporation	1,872.0	1,891.0	1,904.0
London Hydro Inc.	1,410.0		1,480.0
Veridian Connections Inc.	1,027.0	1,078.0	1,091.0
Oakville Hydro Electricity	1,035.0	1,043.0	1,070.0
Kitchener-Wilmot Hydro Inc.	824.0	832.3	854.0
Burlington Hydro Inc.	840.7	740.0	658.0
Whitby Hydro Electric	552.0	557.0	563.0
Waterloo North Hydro Inc.	488.0	491.0	494.0
EnWin Utilities Ltd.	466.0	467.0	468.0
Cambridge and North Dumfries	403.0	406.0	413.0
Entegrus Powerlines Inc.	284.0	268.0	270.0
Count	**14**	**13**	**14**
Average	**1,340.73**	**1,338.85**	**1,364.87**
Median	**933.9**	**832.3**	**962.0**
1st & 3rd quartiles	**504.0 & 1,756.5**	**491.0 & 1,891.0**	**511.3 & 1,798.0**
Range (min, max)	**284.0 to 4,830.5**	**268.0 to 4,847.8**	**270.0 to 4,944.2**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	545.0	576.0	605.0
Brantford Power Inc.			238.0
Peterborough Distribution Inc.	168.0	168.0	172.0
Westario Power Inc.	144.0		144.0
Woodstock Hydro Services Inc.	93.0	94.0	99.0
St. Thomas Energy Inc.	89.0	92.0	98.0
Haldimand County Hydro Inc.	89.0	92.0	96.0
Orangeville Hydro Limited	73.0	73.0	92.0
Festival Hydro Inc.	92.0	92.0	92.0
Lakeland Power Distribution Ltd	67.0	76.0	77.0
Grimsby Power Incorporated		70.1	69.7
Lakefront Utilities Inc.		20.0	20.0

S12 Underground Circuit Kilometres of Line (Route kms Only)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	151.11	135.31	150.23
Median	92.0	92.0	97.0
1st & 3rd quartiles	89.0 & 144.0	73.8 & 93.5	88.3 & 151.0
Range (min, max)	67.0 to 545.0	20.0 to 576.0	20.0 to 605.0

Small Utilities	2010	2011	2012
Kenora Hydro Electric		10.0	10.0
Sioux Lookout Hydro Inc.	6.0	6.8	6.8
Count	1	2	2
Average	6.00	8.40	8.40
Median	6.0	8.4	8.4
1st & 3rd quartiles	6.0 & 6.0	7.6 & 9.2	7.6 & 9.2
Range (min, max)	6.0 to 6.0	6.8 to 10.0	6.8 to 10.0

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	839.01	751.00	747.42
Median	477.0	406.0	341.5
1st & 3rd quartiles	92.8 & 1,029.0	92.0 & 832.3	95.0 & 908.0
Range (min, max)	6.0 to 4,830.5	6.8 to 4,847.8	6.8 to 4,944.2

Notes:

S21 Total Circuit Kilometres of Line

Large Utilities	2010	2011	2012
PowerStream Inc.	7,381.9	7,431.8	7,466.4
Hydro Ottawa Limited	5,414.0	5,606.0	5,658.0
Horizon Utilities Corporation	3,415.0	3,414.0	3,428.0
Hydro One Brampton Networks	2,823.0	2,896.0	2,952.0
London Hydro Inc.	2,774.0		2,842.0
Veridian Connections Inc.	2,301.0	2,409.0	2,541.0
Kitchener-Wilmot Hydro Inc.	1,866.0	1,878.4	1,887.0
Waterloo North Hydro Inc.	1,547.0	1,542.0	1,557.0
Oakville Hydro Electricity	1,475.0	1,500.0	1,529.0
Burlington Hydro Inc.	1,727.2	1,703.9	1,520.0
EnWin Utilities Ltd.	1,179.0	1,176.0	1,159.0
Cambridge and North Dumfries	1,111.0	1,119.0	1,124.0
Whitby Hydro Electric	1,051.0	1,060.0	1,063.0
Entegrus Powerlines Inc.	883.0	946.0	959.0
Count	**14**	**13**	**14**
Average	**2,496.29**	**2,514.01**	**2,548.96**
Median	**1,796.6**	**1,703.9**	**1,722.0**
1st & 3rd quartiles	**1,253.0 & 2,810.8**	**1,176.0 & 2,896.0**	**1,249.3 & 2,924.5**
Range (min, max)	**883.0 to 7,381.9**	**946.0 to 7,431.8**	**959.0 to 7,466.4**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,723.0	1,734.0	1,748.0
Halton Hills Hydro Inc.	1,404.0	1,464.0	1,497.0
Peterborough Distribution Inc.	552.0	553.0	560.0
Westario Power Inc.	515.0		515.0
Brantford Power Inc.			512.0
Lakeland Power Distribution Ltd	355.0	333.0	300.0
Festival Hydro Inc.	277.0	277.0	277.0
Woodstock Hydro Services Inc.	248.0	249.0	252.0
St. Thomas Energy Inc.	247.0	248.0	252.0
Grimsby Power Incorporated		240.8	237.6
Orangeville Hydro Limited	176.0	176.0	187.0
Lakefront Utilities Inc.		115.0	115.0

S21 Total Circuit Kilometres of Line

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	610.78	538.98	537.72
Median	355.0	263.0	288.5
1st & 3rd quartiles	248.0 & 552.0	242.6 & 498.0	248.4 & 526.3
Range (min, max)	176.0 to 1,723.0	115.0 to 1,734.0	115.0 to 1,748.0

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	211.0	270.7	270.7
Kenora Hydro Electric		98.0	98.0
Count	1	2	2
Average	211.00	184.35	184.35
Median	211.0	184.3	184.3
1st & 3rd quartiles	211.0 & 211.0	141.2 & 227.5	141.2 & 227.5
Range (min, max)	211.0 to 211.0	98.0 to 270.7	98.0 to 270.7

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1,694.00	1,537.62	1,518.10
Median	1,291.5	1,119.0	1,093.5
1st & 3rd quartiles	475.0 & 1,974.8	270.7 & 1,734.0	275.4 & 1,782.8
Range (min, max)	176.0 to 7,381.9	98.0 to 7,431.8	98.0 to 7,466.4

Notes:

S293 Is The Utility Directly Connected to The IESO Grid?

Yes = 1, No = 0

Large Utilities	2010	2011	2012
London Hydro Inc.			1
Veridian Connections Inc.		1	1
Burlington Hydro Inc.		1	1
Hydro Ottawa Limited		1	1
Waterloo North Hydro Inc.		1	1
PowerStream Inc.		1	1
EnWin Utilities Ltd.		1	1
Horizon Utilities Corporation		1	1
Hydro One Brampton Networks		1	1
Kitchener-Wilmot Hydro Inc.		1	1
Entegrus Powerlines Inc.		1	1
Oakville Hydro Electricity		1	1
Cambridge and North Dumfries		0	0
Whitby Hydro Electric		0	0
Count	**0**	**13**	**14**
Average		**0.8**	**0.9**
Median		**1**	**1**
1st & 3rd quartiles		**1 & 1**	**1 & 1**
Range (min, max)		**0 to 1**	**0 to 1**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			1
Woodstock Hydro Services Inc.		1	1
Lakefront Utilities Inc.		1	1
Peterborough Distribution Inc.		1	1
Haldimand County Hydro Inc.		1	1
Festival Hydro Inc.		1	1
Westario Power Inc.			0
Halton Hills Hydro Inc.		0	0
St. Thomas Energy Inc.		0	0
Orangeville Hydro Limited		0	0
Lakeland Power Distribution Ltd		0	0
Grimsby Power Incorporated		0	0

S293 Is The Utility Directly Connected to The IESO Grid?

Yes = 1, No = 0

Medium Utilities	**2010**	**2011**	**2012**
Count	**0**	**10**	**12**
Average		**0.5**	**0.5**
Median		**1**	**1**
1st & 3rd quartiles		**0 & 1**	**0 & 1**
Range (min, max)		**0 to 1**	**0 to 1**

Small Utilities	**2010**	**2011**	**2012**
Sioux Lookout Hydro Inc.		0	1
Kenora Hydro Electric		1	1
Count	**0**	**2**	**2**
Average		**0.5**	**1.0**
Median		**1**	**1**
1st & 3rd quartiles		**0 & 1**	**1 & 1**
Range (min, max)		**0 to 1**	**1 to 1**

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**25**	**28**
Average		**0.7**	**0.7**
Median		**1**	**1**
1st & 3rd quartiles			**0 & 1**
Range (min, max)		**0 to 1**	**0 to 1**

Notes:

S22 Circuit Kilometres of 3 Phase Line

Large Utilities	2010	2011	2012
PowerStream Inc.	3,454.8	3,536.6	3,488.6
Hydro Ottawa Limited	2,973.0	3,115.0	3,135.0
Horizon Utilities Corporation	1,783.0	1,779.0	1,785.0
London Hydro Inc.	1,312.0		1,329.0
Hydro One Brampton Networks	1,195.0	1,227.0	1,222.0
Veridian Connections Inc.	1,139.0	1,043.0	1,161.0
Kitchener-Wilmot Hydro Inc.	793.0	798.6	801.1
Burlington Hydro Inc.	764.9	856.9	737.0
Waterloo North Hydro Inc.	709.0	701.0	718.0
Oakville Hydro Electricity	595.0	615.0	622.0
Entegrus Powerlines Inc.	544.0	592.0	596.0
EnWin Utilities Ltd.	569.0	567.0	547.0
Whitby Hydro Electric	475.0	480.0	478.0
Cambridge and North Dumfries	435.0	437.0	437.0
Count	**14**	**13**	**14**
Average	**1,195.84**	**1,211.39**	**1,218.34**
Median	**779.0**	**798.6**	**769.1**
1st & 3rd quartiles	**575.5 & 1,282.8**	**592.0 & 1,227.0**	**602.5 & 1,302.3**
Range (min, max)	**435.0 to 3,454.8**	**437.0 to 3,536.6**	**437.0 to 3,488.6**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	603.0	611.0	617.0
Halton Hills Hydro Inc.	385.0	402.0	414.0
Peterborough Distribution Inc.	345.0	346.0	349.0
Westario Power Inc.	307.0		307.0
Brantford Power Inc.			240.0
Woodstock Hydro Services Inc.	163.0	163.0	163.0
Festival Hydro Inc.	148.0	147.9	148.0
Grimsby Power Incorporated		103.4	136.1
St. Thomas Energy Inc.	141.0	139.0	136.0
Lakeland Power Distribution Ltd	171.0	145.0	118.0
Orangeville Hydro Limited	97.0	97.0	89.0
Lakefront Utilities Inc.		76.0	76.0

S22 Circuit Kilometres of 3 Phase Line

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	262.22	223.03	232.76
Median	171.0	146.5	155.5
1st & 3rd quartiles	148.0 & 345.0	112.3 & 300.3	131.5 & 317.5
Range (min, max)	97.0 to 603.0	76.0 to 611.0	76.0 to 617.0

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	72.0	92.0	92.0
Kenora Hydro Electric		61.0	61.0
Count	1	2	2
Average	72.00	76.50	76.50
Median	72.0	76.5	76.5
1st & 3rd quartiles	72.0 & 72.0	68.7 & 84.2	68.7 & 84.2
Range (min, max)	72.0 to 72.0	61.0 to 92.0	61.0 to 92.0

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	798.90	725.26	714.39
Median	556.5	480.0	457.5
1st & 3rd quartiles	273.0 & 879.5	145.0 & 798.6	145.0 & 753.0
Range (min, max)	72.0 to 3,454.8	61.0 to 3,536.6	61.0 to 3,488.6

Notes:

S23 Circuit Kilometres of 2 Phase Line

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	166.0	167.0	167.0
PowerStream Inc.	93.3	136.6	136.3
Hydro One Brampton Networks	21.0	21.0	21.0
Horizon Utilities Corporation	21.0	20.0	20.0
Veridian Connections Inc.	17.0	18.0	18.0
Whitby Hydro Electric	13.0	13.0	13.0
Waterloo North Hydro Inc.	7.0	7.0	5.0
EnWin Utilities Ltd.	2.0	2.0	2.0
Entegrus Powerlines Inc.	1.0	0.0	0.0
Count	**9**	**9**	**9**
Average	**37.92**	**42.73**	**42.48**
Median	**17.0**	**18.0**	**18.0**
1st & 3rd quartiles	**7.0 & 21.0**	**7.0 & 21.0**	**5.0 & 21.0**
Range (min, max)	**1.0 to 166.0**	**0.0 to 167.0**	**0.0 to 167.0**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	30.0	27.0	30.0
St. Thomas Energy Inc.	12.0	11.0	9.0
Peterborough Distribution Inc.	7.0	7.0	7.0
Festival Hydro Inc.	6.0	6.0	6.0
Lakeland Power Distribution Ltd	9.0	8.0	5.0
Woodstock Hydro Services Inc.	3.0	4.0	4.0
Westario Power Inc.	1.0		1.0
Grimsby Power Incorporated		0.3	0.4
Count	**7**	**7**	**8**
Average	**9.71**	**9.04**	**7.80**
Median	**7.0**	**7.0**	**5.5**
1st & 3rd quartiles	**4.5 & 10.5**	**5.0 & 9.5**	**3.3 & 7.5**
Range (min, max)	**1.0 to 30.0**	**0.3 to 27.0**	**0.4 to 30.0**

S23 Circuit Kilometres of 2 Phase Line

Totals over Large, Medium and Small Utility Classes			
Count	16	16	17
Average	25.58	27.99	26.16
Median	10.5	9.5	7.0
1st & 3rd quartiles	5.3 & 21.0	5.5 & 20.3	4.0 & 20.0
Range (min, max)	1.0 to 166.0	0.0 to 167.0	0.0 to 167.0

Notes:

S24 Circuit Kilometres of Single Phase Line

Large Utilities	2010	2011	2012
PowerStream Inc.	3,807.9	3,758.6	3,844.0
Hydro Ottawa Limited	2,275.0	2,324.0	2,356.0
Hydro One Brampton Networks	1,607.0	1,648.0	1,709.0
Horizon Utilities Corporation	1,611.0	1,615.0	1,623.0
London Hydro Inc.	1,462.0		1,513.0
Veridian Connections Inc.	1,145.0	1,348.0	1,362.0
Kitchener-Wilmot Hydro Inc.	1,073.0	1,079.8	1,086.0
Oakville Hydro Electricity	880.0	885.0	907.0
Waterloo North Hydro Inc.	831.0	834.0	834.0
Burlington Hydro Inc.	962.3	847.0	783.0
Cambridge and North Dumfries	676.0	682.0	687.0
EnWin Utilities Ltd.	608.0	607.0	610.0
Whitby Hydro Electric	563.0	567.0	572.0
Entegrus Powerlines Inc.	338.0	354.0	363.0
Count	**14**	**13**	**14**
Average	**1,274.23**	**1,273.03**	**1,303.50**
Median	**1,017.7**	**885.0**	**996.5**
1st & 3rd quartiles	**714.8 & 1,570.8**	**682.0 & 1,615.0**	**711.0 & 1,595.5**
Range (min, max)	**338.0 to 3,807.9**	**354.0 to 3,758.6**	**363.0 to 3,844.0**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,090.0	1,096.0	1,101.0
Halton Hills Hydro Inc.	1,019.0	1,062.0	1,083.0
Brantford Power Inc.			272.0
Westario Power Inc.	207.0		207.0
Peterborough Distribution Inc.	200.0	200.0	204.0
Lakeland Power Distribution Ltd	175.0	180.0	177.0
Festival Hydro Inc.	123.0	123.0	123.0
St. Thomas Energy Inc.	94.0	98.0	107.0
Grimsby Power Incorporated		137.1	101.1
Orangeville Hydro Limited	79.0	79.0	98.0
Woodstock Hydro Services Inc.	82.0	82.0	82.0
Lakefront Utilities Inc.		39.0	39.0

S24 Circuit Kilometres of Single Phase Line

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	341.00	309.61	299.51
Median	175.0	130.1	150.0
1st & 3rd quartiles	94.0 & 207.0	86.0 & 195.0	100.3 & 223.3
Range (min, max)	79.0 to 1,090.0	39.0 to 1,096.0	39.0 to 1,101.0

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	139.0	178.7	178.7
Kenora Hydro Electric		37.0	37.0
Count	1	2	2
Average	139.00	107.85	107.85
Median	139.0	107.8	107.8
1st & 3rd quartiles	139.0 & 139.0	72.4 & 143.3	72.4 & 143.3
Range (min, max)	139.0 to 139.0	37.0 to 178.7	37.0 to 178.7

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	876.97	794.45	787.81
Median	753.5	607.0	591.0
1st & 3rd quartiles	193.8 & 1,103.8	137.1 & 1,079.8	163.5 & 1,089.8
Range (min, max)	79.0 to 3,807.9	37.0 to 3,758.6	37.0 to 3,844.0

Notes:

S27 Number of Transmission Transformers

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	27	27	26
Kitchener-Wilmot Hydro Inc.	18	18	18
PowerStream Inc.	11	11	11
EnWin Utilities Ltd.	10	10	10
Waterloo North Hydro Inc.	8	8	8
Oakville Hydro Electricity		2	2
Hydro One Brampton Networks	2	2	2
Cambridge and North Dumfries	2	2	2
Count	**7**	**8**	**8**
Average	**11.1**	**10.0**	**9.9**
Median	**10**	**9**	**9**
1st & 3rd quartiles	**5 & 15**	**2 & 13**	**2 & 13**
Range (min, max)	**2 to 27**	**2 to 27**	**2 to 26**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			2
Count	**0**	**0**	**1**
Average			**2.0**
Median			**2**
1st & 3rd quartiles			**2 & 2**
Range (min, max)			**2 to 2**

Small Utilities	2010	2011	2012
Kenora Hydro Electric		3	3
Count	**0**	**1**	**1**
Average		**3.0**	**3.0**
Median		**3**	**3**
1st & 3rd quartiles		**3 & 3**	**3 & 3**
Range (min, max)		**3 to 3**	**3 to 3**

S27 Number of Transmission Transformers

Totals over Large, Medium and Small Utility Classes			
Count	7	9	10
Average	11.1	9.2	8.4
Median	10	8	6
1st & 3rd quartiles	5 & 15	2 & 11	2 & 11
Range (min, max)	2 to 27	2 to 27	2 to 26

Notes:

S28 Number of Subtransmission Transformers

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	788	814	840
Hydro Ottawa Limited	143	143	141
Horizon Utilities Corporation	71	71	71
Veridian Connections Inc.	65	63	66
London Hydro Inc.	54		55
PowerStream Inc.	54	56	54
Burlington Hydro Inc.	44	44	44
Oakville Hydro Electricity	38	38	38
Whitby Hydro Electric	29	30	29
Entegrus Powerlines Inc.	20	24	18
Kitchener-Wilmot Hydro Inc.	7	7	7
EnWin Utilities Ltd.	12	10	6
Waterloo North Hydro Inc.	17	18	2
Count	**13**	**12**	**13**
Average	**103.2**	**109.8**	**105.5**
Median	**44**	**41**	**44**
1st & 3rd quartiles	**20 & 65**	**23 & 65**	**18 & 66**
Range (min, max)	**7 to 788**	**7 to 814**	**2 to 840**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	37	37	36
Westario Power Inc.	27		27
Halton Hills Hydro Inc.	12	12	12
Lakeland Power Distribution Ltd	7	7	7
Lakefront Utilities Inc.		7	7
Haldimand County Hydro Inc.	5	5	5
Festival Hydro Inc.	4	4	4
Orangeville Hydro Limited			4
St. Thomas Energy Inc.		6	
Count	**6**	**7**	**8**
Average	**15.3**	**11.1**	**12.8**
Median	**10**	**7**	**7**
1st & 3rd quartiles	**6 & 23**	**6 & 10**	**5 & 16**
Range (min, max)	**4 to 37**	**4 to 37**	**4 to 36**

S28 Number of Subtransmission Transformers

Totals over Large, Medium and Small Utility Classes			
Count	19	19	21
Average	75.5	73.5	70.1
Median	29	24	27
1st & 3rd quartiles	12 & 54	7 & 50	7 & 54
Range (min, max)	4 to 788	4 to 814	2 to 840

Notes:

S29 Number of Distribution Transformers

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	42,516	42,970	43,689
PowerStream Inc.	40,682	42,690	43,400
Horizon Utilities Corporation	23,852	23,936	24,043
Veridian Connections Inc.	16,934	16,991	16,872
Hydro One Brampton Networks	14,851	15,226	15,497
London Hydro Inc.	15,140		15,151
Kitchener-Wilmot Hydro Inc.	10,316	10,394	10,481
Oakville Hydro Electricity	8,259	8,285	8,374
EnWin Utilities Ltd.	8,146	8,122	8,076
Waterloo North Hydro Inc.	7,655	7,675	7,670
Cambridge and North Dumfries	7,479	6,984	7,088
Whitby Hydro Electric	5,396	5,423	5,453
Entegrus Powerlines Inc.	3,858	4,379	4,463
Burlington Hydro Inc.	833	833	883
Count	**14**	**13**	**14**
Average	**14,708.4**	**14,916.0**	**15,081.4**
Median	**9,288**	**8,285**	**9,428**
1st & 3rd quartiles	**7,523 & 16,486**	**6,984 & 16,991**	**7,234 & 16,528**
Range (min, max)	**833 to 42,516**	**833 to 42,970**	**883 to 43,689**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	7,127	7,179	7,259
Halton Hills Hydro Inc.	3,738	3,740	3,925
Peterborough Distribution Inc.	3,858	3,864	3,911
Brantford Power Inc.			3,252
Westario Power Inc.	2,994		3,033
Festival Hydro Inc.	2,445	2,500	2,500
Lakeland Power Distribution Ltd	2,137	2,145	2,096
Woodstock Hydro Services Inc.	1,543	1,561	1,567
Grimsby Power Incorporated		1,433	1,449
Orangeville Hydro Limited	1,407	1,416	1,429
St. Thomas Energy Inc.	1,385	1,393	1,411
Lakefront Utilities Inc.		980	1,024

S29 Number of Distribution Transformers

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2,959.3	2,621.1	2,738.0
Median	2,445	1,853	2,298
1st & 3rd quartiles	1,543 & 3,738	1,420 & 3,430	1,444 & 3,417
Range (min, max)	1,385 to 7,127	980 to 7,179	1,024 to 7,259

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0		0
Count	1	0	1
Average	0.0		0.0
Median	0		0
1st & 3rd quartiles	0 & 0		0 & 0
Range (min, max)	0 to 0		0 to 0

Totals over Large, Medium and Small Utility Classes			
Count	24	23	27
Average	9,689.6	9,570.4	9,036.9
Median	6,262	5,423	4,463
1st & 3rd quartiles	2,368 & 11,450	1,853 & 9,340	1,832 & 9,428
Range (min, max)	0 to 42,516	833 to 42,970	0 to 43,689

Notes: This metric will be further defined to clarify intent.

S324 How Many Electricity Substations of 27.6kV and Below Do You Operate In Your Utility?

Large Utilities	**2010**	**2011**	**2012**
Entegrus Powerlines Inc.			4,463
Veridian Connections Inc.			55
London Hydro Inc.			42
Burlington Hydro Inc.			32
Horizon Utilities Corporation			28
Waterloo North Hydro Inc.			20
Oakville Hydro Electricity			19
Hydro One Brampton Networks			13
EnWin Utilities Ltd.			8
Cambridge and North Dumfries			1
Count	**0**	**0**	**10**
Average			**468.1**
Median			**24**
1st & 3rd quartiles			**15 & 40**
Range (min, max)			**1 to 4,463**

Medium Utilities	**2010**	**2011**	**2012**
Westario Power Inc.			27
Peterborough Distribution Inc.			15
Lakeland Power Distribution Ltd			7
St. Thomas Energy Inc.			6
Woodstock Hydro Services Inc.			5
Haldimand County Hydro Inc.			5
Festival Hydro Inc.			4
Orangeville Hydro Limited			4
Brantford Power Inc.			1
Grimsby Power Incorporated			0
Count	**0**	**0**	**10**
Average			**7.4**
Median			**5**
1st & 3rd quartiles			**4 & 7**
Range (min, max)			**0 to 27**

Small Utilities	**2010**	**2011**	**2012**
Sioux Lookout Hydro Inc.			0

S324 How Many Electricity Substations of 27.6kV and Below Do You Operate In Your Utility?

Small Utilities	2010	2011	2012
Count	0	0	1
Average			0.0
Median			0
1st & 3rd quartiles			0 & 0
Range (min, max)			0 to 0
Totals over Large, Medium and Small Utility Classes			
Count	0	0	21
Average			226.4
Median			8
1st & 3rd quartiles			4 & 27
Range (min, max)			0 to 4,463

Notes: This metric will be further defined to clarify intent.

S325 What % of Your System Has Been Upgraded in the Last Year?

Large Utilities	2010	2011	2012
Hydro One Brampton Networks			8.0
Veridian Connections Inc.			7.4
Horizon Utilities Corporation			5.0
London Hydro Inc.			4.3
Entegrus Powerlines Inc.			3.8
Oakville Hydro Electricity			2.0
Burlington Hydro Inc.			2.0
Cambridge and North Dumfries			0.9
Waterloo North Hydro Inc.			0.0
Count	**0**	**0**	**9**
Average			**3.71**
Median			**3.8**
1st & 3rd quartiles			**2.0 & 5.0**
Range (min, max)			**0.0 to 8.0**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.			16.0
Grimsby Power Incorporated			16.0
Peterborough Distribution Inc.			7.0
Westario Power Inc.			7.0
Woodstock Hydro Services Inc.			4.9
St. Thomas Energy Inc.			2.0
Orangeville Hydro Limited			2.0
Lakeland Power Distribution Ltd			1.4
Brantford Power Inc.			0.8
Count	**0**	**0**	**9**
Average			**6.34**
Median			**4.9**
1st & 3rd quartiles			**2.0 & 7.0**
Range (min, max)			**0.8 to 16.0**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			2.0

S325 What % of Your System Has Been Upgraded in the Last Year?

Small Utilities	2010	2011	2012
Count	0	0	1
Average			2.00
Median			2.0
1st & 3rd quartiles			2.0 & 2.0
Range (min, max)			2.0 to 2.0
Totals over Large, Medium and Small Utility Classes			
Count	0	0	19
Average			4.87
Median			3.8
1st & 3rd quartiles			2.0 & 7.0
Range (min, max)			0.0 to 16.0

Notes: This metric will be further defined to clarify intent.

S326 What % of Your System Has Been Upgraded Since Rebasing?

Large Utilities	2010	2011	2012
Veridian Connections Inc.			21.9
Hydro One Brampton Networks			14.0
Horizon Utilities Corporation			13.0
Entegrus Powerlines Inc.			10.4
Burlington Hydro Inc.			8.0
Oakville Hydro Electricity			6.0
Cambridge and North Dumfries			2.1
Waterloo North Hydro Inc.			0.0
Count	**0**	**0**	**8**
Average			**9.43**
Median			**9.2**
1st & 3rd quartiles			**5.0 & 13.3**
Range (min, max)			**0.0 to 21.9**

Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd			127.8
Haldimand County Hydro Inc.			33.0
Westario Power Inc.			29.0
Peterborough Distribution Inc.			23.0
Woodstock Hydro Services Inc.			16.8
Grimsby Power Incorporated			16.0
Orangeville Hydro Limited			8.0
Brantford Power Inc.			3.8
St. Thomas Energy Inc.			2.0
Count	**0**	**0**	**9**
Average			**28.82**
Median			**16.8**
1st & 3rd quartiles			**8.0 & 29.0**
Range (min, max)			**2.0 to 127.8**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			10.0
Count	**0**	**0**	**1**
Average			**10.00**
Median			**10.0**
1st & 3rd quartiles			**10.0 & 10.0**
Range (min, max)			**10.0 to 10.0**

S326 What % of Your System Has Been Upgraded Since Rebasing?

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**0**	**18**
Average			**19.16**
Median			**11.7**
1st & 3rd quartiles			**6.5 & 20.6**
Range (min, max)			**0.0 to 127.8**

Notes: This metric will be further defined to clarify intent.

S31 Control Centre for SCADA System

Yes = 1, No = 0

Large Utilities	2010	2011	2012
Veridian Connections Inc.	1	1	1
Cambridge and North Dumfries	1	1	1
Entegrus Powerlines Inc.	1	1	1
EnWin Utilities Ltd.	1	1	1
London Hydro Inc.	1		1
Waterloo North Hydro Inc.	1	1	1
Hydro Ottawa Limited	1	1	1
PowerStream Inc.	1	1	1
Whitby Hydro Electric	1	1	1
Oakville Hydro Electricity	1	1	1
Hydro One Brampton Networks	1	1	1
Kitchener-Wilmot Hydro Inc.	1	1	1
Horizon Utilities Corporation	1	1	1
Burlington Hydro Inc.	1		
Count	**14**	**12**	**13**
Average	**1.0**	**1.0**	**1.0**
Median	**1**	**1**	**1**
1st & 3rd quartiles	**1 & 1**	**1 & 1**	**1 & 1**
Range (min, max)	**1 to 1**	**1 to 1**	**1 to 1**

Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	1	1	1
Festival Hydro Inc.	1	1	1
Halton Hills Hydro Inc.	1	1	1
Woodstock Hydro Services Inc.	1	1	1
Peterborough Distribution Inc.	1	1	1
Brantford Power Inc.			0
Westario Power Inc.	0		0
Orangeville Hydro Limited	0	0	0
Grimsby Power Incorporated		0	0
Haldimand County Hydro Inc.	0	0	0
Lakeland Power Distribution Ltd	0	0	

S31 Control Centre for SCADA System

Yes = 1, No = 0

Medium Utilities	**2010**	**2011**	**2012**
Count	**9**	**9**	**10**
Average	**0.6**	**0.6**	**0.5**
Median	**1**	**1**	**1**
1st & 3rd quartiles	**0 & 1**	**0 & 1**	**0 & 1**
Range (min, max)	**0 to 1**	**0 to 1**	**0 to 1**

Small Utilities	**2010**	**2011**	**2012**
Kenora Hydro Electric		0	1
Sioux Lookout Hydro Inc.	0	0	0
Count	**1**	**2**	**2**
Average	**0.0**	**0.0**	**0.5**
Median	**0**	**0**	**1**
1st & 3rd quartiles	**0 & 0**	**0 & 0**	**0 & 1**
Range (min, max)	**0 to 0**	**0 to 0**	**0 to 1**

Totals over Large, Medium and Small Utility Classes			
Count	**24**	**23**	**25**
Average	**0.8**	**0.7**	**0.8**
Median	**1**	**1**	**1**
1st & 3rd quartiles	**1 & 1**	**1 & 1**	**1 & 1**
Range (min, max)	**0 to 1**	**0 to 1**	**0 to 1**

Notes:

S32 Number of Residential Customers

Large Utilities	2010	2011	2012
PowerStream Inc.	290,951	297,962	304,801
Cambridge and North Dumfries	45,526	46,122	46,532
Whitby Hydro Electric	37,283	37,921	38,471
Hydro One Brampton Networks	124,592		
Kitchener-Wilmot Hydro Inc.	78,142		
Oakville Hydro Electricity	56,913		
EnWin Utilities Ltd.	76,720		
Entegrus Powerlines Inc.	28,558		
Burlington Hydro Inc.	58,218		
London Hydro Inc.	133,452		
Horizon Utilities Corporation	214,133		
Hydro Ottawa Limited	273,758		
Waterloo North Hydro Inc.	45,863		
Veridian Connections Inc.	102,929		
Count	**14**	**3**	**3**
Average	**111,931.3**	**127,335.0**	**129,934.7**
Median	**77,431**	**46,122**	**46,532**
1st & 3rd quartiles	**48,626 & 131,237**	**42,022 & 172,042**	**42,502 & 175,667**
Range (min, max)	**28,558 to 290,951**	**37,921 to 297,962**	**38,471 to 304,801**

Medium Utilities	2010	2011	2012
Westario Power Inc.	19,301		19,850
Halton Hills Hydro Inc.	19,029	19,354	19,025
St. Thomas Energy Inc.	14,538	14,580	14,698
Orangeville Hydro Limited	9,963	10,027	10,143
Grimsby Power Incorporated		9,531	9,692
Lakeland Power Distribution Ltd	7,782	7,930	8,003
Festival Hydro Inc.	17,373		
Peterborough Distribution Inc.	31,037		
Haldimand County Hydro Inc.	18,465		
Woodstock Hydro Services Inc.	13,701		
Count	**9**	**5**	**6**
Average	**16,798.8**	**12,284.4**	**13,568.5**
Median	**17,373**	**10,027**	**12,421**
1st & 3rd quartiles	**13,701 & 19,029**	**9,531 & 14,580**	**9,805 & 17,943**
Range (min, max)	**7,782 to 31,037**	**7,930 to 19,354**	**8,003 to 19,850**

S32 Number of Residential Customers

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2,312	2,324	
Count	**1**	**1**	**0**
Average	**2,312.0**	**2,324.0**	
Median	**2,312**	**2,324**	
1st & 3rd quartiles	**2,312 & 2,312**	**2,324 & 2,324**	
Range (min, max)	**2,312 to 2,312**	**2,324 to 2,324**	**to**
Totals over Large, Medium and Small Utility Classes			
Count	**24**	**9**	**9**
Average	**71,689.1**	**49,527.9**	**52,357.2**
Median	**41,405**	**14,580**	**19,025**
1st & 3rd quartiles	**18,192 & 84,339**	**9,531 & 37,921**	**10,143 & 38,471**
Range (min, max)	**2,312 to 290,951**	**2,324 to 297,962**	**8,003 to 304,801**

Notes:

S200 Residential Customers (Included in Total) Served by Retailers

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	32,940	25,653	20,584
PowerStream Inc.	34,270	31,755	20,322
Hydro Ottawa Limited	27,209	21,208	15,879
Hydro One Brampton Networks	24,887	19,081	13,989
London Hydro Inc.	19,308		11,597
Veridian Connections Inc.	13,927	11,621	9,429
EnWin Utilities Ltd.	11,066	7,571	5,701
Kitchener-Wilmot Hydro Inc.	7,562		4,249
Entegrus Powerlines Inc.	4,900	4,557	3,576
Burlington Hydro Inc.	4,643	3,930	3,001
Cambridge and North Dumfries	5,797	4,135	2,995
Waterloo North Hydro Inc.	5,029	3,601	2,828
Oakville Hydro Electricity	4,259	3,323	2,614
Whitby Hydro Electric	3,947	2,870	2,247
Count	**14**	**12**	**14**
Average	**14,267.4**	**11,608.8**	**8,500.8**
Median	**9,314**	**6,064**	**4,975**
1st & 3rd quartiles	**4,932 & 23,492**	**3,848 & 19,613**	**2,997 & 13,391**
Range (min, max)	**3,947 to 34,270**	**2,870 to 31,755**	**2,247 to 20,584**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			3,107
Peterborough Distribution Inc.	3,666		1,978
Festival Hydro Inc.	3,281	2,441	1,941
St. Thomas Energy Inc.	2,909	2,227	1,906
Halton Hills Hydro Inc.	2,155	1,624	1,628
Haldimand County Hydro Inc.	2,516	1,974	1,625
Woodstock Hydro Services Inc.	2,342	1,903	1,589
Westario Power Inc.	2,160		1,195
Orangeville Hydro Limited	1,692	1,333	1,043
Lakeland Power Distribution Ltd	1,132	849	666
Grimsby Power Incorporated		852	657
Lakefront Utilities Inc.		790	609

S200 Residential Customers (Included in Total) Served by Retailers

Medium Utilities	2010	2011	2012
Count	9	9	12
Average	2,428.1	1,554.8	1,495.3
Median	2,342	1,624	1,607
1st & 3rd quartiles	2,155 & 2,909	852 & 1,974	949 & 1,915
Range (min, max)	1,132 to 3,666	790 to 2,441	609 to 3,107

Small Utilities	2010	2011	2012
Kenora Hydro Electric			340
Sioux Lookout Hydro Inc.	142	108	50
Count	1	1	2
Average	142.0	108.0	195.0
Median	142	108	195
1st & 3rd quartiles	142 & 142	108 & 108	123 & 268
Range (min, max)	142 to 142	108 to 108	50 to 340

Totals over Large, Medium and Small Utility Classes			
Count	24	22	28
Average	9,239.1	6,973.0	4,905.2
Median	4,451	3,097	2,431
1st & 3rd quartiles	2,473 & 11,781	1,694 & 6,818	1,491 & 4,612
Range (min, max)	142 to 34,270	108 to 31,755	50 to 20,584

Notes:

S294 Total Number of Hourly Ontario Energy Price (HOEP) Residential Customers

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.		5,683	4,249
London Hydro Inc.			3
Entegrus Powerlines Inc.			0
Count	**0**	**1**	**3**
Average		**5,683.0**	**1,417.3**
Median		**5,683**	**3**
1st & 3rd quartiles		**5,683 & 5,683**	**2 & 2,126**
Range (min, max)		**5,683 to 5,683**	**0 to 4,249**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			0
Count	**0**	**0**	**1**
Average			**0.0**
Median			**0**
1st & 3rd quartiles			**0 & 0**
Range (min, max)			**0 to 0**

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**1**	**4**
Average		**5,683.0**	**1,063.0**
Median		**5,683**	**2**
1st & 3rd quartiles			**0 & 1,065**
Range (min, max)		**5,683 to 5,683**	**0 to 4,249**

Notes:

S295 Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Residential Customers

Large Utilities	**2010**	**2011**	**2012**
Horizon Utilities Corporation		25,653	20,584
Entegrus Powerlines Inc.			0
Count	**0**	**1**	**2**
Average		**25,653.0**	**10,292.0**
Median		**25,653**	**10,292**
1st & 3rd quartiles		**25,653 & 25,653**	**5,146 & 15,438**
Range (min, max)		**25,653 to 25,653**	**0 to 20,584**

Medium Utilities	**2010**	**2011**	**2012**
Peterborough Distribution Inc.			1,978
Woodstock Hydro Services Inc.		1,903	
Count	**0**	**1**	**1**
Average		**1,903.0**	**1,978.0**
Median		**1,903**	**1,978**
1st & 3rd quartiles		**1,903 & 1,903**	**1,978 & 1,978**
Range (min, max)		**1,903 to 1,903**	**1,978 to 1,978**

Small Utilities	**2010**	**2011**	**2012**
Sioux Lookout Hydro Inc.			0
Count	**0**	**0**	**1**
Average			**0.0**
Median			**0**
1st & 3rd quartiles			**0 & 0**
Range (min, max)			**0 to 0**

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**2**	**4**
Average		**13,778.0**	**5,640.5**
Median		**13,778**	**989**
1st & 3rd quartiles			**0 & 6,630**
Range (min, max)		**1,903 to 25,653**	**0 to 20,584**

Notes:

S296 Total Number of Residential Customers Paying The Two-Tiered RPP Price

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.		69,344	77,344
Veridian Connections Inc.		578	9,550
Hydro Ottawa Limited		8,971	3,823
Horizon Utilities Corporation		1,228	1,260
Hydro One Brampton Networks		1,489	505
London Hydro Inc.			137
Oakville Hydro Electricity		1,198	52
Kitchener-Wilmot Hydro Inc.		49	8
Entegrus Powerlines Inc.			0
Burlington Hydro Inc.		58,713	
Waterloo North Hydro Inc.		112	
Count	**0**	**9**	**9**
Average		**15,742.4**	**10,297.7**
Median		**1,228**	**505**
1st & 3rd quartiles		**578 & 8,971**	**52 & 3,823**
Range (min, max)		**49 to 69,344**	**0 to 77,344**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			118
Festival Hydro Inc.		15,212	53
Haldimand County Hydro Inc.		39	8
Peterborough Distribution Inc.		28,596	1
Lakefront Utilities Inc.		55	
Count	**0**	**4**	**4**
Average		**10,975.5**	**45.0**
Median		**7,634**	**31**
1st & 3rd quartiles		**51 & 18,558**	**6 & 69**
Range (min, max)		**39 to 28,596**	**1 to 118**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			1
Count	**0**	**0**	**1**
Average			**1.0**
Median			**1**
1st & 3rd quartiles			**1 & 1**
Range (min, max)			**1 to 1**

S296 Total Number of Residential Customers Paying The Two-Tiered RPP Price

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**13**	**14**
Average		**14,275.7**	**6,632.9**
Median		**1,228**	**86**
1st & 3rd quartiles			**8 & 1,071**
Range (min, max)		**39 to 69,344**	**0 to 77,344**

Notes:

S297 Total Number of Residential Customers Paying The RPP Time of Use Price

Large Utilities	2010	2011	2012
Hydro Ottawa Limited		247,877	262,485
Horizon Utilities Corporation		188,144	194,898
Hydro One Brampton Networks		126,467	131,160
London Hydro Inc.			124,295
Veridian Connections Inc.		92,291	95,824
Kitchener-Wilmot Hydro Inc.		73,659	76,158
Burlington Hydro Inc.			59,210
Oakville Hydro Electricity		53,260	58,234
Waterloo North Hydro Inc.		46,413	47,228
Entegrus Powerlines Inc.		31,209	35,868
Count	**0**	**8**	**10**
Average		**107,415.0**	**108,536.0**
Median		**82,975**	**85,991**
1st & 3rd quartiles		**51,548 & 141,886**	**58,478 & 129,444**
Range (min, max)		**31,209 to 247,877**	**35,868 to 262,485**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			31,841
Peterborough Distribution Inc.		183	29,492
Haldimand County Hydro Inc.		18,515	18,632
Festival Hydro Inc.			15,823
Woodstock Hydro Services Inc.		11,890	13,946
Lakefront Utilities Inc.		8,386	8,868
Count	**0**	**4**	**6**
Average		**9,743.5**	**19,767.0**
Median		**10,138**	**17,228**
1st & 3rd quartiles		**6,335 & 13,546**	**14,415 & 26,777**
Range (min, max)		**183 to 18,515**	**8,868 to 31,841**

Small Utilities	2010	2011	2012
Kenora Hydro Electric		4,757	4,755
Sioux Lookout Hydro Inc.			2,311
Count	**0**	**1**	**2**
Average		**4,757.0**	**3,533.0**
Median		**4,757**	**3,533**
1st & 3rd quartiles		**4,757 & 4,757**	**2,922 & 4,144**
Range (min, max)		**4,757 to 4,757**	**2,311 to 4,755**

S297 Total Number of Residential Customers Paying The RPP Time of Use Price

Totals over Large, Medium and Small Utility Classes			
Count	0	13	18
Average		69,465.5	67,279.3
Median		46,413	41,548
1st & 3rd quartiles			16,525 & 90,908
Range (min, max)		183 to 247,877	2,311 to 262,485

Notes:

S215 Number of General Service Customers <50kW

Large Utilities	2010	2011	2012
PowerStream Inc.	32,944	33,195	33,615
Cambridge and North Dumfries	4,690	4,749	4,690
Whitby Hydro Electric	1,967	2,046	2,066
Kitchener-Wilmot Hydro Inc.	7,513		
Hydro Ottawa Limited	23,548		
Entegrus Powerlines Inc.	3,148		
EnWin Utilities Ltd.	6,955		
Hydro One Brampton Networks	7,975		
Burlington Hydro Inc.	5,064		
Oakville Hydro Electricity	5,549		
Veridian Connections Inc.	8,578		
London Hydro Inc.	11,948		
Waterloo North Hydro Inc.	5,399		
Horizon Utilities Corporation	19,912		
Count	**14**	**3**	**3**
Average	**10,370.7**	**13,330.0**	**13,457.0**
Median	**7,234**	**4,749**	**4,690**
1st & 3rd quartiles	**5,148 & 11,106**	**3,398 & 18,972**	**3,378 & 19,153**
Range (min, max)	**1,967 to 32,944**	**2,046 to 33,195**	**2,066 to 33,615**

Medium Utilities	2010	2011	2012
Westario Power Inc.	2,429		2,484
Halton Hills Hydro Inc.	1,825	1,846	1,853
St. Thomas Energy Inc.	1,688	1,658	1,670
Lakeland Power Distribution Ltd	1,597	1,605	1,582
Orangeville Hydro Limited	1,199	1,090	1,126
Grimsby Power Incorporated		762	764
Festival Hydro Inc.	2,003		
Haldimand County Hydro Inc.	2,445		
Woodstock Hydro Services Inc.	1,305		
Peterborough Distribution Inc.	3,596		
Count	**9**	**5**	**6**
Average	**2,009.7**	**1,392.2**	**1,579.8**
Median	**1,825**	**1,605**	**1,626**
1st & 3rd quartiles	**1,597 & 2,429**	**1,090 & 1,658**	**1,240 & 1,807**
Range (min, max)	**1,199 to 3,596**	**762 to 1,846**	**764 to 2,484**

S215 Number of General Service Customers <50kW

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	394	382	
Count	**1**	**1**	**0**
Average	**394.0**	**382.0**	
Median	**394**	**382**	
1st & 3rd quartiles	**394 & 394**	**382 & 382**	
Range (min, max)	**394 to 394**	**382 to 382**	**to**
Totals over Large, Medium and Small Utility Classes			
Count	**24**	**9**	**9**
Average	**6,819.6**	**5,259.2**	**5,538.9**
Median	**4,143**	**1,658**	**1,853**
1st & 3rd quartiles	**1,932 & 7,629**	**1,090 & 2,046**	**1,582 & 2,484**
Range (min, max)	**394 to 32,944**	**382 to 33,195**	**764 to 33,615**

Notes:

S216 Number of General Service Customers <50kW That are With a Retailer

Large Utilities	2010	2011	2012
PowerStream Inc.	3,733	3,286	2,945
Hydro Ottawa Limited	2,042	2,107	1,878
Horizon Utilities Corporation	2,038	1,833	1,684
Hydro One Brampton Networks	1,283	1,162	1,117
Veridian Connections Inc.	1,001	1,083	981
London Hydro Inc.	1,431		976
Kitchener-Wilmot Hydro Inc.	645	649	625
EnWin Utilities Ltd.	689	612	549
Waterloo North Hydro Inc.	558	514	545
Oakville Hydro Electricity	540	480	503
Burlington Hydro Inc.	427	368	414
Cambridge and North Dumfries	459	388	345
Entegrus Powerlines Inc.	285	306	276
Whitby Hydro Electric	224	192	191
Count	**14**	**13**	**14**
Average	**1,096.8**	**998.5**	**930.6**
Median	**667**	**612**	**587**
1st & 3rd quartiles	**479 & 1,394**	**388 & 1,162**	**436 & 1,083**
Range (min, max)	**224 to 3,733**	**192 to 3,286**	**191 to 2,945**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	291	309	433
Westario Power Inc.	333		330
Festival Hydro Inc.	339	297	294
Peterborough Distribution Inc.	321		274
Brantford Power Inc.			249
Halton Hills Hydro Inc.	228	202	205
St. Thomas Energy Inc.	227	213	194
Lakeland Power Distribution Ltd	232	196	145
Woodstock Hydro Services Inc.	137	123	116
Orangeville Hydro Limited	123	114	114
Lakefront Utilities Inc.		106	104
Grimsby Power Incorporated		91	89

S216 Number of General Service Customers <50kW That are With a Retailer

Medium Utilities	2010	2011	2012
Count	9	9	12
Average	247.9	183.4	212.3
Median	232	196	200
1st & 3rd quartiles	227 & 321	114 & 213	116 & 279
Range (min, max)	123 to 339	91 to 309	89 to 433

Small Utilities	2010	2011	2012
Kenora Hydro Electric			134
Sioux Lookout Hydro Inc.	7	7	4
Count	1	1	2
Average	7.0	7.0	69.0
Median	7	7	69
1st & 3rd quartiles	7 & 7	7 & 7	37 & 102
Range (min, max)	7 to 7	7 to 7	4 to 134

Totals over Large, Medium and Small Utility Classes			
Count	24	23	28
Average	733.0	636.4	561.2
Median	383	309	312
1st & 3rd quartiles	231 & 767	194 & 631	180 & 568
Range (min, max)	7 to 3,733	7 to 3,286	4 to 2,945

Notes:

S298 Total Number of Hourly Ontario Energy Price (HOEP) General Service Customers <50kW

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.		652	643
London Hydro Inc.			25
Hydro One Brampton Networks		1	6
Waterloo North Hydro Inc.			3
Burlington Hydro Inc.		2	2
Horizon Utilities Corporation		1	1
Entegrus Powerlines Inc.			0
Oakville Hydro Electricity		3	
Count	**0**	**5**	**7**
Average		**131.8**	**97.1**
Median		**2**	**3**
1st & 3rd quartiles		**1 & 3**	**2 & 16**
Range (min, max)		**1 to 652**	**0 to 643**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.			10
Lakefront Utilities Inc.		5	
Count	**0**	**1**	**1**
Average		**5.0**	**10.0**
Median		**5**	**10**
1st & 3rd quartiles		**5 & 5**	**10 & 10**
Range (min, max)		**5 to 5**	**10 to 10**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			0
Count	**0**	**0**	**1**
Average			**0.0**
Median			**0**
1st & 3rd quartiles			**0 & 0**
Range (min, max)			**0 to 0**

S298 Total Number of Hourly Ontario Energy Price (HOEP) General Service Customers <50kW

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**6**	**9**
Average		**110.7**	**76.7**
Median		**3**	**3**
1st & 3rd quartiles			**1 & 10**
Range (min, max)		**1 to 652**	**0 to 643**

Notes:

S299 Total Number of Weighted Average Hourly Spot Market Price (WAHSP)
General Service Customers <50kW

Large Utilities	2010	2011	2012
Horizon Utilities Corporation		1,833	1,684
Hydro One Brampton Networks			20
Veridian Connections Inc.		3	3
Oakville Hydro Electricity			1
Entegrus Powerlines Inc.			0
Waterloo North Hydro Inc.		3	0
Burlington Hydro Inc.		6	
Kitchener-Wilmot Hydro Inc.		1,638	
Count	**0**	**5**	**6**
Average		**696.6**	**284.7**
Median		**6**	**2**
1st & 3rd quartiles		**3 & 1,638**	**0 & 16**
Range (min, max)		**3 to 1,833**	**0 to 1,684**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.		21	292
Woodstock Hydro Services Inc.		123	
Count	**0**	**2**	**1**
Average		**72.0**	**292.0**
Median		**72**	**292**
1st & 3rd quartiles		**47 & 98**	**292 & 292**
Range (min, max)		**21 to 123**	**292 to 292**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			0
Count	**0**	**0**	**1**
Average			**0.0**
Median			**0**
1st & 3rd quartiles			**0 & 0**
Range (min, max)			**0 to 0**

S299 Total Number of Weighted Average Hourly Spot Market Price (WAHSP)
General Service Customers <50kW

Totals over Large, Medium and Small Utility Classes			
Count	0	7	8
Average		518.1	250.0
Median		21	2
1st & 3rd quartiles			0 & 88
Range (min, max)		3 to 1,833	0 to 1,684

Notes:

S300 Total Number of General Service Customers <50kW Paying The Two-Tiered RPP Price

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.		6,377	7,082
Burlington Hydro Inc.		5,114	5,161
Oakville Hydro Electricity		4,034	3,972
Horizon Utilities Corporation		6,378	3,059
Hydro Ottawa Limited		4,521	2,695
Hydro One Brampton Networks		3,760	1,290
Veridian Connections Inc.		1,170	1,260
London Hydro Inc.			336
Entegrus Powerlines Inc.		150	96
Waterloo North Hydro Inc.		2,964	14
Kitchener-Wilmot Hydro Inc.		5,326	7
Count	**0**	**10**	**11**
Average		**3,979.4**	**2,270.2**
Median		**4,278**	**1,290**
1st & 3rd quartiles		**3,163 & 5,273**	**216 & 3,516**
Range (min, max)		**150 to 6,378**	**7 to 7,082**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.		1,726	1,489
Brantford Power Inc.			77
Haldimand County Hydro Inc.		386	73
Peterborough Distribution Inc.		3,302	13
Lakefront Utilities Inc.		409	12
Woodstock Hydro Services Inc.		48	7
Count	**0**	**5**	**6**
Average		**1,174.2**	**278.5**
Median		**409**	**43**
1st & 3rd quartiles		**386 & 1,726**	**12 & 76**
Range (min, max)		**48 to 3,302**	**7 to 1,489**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			6
Kenora Hydro Electric		1	1

S300 Total Number of General Service Customers <50kW Paying The Two-Tiered RPP Price

Small Utilities	2010	2011	2012
Count	0	1	2
Average		1.0	3.5
Median		1	4
1st & 3rd quartiles		1 & 1	2 & 5
Range (min, max)		1 to 1	1 to 6
Totals over Large, Medium and Small Utility Classes			
Count	0	16	19
Average		2,854.1	1,402.6
Median		3,133	96
1st & 3rd quartiles			13 & 2,092
Range (min, max)		1 to 6,378	1 to 7,082

Notes:

S301 Total Number of General Service Customers <50kW Paying The RPP Time of Use Price

Large Utilities	2010	2011	2012
Hydro Ottawa Limited		17,106	19,348
Horizon Utilities Corporation		11,769	13,514
London Hydro Inc.			10,721
Veridian Connections Inc.		7,390	7,562
Hydro One Brampton Networks		4,560	7,224
Kitchener-Wilmot Hydro Inc.			7,032
Waterloo North Hydro Inc.		2,468	5,486
Entegrus Powerlines Inc.		3,494	3,683
Oakville Hydro Electricity		1,094	1,612
Count	**0**	**7**	**9**
Average		**6,840.1**	**8,464.7**
Median		**4,560**	**7,224**
1st & 3rd quartiles		**2,981 & 9,580**	**5,486 & 10,721**
Range (min, max)		**1,094 to 17,106**	**1,612 to 19,348**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.			3,267
Brantford Power Inc.			2,409
Haldimand County Hydro Inc.		2,064	2,359
Woodstock Hydro Services Inc.		1,065	1,216
Lakefront Utilities Inc.		729	1,042
Festival Hydro Inc.			258
Count	**0**	**3**	**6**
Average		**1,286.0**	**1,758.5**
Median		**1,065**	**1,788**
1st & 3rd quartiles		**897 & 1,565**	**1,086 & 2,397**
Range (min, max)		**729 to 2,064**	**258 to 3,267**

Small Utilities	2010	2011	2012
Kenora Hydro Electric		747	748
Sioux Lookout Hydro Inc.			386
Count	**0**	**1**	**2**
Average		**747.0**	**567.0**
Median		**747**	**567**
1st & 3rd quartiles		**747 & 747**	**477 & 658**
Range (min, max)		**747 to 747**	**386 to 748**

S301 Total Number of General Service Customers <50kW Paying The RPP Time of Use Price

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**11**	**17**
Average		**4,771.5**	**5,168.6**
Median		**2,468**	**3,267**
1st & 3rd quartiles			**1,216 & 7,224**
Range (min, max)		**729 to 17,106**	**258 to 19,348**

Notes:

S217 Number of General Service Customers >=50kW up to 999kW

Large Utilities	2010	2011	2012
PowerStream Inc.	4,512	4,614	4,768
Cambridge and North Dumfries	707	740	733
Whitby Hydro Electric	419	370	378
London Hydro Inc.	1,584		
Entegrus Powerlines Inc.	385		
EnWin Utilities Ltd.	1,207		
Hydro Ottawa Limited	3,224		
Horizon Utilities Corporation	2,265		
Veridian Connections Inc.	973		
Kitchener-Wilmot Hydro Inc.	975		
Oakville Hydro Electricity	869		
Waterloo North Hydro Inc.	665		
Burlington Hydro Inc.	1,014		
Hydro One Brampton Networks	1,542		
Count	**14**	**3**	**3**
Average	**1,452.9**	**1,908.0**	**1,959.7**
Median	**995**	**740**	**733**
1st & 3rd quartiles	**748 & 1,574**	**555 & 2,677**	**556 & 2,751**
Range (min, max)	**385 to 4,512**	**370 to 4,614**	**378 to 4,768**

Medium Utilities	2010	2011	2012
Westario Power Inc.	277		259
St. Thomas Energy Inc.	194	194	195
Halton Hills Hydro Inc.	219	158	147
Orangeville Hydro Limited	126	131	123
Grimsby Power Incorporated		111	109
Lakeland Power Distribution Ltd	95	95	94
Festival Hydro Inc.	201		
Peterborough Distribution Inc.	385		
Woodstock Hydro Services Inc.	203		
Haldimand County Hydro Inc.	135		
Count	**9**	**5**	**6**
Average	**203.9**	**137.8**	**154.5**
Median	**201**	**131**	**135**
1st & 3rd quartiles	**135 & 219**	**111 & 158**	**113 & 183**
Range (min, max)	**95 to 385**	**95 to 194**	**94 to 259**

S217 Number of General Service Customers >=50kW up to 999kW

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	46	52	
Count	1	1	0
Average	46.0	52.0	
Median	46	52	
1st & 3rd quartiles	46 & 46	52 & 52	
Range (min, max)	46 to 46	52 to 52	to
Totals over Large, Medium and Small Utility Classes			
Count	24	9	9
Average	925.9	718.3	756.2
Median	542	158	195
1st & 3rd quartiles	203 & 1,062	111 & 370	123 & 378
Range (min, max)	46 to 4,512	52 to 4,614	94 to 4,768

Notes:

S218 Number of General Service Customers >=50kW up to 999kW That are With a Retailer

Large Utilities	2010	2011	2012
PowerStream Inc.	1,228	926	962
Hydro Ottawa Limited	692	581	631
Hydro One Brampton Networks	497	439	443
Horizon Utilities Corporation	481	426	440
Veridian Connections Inc.	264	260	253
London Hydro Inc.	365		251
EnWin Utilities Ltd.	269	222	217
Oakville Hydro Electricity	210	183	196
Burlington Hydro Inc.	227	184	193
Cambridge and North Dumfries	174	163	158
Waterloo North Hydro Inc.	169	146	132
Entegrus Powerlines Inc.	76	88	99
Whitby Hydro Electric	96	71	91
Kitchener-Wilmot Hydro Inc.	226	0	
Count	**14**	**13**	**13**
Average	**355.3**	**283.8**	**312.8**
Median	**246**	**184**	**217**
1st & 3rd quartiles	**183 & 452**	**146 & 426**	**158 & 440**
Range (min, max)	**76 to 1,228**	**0 to 926**	**91 to 962**

Medium Utilities	2010	2011	2012
Westario Power Inc.	86		113
Peterborough Distribution Inc.	69		93
Brantford Power Inc.			92
Festival Hydro Inc.	81	80	79
Haldimand County Hydro Inc.	41	46	61
Woodstock Hydro Services Inc.	73	44	44
Halton Hills Hydro Inc.	63	48	36
St. Thomas Energy Inc.	51	42	36
Orangeville Hydro Limited	33	30	33
Lakeland Power Distribution Ltd	42	37	31
Grimsby Power Incorporated		25	24

S218 Number of General Service Customers >=50kW up to 999kW That are With a Retailer

Medium Utilities	2010	2011	2012
Count	9	8	11
Average	59.9	44.0	58.4
Median	63	43	44
1st & 3rd quartiles	42 & 73	35 & 47	35 & 86
Range (min, max)	33 to 86	25 to 80	24 to 113

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0	0	2
Count	1	1	1
Average	0.0	0.0	2.0
Median	0	0	2
1st & 3rd quartiles	0 & 0	0 & 0	2 & 2
Range (min, max)	0 to 0	0 to 0	2 to 2

Totals over Large, Medium and Small Utility Classes			
Count	24	22	25
Average	229.7	183.7	188.4
Median	133	84	99
1st & 3rd quartiles	68 & 265	43 & 213	44 & 217
Range (min, max)	0 to 1,228	0 to 926	2 to 962

Notes:

S278 Number of General Service Customers >=1,000kW and <=4,999kW

Large Utilities	2010	2011	2012
PowerStream Inc.			38,383
Cambridge and North Dumfries	28	30	25
EnWin Utilities Ltd.	3		
Entegrus Powerlines Inc.	14		
Oakville Hydro Electricity	17		
Hydro One Brampton Networks	113		
Veridian Connections Inc.	25		
Hydro Ottawa Limited	122		
London Hydro Inc.	42		
Count	**8**	**1**	**2**
Average	**45.5**	**30.0**	**19,204.0**
Median	**27**	**30**	**19,204**
1st & 3rd quartiles	**16 & 60**	**30 & 30**	**9,615 & 28,794**
Range (min, max)	**3 to 122**	**30 to 30**	**25 to 38,383**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.		12	11
Lakeland Power Distribution Ltd	6	6	6
Haldimand County Hydro Inc.	10		
St. Thomas Energy Inc.		4	
Festival Hydro Inc.	19		
Count	**3**	**3**	**2**
Average	**11.7**	**7.3**	**8.5**
Median	**10**	**6**	**9**
1st & 3rd quartiles	**8 & 15**	**5 & 9**	**7 & 10**
Range (min, max)	**6 to 19**	**4 to 12**	**6 to 11**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2		
Count	**1**	**0**	**0**
Average	**2.0**		
Median	**2**		
1st & 3rd quartiles	**2 & 2**		
Range (min, max)	**2 to 2**		**to**

S278 Number of General Service Customers >=1,000kW and <=4,999kW

Totals over Large, Medium and Small Utility Classes			
Count	12	4	4
Average	33.4	13.0	9,606.3
Median	18	9	18
1st & 3rd quartiles	9 & 32	6 & 17	10 & 9,615
Range (min, max)	2 to 122	4 to 30	6 to 38,383

Notes:

S279 Number of General Service Customers >=1,000kW and <=4,999kW That Are With a Retailer

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.		0	216
Hydro One Brampton Networks	29	27	27
London Hydro Inc.	8		8
Hydro Ottawa Limited	13	75	8
Cambridge and North Dumfries	4	3	4
Veridian Connections Inc.	4	4	3
Oakville Hydro Electricity	6	2	1
PowerStream Inc.			0
Entegrus Powerlines Inc.	3	0	0
EnWin Utilities Ltd.	0	0	0
Count	**8**	**8**	**10**
Average	**8.4**	**13.9**	**26.7**
Median	**5**	**3**	**4**
1st & 3rd quartiles	**4 & 9**	**0 & 10**	**0 & 8**
Range (min, max)	**0 to 29**	**0 to 75**	**0 to 216**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		28	35
Festival Hydro Inc.	2	3	3
Halton Hills Hydro Inc.		0	3
Woodstock Hydro Services Inc.			2
Haldimand County Hydro Inc.	0	1	1
Lakeland Power Distribution Ltd	1	0	0
St. Thomas Energy Inc.		2	
Count	**3**	**6**	**6**
Average	**1.0**	**5.7**	**7.3**
Median	**1**	**2**	**3**
1st & 3rd quartiles	**1 & 2**	**0 & 3**	**1 & 3**
Range (min, max)	**0 to 2**	**0 to 28**	**0 to 35**

Small Utilities	2010	2011	2012
Kenora Hydro Electric			17
Sioux Lookout Hydro Inc.	0		

S279 Number of General Service Customers >=1,000kW and <=4,999kW That Are With a Retailer

Small Utilities	2010	2011	2012
Count	1	0	1
Average	0.0		17.0
Median	0		17
1st & 3rd quartiles	0 & 0		17 & 17
Range (min, max)	0 to 0		17 to 17
Totals over Large, Medium and Small Utility Classes			
Count	12	14	17
Average	5.8	10.4	19.3
Median	4	2	3
1st & 3rd quartiles	1 & 7	0 & 4	1 & 8
Range (min, max)	0 to 29	0 to 75	0 to 216

Notes:

S302 Total Number of Hourly Ontario Energy Price (HOEP) General Service Customers >=50kW <= 4,999kW

Large Utilities	2010	2011	2012
Hydro Ottawa Limited		2,378	2,309
Horizon Utilities Corporation		1,175	1,168
London Hydro Inc.			1,081
Kitchener-Wilmot Hydro Inc.		695	659
Oakville Hydro Electricity		490	504
Entegrus Powerlines Inc.		276	465
Hydro One Brampton Networks		1,165	422
Veridian Connections Inc.		331	290
Burlington Hydro Inc.		265	220
EnWin Utilities Ltd.		150	137
Waterloo North Hydro Inc.		25	27
Count	**0**	**10**	**11**
Average		**695.0**	**662.0**
Median		**411**	**465**
1st & 3rd quartiles		**268 & 1,048**	**255 & 870**
Range (min, max)		**25 to 2,378**	**27 to 2,309**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			236
Peterborough Distribution Inc.		223	202
Woodstock Hydro Services Inc.		103	107
Lakefront Utilities Inc.		84	102
Haldimand County Hydro Inc.		59	57
Festival Hydro Inc.		97	43
Count	**0**	**5**	**6**
Average		**113.2**	**124.5**
Median		**97**	**105**
1st & 3rd quartiles		**84 & 103**	**68 & 178**
Range (min, max)		**59 to 223**	**43 to 236**

Small Utilities	2010	2011	2012
Kenora Hydro Electric		3	3
Sioux Lookout Hydro Inc.			1

S302 Total Number of Hourly Ontario Energy Price (HOEP) General Service Customers >=50kW <= 4,999kW

Small Utilities	2010	2011	2012
Count	0	1	2
Average		3.0	2.0
Median		3	2
1st & 3rd quartiles		3 & 3	2 & 3
Range (min, max)		3 to 3	1 to 3
Totals over Large, Medium and Small Utility Classes			
Count	0	16	19
Average		469.9	422.8
Median		244	220
1st & 3rd quartiles			80 & 485
Range (min, max)		3 to 2,378	1 to 2,309

Notes:

S303 Total Number of Weighted Average Hourly Spot Market Price (WAHSP)
General Service Customers >=50kW <= 4,999kW

Large Utilities	2010	2011	2012
Hydro One Brampton Networks			750
Waterloo North Hydro Inc.		428	442
Horizon Utilities Corporation		426	440
EnWin Utilities Ltd.		466	395
Burlington Hydro Inc.		374	298
Veridian Connections Inc.		280	296
Entegrus Powerlines Inc.			0
Count	**0**	**5**	**7**
Average		**394.8**	**374.4**
Median		**426**	**395**
1st & 3rd quartiles		**374 & 428**	**297 & 441**
Range (min, max)		**280 to 466**	**0 to 750**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.		102	93
Festival Hydro Inc.		26	57
Haldimand County Hydro Inc.		52	51
Woodstock Hydro Services Inc.		55	45
Count	**0**	**4**	**4**
Average		**58.8**	**61.5**
Median		**54**	**54**
1st & 3rd quartiles		**46 & 67**	**50 & 66**
Range (min, max)		**26 to 102**	**45 to 93**

Small Utilities	2010	2011	2012
Kenora Hydro Electric		67	43
Sioux Lookout Hydro Inc.			36
Count	**0**	**1**	**2**
Average		**67.0**	**39.5**
Median		**67**	**40**
1st & 3rd quartiles		**67 & 67**	**38 & 41**
Range (min, max)		**67 to 67**	**36 to 43**

S303 Total Number of Weighted Average Hourly Spot Market Price (WAHSP)
General Service Customers >=50kW <= 4,999kW

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**10**	**13**
Average		**227.6**	**226.6**
Median		**191**	**93**
1st & 3rd quartiles			**45 & 395**
Range (min, max)		**26 to 466**	**0 to 750**

Notes:

S304 Total Number of General Service Customers >=50kW <= 4,999kW Paying the Two-Tiered RPP Price

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.		337	653
Horizon Utilities Corporation		566	566
Veridian Connections Inc.		181	498
Burlington Hydro Inc.		356	486
Hydro One Brampton Networks		469	475
Hydro Ottawa Limited		431	467
Oakville Hydro Electricity		218	405
London Hydro Inc.			309
Kitchener-Wilmot Hydro Inc.		260	285
Waterloo North Hydro Inc.		215	201
Entegrus Powerlines Inc.		141	128
Count	**0**	**10**	**11**
Average		**317.4**	**406.6**
Median		**299**	**467**
1st & 3rd quartiles		**216 & 412**	**297 & 492**
Range (min, max)		**141 to 566**	**128 to 653**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.		0	96
Lakefront Utilities Inc.		47	56
Haldimand County Hydro Inc.		37	47
Festival Hydro Inc.		25	40
Woodstock Hydro Services Inc.		33	35
Count	**0**	**5**	**5**
Average		**28.4**	**54.8**
Median		**33**	**47**
1st & 3rd quartiles		**25 & 37**	**40 & 56**
Range (min, max)		**0 to 47**	**35 to 96**

Small Utilities	2010	2011	2012
Kenora Hydro Electric			21
Sioux Lookout Hydro Inc.			16
Count	**0**	**0**	**2**
Average			**18.5**
Median			**19**
1st & 3rd quartiles			**17 & 20**
Range (min, max)			**16 to 21**

S304 Total Number of General Service Customers >=50kW <= 4,999kW Paying the Two-Tiered RPP Price

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**15**	**18**
Average		**221.1**	**265.8**
Median		**215**	**243**
1st & 3rd quartiles			**49 & 473**
Range (min, max)		**0 to 566**	**16 to 653**

Notes:

S305 Total Number of General Service Customers >=50kW <= 4,999kW Paying The RPP Time of Use Price

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.			0
Waterloo North Hydro Inc.			0
Hydro One Brampton Networks		1	
Count	**0**	**1**	**2**
Average		**1.0**	**0.0**
Median		**1**	**0**
1st & 3rd quartiles		**1 & 1**	**0 & 0**
Range (min, max)		**1 to 1**	**0 to 0**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			93
Count	**0**	**0**	**1**
Average			**93.0**
Median			**93**
1st & 3rd quartiles			**93 & 93**
Range (min, max)			**93 to 93**

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**1**	**3**
Average		**1.0**	**31.0**
Median		**1**	**0**
1st & 3rd quartiles			**0 & 47**
Range (min, max)		**1 to 1**	**0 to 93**

Notes:

S33 Number of General Service Customers <50kW to <=4,999kW

Large Utilities	2010	2011	2012
PowerStream Inc.	37,456	37,809	76,766
Hydro Ottawa Limited	26,894	24,436	24,819
Horizon Utilities Corporation	22,177	22,148	20,432
London Hydro Inc.	13,574		12,472
Hydro One Brampton Networks	9,630	9,956	10,187
Veridian Connections Inc.	9,576	9,355	9,909
Kitchener-Wilmot Hydro Inc.	8,488	8,571	8,626
EnWin Utilities Ltd.	8,165	7,330	8,267
Oakville Hydro Electricity	6,435	5,839	6,494
Waterloo North Hydro Inc.	6,064	6,103	6,173
Burlington Hydro Inc.	6,078	6,117	6,167
Cambridge and North Dumfries	5,425	5,519	5,448
Entegrus Powerlines Inc.	3,547	4,061	4,372
Whitby Hydro Electric	2,386	2,416	2,444
Count	**14**	**13**	**14**
Average	**11,849.6**	**11,512.3**	**14,469.7**
Median	**8,327**	**7,330**	**8,447**
1st & 3rd quartiles	**6,068 & 12,588**	**5,839 & 9,956**	**6,169 & 11,901**
Range (min, max)	**2,386 to 37,456**	**2,416 to 37,809**	**2,444 to 76,766**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	3,981	3,648	3,963
Brantford Power Inc.			2,815
Westario Power Inc.	2,706		2,743
Haldimand County Hydro Inc.	2,590	2,598	2,597
Halton Hills Hydro Inc.	2,044	2,016	2,011
Festival Hydro Inc.	2,223	1,874	1,887
St. Thomas Energy Inc.	1,882	1,856	1,865
Lakeland Power Distribution Ltd	1,698	1,706	1,682
Woodstock Hydro Services Inc.	1,508	1,427	1,410
Orangeville Hydro Limited	1,325	1,221	1,249
Lakefront Utilities Inc.		1,274	1,212
Grimsby Power Incorporated		873	873

S33 Number of General Service Customers <50kW to <=4,999kW

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2,217.4	1,849.3	2,025.6
Median	2,044	1,781	1,876
1st & 3rd quartiles	1,698 & 2,590	1,312 & 1,981	1,370 & 2,634
Range (min, max)	1,325 to 3,981	873 to 3,648	873 to 3,963

Small Utilities	2010	2011	2012
Kenora Hydro Electric		818	816
Sioux Lookout Hydro Inc.	442	434	445
Count	1	2	2
Average	442.0	626.0	630.5
Median	442	626	631
1st & 3rd quartiles	442 & 442	530 & 722	538 & 723
Range (min, max)	442 to 442	434 to 818	445 to 816

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	7,762.3	6,776.2	8,148.0
Median	4,703	3,648	3,389
1st & 3rd quartiles	2,178 & 8,760	1,706 & 7,330	1,819 & 8,357
Range (min, max)	442 to 37,456	434 to 37,809	445 to 76,766

Notes:

S201 Total Number of General Service Customers <50kW to <=4,999kW That Are With a Retailer

Large Utilities	2010	2011	2012
PowerStream Inc.	4,961	4,212	3,907
Hydro Ottawa Limited	2,747	2,763	2,517
Horizon Utilities Corporation	2,519	2,259	2,124
Hydro One Brampton Networks	1,809	1,628	1,587
Veridian Connections Inc.	1,269	1,347	1,237
London Hydro Inc.	1,804		1,235
Kitchener-Wilmot Hydro Inc.	871	649	841
EnWin Utilities Ltd.	958	834	766
Oakville Hydro Electricity	756	665	700
Waterloo North Hydro Inc.	727	660	677
Burlington Hydro Inc.	654	552	607
Cambridge and North Dumfries	637	554	507
Entegrus Powerlines Inc.	364	394	375
Whitby Hydro Electric	320	263	282
Count	**14**	**13**	**14**
Average	**1,456.9**	**1,290.8**	**1,240.1**
Median	**915**	**665**	**804**
1st & 3rd quartiles	**672 & 1,808**	**554 & 1,628**	**625 & 1,500**
Range (min, max)	**320 to 4,961**	**263 to 4,212**	**282 to 3,907**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	332	356	495
Westario Power Inc.	419		443
Festival Hydro Inc.	422	380	376
Peterborough Distribution Inc.	390	0	367
Brantford Power Inc.			341
Halton Hills Hydro Inc.	291	250	244
St. Thomas Energy Inc.	278	257	230
Lakeland Power Distribution Ltd	275	233	176
Woodstock Hydro Services Inc.	210	167	162
Orangeville Hydro Limited	156	144	147
Lakefront Utilities Inc.		134	139
Grimsby Power Incorporated		116	113

S201 Total Number of General Service Customers <50kW to <=4,999kW That Are With a Retailer

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	308.1	203.7	269.4
Median	291	200	237
1st & 3rd quartiles	275 & 390	137 & 255	158 & 369
Range (min, max)	156 to 422	0 to 380	113 to 495

Small Utilities	2010	2011	2012
Kenora Hydro Electric		0	151
Sioux Lookout Hydro Inc.	7	7	6
Count	1	2	2
Average	7.0	3.5	78.5
Median	7	4	79
1st & 3rd quartiles	7 & 7	2 & 5	42 & 115
Range (min, max)	7 to 7	0 to 7	6 to 151

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	965.7	753.0	741.1
Median	530	380	410
1st & 3rd quartiles	313 & 1,036	167 & 665	217 & 785
Range (min, max)	7 to 4,961	0 to 4,212	6 to 3,907

Notes:

S34 Number of Large User Customers >5,000kW

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	2	3	3
PowerStream Inc.	1	1	2
Veridian Connections Inc.	5		
EnWin Utilities Ltd.	10		
London Hydro Inc.	3		
Hydro One Brampton Networks	6		
Hydro Ottawa Limited	12		
Horizon Utilities Corporation	13		
Waterloo North Hydro Inc.	1		
Kitchener-Wilmot Hydro Inc.	1		
Count	**10**	**2**	**2**
Average	**5.4**	**2.0**	**2.5**
Median	**4**	**2**	**3**
1st & 3rd quartiles	**1 & 9**	**2 & 3**	**2 & 3**
Range (min, max)	**1 to 13**	**1 to 3**	**2 to 3**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	1		
St. Thomas Energy Inc.	0		
Peterborough Distribution Inc.	2		
Count	**3**	**0**	**0**
Average	**1.0**		
Median	**1**		
1st & 3rd quartiles	**1 & 2**		
Range (min, max)	**0 to 2**		**to**

Totals over Large, Medium and Small Utility Classes			
Count	**13**	**2**	**2**
Average	**4.4**	**2.0**	**2.5**
Median	**2**	**2**	**3**
1st & 3rd quartiles	**1 & 6**	**2 & 3**	**2 & 3**
Range (min, max)	**0 to 13**	**1 to 3**	**2 to 3**

Notes:

S202 Number of Large User Customers >5,000 kW, That Are With a Retailer

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	0	0	1
London Hydro Inc.	1		1
Hydro Ottawa Limited	0	0	1
Hydro One Brampton Networks	1	1	1
Kitchener-Wilmot Hydro Inc.	0	0	1
Entegrus Powerlines Inc.		0	0
Cambridge and North Dumfries	1	0	0
Waterloo North Hydro Inc.	1	1	0
EnWin Utilities Ltd.	1	1	0
PowerStream Inc.			0
Veridian Connections Inc.	0	0	0
Count	**9**	**9**	**11**
Average	**0.6**	**0.3**	**0.5**
Median	**1**	**0**	**0**
1st & 3rd quartiles	**0 & 1**	**0 & 1**	**0 & 1**
Range (min, max)	**0 to 1**	**0 to 1**	**0 to 1**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	0		1
Festival Hydro Inc.	0	0	0
Lakefront Utilities Inc.		1	0
St. Thomas Energy Inc.	0		
Count	**3**	**2**	**3**
Average	**0.0**	**0.5**	**0.3**
Median	**0**	**1**	**0**
1st & 3rd quartiles	**0 & 0**	**0 & 1**	**0 & 1**
Range (min, max)	**0 to 0**	**0 to 1**	**0 to 1**

S202 Number of Large User Customers >5,000 kW, That Are With a Retailer

Totals over Large, Medium and Small Utility Classes			
Count	12	11	14
Average	0.4	0.4	0.4
Median	0	0	0
1st & 3rd quartiles	0 & 1	0 & 1	0 & 1
Range (min, max)	0 to 1	0 to 1	0 to 1

Notes:

S306 Total Number of Hourly Ontario Energy Price (HOEP) Large User Customers >5,000kW

Large Utilities	2010	2011	2012
Hydro Ottawa Limited		11	10
EnWin Utilities Ltd.		5	9
Horizon Utilities Corporation		11	7
Hydro One Brampton Networks		6	6
London Hydro Inc.			2
Kitchener-Wilmot Hydro Inc.		2	2
Entegrus Powerlines Inc.		1	1
Waterloo North Hydro Inc.		1	1
Count	**0**	**7**	**8**
Average		**5.3**	**4.8**
Median		**5**	**4**
1st & 3rd quartiles		**2 & 9**	**2 & 8**
Range (min, max)		**1 to 11**	**1 to 10**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.		2	2
Festival Hydro Inc.		1	1
Lakefront Utilities Inc.		1	1
Count	**0**	**3**	**3**
Average		**1.3**	**1.3**
Median		**1**	**1**
1st & 3rd quartiles		**1 & 2**	**1 & 2**
Range (min, max)		**1 to 2**	**1 to 2**

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**10**	**11**
Average		**4.1**	**3.8**
Median		**2**	**2**
1st & 3rd quartiles			**1 & 7**
Range (min, max)		**1 to 11**	**1 to 10**

Notes:

S307 Total Number of Weighted Average Hourly Spot Market Price (WAHSP)
Large User Customers >5,000kW

Large Utilities	2010	2011	2012
Veridian Connections Inc.		4	4
Horizon Utilities Corporation			1
Entegrus Powerlines Inc.			0
Count	**0**	**1**	**3**
Average		**4.0**	**1.7**
Median		**4**	**1**
1st & 3rd quartiles		**4 & 4**	**1 & 3**
Range (min, max)		**4 to 4**	**0 to 4**
Totals over Large, Medium and Small Utility Classes			
Count	**0**	**1**	**3**
Average		**4.0**	**1.7**
Median		**4**	**1**
1st & 3rd quartiles			**1 & 3**
Range (min, max)		**4 to 4**	**0 to 4**

Notes:

S308 Total Number of Large User Customers >5,000kW Paying The Two-Tiered RPP Price

Large Utilities	2010	2011	2012
Horizon Utilities Corporation			3
Entegrus Powerlines Inc.			0
Count	**0**	**0**	**2**
Average			**1.5**
Median			**2**
1st & 3rd quartiles			**1 & 2**
Range (min, max)			**0 to 3**
Totals over Large, Medium and Small Utility Classes			
Count	**0**	**0**	**2**
Average			**1.5**
Median			**2**
1st & 3rd quartiles			**1 & 2**
Range (min, max)			**0 to 3**

Notes:

S309 Total Number of Large User Customers >5,000kW Customers Paying The RPP Time of Use Price

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.			0
Count	**0**	**0**	**1**
Average			**0.0**
Median			**0**
1st & 3rd quartiles			**0 & 0**
Range (min, max)			**0 to 0**
Totals over Large, Medium and Small Utility Classes			
Count	**0**	**0**	**1**
Average			**0.0**
Median			**0**
1st & 3rd quartiles			**0 & 0**
Range (min, max)			**0 to 0**

Notes:

S35 Number of Street Lighting Customers

Large Utilities	2010	2011	2012
PowerStream Inc.	52	43	44
Cambridge and North Dumfries	8	8	8
Whitby Hydro Electric	1	1	1
Veridian Connections Inc.	9		
London Hydro Inc.	1		
EnWin Utilities Ltd.	2		
Entegrus Powerlines Inc.	1		
Burlington Hydro Inc.	3	3	
Waterloo North Hydro Inc.	6		
Hydro Ottawa Limited	8	8	
Horizon Utilities Corporation	4		
Oakville Hydro Electricity	3		
Hydro One Brampton Networks	2		
Kitchener-Wilmot Hydro Inc.	6		
Count	**14**	**5**	**3**
Average	**7.6**	**12.6**	**17.7**
Median	**4**	**8**	**8**
1st & 3rd quartiles	**2 & 8**	**3 & 8**	**5 & 26**
Range (min, max)	**1 to 52**	**1 to 43**	**1 to 44**

Medium Utilities	2010	2011	2012
Westario Power Inc.	10		11
Lakeland Power Distribution Ltd	7	7	7
Orangeville Hydro Limited	5	5	5
St. Thomas Energy Inc.	3	3	3
Grimsby Power Incorporated		2	2
Halton Hills Hydro Inc.	1	1	1
Peterborough Distribution Inc.	4		
Haldimand County Hydro Inc.	3		
Woodstock Hydro Services Inc.	3		
Festival Hydro Inc.	11		
Count	**9**	**5**	**6**
Average	**5.2**	**3.6**	**4.8**
Median	**4**	**3**	**4**
1st & 3rd quartiles	**3 & 7**	**2 & 5**	**2 & 7**
Range (min, max)	**1 to 11**	**1 to 7**	**1 to 11**

S35 Number of Street Lighting Customers

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2	2	
Count	**1**	**1**	**0**
Average	**2.0**	**2.0**	
Median	**2**	**2**	
1st & 3rd quartiles	**2 & 2**	**2 & 2**	
Range (min, max)	**2 to 2**	**2 to 2**	**to**
Totals over Large, Medium and Small Utility Classes			
Count	**24**	**11**	**9**
Average	**6.5**	**7.5**	**9.1**
Median	**4**	**3**	**5**
1st & 3rd quartiles	**2 & 7**	**2 & 8**	**2 & 8**
Range (min, max)	**1 to 52**	**1 to 43**	**1 to 44**

Notes:

S203 Number of Street Lighting Customers That Are With a Retailer

Large Utilities	2010	2011	2012
PowerStream Inc.	3	5	5
Cambridge and North Dumfries	5	5	5
Veridian Connections Inc.	3	2	2
Oakville Hydro Electricity	3	2	2
Kitchener-Wilmot Hydro Inc.	2	1	1
Hydro Ottawa Limited	0	1	1
Hydro One Brampton Networks	2	2	1
Waterloo North Hydro Inc.	0	0	0
Whitby Hydro Electric	1	0	0
Entegrus Powerlines Inc.	0	0	0
EnWin Utilities Ltd.	1	0	0
Burlington Hydro Inc.	2		0
Horizon Utilities Corporation	0	0	
London Hydro Inc.	1		
Count	**14**	**12**	**12**
Average	**1.6**	**1.5**	**1.4**
Median	**2**	**1**	**1**
1st & 3rd quartiles	**0 & 3**	**0 & 2**	**0 & 2**
Range (min, max)	**0 to 5**	**0 to 5**	**0 to 5**

Medium Utilities	2010	2011	2012
Westario Power Inc.	5		6
Festival Hydro Inc.	5	5	4
Lakefront Utilities Inc.		1	2
Grimsby Power Incorporated		1	1
Haldimand County Hydro Inc.	0		1
Lakeland Power Distribution Ltd	2	2	1
Peterborough Distribution Inc.	0		1
Woodstock Hydro Services Inc.	2	1	1
Halton Hills Hydro Inc.	1	0	0
Orangeville Hydro Limited	0	0	0
St. Thomas Energy Inc.	1	0	0

S203 Number of Street Lighting Customers That Are With a Retailer

Medium Utilities	2010	2011	2012
Count	9	8	11
Average	1.8	1.3	1.5
Median	1	1	1
1st & 3rd quartiles	0 & 2	0 & 1	1 & 2
Range (min, max)	0 to 5	0 to 5	0 to 6

Small Utilities	2010	2011	2012
Kenora Hydro Electric			1
Sioux Lookout Hydro Inc.	0	0	0
Count	1	1	2
Average	0.0	0.0	0.5
Median	0	0	1
1st & 3rd quartiles	0 & 0	0 & 0	0 & 1
Range (min, max)	0 to 0	0 to 0	0 to 1

Totals over Large, Medium and Small Utility Classes			
Count	24	21	25
Average	1.6	1.3	1.4
Median	1	1	1
1st & 3rd quartiles	0 & 2	0 & 2	0 & 2
Range (min, max)	0 to 5	0 to 5	0 to 6

Notes:

S310 Total Number of Hourly Ontario Energy Price (HOEP) Street Lighting Customers

Large Utilities	2010	2011	2012
Hydro Ottawa Limited		8	7
Entegrus Powerlines Inc.		6	6
Kitchener-Wilmot Hydro Inc.		5	5
Horizon Utilities Corporation			2
London Hydro Inc.			1
Waterloo North Hydro Inc.		1	1
EnWin Utilities Ltd.		1	1
Oakville Hydro Electricity		1	1
Count	**0**	**6**	**8**
Average		**3.7**	**3.0**
Median		**3**	**2**
1st & 3rd quartiles		**1 & 6**	**1 & 5**
Range (min, max)		**1 to 8**	**1 to 7**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.		4	4
Woodstock Hydro Services Inc.		1	2
Lakefront Utilities Inc.		2	2
Brantford Power Inc.			1
Haldimand County Hydro Inc.		1	1
Count	**0**	**4**	**5**
Average		**2.0**	**2.0**
Median		**2**	**2**
1st & 3rd quartiles		**1 & 3**	**1 & 2**
Range (min, max)		**1 to 4**	**1 to 4**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			1
Count	**0**	**0**	**1**
Average			**1.0**
Median			**1**
1st & 3rd quartiles			**1 & 1**
Range (min, max)			**1 to 1**

S310 Total Number of Hourly Ontario Energy Price (HOEP) Street Lighting Customers

Totals over Large, Medium and Small Utility Classes			
Count	0	10	14
Average		3.0	2.5
Median		2	2
1st & 3rd quartiles			1 & 4
Range (min, max)		1 to 8	1 to 7

Notes:

S311 Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Street Lighting Customers

Large Utilities	2010	2011	2012
Veridian Connections Inc.		7	7
Burlington Hydro Inc.		2	3
Waterloo North Hydro Inc.		3	3
Hydro One Brampton Networks			2
Entegrus Powerlines Inc.			0
Count	**0**	**3**	**5**
Average		**4.0**	**3.0**
Median		**3**	**3**
1st & 3rd quartiles		**3 & 5**	**2 & 3**
Range (min, max)		**2 to 7**	**0 to 7**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.			3
Woodstock Hydro Services Inc.		1	
Count	**0**	**1**	**1**
Average		**1.0**	**3.0**
Median		**1**	**3**
1st & 3rd quartiles		**1 & 1**	**3 & 3**
Range (min, max)		**1 to 1**	**3 to 3**

Small Utilities	2010	2011	2012
Kenora Hydro Electric			1
Count	**0**	**0**	**1**
Average			**1.0**
Median			**1**
1st & 3rd quartiles			**1 & 1**
Range (min, max)			**1 to 1**

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**4**	**7**
Average		**3.3**	**2.7**
Median		**3**	**3**
1st & 3rd quartiles			**2 & 3**
Range (min, max)		**1 to 7**	**0 to 7**

Notes:

S312 Total Number of Street Lighting Customers Paying The Two-Tiered RPP Price

Large Utilities	2010	2011	2012
Veridian Connections Inc.		2	2
Horizon Utilities Corporation		4	2
Waterloo North Hydro Inc.		2	2
Kitchener-Wilmot Hydro Inc.		1	1
EnWin Utilities Ltd.		1	1
Entegrus Powerlines Inc.			0
Burlington Hydro Inc.		1	
Count	**0**	**6**	**6**
Average		**1.8**	**1.3**
Median		**2**	**2**
1st & 3rd quartiles		**1 & 2**	**1 & 2**
Range (min, max)		**1 to 4**	**0 to 2**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.		11	9
Haldimand County Hydro Inc.		2	2
Woodstock Hydro Services Inc.		1	1
Count	**0**	**3**	**3**
Average		**4.7**	**4.0**
Median		**2**	**2**
1st & 3rd quartiles		**2 & 7**	**2 & 6**
Range (min, max)		**1 to 11**	**1 to 9**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			1
Count	**0**	**0**	**1**
Average			**1.0**
Median			**1**
1st & 3rd quartiles			**1 & 1**
Range (min, max)			**1 to 1**

S312 Total Number of Street Lighting Customers Paying The Two-Tiered RPP Price

Totals over Large, Medium and Small Utility Classes			
Count	0	9	10
Average		2.8	2.1
Median		2	2
1st & 3rd quartiles			1 & 2
Range (min, max)		1 to 11	0 to 9

Notes:

S313 Total Number of Street Lighting Customers Paying The RPP Time of Use Price

Large Utilities	2010	2011	2012
Oakville Hydro Electricity			2
Entegrus Powerlines Inc.			0
Hydro One Brampton Networks		2	
Count	**0**	**1**	**2**
Average		**2.0**	**1.0**
Median		**2**	**1**
1st & 3rd quartiles		**2 & 2**	**1 & 2**
Range (min, max)		**2 to 2**	**0 to 2**
Totals over Large, Medium and Small Utility Classes			
Count	**0**	**1**	**2**
Average		**2.0**	**1.0**
Median		**2**	**1**
1st & 3rd quartiles			**1 & 2**
Range (min, max)		**2 to 2**	**0 to 2**

Notes:

S156 Number of Sentinel Lighting Customers

Large Utilities	2010	2011	2012
PowerStream Inc.	129	120	115
Whitby Hydro Electric	34	32	32
Veridian Connections Inc.	292		
Entegrus Powerlines Inc.	43		
Hydro Ottawa Limited	70		
Oakville Hydro Electricity	27		
London Hydro Inc.	259		
EnWin Utilities Ltd.	311		
Horizon Utilities Corporation	211		
Count	**9**	**2**	**2**
Average	**152.9**	**76.0**	**73.5**
Median	**129**	**76**	**74**
1st & 3rd quartiles	**43 & 259**	**54 & 98**	**53 & 94**
Range (min, max)	**27 to 311**	**32 to 120**	**32 to 115**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	163	185	183
St. Thomas Energy Inc.	50	22	51
Lakeland Power Distribution Ltd	45	45	44
Orangeville Hydro Limited	46	37	38
Westario Power Inc.	6		6
Haldimand County Hydro Inc.	491		
Festival Hydro Inc.	64		
Peterborough Distribution Inc.	154		
Count	**8**	**4**	**5**
Average	**127.4**	**72.3**	**64.4**
Median	**57**	**41**	**44**
1st & 3rd quartiles	**46 & 156**	**33 & 80**	**38 & 51**
Range (min, max)	**6 to 491**	**22 to 185**	**6 to 183**

S156 Number of Sentinel Lighting Customers

Totals over Large, Medium and Small Utility Classes			
Count	17	6	7
Average	140.9	73.5	67.0
Median	70	41	44
1st & 3rd quartiles	45 & 211	33 & 101	35 & 83
Range (min, max)	6 to 491	22 to 185	6 to 183

Notes:

S280 Number of Sentinel Lighting Customers That Are With a Retailer

Large Utilities	2010	2011	2012
Veridian Connections Inc.	52	31	25
Entegrus Powerlines Inc.	26	26	25
EnWin Utilities Ltd.	20	16	15
London Hydro Inc.	24		6
PowerStream Inc.		0	3
Horizon Utilities Corporation	7	6	2
Whitby Hydro Electric			0
Hydro Ottawa Limited	0	0	0
Oakville Hydro Electricity	0		
Count	**7**	**6**	**8**
Average	**18.4**	**13.2**	**9.5**
Median	**20**	**11**	**5**
1st & 3rd quartiles	**4 & 25**	**2 & 24**	**2 & 18**
Range (min, max)	**0 to 52**	**0 to 31**	**0 to 25**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	27	82	83
Peterborough Distribution Inc.	8		43
Halton Hills Hydro Inc.	25	17	18
Orangeville Hydro Limited	1	3	1
Lakefront Utilities Inc.		0	1
Westario Power Inc.	0		1
Brantford Power Inc.			0
St. Thomas Energy Inc.	3	3	0
Festival Hydro Inc.	0	14	0
Lakeland Power Distribution Ltd		0	0
Count	**7**	**7**	**10**
Average	**9.1**	**17.0**	**14.7**
Median	**3**	**3**	**1**
1st & 3rd quartiles	**1 & 17**	**2 & 16**	**0 & 14**
Range (min, max)	**0 to 27**	**0 to 82**	**0 to 83**

S280 Number of Sentinel Lighting Customers That Are With a Retailer

Totals over Large, Medium and Small Utility Classes			
Count	14	13	18
Average	13.8	15.2	12.4
Median	8	6	2
1st & 3rd quartiles	0 & 25	0 & 17	0 & 17
Range (min, max)	0 to 52	0 to 82	0 to 83

Notes:

S314 Total Number of Hourly Ontario Energy Price (HOEP) Sentinel Lighting Customers

Large Utilities	2010	2011	2012
Veridian Connections Inc.		12	9
London Hydro Inc.			2
Entegrus Powerlines Inc.			0
Count	**0**	**1**	**3**
Average		**12.0**	**3.7**
Median		**12**	**2**
1st & 3rd quartiles		**12 & 12**	**1 & 6**
Range (min, max)		**12 to 12**	**0 to 9**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			37
Count	**0**	**0**	**1**
Average			**37.0**
Median			**37**
1st & 3rd quartiles			**37 & 37**
Range (min, max)			**37 to 37**

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**1**	**4**
Average		**12.0**	**12.0**
Median		**12**	**6**
1st & 3rd quartiles			**2 & 16**
Range (min, max)		**12 to 12**	**0 to 37**

Notes:

S315 Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Sentinel Lighting Customers

Large Utilities	2010	2011	2012
Horizon Utilities Corporation		6	2
Entegrus Powerlines Inc.			0
PowerStream Inc.		1	
Count	**0**	**2**	**2**
Average		**3.5**	**1.0**
Median		**4**	**1**
1st & 3rd quartiles		**2 & 5**	**1 & 2**
Range (min, max)		**1 to 6**	**0 to 2**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.		146	145
Haldimand County Hydro Inc.		1	3
Count	**0**	**2**	**2**
Average		**73.5**	**74.0**
Median		**74**	**74**
1st & 3rd quartiles		**37 & 110**	**39 & 110**
Range (min, max)		**1 to 146**	**3 to 145**

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**4**	**4**
Average		**38.5**	**37.5**
Median		**4**	**3**
1st & 3rd quartiles			**2 & 39**
Range (min, max)		**1 to 146**	**0 to 145**

Notes:

S316 Total Number of Sentinel Lighting Customers Paying The Two-Tiered RPP Price

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.		288	295
Horizon Utilities Corporation		241	244
London Hydro Inc.			236
Veridian Connections Inc.		102	124
Hydro Ottawa Limited		63	57
Entegrus Powerlines Inc.			0
Oakville Hydro Electricity		27	
Count	**0**	**5**	**6**
Average		**144.2**	**159.3**
Median		**102**	**180**
1st & 3rd quartiles		**63 & 241**	**74 & 242**
Range (min, max)		**27 to 288**	**0 to 295**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.		477	450
Festival Hydro Inc.		50	50
Peterborough Distribution Inc.		18	
Lakefront Utilities Inc.		1	
Count	**0**	**4**	**2**
Average		**136.5**	**250.0**
Median		**34**	**250**
1st & 3rd quartiles		**14 & 157**	**150 & 350**
Range (min, max)		**1 to 477**	**50 to 450**

Totals over Large, Medium and Small Utility Classes			
Count	**0**	**9**	**8**
Average		**140.8**	**182.0**
Median		**63**	**180**
1st & 3rd quartiles			**55 & 257**
Range (min, max)		**1 to 477**	**0 to 450**

Notes:

S317 Total Number of Sentinel Lighting Customers Paying The RPP Time of Use Price

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.		208	235
Oakville Hydro Electricity			26
Count	**0**	**1**	**2**
Average		**208.0**	**130.5**
Median		**208**	**131**
1st & 3rd quartiles		**208 & 208**	**78 & 183**
Range (min, max)		**208 to 208**	**26 to 235**
Totals over Large, Medium and Small Utility Classes			
Count	**0**	**1**	**2**
Average		**208.0**	**130.5**
Median		**208**	**131**
1st & 3rd quartiles			**78 & 183**
Range (min, max)		**208 to 208**	**26 to 235**

Notes:

S135 Number of Seasonal Occupancy Customers

Large Utilities	2010	2011	2012
Veridian Connections Inc.	1,595		
Count	1	0	0
Average	1,595.0		
Median	1,595		
1st & 3rd quartiles	1,595 & 1,595		
Range (min, max)	1,595 to 1,595		to

Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	195	192	192
Count	1	1	1
Average	195.0	192.0	192.0
Median	195	192	192
1st & 3rd quartiles	195 & 195	192 & 192	192 & 192
Range (min, max)	195 to 195	192 to 192	192 to 192

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	108	107	
Count	1	1	0
Average	108.0	107.0	
Median	108	107	
1st & 3rd quartiles	108 & 108	107 & 107	
Range (min, max)	108 to 108	107 to 107	to

Totals over Large, Medium and Small Utility Classes			
Count	3	2	1
Average	632.7	149.5	192.0
Median	195	150	192
1st & 3rd quartiles	152 & 895	128 & 171	192 & 192
Range (min, max)	108 to 1,595	107 to 192	192 to 192

Notes:

S281 Number of Seasonal Occupancy Customers that are with a Retailer

Large Utilities	2010	2011	2012
Veridian Connections Inc.	25	32	28
Count	**1**	**1**	**1**
Average	**25.0**	**32.0**	**28.0**
Median	**25**	**32**	**28**
1st & 3rd quartiles	**25 & 25**	**32 & 32**	**28 & 28**
Range (min, max)	**25 to 25**	**32 to 32**	**28 to 28**

Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	2	2	4
Count	**1**	**1**	**1**
Average	**2.0**	**2.0**	**4.0**
Median	**2**	**2**	**4**
1st & 3rd quartiles	**2 & 2**	**2 & 2**	**4 & 4**
Range (min, max)	**2 to 2**	**2 to 2**	**4 to 4**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	1	1	1
Count	**1**	**1**	**1**
Average	**1.0**	**1.0**	**1.0**
Median	**1**	**1**	**1**
1st & 3rd quartiles	**1 & 1**	**1 & 1**	**1 & 1**
Range (min, max)	**1 to 1**	**1 to 1**	**1 to 1**

Totals over Large, Medium and Small Utility Classes			
Count	**3**	**3**	**3**
Average	**9.3**	**11.7**	**11.0**
Median	**2**	**2**	**4**
1st & 3rd quartiles	**2 & 14**	**2 & 17**	**3 & 16**
Range (min, max)	**1 to 25**	**1 to 32**	**1 to 28**

Notes:

S320 Total Number of Seasonal Occupancy Lighting Customers Paying The Two-Tiered RPP Price

Large Utilities	2010	2011	2012
Veridian Connections Inc.		6	34
Count	**0**	**1**	**1**
Average		**6.0**	**34.0**
Median		**6**	**34**
1st & 3rd quartiles		**6 & 6**	**34 & 34**
Range (min, max)		**6 to 6**	**34 to 34**
Totals over Large, Medium and Small Utility Classes			
Count	**0**	**1**	**1**
Average		**6.0**	**34.0**
Median		**6**	**34**
1st & 3rd quartiles			**34 & 34**
Range (min, max)		**6 to 6**	**34 to 34**

Notes:

S321 Total Number of Seasonal Occupancy Customers Paying The RPP Time of Use Price

Large Utilities	2010	2011	2012
Veridian Connections Inc.		1,549	1,557
Count	0	1	1
Average		1,549.0	1,557.0
Median		1,549	1,557
1st & 3rd quartiles		1,549 & 1,549	1,557 & 1,557
Range (min, max)		1,549 to 1,549	1,557 to 1,557

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			107
Count	0	0	1
Average			107.0
Median			107
1st & 3rd quartiles			107 & 107
Range (min, max)			107 to 107

Totals over Large, Medium and Small Utility Classes			
Count	0	1	2
Average		1,549.0	832.0
Median		1,549	832
1st & 3rd quartiles			470 & 1,195
Range (min, max)		1,549 to 1,549	107 to 1,557

Notes:

S2 Total Number of Customers

Large Utilities	2010	2011	2012
PowerStream Inc.	328,589	335,936	381,728
Hydro Ottawa Limited	300,742	305,346	291,201
Horizon Utilities Corporation	236,538	237,435	237,435
Hydro One Brampton Networks	134,230	137,920	141,860
London Hydro Inc.	147,289		137,148
Veridian Connections Inc.	112,811	115,350	115,429
Kitchener-Wilmot Hydro Inc.	86,637	87,970	89,049
EnWin Utilities Ltd.	85,208	85,391	85,917
Burlington Hydro Inc.	64,299	64,836	65,380
Oakville Hydro Electricity	63,378	64,315	64,809
Waterloo North Hydro Inc.	51,934	52,635	53,408
Cambridge and North Dumfries	50,961	51,652	51,991
Whitby Hydro Electric	39,704	40,370	40,948
Entegrus Powerlines Inc.	32,149	35,485	40,482
Count	**14**	**13**	**14**
Average	**123,890.6**	**124,203.2**	**128,341.8**
Median	**85,923**	**85,391**	**87,483**
1st & 3rd quartiles	**54,795 & 144,024**	**52,635 & 137,920**	**56,258 & 140,682**
Range (min, max)	**32,149 to 328,589**	**35,485 to 335,936**	**40,482 to 381,728**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	35,178	32,597	35,585
Brantford Power Inc.			34,812
Westario Power Inc.	22,023		22,610
Haldimand County Hydro Inc.	21,549	21,633	21,693
Halton Hills Hydro Inc.	21,237	21,556	21,220
Festival Hydro Inc.	19,672	19,988	17,826
St. Thomas Energy Inc.	16,473	16,461	16,617
Woodstock Hydro Services Inc.	15,212	15,223	15,359
Orangeville Hydro Limited	11,339	11,290	11,435
Grimsby Power Incorporated		10,406	10,567
Lakefront Utilities Inc.		9,719	10,083
Lakeland Power Distribution Ltd	9,532	9,688	9,736

S2 Total Number of Customers

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	19,135.0	16,856.1	18,961.9
Median	19,672	15,842	17,222
1st & 3rd quartiles	15,212 & 21,549	10,627 & 21,164	11,218 & 21,922
Range (min, max)	9,532 to 35,178	9,688 to 32,597	9,736 to 35,585

Small Utilities	2010	2011	2012
Kenora Hydro Electric		5,575	5,572
Sioux Lookout Hydro Inc.	2,756	2,760	2,759
Count	1	2	2
Average	2,756.0	4,167.5	4,165.5
Median	2,756	4,168	4,166
1st & 3rd quartiles	2,756 & 2,756	3,464 & 4,871	3,462 & 4,869
Range (min, max)	2,756 to 2,756	2,760 to 5,575	2,759 to 5,572

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	79,560.0	71,661.5	72,595.0
Median	45,333	35,485	38,034
1st & 3rd quartiles	20,846 & 93,181	15,223 & 85,391	16,303 & 86,700
Range (min, max)	2,756 to 328,589	2,760 to 335,936	2,759 to 381,728

Notes:

In order to help define the total customer numbers for utilities connected to the Grid (red metrics), a new metric will be added to each customer class for retail customers.

S219 Total Number of Customers with a Retailer

Large Utilities	2010	2011	2012
PowerStream Inc.	39,234	35,972	24,237
Horizon Utilities Corporation	35,466	27,918	22,711
Hydro Ottawa Limited	29,956	23,972	18,398
Hydro One Brampton Networks	26,699	20,712	15,578
London Hydro Inc.	21,138		12,839
Veridian Connections Inc.	15,251	13,001	10,693
EnWin Utilities Ltd.	12,046	8,422	6,482
Kitchener-Wilmot Hydro Inc.	8,435	6,548	5,092
Entegrus Powerlines Inc.	5,290	4,977	3,976
Burlington Hydro Inc.	5,299	4,482	3,608
Cambridge and North Dumfries	6,440	4,694	3,507
Waterloo North Hydro Inc.	5,757	4,262	3,505
Oakville Hydro Electricity	5,018	3,990	3,316
Whitby Hydro Electric	4,268	3,133	2,529
Count	**14**	**13**	**14**
Average	**15,735.5**	**12,467.9**	**9,747.9**
Median	**10,241**	**6,548**	**5,787**
1st & 3rd quartiles	**5,414 & 25,309**	**4,482 & 20,712**	**3,532 & 14,893**
Range (min, max)	**4,268 to 39,234**	**3,133 to 35,972**	**2,529 to 24,237**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			3,448
Peterborough Distribution Inc.	4,064		2,390
Festival Hydro Inc.	3,708	2,840	2,321
Haldimand County Hydro Inc.	2,875	2,412	2,204
St. Thomas Energy Inc.	3,191	2,487	2,136
Halton Hills Hydro Inc.	2,472	1,891	1,890
Woodstock Hydro Services Inc.	2,554	2,071	1,752
Westario Power Inc.	2,584		1,645
Orangeville Hydro Limited	1,849	1,480	1,191
Lakeland Power Distribution Ltd	1,409	1,084	843
Grimsby Power Incorporated		969	771
Lakefront Utilities Inc.		926	751

S219 Total Number of Customers with a Retailer

Medium Utilities	2010	2011	2012
Count	9	9	12
Average	2,745.1	1,795.6	1,778.5
Median	2,584	1,891	1,821
1st & 3rd quartiles	2,472 & 3,191	1,084 & 2,412	1,104 & 2,233
Range (min, max)	1,409 to 4,064	926 to 2,840	751 to 3,448

Small Utilities	2010	2011	2012
Kenora Hydro Electric		634	492
Sioux Lookout Hydro Inc.	149	115	56
Count	1	2	2
Average	149.0	374.5	274.0
Median	149	375	274
1st & 3rd quartiles	149 & 149	245 & 504	165 & 383
Range (min, max)	149 to 149	115 to 634	56 to 492

Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	10,214.7	7,458.0	5,655.8
Median	5,154	3,562	2,923
1st & 3rd quartiles	2,802 & 12,847	1,788 & 7,017	1,725 & 5,440
Range (min, max)	149 to 39,234	115 to 35,972	56 to 24,237

Notes:

S118 Total Number of New Low Voltage (< 750kV) Services Connected

Large Utilities	2010	2011	2012
PowerStream Inc.	6,255	9,065	8,632
Hydro Ottawa Limited	4,715	6,047	8,523
Hydro One Brampton Networks	3,318	3,700	4,164
Veridian Connections Inc.	1,898	1,554	2,167
Horizon Utilities Corporation	1,484	1,247	2,012
London Hydro Inc.	1,826		1,480
Waterloo North Hydro Inc.	842	1,006	790
Kitchener-Wilmot Hydro Inc.	74	1,085	774
Burlington Hydro Inc.	894	649	732
Oakville Hydro Electricity	807	1,156	676
Whitby Hydro Electric	580	749	585
Cambridge and North Dumfries	875	671	383
EnWin Utilities Ltd.	305	305	376
Entegrus Powerlines Inc.	126	186	187
Count	**14**	**13**	**14**
Average	**1,714.2**	**2,109.2**	**2,248.6**
Median	**885**	**1,085**	**782**
1st & 3rd quartiles	**637 & 1,880**	**671 & 1,554**	**608 & 2,128**
Range (min, max)	**74 to 6,255**	**186 to 9,065**	**187 to 8,632**

Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	417	347	337
Orangeville Hydro Limited	215	198	292
Brantford Power Inc.			253
Peterborough Distribution Inc.	382	300	249
Grimsby Power Incorporated		182	242
Halton Hills Hydro Inc.	213	213	223
Haldimand County Hydro Inc.	248	265	207
Festival Hydro Inc.	193	246	197
Westario Power Inc.	224		187
Woodstock Hydro Services Inc.	227	165	158
Lakefront Utilities Inc.		106	139
Lakeland Power Distribution Ltd	123	94	120

S118 Total Number of New Low Voltage (< 750kV) Services Connected

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	249.1	211.6	217.0
Median	224	206	215
1st & 3rd quartiles	213 & 248	169 & 260	180 & 250
Range (min, max)	123 to 417	94 to 347	120 to 337

Small Utilities	2010	2011	2012
Kenora Hydro Electric		84	77
Sioux Lookout Hydro Inc.	27	31	28
Count	1	2	2
Average	27.0	57.5	52.5
Median	27	58	53
1st & 3rd quartiles	27 & 27	44 & 71	40 & 65
Range (min, max)	27 to 27	31 to 84	28 to 77

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1,094.5	1,186.0	1,221.1
Median	400	305	315
1st & 3rd quartiles	215 & 1,042	186 & 1,085	195 & 778
Range (min, max)	27 to 6,255	31 to 9,065	28 to 8,632

Notes:

S117 Number of New Low Voltage (< 750kV) Services Connected Within 5 Working Days

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	4,715	6,047	8,523
PowerStream Inc.	6,088	8,443	8,464
Hydro One Brampton Networks	3,318	3,700	4,164
Veridian Connections Inc.	1,898	1,554	2,167
Horizon Utilities Corporation	1,479	1,239	1,995
London Hydro Inc.	1,801		1,432
Waterloo North Hydro Inc.	842	1,006	790
Burlington Hydro Inc.	861	649	732
Kitchener-Wilmot Hydro Inc.	72	1,023	707
Oakville Hydro Electricity	767	1,103	653
Whitby Hydro Electric	580	749	585
Cambridge and North Dumfries	862	667	380
EnWin Utilities Ltd.	303	305	376
Entegrus Powerlines Inc.	123	179	172
Count	**14**	**13**	**14**
Average	**1,693.5**	**2,051.1**	**2,224.3**
Median	**862**	**1,023**	**761**
1st & 3rd quartiles	**627 & 1,874**	**667 & 1,554**	**602 & 2,124**
Range (min, max)	**72 to 6,088**	**179 to 8,443**	**172 to 8,523**

Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	412	345	337
Orangeville Hydro Limited	215	198	284
Brantford Power Inc.			252
Peterborough Distribution Inc.	378	286	244
Grimsby Power Incorporated		182	242
Halton Hills Hydro Inc.	213	213	223
Haldimand County Hydro Inc.	246	257	205
Festival Hydro Inc.	191	244	196
Westario Power Inc.	217		172
Woodstock Hydro Services Inc.	226	165	158
Lakefront Utilities Inc.		106	139
Lakeland Power Distribution Ltd	120	91	119

S117 Number of New Low Voltage (< 750kV) Services Connected Within 5 Working Days

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	246.4	208.7	214.3
Median	217	206	214
1st & 3rd quartiles	213 & 246	169 & 254	169 & 246
Range (min, max)	120 to 412	91 to 345	119 to 337

Small Utilities	2010	2011	2012
Kenora Hydro Electric		84	77
Sioux Lookout Hydro Inc.	27	31	27
Count	1	2	2
Average	27.0	57.5	52.0
Median	27	58	52
1st & 3rd quartiles	27 & 27	44 & 71	40 & 65
Range (min, max)	27 to 27	31 to 84	27 to 77

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1,081.4	1,154.6	1,207.7
Median	395	305	311
1st & 3rd quartiles	215 & 1,016	182 & 1,023	190 & 747
Range (min, max)	27 to 6,088	31 to 8,443	27 to 8,523

Notes:

S120 Total Number of New High Voltage (>= 750kV) Services Connected

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	51	35	93
Hydro Ottawa Limited	41	28	31
Veridian Connections Inc.	26	15	15
Kitchener-Wilmot Hydro Inc.	9	22	11
Horizon Utilities Corporation	8	3	11
PowerStream Inc.		1	3
Waterloo North Hydro Inc.	2	10	2
EnWin Utilities Ltd.			1
London Hydro Inc.	0		1
Count	**7**	**7**	**9**
Average	**19.6**	**16.3**	**18.7**
Median	**9**	**15**	**11**
1st & 3rd quartiles	**5 & 34**	**7 & 25**	**2 & 15**
Range (min, max)	**0 to 51**	**1 to 35**	**1 to 93**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		2	10
Peterborough Distribution Inc.	4	7	8
Festival Hydro Inc.			2
Brantford Power Inc.			0
Grimsby Power Incorporated			0
Lakeland Power Distribution Ltd	1	0	0
Orangeville Hydro Limited	215	0	0
Woodstock Hydro Services Inc.	3	1	0
Haldimand County Hydro Inc.		0	0
Westario Power Inc.	9		0
Count	**5**	**6**	**10**
Average	**46.4**	**1.7**	**2.0**
Median	**4**	**1**	**0**
1st & 3rd quartiles	**3 & 9**	**0 & 2**	**0 & 2**
Range (min, max)	**1 to 215**	**0 to 7**	**0 to 10**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			0

S120 Total Number of New High Voltage (>= 750kV) Services Connected

Small Utilities	2010	2011	2012
Count	0	0	1
Average			0.0
Median			0
1st & 3rd quartiles			0 & 0
Range (min, max)			0 to 0
Totals over Large, Medium and Small Utility Classes			
Count	12	13	20
Average	30.8	9.5	9.4
Median	9	3	2
1st & 3rd quartiles	3 & 30	1 & 15	0 & 10
Range (min, max)	0 to 215	0 to 35	0 to 93

Notes:

S119 Number of New High Voltage (>= 750kV) Services Connected Within 10 Working Days

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	51	35	93
Hydro Ottawa Limited	41	28	31
Veridian Connections Inc.	26	15	15
Kitchener-Wilmot Hydro Inc.	9	22	11
Horizon Utilities Corporation	8	3	11
PowerStream Inc.		1	3
Waterloo North Hydro Inc.	2	10	2
EnWin Utilities Ltd.			1
London Hydro Inc.	0		1
Count	**7**	**7**	**9**
Average	**19.6**	**16.3**	**18.7**
Median	**9**	**15**	**11**
1st & 3rd quartiles	**5 & 34**	**7 & 25**	**2 & 15**
Range (min, max)	**0 to 51**	**1 to 35**	**1 to 93**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		2	10
Peterborough Distribution Inc.	4	7	8
Festival Hydro Inc.			2
Brantford Power Inc.			0
Woodstock Hydro Services Inc.	3	1	0
Westario Power Inc.	9		0
Orangeville Hydro Limited	0	0	0
Grimsby Power Incorporated			0
Haldimand County Hydro Inc.	0	0	0
Lakeland Power Distribution Ltd	1	0	0
Count	**6**	**6**	**10**
Average	**2.8**	**1.7**	**2.0**
Median	**2**	**1**	**0**
1st & 3rd quartiles	**0 & 4**	**0 & 2**	**0 & 2**
Range (min, max)	**0 to 9**	**0 to 7**	**0 to 10**

S119 Number of New High Voltage (>= 750kV) Services Connected Within 10 Working Days

Totals over Large, Medium and Small Utility Classes			
Count	13	13	19
Average	11.8	9.5	9.9
Median	4	3	2
1st & 3rd quartiles	1 & 9	1 & 15	0 & 11
Range (min, max)	0 to 51	0 to 35	0 to 93

Notes:

S282 Total Number of Connection Impact Assessments (CIA) for Renewable Energy Generation >10 kW

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	5	30	30
EnWin Utilities Ltd.	1	7	23
Horizon Utilities Corporation	0	14	21
Hydro Ottawa Limited	25	92	13
Burlington Hydro Inc.	1	4	12
PowerStream Inc.	33	88	12
Waterloo North Hydro Inc.	0	18	11
Entegrus Powerlines Inc.	0	5	10
London Hydro Inc.	1		8
Cambridge and North Dumfries	8	9	6
Kitchener-Wilmot Hydro Inc.	4	8	4
Veridian Connections Inc.	3	8	1
Oakville Hydro Electricity	6	2	1
Count	**13**	**12**	**13**
Average	**6.7**	**23.8**	**11.7**
Median	**3**	**9**	**11**
1st & 3rd quartiles	**1 & 6**	**7 & 21**	**6 & 13**
Range (min, max)	**0 to 33**	**2 to 92**	**1 to 30**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	0	4	9
Brantford Power Inc.			4
Halton Hills Hydro Inc.		3	1
Peterborough Distribution Inc.	0	5	1
Lakeland Power Distribution Ltd	0	2	1
St. Thomas Energy Inc.			0
Grimsby Power Incorporated		1	0
Festival Hydro Inc.	0	1	0
Woodstock Hydro Services Inc.	7	2	0
Orangeville Hydro Limited	0	1	0
Westario Power Inc.	0		0
Lakefront Utilities Inc.		0	

S282 Total Number of Connection Impact Assessments (CIA) for Renewable Energy Generation >10 kW

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	1.0	2.1	1.5
Median	0	2	0
1st & 3rd quartiles	0 & 0	1 & 3	0 & 1
Range (min, max)	0 to 7	0 to 5	0 to 9

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0	0	0
Count	1	1	1
Average	0.0	0.0	0.0
Median	0	0	0
1st & 3rd quartiles	0 & 0	0 & 0	0 & 0
Range (min, max)	0 to 0	0 to 0	0 to 0

Totals over Large, Medium and Small Utility Classes			
Count	21	22	25
Average	4.5	13.8	6.7
Median	1	5	4
1st & 3rd quartiles	0 & 5	2 & 9	0 & 11
Range (min, max)	0 to 33	0 to 92	0 to 30

Notes:

S283 Total Capacity of Connections for Renewable Energy Generation >10kW

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	4,820	21,570	12,053
EnWin Utilities Ltd.	450	1,688	4,819
PowerStream Inc.	278	18,424	4,793
Waterloo North Hydro Inc.	0	135	3,920
Horizon Utilities Corporation	0	2,014	3,864
Kitchener-Wilmot Hydro Inc.	7,225	1,300	3,067
Entegrus Powerlines Inc.	0	190	2,850
Hydro One Brampton Networks	0	525	2,500
Burlington Hydro Inc.	30	1,050	2,225
London Hydro Inc.	500		1,300
Cambridge and North Dumfries	1,835	1,406	1,041
Veridian Connections Inc.	976	500	827
Oakville Hydro Electricity	0	30	250
Count	**13**	**12**	**13**
Average	**1,239.5**	**4,069.3**	**3,346.8**
Median	**278**	**1,175**	**2,850**
1st & 3rd quartiles	**0 & 976**	**423 & 1,770**	**1,300 & 3,920**
Range (min, max)	**0 to 7,225**	**30 to 21,570**	**250 to 12,053**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.		675	1,035
Brantford Power Inc.			750
Festival Hydro Inc.	0	1,502	500
Orangeville Hydro Limited	0	12	262
Halton Hills Hydro Inc.		500	250
Lakeland Power Distribution Ltd	0	60	175
Grimsby Power Incorporated		0	100
Peterborough Distribution Inc.	0	723	75
Woodstock Hydro Services Inc.	0	450	0
St. Thomas Energy Inc.			0
Westario Power Inc.	0		0
Lakefront Utilities Inc.		0	

S283 Total Capacity of Connections for Renewable Energy Generation >10kW

Medium Utilities	2010	2011	2012
Count	6	9	11
Average	0.0	435.8	286.1
Median	0	450	175
1st & 3rd quartiles	0 & 0	12 & 675	38 & 381
Range (min, max)	0 to 0	0 to 1,502	0 to 1,035

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0	0	0
Count	1	1	1
Average	0.0	0.0	0.0
Median	0	0	0
1st & 3rd quartiles	0 & 0	0 & 0	0 & 0
Range (min, max)	0 to 0	0 to 0	0 to 0

Totals over Large, Medium and Small Utility Classes			
Count	20	22	25
Average	805.7	2,397.9	1,866.2
Median	0	513	827
1st & 3rd quartiles	0 & 463	79 & 1,380	175 & 2,850
Range (min, max)	0 to 7,225	0 to 21,570	0 to 12,053

Notes:

S284 Total Number of Offers Made to Connect <10kW Renewable Energy Generation Projects

Large Utilities	2010	2011	2012
PowerStream Inc.	83	88	222
Hydro Ottawa Limited	99	427	140
EnWin Utilities Ltd.	23	107	116
Waterloo North Hydro Inc.	76	101	84
Kitchener-Wilmot Hydro Inc.	57	194	82
Cambridge and North Dumfries	23	79	71
Horizon Utilities Corporation	40	79	60
London Hydro Inc.	36		53
Veridian Connections Inc.	48	77	49
Burlington Hydro Inc.	17	32	28
Entegrus Powerlines Inc.	15	18	28
Oakville Hydro Electricity	18	6	12
Hydro One Brampton Networks	85	0	0
Count	**13**	**12**	**13**
Average	**47.7**	**100.7**	**72.7**
Median	**40**	**79**	**60**
1st & 3rd quartiles	**23 & 76**	**29 & 103**	**28 & 84**
Range (min, max)	**15 to 99**	**0 to 427**	**0 to 222**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	47	111	45
Brantford Power Inc.			22
Halton Hills Hydro Inc.		49	22
Peterborough Distribution Inc.	14	42	19
Westario Power Inc.	0		19
Lakefront Utilities Inc.		19	18
St. Thomas Energy Inc.	1	33	16
Orangeville Hydro Limited	4	5	11
Festival Hydro Inc.	4	15	8
Lakeland Power Distribution Ltd	3	31	7
Woodstock Hydro Services Inc.	26	44	6
Grimsby Power Incorporated		8	5

S284 Total Number of Offers Made to Connect <10kW Renewable Energy Generation Projects

Medium Utilities	2010	2011	2012
Count	8	10	12
Average	12.4	35.7	16.5
Median	4	32	17
1st & 3rd quartiles	3 & 17	16 & 44	8 & 20
Range (min, max)	0 to 47	5 to 111	5 to 45

Small Utilities	2010	2011	2012
Kenora Hydro Electric		10	1
Sioux Lookout Hydro Inc.	0	10	0
Count	1	2	2
Average	0.0	10.0	0.5
Median	0	10	1
1st & 3rd quartiles	0 & 0	10 & 10	0 & 1
Range (min, max)	0 to 0	10 to 10	0 to 1

Totals over Large, Medium and Small Utility Classes			
Count	22	24	27
Average	32.7	66.0	42.4
Median	23	38	22
1st & 3rd quartiles	7 & 48	14 & 81	10 & 57
Range (min, max)	0 to 99	0 to 427	0 to 222

Notes:

S285 Total Number of Connections Made for Renewable Energy Generation <10kW

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.	46	130	222
Hydro Ottawa Limited	79	274	118
PowerStream Inc.	66	190	103
EnWin Utilities Ltd.	23	57	91
Cambridge and North Dumfries	23	79	71
Waterloo North Hydro Inc.	61	151	62
Horizon Utilities Corporation	36	77	54
Hydro One Brampton Networks	12	9	30
Burlington Hydro Inc.	15	18	28
Entegrus Powerlines Inc.		18	28
Veridian Connections Inc.	38	51	26
London Hydro Inc.	34		22
Oakville Hydro Electricity	17	3	5
Count	**12**	**12**	**13**
Average	**37.5**	**88.1**	**66.2**
Median	**35**	**67**	**54**
1st & 3rd quartiles	**22 & 50**	**18 & 135**	**28 & 91**
Range (min, max)	**12 to 79**	**3 to 274**	**5 to 222**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	47	111	45
Brantford Power Inc.			33
Lakeland Power Distribution Ltd	3	20	26
Westario Power Inc.	7		20
Halton Hills Hydro Inc.		32	14
St. Thomas Energy Inc.		7	12
Woodstock Hydro Services Inc.	7	8	12
Peterborough Distribution Inc.	11	25	10
Orangeville Hydro Limited	4	2	7
Lakefront Utilities Inc.		7	6
Festival Hydro Inc.	4	18	5
Grimsby Power Incorporated		7	2

S285 Total Number of Connections Made for Renewable Energy Generation <10kW

Medium Utilities	2010	2011	2012
Count	7	10	12
Average	11.9	23.7	16.0
Median	7	13	12
1st & 3rd quartiles	4 & 9	7 & 24	7 & 22
Range (min, max)	3 to 47	2 to 111	2 to 45

Small Utilities	2010	2011	2012
Kenora Hydro Electric		3	1
Sioux Lookout Hydro Inc.	0	4	
Count	1	2	1
Average	0.0	3.5	1.0
Median	0	4	1
1st & 3rd quartiles	0 & 0	3 & 4	1 & 1
Range (min, max)	0 to 0	3 to 4	1 to 1

Totals over Large, Medium and Small Utility Classes			
Count	20	24	26
Average	26.7	54.2	40.5
Median	20	19	26
1st & 3rd quartiles	7 & 40	7 & 78	11 & 52
Range (min, max)	0 to 79	2 to 274	1 to 222

Notes:

S286 Total Capacity of Renewable Energy Generation Connections <10kW

Large Utilities	2010	2011	2012
Veridian Connections Inc.	195	541	1,997
Kitchener-Wilmot Hydro Inc.	411	1,444	1,712
Hydro Ottawa Limited	529	2,027	1,176
Waterloo North Hydro Inc.	576	836	824
PowerStream Inc.	373	1,235	743
EnWin Utilities Ltd.	153	819	685
Cambridge and North Dumfries	154	650	653
Horizon Utilities Corporation	229	559	491
Entegrus Powerlines Inc.	131	142	268
Hydro One Brampton Networks	73	62	216
London Hydro Inc.	236		194
Burlington Hydro Inc.	89	285	103
Oakville Hydro Electricity	104	130	82
Count	**13**	**12**	**13**
Average	**250.2**	**727.5**	**703.4**
Median	**195**	**604**	**653**
1st & 3rd quartiles	**131 & 373**	**249 & 936**	**216 & 824**
Range (min, max)	**73 to 576**	**62 to 2,027**	**82 to 1,997**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	442	1,020	444
Brantford Power Inc.			392
Westario Power Inc.	22		368
Lakeland Power Distribution Ltd	22	164	214
St. Thomas Energy Inc.		55	169
Peterborough Distribution Inc.	64	372	142
Halton Hills Hydro Inc.		258	128
Woodstock Hydro Services Inc.	33	72	99
Orangeville Hydro Limited	16	15	70
Lakefront Utilities Inc.		60	60
Festival Hydro Inc.	40	252	49
Grimsby Power Incorporated		70	19

S286 Total Capacity of Renewable Energy Generation Connections <10kW

Medium Utilities	2010	2011	2012
Count	7	10	12
Average	91.3	233.8	179.5
Median	33	118	135
1st & 3rd quartiles	22 & 52	63 & 257	68 & 252
Range (min, max)	16 to 442	15 to 1,020	19 to 444

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0	97	55
Kenora Hydro Electric		30	10
Count	1	2	2
Average	0.0	63.5	32.5
Median	0	63	33
1st & 3rd quartiles	0 & 0	47 & 80	21 & 44
Range (min, max)	0 to 0	30 to 97	10 to 55

Totals over Large, Medium and Small Utility Classes			
Count	21	24	27
Average	185.3	466.5	420.9
Median	131	255	214
1st & 3rd quartiles	40 & 236	71 & 692	91 & 572
Range (min, max)	0 to 576	15 to 2,027	10 to 1,997

Notes:

S287 % of Time Connection Impact Assessments Completed Within Regulatory Schedule Requirements

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	95	96	100
Oakville Hydro Electricity	100	100	100
London Hydro Inc.	100		100
Waterloo North Hydro Inc.	0	88	100
Hydro One Brampton Networks	100	100	100
Kitchener-Wilmot Hydro Inc.	100	100	100
Veridian Connections Inc.	100	100	100
PowerStream Inc.	100	100	100
Cambridge and North Dumfries	88	100	100
EnWin Utilities Ltd.	100	14	71
Horizon Utilities Corporation		43	67
Entegrus Powerlines Inc.		100	60
Burlington Hydro Inc.	100	25	25
Count	**11**	**12**	**13**
Average	**89.4**	**80.5**	**86.4**
Median	**100**	**100**	**100**
1st & 3rd quartiles	**97 & 100**	**77 & 100**	**71 & 100**
Range (min, max)	**0 to 100**	**14 to 100**	**25 to 100**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			100
Halton Hills Hydro Inc.		100	100
Grimsby Power Incorporated		100	100
Orangeville Hydro Limited	0	100	100
St. Thomas Energy Inc.		100	100
Festival Hydro Inc.	100	100	100
Lakefront Utilities Inc.		100	100
Haldimand County Hydro Inc.		0	11
Lakeland Power Distribution Ltd		2	1
Woodstock Hydro Services Inc.	100	100	
Count	**3**	**9**	**9**
Average	**66.7**	**78.0**	**79.1**
Median	**100**	**100**	**100**
1st & 3rd quartiles	**50 & 100**	**100 & 100**	**100 & 100**
Range (min, max)	**0 to 100**	**0 to 100**	**1 to 100**

S287 % of Time Connection Impact Assessments Completed Within Regulatory Schedule Requirements

Small Utilities	2010	2011	2012
Kenora Hydro Electric		100	100
Count	**0**	**1**	**1**
Average		**100.0**	**100.0**
Median		**100**	**100**
1st & 3rd quartiles		**100 & 100**	**100 & 100**
Range (min, max)		**100 to 100**	**100 to 100**
Totals over Large, Medium and Small Utility Classes			
Count	**14**	**22**	**23**
Average	**84.5**	**80.4**	**84.1**
Median	**100**	**100**	**100**
1st & 3rd quartiles	**96 & 100**	**90 & 100**	**86 & 100**
Range (min, max)	**0 to 100**	**0 to 100**	**1 to 100**

Notes:

S124 Total Number of General Inquiry Telephone Calls Answered

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	319,478	369,356	341,101
Hydro Ottawa Limited	331,619	327,771	292,993
PowerStream Inc.	295,402	289,462	289,755
London Hydro Inc.	229,163		183,206
Hydro One Brampton Networks	154,061	160,903	148,791
Veridian Connections Inc.	170,768	159,053	148,213
EnWin Utilities Ltd.	143,703	133,802	107,375
Entegrus Powerlines Inc.	63,735	73,129	78,477
Kitchener-Wilmot Hydro Inc.	0	84,953	76,678
Burlington Hydro Inc.	64,498	69,570	63,507
Oakville Hydro Electricity	58,974	62,215	56,388
Cambridge and North Dumfries	63,225	60,283	49,956
Waterloo North Hydro Inc.	42,531	46,968	47,922
Whitby Hydro Electric	37,615	34,733	17,340
Count	**14**	**13**	**14**
Average	**141,055.1**	**144,015.2**	**135,835.9**
Median	**104,101**	**84,953**	**92,926**
1st & 3rd quartiles	**60,037 & 214,564**	**62,215 & 160,903**	**58,168 & 174,602**
Range (min, max)	**0 to 331,619**	**34,733 to 369,356**	**17,340 to 341,101**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	79,293	74,591	74,879
Brantford Power Inc.			41,575
Haldimand County Hydro Inc.	38,279	41,641	33,797
Westario Power Inc.	37,220		28,196
Orangeville Hydro Limited	30,946	29,452	27,816
St. Thomas Energy Inc.	27,272	30,222	27,317
Halton Hills Hydro Inc.	25,833	24,851	24,283
Woodstock Hydro Services Inc.	26,182	25,919	23,933
Festival Hydro Inc.	24,073	21,894	21,139
Lakeland Power Distribution Ltd	11,756	11,554	9,772
Lakefront Utilities Inc.		8,798	9,301
Grimsby Power Incorporated		9,001	7,539

S124 Total Number of General Inquiry Telephone Calls Answered

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	33,428.2	27,792.3	27,462.3
Median	27,272	25,385	25,800
1st & 3rd quartiles	25,833 & 37,220	14,139 & 30,030	18,297 & 29,596
Range (min, max)	11,756 to 79,293	8,798 to 74,591	7,539 to 74,879

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	7,980	6,673	6,073
Kenora Hydro Electric		5,263	5,514
Count	1	2	2
Average	7,980.0	5,968.0	5,793.5
Median	7,980	5,968	5,794
1st & 3rd quartiles	7,980 & 7,980	5,616 & 6,321	5,654 & 5,933
Range (min, max)	7,980 to 7,980	5,263 to 6,673	5,514 to 6,073

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	95,150.3	86,482.3	80,101.3
Median	50,753	46,968	44,749
1st & 3rd quartiles	27,000 & 146,293	24,851 & 84,953	23,235 & 85,702
Range (min, max)	0 to 331,619	5,263 to 369,356	5,514 to 341,101

Notes:

S123 Number of General Inquiry Telephone Calls Answered Within 30 Seconds

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	261,072	346,616	275,666
PowerStream Inc.	201,616	223,328	261,701
Hydro Ottawa Limited	272,348	264,521	237,295
Hydro One Brampton Networks	120,807	143,470	125,053
London Hydro Inc.	153,655		125,043
EnWin Utilities Ltd.	114,565	106,197	88,882
Veridian Connections Inc.	143,208	102,798	85,416
Entegrus Powerlines Inc.	42,716	56,010	75,272
Kitchener-Wilmot Hydro Inc.	0	65,349	58,561
Burlington Hydro Inc.	45,786	46,479	49,366
Oakville Hydro Electricity	50,846	50,476	47,224
Cambridge and North Dumfries	46,956	39,920	44,026
Waterloo North Hydro Inc.	37,714	42,989	42,001
Whitby Hydro Electric	35,924	33,217	9,452
Count	**14**	**13**	**14**
Average	**109,086.6**	**117,028.5**	**108,925.6**
Median	**82,706**	**65,349**	**80,344**
1st & 3rd quartiles	**43,484 & 151,043**	**46,479 & 143,470**	**47,760 & 125,051**
Range (min, max)	**0 to 272,348**	**33,217 to 346,616**	**9,452 to 275,666**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	57,890	58,127	56,400
Haldimand County Hydro Inc.	34,008	34,746	28,896
Orangeville Hydro Limited	30,927	29,438	27,808
Westario Power Inc.	30,166		27,062
Brantford Power Inc.			26,904
St. Thomas Energy Inc.	24,396	24,949	22,894
Halton Hills Hydro Inc.	22,274	21,245	21,287
Woodstock Hydro Services Inc.	18,407	19,889	18,125
Festival Hydro Inc.	23,660	20,885	16,628
Lakefront Utilities Inc.		8,798	9,301
Lakeland Power Distribution Ltd	9,507	9,539	9,107
Grimsby Power Incorporated		7,005	6,443

S123 Number of General Inquiry Telephone Calls Answered Within 30 Seconds

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	27,915.0	23,462.1	22,571.3
Median	24,396	21,065	22,091
1st & 3rd quartiles	22,274 & 30,927	12,127 & 28,316	14,796 & 27,249
Range (min, max)	9,507 to 57,890	7,005 to 58,127	6,443 to 56,400

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	7,792	6,477	5,960
Kenora Hydro Electric		5,263	5,447
Count	1	2	2
Average	7,792.0	5,870.0	5,703.5
Median	7,792	5,870	5,704
1st & 3rd quartiles	7,792 & 7,792	5,567 & 6,174	5,575 & 5,832
Range (min, max)	7,792 to 7,792	5,263 to 6,477	5,447 to 5,960

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	74,426.7	70,709.2	64,543.6
Median	40,215	39,920	35,449
1st & 3rd quartiles	24,212 & 116,126	20,885 & 65,349	17,751 & 77,808
Range (min, max)	0 to 272,348	5,263 to 346,616	5,447 to 275,666

Notes:

S221 Total Number of Qualifying Calls to Customer Call Centre

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	331,592	307,004	304,619
Hydro Ottawa Limited	340,296	319,094	287,762
London Hydro Inc.	229,163		183,206
Hydro One Brampton Networks	120,807	154,271	148,791
Veridian Connections Inc.	170,706	159,053	148,213
EnWin Utilities Ltd.	149,403	139,229	110,645
Kitchener-Wilmot Hydro Inc.	84,438	84,953	76,678
Burlington Hydro Inc.	64,498	69,570	63,507
Oakville Hydro Electricity	60,704	62,215	57,268
Cambridge and North Dumfries	63,225	60,283	49,956
Waterloo North Hydro Inc.	42,531	46,968	47,922
PowerStream Inc.	342,297	325,812	5,293
Count	**12**	**11**	**12**
Average	**166,638.3**	**157,132.0**	**123,655.0**
Median	**135,105**	**139,229**	**93,662**
1st & 3rd quartiles	**64,180 & 254,770**	**65,893 & 233,029**	**55,440 & 157,395**
Range (min, max)	**42,531 to 342,297**	**46,968 to 325,812**	**5,293 to 304,619**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	79,293	75,491	74,879
Brantford Power Inc.			41,575
Haldimand County Hydro Inc.	38,279	41,641	33,797
Westario Power Inc.	37,220		28,196
Orangeville Hydro Limited	90,946	29,452	27,816
St. Thomas Energy Inc.	27,272	30,222	27,317
Halton Hills Hydro Inc.	25,833	24,851	24,283
Woodstock Hydro Services Inc.	24,438	24,231	22,336
Festival Hydro Inc.	24,073	21,894	21,139
Lakeland Power Distribution Ltd	11,756	11,554	9,772
Grimsby Power Incorporated		9,001	7,539
Lakefront Utilities Inc.		0	
Count	**9**	**10**	**11**
Average	**39,901.1**	**26,833.7**	**28,968.1**
Median	**27,272**	**24,541**	**27,317**
1st & 3rd quartiles	**24,438 & 38,279**	**14,139 & 30,030**	**21,738 & 30,997**
Range (min, max)	**11,756 to 90,946**	**0 to 75,491**	**7,539 to 74,879**

S221 Total Number of Qualifying Calls to Customer Call Centre

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	7,980	6,673	6,073
Kenora Hydro Electric		5,263	5,514
Count	**1**	**2**	**2**
Average	**7,980.0**	**5,968.0**	**5,793.5**
Median	**7,980**	**5,968**	**5,794**
1st & 3rd quartiles	**7,980 & 7,980**	**5,616 & 6,321**	**5,654 & 5,933**
Range (min, max)	**7,980 to 7,980**	**5,263 to 6,673**	**5,514 to 6,073**
Totals over Large, Medium and Small Utility Classes			
Count	**22**	**23**	**25**
Average	**107,579.5**	**87,335.9**	**72,563.8**
Median	**63,862**	**46,968**	**41,575**
1st & 3rd quartiles	**29,759 & 142,254**	**23,063 & 112,091**	**22,336 & 76,678**
Range (min, max)	**7,980 to 342,297**	**0 to 325,812**	**5,293 to 304,619**

Notes:

S220 Number of Qualifying Calls to Customer Care Number That Are Abandoned

Large Utilities	2010	2011	2012
Veridian Connections Inc.	3,696	11,238	14,950
Horizon Utilities Corporation	6,960	9,450	5,772
Hydro Ottawa Limited	8,677	8,677	5,231
London Hydro Inc.	6,961		3,756
Burlington Hydro Inc.	2,704	6,047	3,539
EnWin Utilities Ltd.	4,893	4,245	2,825
Waterloo North Hydro Inc.	1,437	1,778	1,947
Kitchener-Wilmot Hydro Inc.	1,925	2,011	1,776
Hydro One Brampton Networks	2,425	895	1,522
Cambridge and North Dumfries	5,195	5,503	1,416
Oakville Hydro Electricity	849	994	880
PowerStream Inc.	16,611	7,833	330
Count	**12**	**11**	**12**
Average	**5,194.4**	**5,333.7**	**3,662.0**
Median	**4,295**	**5,503**	**2,386**
1st & 3rd quartiles	**2,300 & 6,960**	**1,895 & 8,255**	**1,496 & 4,125**
Range (min, max)	**849 to 16,611**	**895 to 11,238**	**330 to 14,950**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			2,437
Peterborough Distribution Inc.	1,354	1,053	1,194
Westario Power Inc.	3,734		1,130
Haldimand County Hydro Inc.	870	1,285	850
Woodstock Hydro Services Inc.	924	730	662
St. Thomas Energy Inc.	580	562	399
Halton Hills Hydro Inc.	521	768	337
Festival Hydro Inc.	413	703	274
Lakeland Power Distribution Ltd	488	284	92
Orangeville Hydro Limited	18	16	11
Count	**9**	**8**	**10**
Average	**989.1**	**675.1**	**738.6**
Median	**580**	**717**	**531**
1st & 3rd quartiles	**488 & 924**	**493 & 839**	**290 & 1,060**
Range (min, max)	**18 to 3,734**	**16 to 1,285**	**11 to 2,437**

Small Utilities	2010	2011	2012
Kenora Hydro Electric			327

S220 Number of Qualifying Calls to Customer Care Number That Are Abandoned

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	55	78	34
Count	**1**	**1**	**2**
Average	**55.0**	**78.0**	**180.5**
Median	**55**	**78**	**181**
1st & 3rd quartiles	**55 & 55**	**78 & 78**	**107 & 254**
Range (min, max)	**55 to 55**	**78 to 78**	**34 to 327**
Totals over Large, Medium and Small Utility Classes			
Count	**22**	**20**	**24**
Average	**3,240.5**	**3,207.5**	**2,153.8**
Median	**1,681**	**1,169**	**1,162**
1st & 3rd quartiles	**647 & 4,603**	**723 & 5,639**	**335 & 2,534**
Range (min, max)	**18 to 16,611**	**16 to 11,238**	**11 to 14,950**

Notes:

S226 Number of Qualifying Calls to Customer Care Number Resolved at Time of Call

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	268,611	265,495	242,976
Hydro One Brampton Networks	118,382	153,376	147,269
Veridian Connections Inc.	149,636	133,753	131,771
Burlington Hydro Inc.			487
Count	**3**	**3**	**4**
Average	**178,876.3**	**184,208.0**	**130,625.8**
Median	**149,636**	**153,376**	**139,520**
1st & 3rd quartiles	**134,009 & 209,124**	**143,565 & 209,436**	**98,950 & 171,196**
Range (min, max)	**118,382 to 268,611**	**133,753 to 265,495**	**487 to 242,976**

Medium Utilities	2010	2011	2012
Westario Power Inc.	33,486		27,066
St. Thomas Energy Inc.		29,660	26,918
Halton Hills Hydro Inc.		24,083	23,946
Festival Hydro Inc.	23,179	20,131	20,082
Lakeland Power Distribution Ltd	11,268	11,270	9,680
Count	**3**	**4**	**5**
Average	**22,644.3**	**21,286.0**	**21,538.4**
Median	**23,179**	**22,107**	**23,946**
1st & 3rd quartiles	**17,224 & 28,333**	**17,916 & 25,477**	**20,082 & 26,918**
Range (min, max)	**11,268 to 33,486**	**11,270 to 29,660**	**9,680 to 27,066**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.		6,595	6,039
Kenora Hydro Electric		5,263	5,447
Count	**0**	**2**	**2**
Average		**5,929.0**	**5,743.0**
Median		**5,929**	**5,743**
1st & 3rd quartiles		**5,596 & 6,262**	**5,595 & 5,891**
Range (min, max)		**5,263 to 6,595**	**5,447 to 6,039**

S226 Number of Qualifying Calls to Customer Care Number Resolved at Time of Call

Totals over Large, Medium and Small Utility Classes			
Count	6	9	11
Average	100,760.3	72,180.7	58,334.6
Median	75,934	24,083	23,946
1st & 3rd quartiles	25,756 & 141,823	11,270 & 133,753	7,860 & 79,419
Range (min, max)	11,268 to 268,611	5,263 to 265,495	487 to 242,976

Notes:

S223 Total Number of Appointments Scheduled

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	50,175	49,538	46,368
Horizon Utilities Corporation	37,596	36,377	39,724
Veridian Connections Inc.	18,656	19,293	24,402
London Hydro Inc.	17,783		21,306
Kitchener-Wilmot Hydro Inc.	17,345	15,608	19,116
Hydro One Brampton Networks	1,842	1,168	13,975
PowerStream Inc.	17,538	13,165	13,078
Hydro Ottawa Limited	7,590	8,528	8,186
Waterloo North Hydro Inc.	7,580	7,096	6,919
Cambridge and North Dumfries	749	5,573	5,701
Whitby Hydro Electric	3,868	4,994	4,453
Oakville Hydro Electricity	4,829	12,891	588
Burlington Hydro Inc.	492	407	487
Entegrus Powerlines Inc.	249	315	297
Count	**14**	**13**	**14**
Average	**13,306.6**	**13,457.9**	**14,614.3**
Median	**7,585**	**8,528**	**10,632**
1st & 3rd quartiles	**2,349 & 17,722**	**4,994 & 15,608**	**4,765 & 20,759**
Range (min, max)	**249 to 50,175**	**315 to 49,538**	**297 to 46,368**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			19,442
Peterborough Distribution Inc.	5,912	8,397	8,008
Westario Power Inc.	4,492		6,484
Halton Hills Hydro Inc.	3,404	2,831	4,393
Festival Hydro Inc.	3,131	2,761	3,471
Haldimand County Hydro Inc.	2,632	2,561	2,774
Woodstock Hydro Services Inc.	2,340	2,741	2,631
St. Thomas Energy Inc.	2,599	2,962	2,279
Orangeville Hydro Limited	1,023	1,070	1,297
Lakeland Power Distribution Ltd	2,035	2,009	1,058
Lakefront Utilities Inc.		60	80
Grimsby Power Incorporated		27	12

S223 Total Number of Appointments Scheduled

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3,063.1	2,541.9	4,327.4
Median	2,632	2,651	2,703
1st & 3rd quartiles	2,340 & 3,404	1,305 & 2,814	1,237 & 4,916
Range (min, max)	1,023 to 5,912	27 to 8,397	12 to 19,442

Small Utilities	2010	2011	2012
Kenora Hydro Electric		161	280
Sioux Lookout Hydro Inc.	102	79	70
Count	1	2	2
Average	102.0	120.0	175.0
Median	102	120	175
1st & 3rd quartiles	102 & 102	100 & 141	123 & 228
Range (min, max)	102 to 102	79 to 161	70 to 280

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	8,915.1	8,024.5	9,174.3
Median	3,636	2,831	4,423
1st & 3rd quartiles	1,987 & 10,029	1,070 & 8,528	941 & 13,302
Range (min, max)	102 to 50,175	27 to 49,538	12 to 46,368

Notes:

S222 Number of Appointments Scheduled Within 5 Business Days

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	50,175	49,536	46,368
Horizon Utilities Corporation	37,093	36,021	39,509
London Hydro Inc.	16,974		20,764
Veridian Connections Inc.	17,904	17,826	20,070
Kitchener-Wilmot Hydro Inc.	16,683	15,531	18,480
Hydro One Brampton Networks	1,842	1,168	13,975
PowerStream Inc.	17,528	13,165	13,078
Hydro Ottawa Limited	7,590	8,528	8,167
Waterloo North Hydro Inc.	7,580	7,076	6,918
Cambridge and North Dumfries	749	5,569	5,626
Whitby Hydro Electric	3,770	4,994	4,444
Oakville Hydro Electricity	4,829	12,890	588
Burlington Hydro Inc.	491	396	487
Entegrus Powerlines Inc.	249	315	297
Count	**14**	**13**	**14**
Average	**13,104.1**	**13,308.8**	**14,197.9**
Median	**7,585**	**8,528**	**10,623**
1st & 3rd quartiles	**2,324 & 17,390**	**4,994 & 15,531**	**4,740 & 19,673**
Range (min, max)	**249 to 50,175**	**315 to 49,536**	**297 to 46,368**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			19,433
Peterborough Distribution Inc.	5,448	8,108	7,694
Westario Power Inc.	4,416		6,384
Halton Hills Hydro Inc.	3,404	2,831	4,393
Festival Hydro Inc.	3,121	2,739	3,433
Haldimand County Hydro Inc.	2,632	2,539	2,762
Woodstock Hydro Services Inc.	2,166	2,553	2,590
St. Thomas Energy Inc.	2,526	2,813	2,153
Orangeville Hydro Limited	959	1,031	1,295
Lakeland Power Distribution Ltd	2,035	2,009	1,058
Lakefront Utilities Inc.		60	80
Grimsby Power Incorporated		27	12

S222 Number of Appointments Scheduled Within 5 Business Days

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2,967.4	2,471.0	4,273.9
Median	2,632	2,546	2,676
1st & 3rd quartiles	2,166 & 3,404	1,276 & 2,795	1,236 & 4,891
Range (min, max)	959 to 5,448	27 to 8,108	12 to 19,433

Small Utilities	2010	2011	2012
Kenora Hydro Electric		161	280
Sioux Lookout Hydro Inc.	101	76	70
Count	1	2	2
Average	101.0	118.5	175.0
Median	101	119	175
1st & 3rd quartiles	101 & 101	97 & 140	123 & 228
Range (min, max)	101 to 101	76 to 161	70 to 280

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	8,761.0	7,918.5	8,943.1
Median	3,587	2,813	4,419
1st & 3rd quartiles	1,987 & 9,863	1,031 & 8,528	941 & 13,302
Range (min, max)	101 to 50,175	27 to 49,536	12 to 46,368

Notes:

S126 Total Number of Appointments at a Customer's Premises or Work Site Made

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	1,832	1,168	13,975
Horizon Utilities Corporation	10,406	7,430	9,319
Hydro Ottawa Limited	7,590	8,528	8,186
Waterloo North Hydro Inc.	7,580	7,096	6,919
EnWin Utilities Ltd.	7,290	7,256	6,288
Cambridge and North Dumfries	749	5,573	5,701
Veridian Connections Inc.	3,752	2,873	3,188
London Hydro Inc.	1,909		1,607
Kitchener-Wilmot Hydro Inc.	2,120	1,240	1,299
Oakville Hydro Electricity		847	588
Burlington Hydro Inc.	492	407	487
Whitby Hydro Electric	1,199	592	325
Entegrus Powerlines Inc.	249	315	297
PowerStream Inc.	335	317	93
Count	**13**	**13**	**14**
Average	**3,500.2**	**3,357.1**	**4,162.3**
Median	**1,909**	**1,240**	**2,398**
1st & 3rd quartiles	**749 & 7,290**	**592 & 7,096**	**512 & 6,761**
Range (min, max)	**249 to 10,406**	**315 to 8,528**	**93 to 13,975**

Medium Utilities	2010	2011	2012
Westario Power Inc.	428		6,810
Halton Hills Hydro Inc.	412	2,831	4,305
Peterborough Distribution Inc.	2,441	1,922	2,141
Brantford Power Inc.			1,300
Woodstock Hydro Services Inc.	335	725	747
Haldimand County Hydro Inc.	2,880	2,834	636
Festival Hydro Inc.	1,014	603	635
St. Thomas Energy Inc.	582	1,106	440
Lakeland Power Distribution Ltd	1,482	1,469	366
Lakefront Utilities Inc.		185	80
Orangeville Hydro Limited	38	39	36
Grimsby Power Incorporated		28	12

S126 Total Number of Appointments at a Customer's Premises or Work Site Made

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,068.0	1,174.2	1,459.0
Median	582	916	636
1st & 3rd quartiles	412 & 1,482	290 & 1,809	295 & 1,510
Range (min, max)	38 to 2,880	28 to 2,834	12 to 6,810

Small Utilities	2010	2011	2012
Kenora Hydro Electric		161	280
Sioux Lookout Hydro Inc.	83	110	70
Count	1	2	2
Average	83.0	135.5	175.0
Median	83	136	175
1st & 3rd quartiles	83 & 83	123 & 148	123 & 228
Range (min, max)	83 to 83	110 to 161	70 to 280

Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	2,399.9	2,226.2	2,718.9
Median	1,199	1,106	692
1st & 3rd quartiles	420 & 2,661	317 & 2,834	318 & 4,654
Range (min, max)	38 to 10,406	28 to 8,528	12 to 13,975

Notes:

S125 Number of Appointments at a Customer's Premises or Work Site Kept at the Appointed Time

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	1,832	1,168	13,726
Horizon Utilities Corporation	10,052	7,231	8,891
Hydro Ottawa Limited	7,587	8,298	7,972
Waterloo North Hydro Inc.	7,342	7,076	6,919
EnWin Utilities Ltd.	7,258	7,229	6,287
Cambridge and North Dumfries	748	5,569	5,626
Veridian Connections Inc.	3,685	2,873	3,186
London Hydro Inc.	1,903		1,605
Kitchener-Wilmot Hydro Inc.	2,060	1,191	1,256
Oakville Hydro Electricity	4,526	847	588
Burlington Hydro Inc.	491	407	487
Whitby Hydro Electric	1,199	592	321
Entegrus Powerlines Inc.	249	312	294
PowerStream Inc.	335	317	93
Count	**14**	**13**	**14**
Average	**3,519.1**	**3,316.2**	**4,089.4**
Median	**1,982**	**1,191**	**2,396**
1st & 3rd quartiles	**861 & 6,575**	**592 & 7,076**	**512 & 6,761**
Range (min, max)	**249 to 10,052**	**312 to 8,298**	**93 to 13,726**

Medium Utilities	2010	2011	2012
Westario Power Inc.	416		6,696
Halton Hills Hydro Inc.	385	2,719	4,305
Peterborough Distribution Inc.	2,320	1,896	2,079
Brantford Power Inc.			1,293
Woodstock Hydro Services Inc.	329	723	745
Festival Hydro Inc.	1,014	603	634
Haldimand County Hydro Inc.	2,830	2,804	634
St. Thomas Energy Inc.	580	1,106	440
Lakeland Power Distribution Ltd	1,444	1,424	366
Lakefront Utilities Inc.		185	80
Orangeville Hydro Limited	38	39	36
Grimsby Power Incorporated		28	12

S125 Number of Appointments at a Customer's Premises or Work Site Kept at the Appointed Time

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,039.6	1,152.7	1,443.3
Median	580	915	634
1st & 3rd quartiles	385 & 1,444	290 & 1,778	295 & 1,490
Range (min, max)	38 to 2,830	28 to 2,804	12 to 6,696

Small Utilities	2010	2011	2012
Kenora Hydro Electric		161	280
Sioux Lookout Hydro Inc.	82	107	65
Count	1	2	2
Average	82.0	134.0	172.5
Median	82	134	173
1st & 3rd quartiles	82 & 82	121 & 148	119 & 226
Range (min, max)	82 to 82	107 to 161	65 to 280

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	2,446.0	2,196.2	2,675.6
Median	1,322	1,106	690
1st & 3rd quartiles	408 & 3,044	317 & 2,804	314 & 4,635
Range (min, max)	38 to 10,052	28 to 8,298	12 to 13,726

Notes:

S225 Total Number of Appointments Requiring Rescheduling

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	0	0	249
Horizon Utilities Corporation		356	215
Hydro Ottawa Limited	3	70	179
Kitchener-Wilmot Hydro Inc.	58	45	44
Burlington Hydro Inc.	1	11	10
Whitby Hydro Electric	0	0	4
Entegrus Powerlines Inc.	0	3	3
Veridian Connections Inc.	67	0	2
London Hydro Inc.	6		2
EnWin Utilities Ltd.	32	27	1
Waterloo North Hydro Inc.	98	24	1
Cambridge and North Dumfries	5	5	0
PowerStream Inc.		0	0
Oakville Hydro Electricity	3	1	
Count	**12**	**13**	**13**
Average	**22.8**	**41.7**	**54.6**
Median	**4**	**5**	**3**
1st & 3rd quartiles	**1 & 39**	**0 & 27**	**1 & 44**
Range (min, max)	**0 to 98**	**0 to 356**	**0 to 249**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	46	289	270
Westario Power Inc.	12		115
Halton Hills Hydro Inc.	27	112	95
Festival Hydro Inc.	10	22	38
Haldimand County Hydro Inc.	50	30	15
Brantford Power Inc.			7
Woodstock Hydro Services Inc.	5	2	2
St. Thomas Energy Inc.	2	0	0
Lakeland Power Distribution Ltd	12	45	0
Grimsby Power Incorporated		0	0
Orangeville Hydro Limited	111	39	0
Lakefront Utilities Inc.		0	

S225 Total Number of Appointments Requiring Rescheduling

Medium Utilities	2010	2011	2012
Count	9	10	11
Average	30.6	53.9	49.3
Median	12	26	7
1st & 3rd quartiles	10 & 46	1 & 44	0 & 67
Range (min, max)	2 to 111	0 to 289	0 to 270

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	3	3	5
Kenora Hydro Electric			0
Count	1	1	2
Average	3.0	3.0	2.5
Median	3	3	3
1st & 3rd quartiles	3 & 3	3 & 3	1 & 4
Range (min, max)	3 to 3	3 to 3	0 to 5

Totals over Large, Medium and Small Utility Classes			
Count	22	24	26
Average	25.0	45.2	48.3
Median	8	8	4
1st & 3rd quartiles	3 & 43	0 & 41	0 & 43
Range (min, max)	0 to 111	0 to 356	0 to 270

Notes:

S224 Number of Appointments Rescheduled Within 1 Business Day

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	0	0	249
Horizon Utilities Corporation		356	215
Hydro Ottawa Limited	3	70	179
Kitchener-Wilmot Hydro Inc.	53	45	44
Burlington Hydro Inc.	1	11	10
Whitby Hydro Electric	0	0	4
Entegrus Powerlines Inc.	0	3	3
London Hydro Inc.	6		2
EnWin Utilities Ltd.	29	25	1
Veridian Connections Inc.	67	0	1
Waterloo North Hydro Inc.	92	24	1
PowerStream Inc.		0	0
Cambridge and North Dumfries	5	5	0
Oakville Hydro Electricity		1	
Count	**11**	**13**	**13**
Average	**23.3**	**41.5**	**54.5**
Median	**5**	**5**	**3**
1st & 3rd quartiles	**1 & 41**	**0 & 25**	**1 & 44**
Range (min, max)	**0 to 92**	**0 to 356**	**0 to 249**

Medium Utilities	2010	2011	2012
Westario Power Inc.	12		115
Peterborough Distribution Inc.	15	4	101
Halton Hills Hydro Inc.	27	112	95
Festival Hydro Inc.	10	22	38
Haldimand County Hydro Inc.	49	29	15
Woodstock Hydro Services Inc.	5	2	2
Orangeville Hydro Limited	111	39	0
Grimsby Power Incorporated			0
Lakeland Power Distribution Ltd	12	45	0
St. Thomas Energy Inc.	1	0	0
Count	**9**	**8**	**10**
Average	**26.9**	**31.6**	**36.6**
Median	**12**	**26**	**9**
1st & 3rd quartiles	**10 & 27**	**4 & 41**	**0 & 81**
Range (min, max)	**1 to 111**	**0 to 112**	**0 to 115**

S224 Number of Appointments Rescheduled Within 1 Business Day

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	3	3	5
Kenora Hydro Electric			0
Count	**1**	**1**	**2**
Average	**3.0**	**3.0**	**2.5**
Median	**3**	**3**	**3**
1st & 3rd quartiles	**3 & 3**	**3 & 3**	**1 & 4**
Range (min, max)	**3 to 3**	**3 to 3**	**0 to 5**
Totals over Large, Medium and Small Utility Classes			
Count	**21**	**22**	**25**
Average	**23.9**	**36.2**	**43.2**
Median	**10**	**8**	**3**
1st & 3rd quartiles	**3 & 29**	**1 & 37**	**0 & 44**
Range (min, max)	**0 to 111**	**0 to 356**	**0 to 249**

Notes:

S128 Number of Requests for Written Responses

Large Utilities	2010	2011	2012
PowerStream Inc.	13,335	13,732	16,945
London Hydro Inc.	8,387		15,279
Horizon Utilities Corporation	4,252	4,272	13,391
EnWin Utilities Ltd.	20	1	9,723
Burlington Hydro Inc.	9,906	10,286	8,532
Hydro Ottawa Limited	6,118	5,666	5,331
Veridian Connections Inc.	4,807	5,137	4,618
Kitchener-Wilmot Hydro Inc.	2,741	2,870	3,649
Hydro One Brampton Networks	1,228	2,250	2,686
Waterloo North Hydro Inc.	1,244	2,125	2,449
Cambridge and North Dumfries	2,268	1,774	2,306
Oakville Hydro Electricity	1,645	1,150	1,459
Whitby Hydro Electric	682	946	789
Entegrus Powerlines Inc.	296	345	321
Count	**14**	**13**	**14**
Average	**4,066.4**	**3,888.8**	**6,248.4**
Median	**2,505**	**2,250**	**4,134**
1st & 3rd quartiles	**1,232 & 5,790**	**1,150 & 5,137**	**2,342 & 9,425**
Range (min, max)	**20 to 13,335**	**1 to 13,732**	**321 to 16,945**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,185	1,504	1,618
Brantford Power Inc.			1,529
Halton Hills Hydro Inc.	1,075	792	1,348
Grimsby Power Incorporated		432	646
Festival Hydro Inc.	64	237	323
Peterborough Distribution Inc.	313	277	307
Lakefront Utilities Inc.		459	255
Orangeville Hydro Limited	147	342	227
Woodstock Hydro Services Inc.	19	78	120
St. Thomas Energy Inc.	126	86	67
Lakeland Power Distribution Ltd	404	387	54
Westario Power Inc.	56		47

S128 Number of Requests for Written Responses

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	376.6	459.4	545.1
Median	147	365	281
1st & 3rd quartiles	64 & 404	247 & 452	107 & 822
Range (min, max)	19 to 1,185	78 to 1,504	47 to 1,618

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	11	16	15
Kenora Hydro Electric		4	7
Count	1	2	2
Average	11.0	10.0	11.0
Median	11	10	11
1st & 3rd quartiles	11 & 11	7 & 13	9 & 13
Range (min, max)	11 to 11	4 to 16	7 to 15

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	2,513.7	2,206.7	3,358.6
Median	1,130	792	1,404
1st & 3rd quartiles	142 & 3,119	277 & 2,250	248 & 3,891
Range (min, max)	11 to 13,335	1 to 13,732	7 to 16,945

Notes:

S127 Number of Requests for Written Responses Provided Within 10 Working Days

Large Utilities	2010	2011	2012
PowerStream Inc.	13,221	13,562	16,594
London Hydro Inc.	8,383		15,278
Horizon Utilities Corporation	4,209	3,920	13,204
EnWin Utilities Ltd.	20	1	9,719
Burlington Hydro Inc.	9,906	10,286	8,532
Hydro Ottawa Limited	6,113	5,662	5,331
Veridian Connections Inc.	4,802	5,137	4,617
Kitchener-Wilmot Hydro Inc.	2,728	2,858	3,629
Hydro One Brampton Networks	1,228	2,249	2,686
Waterloo North Hydro Inc.	1,244	2,120	2,448
Cambridge and North Dumfries	2,252	1,763	2,306
Oakville Hydro Electricity	1,624	1,144	1,459
Whitby Hydro Electric	682	946	789
Entegrus Powerlines Inc.	296	345	321
Count	**14**	**13**	**14**
Average	**4,050.6**	**3,845.6**	**6,208.1**
Median	**2,490**	**2,249**	**4,123**
1st & 3rd quartiles	**1,232 & 5,785**	**1,144 & 5,137**	**2,342 & 9,422**
Range (min, max)	**20 to 13,221**	**1 to 13,562**	**321 to 16,594**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,177	1,480	1,614
Brantford Power Inc.			1,526
Halton Hills Hydro Inc.	1,075	792	1,348
Grimsby Power Incorporated		432	646
Festival Hydro Inc.	64	237	323
Peterborough Distribution Inc.	312	275	305
Lakefront Utilities Inc.		459	255
Orangeville Hydro Limited	134	341	227
Woodstock Hydro Services Inc.	19	78	120
St. Thomas Energy Inc.	124	82	67
Lakeland Power Distribution Ltd	397	383	54
Westario Power Inc.	53		47

S127 Number of Requests for Written Responses Provided Within 10 Working Days

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	372.8	455.9	544.3
Median	134	362	280
1st & 3rd quartiles	64 & 397	247 & 452	107 & 822
Range (min, max)	19 to 1,177	78 to 1,480	47 to 1,614

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	11	16	15
Kenora Hydro Electric		4	7
Count	1	2	2
Average	11.0	10.0	11.0
Median	11	10	11
1st & 3rd quartiles	11 & 11	7 & 13	9 & 13
Range (min, max)	11 to 11	4 to 16	7 to 15

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	2,503.1	2,182.9	3,338.1
Median	1,126	792	1,404
1st & 3rd quartiles	132 & 3,098	275 & 2,249	248 & 3,876
Range (min, max)	11 to 13,221	1 to 13,562	7 to 16,594

Notes:

S115 Number of Emergency Calls for Urban Customers

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	976	966	812
Entegrus Powerlines Inc.	265	531	522
PowerStream Inc.	246	277	316
Horizon Utilities Corporation	239	250	277
EnWin Utilities Ltd.	325	352	264
Hydro Ottawa Limited	134	172	136
London Hydro Inc.	100		132
Hydro One Brampton Networks	99	118	115
Veridian Connections Inc.	77	73	80
Waterloo North Hydro Inc.	38	67	69
Cambridge and North Dumfries	643	64	67
Kitchener-Wilmot Hydro Inc.	74	67	66
Whitby Hydro Electric	20	45	46
Oakville Hydro Electricity		9	46
Count	**13**	**13**	**14**
Average	**248.9**	**230.1**	**210.6**
Median	**134**	**118**	**124**
1st & 3rd quartiles	**77 & 265**	**67 & 277**	**68 & 274**
Range (min, max)	**20 to 976**	**9 to 966**	**46 to 812**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			67
Halton Hills Hydro Inc.	63	66	56
Festival Hydro Inc.	9	25	36
Peterborough Distribution Inc.	38	39	24
St. Thomas Energy Inc.	25	22	18
Westario Power Inc.	8		17
Haldimand County Hydro Inc.	20	16	15
Orangeville Hydro Limited	18	10	12
Grimsby Power Incorporated		8	10
Woodstock Hydro Services Inc.	7	14	9
Lakeland Power Distribution Ltd	8	6	7
Lakefront Utilities Inc.		11	5

S115 Number of Emergency Calls for Urban Customers

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	21.8	21.7	23.0
Median	18	15	16
1st & 3rd quartiles	8 & 25	10 & 24	10 & 27
Range (min, max)	7 to 63	6 to 66	5 to 67

Small Utilities	2010	2011	2012
Kenora Hydro Electric		5	5
Sioux Lookout Hydro Inc.	2	1	1
Count	1	2	2
Average	2.0	3.0	3.0
Median	2	3	3
1st & 3rd quartiles	2 & 2	2 & 4	2 & 4
Range (min, max)	2 to 2	1 to 5	1 to 5

Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	149.3	128.6	115.4
Median	63	45	51
1st & 3rd quartiles	19 & 187	11 & 118	14 & 119
Range (min, max)	2 to 976	1 to 966	1 to 812

Notes:

S74 Number of Emergency Calls for Urban Customers for Which Qualified Staff Were on Site Within 60 min.

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	827	844	751
Entegrus Powerlines Inc.	233	478	484
PowerStream Inc.	234	261	291
Horizon Utilities Corporation	228	240	276
EnWin Utilities Ltd.	315	301	262
Hydro Ottawa Limited	130	142	134
London Hydro Inc.	98		131
Hydro One Brampton Networks	99	117	115
Veridian Connections Inc.	76	73	72
Waterloo North Hydro Inc.	34	65	68
Cambridge and North Dumfries	632	64	67
Kitchener-Wilmot Hydro Inc.	67	61	57
Oakville Hydro Electricity			46
Whitby Hydro Electric	20	45	46
Count	**13**	**12**	**14**
Average	**230.2**	**224.3**	**200.0**
Median	**130**	**130**	**123**
1st & 3rd quartiles	**76 & 234**	**65 & 271**	**67 & 273**
Range (min, max)	**20 to 827**	**45 to 844**	**46 to 751**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			67
Halton Hills Hydro Inc.	63	66	55
Festival Hydro Inc.	9	24	36
Peterborough Distribution Inc.	38	37	24
St. Thomas Energy Inc.	25	22	18
Westario Power Inc.	8		15
Haldimand County Hydro Inc.	19	14	14
Orangeville Hydro Limited	18	10	12
Grimsby Power Incorporated		8	10
Woodstock Hydro Services Inc.	7	14	9
Lakeland Power Distribution Ltd	8	6	7
Lakefront Utilities Inc.		11	5

S74 Number of Emergency Calls for Urban Customers for Which Qualified Staff Were on Site Within 60 min.

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	21.7	21.2	22.7
Median	18	14	15
1st & 3rd quartiles	8 & 25	10 & 24	10 & 27
Range (min, max)	7 to 63	6 to 66	5 to 67

Small Utilities	2010	2011	2012
Kenora Hydro Electric		5	5
Sioux Lookout Hydro Inc.	2	1	1
Count	1	2	2
Average	2.0	3.0	3.0
Median	2	3	3
1st & 3rd quartiles	2 & 2	2 & 4	2 & 4
Range (min, max)	2 to 2	1 to 5	1 to 5

Totals over Large, Medium and Small Utility Classes			
Count	23	24	28
Average	138.7	121.2	109.9
Median	63	53	51
1st & 3rd quartiles	19 & 179	13 & 123	14 & 119
Range (min, max)	2 to 827	1 to 844	1 to 751

Notes:

S138 Number of Emergency Calls for Rural Customers

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	27	52	39
Kitchener-Wilmot Hydro Inc.	15	18	11
Whitby Hydro Electric	0	0	8
Cambridge and North Dumfries	57	10	3
Oakville Hydro Electricity			2
Veridian Connections Inc.	1	0	2
Burlington Hydro Inc.	0		0
PowerStream Inc.		0	0
Horizon Utilities Corporation	0	0	0
London Hydro Inc.	0		
Count	**8**	**7**	**9**
Average	**12.5**	**11.4**	**7.2**
Median	**1**	**0**	**2**
1st & 3rd quartiles	**0 & 18**	**0 & 14**	**0 & 8**
Range (min, max)	**0 to 57**	**0 to 52**	**0 to 39**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	92	98	106
Haldimand County Hydro Inc.	30	29	30
Grimsby Power Incorporated		12	10
Lakeland Power Distribution Ltd	1	0	1
Count	**3**	**4**	**4**
Average	**41.0**	**34.8**	**36.8**
Median	**30**	**21**	**20**
1st & 3rd quartiles	**16 & 61**	**9 & 46**	**8 & 49**
Range (min, max)	**1 to 92**	**0 to 98**	**1 to 106**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2	1	0
Count	**1**	**1**	**1**
Average	**2.0**	**1.0**	**0.0**
Median	**2**	**1**	**0**
1st & 3rd quartiles	**2 & 2**	**1 & 1**	**0 & 0**
Range (min, max)	**2 to 2**	**1 to 1**	**0 to 0**

S138 Number of Emergency Calls for Rural Customers

Totals over Large, Medium and Small Utility Classes			
Count	12	12	14
Average	18.8	18.3	15.1
Median	2	6	3
1st & 3rd quartiles	0 & 28	0 & 21	0 & 11
Range (min, max)	0 to 92	0 to 98	0 to 106

Notes:

S137 Number of Emergency Calls for Rural Customers for Which Qualified Staff Were on Site Within 120 min.

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	27	52	39
Kitchener-Wilmot Hydro Inc.	15	16	10
Whitby Hydro Electric	0	0	8
Cambridge and North Dumfries	53	10	3
Oakville Hydro Electricity			2
Veridian Connections Inc.	1	0	2
Horizon Utilities Corporation	0	0	0
PowerStream Inc.		0	0
Burlington Hydro Inc.	0		0
London Hydro Inc.	0		
Count	**8**	**7**	**9**
Average	**12.0**	**11.1**	**7.1**
Median	**1**	**0**	**2**
1st & 3rd quartiles	**0 & 18**	**0 & 13**	**0 & 8**
Range (min, max)	**0 to 53**	**0 to 52**	**0 to 39**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	92	98	95
Haldimand County Hydro Inc.	30	28	30
Grimsby Power Incorporated		12	10
Lakeland Power Distribution Ltd	1	0	1
Count	**3**	**4**	**4**
Average	**41.0**	**34.5**	**34.0**
Median	**30**	**20**	**20**
1st & 3rd quartiles	**16 & 61**	**9 & 46**	**8 & 46**
Range (min, max)	**1 to 92**	**0 to 98**	**1 to 95**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2	1	0
Count	**1**	**1**	**1**
Average	**2.0**	**1.0**	**0.0**
Median	**2**	**1**	**0**
1st & 3rd quartiles	**2 & 2**	**1 & 1**	**0 & 0**
Range (min, max)	**2 to 2**	**1 to 1**	**0 to 0**

S137 Number of Emergency Calls for Rural Customers for Which Qualified Staff Were on Site Within 120 min.

Totals over Large, Medium and Small Utility Classes			
Count	12	12	14
Average	18.4	18.1	14.3
Median	2	6	3
1st & 3rd quartiles	0 & 28	0 & 19	0 & 10
Range (min, max)	0 to 92	0 to 98	0 to 95

Notes:

S227 Total Number of Bills Issued

Large Utilities	2010	2011	2012
PowerStream Inc.	2,283,443	2,244,238	2,269,458
Hydro Ottawa Limited	1,935,052	1,858,042	1,918,631
London Hydro Inc.	1,784,869		1,800,269
Hydro One Brampton Networks	1,606,950	1,649,920	1,684,022
Horizon Utilities Corporation	1,592,302	1,826,492	1,598,427
EnWin Utilities Ltd.	1,112,465	1,139,139	1,119,266
Veridian Connections Inc.	571,498	756,412	762,640
Kitchener-Wilmot Hydro Inc.	561,954	570,733	580,919
Entegrus Powerlines Inc.	359,420	482,688	484,896
Burlington Hydro Inc.	437,665	441,786	447,807
Oakville Hydro Electricity	402,609	407,264	436,761
Waterloo North Hydro Inc.	318,653	323,814	330,971
Cambridge and North Dumfries	322,889	321,441	329,458
Count	**13**	**12**	**13**
Average	**1,022,289.9**	**1,001,830.8**	**1,058,732.7**
Median	**571,498**	**663,573**	**762,640**
1st & 3rd quartiles	**402,609 & 1,606,950**	**433,156 & 1,694,063**	**447,807 & 1,684,022**
Range (min, max)	**318,653 to 2,283,443**	**321,441 to 2,244,238**	**329,458 to 2,269,458**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			480,000
Peterborough Distribution Inc.	398,418	380,553	427,128
Westario Power Inc.	255,952		263,422
Haldimand County Hydro Inc.	257,447	257,929	260,095
Festival Hydro Inc.	235,248	238,896	240,006
St. Thomas Energy Inc.	196,852	212,655	214,079
Woodstock Hydro Services Inc.	182,519	195,545	195,167
Halton Hills Hydro Inc.	138,714	137,776	141,267
Grimsby Power Incorporated		125,868	126,630
Lakeland Power Distribution Ltd	114,153	115,393	116,711
Orangeville Hydro Limited	125,339	119,481	110,447
Lakefront Utilities Inc.		0	

S227 Total Number of Bills Issued

Medium Utilities	2010	2011	2012
Count	9	10	11
Average	211,626.9	178,409.6	234,086.5
Median	196,852	166,661	214,079
1st & 3rd quartiles	138,714 & 255,952	121,078 & 232,336	133,949 & 261,759
Range (min, max)	114,153 to 398,418	0 to 380,553	110,447 to 480,000

Small Utilities	2010	2011	2012
Kenora Hydro Electric		66,900	66,864
Sioux Lookout Hydro Inc.	33,145	33,262	33,692
Count	1	2	2
Average	33,145.0	50,081.0	50,278.0
Median	33,145	50,081	50,278
1st & 3rd quartiles	33,145 & 33,145	41,672 & 58,491	41,985 & 58,571
Range (min, max)	33,145 to 33,145	33,262 to 66,900	33,692 to 66,864

Totals over Large, Medium and Small Utility Classes			
Count	23	24	26
Average	662,067.7	579,426.1	632,270.5
Median	359,420	322,628	379,050
1st & 3rd quartiles	216,050 & 841,982	134,799 & 617,153	199,895 & 717,210
Range (min, max)	33,145 to 2,283,443	0 to 2,244,238	33,692 to 2,269,458

Notes:

S228 Number of Bills Cancelled & Reissued

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	47,337	51,164	27,903
Horizon Utilities Corporation	54,593	59,162	11,011
Hydro Ottawa Limited	8,657	7,186	7,959
PowerStream Inc.	9,992	8,147	3,811
Hydro One Brampton Networks	3,931	7,671	2,185
Entegrus Powerlines Inc.	1,241	1,997	930
Veridian Connections Inc.	908	765	826
Kitchener-Wilmot Hydro Inc.	1,571	1,303	681
Waterloo North Hydro Inc.	402	248	162
Cambridge and North Dumfries	1,014	234	68
Burlington Hydro Inc.	520	5,978	0
Count	**11**	**11**	**11**
Average	**11,833.3**	**13,077.7**	**5,048.7**
Median	**1,571**	**5,978**	**930**
1st & 3rd quartiles	**961 & 9,325**	**1,034 & 7,909**	**422 & 5,885**
Range (min, max)	**402 to 54,593**	**234 to 59,162**	**0 to 27,903**

Medium Utilities	2010	2011	2012
Grimsby Power Incorporated		926	1,047
Peterborough Distribution Inc.	999	756	988
Woodstock Hydro Services Inc.	284	322	646
Halton Hills Hydro Inc.	1,041	652	412
Haldimand County Hydro Inc.	497	486	383
Orangeville Hydro Limited	6,892	467	224
St. Thomas Energy Inc.	4,433	1,344	152
Lakeland Power Distribution Ltd	114	171	94
Westario Power Inc.	0		0
Lakefront Utilities Inc.		0	
Festival Hydro Inc.	0		
Count	**9**	**9**	**9**
Average	**1,584.4**	**569.3**	**438.4**
Median	**497**	**486**	**383**
1st & 3rd quartiles	**114 & 1,041**	**322 & 756**	**152 & 646**
Range (min, max)	**0 to 6,892**	**0 to 1,344**	**0 to 1,047**

Small Utilities	2010	2011	2012
Kenora Hydro Electric		60	60

S228 Number of Bills Cancelled & Reissued

Small Utilities	2010	2011	2012
Count	0	1	1
Average		60.0	60.0
Median		60	60
1st & 3rd quartiles		60 & 60	60 & 60
Range (min, max)		60 to 60	60 to 60
Totals over Large, Medium and Small Utility Classes			
Count	20	21	21
Average	7,221.3	7,097.1	2,835.3
Median	1,028	765	646
1st & 3rd quartiles	473 & 5,048	322 & 5,978	152 & 1,047
Range (min, max)	0 to 54,593	0 to 59,162	0 to 27,903

Notes:

S102 Total Customer Hours of Interruptions (Include Code 2)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	404,077.00	786,220.00	503,461.00
PowerStream Inc.	264,505.00	399,083.00	393,091.00
Horizon Utilities Corporation	291,957.00	533,680.00	345,131.00
Veridian Connections Inc.	103,794.00	256,039.00	218,397.00
Waterloo North Hydro Inc.	40,913.00	54,355.00	178,574.00
London Hydro Inc.	128,129.00		133,393.00
Hydro One Brampton Networks	87,968.58	98,833.81	105,832.71
EnWin Utilities Ltd.	86,371.00	220,178.69	93,182.00
Kitchener-Wilmot Hydro Inc.	64,710.96	133,758.83	87,565.95
Entegrus Powerlines Inc.	51,340.00	61,018.00	64,721.00
Burlington Hydro Inc.	72,158.40	68,549.00	58,554.00
Cambridge and North Dumfries	49,195.00	37,933.20	55,355.20
Oakville Hydro Electricity	46,869.00	29,769.00	52,367.00
Whitby Hydro Electric	19,288.00	59,194.00	39,349.00
Count	**14**	**13**	**14**
Average	**122,233.996**	**210,662.425**	**166,355.276**
Median	**79,264.70**	**98,833.81**	**99,507.36**
1st & 3rd quartiles	**49,731.25 & 122,045.25**	**59,194.00 & 256,039.00**	**60,095.75 & 208,441.25**
Range (min, max)	**19,288.00 to 404,077.00**	**29,769.00 to 786,220.00**	**39,349.00 to 503,461.00**

Medium Utilities	2010	2011	2012
Westario Power Inc.	33,812.00		108,131.00
Peterborough Distribution Inc.	77,596.00	182,120.00	88,358.00
Haldimand County Hydro Inc.	62,605.00	179,106.00	59,708.00
Festival Hydro Inc.	38,744.85	29,513.22	39,416.53
Halton Hills Hydro Inc.	37,701.00	32,894.00	32,794.00
Lakefront Utilities Inc.		21,253.00	31,679.00
Lakeland Power Distribution Ltd	34,154.00	40,199.00	31,603.00
Orangeville Hydro Limited	31,930.00	61,639.00	17,610.00
Grimsby Power Incorporated		21,529.00	12,935.00
Brantford Power Inc.			11,754.00
Woodstock Hydro Services Inc.	4,470.00	7,751.00	8,464.00
St. Thomas Energy Inc.	5,604.00	28,337.00	3,597.00

S102 Total Customer Hours of Interruptions (Include Code 2)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	36,290.761	60,434.122	37,170.794
Median	34,154.00	31,203.61	31,641.00
1st & 3rd quartiles	31,930.00 & 38,744.85	23,231.00 & 56,279.00	12,639.75 & 44,489.40
Range (min, max)	4,470.00 to 77,596.00	7,751.00 to 182,120.00	3,597.00 to 108,131.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		54,474.00	4,070.00
Sioux Lookout Hydro Inc.	30,164.00	21,281.00	1,476.00
Count	1	2	2
Average	30,164.000	37,877.500	2,773.000
Median	30,164.00	37,877.50	2,773.00
1st & 3rd quartiles	30,164.00 & 30,164.00	29,579.25 & 46,175.75	2,124.50 & 3,421.50
Range (min, max)	30,164.00 to 30,164.00	21,281.00 to 54,474.00	1,476.00 to 4,070.00

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	86,169.033	136,748.310	99,306.050
Median	50,267.50	59,194.00	56,954.60
1st & 3rd quartiles	34,068.50 & 86,770.40	29,769.00 & 179,106.00	28,104.75 & 106,407.28
Range (min, max)	4,470.00 to 404,077.00	7,751.00 to 786,220.00	1,476.00 to 503,461.00

Notes:

S272 Total Customer Hours of Interruption (Exclude Code 2)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	312,452.00	737,405.00	385,710.00
PowerStream Inc.	174,516.00	347,511.00	354,263.00
Horizon Utilities Corporation	271,298.00	529,371.00	341,026.00
Veridian Connections Inc.	86,416.00	201,555.00	137,745.00
London Hydro Inc.	123,376.00		131,911.00
Hydro One Brampton Networks	60,699.81	92,504.65	103,215.16
EnWin Utilities Ltd.	86,371.00	217,838.16	90,170.00
Waterloo North Hydro Inc.	39,001.00	39,019.00	87,965.00
Kitchener-Wilmot Hydro Inc.	62,116.98	86,949.78	85,926.15
Burlington Hydro Inc.	70,120.00	63,438.00	58,554.00
Oakville Hydro Electricity	46,179.00	29,616.00	52,367.00
Cambridge and North Dumfries	49,154.00	35,753.80	52,014.20
Entegrus Powerlines Inc.	43,870.00	35,995.00	47,920.00
Whitby Hydro Electric	18,836.00	59,194.00	39,181.00
Count	**14**	**13**	**14**
Average	**103,171.842**	**190,473.107**	**140,569.108**
Median	**66,118.49**	**86,949.78**	**89,067.50**
1st & 3rd quartiles	**46,922.75 & 114,136.00**	**39,019.00 & 217,838.16**	**53,913.75 & 136,286.50**
Range (min, max)	**18,836.00 to 312,452.00**	**29,616.00 to 737,405.00**	**39,181.00 to 385,710.00**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	73,841.00	176,562.00	86,320.00
Haldimand County Hydro Inc.	57,939.00	175,115.00	46,927.00
Lakefront Utilities Inc.		18,253.00	26,835.00
Halton Hills Hydro Inc.	37,701.00	29,303.00	26,271.00
Festival Hydro Inc.	36,412.65	21,410.07	20,819.02
Westario Power Inc.	25,126.00		18,667.00
Grimsby Power Incorporated		21,529.00	12,935.00
Orangeville Hydro Limited	11,289.00	17,321.00	12,303.00
Woodstock Hydro Services Inc.	4,470.00	5,979.00	8,464.00
Brantford Power Inc.			8,196.00
Lakeland Power Distribution Ltd	30,858.00	17,689.00	6,193.00
St. Thomas Energy Inc.	5,604.00	16,228.00	3,595.00

S272 Total Customer Hours of Interruption (Exclude Code 2)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	31,471.183	49,938.907	23,127.085
Median	30,858.00	19,831.54	15,801.00
1st & 3rd quartiles	11,289.00 & 37,701.00	17,413.00 & 27,359.50	8,397.00 & 26,412.00
Range (min, max)	4,470.00 to 73,841.00	5,979.00 to 176,562.00	3,595.00 to 86,320.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		50,194.00	2,399.00
Sioux Lookout Hydro Inc.	2,464.00	4,695.00	1,290.00
Count	1	2	2
Average	2,464.000	27,444.500	1,844.500
Median	2,464.00	27,444.50	1,844.50
1st & 3rd quartiles	2,464.00 & 2,464.00	16,069.75 & 38,819.25	1,567.25 & 2,121.75
Range (min, max)	2,464.00 to 2,464.00	4,695.00 to 50,194.00	1,290.00 to 2,399.00

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	72,087.935	121,217.138	80,327.912
Median	47,666.50	39,019.00	47,423.50
1st & 3rd quartiles	29,425.00 & 76,973.50	21,410.07 & 175,115.00	12,777.00 & 88,516.25
Range (min, max)	2,464.00 to 312,452.00	4,695.00 to 737,405.00	1,290.00 to 385,710.00

Notes:

S103 Total Customer Hours of Interruption Due to Supply (Code 2)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	91,625.00	48,815.00	117,751.00
Waterloo North Hydro Inc.	1,912.00	15,336.00	90,609.00
Veridian Connections Inc.	17,378.00	54,484.00	80,652.00
PowerStream Inc.	89,989.00	51,572.00	38,828.00
Entegrus Powerlines Inc.	7,470.00	28,026.34	16,802.00
Horizon Utilities Corporation	20,659.00	4,309.00	4,105.00
Cambridge and North Dumfries	41.00	2,179.50	3,340.90
EnWin Utilities Ltd.	0.00	2,340.53	3,012.00
Hydro One Brampton Networks	27,268.80	6,329.17	2,617.55
Kitchener-Wilmot Hydro Inc.	2,593.98	46,809.05	1,639.80
London Hydro Inc.	4,753.00		1,482.00
Whitby Hydro Electric	452.00	0.00	168.00
Oakville Hydro Electricity	0.00		0.00
Burlington Hydro Inc.	2,038.40	111.00	0.00
Count	**14**	**12**	**14**
Average	**19,012.870**	**21,692.633**	**25,786.232**
Median	**3,673.49**	**10,832.59**	**3,176.45**
1st & 3rd quartiles	**817.00 & 19,838.75**	**2,300.27 & 47,310.54**	**1,521.45 & 33,321.50**
Range (min, max)	**0.00 to 91,625.00**	**0.00 to 54,484.00**	**0.00 to 117,751.00**

Medium Utilities	2010	2011	2012
Westario Power Inc.	8,686.00		89,464.00
Lakeland Power Distribution Ltd	3,296.00	22,510.00	25,410.00
Festival Hydro Inc.	2,332.20	8,103.15	18,597.51
Haldimand County Hydro Inc.	4,666.00	3,991.00	12,781.00
Halton Hills Hydro Inc.	0.00	3,591.00	6,523.00
Lakefront Utilities Inc.		3,000.00	4,844.00
Orangeville Hydro Limited	20,641.00	44,318.00	4,121.00
Brantford Power Inc.			3,558.00
Peterborough Distribution Inc.	3,755.00	5,558.00	2,038.00
St. Thomas Energy Inc.	0.00	12,109.00	2.00
Woodstock Hydro Services Inc.	0.00	1,772.00	0.00
Grimsby Power Incorporated		0.00	0.00

S103 Total Customer Hours of Interruption Due to Supply (Code 2)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	4,819.578	10,495.215	13,944.876
Median	3,296.00	4,774.50	4,482.50
1st & 3rd quartiles	0.00 & 4,666.00	3,147.75 & 11,107.54	1,529.00 & 14,235.13
Range (min, max)	0.00 to 20,641.00	0.00 to 44,318.00	0.00 to 89,464.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		4,280.00	1,731.00
Sioux Lookout Hydro Inc.	27,700.00	16,586.00	186.00
Count	1	2	2
Average	27,700.000	10,433.000	958.500
Median	27,700.00	10,433.00	958.50
1st & 3rd quartiles	27,700.00 & 27,700.00	7,356.50 & 13,509.50	572.25 & 1,344.75
Range (min, max)	27,700.00 to 27,700.00	4,280.00 to 16,586.00	186.00 to 1,731.00

Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	14,052.349	16,088.739	18,937.956
Median	3,525.50	5,943.59	3,449.45
1st & 3rd quartiles	349.25 & 18,193.75	2,835.13 & 23,889.09	1,158.00 & 17,250.88
Range (min, max)	0.00 to 91,625.00	0.00 to 54,484.00	0.00 to 117,751.00

Notes:

S104 Total Customer Interruptions (Include Code 2)

Large Utilities	2010	2011	2012
PowerStream Inc.	300,291.00	409,021.00	579,200.00
Hydro Ottawa Limited	415,305.00	510,470.00	556,551.00
Horizon Utilities Corporation	425,684.00	413,378.00	465,601.00
Veridian Connections Inc.	178,561.00	276,746.00	302,495.00
London Hydro Inc.	162,591.00		211,037.00
EnWin Utilities Ltd.	158,343.00	241,578.00	190,541.00
Hydro One Brampton Networks	195,185.00	161,794.00	177,126.00
Kitchener-Wilmot Hydro Inc.	110,862.00	116,924.00	100,282.00
Cambridge and North Dumfries	43,099.00	72,405.00	77,106.00
Entegrus Powerlines Inc.	37,283.00	51,451.00	76,304.00
Oakville Hydro Electricity	72,511.00	66,392.00	62,426.00
Burlington Hydro Inc.	109,987.00	64,868.00	62,141.00
Whitby Hydro Electric	24,533.00	65,053.00	58,446.00
Waterloo North Hydro Inc.	47,004.00	48,880.00	48,578.00
Count	**14**	**13**	**14**
Average	**162,945.643**	**192,227.692**	**211,988.143**
Median	**134,602.50**	**116,924.00**	**138,704.00**
1st & 3rd quartiles	**53,380.75 & 191,029.00**	**65,053.00 & 276,746.00**	**65,895.50 & 279,630.50**
Range (min, max)	**24,533.00 to 425,684.00**	**48,880.00 to 510,470.00**	**48,578.00 to 579,200.00**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	55,747.00	96,316.00	76,808.00
Brantford Power Inc.			47,435.00
Halton Hills Hydro Inc.	58,216.00	35,526.00	40,784.00
Festival Hydro Inc.	48,633.00	43,275.00	37,532.00
Haldimand County Hydro Inc.	36,585.00	81,714.00	35,134.00
Westario Power Inc.	208,888.00		32,208.00
Lakefront Utilities Inc.		15,193.00	31,562.00
Grimsby Power Incorporated		12,780.00	18,199.00
St. Thomas Energy Inc.	9,386.00	27,858.00	17,338.00
Orangeville Hydro Limited	20,517.00	35,597.00	17,077.00
Woodstock Hydro Services Inc.	10,379.00	23,869.00	13,431.00
Lakeland Power Distribution Ltd	7,826.00	12,959.00	10,716.00

S104 Total Customer Interruptions (Include Code 2)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	50,686.333	38,508.700	31,518.667
Median	36,585.00	31,692.00	31,885.00
1st & 3rd quartiles	10,379.00 & 55,747.00	17,362.00 & 41,355.50	17,272.75 & 38,345.00
Range (min, max)	7,826.00 to 208,888.00	12,780.00 to 96,316.00	10,716.00 to 76,808.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		46,487.00	8,116.00
Sioux Lookout Hydro Inc.	9,798.00	4,850.00	3,249.00
Count	1	2	2
Average	9,798.000	25,668.500	5,682.500
Median	9,798.00	25,668.50	5,682.50
1st & 3rd quartiles	9,798.00 & 9,798.00	15,259.25 & 36,077.75	4,465.75 & 6,899.25
Range (min, max)	9,798.00 to 9,798.00	4,850.00 to 46,487.00	3,249.00 to 8,116.00

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	114,467.250	117,415.360	119,907.964
Median	56,981.50	64,868.00	53,512.00
1st & 3rd quartiles	33,572.00 & 166,583.50	35,526.00 & 116,924.00	28,221.25 & 119,493.00
Range (min, max)	7,826.00 to 425,684.00	4,850.00 to 510,470.00	3,249.00 to 579,200.00

Notes:

S274 Total Customer Interruptions (Exclude Code 2)

Large Utilities	2010	2011	2012
PowerStream Inc.	260,486.00	333,280.00	520,165.00
Horizon Utilities Corporation	366,021.00	413,365.00	435,685.00
Hydro Ottawa Limited	228,804.00	424,609.00	348,564.00
Veridian Connections Inc.	128,738.00	233,325.00	239,290.00
London Hydro Inc.	146,021.00		193,580.00
EnWin Utilities Ltd.	158,343.00	238,785.00	165,174.00
Hydro One Brampton Networks	101,185.00	142,728.00	148,350.00
Kitchener-Wilmot Hydro Inc.	95,572.00	77,923.00	78,418.00
Cambridge and North Dumfries	43,083.00	66,851.00	74,091.00
Oakville Hydro Electricity	67,910.00	64,078.00	62,426.00
Burlington Hydro Inc.	98,521.00	61,533.00	62,141.00
Whitby Hydro Electric	21,514.00	65,053.00	52,863.00
Waterloo North Hydro Inc.	43,864.00	44,240.00	42,963.00
Entegrus Powerlines Inc.	29,892.00	28,463.00	39,364.00
Count	**14**	**13**	**14**
Average	**127,853.857**	**168,787.154**	**175,933.857**
Median	**99,853.00**	**77,923.00**	**113,384.00**
1st & 3rd quartiles	**49,875.50 & 155,262.50**	**64,078.00 & 238,785.00**	**62,212.25 & 227,862.50**
Range (min, max)	**21,514.00 to 366,021.00**	**28,463.00 to 424,609.00**	**39,364.00 to 520,165.00**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	52,753.00	94,160.00	75,199.00
Brantford Power Inc.			31,184.00
Halton Hills Hydro Inc.	58,216.00	31,693.00	28,724.00
Festival Hydro Inc.	37,907.00	34,255.00	28,522.00
Haldimand County Hydro Inc.	25,032.00	69,334.00	24,670.00
Lakefront Utilities Inc.		14,193.00	21,875.00
Grimsby Power Incorporated		12,780.00	18,199.00
St. Thomas Energy Inc.	9,386.00	16,506.00	17,337.00
Orangeville Hydro Limited	9,914.00	22,292.00	13,489.00
Woodstock Hydro Services Inc.	10,379.00	14,246.00	13,431.00
Westario Power Inc.	201,817.00		7,610.00
Lakeland Power Distribution Ltd	6,218.00	3,316.00	2,156.00

S274 Total Customer Interruptions (Exclude Code 2)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	45,735.778	31,277.500	23,533.000
Median	25,032.00	19,399.00	20,037.00
1st & 3rd quartiles	9,914.00 & 52,753.00	14,206.25 & 33,614.50	13,474.50 & 28,572.50
Range (min, max)	6,218.00 to 201,817.00	3,316.00 to 94,160.00	2,156.00 to 75,199.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		40,904.00	2,546.00
Sioux Lookout Hydro Inc.	1,538.00	2,104.00	466.00
Count	1	2	2
Average	1,538.000	21,504.000	1,506.000
Median	1,538.00	21,504.00	1,506.00
1st & 3rd quartiles	1,538.00 & 1,538.00	11,804.00 & 31,204.00	986.00 & 2,026.00
Range (min, max)	1,538.00 to 1,538.00	2,104.00 to 40,904.00	466.00 to 2,546.00

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	91,796.417	102,000.640	98,160.071
Median	55,484.50	61,533.00	41,163.50
1st & 3rd quartiles	24,152.50 & 133,058.75	22,292.00 & 94,160.00	17,983.50 & 95,901.00
Range (min, max)	1,538.00 to 366,021.00	2,104.00 to 424,609.00	466.00 to 520,165.00

Notes:

S105 Total Customer Interruptions Due to Supply (Code 2)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	186,501.00	85,861.00	207,987.00
Veridian Connections Inc.	49,823.00	43,421.00	63,205.00
PowerStream Inc.	39,805.00	75,741.00	59,035.00
Entegrus Powerlines Inc.	7,391.00	24,613.00	36,940.00
Horizon Utilities Corporation	59,663.00	13.00	29,916.00
Hydro One Brampton Networks	94,000.00	31,664.00	28,776.00
EnWin Utilities Ltd.	0.00	2,793.00	25,367.00
Kitchener-Wilmot Hydro Inc.	15,290.00	39,001.00	21,864.00
London Hydro Inc.	16,570.00		17,457.00
Waterloo North Hydro Inc.	3,140.00	4,640.00	5,615.00
Whitby Hydro Electric	3,019.00	0.00	5,583.00
Cambridge and North Dumfries	16.00	5,554.00	3,015.00
Oakville Hydro Electricity	0.00		2.00
Burlington Hydro Inc.	11,466.00	3,335.00	0.00
Count	**14**	**12**	**14**
Average	**34,763.143**	**26,386.333**	**36,054.429**
Median	**13,378.00**	**15,083.50**	**23,615.50**
1st & 3rd quartiles	**3,049.25 & 47,318.50**	**3,199.50 & 40,106.00**	**5,591.00 & 35,184.00**
Range (min, max)	**0.00 to 186,501.00**	**0.00 to 85,861.00**	**0.00 to 207,987.00**

Medium Utilities	2010	2011	2012
Westario Power Inc.	7,071.00		24,598.00
Brantford Power Inc.			16,251.00
Halton Hills Hydro Inc.	0.00	3,833.00	12,060.00
Haldimand County Hydro Inc.	11,553.00	12,380.00	10,464.00
Lakefront Utilities Inc.		1,000.00	9,687.00
Festival Hydro Inc.	10,726.00	9,020.00	9,010.00
Lakeland Power Distribution Ltd	1,608.00	9,643.00	8,560.00
Orangeville Hydro Limited	11,603.00	13,305.00	3,588.00
Peterborough Distribution Inc.	2,994.00	2,156.00	1,609.00
St. Thomas Energy Inc.	0.00	11,352.00	1.00
Grimsby Power Incorporated		0.00	0.00
Woodstock Hydro Services Inc.	0.00	9,623.00	0.00

S105 Total Customer Interruptions Due to Supply (Code 2)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	5,061.667	7,231.200	7,985.667
Median	2,994.00	9,321.50	8,785.00
1st & 3rd quartiles	0.00 & 10,726.00	2,575.25 & 10,924.75	1,207.00 & 10,863.00
Range (min, max)	0.00 to 11,603.00	0.00 to 13,305.00	0.00 to 24,598.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		5,583.00	5,570.00
Sioux Lookout Hydro Inc.	8,260.00	2,746.00	2,783.00
Count	1	2	2
Average	8,260.000	4,164.500	4,176.500
Median	8,260.00	4,164.50	4,176.50
1st & 3rd quartiles	8,260.00 & 8,260.00	3,455.25 & 4,873.75	3,479.75 & 4,873.25
Range (min, max)	8,260.00 to 8,260.00	2,746.00 to 5,583.00	2,783.00 to 5,570.00

Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	22,520.792	16,553.208	21,747.964
Median	7,825.50	7,301.50	9,348.50
1st & 3rd quartiles	1,210.00 & 15,610.00	2,781.25 & 16,132.00	2,957.00 & 24,790.25
Range (min, max)	0.00 to 186,501.00	0.00 to 85,861.00	0.00 to 207,987.00

Notes:

S106 Total Momentary Customer Interruptions (Include code 2)

Large Utilities	2010	2011	2012
PowerStream Inc.	631,744.00	1,178,096.00	1,154,703.00
Hydro One Brampton Networks	369,714.00	430,965.00	591,130.00
London Hydro Inc.	410,850.00		487,178.00
EnWin Utilities Ltd.	474,477.00	603,914.00	469,936.00
Horizon Utilities Corporation	431,201.00	451,329.00	391,953.00
Kitchener-Wilmot Hydro Inc.	246,724.00	406,628.00	319,835.00
Oakville Hydro Electricity	191,704.00	288,753.00	283,261.00
Burlington Hydro Inc.	232,344.00	169,240.00	203,399.00
Whitby Hydro Electric		135,701.00	163,623.00
Entegrus Powerlines Inc.	96,643.00	194,324.00	78,041.00
Waterloo North Hydro Inc.	203.00	294.00	328.00
Count	**10**	**10**	**11**
Average	**308,560.400**	**385,924.400**	**376,671.545**
Median	**308,219.00**	**347,690.50**	**319,835.00**
1st & 3rd quartiles	**201,864.00 & 426,113.25**	**175,511.00 & 446,238.00**	**183,511.00 & 478,557.00**
Range (min, max)	**203.00 to 631,744.00**	**294.00 to 1,178,096.00**	**328.00 to 1,154,703.00**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	211,193.00	304,994.00	222,787.00
Festival Hydro Inc.	131,593.00	192,288.00	168,536.00
Woodstock Hydro Services Inc.	32.00	39.00	41.00
St. Thomas Energy Inc.	20.00	24.00	13.00
Westario Power Inc.			0.00
Count	**4**	**4**	**5**
Average	**85,709.500**	**124,336.250**	**78,275.400**
Median	**65,812.50**	**96,163.50**	**41.00**
1st & 3rd quartiles	**29.00 & 151,493.00**	**35.25 & 220,464.50**	**13.00 & 168,536.00**
Range (min, max)	**20.00 to 211,193.00**	**24.00 to 304,994.00**	**0.00 to 222,787.00**

S106 Total Momentary Customer Interruptions (Include code 2)

Totals over Large, Medium and Small Utility Classes			
Count	14	14	16
Average	244,888.714	311,184.929	283,422.750
Median	221,768.50	241,538.50	213,093.00
1st & 3rd quartiles	105,380.50 & 400,566.00	144,085.75 & 424,880.75	58,612.75 & 411,448.75
Range (min, max)	20.00 to 631,744.00	24.00 to 1,178,096.00	0.00 to 1,154,703.00

Notes:

S275 Total Momentary Customer Interruptions (Exclude Code 2)

Large Utilities	2010	2011	2012
PowerStream Inc.	608,892.00	1,114,312.00	1,144,787.00
Hydro One Brampton Networks	369,714.00	418,367.00	574,086.00
London Hydro Inc.	410,604.00		486,895.00
EnWin Utilities Ltd.	474,477.00	603,914.00	469,936.00
Kitchener-Wilmot Hydro Inc.	217,826.00	367,010.00	285,903.00
Oakville Hydro Electricity	191,704.00	288,753.00	283,261.00
Burlington Hydro Inc.	232,344.00	169,240.00	203,399.00
Entegrus Powerlines Inc.		0.00	65,535.00
Waterloo North Hydro Inc.	202.00	287.00	321.00
Count	**8**	**8**	**9**
Average	**313,220.375**	**370,235.375**	**390,458.111**
Median	**301,029.00**	**327,881.50**	**285,903.00**
1st & 3rd quartiles	**211,295.50 & 426,572.25**	**127,001.75 & 464,753.75**	**203,399.00 & 486,895.00**
Range (min, max)	**202.00 to 608,892.00**	**0.00 to 1,114,312.00**	**321.00 to 1,144,787.00**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	122,045.00	184,169.00	144,474.00
Woodstock Hydro Services Inc.	32.00	39.00	41.00
St. Thomas Energy Inc.	20.00	11.00	6.00
Westario Power Inc.			0.00
Count	**3**	**3**	**4**
Average	**40,699.000**	**61,406.333**	**36,130.250**
Median	**32.00**	**39.00**	**23.50**
1st & 3rd quartiles	**26.00 & 61,038.50**	**25.00 & 92,104.00**	**4.50 & 36,149.25**
Range (min, max)	**20.00 to 122,045.00**	**11.00 to 184,169.00**	**0.00 to 144,474.00**

Totals over Large, Medium and Small Utility Classes			
Count	**11**	**11**	**13**
Average	**238,896.364**	**286,009.273**	**281,434.154**
Median	**217,826.00**	**184,169.00**	**203,399.00**
1st & 3rd quartiles	**61,123.50 & 390,159.00**	**163.00 & 392,688.50**	**321.00 & 469,936.00**
Range (min, max)	**20.00 to 608,892.00**	**0.00 to 1,114,312.00**	**0.00 to 1,144,787.00**

Notes:

S107 Total Momentary Customer Interruptions Due to Supply (Code 2)

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.	28,898.00	39,618.00	33,932.00
Hydro One Brampton Networks	0.00	12,598.00	17,044.00
Entegrus Powerlines Inc.	96,643.00	77,904.00	12,506.00
PowerStream Inc.	22,852.00	63,784.00	9,916.00
London Hydro Inc.	246.00		283.00
Waterloo North Hydro Inc.	1.00	7.00	7.00
EnWin Utilities Ltd.	0.00	0.00	0.00
Oakville Hydro Electricity	0.00		
Burlington Hydro Inc.	0.00		
Count	**9**	**6**	**7**
Average	**16,515.556**	**32,318.500**	**10,526.857**
Median	**1.00**	**26,108.00**	**9,916.00**
1st & 3rd quartiles	**0.00 & 22,852.00**	**3,154.75 & 57,742.50**	**145.00 & 14,775.00**
Range (min, max)	**0.00 to 96,643.00**	**0.00 to 77,904.00**	**0.00 to 33,932.00**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	9,548.00	8,119.00	24,062.00
St. Thomas Energy Inc.	0.00	13.00	7.00
Westario Power Inc.			0.00
Woodstock Hydro Services Inc.	0.00	0.00	0.00
Count	**3**	**3**	**4**
Average	**3,182.667**	**2,710.667**	**6,017.250**
Median	**0.00**	**13.00**	**3.50**
1st & 3rd quartiles	**0.00 & 4,774.00**	**6.50 & 4,066.00**	**0.00 & 6,020.75**
Range (min, max)	**0.00 to 9,548.00**	**0.00 to 8,119.00**	**0.00 to 24,062.00**

Totals over Large, Medium and Small Utility Classes			
Count	**12**	**9**	**11**
Average	**13,182.333**	**22,449.222**	**8,887.000**
Median	**0.50**	**8,119.00**	**283.00**
1st & 3rd quartiles	**0.00 & 12,874.00**	**7.00 & 39,618.00**	**3.50 & 14,775.00**
Range (min, max)	**0.00 to 96,643.00**	**0.00 to 77,904.00**	**0.00 to 33,932.00**

Notes:

S229 Total Number of Customers Experiencing 4 or More Interruptions

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	0	33,478	29,895
Cambridge and North Dumfries		462	1,704
Oakville Hydro Electricity	0	284	75
Entegrus Powerlines Inc.		0	0
Horizon Utilities Corporation	41,713	51,004	
Kitchener-Wilmot Hydro Inc.	1,678		
Burlington Hydro Inc.	8,043		
Count	**5**	**5**	**4**
Average	**10,286.8**	**17,045.6**	**7,918.5**
Median	**1,678**	**462**	**890**
1st & 3rd quartiles	**0 & 8,043**	**284 & 33,478**	**56 & 8,752**
Range (min, max)	**0 to 41,713**	**0 to 51,004**	**0 to 29,895**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	13,750	1,900	845
Haldimand County Hydro Inc.	1	0	2
Westario Power Inc.			0
St. Thomas Energy Inc.			0
Count	**2**	**2**	**4**
Average	**6,875.5**	**950.0**	**211.8**
Median	**6,876**	**950**	**1**
1st & 3rd quartiles	**3,438 & 10,313**	**475 & 1,425**	**0 & 213**
Range (min, max)	**1 to 13,750**	**0 to 1,900**	**0 to 845**

Small Utilities	2010	2011	2012
Kenora Hydro Electric		5,575	
Count	**0**	**1**	**0**
Average		**5,575.0**	
Median		**5,575**	
1st & 3rd quartiles		**5,575 & 5,575**	
Range (min, max)		**5,575 to 5,575**	**to**

S229 Total Number of Customers Experiencing 4 or More Interruptions

Totals over Large, Medium and Small Utility Classes			
Count	7	8	8
Average	9,312.1	11,587.9	4,065.1
Median	1,678	1,181	39
1st & 3rd quartiles	1 & 10,897	213 & 12,551	0 & 1,060
Range (min, max)	0 to 41,713	0 to 51,004	0 to 29,895

Notes:

S230 Total Number of Customers Experiencing an Interruption Lasting Six (6) Hours or More

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	6,003	18,465	15,143
London Hydro Inc.	610		3,408
PowerStream Inc.	3,210	5,913	3,105
Veridian Connections Inc.	800	4,264	1,261
EnWin Utilities Ltd.	863	5,600	905
Cambridge and North Dumfries	282	784	544
Hydro One Brampton Networks	215	417	414
Waterloo North Hydro Inc.	1,111	7,839	253
Oakville Hydro Electricity	10	216	151
Entegrus Powerlines Inc.			0
Kitchener-Wilmot Hydro Inc.	972		
Count	**10**	**8**	**10**
Average	**1,407.6**	**5,437.3**	**2,518.4**
Median	**832**	**4,932**	**725**
1st & 3rd quartiles	**364 & 1,076**	**692 & 6,395**	**293 & 2,644**
Range (min, max)	**10 to 6,003**	**216 to 18,465**	**0 to 15,143**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	0	556	1,175
Haldimand County Hydro Inc.	2,806	2,461	869
St. Thomas Energy Inc.	8		50
Westario Power Inc.			0
Peterborough Distribution Inc.	935		
Count	**4**	**2**	**4**
Average	**937.3**	**1,508.5**	**523.5**
Median	**472**	**1,509**	**460**
1st & 3rd quartiles	**6 & 1,403**	**1,032 & 1,985**	**38 & 946**
Range (min, max)	**0 to 2,806**	**556 to 2,461**	**0 to 1,175**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.		2,776	45
Kenora Hydro Electric		1,685	7
Count	**0**	**2**	**2**
Average		**2,230.5**	**26.0**
Median		**2,231**	**26**
1st & 3rd quartiles		**1,958 & 2,503**	**17 & 36**
Range (min, max)		**1,685 to 2,776**	**7 to 45**

S230 Total Number of Customers Experiencing an Interruption Lasting Six (6) Hours or More

Totals over Large, Medium and Small Utility Classes			
Count	14	12	16
Average	1,273.2	4,248.0	1,708.1
Median	832	2,619	479
1st & 3rd quartiles	232 & 1,076	727 & 5,678	49 & 1,197
Range (min, max)	0 to 6,003	216 to 18,465	0 to 15,143

Notes:

S292 Of the Number of 6 Hour Interruptions, How Many Were Done Because of Code 2 Planned Outages?

Large Utilities	2010	2011	2012
London Hydro Inc.	0		2,804
Horizon Utilities Corporation	732	554	528
Veridian Connections Inc.	0	1,295	498
Waterloo North Hydro Inc.	0	0	4
PowerStream Inc.	2,838	189	0
Hydro One Brampton Networks	0	55	0
Cambridge and North Dumfries		18	0
Entegrus Powerlines Inc.			0
EnWin Utilities Ltd.	0	0	
Kitchener-Wilmot Hydro Inc.	0		
Oakville Hydro Electricity	0		
Count	**9**	**7**	**8**
Average	**396.7**	**301.6**	**479.3**
Median	**0**	**55**	**2**
1st & 3rd quartiles	**0 & 0**	**9 & 372**	**0 & 506**
Range (min, max)	**0 to 2,838**	**0 to 1,295**	**0 to 2,804**

Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	8		48
Haldimand County Hydro Inc.	22	1	1
Westario Power Inc.			0
Festival Hydro Inc.	0	0	0
Peterborough Distribution Inc.	0		
Count	**4**	**2**	**4**
Average	**7.5**	**0.5**	**12.3**
Median	**4**	**1**	**1**
1st & 3rd quartiles	**0 & 12**	**0 & 1**	**0 & 13**
Range (min, max)	**0 to 22**	**0 to 1**	**0 to 48**

Small Utilities	2010	2011	2012
Kenora Hydro Electric			4
Sioux Lookout Hydro Inc.		2,746	0
Count	**0**	**1**	**2**
Average		**2,746.0**	**2.0**
Median		**2,746**	**2**
1st & 3rd quartiles		**2,746 & 2,746**	**1 & 3**
Range (min, max)		**2,746 to 2,746**	**0 to 4**

S292 Of the Number of 6 Hour Interruptions, How Many Were Done Because of Code 2 Planned Outages?

Totals over Large, Medium and Small Utility Classes			
Count	13	10	14
Average	276.9	485.8	277.6
Median	0	37	1
1st & 3rd quartiles	0 & 8	0 & 463	0 & 37
Range (min, max)	0 to 2,838	0 to 2,746	0 to 2,804

Notes:

S78 Residential Rates - Customer Charge ($)

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	18.03	17.23	17.40
Whitby Hydro Electric	14.80	17.24	17.29
Waterloo North Hydro Inc.	14.56	14.56	14.72
Horizon Utilities Corporation	12.68	14.45	14.53
PowerStream Inc.	14.38	13.61	14.22
Oakville Hydro Electricity	13.25	13.10	13.05
London Hydro Inc.	12.59		12.72
Burlington Hydro Inc.	12.15	12.12	12.23
Veridian Connections Inc.	11.29	11.32	12.10
EnWin Utilities Ltd.	10.70	10.77	10.77
Cambridge and North Dumfries	9.93	9.95	10.04
Hydro One Brampton Networks	10.48	9.75	9.83
Kitchener-Wilmot Hydro Inc.	9.55	9.59	9.69
Hydro Ottawa Limited	8.52	8.54	9.32
Count	**14**	**13**	**14**
Average	**12.351**	**12.479**	**12.708**
Median	**12.37**	**12.12**	**12.48**
1st & 3rd quartiles	**10.54 & 14.10**	**9.95 & 14.45**	**10.22 & 14.45**
Range (min, max)	**8.52 to 18.03**	**8.54 to 17.24**	**9.32 to 17.40**

Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	17.19	17.72	16.50
Orangeville Hydro Limited	16.18	16.08	16.26
Haldimand County Hydro Inc.	12.23	14.10	16.16
Grimsby Power Incorporated		15.11	15.11
Festival Hydro Inc.	14.75	14.78	14.92
Woodstock Hydro Services Inc.	11.10	12.72	12.83
Halton Hills Hydro Inc.	12.92	12.94	12.25
Peterborough Distribution Inc.	11.79	11.81	11.91
Brantford Power Inc.			11.46
St. Thomas Energy Inc.	11.45	11.50	11.46
Westario Power Inc.	11.22		11.34
Lakefront Utilities Inc.		9.29	9.92

S78 Residential Rates - Customer Charge ($)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	13.203	13.605	13.343
Median	12.23	13.52	12.54
1st & 3rd quartiles	11.45 & 14.75	12.04 & 15.03	11.46 & 15.37
Range (min, max)	11.10 to 17.19	9.29 to 17.72	9.92 to 16.50

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	24.01	24.05	24.26
Kenora Hydro Electric		18.77	18.94
Count	1	2	2
Average	24.010	21.410	21.600
Median	24.01	21.41	21.60
1st & 3rd quartiles	24.01 & 24.01	20.09 & 22.73	20.27 & 22.93
Range (min, max)	24.01 to 24.01	18.77 to 24.05	18.94 to 24.26

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	13.156	13.644	13.615
Median	12.41	13.10	12.78
1st & 3rd quartiles	11.19 & 14.61	11.32 & 15.11	11.43 & 15.37
Range (min, max)	8.52 to 24.01	8.54 to 24.05	9.32 to 24.26

Notes:

S79 Residential Rates - Distribution Charge ($/kWh)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	0.0207	0.0207	0.0226
EnWin Utilities Ltd.	0.0199	0.0201	0.0201
Waterloo North Hydro Inc.	0.0131	0.0184	0.0186
Kitchener-Wilmot Hydro Inc.	0.0169	0.0170	0.0172
Veridian Connections Inc.	0.0160	0.0167	0.0168
Burlington Hydro Inc.	0.0166	0.0165	0.0166
Cambridge and North Dumfries	0.0161	0.0161	0.0162
London Hydro Inc.	0.0142		0.0143
Hydro One Brampton Networks	0.0154	0.0142	0.0143
Horizon Utilities Corporation	0.0127	0.0142	0.0143
Whitby Hydro Electric	0.0115	0.0141	0.0142
Oakville Hydro Electricity	0.0145	0.0143	0.0142
PowerStream Inc.	0.0137	0.0137	0.0135
Entegrus Powerlines Inc.	0.0084	0.0094	0.0096
Count	**14**	**13**	**14**
Average	**0.01498**	**0.01580**	**0.01589**
Median	**0.0150**	**0.0161**	**0.0153**
1st & 3rd quartiles	**0.0133 & 0.0165**	**0.0142 & 0.0170**	**0.0142 & 0.0171**
Range (min, max)	**0.0084 to 0.0207**	**0.0094 to 0.0207**	**0.0096 to 0.0226**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	0.0334	0.0311	0.0289
Woodstock Hydro Services Inc.	0.0190	0.0218	0.0220
Festival Hydro Inc.	0.0163	0.0164	0.0166
St. Thomas Energy Inc.	0.0156	0.0160	0.0159
Lakefront Utilities Inc.		0.0134	0.0143
Westario Power Inc.	0.0153		0.0142
Orangeville Hydro Limited	0.0140	0.0140	0.0140
Lakeland Power Distribution Ltd	0.0161	0.0161	0.0138
Brantford Power Inc.			0.0138
Grimsby Power Incorporated		0.0086	0.0116
Peterborough Distribution Inc.	0.0115	0.0115	0.0116
Halton Hills Hydro Inc.	0.0133	0.0121	0.0115

S79 Residential Rates - Distribution Charge ($/kWh)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.01717	0.01610	0.01568
Median	0.0156	0.0150	0.0141
1st & 3rd quartiles	0.0140 & 0.0163	0.0124 & 0.0163	0.0133 & 0.0161
Range (min, max)	0.0115 to 0.0334	0.0086 to 0.0311	0.0115 to 0.0289

Small Utilities	2010	2011	2012
Kenora Hydro Electric		0.0137	0.0138
Sioux Lookout Hydro Inc.	0.0103	0.0103	0.0104
Count	1	2	2
Average	0.01030	0.01200	0.01210
Median	0.0103	0.0120	0.0121
1st & 3rd quartiles	0.0103 & 0.0103	0.0112 & 0.0129	0.0113 & 0.0130
Range (min, max)	0.0103 to 0.0103	0.0103 to 0.0137	0.0104 to 0.0138

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.01560	0.01562	0.01553
Median	0.0154	0.0143	0.0143
1st & 3rd quartiles	0.0133 & 0.0164	0.0137 & 0.0167	0.0138 & 0.0167
Range (min, max)	0.0084 to 0.0334	0.0086 to 0.0311	0.0096 to 0.0289

Notes:

S172 Monthly Bill for 1,000 kWh Residential Customers ($)

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	27.66	32.96	33.32
Hydro Ottawa Limited	29.22	29.24	31.92
Whitby Hydro Electric	26.30	31.34	31.49
EnWin Utilities Ltd.	30.60	30.87	30.87
Veridian Connections Inc.	27.30	28.02	28.90
Burlington Hydro Inc.	28.75	28.62	28.83
Horizon Utilities Corporation	25.38	28.65	28.83
PowerStream Inc.	28.08	27.31	27.72
Oakville Hydro Electricity	27.75	27.40	27.25
London Hydro Inc.	26.79		27.02
Entegrus Powerlines Inc.	26.43	26.67	26.98
Kitchener-Wilmot Hydro Inc.	26.45	26.59	26.89
Cambridge and North Dumfries	26.03	26.05	26.24
Hydro One Brampton Networks	25.88	23.95	24.13
Count	**14**	**13**	**14**
Average	**27.330**	**28.282**	**28.599**
Median	**27.04**	**28.02**	**28.28**
1st & 3rd quartiles	**26.33 & 28.00**	**26.67 & 29.24**	**26.99 & 30.38**
Range (min, max)	**25.38 to 30.60**	**23.95 to 32.96**	**24.13 to 33.32**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	45.63	45.20	45.06
Woodstock Hydro Services Inc.	30.10	34.52	34.83
Festival Hydro Inc.	31.05	31.18	31.52
Lakeland Power Distribution Ltd	33.29	33.82	30.30
Orangeville Hydro Limited	30.18	30.11	30.26
St. Thomas Energy Inc.	27.05	27.50	27.36
Grimsby Power Incorporated		23.71	26.71
Westario Power Inc.	26.52		25.54
Brantford Power Inc.			25.26
Lakefront Utilities Inc.		22.69	24.22
Halton Hills Hydro Inc.	26.22	25.04	23.75
Peterborough Distribution Inc.	23.29	23.31	23.51

S172 Monthly Bill for 1,000 kWh Residential Customers ($)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	30.370	29.708	29.027
Median	30.10	28.81	27.04
1st & 3rd quartiles	26.52 & 31.05	24.04 & 33.16	25.00 & 30.61
Range (min, max)	23.29 to 45.63	22.69 to 45.20	23.51 to 45.06

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	34.31	34.35	34.66
Kenora Hydro Electric		32.47	32.74
Count	1	2	2
Average	34.310	33.410	33.700
Median	34.31	33.41	33.70
1st & 3rd quartiles	34.31 & 34.31	32.94 & 33.88	33.22 & 34.18
Range (min, max)	34.31 to 34.31	32.47 to 34.35	32.74 to 34.66

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	28.761	29.263	29.147
Median	27.48	28.62	28.28
1st & 3rd quartiles	26.40 & 30.12	26.59 & 31.34	26.59 & 31.50
Range (min, max)	23.29 to 45.63	22.69 to 45.20	23.51 to 45.06

Notes:

S81 General Service Monthly Demand 50 kW or Less - Customer Charge ($)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	27.45	32.16	32.35
Oakville Hydro Electricity	32.54	32.20	32.09
Waterloo North Hydro Inc.	30.63	30.63	30.96
Entegrus Powerlines Inc.	33.10	30.43	30.73
PowerStream Inc.	27.44	26.51	30.35
London Hydro Inc.	29.27		29.58
Kitchener-Wilmot Hydro Inc.	25.17	25.27	25.54
Burlington Hydro Inc.	25.24	25.19	25.41
EnWin Utilities Ltd.	25.17	25.39	25.39
Whitby Hydro Electric	16.52	19.80	19.91
Hydro One Brampton Networks	20.15	17.61	17.75
Hydro Ottawa Limited	14.73	14.76	16.11
Veridian Connections Inc.	13.52	13.46	13.49
Cambridge and North Dumfries	12.33	11.76	11.86
Count	**14**	**13**	**14**
Average	**23.804**	**23.475**	**24.394**
Median	**25.21**	**25.27**	**25.48**
1st & 3rd quartiles	**17.43 & 28.82**	**17.61 & 30.43**	**18.29 & 30.64**
Range (min, max)	**12.33 to 33.10**	**11.76 to 32.20**	**11.86 to 32.35**

Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	38.26	38.83	39.51
Orangeville Hydro Limited	32.76	32.88	31.11
Peterborough Distribution Inc.	29.59	29.64	29.90
Haldimand County Hydro Inc.	28.60	28.65	28.90
Festival Hydro Inc.	29.05	28.87	28.88
Halton Hills Hydro Inc.	28.23	28.28	26.50
Grimsby Power Incorporated		25.56	25.56
Brantford Power Inc.			24.81
Woodstock Hydro Services Inc.	21.45	24.58	24.80
Lakefront Utilities Inc.		22.50	22.70
Westario Power Inc.	20.55		20.77
St. Thomas Energy Inc.	16.02	17.00	17.15

S81 General Service Monthly Demand 50 kW or Less - Customer Charge ($)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	27.168	27.679	26.716
Median	28.60	28.47	26.03
1st & 3rd quartiles	21.45 & 29.59	24.83 & 29.45	24.28 & 29.15
Range (min, max)	16.02 to 38.26	17.00 to 38.83	17.15 to 39.51

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	42.65	42.73	43.11
Kenora Hydro Electric		36.86	37.18
Count	1	2	2
Average	42.650	39.795	40.145
Median	42.65	39.80	40.15
1st & 3rd quartiles	42.65 & 42.65	38.33 & 41.26	38.66 & 41.63
Range (min, max)	42.65 to 42.65	36.86 to 42.73	37.18 to 43.11

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	25.851	26.462	26.514
Median	27.45	26.51	26.03
1st & 3rd quartiles	20.45 & 29.85	22.50 & 30.63	22.22 & 30.79
Range (min, max)	12.33 to 42.65	11.76 to 42.73	11.86 to 43.11

Notes:

S82 General Service Monthly Demand 50 kW or Less - Distribution Charge ($/kWh)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	0.0185	0.0185	0.0202
Whitby Hydro Electric	0.0155	0.0194	0.0195
Veridian Connections Inc.	0.0171	0.0177	0.0177
EnWin Utilities Ltd.	0.0162	0.0163	0.0163
Hydro One Brampton Networks	0.0178	0.0155	0.0156
Oakville Hydro Electricity	0.0143	0.0141	0.0141
Waterloo North Hydro Inc.	0.0104	0.0137	0.0138
Burlington Hydro Inc.	0.0136	0.0135	0.0136
PowerStream Inc.	0.0128	0.0128	0.0127
Cambridge and North Dumfries	0.0131	0.0125	0.0126
Kitchener-Wilmot Hydro Inc.	0.0122	0.0122	0.0123
Entegrus Powerlines Inc.	0.0112	0.0100	0.0101
London Hydro Inc.	0.0091		0.0092
Horizon Utilities Corporation	0.0072	0.0084	0.0084
Count	**14**	**13**	**14**
Average	**0.01350**	**0.01420**	**0.01401**
Median	**0.0134**	**0.0137**	**0.0137**
1st & 3rd quartiles	**0.0115 & 0.0160**	**0.0125 & 0.0163**	**0.0124 & 0.0161**
Range (min, max)	**0.0072 to 0.0185**	**0.0084 to 0.0194**	**0.0084 to 0.0202**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	0.0202	0.0202	0.0204
St. Thomas Energy Inc.	0.0142	0.0147	0.0148
Festival Hydro Inc.	0.0145	0.0145	0.0146
Woodstock Hydro Services Inc.	0.0123	0.0141	0.0142
Grimsby Power Incorporated		0.0100	0.0125
Orangeville Hydro Limited	0.0100	0.0100	0.0101
Westario Power Inc.	0.0102		0.0092
Peterborough Distribution Inc.	0.0089	0.0089	0.0090
Lakeland Power Distribution Ltd	0.0104	0.0104	0.0084
Halton Hills Hydro Inc.	0.0100	0.0089	0.0083
Lakefront Utilities Inc.		0.0081	0.0082
Brantford Power Inc.			0.0065

S82 General Service Monthly Demand 50 kW or Less - Distribution Charge ($/kWh)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.01230	0.01198	0.01135
Median	0.0104	0.0102	0.0097
1st & 3rd quartiles	0.0100 & 0.0142	0.0092 & 0.0144	0.0084 & 0.0143
Range (min, max)	0.0089 to 0.0202	0.0081 to 0.0202	0.0065 to 0.0204

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.0081	0.0081	0.0082
Kenora Hydro Electric		0.0057	0.0058
Count	1	2	2
Average	0.00810	0.00690	0.00700
Median	0.0081	0.0069	0.0070
1st & 3rd quartiles	0.0081 & 0.0081	0.0063 & 0.0075	0.0064 & 0.0076
Range (min, max)	0.0081 to 0.0081	0.0057 to 0.0081	0.0058 to 0.0082

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.01283	0.01273	0.01237
Median	0.0126	0.0128	0.0126
1st & 3rd quartiles	0.0102 & 0.0148	0.0100 & 0.0147	0.0089 & 0.0147
Range (min, max)	0.0072 to 0.0202	0.0057 to 0.0202	0.0058 to 0.0204

Notes:

S83 General Service Monthly Demand 50-1,000 kW - Non-Interval Meter Customer Charge ($)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	250.33	293.26	294.96
London Hydro Inc.	289.64		292.71
Hydro Ottawa Limited	250.76	251.21	251.21
Kitchener-Wilmot Hydro Inc.	232.71	233.59	236.11
Whitby Hydro Electric	169.48	191.34	192.45
PowerStream Inc.	151.74	150.25	152.59
Waterloo North Hydro Inc.	187.01	162.82	139.45
Veridian Connections Inc.	134.72	133.64	134.71
Oakville Hydro Electricity	116.64	116.85	117.88
Cambridge and North Dumfries	112.20	107.88	108.83
Hydro One Brampton Networks	101.56	107.48	108.32
Entegrus Powerlines Inc.	94.43	95.48	105.26
EnWin Utilities Ltd.	101.96	100.81	100.81
Burlington Hydro Inc.	71.66	71.79	72.42
Count	**14**	**13**	**14**
Average	**161.774**	**155.108**	**164.836**
Median	**143.23**	**133.64**	**137.08**
1st & 3rd quartiles	**104.52 & 221.29**	**107.48 & 191.34**	**108.45 & 225.20**
Range (min, max)	**71.66 to 289.64**	**71.79 to 293.26**	**72.42 to 294.96**

Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	499.95	485.70	487.45
Brantford Power Inc.			293.71
Peterborough Distribution Inc.	244.89	245.33	247.49
Westario Power Inc.	237.63		240.15
Festival Hydro Inc.	220.21	221.05	223.24
Orangeville Hydro Limited	183.39	184.05	185.34
Grimsby Power Incorporated		165.08	165.08
Woodstock Hydro Services Inc.	294.82	149.36	143.22
Haldimand County Hydro Inc.	102.48	102.66	103.56
Lakefront Utilities Inc.		183.85	76.85
Halton Hills Hydro Inc.	77.72	76.18	74.64
St. Thomas Energy Inc.	73.43	70.35	70.97

S83 General Service Monthly Demand 50-1,000 kW - Non-Interval Meter
Customer Charge ($)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	214.947	188.361	192.642
Median	220.21	174.47	175.21
1st & 3rd quartiles	102.48 & 244.89	114.34 & 211.80	96.88 & 241.99
Range (min, max)	73.43 to 499.95	70.35 to 485.70	70.97 to 487.45

Small Utilities	2010	2011	2012
Kenora Hydro Electric		509.19	514.05
Sioux Lookout Hydro Inc.	394.69	395.40	398.88
Count	1	2	2
Average	394.690	452.295	456.465
Median	394.69	452.30	456.47
1st & 3rd quartiles	394.69 & 394.69	423.85 & 480.74	427.67 & 485.26
Range (min, max)	394.69 to 394.69	395.40 to 509.19	398.88 to 514.05

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	191.419	192.184	197.584
Median	176.44	162.82	158.84
1st & 3rd quartiles	102.35 & 246.25	107.48 & 233.59	107.55 & 248.42
Range (min, max)	71.66 to 499.95	70.35 to 509.19	70.97 to 514.05

Notes:

S84 General Service Monthly Demand 50-1,000 kW - Non-Interval Meter Distribution Charge ($/kWh)

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	4.7075	4.6543	4.6543
Waterloo North Hydro Inc.	3.5420	4.3073	4.4733
Kitchener-Wilmot Hydro Inc.	3.9737	3.9888	4.0319
Whitby Hydro Electric	2.7841	3.9178	3.9405
Cambridge and North Dumfries	3.7792	3.6338	3.6658
Oakville Hydro Electricity	3.6216	3.6281	3.6600
Hydro Ottawa Limited	3.0325	3.0380	3.4376
Veridian Connections Inc.	3.0172	3.3372	3.3603
PowerStream Inc.	3.2125	3.2180	3.1392
Entegrus Powerlines Inc.	2.6761	2.6942	2.9607
Burlington Hydro Inc.	2.8286	2.8337	2.8586
Hydro One Brampton Networks	2.2935	2.4192	2.4381
Horizon Utilities Corporation	1.7875	2.0341	2.0459
London Hydro Inc.	1.6052		1.6223
Count	**14**	**13**	**14**
Average	**3.06151**	**3.36188**	**3.30632**
Median	**3.0249**	**3.3372**	**3.3990**
1st & 3rd quartiles	**2.7031 & 3.6017**	**2.8337 & 3.9178**	**2.8841 & 3.8718**
Range (min, max)	**1.6052 to 4.7075**	**2.0341 to 4.6543**	**1.6223 to 4.6543**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	5.3113	4.7636	4.8055
Lakefront Utilities Inc.		3.4201	3.4067
Halton Hills Hydro Inc.	3.8964	3.3939	3.3287
St. Thomas Energy Inc.	2.9610	3.1490	3.1767
Woodstock Hydro Services Inc.	1.8048	2.7507	2.6377
Brantford Power Inc.			2.6043
Peterborough Distribution Inc.	2.4099	2.4142	2.4354
Festival Hydro Inc.	2.2579	2.2665	2.2889
Westario Power Inc.	2.6128		2.2373
Orangeville Hydro Limited	2.1593	2.1671	2.1822
Grimsby Power Incorporated		1.4136	1.6936
Lakeland Power Distribution Ltd	2.2810	2.2383	1.4113

S84 General Service Monthly Demand 50-1,000 kW - Non-Interval Meter Distribution Charge ($/kWh)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2.85493	2.79770	2.68403
Median	2.4099	2.5825	2.5199
1st & 3rd quartiles	2.2579 & 2.9610	2.2454 & 3.3327	2.2235 & 3.2147
Range (min, max)	1.8048 to 5.3113	1.4136 to 4.7636	1.4113 to 4.8055

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1.6224	1.6379
Sioux Lookout Hydro Inc.	1.3686	1.3711	1.3832
Count	1	2	2
Average	1.36860	1.49675	1.51055
Median	1.3686	1.4968	1.5106
1st & 3rd quartiles	1.3686 & 1.3686	1.4339 & 1.5596	1.4469 & 1.5742
Range (min, max)	1.3686 to 1.3686	1.3711 to 1.6224	1.3832 to 1.6379

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	2.91351	2.98700	2.91135
Median	2.8064	3.0380	2.9097
1st & 3rd quartiles	2.2752 & 3.5619	2.2665 & 3.6281	2.2235 & 3.4932
Range (min, max)	1.3686 to 5.3113	1.3711 to 4.7636	1.3832 to 4.8055

Notes:

S85 General Service Monthly Demand 50-1,000 kW - Interval Meter
Customer Charge ($)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	250.33	293.26	294.96
London Hydro Inc.	289.64		292.71
Hydro Ottawa Limited	250.76	251.21	251.21
Kitchener-Wilmot Hydro Inc.	232.71	233.59	236.11
Whitby Hydro Electric	169.48	191.34	192.45
Waterloo North Hydro Inc.	187.01	162.82	139.45
Veridian Connections Inc.	134.72	133.64	134.71
Oakville Hydro Electricity	116.64	116.85	117.88
Cambridge and North Dumfries	112.20	107.88	108.83
Entegrus Powerlines Inc.	94.43	95.48	105.26
EnWin Utilities Ltd.	101.96	100.81	100.81
Burlington Hydro Inc.		71.79	
Count	**11**	**11**	**11**
Average	**176.353**	**159.879**	**179.489**
Median	**169.48**	**133.64**	**139.45**
1st & 3rd quartiles	**114.42 & 241.52**	**104.35 & 212.47**	**113.36 & 243.66**
Range (min, max)	**94.43 to 289.64**	**71.79 to 293.26**	**100.81 to 294.96**

Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	499.95	485.70	487.45
Brantford Power Inc.			293.71
Peterborough Distribution Inc.	244.89	245.33	247.49
Westario Power Inc.	237.63		240.15
Festival Hydro Inc.	220.21	221.05	223.24
Orangeville Hydro Limited	183.39	184.05	185.34
Grimsby Power Incorporated		165.08	165.08
Woodstock Hydro Services Inc.		149.36	143.22
Haldimand County Hydro Inc.	102.48	102.66	103.56
Lakefront Utilities Inc.		183.85	76.85
Halton Hills Hydro Inc.		76.18	74.64
St. Thomas Energy Inc.	73.43	70.35	70.97
Count	**7**	**10**	**12**
Average	**223.140**	**188.361**	**192.642**
Median	**220.21**	**174.47**	**175.21**
1st & 3rd quartiles	**142.94 & 241.26**	**114.34 & 211.80**	**96.88 & 241.99**
Range (min, max)	**73.43 to 499.95**	**70.35 to 485.70**	**70.97 to 487.45**

S85 General Service Monthly Demand 50-1,000 kW - Interval Meter
Customer Charge ($)

Small Utilities	**2010**	**2011**	**2012**
Kenora Hydro Electric		509.19	514.05
Count	**0**	**1**	**1**
Average		**509.190**	**514.050**
Median		**509.19**	**514.05**
1st & 3rd quartiles		**509.19 & 509.19**	**514.05 & 514.05**
Range (min, max)		**509.19 to 509.19**	**514.05 to 514.05**
Totals over Large, Medium and Small Utility Classes			
Count	**18**	**22**	**24**
Average	**194.548**	**188.703**	**200.005**
Median	**185.20**	**163.95**	**175.21**
1st & 3rd quartiles	**113.31 & 243.08**	**103.97 & 230.46**	**107.94 & 248.42**
Range (min, max)	**73.43 to 499.95**	**70.35 to 509.19**	**70.97 to 514.05**

Notes:

S86 General Service Monthly Demand 50-1,000 kW - Interval Meter
Distribution Charge ($/kWh)

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	4.7075	4.6543	4.6543
Waterloo North Hydro Inc.	3.5420	4.3073	4.4733
Kitchener-Wilmot Hydro Inc.	3.9737	3.9888	4.0319
Whitby Hydro Electric	2.7841	3.9178	3.9405
Cambridge and North Dumfries	3.7792	3.6338	3.6658
Oakville Hydro Electricity	3.6216	3.6281	3.6600
Hydro Ottawa Limited	3.0325	3.0380	3.4376
Veridian Connections Inc.	3.0172	3.3372	3.3603
Entegrus Powerlines Inc.	2.6761	2.6942	2.9607
Horizon Utilities Corporation	1.7875	2.0341	2.0459
London Hydro Inc.	1.6052		1.6223
Burlington Hydro Inc.		2.8337	
Count	**11**	**11**	**11**
Average	**3.13878**	**3.46066**	**3.44115**
Median	**3.0325**	**3.6281**	**3.6600**
1st & 3rd quartiles	**2.7301 & 3.7004**	**2.9359 & 3.9533**	**3.1605 & 3.9862**
Range (min, max)	**1.6052 to 4.7075**	**2.0341 to 4.6543**	**1.6223 to 4.6543**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	5.3113	4.7636	4.8055
Lakefront Utilities Inc.		3.4201	3.4067
Halton Hills Hydro Inc.		3.3939	3.3287
St. Thomas Energy Inc.	2.9610	3.1490	3.1767
Woodstock Hydro Services Inc.		2.7507	2.6377
Brantford Power Inc.			2.6043
Peterborough Distribution Inc.	2.4099	2.4142	2.4354
Festival Hydro Inc.	2.2579	2.2665	2.2889
Westario Power Inc.	2.6128		2.2373
Orangeville Hydro Limited	2.1593	2.1671	2.1822
Grimsby Power Incorporated		1.4136	1.6936
Lakeland Power Distribution Ltd	2.2810	2.2383	1.4113
Count	**7**	**10**	**12**
Average	**2.85617**	**2.79770**	**2.68403**
Median	**2.4099**	**2.5825**	**2.5199**
1st & 3rd quartiles	**2.2695 & 2.7869**	**2.2454 & 3.3327**	**2.2235 & 3.2147**
Range (min, max)	**2.1593 to 5.3113**	**1.4136 to 4.7636**	**1.4113 to 4.8055**

S86 General Service Monthly Demand 50-1,000 kW - Interval Meter
Distribution Charge ($/kWh)

Small Utilities	**2010**	**2011**	**2012**
Kenora Hydro Electric		1.6224	1.6379
Count	**0**	**1**	**1**
Average		**1.62240**	**1.63790**
Median		**1.6224**	**1.6379**
1st & 3rd quartiles		**1.6224 & 1.6224**	**1.6379 & 1.6379**
Range (min, max)		**1.6224 to 1.6224**	**1.6379 to 1.6379**
Totals over Large, Medium and Small Utility Classes			
Count	**18**	**22**	**24**
Average	**3.02888**	**3.07576**	**2.98745**
Median	**2.8726**	**3.0935**	**3.0687**
1st & 3rd quartiles	**2.3132 & 3.6017**	**2.3034 & 3.6324**	**2.2235 & 3.6615**
Range (min, max)	**1.6052 to 5.3113**	**1.4136 to 4.7636**	**1.4113 to 4.8055**

Notes:

S87 General Service Monthly Demand 1,000-5,000 kW - Customer Charge ($)

Large Utilities	2010	2011	2012
Veridian Connections Inc.	5,333.07	5,342.67	5,389.69
Hydro Ottawa Limited	4,032.07	4,039.33	4,039.33
Oakville Hydro Electricity	3,417.13	3,388.41	3,383.59
London Hydro Inc.	2,272.27		2,296.39
EnWin Utilities Ltd.	2,088.29	2,106.28	2,106.28
Hydro One Brampton Networks	1,410.33	1,227.95	1,164.89
Cambridge and North Dumfries	894.91	896.52	904.41
Horizon Utilities Corporation	250.33	293.26	294.96
Kitchener-Wilmot Hydro Inc.			236.11
Whitby Hydro Electric	169.48	191.34	192.45
Waterloo North Hydro Inc.	187.01	162.82	139.45
Entegrus Powerlines Inc.	123.54	109.57	96.16
Burlington Hydro Inc.		71.79	72.42
Count	**11**	**11**	**13**
Average	**1,834.403**	**1,620.904**	**1,562.779**
Median	**1,410.33**	**896.52**	**904.41**
1st & 3rd quartiles	**218.67 & 2,844.70**	**177.08 & 2,747.35**	**192.45 & 2,296.39**
Range (min, max)	**123.54 to 5,333.07**	**71.79 to 5,342.67**	**72.42 to 5,389.69**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		1,766.90	4,069.60
Lakeland Power Distribution Ltd	499.95	485.70	487.45
Woodstock Hydro Services Inc.		441.03	477.81
Brantford Power Inc.			293.71
Westario Power Inc.	237.63		240.15
Festival Hydro Inc.	220.21	221.05	223.24
Halton Hills Hydro Inc.	177.46	173.31	173.31
Grimsby Power Incorporated		165.08	165.08
Haldimand County Hydro Inc.	102.48	102.66	103.56
St. Thomas Energy Inc.	73.43	70.35	70.97
Count	**6**	**8**	**10**
Average	**218.527**	**428.260**	**630.488**
Median	**198.84**	**197.18**	**231.70**
1st & 3rd quartiles	**121.23 & 233.28**	**149.48 & 452.20**	**167.14 & 431.79**
Range (min, max)	**73.43 to 499.95**	**70.35 to 1,766.90**	**70.97 to 4,069.60**

S87 General Service Monthly Demand 1,000-5,000 kW - Customer Charge ($)

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.		395.40	398.88
Count	**0**	**1**	**1**
Average		**395.400**	**398.880**
Median		**395.40**	**398.88**
1st & 3rd quartiles		**395.40 & 395.40**	**398.88 & 398.88**
Range (min, max)		**395.40 to 395.40**	**398.88 to 398.88**
Totals over Large, Medium and Small Utility Classes			
Count	**17**	**20**	**24**
Average	**1,264.094**	**1,082.571**	**1,125.829**
Median	**250.33**	**344.33**	**294.34**
1st & 3rd quartiles	**177.46 & 2,088.29**	**164.52 & 1,362.69**	**171.25 & 1,400.24**
Range (min, max)	**73.43 to 5,333.07**	**70.35 to 5,342.67**	**70.97 to 5,389.69**

Notes:

S88 General Service Monthly Demand 1,000-5,000 kW - Distribution Charge ($/kWh)

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	5.8603	5.1971	4.5600
Waterloo North Hydro Inc.	3.5420	4.3073	4.4733
Kitchener-Wilmot Hydro Inc.			4.0319
London Hydro Inc.	3.9642		4.0062
Whitby Hydro Electric	2.7841	3.9178	3.9405
Hydro Ottawa Limited	2.8962	2.9014	3.3601
Hydro One Brampton Networks	3.7355	3.5321	3.3507
Cambridge and North Dumfries	3.1597	3.1654	3.1933
Burlington Hydro Inc.		2.8337	2.8586
Horizon Utilities Corporation	1.7875	2.0341	2.0459
EnWin Utilities Ltd.	1.9306	1.9473	1.9473
Oakville Hydro Electricity	1.8664	1.8507	1.8480
Veridian Connections Inc.	1.4111	1.6846	1.6970
Count	**11**	**11**	**13**
Average	**2.99433**	**3.03377**	**3.17791**
Median	**2.8962**	**2.9014**	**3.3507**
1st & 3rd quartiles	**1.8985 & 3.6388**	**1.9907 & 3.7250**	**2.0459 & 4.0062**
Range (min, max)	**1.4111 to 5.8603**	**1.6846 to 5.1971**	**1.6970 to 4.5600**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	5.3113	4.7636	4.8055
St. Thomas Energy Inc.	2.9610	3.1490	3.1767
Halton Hills Hydro Inc.	4.1595	3.6055	3.0517
Brantford Power Inc.			2.6043
Woodstock Hydro Services Inc.		2.3290	2.5232
Festival Hydro Inc.	2.2579	2.2665	2.2889
Westario Power Inc.	2.6128		2.2373
Grimsby Power Incorporated		1.4136	1.6936
Lakefront Utilities Inc.		1.0268	1.5830
Lakeland Power Distribution Ltd	2.2810	2.2383	1.4113
Count	**6**	**8**	**10**
Average	**3.26392**	**2.59904**	**2.53755**
Median	**2.7869**	**2.2978**	**2.4061**
1st & 3rd quartiles	**2.3640 & 3.8599**	**2.0321 & 3.2631**	**1.8295 & 2.9399**
Range (min, max)	**2.2579 to 5.3113**	**1.0268 to 4.7636**	**1.4113 to 4.8055**

S88 General Service Monthly Demand 1,000-5,000 kW - Distribution Charge ($/kWh)

Small Utilities	**2010**	**2011**	**2012**
Sioux Lookout Hydro Inc.		1.3711	1.3832
Count	**0**	**1**	**1**
Average		**1.37110**	**1.38320**
Median		**1.3711**	**1.3832**
1st & 3rd quartiles		**1.3711 & 1.3711**	**1.3832 & 1.3832**
Range (min, max)		**1.3711 to 1.3711**	**1.3832 to 1.3832**
Totals over Large, Medium and Small Utility Classes			
Count	**17**	**20**	**24**
Average	**3.08948**	**2.77675**	**2.83631**
Median	**2.8962**	**2.5814**	**2.7315**
1st & 3rd quartiles	**2.2579 & 3.7355**	**1.9232 & 3.5505**	**1.9225 & 3.5052**
Range (min, max)	**1.4111 to 5.8603**	**1.0268 to 5.1971**	**1.3832 to 4.8055**

Notes:

S89 General Service Monthly Demand Greater Than 5,000 kW - Customer Charge ($)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	11,151.32	22,642.10	22,773.42
London Hydro Inc.	20,421.99		20,638.79
Hydro Ottawa Limited	14,643.46	14,669.82	14,669.82
Kitchener-Wilmot Hydro Inc.	14,195.83	14,249.77	14,403.67
Veridian Connections Inc.	8,011.37	8,025.79	8,096.42
Cambridge and North Dumfries	6,324.41	7,680.31	7,747.90
EnWin Utilities Ltd.	7,570.26	7,635.46	7,635.46
Waterloo North Hydro Inc.	6,686.47	6,686.47	6,758.68
Hydro One Brampton Networks	4,722.21	4,395.85	4,430.14
PowerStream Inc.	3,751.44	3,756.42	3,819.34
Entegrus Powerlines Inc.		3,667.79	3,707.40
Count	**10**	**10**	**11**
Average	**9,747.876**	**9,340.978**	**10,425.549**
Median	**7,790.82**	**7,657.89**	**7,747.90**
1st & 3rd quartiles	**6,414.93 & 13,434.70**	**4,968.51 & 12,693.78**	**5,594.41 & 14,536.75**
Range (min, max)	**3,751.44 to 20,421.99**	**3,667.79 to 22,642.10**	**3,707.40 to 22,773.42**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	10,692.01	10,648.16	10,676.92
Peterborough Distribution Inc.	6,245.49	6,256.73	6,311.79
Westario Power Inc.			240.15
St. Thomas Energy Inc.	605.57		70.97
Count	**3**	**2**	**4**
Average	**5,847.690**	**8,452.445**	**4,324.958**
Median	**6,245.49**	**8,452.45**	**3,275.97**
1st & 3rd quartiles	**3,425.53 & 8,468.75**	**7,354.59 & 9,550.30**	**197.86 & 7,403.07**
Range (min, max)	**605.57 to 10,692.01**	**6,256.73 to 10,648.16**	**70.97 to 10,676.92**

S89 General Service Monthly Demand Greater Than 5,000 kW - Customer Charge ($)

Totals over Large, Medium and Small Utility Classes			
Count	13	12	15
Average	8,847.833	9,192.889	8,798.725
Median	7,570.26	7,657.89	7,635.46
1st & 3rd quartiles	6,245.49 & 11,151.32	5,791.51 & 11,548.56	4,124.74 & 12,540.30
Range (min, max)	605.57 to 20,421.99	3,667.79 to 22,642.10	70.97 to 22,773.42

Notes:

S90 General Service Monthly Demand Greater than 5,000 kW - Distribution Charge ($/kWh)

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	2.6959	3.1991	3.2337
Hydro Ottawa Limited	2.7725	2.7775	3.1907
London Hydro Inc.	2.2552		2.2792
EnWin Utilities Ltd.	2.1824	2.2012	2.2012
Cambridge and North Dumfries	1.7563	2.1328	2.1516
Hydro One Brampton Networks	2.9023	2.1293	2.1459
Veridian Connections Inc.	1.6807	1.9547	1.9695
Kitchener-Wilmot Hydro Inc.	1.3529	1.3580	1.3727
Horizon Utilities Corporation	1.0123	1.3359	1.3436
PowerStream Inc.	1.0676	1.0698	0.9484
Entegrus Powerlines Inc.		0.0540	0.0546
Count	**10**	**10**	**11**
Average	**1.96781**	**1.82123**	**1.89919**
Median	**1.9694**	**2.0420**	**2.1459**
1st & 3rd quartiles	**1.4349 & 2.5857**	**1.3414 & 2.1841**	**1.3582 & 2.2402**
Range (min, max)	**1.0123 to 2.9023**	**0.0540 to 3.1991**	**0.0546 to 3.2337**

Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	0.7063		3.1767
Westario Power Inc.			2.2373
Festival Hydro Inc.	0.9922	0.9881	0.9908
Peterborough Distribution Inc.	0.7296	0.7309	0.7373
Count	**3**	**2**	**4**
Average	**0.80937**	**0.85950**	**1.78553**
Median	**0.7296**	**0.8595**	**1.6141**
1st & 3rd quartiles	**0.7180 & 0.8609**	**0.7952 & 0.9238**	**0.9274 & 2.4722**
Range (min, max)	**0.7063 to 0.9922**	**0.7309 to 0.9881**	**0.7373 to 3.1767**

S90 General Service Monthly Demand Greater than 5,000 kW - Distribution Charge ($/kWh)

Totals over Large, Medium and Small Utility Classes			
Count	**13**	**12**	**15**
Average	**1.70048**	**1.66094**	**1.86888**
Median	**1.6807**	**1.6564**	**2.1459**
1st & 3rd quartiles	**1.0123 & 2.2552**	**1.0494 & 2.1499**	**1.1672 & 2.2583**
Range (min, max)	**0.7063 to 2.9023**	**0.0540 to 3.1991**	**0.0546 to 3.2337**

Notes:

S95 Total Residential kWh Billed

Large Utilities	2010	2011	2012
PowerStream Inc.	2,727,096,928	2,727,580,225	2,755,975,043
Hydro Ottawa Limited	2,291,661,273	2,234,649,169	2,302,188,900
Horizon Utilities Corporation	1,756,713,577	1,726,152,066	1,727,888,581
Hydro One Brampton Networks	1,202,819,803	1,212,303,072	1,235,289,083
London Hydro Inc.	1,193,416,276		1,149,037,970
Veridian Connections Inc.	972,134,187	955,895,335	964,880,907
Kitchener-Wilmot Hydro Inc.	668,390,323	675,694,387	661,080,341
EnWin Utilities Ltd.	647,461,708	639,713,622	630,218,887
Oakville Hydro Electricity	619,331,636	610,764,307	625,090,570
Burlington Hydro Inc.	579,116,811	580,143,817	572,343,354
Waterloo North Hydro Inc.	430,890,325	433,474,481	428,106,297
Cambridge and North Dumfries	395,342,413	401,509,896	398,942,193
Whitby Hydro Electric	364,548,865	361,978,770	373,520,174
Entegrus Powerlines Inc.	236,272,579	299,495,986	296,656,279
Count	**14**	**13**	**14**
Average	**1,006,085,478.9**	**989,181,164.1**	**1,008,658,469.9**
Median	**657,926,016**	**639,713,622**	**645,649,614**
1st & 3rd quartiles	**467,946,947 & 1,200,468,921**	**433,474,481 & 1,212,303,072**	**464,165,561 & 1,213,726,305**
Range (min, max)	**236,272,579 to 2,727,096,928**	**299,495,986 to 2,727,580,225**	**296,656,279 to 2,755,975,043**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			287,058,174
Peterborough Distribution Inc.	287,709,081	293,541,685	285,657,137
Halton Hills Hydro Inc.	224,697,945	213,773,795	213,056,238
Westario Power Inc.	216,435,358		187,379,627
Haldimand County Hydro Inc.	171,293,938	172,049,443	168,096,633
Festival Hydro Inc.	141,316,645	140,929,999	138,788,432
St. Thomas Energy Inc.	120,949,829	118,988,254	117,522,946
Woodstock Hydro Services Inc.	114,946,119	115,339,231	115,231,745
Grimsby Power Incorporated		92,957,574	93,033,674
Orangeville Hydro Limited	86,211,880	89,923,824	85,673,643
Lakeland Power Distribution Ltd	77,894,336	77,905,420	76,738,465
Lakefront Utilities Inc.		52,183,168	70,910,271

S95 Total Residential kWh Billed

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	160,161,681.2	136,759,239.3	153,262,248.8
Median	141,316,645	117,163,743	128,155,689
1st & 3rd quartiles	114,946,119 & 216,435,358	90,682,261 & 164,269,582	91,193,666 & 193,798,780
Range (min, max)	77,894,336 to 287,709,081	52,183,168 to 293,541,685	70,910,271 to 287,058,174

Small Utilities	2010	2011	2012
Kenora Hydro Electric		39,941,836	36,902,300
Sioux Lookout Hydro Inc.	33,180,435	32,694,600	31,928,855
Count	1	2	2
Average	33,180,435.0	36,318,218.0	34,415,577.5
Median	33,180,435	36,318,218	34,415,578
1st & 3rd quartiles	33,180,435 & 33,180,435	34,506,409 & 38,130,027	33,172,217 & 35,658,939
Range (min, max)	33,180,435 to 33,180,435	32,694,600 to 39,941,836	31,928,855 to 36,902,300

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	648,326,344.6	571,983,358.5	572,471,311.4
Median	379,945,639	299,495,986	291,857,227
1st & 3rd quartiles	163,799,615 & 744,326,289	115,339,231 & 639,713,622	116,950,146 & 637,934,251
Range (min, max)	33,180,435 to 2,727,096,928	32,694,600 to 2,727,580,225	31,928,855 to 2,755,975,043

Notes:

S4 Average Monthly Residential Consumption (kWh)

Large Utilities	2010	2011	2012
Oakville Hydro Electricity	907	935	894
Whitby Hydro Electric	815	795	809
Burlington Hydro Inc.	829	823	806
Hydro One Brampton Networks	805	790	782
London Hydro Inc.	745		770
Veridian Connections Inc.	787	858	763
Waterloo North Hydro Inc.	783	776	755
PowerStream Inc.	781	763	753
Hydro Ottawa Limited	698	725	720
Cambridge and North Dumfries	724	725	714
Entegrus Powerlines Inc.	689	800	689
Kitchener-Wilmot Hydro Inc.	713	709	685
EnWin Utilities Ltd.	703	769	679
Horizon Utilities Corporation	684	669	664
Count	**14**	**13**	**14**
Average	**761.6**	**779.8**	**748.8**
Median	**763**	**776**	**754**
1st & 3rd quartiles	**706 & 800**	**725 & 800**	**696 & 779**
Range (min, max)	**684 to 907**	**669 to 935**	**664 to 894**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	984	920	933
Grimsby Power Incorporated		813	800
Lakeland Power Distribution Ltd	834	819	799
Westario Power Inc.	934		787
Peterborough Distribution Inc.	772	850	756
Haldimand County Hydro Inc.	773	773	752
Brantford Power Inc.			749
Festival Hydro Inc.	678	772	729
Orangeville Hydro Limited	721	747	704
Woodstock Hydro Services Inc.	699	697	689
St. Thomas Energy Inc.	693	680	666
Lakefront Utilities Inc.		515	666

S4 Average Monthly Residential Consumption (kWh)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	787.6	758.6	752.5
Median	772	772	750
1st & 3rd quartiles	699 & 834	709 & 817	700 & 790
Range (min, max)	678 to 984	515 to 920	666 to 933

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	1,196	1,172	1,151
Kenora Hydro Electric		700	647
Count	1	2	2
Average	1,196.0	936.0	899.0
Median	1,196	936	899
1st & 3rd quartiles	1,196 & 1,196	818 & 1,054	773 & 1,025
Range (min, max)	1,196 to 1,196	700 to 1,172	647 to 1,151

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	789.5	783.8	761.1
Median	773	773	752
1st & 3rd quartiles	702 & 818	725 & 819	689 & 790
Range (min, max)	678 to 1,196	515 to 1,172	647 to 1,151

Notes:

S234 Total General Service (<50kW) kWh Billed

Large Utilities	2010	2011	2012
PowerStream Inc.	1,046,652,413	1,052,239,920	1,033,986,840
Hydro Ottawa Limited	729,876,637	739,010,962	702,625,952
Horizon Utilities Corporation	619,549,418	624,626,431	615,655,087
London Hydro Inc.	430,072,965		422,409,776
Hydro One Brampton Networks	306,235,141	322,100,816	334,297,046
Veridian Connections Inc.	309,052,009	312,374,865	299,547,304
Kitchener-Wilmot Hydro Inc.	245,805,430	249,232,671	252,141,711
EnWin Utilities Ltd.	223,701,633	222,403,346	215,859,653
Waterloo North Hydro Inc.	197,270,315	199,195,672	202,943,670
Burlington Hydro Inc.	181,780,372	186,464,680	184,896,137
Oakville Hydro Electricity	176,732,013	173,410,226	173,007,644
Cambridge and North Dumfries	163,489,557	168,900,137	157,737,433
Entegrus Powerlines Inc.	95,572,850	117,915,433	110,156,226
Whitby Hydro Electric	75,513,331	83,412,582	81,618,704
Count	**14**	**13**	**14**
Average	**342,950,291.7**	**342,406,749.3**	**341,920,227.4**
Median	**234,753,531**	**222,403,346**	**234,000,682**
1st & 3rd quartiles	**177,994,103 & 399,817,726**	**173,410,226 & 322,100,816**	**175,979,767 & 400,381,593**
Range (min, max)	**75,513,331 to 1,046,652,413**	**83,412,582 to 1,052,239,920**	**81,618,704 to 1,033,986,840**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	119,071,914	116,369,522	113,552,796
Brantford Power Inc.			100,340,238
Westario Power Inc.	66,743,899		64,297,787
Festival Hydro Inc.	65,852,707	63,567,429	62,659,799
Haldimand County Hydro Inc.	57,931,037	57,572,871	56,970,754
Halton Hills Hydro Inc.	57,461,968	58,293,204	56,947,445
Woodstock Hydro Services Inc.	44,489,967	44,758,658	46,937,690
Lakeland Power Distribution Ltd	41,809,893	42,830,225	42,707,175
St. Thomas Energy Inc.	36,679,270	36,524,408	36,261,185
Orangeville Hydro Limited	36,470,389	37,896,062	35,683,448
Lakefront Utilities Inc.		36,235,356	33,174,074
Grimsby Power Incorporated		18,539,615	18,775,169

S234 Total General Service (<50kW) kWh Billed

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	58,501,227.1	51,258,735.0	55,692,296.7
Median	57,461,968	43,794,442	51,942,568
1st & 3rd quartiles	41,809,893 & 65,852,707	36,867,322 & 58,113,121	36,116,751 & 63,069,296
Range (min, max)	36,470,389 to 119,071,914	18,539,615 to 116,369,522	18,775,169 to 113,552,796

Small Utilities	2010	2011	2012
Kenora Hydro Electric		24,815,065	23,459,591
Sioux Lookout Hydro Inc.	15,139,849	12,639,600	11,778,630
Count	1	2	2
Average	15,139,849.0	18,727,332.5	17,619,110.5
Median	15,139,849	18,727,332	17,619,111
1st & 3rd quartiles	15,139,849 & 15,139,849	15,683,466 & 21,771,199	14,698,871 & 20,539,351
Range (min, max)	15,139,849 to 15,139,849	12,639,600 to 24,815,065	11,778,630 to 23,459,591

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	222,623,124.0	200,053,190.2	196,086,748.7
Median	141,280,736	116,369,522	105,248,232
1st & 3rd quartiles	57,813,770 & 260,912,858	42,830,225 & 222,403,346	45,880,061 & 224,930,168
Range (min, max)	15,139,849 to 1,046,652,413	12,639,600 to 1,052,239,920	11,778,630 to 1,033,986,840

Notes:

S231 Total General Service (<50kW) kW Billed

Large Utilities	2010	2011	2012
Oakville Hydro Electricity		130,611	
Count	0	1	0
Average		130,611.0	
Median		130,611	
1st & 3rd quartiles		130,611 & 130,611	
Range (min, max)		130,611 to 130,611	to

Medium Utilities	2010	2011	2012
Westario Power Inc.			0
Count	0	0	1
Average			0.0
Median			0
1st & 3rd quartiles			0 & 0
Range (min, max)			0 to 0

Totals over Large, Medium and Small Utility Classes			
Count	0	1	1
Average		130,611.0	0.0
Median		130,611	0
1st & 3rd quartiles			0 & 0
Range (min, max)		130,611 to 130,611	0 to 0

Notes:

S232 Total General Service (>=50kW <=4,999kW) kWh Billed

Large Utilities	2010	2011	2012
PowerStream Inc.	4,474,584,664	4,528,259,650	4,563,866,057
Hydro Ottawa Limited	3,854,492,144	3,907,096,046	3,853,330,038
Hydro One Brampton Networks	1,996,212,848	1,972,904,999	1,980,182,500
Horizon Utilities Corporation	1,921,677,796	1,924,853,988	1,912,878,382
London Hydro Inc.	1,661,679,446		1,596,168,372
Veridian Connections Inc.	1,025,845,650	1,064,454,637	1,111,877,410
EnWin Utilities Ltd.	997,089,392	996,056,804	985,169,822
Burlington Hydro Inc.	943,596,172	947,118,756	938,971,556
Kitchener-Wilmot Hydro Inc.	902,826,304	877,419,481	881,693,686
Oakville Hydro Electricity	781,838,426	779,598,542	786,276,842
Waterloo North Hydro Inc.	770,926,654	779,716,274	782,345,883
Cambridge and North Dumfries	702,408,601	726,550,419	681,910,550
Entegrus Powerlines Inc.	286,767,502	476,644,212	486,952,389
Whitby Hydro Electric	410,991,175	416,553,767	412,209,765
Count	**14**	**13**	**14**
Average	**1,480,781,198.1**	**1,492,094,428.8**	**1,498,130,946.6**
Median	**970,342,782**	**947,118,756**	**962,070,689**
1st & 3rd quartiles	**773,654,597 & 1,856,678,209**	**779,598,542 & 1,924,853,988**	**783,328,623 & 1,833,700,880**
Range (min, max)	**286,767,502 to 4,474,584,664**	**416,553,767 to 4,528,259,650**	**412,209,765 to 4,563,866,057**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			539,521,215
Festival Hydro Inc.	308,853,484	342,397,426	373,013,275
Peterborough Distribution Inc.	331,296,295	345,543,415	334,711,785
Woodstock Hydro Services Inc.	228,556,316	228,256,717	229,766,340
Halton Hills Hydro Inc.	228,049,777	220,466,681	213,428,278
Haldimand County Hydro Inc.	188,471,961	193,211,396	189,419,486
Westario Power Inc.	190,213,516		166,645,876
Lakefront Utilities Inc.		143,297,166	143,725,675
St. Thomas Energy Inc.	137,249,474	136,380,632	134,205,543
Orangeville Hydro Limited	123,390,551	127,403,144	120,453,549
Lakeland Power Distribution Ltd	82,034,432	83,774,463	85,769,013
Grimsby Power Incorporated		69,694,186	67,770,133

S232 Total General Service (>=50kW <=4,999kW) kWh Billed

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	202,012,867.3	189,042,522.6	216,535,847.3
Median	190,213,516	168,254,281	178,032,681
1st & 3rd quartiles	137,249,474 & 228,556,316	129,647,516 & 226,309,208	130,767,545 & 256,002,701
Range (min, max)	82,034,432 to 331,296,295	69,694,186 to 345,543,415	67,770,133 to 539,521,215

Small Utilities	2010	2011	2012
Kenora Hydro Electric		45,396,739	41,253,255
Sioux Lookout Hydro Inc.	26,783,787	27,265,781	27,016,605
Count	1	2	2
Average	26,783,787.0	36,331,260.0	34,134,930.0
Median	26,783,787	36,331,260	34,134,930
1st & 3rd quartiles	26,783,787 & 26,783,787	31,798,521 & 40,864,000	30,575,767 & 37,694,092
Range (min, max)	26,783,787 to 26,783,787	27,265,781 to 45,396,739	27,016,605 to 41,253,255

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	940,659,848.6	854,412,612.8	844,304,760.0
Median	556,699,888	416,553,767	449,581,077
1st & 3rd quartiles	218,590,712 & 1,004,278,457	143,297,166 & 947,118,756	160,915,826 & 950,521,123
Range (min, max)	26,783,787 to 4,474,584,664	27,265,781 to 4,528,259,650	27,016,605 to 4,563,866,057

Notes:

S233 Total General Service (>=50kW <=4,999kW) kW Billed

Large Utilities	2010	2011	2012
PowerStream Inc.	11,933,191	12,056,896	12,133,067
Hydro Ottawa Limited	9,141,187	9,092,735	9,153,253
Horizon Utilities Corporation	5,309,024	5,289,672	5,153,897
Hydro One Brampton Networks	4,949,695	4,942,723	5,003,207
London Hydro Inc.	4,171,885		4,031,616
Veridian Connections Inc.	2,497,124	2,557,875	2,683,994
EnWin Utilities Ltd.	2,542,594	2,566,544	2,550,735
Burlington Hydro Inc.	2,405,197	2,414,370	2,432,030
Kitchener-Wilmot Hydro Inc.	2,260,312	2,244,883	2,227,931
Oakville Hydro Electricity	1,965,914	2,001,720	2,054,110
Cambridge and North Dumfries	1,961,798	1,958,282	1,901,861
Waterloo North Hydro Inc.	1,762,455	1,815,441	1,878,694
Entegrus Powerlines Inc.	798,376	1,265,998	1,265,976
Whitby Hydro Electric	975,051	966,654	972,335
Count	**14**	**13**	**14**
Average	**3,762,414.5**	**3,782,599.5**	**3,817,336.1**
Median	**2,451,161**	**2,414,370**	**2,491,383**
1st & 3rd quartiles	**1,962,827 & 4,755,243**	**1,958,282 & 4,942,723**	**1,939,923 & 4,760,309**
Range (min, max)	**798,376 to 11,933,191**	**966,654 to 12,056,896**	**972,335 to 12,133,067**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			1,402,270
Festival Hydro Inc.	829,669	893,506	959,778
Peterborough Distribution Inc.	825,019	848,381	826,732
Halton Hills Hydro Inc.	606,534	613,138	602,490
Woodstock Hydro Services Inc.	573,152	571,514	574,390
Westario Power Inc.	472,060		468,555
St. Thomas Energy Inc.	353,239	340,694	359,117
Haldimand County Hydro Inc.	513,453	527,184	332,793
Orangeville Hydro Limited	298,437	298,210	295,004
Lakeland Power Distribution Ltd	203,252	202,946	206,132
Grimsby Power Incorporated		180,394	183,321

S233 Total General Service (>=50kW <=4,999kW) kW Billed

Medium Utilities	2010	2011	2012
Count	9	9	11
Average	519,423.9	497,329.7	564,598.4
Median	513,453	527,184	468,555
1st & 3rd quartiles	353,239 & 606,534	298,210 & 613,138	313,899 & 714,611
Range (min, max)	203,252 to 829,669	180,394 to 893,506	183,321 to 1,402,270

Small Utilities	2010	2011	2012
Kenora Hydro Electric		104,670	96,956
Sioux Lookout Hydro Inc.	71,492	66,653	66,215
Count	1	2	2
Average	71,492.0	85,661.5	81,585.5
Median	71,492	85,662	81,586
1st & 3rd quartiles	71,492 & 71,492	76,157 & 95,166	73,900 & 89,271
Range (min, max)	71,492 to 71,492	66,653 to 104,670	66,215 to 96,956

Totals over Large, Medium and Small Utility Classes			
Count	24	24	27
Average	2,392,504.6	2,242,545.1	2,215,424.4
Median	1,368,753	1,116,326	1,265,976
1st & 3rd quartiles	558,227 & 2,508,492	480,562 & 2,450,246	413,836 & 2,491,383
Range (min, max)	71,492 to 11,933,191	66,653 to 12,056,896	66,215 to 12,133,067

Notes:

S97 Total Large User (>5,000kWh) kWh Billed

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	683,489,329	662,045,474	646,432,433
EnWin Utilities Ltd.	446,259,625	396,268,190	630,941,242
Horizon Utilities Corporation	708,851,740	533,588,039	604,447,266
Hydro One Brampton Networks	367,761,156	399,601,013	407,396,400
Cambridge and North Dumfries	196,439,624	193,617,710	212,986,676
Veridian Connections Inc.	216,767,853	199,771,107	191,647,160
London Hydro Inc.	197,877,297		185,948,804
Waterloo North Hydro Inc.	82,669,216	84,663,591	87,090,689
Kitchener-Wilmot Hydro Inc.	48,275,885	52,933,256	69,911,509
Entegrus Powerlines Inc.	6,535,793	34,298,990	34,317,082
PowerStream Inc.	27,609,737	27,116,405	26,676,946
Count	**11**	**10**	**11**
Average	**271,139,750.5**	**258,390,377.5**	**281,617,837.0**
Median	**197,877,297**	**196,694,409**	**191,647,160**
1st & 3rd quartiles	**65,472,551 & 407,010,390**	**60,865,840 & 398,767,807**	**78,501,099 & 505,921,833**
Range (min, max)	**6,535,793 to 708,851,740**	**27,116,405 to 662,045,474**	**26,676,946 to 646,432,433**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	55,529,141	56,661,880	54,102,548
Festival Hydro Inc.	52,043,067	30,589,560	17,987,095
St. Thomas Energy Inc.	0		0
Count	**3**	**2**	**3**
Average	**35,857,402.7**	**43,625,720.0**	**24,029,881.0**
Median	**52,043,067**	**43,625,720**	**17,987,095**
1st & 3rd quartiles	**26,021,534 & 53,786,104**	**37,107,640 & 50,143,800**	**8,993,548 & 36,044,822**
Range (min, max)	**0 to 55,529,141**	**30,589,560 to 56,661,880**	**0 to 54,102,548**

Totals over Large, Medium and Small Utility Classes			
Count	**14**	**12**	**14**
Average	**220,722,104.5**	**222,596,267.9**	**226,420,417.9**
Median	**139,554,420**	**139,140,651**	**136,519,747**
1st & 3rd quartiles	**49,217,681 & 330,012,830**	**48,274,689 & 397,101,396**	**39,263,449 & 358,793,969**
Range (min, max)	**0 to 708,851,740**	**27,116,405 to 662,045,474**	**0 to 646,432,433**

Notes:

S235 Total Large User (>5,000kW) kW billed

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	2,884,523	2,276,683	2,502,409
EnWin Utilities Ltd.	881,104	762,920	1,207,401
Hydro Ottawa Limited	1,221,869	1,182,395	1,178,836
Hydro One Brampton Networks	684,430	716,741	736,264
Cambridge and North Dumfries	420,805	429,511	485,623
London Hydro Inc.	402,894		389,123
Veridian Connections Inc.	387,405	350,197	334,461
Waterloo North Hydro Inc.	155,421	160,630	165,061
Kitchener-Wilmot Hydro Inc.	95,621	105,771	136,790
PowerStream Inc.	80,806	80,298	81,758
Entegrus Powerlines Inc.	27,746	63,856	67,537
Count	**11**	**10**	**11**
Average	**658,420.4**	**612,900.2**	**662,296.6**
Median	**402,894**	**389,854**	**389,123**
1st & 3rd quartiles	**125,521 & 782,767**	**119,486 & 751,375**	**150,926 & 957,550**
Range (min, max)	**27,746 to 2,884,523**	**63,856 to 2,276,683**	**67,537 to 2,502,409**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	121,690	121,779	122,199
Festival Hydro Inc.	109,729	59,443	31,765
St. Thomas Energy Inc.	0		0
Count	**3**	**2**	**3**
Average	**77,139.7**	**90,611.0**	**51,321.3**
Median	**109,729**	**90,611**	**31,765**
1st & 3rd quartiles	**54,865 & 115,710**	**75,027 & 106,195**	**15,883 & 76,982**
Range (min, max)	**0 to 121,690**	**59,443 to 121,779**	**0 to 122,199**

Totals over Large, Medium and Small Utility Classes			
Count	**14**	**12**	**14**
Average	**533,860.2**	**525,852.0**	**531,373.4**
Median	**271,413**	**255,414**	**249,761**
1st & 3rd quartiles	**99,148 & 618,524**	**99,403 & 728,286**	**91,868 & 673,604**
Range (min, max)	**0 to 2,884,523**	**59,443 to 2,276,683**	**0 to 2,502,409**

Notes:

S98 Total Street Lighting kWh Billed

Large Utilities	2010	2011	2012
PowerStream Inc.	58,367,181	59,196,079	60,228,286
Hydro Ottawa Limited	43,360,972	43,718,587	44,699,159
Horizon Utilities Corporation	42,021,645	40,998,533	40,961,847
Hydro One Brampton Networks	29,344,889	30,800,078	31,699,720
London Hydro Inc.	24,495,009		24,786,684
Veridian Connections Inc.	18,601,464	20,074,896	20,739,716
EnWin Utilities Ltd.	16,997,069	17,061,701	17,377,866
Kitchener-Wilmot Hydro Inc.	16,567,456	15,876,434	16,438,542
Oakville Hydro Electricity	11,784,930	12,033,504	12,270,726
Burlington Hydro Inc.	9,886,279	10,234,555	10,270,630
Waterloo North Hydro Inc.	7,956,638	7,915,355	10,123,613
Whitby Hydro Electric	9,905,253	8,190,912	10,067,639
Cambridge and North Dumfries	9,523,510	10,044,985	9,636,681
Entegrus Powerlines Inc.	6,592,641	8,221,874	8,250,167
Count	**14**	**13**	**14**
Average	**21,814,638.3**	**21,874,422.5**	**22,682,234.0**
Median	**16,782,262**	**15,876,434**	**16,908,204**
1st & 3rd quartiles	**9,891,023 & 28,132,419**	**10,044,985 & 30,800,078**	**10,160,367 & 29,971,461**
Range (min, max)	**6,592,641 to 58,367,181**	**7,915,355 to 59,196,079**	**8,250,167 to 60,228,286**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			7,395,374
Peterborough Distribution Inc.	5,582,044	5,614,215	5,120,511
Westario Power Inc.	8,916,045		4,946,744
Festival Hydro Inc.	4,058,593	4,206,123	4,336,498
St. Thomas Energy Inc.	3,065,784	3,083,850	3,119,827
Halton Hills Hydro Inc.	2,843,420	2,743,202	2,762,364
Woodstock Hydro Services Inc.	2,631,135	2,670,080	2,703,077
Haldimand County Hydro Inc.	2,263,700	2,279,568	2,387,914
Orangeville Hydro Limited	1,777,519	1,661,238	1,870,113
Lakeland Power Distribution Ltd	1,874,279	1,874,274	1,661,260
Grimsby Power Incorporated		1,591,659	1,581,189
Lakefront Utilities Inc.		1,156,274	1,222,128

S98 Total Street Lighting kWh Billed

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3,668,057.7	2,688,048.3	3,258,916.6
Median	2,843,420	2,474,824	2,732,721
1st & 3rd quartiles	2,263,700 & 4,058,593	1,714,497 & 2,998,688	1,817,900 & 4,489,060
Range (min, max)	1,777,519 to 8,916,045	1,156,274 to 5,614,215	1,222,128 to 7,395,374

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1,571,679	1,949,204
Sioux Lookout Hydro Inc.	498,515	498,452	486,254
Count	1	2	2
Average	498,515.0	1,035,065.5	1,217,729.0
Median	498,515	1,035,066	1,217,729
1st & 3rd quartiles	498,515 & 498,515	766,759 & 1,303,372	851,991 & 1,583,466
Range (min, max)	498,515 to 498,515	498,452 to 1,571,679	486,254 to 1,949,204

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	14,121,498.8	12,532,724.3	12,824,776.2
Median	9,219,778	7,915,355	7,822,771
1st & 3rd quartiles	3,010,193 & 17,398,167	2,279,568 & 15,876,434	2,624,286 & 16,673,373
Range (min, max)	498,515 to 58,367,181	498,452 to 59,196,079	486,254 to 60,228,286

Notes:

S80 Total Sentinel Lighting kWh Billed

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	969,374.90	930,144.00	918,686.00
London Hydro Inc.	865,081.00		822,175.28
Horizon Utilities Corporation	557,805.00	515,080.00	521,512.00
PowerStream Inc.	466,537.00	429,377.00	413,931.84
Entegrus Powerlines Inc.	433,931.00	353,837.00	405,259.00
Veridian Connections Inc.	640,551.00	557,873.00	399,228.00
Oakville Hydro Electricity	131,584.00	126,614.00	124,182.00
Hydro Ottawa Limited	74,233.00	64,267.00	59,894.00
Whitby Hydro Electric	36,880.00	33,556.00	32,929.00
Burlington Hydro Inc.		27,304.00	
Count	**9**	**9**	**9**
Average	**463,997.433**	**337,561.333**	**410,866.347**
Median	**466,537.00**	**353,837.00**	**405,259.00**
1st & 3rd quartiles	**131,584.00 & 640,551.00**	**64,267.00 & 515,080.00**	**124,182.00 & 521,512.00**
Range (min, max)	**36,880.00 to 969,374.90**	**27,304.00 to 930,144.00**	**32,929.00 to 918,686.00**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	723,118.70	503,097.00	972,429.00
Peterborough Distribution Inc.	788,609.00	768,503.00	752,463.00
Brantford Power Inc.			459,394.00
Haldimand County Hydro Inc.	403,632.00	384,819.00	364,977.00
Festival Hydro Inc.	202,236.00	200,336.00	179,501.00
Orangeville Hydro Limited	127,445.00	103,755.68	124,534.00
St. Thomas Energy Inc.	61,318.00	61,199.00	62,373.00
Lakefront Utilities Inc.		29,766.00	41,938.00
Lakeland Power Distribution Ltd	40,155.00	40,324.00	39,989.00
Westario Power Inc.	19,378.00		17,821.00
Count	**8**	**8**	**10**
Average	**295,736.463**	**261,474.960**	**301,541.900**
Median	**164,840.50**	**152,045.84**	**152,017.50**
1st & 3rd quartiles	**56,027.25 & 483,503.68**	**55,980.25 & 414,388.50**	**47,046.75 & 435,789.75**
Range (min, max)	**19,378.00 to 788,609.00**	**29,766.00 to 768,503.00**	**17,821.00 to 972,429.00**

S80 Total Sentinel Lighting kWh Billed

Totals over Large, Medium and Small Utility Classes			
Count	17	17	19
Average	384,815.800	301,755.981	353,327.164
Median	403,632.00	200,336.00	364,977.00
1st & 3rd quartiles	74,233.00 & 640,551.00	61,199.00 & 503,097.00	61,133.50 & 490,453.00
Range (min, max)	19,378.00 to 969,374.90	27,304.00 to 930,144.00	17,821.00 to 972,429.00

Notes:

S237 Total kWh Billed

Large Utilities	2010	2011	2012
PowerStream Inc.	8,334,777,460	8,394,821,656	8,441,147,104
Hydro Ottawa Limited	7,602,954,588	7,586,584,505	7,549,336,376
Horizon Utilities Corporation	5,049,371,981	4,850,734,137	4,902,352,675
Hydro One Brampton Networks	3,902,458,731	3,937,800,213	3,988,864,749
London Hydro Inc.	3,508,406,074		3,379,173,782
Veridian Connections Inc.	2,543,041,714	2,553,128,713	2,589,091,725
EnWin Utilities Ltd.	2,332,478,801	2,272,433,807	2,480,486,156
Kitchener-Wilmot Hydro Inc.	1,881,865,398	1,871,156,230	1,881,265,789
Burlington Hydro Inc.	1,714,379,634	1,723,989,112	1,706,481,677
Oakville Hydro Electricity	1,589,818,589	1,575,933,193	1,596,769,964
Waterloo North Hydro Inc.	1,489,713,148	1,504,965,373	1,510,610,152
Cambridge and North Dumfries	1,467,203,705	1,500,623,147	1,461,213,533
Entegrus Powerlines Inc.	632,131,690	936,600,833	936,737,402
Whitby Hydro Electric	860,995,504	870,169,587	877,449,211
Count	**14**	**13**	**14**
Average	**3,064,971,215.5**	**3,044,533,885.1**	**3,092,927,163.9**
Median	**2,107,172,099**	**1,871,156,230**	**2,180,875,973**
1st & 3rd quartiles	**1,514,739,508 & 3,803,945,567**	**1,504,965,373 & 3,937,800,213**	**1,532,150,105 & 3,836,442,007**
Range (min, max)	**632,131,690 to 8,334,777,460**	**870,169,587 to 8,394,821,656**	**877,449,211 to 8,441,147,104**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			934,774,395
Peterborough Distribution Inc.	799,977,084	818,499,220	793,897,240
Festival Hydro Inc.	572,326,732	581,890,873	596,964,600
Halton Hills Hydro Inc.	513,776,228	495,779,979	487,166,754
Westario Power Inc.	482,328,196		423,287,855
Haldimand County Hydro Inc.	420,364,268	425,498,097	417,239,764
Woodstock Hydro Services Inc.	390,623,537	391,024,686	394,638,852
St. Thomas Energy Inc.	298,005,675	295,038,343	291,171,874
Lakefront Utilities Inc.		232,901,730	249,074,086
Orangeville Hydro Limited	247,977,784	256,988,023	243,805,287
Lakeland Power Distribution Ltd	203,653,095	206,424,706	206,915,902
Grimsby Power Incorporated		182,783,034	181,160,164

S237 Total kWh Billed

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	436,559,177.7	388,682,869.1	435,008,064.4
Median	420,364,268	343,031,515	405,939,308
1st & 3rd quartiles	298,005,675 & 513,776,228	238,923,303 & 478,209,509	247,756,886 & 514,616,216
Range (min, max)	203,653,095 to 799,977,084	182,783,034 to 818,499,220	181,160,164 to 934,774,395

Small Utilities	2010	2011	2012
Kenora Hydro Electric		111,725,319	103,564,350
Sioux Lookout Hydro Inc.	75,602,586	73,098,434	71,210,344
Count	1	2	2
Average	75,602,586.0	92,411,876.5	87,387,347.0
Median	75,602,586	92,411,876	87,387,347
1st & 3rd quartiles	75,602,586 & 75,602,586	82,755,155 & 102,068,598	79,298,846 & 95,475,849
Range (min, max)	75,602,586 to 75,602,586	73,098,434 to 111,725,319	71,210,344 to 103,564,350

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1,954,759,675.1	1,746,023,718.0	1,739,137,562.9
Median	1,164,099,605	870,169,587	906,111,803
1st & 3rd quartiles	466,837,214 & 2,385,119,529	295,038,343 & 1,871,156,230	368,772,108 & 2,031,070,881
Range (min, max)	75,602,586 to 8,334,777,460	73,098,434 to 8,394,821,656	71,210,344 to 8,441,147,104

Notes:

S99 Current Year (2012) Unbilled in kWh

Large Utilities	2010	2011	2012
PowerStream Inc.	874,541,501	864,540,787	891,116,302
Hydro Ottawa Limited	792,743,118	821,209,266	784,333,710
Horizon Utilities Corporation	524,199,395	491,799,698	519,463,722
London Hydro Inc.	272,352,943		291,057,707
Hydro One Brampton Networks	305,977,760	284,077,169	275,020,479
Veridian Connections Inc.	288,787,961	256,116,948	248,315,681
Kitchener-Wilmot Hydro Inc.	204,913,918	221,402,651	221,926,629
Burlington Hydro Inc.	179,394,535	176,128,870	177,940,508
Oakville Hydro Electricity	167,833,667	168,943,387	158,166,818
Waterloo North Hydro Inc.	160,021,969	152,936,022	152,117,490
Entegrus Powerlines Inc.	114,330,548	122,706,508	120,657,930
Cambridge and North Dumfries	136,128,019	117,900,839	111,494,831
Whitby Hydro Electric	97,062,132	97,958,641	94,145,335
Count	**13**	**12**	**13**
Average	**316,791,343.5**	**314,643,398.8**	**311,212,087.8**
Median	**204,913,918**	**198,765,761**	**221,926,629**
1st & 3rd quartiles	**160,021,969 & 305,977,760**	**145,378,643 & 336,007,801**	**152,117,490 & 291,057,707**
Range (min, max)	**97,062,132 to 874,541,501**	**97,958,641 to 864,540,787**	**94,145,335 to 891,116,302**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	78,800,000	73,903,000	75,827,000
Brantford Power Inc.			75,647,541
Festival Hydro Inc.	64,986,059	65,543,458	64,149,381
Westario Power Inc.	42,704,182		44,317,830
Haldimand County Hydro Inc.	43,406,108	42,060,361	41,250,928
Woodstock Hydro Services Inc.	36,086,781	35,565,863	34,083,276
St. Thomas Energy Inc.	28,538,453	25,752,610	25,530,518
Lakefront Utilities Inc.		23,315,183	23,460,725
Orangeville Hydro Limited	23,276,882	21,604,683	21,141,598
Lakeland Power Distribution Ltd	21,117,332	19,166,850	19,244,650
Grimsby Power Incorporated		16,085,146	15,007,627
Count	**8**	**9**	**11**
Average	**42,364,474.6**	**35,888,572.7**	**39,969,188.5**
Median	**39,395,482**	**25,752,610**	**34,083,276**
1st & 3rd quartiles	**27,223,060 & 48,801,096**	**21,604,683 & 42,060,361**	**22,301,162 & 54,233,606**
Range (min, max)	**21,117,332 to 78,800,000**	**16,085,146 to 73,903,000**	**15,007,627 to 75,827,000**

S99 Current Year (2012) Unbilled in kWh

Small Utilities	2010	2011	2012
Kenora Hydro Electric		11,149,144	11,162,350
Sioux Lookout Hydro Inc.	10,174,197	10,007,517	10,720,039
Count	**1**	**2**	**2**
Average	**10,174,197.0**	**10,578,330.5**	**10,941,194.5**
Median	**10,174,197**	**10,578,331**	**10,941,195**
1st & 3rd quartiles	**10,174,197 & 10,174,197**	**10,292,924 & 10,863,737**	**10,830,617 & 11,051,772**
Range (min, max)	**10,174,197 to 10,174,197**	**10,007,517 to 11,149,144**	**10,720,039 to 11,162,350**
Totals over Large, Medium and Small Utility Classes			
Count	**22**	**23**	**26**
Average	**203,062,611.8**	**179,124,982.7**	**173,357,715.6**
Median	**125,229,284**	**97,958,641**	**84,986,167**
1st & 3rd quartiles	**42,879,664 & 255,493,187**	**24,533,897 & 198,765,761**	**27,668,708 & 210,930,099**
Range (min, max)	**10,174,197 to 874,541,501**	**10,007,517 to 864,540,787**	**10,720,039 to 891,116,302**

Notes:

S100 Prior Year Unbilled in kWh

Large Utilities	2010	2011	2012
PowerStream Inc.	857,077,122	874,541,501	864,540,787
Hydro Ottawa Limited	821,036,508	792,743,118	821,209,266
Horizon Utilities Corporation	527,450,527	524,199,395	491,799,698
London Hydro Inc.	329,854,436		293,906,243
Hydro One Brampton Networks	320,239,393	305,977,760	284,077,169
Veridian Connections Inc.	296,973,755	288,787,961	256,116,948
Kitchener-Wilmot Hydro Inc.	199,443,178	204,913,918	221,402,651
Burlington Hydro Inc.	171,911,976	186,660,014	176,128,870
Oakville Hydro Electricity	164,134,321	167,833,667	168,943,387
Waterloo North Hydro Inc.	153,497,558	160,021,969	152,936,022
Entegrus Powerlines Inc.	98,237,332	114,330,548	122,706,508
Cambridge and North Dumfries	132,889,519	136,128,019	117,900,839
Whitby Hydro Electric	95,426,076	97,062,132	97,958,641
Count	**13**	**12**	**13**
Average	**320,628,592.4**	**321,100,000.2**	**313,048,233.0**
Median	**199,443,178**	**195,786,966**	**221,402,651**
1st & 3rd quartiles	**153,497,558 & 329,854,436**	**154,048,482 & 360,533,169**	**152,936,022 & 293,906,243**
Range (min, max)	**95,426,076 to 857,077,122**	**97,062,132 to 874,541,501**	**97,958,641 to 864,540,787**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			80,079,805
Peterborough Distribution Inc.	77,719,000	78,800,000	73,903,000
Festival Hydro Inc.	64,040,778	64,986,059	65,543,458
Haldimand County Hydro Inc.	41,481,833	43,406,108	42,060,361
Westario Power Inc.	46,611,922		39,865,396
Woodstock Hydro Services Inc.	35,023,383	36,086,781	35,565,863
St. Thomas Energy Inc.	27,291,645	28,538,453	25,752,610
Lakefront Utilities Inc.		33,858,104	23,315,183
Orangeville Hydro Limited	21,446,121	24,362,910	21,604,683
Lakeland Power Distribution Ltd	24,540,958	21,117,332	19,166,850
Grimsby Power Incorporated		17,643,039	16,085,146
Count	**8**	**9**	**11**
Average	**42,269,455.0**	**38,755,420.7**	**40,267,486.8**
Median	**38,252,608**	**33,858,104**	**35,565,863**
1st & 3rd quartiles	**26,603,973 & 50,969,136**	**24,362,910 & 43,406,108**	**22,459,933 & 53,801,909**
Range (min, max)	**21,446,121 to 77,719,000**	**17,643,039 to 78,800,000**	**16,085,146 to 80,079,805**

S100 Prior Year Unbilled in kWh

Small Utilities	2010	2011	2012
Kenora Hydro Electric		12,311,553	11,149,144
Sioux Lookout Hydro Inc.	10,837,433	10,174,197	10,007,517
Count	**1**	**2**	**2**
Average	**10,837,433.0**	**11,242,875.0**	**10,578,330.5**
Median	**10,837,433**	**11,242,875**	**10,578,331**
1st & 3rd quartiles	**10,837,433 & 10,837,433**	**10,708,536 & 11,777,214**	**10,292,924 & 10,863,737**
Range (min, max)	**10,837,433 to 10,837,433**	**10,174,197 to 12,311,553**	**10,007,517 to 11,149,144**
Totals over Large, Medium and Small Utility Classes			
Count	**22**	**23**	**26**
Average	**205,325,671.5**	**183,673,240.8**	**174,374,078.7**
Median	**115,563,426**	**97,062,132**	**89,019,223**
1st & 3rd quartiles	**42,764,355 & 272,591,111**	**31,198,279 & 195,786,966**	**28,205,923 & 210,084,206**
Range (min, max)	**10,837,433 to 857,077,122**	**10,174,197 to 874,541,501**	**10,007,517 to 864,540,787**

Notes:

S101 Total Wholesale kWh - Purchased and Generated

Large Utilities	2010	2011	2012
PowerStream Inc.	8,648,559,116	8,697,299,494	8,775,459,525
Hydro Ottawa Limited	7,719,713,050	7,734,944,448	7,720,975,609
Horizon Utilities Corporation	5,036,440,702	4,836,018,551	4,897,027,899
Hydro One Brampton Networks	3,902,373,837	3,937,709,979	3,988,864,748
London Hydro Inc.	3,428,161,401		3,351,442,979
Veridian Connections Inc.	2,657,924,981	2,671,077,495	2,707,822,231
EnWin Utilities Ltd.	2,404,274,341	2,342,126,140	2,559,908,398
Kitchener-Wilmot Hydro Inc.	1,894,296,405	1,895,134,174	1,885,509,465
Burlington Hydro Inc.	1,708,945,765	1,713,430,664	1,700,979,059
Oakville Hydro Electricity	1,598,703,670	1,581,886,719	1,593,626,603
Waterloo North Hydro Inc.	1,479,508,229	1,488,712,922	1,495,327,431
Cambridge and North Dumfries	1,513,165,803	1,515,539,433	1,462,327,183
Entegrus Powerlines Inc.	748,985,540	974,398,126	978,341,068
Whitby Hydro Electric	903,833,545	913,324,973	916,505,694
Count	**14**	**13**	**14**
Average	**3,117,491,884.6**	**3,100,123,316.8**	**3,145,294,135.1**
Median	**2,149,285,373**	**1,895,134,174**	**2,222,708,932**
1st & 3rd quartiles	**1,534,550,270 & 3,783,820,728**	**1,515,539,433 & 3,937,709,979**	**1,519,902,224 & 3,829,509,306**
Range (min, max)	**748,985,540 to 8,648,559,116**	**913,324,973 to 8,697,299,494**	**916,505,694 to 8,775,459,525**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			964,360,660
Peterborough Distribution Inc.	838,046,263	854,154,687	834,306,527
Festival Hydro Inc.	588,760,782	599,973,850	610,246,119
Halton Hills Hydro Inc.	520,540,577	523,511,782	512,071,000
Westario Power Inc.	470,297,718		460,168,534
Haldimand County Hydro Inc.	446,510,152	448,790,553	440,350,206
Woodstock Hydro Services Inc.	389,940,075	384,401,649	392,680,211
St. Thomas Energy Inc.	306,541,879	306,508,299	300,791,435
Lakefront Utilities Inc.		259,258,902	260,954,434
Orangeville Hydro Limited	257,326,902	257,780,980	255,279,338
Lakeland Power Distribution Ltd	217,000,157	218,613,333	216,917,128
Grimsby Power Incorporated		187,755,494	188,165,359

S101 Total Wholesale kWh - Purchased and Generated

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	448,329,389.4	404,074,952.9	453,024,245.9
Median	446,510,152	345,454,974	416,515,209
1st & 3rd quartiles	306,541,879 & 520,540,577	258,150,460 & 504,831,475	259,535,660 & 536,614,780
Range (min, max)	217,000,157 to 838,046,263	187,755,494 to 854,154,687	188,165,359 to 964,360,660

Small Utilities	2010	2011	2012
Kenora Hydro Electric		109,552,360	107,732,618
Sioux Lookout Hydro Inc.	74,989,583	76,399,313	75,601,634
Count	1	2	2
Average	74,989,583.0	92,975,836.5	91,667,126.0
Median	74,989,583	92,975,837	91,667,126
1st & 3rd quartiles	74,989,583 & 74,989,583	84,687,575 & 101,264,098	83,634,380 & 99,699,872
Range (min, max)	74,989,583 to 74,989,583	76,399,313 to 109,552,360	75,601,634 to 107,732,618

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1,989,785,019.7	1,781,132,172.8	1,773,347,967.7
Median	1,191,670,887	913,324,973	940,433,177
1st & 3rd quartiles	464,350,827 & 2,467,687,001	306,508,299 & 1,895,134,174	369,708,017 & 2,054,109,198
Range (min, max)	74,989,583 to 8,648,559,116	76,399,313 to 8,697,299,494	75,601,634 to 8,775,459,525

Notes:

S136 Total Cost of Meter Reading

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	388,519.00	240,008.00	1,404,925.00
PowerStream Inc.	4,163,571.00	2,741,828.00	1,270,000.00
Horizon Utilities Corporation	1,738,256.70	1,240,171.44	1,117,074.00
Kitchener-Wilmot Hydro Inc.	373,511.52	362,025.24	800,933.34
EnWin Utilities Ltd.	788,495.00	718,720.00	700,561.00
Oakville Hydro Electricity	595,350.23	695,785.00	657,447.37
Hydro One Brampton Networks	292,804.00	316,521.00	563,797.11
London Hydro Inc.	411,629.74		372,558.69
Veridian Connections Inc.	232,522.00	92,524.00	349,594.00
Waterloo North Hydro Inc.	256,009.39	167,960.00	265,115.00
Whitby Hydro Electric	261,061.98	286,264.84	145,029.86
Cambridge and North Dumfries	528,911.00	371,038.00	90,563.14
Hydro Ottawa Limited	299,938.00	260,000.00	48,000.00
Count	**13**	**12**	**13**
Average	**794,659.966**	**624,403.793**	**598,892.193**
Median	**388,519.00**	**339,273.12**	**563,797.11**
1st & 3rd quartiles	**292,804.00 & 595,350.23**	**255,002.00 & 701,518.75**	**265,115.00 & 800,933.34**
Range (min, max)	**232,522.00 to 4,163,571.00**	**92,524.00 to 2,741,828.00**	**48,000.00 to 1,404,925.00**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			408,268.33
Lakefront Utilities Inc.		85,895.00	295,135.20
Westario Power Inc.	206,100.00		265,345.25
Haldimand County Hydro Inc.	291,013.00	13,132.45	233,287.00
Orangeville Hydro Limited	100,046.29	84,320.27	216,569.04
St. Thomas Energy Inc.	138,962.35	86,127.65	211,699.80
Peterborough Distribution Inc.	212,516.00	168,635.00	184,764.00
Festival Hydro Inc.	128,460.93	125,467.41	141,933.00
Woodstock Hydro Services Inc.	132,476.55	124,361.67	128,578.58
Lakeland Power Distribution Ltd	122,421.66	94,589.00	63,547.00
Grimsby Power Incorporated		54,959.78	34,857.84
Halton Hills Hydro Inc.	131,177.00	26,798.64	32,940.23

S136 Total Cost of Meter Reading

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	162,574.864	86,428.687	184,743.773
Median	132,476.55	86,011.33	198,231.90
1st & 3rd quartiles	128,460.93 & 206,100.00	62,299.90 & 116,918.50	112,320.69 & 241,301.56
Range (min, max)	100,046.29 to 291,013.00	13,132.45 to 168,635.00	32,940.23 to 408,268.33

Small Utilities	2010	2011	2012
Kenora Hydro Electric		101,087.00	51,385.00
Sioux Lookout Hydro Inc.	73,344.25	49,375.38	50,869.00
Count	1	2	2
Average	73,344.250	75,231.190	51,127.000
Median	73,344.25	75,231.19	51,127.00
1st & 3rd quartiles	73,344.25 & 73,344.25	62,303.29 & 88,159.10	50,998.00 & 51,256.00
Range (min, max)	73,344.25 to 73,344.25	49,375.38 to 101,087.00	50,869.00 to 51,385.00

Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	515,960.765	354,483.115	374,251.029
Median	261,061.98	146,713.71	233,287.00
1st & 3rd quartiles	135,719.45 & 400,074.37	86,069.49 & 327,897.06	109,570.86 & 486,032.72
Range (min, max)	73,344.25 to 4,163,571.00	13,132.45 to 2,741,828.00	32,940.23 to 1,404,925.00

Notes: Total cost of meter reading will be redefined based on regulatory dispositions.

S327 Total Number of Bulk Metered Customers

Large Utilities	2010	2011	2012
Burlington Hydro Inc.			12,952
Oakville Hydro Electricity			6,394
Entegrus Powerlines Inc.			5,460
Waterloo North Hydro Inc.			5,363
Veridian Connections Inc.			249
Count	**0**	**0**	**5**
Average			**6,083.6**
Median			**5,460**
1st & 3rd quartiles			**5,363 & 6,394**
Range (min, max)			**249 to 12,952**

Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.			2,363
Lakeland Power Distribution Ltd			504
Peterborough Distribution Inc.			466
Haldimand County Hydro Inc.			394
Brantford Power Inc.			98
Festival Hydro Inc.			90
St. Thomas Energy Inc.			62
Westario Power Inc.			21
Grimsby Power Incorporated			6
Count	**0**	**0**	**9**
Average			**444.9**
Median			**98**
1st & 3rd quartiles			**62 & 466**
Range (min, max)			**6 to 2,363**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			2
Count	**0**	**0**	**1**
Average			**2.0**
Median			**2**
1st & 3rd quartiles			**2 & 2**
Range (min, max)			**2 to 2**

S327 Total Number of Bulk Metered Customers

Totals over Large, Medium and Small Utility Classes			
Count	0	0	15
Average			2,294.9
Median			394
1st & 3rd quartiles			76 & 3,863
Range (min, max)			2 to 12,952

Notes:

S169 Total Number of Customer Reads (for meters)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation		2,214,311	1,498,473
PowerStream Inc.	2,341,576	2,920,401	1,148,296
EnWin Utilities Ltd.	1,164,931	1,078,740	1,058,390
Kitchener-Wilmot Hydro Inc.	543,350	529,206	568,204
Burlington Hydro Inc.	437,665	441,786	447,807
Oakville Hydro Electricity	402,609	407,264	403,872
Cambridge and North Dumfries	416,411	321,441	329,458
Hydro Ottawa Limited	42,550	304,512	312,000
Whitby Hydro Electric	252,894	256,848	261,072
Hydro One Brampton Networks	130,786	138,965	141,798
Veridian Connections Inc.	287,726	113,751	115,325
Waterloo North Hydro Inc.	319,744	52,863	53,650
Entegrus Powerlines Inc.			0
Count	**11**	**12**	**13**
Average	**576,385.6**	**731,674.0**	**487,565.0**
Median	**402,609**	**364,353**	**329,458**
1st & 3rd quartiles	**270,310 & 490,508**	**227,377 & 666,590**	**141,798 & 568,204**
Range (min, max)	**42,550 to 2,341,576**	**52,863 to 2,920,401**	**0 to 1,498,473**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	420,240	425,232	425,232
Westario Power Inc.	276,138		273,181
Haldimand County Hydro Inc.	250,872	21,078	253,908
Festival Hydro Inc.	235,248	238,896	240,006
St. Thomas Energy Inc.	196,752	212,655	214,079
Woodstock Hydro Services Inc.	206,407	182,168	183,477
Lakeland Power Distribution Ltd	113,844	115,716	116,304
Orangeville Hydro Limited	126,941	99,902	110,447
Grimsby Power Incorporated		10,323	10,488
Count	**8**	**8**	**9**
Average	**228,305.3**	**163,246.3**	**203,013.6**
Median	**220,828**	**148,942**	**214,079**
1st & 3rd quartiles	**179,299 & 257,189**	**80,196 & 219,215**	**116,304 & 253,908**
Range (min, max)	**113,844 to 420,240**	**10,323 to 425,232**	**10,488 to 425,232**

Small Utilities	2010	2011	2012
Kenora Hydro Electric		66,900	66,864

S169 Total Number of Customer Reads (for meters)

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	33,614	33,672	33,657
Count	**1**	**2**	**2**
Average	**33,614.0**	**50,286.0**	**50,260.5**
Median	**33,614**	**50,286**	**50,261**
1st & 3rd quartiles	**33,614 & 33,614**	**41,979 & 58,593**	**41,959 & 58,562**
Range (min, max)	**33,614 to 33,614**	**33,672 to 66,900**	**33,657 to 66,864**
Totals over Large, Medium and Small Utility Classes			
Count	**20**	**22**	**24**
Average	**410,014.9**	**463,028.6**	**344,416.2**
Median	**264,516**	**225,776**	**246,957**
1st & 3rd quartiles	**180,261 & 417,368**	**103,364 & 420,740**	**114,106 & 409,212**
Range (min, max)	**33,614 to 2,341,576**	**10,323 to 2,920,401**	**0 to 1,498,473**

Notes: This metric will be clarified and redefined to accommodate impact of smart metering.

S322 Of The Number of Customer Reads In S169, How Many Are Done Manually?

Large Utilities	2010	2011	2012
PowerStream Inc.		146,739.00	179,351.00
EnWin Utilities Ltd.		993,106.00	78,718.00
Horizon Utilities Corporation		97,137.00	52,740.00
Oakville Hydro Electricity		23,466.00	31,158.00
Hydro One Brampton Networks		7,921.00	11,291.00
Cambridge and North Dumfries		104,500.00	6,492.00
Kitchener-Wilmot Hydro Inc.		552.00	5,374.00
Veridian Connections Inc.		1,697.00	1,388.00
Waterloo North Hydro Inc.		1,048.00	446.00
Entegrus Powerlines Inc.			0.00
Burlington Hydro Inc.			0.00
Hydro Ottawa Limited	72,593.00	1,000.00	0.00
Count	**1**	**10**	**12**
Average	**72,593.000**	**137,716.600**	**30,579.833**
Median	**72,593.00**	**15,693.50**	**5,933.00**
1st & 3rd quartiles	**72,593.00 & 72,593.00**	**1,210.25 & 102,659.25**	**334.50 & 36,553.50**
Range (min, max)	**72,593.00 to 72,593.00**	**552.00 to 993,106.00**	**0.00 to 179,351.00**

Medium Utilities	2010	2011	2012
Westario Power Inc.			7,971.00
Festival Hydro Inc.		235,248.00	3,636.00
Peterborough Distribution Inc.		0.00	3,000.00
Orangeville Hydro Limited			1,490.00
Woodstock Hydro Services Inc.		111,217.00	990.00
Haldimand County Hydro Inc.		143.00	979.00
Grimsby Power Incorporated		72.00	59.00
St. Thomas Energy Inc.		159,491.25	0.00
Lakeland Power Distribution Ltd		0.00	
Count	**0**	**7**	**8**
Average		**72,310.179**	**2,265.625**
Median		**143.00**	**1,240.00**
1st & 3rd quartiles		**36.00 & 135,354.13**	**749.00 & 3,159.00**
Range (min, max)		**0.00 to 235,248.00**	**0.00 to 7,971.00**

Small Utilities	2010	2011	2012
Kenora Hydro Electric		50,330.00	804.00
Sioux Lookout Hydro Inc.		689.00	696.00

S322 Of The Number of Customer Reads In S169, How Many Are Done Manually?

Small Utilities	2010	2011	2012
Count	0	2	2
Average		25,509.500	750.000
Median		25,509.50	750.00
1st & 3rd quartiles		13,099.25 & 37,919.75	723.00 & 777.00
Range (min, max)		689.00 to 50,330.00	696.00 to 804.00
Totals over Large, Medium and Small Utility Classes			
Count	1	19	22
Average	72,593.000	101,808.224	17,571.955
Median	72,593.00	7,921.00	1,439.00
1st & 3rd quartiles	72,593.00 & 72,593.00	620.50 & 107,858.50	508.50 & 7,601.25
Range (min, max)	72,593.00 to 72,593.00	0.00 to 993,106.00	0.00 to 179,351.00

Notes: This metric will be clarified and redefined to accommodate impact of smart metering.

S238 Distribution System Losses (%)

Large Utilities	2010	2011	2012
Whitby Hydro Electric	4.344	4.447	4.463
Entegrus Powerlines Inc.	3.789	3.840	4.128
PowerStream Inc.	3.760	3.600	3.630
Hydro Ottawa Limited	3.170	3.130	3.602
Burlington Hydro Inc.	3.661	3.537	3.447
Waterloo North Hydro Inc.	3.679	3.479	3.205
Kitchener-Wilmot Hydro Inc.	3.420	3.230	3.198
Oakville Hydro Electricity	3.713	3.901	3.179
Horizon Utilities Corporation	2.786	2.824	3.167
Hydro One Brampton Networks	3.560	3.490	3.151
London Hydro Inc.	3.106		3.052
EnWin Utilities Ltd.	2.871	2.864	2.965
Cambridge and North Dumfries	2.683	2.189	2.848
Veridian Connections Inc.	4.322	4.270	0.042
Count	**14**	**13**	**14**
Average	**3.4903**	**3.4462**	**3.1484**
Median	**3.611**	**3.490**	**3.189**
1st & 3rd quartiles	**3.122 & 3.748**	**3.130 & 3.840**	**3.076 & 3.563**
Range (min, max)	**2.683 to 4.344**	**2.189 to 4.447**	**0.042 to 4.463**

Medium Utilities	2010	2011	2012
Westario Power Inc.	1.048		6.888
Lakefront Utilities Inc.		5.410	5.650
Haldimand County Hydro Inc.	5.425	5.490	5.432
Halton Hills Hydro Inc.	4.990	5.297	4.964
Peterborough Distribution Inc.	4.410	4.748	4.613
Lakeland Power Distribution Ltd	6.151	5.575	4.611
Grimsby Power Incorporated		4.820	3.787
Woodstock Hydro Services Inc.	4.047	2.635	3.654
Brantford Power Inc.			3.370
St. Thomas Energy Inc.	2.864	3.890	3.300
Orangeville Hydro Limited	3.770	3.260	2.680
Festival Hydro Inc.	2.791	2.968	2.480

S238 Distribution System Losses (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.9440	4.4093	4.2858
Median	4.047	4.784	4.199
1st & 3rd quartiles	2.864 & 4.990	3.418 & 5.382	3.353 & 5.081
Range (min, max)	1.048 to 6.151	2.635 to 5.575	2.480 to 6.888

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	5.760	4.539	4.866
Kenora Hydro Electric		3.310	4.122
Count	1	2	2
Average	5.7600	3.9245	4.4940
Median	5.760	3.924	4.494
1st & 3rd quartiles	5.760 & 5.760	3.617 & 4.232	4.308 & 4.680
Range (min, max)	5.760 to 5.760	3.310 to 4.539	4.122 to 4.866

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.7550	3.8697	3.7319
Median	3.696	3.600	3.525
1st & 3rd quartiles	3.047 & 4.328	3.230 & 4.539	3.163 & 4.500
Range (min, max)	1.048 to 6.151	2.189 to 5.575	0.042 to 6.888

Notes:

S3 Number of FTEs - Full Time Equivalents (Including Those in Affiliate That are Dedicated to LDC Work)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	559.7	571.6	605.0
PowerStream Inc.	497.2	513.4	498.4
Horizon Utilities Corporation	392.0	396.0	403.0
London Hydro Inc.	263.0		305.0
Veridian Connections Inc.	210.0	219.0	223.0
Hydro One Brampton Networks	211.0	207.0	207.0
EnWin Utilities Ltd.	192.0	190.8	195.0
Kitchener-Wilmot Hydro Inc.	172.0	170.0	174.0
Waterloo North Hydro Inc.	116.0	116.5	119.0
Oakville Hydro Electricity	118.0	104.0	114.0
Cambridge and North Dumfries	93.0	94.0	94.0
Burlington Hydro Inc.	93.0	89.0	93.0
Entegrus Powerlines Inc.	65.0	80.0	77.0
Whitby Hydro Electric	61.5	65.5	64.0
Count	**14**	**13**	**14**
Average	**217.39**	**216.68**	**226.53**
Median	**182.0**	**170.0**	**184.5**
1st & 3rd quartiles	**98.8 & 250.0**	**94.0 & 219.0**	**99.0 & 284.5**
Range (min, max)	**61.5 to 559.7**	**65.5 to 571.6**	**64.0 to 605.0**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			69.0
Halton Hills Hydro Inc.	48.0	49.0	51.0
Haldimand County Hydro Inc.	48.0	48.0	51.0
Festival Hydro Inc.	46.0	45.8	46.2
Woodstock Hydro Services Inc.	38.6	38.1	38.4
Westario Power Inc.	37.0		33.0
St. Thomas Energy Inc.	26.7	26.9	29.6
Lakeland Power Distribution Ltd	22.0	20.8	21.4
Lakefront Utilities Inc.		19.5	20.0
Orangeville Hydro Limited	20.0	20.0	20.0
Grimsby Power Incorporated		18.5	18.5

S3 Number of FTEs - Full Time Equivalents (Including Those in Affiliate That are Dedicated to LDC Work)

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	35.79	31.84	36.19
Median	37.8	26.9	33.0
1st & 3rd quartiles	25.5 & 46.5	20.0 & 45.8	20.7 & 48.6
Range (min, max)	20.0 to 48.0	18.5 to 49.0	18.5 to 69.0

Small Utilities	2010	2011	2012
Kenora Hydro Electric		15.0	14.0
Sioux Lookout Hydro Inc.	8.0	8.0	9.0
Count	1	2	2
Average	8.00	11.50	11.50
Median	8.0	11.5	11.5
1st & 3rd quartiles	8.0 & 8.0	9.8 & 13.3	10.3 & 12.8
Range (min, max)	8.0 to 8.0	8.0 to 15.0	9.0 to 14.0

Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	145.12	130.27	133.06
Median	93.0	72.8	69.0
1st & 3rd quartiles	42.3 & 201.0	25.4 & 175.2	31.3 & 184.5
Range (min, max)	8.0 to 559.7	8.0 to 571.6	9.0 to 605.0

Notes:

S241 Of FTEs, Number That Are Front Line Staff

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	409	452	481
Horizon Utilities Corporation	319	322	326
London Hydro Inc.	221		235
Veridian Connections Inc.	172	179	181
Hydro One Brampton Networks	171	173	174
PowerStream Inc.	338	353	148
Kitchener-Wilmot Hydro Inc.	142	138	141
EnWin Utilities Ltd.	129	132	133
Waterloo North Hydro Inc.	93	91	93
Cambridge and North Dumfries	73	73	73
Burlington Hydro Inc.	75	69	72
Oakville Hydro Electricity	68	66	68
Entegrus Powerlines Inc.	50	61	62
Whitby Hydro Electric	48	51	49
Count	**14**	**13**	**14**
Average	**164.9**	**166.2**	**159.7**
Median	**136**	**132**	**137**
1st & 3rd quartiles	**74 & 209**	**69 & 179**	**72 & 179**
Range (min, max)	**48 to 409**	**51 to 452**	**49 to 481**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			49
Haldimand County Hydro Inc.	38	38	40
Halton Hills Hydro Inc.	36	37	39
Festival Hydro Inc.	34	34	34
Woodstock Hydro Services Inc.	33	32	32
Westario Power Inc.	28		26
St. Thomas Energy Inc.	19	18	21
Lakeland Power Distribution Ltd	15	16	17
Orangeville Hydro Limited	12	12	12
Grimsby Power Incorporated		14	12
Lakefront Utilities Inc.		10	11

S241 Of FTEs, Number That Are Front Line Staff

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	26.9	23.4	26.6
Median	30	18	26
1st & 3rd quartiles	18 & 35	14 & 34	15 & 37
Range (min, max)	12 to 38	10 to 38	11 to 49

Small Utilities	2010	2011	2012
Kenora Hydro Electric		12	11
Sioux Lookout Hydro Inc.	6	6	7
Count	1	2	2
Average	6.0	9.0	9.0
Median	6	9	9
1st & 3rd quartiles	6 & 6	8 & 11	8 & 10
Range (min, max)	6 to 6	6 to 12	7 to 11

Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	110.0	99.5	94.3
Median	68	56	49
1st & 3rd quartiles	33 & 157	17 & 133	24 & 137
Range (min, max)	6 to 409	6 to 452	7 to 481

Notes:

S288 Of FTEs, Number That Are Union

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	409	411	432
PowerStream Inc.	312	315	330
Horizon Utilities Corporation	277	283	281
London Hydro Inc.	177		188
Hydro One Brampton Networks	155	156	155
Veridian Connections Inc.	138	139	145
EnWin Utilities Ltd.	129	132	133
Kitchener-Wilmot Hydro Inc.	115	113	114
Waterloo North Hydro Inc.	80	78	79
Cambridge and North Dumfries	69	70	70
Oakville Hydro Electricity	68	66	66
Burlington Hydro Inc.	70	63	66
Entegrus Powerlines Inc.	50	55	52
Whitby Hydro Electric	47	48	47
Count	**14**	**13**	**14**
Average	**149.7**	**148.4**	**154.1**
Median	**122**	**113**	**123**
1st & 3rd quartiles	**69 & 172**	**66 & 156**	**67 & 180**
Range (min, max)	**47 to 409**	**48 to 411**	**47 to 432**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			44
Halton Hills Hydro Inc.	36	37	39
Haldimand County Hydro Inc.	33	33	35
Woodstock Hydro Services Inc.	33	32	32
Westario Power Inc.	27		23
St. Thomas Energy Inc.	17	18	21
Festival Hydro Inc.	21	19	19
Orangeville Hydro Limited	12	12	12
Grimsby Power Incorporated		11	11
Lakefront Utilities Inc.		10	11
Lakeland Power Distribution Ltd	10	9	9

S288 Of FTEs, Number That Are Union

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	23.6	20.1	23.3
Median	24	18	21
1st & 3rd quartiles	16 & 33	11 & 32	12 & 34
Range (min, max)	10 to 36	9 to 37	9 to 44

Small Utilities	2010	2011	2012
Kenora Hydro Electric		11	10
Sioux Lookout Hydro Inc.	6	6	6
Count	1	2	2
Average	6.0	8.5	8.0
Median	6	9	8
1st & 3rd quartiles	6 & 6	7 & 10	7 & 9
Range (min, max)	6 to 6	6 to 11	6 to 10

Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	99.6	88.6	90.0
Median	68	51	47
1st & 3rd quartiles	30 & 134	16 & 118	20 & 123
Range (min, max)	6 to 409	6 to 411	6 to 432

Notes:

S16 Number of Customers per Employee

Large Utilities	2010	2011	2012
PowerStream Inc.	660.9	654.3	765.9
Burlington Hydro Inc.	691.4	728.5	703.0
Hydro One Brampton Networks	636.2	666.3	685.3
Whitby Hydro Electric	645.6	616.3	639.8
Horizon Utilities Corporation	603.4	599.6	589.2
Oakville Hydro Electricity	537.1	618.4	568.5
Cambridge and North Dumfries	548.0	549.5	553.1
Entegrus Powerlines Inc.	494.6	443.6	525.7
Veridian Connections Inc.	537.2	526.7	517.6
Kitchener-Wilmot Hydro Inc.	503.7	517.5	511.8
Hydro Ottawa Limited	537.3	534.2	481.3
London Hydro Inc.	560.0		449.7
Waterloo North Hydro Inc.	447.7	451.8	448.8
EnWin Utilities Ltd.	443.8	447.5	440.6
Count	**14**	**13**	**14**
Average	**560.49**	**565.71**	**562.88**
Median	**542.6**	**549.5**	**539.4**
1st & 3rd quartiles	**512.1 & 628.0**	**517.5 & 618.4**	**488.9 & 627.2**
Range (min, max)	**443.8 to 691.4**	**443.6 to 728.5**	**440.6 to 765.9**

Medium Utilities	2010	2011	2012
Westario Power Inc.	595.2		685.2
Orangeville Hydro Limited	567.0	564.5	571.8
Grimsby Power Incorporated		562.5	571.2
St. Thomas Energy Inc.	617.0	611.9	561.4
Brantford Power Inc.			504.5
Lakefront Utilities Inc.		498.4	504.1
Lakeland Power Distribution Ltd	433.3	465.8	455.0
Haldimand County Hydro Inc.	448.9	450.7	425.4
Halton Hills Hydro Inc.	442.4	439.9	416.1
Woodstock Hydro Services Inc.	394.5	399.9	400.1
Festival Hydro Inc.	401.5	436.9	385.8

S16 Number of Customers per Employee

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	487.48	492.28	498.24
Median	445.7	465.8	504.2
1st & 3rd quartiles	425.3 & 574.0	439.9 & 562.5	420.7 & 566.3
Range (min, max)	394.5 to 617.0	399.9 to 611.9	385.8 to 685.2

Small Utilities	2010	2011	2012
Kenora Hydro Electric		371.7	398.0
Sioux Lookout Hydro Inc.	344.5	345.0	306.6
Count	1	2	2
Average	344.50	358.35	352.30
Median	344.5	358.3	352.3
1st & 3rd quartiles	344.5 & 344.5	351.7 & 365.0	329.4 & 375.1
Range (min, max)	344.5 to 344.5	345.0 to 371.7	306.6 to 398.0

Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	525.70	520.89	520.94
Median	537.2	522.1	511.8
1st & 3rd quartiles	445.7 & 599.3	446.5 & 602.7	444.7 & 571.5
Range (min, max)	344.5 to 691.4	345.0 to 728.5	306.6 to 765.9

Notes:

S242 Total Cost of Compensation Packages

Large Utilities	2010	2011	2012
PowerStream Inc.	46,311,102	49,182,145	52,549,081
Hydro Ottawa Limited	43,336,823	49,357,878	51,869,281
Horizon Utilities Corporation	32,753,161	35,764,611	39,795,798
Veridian Connections Inc.	18,007,482	19,551,886	20,822,417
Hydro One Brampton Networks	18,417,892	18,012,685	18,272,760
EnWin Utilities Ltd.	16,015,450	16,953,849	16,452,661
Kitchener-Wilmot Hydro Inc.	14,332,941	14,840,656	14,692,554
Oakville Hydro Electricity		11,523,806	13,079,666
Waterloo North Hydro Inc.	11,424,979	11,094,300	11,769,717
Burlington Hydro Inc.	9,030,200	9,233,524	9,890,475
Cambridge and North Dumfries	6,145,948	7,639,141	8,698,879
Entegrus Powerlines Inc.	4,573,873	6,143,052	6,603,377
London Hydro Inc.			3,846,522
Count	**11**	**12**	**13**
Average	**20,031,804.6**	**20,774,794.4**	**20,641,783.7**
Median	**16,015,450**	**15,897,252**	**14,692,554**
1st & 3rd quartiles	**10,227,589 & 25,585,527**	**10,629,106 & 23,605,067**	**9,890,475 & 20,822,417**
Range (min, max)	**4,573,873 to 46,311,102**	**6,143,052 to 49,357,878**	**3,846,522 to 52,549,081**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			5,005,300
Halton Hills Hydro Inc.	3,294,189	3,970,613	3,987,693
Festival Hydro Inc.	3,582,315	3,772,733	3,839,178
Haldimand County Hydro Inc.	3,387,870	3,679,655	3,797,440
Westario Power Inc.	2,814,611		3,047,154
Woodstock Hydro Services Inc.	2,849,758	2,898,450	3,029,074
St. Thomas Energy Inc.	2,141,468	2,356,958	2,186,840
Orangeville Hydro Limited	1,633,831	1,752,518	1,879,225
Lakeland Power Distribution Ltd	1,694,943	1,685,142	1,698,583
Grimsby Power Incorporated		1,468,232	1,460,736
Lakefront Utilities Inc.		1,768,145	1,347,545
Count	**8**	**9**	**11**
Average	**2,674,873.1**	**2,594,716.2**	**2,843,524.4**
Median	**2,832,185**	**2,356,958**	**3,029,074**
1st & 3rd quartiles	**2,029,837 & 3,317,609**	**1,752,518 & 3,679,655**	**1,788,904 & 3,818,309**
Range (min, max)	**1,633,831 to 3,582,315**	**1,468,232 to 3,970,613**	**1,347,545 to 5,005,300**

S242 Total Cost of Compensation Packages

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1,193,871	1,162,042
Sioux Lookout Hydro Inc.	642,722	660,458	751,792
Count	**1**	**2**	**2**
Average	**642,722.0**	**927,164.5**	**956,917.0**
Median	**642,722**	**927,164**	**956,917**
1st & 3rd quartiles	**642,722 & 642,722**	**793,811 & 1,060,518**	**854,355 & 1,059,480**
Range (min, max)	**642,722 to 642,722**	**660,458 to 1,193,871**	**751,792 to 1,162,042**
Totals over Large, Medium and Small Utility Classes			
Count	**20**	**23**	**26**
Average	**12,119,577.9**	**11,934,969.9**	**11,597,530.4**
Median	**5,359,911**	**6,143,052**	**4,496,497**
1st & 3rd quartiles	**2,840,971 & 16,513,458**	**2,062,551 & 15,897,252**	**2,397,398 & 14,289,332**
Range (min, max)	**642,722 to 46,311,102**	**660,458 to 49,357,878**	**751,792 to 52,549,081**

Notes:

S108 Number of Occurrences of Short Term Absenteeism (5 Days or Less)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	1,438.00	1,470.00	1,617.00
Veridian Connections Inc.	502.00	547.00	634.00
Kitchener-Wilmot Hydro Inc.	838.00	694.00	569.00
Burlington Hydro Inc.	529.74	298.00	567.00
London Hydro Inc.	357.00		424.00
Hydro One Brampton Networks	311.00	341.00	347.00
Entegrus Powerlines Inc.	177.00	251.00	280.00
Waterloo North Hydro Inc.	231.00	253.00	229.00
Whitby Hydro Electric	516.00	506.00	222.00
Cambridge and North Dumfries	210.00	150.00	207.00
Oakville Hydro Electricity		29.00	107.00
PowerStream Inc.	669.00	749.00	0.00
Count	**11**	**11**	**12**
Average	**525.340**	**480.727**	**433.583**
Median	**502.00**	**341.00**	**313.50**
1st & 3rd quartiles	**271.00 & 599.37**	**252.00 & 620.50**	**218.25 & 567.50**
Range (min, max)	**177.00 to 1,438.00**	**29.00 to 1,470.00**	**0.00 to 1,617.00**

Medium Utilities	2010	2011	2012
Westario Power Inc.	238.50		171.00
Haldimand County Hydro Inc.	162.00	150.00	144.00
Festival Hydro Inc.	140.00	189.00	134.00
Brantford Power Inc.			110.00
Woodstock Hydro Services Inc.	71.00	89.00	90.00
Halton Hills Hydro Inc.		27.00	85.00
Orangeville Hydro Limited	100.00	81.00	83.00
Lakeland Power Distribution Ltd	30.00	39.00	71.00
St. Thomas Energy Inc.	86.00	138.00	69.00
Lakefront Utilities Inc.		62.00	57.70
Grimsby Power Incorporated		20.00	22.00
Count	**7**	**9**	**11**
Average	**118.214**	**88.333**	**94.245**
Median	**100.00**	**81.00**	**85.00**
1st & 3rd quartiles	**78.50 & 151.00**	**39.00 & 138.00**	**70.00 & 122.00**
Range (min, max)	**30.00 to 238.50**	**20.00 to 189.00**	**22.00 to 171.00**

S108 Number of Occurrences of Short Term Absenteeism (5 Days or Less)

Small Utilities	2010	2011	2012
Kenora Hydro Electric		46.00	126.00
Sioux Lookout Hydro Inc.	10.00	23.00	12.00
Count	**1**	**2**	**2**
Average	**10.000**	**34.500**	**69.000**
Median	**10.00**	**34.50**	**69.00**
1st & 3rd quartiles	**10.00 & 10.00**	**28.75 & 40.25**	**40.50 & 97.50**
Range (min, max)	**10.00 to 10.00**	**23.00 to 46.00**	**12.00 to 126.00**
Totals over Large, Medium and Small Utility Classes			
Count	**19**	**22**	**25**
Average	**348.223**	**279.636**	**255.108**
Median	**231.00**	**150.00**	**134.00**
1st & 3rd quartiles	**120.00 & 509.00**	**50.00 & 330.25**	**83.00 & 280.00**
Range (min, max)	**10.00 to 1,438.00**	**20.00 to 1,470.00**	**0.00 to 1,617.00**

Notes:

S109 Work Days Lost Due to Short Term Absenteeism (5 Days or Less)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	2,071.00	2,079.00	2,268.00
Horizon Utilities Corporation	1,422.00	1,605.00	1,346.13
London Hydro Inc.	875.00		1,016.50
EnWin Utilities Ltd.		962.68	942.00
Kitchener-Wilmot Hydro Inc.	1,215.00	962.00	828.61
Veridian Connections Inc.	690.42	744.33	827.10
Hydro One Brampton Networks	748.00	768.00	792.00
PowerStream Inc.	1,558.00	1,682.00	627.00
Oakville Hydro Electricity		102.00	586.00
Cambridge and North Dumfries	403.00	373.87	408.00
Burlington Hydro Inc.	610.09	436.00	360.00
Entegrus Powerlines Inc.	297.00	304.20	351.00
Waterloo North Hydro Inc.	349.11	442.00	348.00
Whitby Hydro Electric	437.08	398.00	249.70
Count	**12**	**13**	**14**
Average	**889.642**	**835.314**	**782.146**
Median	**719.21**	**744.33**	**709.50**
1st & 3rd quartiles	**428.56 & 1,266.75**	**398.00 & 962.68**	**372.00 & 913.65**
Range (min, max)	**297.00 to 2,071.00**	**102.00 to 2,079.00**	**249.70 to 2,268.00**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			318.00
Haldimand County Hydro Inc.	189.00	194.00	203.00
Westario Power Inc.	248.50		171.00
Halton Hills Hydro Inc.		57.25	170.00
Festival Hydro Inc.	163.00	210.50	157.40
Woodstock Hydro Services Inc.	96.50	120.00	124.00
Lakeland Power Distribution Ltd	42.50	49.50	105.00
St. Thomas Energy Inc.	115.00	133.00	99.95
Lakefront Utilities Inc.		81.25	79.70
Orangeville Hydro Limited	47.49	41.93	55.40
Grimsby Power Incorporated		27.00	27.00

S109 Work Days Lost Due to Short Term Absenteeism (5 Days or Less)

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	128.856	101.603	137.314
Median	115.00	81.25	124.00
1st & 3rd quartiles	72.00 & 176.00	49.50 & 133.00	89.83 & 170.50
Range (min, max)	42.50 to 248.50	27.00 to 210.50	27.00 to 318.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		66.00	122.00
Sioux Lookout Hydro Inc.	11.75	25.57	15.00
Count	1	2	2
Average	11.750	45.785	68.500
Median	11.75	45.79	68.50
1st & 3rd quartiles	11.75 & 11.75	35.68 & 55.89	41.75 & 95.25
Range (min, max)	11.75 to 11.75	25.57 to 66.00	15.00 to 122.00

Totals over Large, Medium and Small Utility Classes			
Count	20	24	27
Average	579.472	494.378	466.574
Median	376.06	257.35	318.00
1st & 3rd quartiles	151.00 & 779.75	77.44 & 750.25	123.00 & 709.50
Range (min, max)	11.75 to 2,071.00	25.57 to 2,079.00	15.00 to 2,268.00

Notes:

S243 Number of Long Term Absences (Over 5 Days)

Large Utilities	2010	2011	2012
PowerStream Inc.	19.0	29.0	1,492.0
Hydro Ottawa Limited	46.0	75.0	92.0
EnWin Utilities Ltd.		40.3	49.0
Hydro One Brampton Networks	28.0	44.0	39.0
London Hydro Inc.	95.0		37.0
Kitchener-Wilmot Hydro Inc.	21.0	28.0	18.0
Veridian Connections Inc.	15.0	35.0	17.0
Whitby Hydro Electric	7.0	10.0	13.0
Waterloo North Hydro Inc.	13.0	15.0	7.0
Cambridge and North Dumfries	10.0	15.0	7.0
Oakville Hydro Electricity		14.0	6.0
Burlington Hydro Inc.	10.0	9.0	5.0
Entegrus Powerlines Inc.	4.0	1.0	4.0
Count	**11**	**12**	**13**
Average	**24.36**	**26.28**	**137.38**
Median	**15.0**	**21.5**	**17.0**
1st & 3rd quartiles	**10.0 & 24.5**	**13.0 & 36.3**	**7.0 & 39.0**
Range (min, max)	**4.0 to 95.0**	**1.0 to 75.0**	**4.0 to 1,492.0**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	4.0	1.0	8.0
Woodstock Hydro Services Inc.	5.0	5.0	6.0
Lakefront Utilities Inc.		6.0	4.0
Halton Hills Hydro Inc.		3.0	2.0
Westario Power Inc.	4.0		2.0
Brantford Power Inc.			1.0
Lakeland Power Distribution Ltd	9.0	5.0	1.0
St. Thomas Energy Inc.	1.0	2.0	0.0
Haldimand County Hydro Inc.	3.0	6.0	0.0
Grimsby Power Incorporated		1.0	0.0
Orangeville Hydro Limited	1.0	1.0	0.0
Count	**7**	**9**	**11**
Average	**3.86**	**3.33**	**2.18**
Median	**4.0**	**3.0**	**1.0**
1st & 3rd quartiles	**2.0 & 4.5**	**1.0 & 5.0**	**0.0 & 3.0**
Range (min, max)	**1.0 to 9.0**	**1.0 to 6.0**	**0.0 to 8.0**

S243 Number of Long Term Absences (Over 5 Days)

Small Utilities	2010	2011	2012
Kenora Hydro Electric		7.0	2.0
Sioux Lookout Hydro Inc.	0.0	0.0	0.0
Count	**1**	**2**	**2**
Average	**0.00**	**3.50**	**1.00**
Median	**0.0**	**3.5**	**1.0**
1st & 3rd quartiles	**0.0 & 0.0**	**1.8 & 5.3**	**0.5 & 1.5**
Range (min, max)	**0.0 to 0.0**	**0.0 to 7.0**	**0.0 to 2.0**
Totals over Large, Medium and Small Utility Classes			
Count	**19**	**23**	**26**
Average	**15.53**	**15.32**	**69.69**
Median	**9.0**	**7.0**	**5.5**
1st & 3rd quartiles	**4.0 & 17.0**	**2.5 & 21.5**	**1.3 & 16.0**
Range (min, max)	**0.0 to 95.0**	**0.0 to 75.0**	**0.0 to 1,492.0**

Notes:

S244 Work Days Lost Due to Long Term Absenteeism (Over 5 Days)

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	816.0	1,496.0	2,089.0
Horizon Utilities Corporation	2,459.0	1,671.0	2,053.7
London Hydro Inc.	1,713.0		1,460.3
Hydro Ottawa Limited	975.0	883.0	1,192.0
EnWin Utilities Ltd.		732.6	1,006.0
Whitby Hydro Electric	93.7	338.0	550.3
Veridian Connections Inc.	524.7	790.1	408.3
Kitchener-Wilmot Hydro Inc.	338.0	297.0	382.2
Waterloo North Hydro Inc.	281.1	200.0	222.0
Entegrus Powerlines Inc.	133.0	17.0	195.0
Cambridge and North Dumfries	389.0	155.6	194.9
Burlington Hydro Inc.	326.0	227.0	136.0
Oakville Hydro Electricity		465.0	102.0
PowerStream Inc.	971.0	1,248.0	30.0
Count	**12**	**13**	**14**
Average	**751.63**	**655.41**	**715.84**
Median	**456.9**	**465.0**	**395.3**
1st & 3rd quartiles	**314.8 & 972.0**	**227.0 & 883.0**	**195.0 & 1,145.5**
Range (min, max)	**93.7 to 2,459.0**	**17.0 to 1,671.0**	**30.0 to 2,089.0**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	56.0	57.0	168.0
Woodstock Hydro Services Inc.	78.0	68.5	76.5
Lakefront Utilities Inc.		216.3	65.0
Westario Power Inc.	281.5		47.0
Halton Hills Hydro Inc.		57.0	30.0
Brantford Power Inc.			12.0
Lakeland Power Distribution Ltd	45.0	30.0	5.0
St. Thomas Energy Inc.	41.0	44.0	0.0
Orangeville Hydro Limited	5.0	7.0	0.0
Haldimand County Hydro Inc.	227.0	88.0	0.0
Grimsby Power Incorporated		15.0	0.0

S244 Work Days Lost Due to Long Term Absenteeism (Over 5 Days)

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	104.79	64.76	36.68
Median	56.0	57.0	12.0
1st & 3rd quartiles	43.0 & 152.5	30.0 & 68.5	0.0 & 56.0
Range (min, max)	5.0 to 281.5	7.0 to 216.3	0.0 to 168.0

Small Utilities	2010	2011	2012
Kenora Hydro Electric		43.5	28.5
Sioux Lookout Hydro Inc.	0.0	0.0	0.0
Count	1	2	2
Average	0.00	21.75	14.25
Median	0.0	21.8	14.3
1st & 3rd quartiles	0.0 & 0.0	10.9 & 32.6	7.1 & 21.4
Range (min, max)	0.0 to 0.0	0.0 to 43.5	0.0 to 28.5

Totals over Large, Medium and Small Utility Classes			
Count	20	24	27
Average	487.65	381.11	387.17
Median	281.3	177.8	102.0
1st & 3rd quartiles	72.5 & 597.5	43.9 & 531.9	20.3 & 395.3
Range (min, max)	0.0 to 2,459.0	0.0 to 1,671.0	0.0 to 2,089.0

Notes:

S110 Actual Overtime Hours Worked

Large Utilities	2010	2011	2012
PowerStream Inc.	51,141.75	59,228.00	53,595.00
Hydro Ottawa Limited	29,114.31	44,460.60	37,352.50
Horizon Utilities Corporation	33,972.00	38,463.00	26,207.85
London Hydro Inc.	17,444.00		16,727.25
Kitchener-Wilmot Hydro Inc.	16,169.00	18,374.00	15,630.00
Hydro One Brampton Networks	13,716.00	13,772.00	14,828.50
Oakville Hydro Electricity		8,506.50	14,581.50
Veridian Connections Inc.	14,042.00	14,469.90	14,176.25
Waterloo North Hydro Inc.	12,587.25	15,196.00	14,144.50
Burlington Hydro Inc.	11,926.00	11,488.00	12,075.75
Cambridge and North Dumfries	9,676.00	12,759.00	10,932.00
EnWin Utilities Ltd.	5,904.63	7,838.80	7,737.00
Whitby Hydro Electric	3,759.00	3,915.00	3,976.25
Entegrus Powerlines Inc.	4,401.00	3,964.08	3,613.00
Count	**13**	**13**	**14**
Average	**17,219.457**	**19,418.068**	**17,541.239**
Median	**13,716.00**	**13,772.00**	**14,378.88**
1st & 3rd quartiles	**9,676.00 & 17,444.00**	**8,506.50 & 18,374.00**	**11,217.94 & 16,452.94**
Range (min, max)	**3,759.00 to 51,141.75**	**3,915.00 to 59,228.00**	**3,613.00 to 53,595.00**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	5,114.25	6,563.25	5,129.50
Brantford Power Inc.			4,242.00
Halton Hills Hydro Inc.		2,812.50	3,944.75
Festival Hydro Inc.	1,966.25	3,147.00	2,455.41
Westario Power Inc.	1,968.00		1,405.25
Woodstock Hydro Services Inc.	970.75	1,154.75	1,205.50
Lakefront Utilities Inc.		502.50	1,016.25
Orangeville Hydro Limited	556.75	506.25	782.25
Lakeland Power Distribution Ltd	784.00	754.00	717.00
St. Thomas Energy Inc.	498.00	794.00	625.50
Grimsby Power Incorporated		708.75	416.75

S110 Actual Overtime Hours Worked

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	1,694.000	1,882.556	1,994.560
Median	970.75	794.00	1,205.50
1st & 3rd quartiles	670.38 & 1,967.13	708.75 & 2,812.50	749.63 & 3,200.08
Range (min, max)	498.00 to 5,114.25	502.50 to 6,563.25	416.75 to 5,129.50

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	341.00	330.50	227.50
Kenora Hydro Electric		149.50	176.00
Count	1	2	2
Average	341.000	240.000	201.750
Median	341.00	240.00	201.75
1st & 3rd quartiles	341.00 & 341.00	194.75 & 285.25	188.88 & 214.63
Range (min, max)	341.00 to 341.00	149.50 to 330.50	176.00 to 227.50

Totals over Large, Medium and Small Utility Classes			
Count	21	24	27
Average	11,240.569	11,244.078	9,923.000
Median	5,904.63	5,263.67	4,242.00
1st & 3rd quartiles	1,966.25 & 14,042.00	784.00 & 13,946.48	1,110.88 & 14,378.88
Range (min, max)	341.00 to 51,141.75	149.50 to 59,228.00	176.00 to 53,595.00

Notes:

S111 Total Paid Regular Hours (Including Vacations, Holidays, Sick Leave, etc)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	1,136,576.33	1,160,971.07	1,236,084.61
PowerStream Inc.	1,022,314.25	1,113,281.00	1,156,442.00
Horizon Utilities Corporation	753,143.00	797,557.80	821,466.63
London Hydro Inc.			501,868.00
Veridian Connections Inc.	429,447.75	440,406.25	442,503.00
EnWin Utilities Ltd.	365,640.85	384,184.00	409,807.00
Hydro One Brampton Networks	435,815.00	417,630.75	407,926.75
Kitchener-Wilmot Hydro Inc.	346,934.00	349,004.00	359,775.40
Oakville Hydro Electricity		216,913.00	305,581.25
Waterloo North Hydro Inc.	253,723.25	249,265.75	260,275.25
Cambridge and North Dumfries	176,022.00	184,402.00	205,721.00
Burlington Hydro Inc.	185,250.00	125,583.00	185,767.75
Entegrus Powerlines Inc.	133,631.00	167,186.00	156,520.00
Whitby Hydro Electric	124,301.00	124,129.00	130,928.00
Count	**12**	**13**	**14**
Average	**446,899.869**	**440,808.740**	**470,047.617**
Median	**356,287.43**	**349,004.00**	**383,851.08**
1st & 3rd quartiles	**182,943.00 & 515,147.00**	**184,402.00 & 440,406.25**	**219,359.56 & 487,026.75**
Range (min, max)	**124,301.00 to 1,136,576.33**	**124,129.00 to 1,160,971.07**	**130,928.00 to 1,236,084.61**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.		96,318.00	100,843.90
Haldimand County Hydro Inc.	92,865.50	95,380.00	96,496.50
Brantford Power Inc.			93,187.00
Festival Hydro Inc.	96,360.28	94,026.36	92,564.61
Woodstock Hydro Services Inc.	78,104.50	76,265.13	78,041.46
Westario Power Inc.	72,373.00		67,047.25
St. Thomas Energy Inc.	55,068.00	61,847.00	60,074.25
Orangeville Hydro Limited	39,780.00	41,928.25	42,413.25
Lakeland Power Distribution Ltd	42,287.00	40,196.00	40,910.00
Lakefront Utilities Inc.		36,669.50	40,576.25
Grimsby Power Incorporated		34,108.00	34,770.25

S111 Total Paid Regular Hours (Including Vacations, Holidays, Sick Leave, etc)

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	68,119.754	64,082.027	67,902.247
Median	72,373.00	61,847.00	67,047.25
1st & 3rd quartiles	48,677.50 & 85,485.00	40,196.00 & 94,026.36	41,661.63 & 92,875.81
Range (min, max)	39,780.00 to 96,360.28	34,108.00 to 96,318.00	34,770.25 to 100,843.90

Small Utilities	2010	2011	2012
Kenora Hydro Electric		30,420.00	28,535.00
Sioux Lookout Hydro Inc.	16,688.00	16,250.00	16,812.50
Count	1	2	2
Average	16,688.000	23,335.000	22,673.750
Median	16,688.00	23,335.00	22,673.75
1st & 3rd quartiles	16,688.00 & 16,688.00	19,792.50 & 26,877.50	19,743.13 & 25,604.38
Range (min, max)	16,688.00 to 16,688.00	16,250.00 to 30,420.00	16,812.50 to 28,535.00

Totals over Large, Medium and Small Utility Classes			
Count	20	24	27
Average	292,816.236	264,746.744	273,071.810
Median	154,826.50	124,856.00	130,928.00
1st & 3rd quartiles	76,671.63 & 381,592.58	56,867.31 & 357,799.00	63,560.75 & 383,851.08
Range (min, max)	16,688.00 to 1,136,576.33	16,250.00 to 1,160,971.07	16,812.50 to 1,236,084.61

Notes:

S112 Total Number of Payable Employee Hours

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	1,165,690.64	1,205,431.67	1,273,437.11
PowerStream Inc.	1,073,456.00	1,172,509.00	1,210,037.00
Horizon Utilities Corporation	787,115.00	836,020.80	847,674.48
London Hydro Inc.			518,595.25
Veridian Connections Inc.	443,489.75	454,876.15	456,679.25
Hydro One Brampton Networks	449,531.00	431,402.75	422,755.25
EnWin Utilities Ltd.	371,545.48	392,023.00	417,544.00
Kitchener-Wilmot Hydro Inc.	363,104.00	367,378.00	375,405.40
Oakville Hydro Electricity		225,419.50	320,162.75
Waterloo North Hydro Inc.	266,310.50	264,461.75	274,419.75
Cambridge and North Dumfries	185,697.00	197,161.00	216,653.00
Burlington Hydro Inc.	197,176.00	137,071.00	197,843.50
Entegrus Powerlines Inc.	138,032.00	171,150.08	160,133.00
Whitby Hydro Electric	128,060.00	128,044.00	134,904.25
Count	**12**	**13**	**14**
Average	**464,100.614**	**460,226.823**	**487,588.856**
Median	**367,324.74**	**367,378.00**	**396,474.70**
1st & 3rd quartiles	**194,306.25 & 533,927.00**	**197,161.00 & 454,876.15**	**231,094.69 & 503,116.25**
Range (min, max)	**128,060.00 to 1,165,690.64**	**128,044.00 to 1,205,431.67**	**134,904.25 to 1,273,437.11**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.		99,130.50	104,788.65
Haldimand County Hydro Inc.	97,979.75	101,943.25	101,626.00
Brantford Power Inc.			97,429.00
Festival Hydro Inc.	98,326.53	97,173.36	95,020.02
Woodstock Hydro Services Inc.	79,075.25	77,419.88	79,246.96
Westario Power Inc.	74,341.00		68,452.50
St. Thomas Energy Inc.	55,566.00	62,641.00	60,699.75
Orangeville Hydro Limited	40,337.00	42,434.50	43,195.50
Lakeland Power Distribution Ltd	43,071.00	40,950.00	41,627.00
Lakefront Utilities Inc.		37,172.00	41,592.50
Grimsby Power Incorporated		34,816.75	37,857.00

S112 Total Number of Payable Employee Hours

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	69,813.790	65,964.582	70,139.535
Median	74,341.00	62,641.00	68,452.50
1st & 3rd quartiles	49,318.50 & 88,527.50	40,950.00 & 97,173.36	42,411.25 & 96,224.51
Range (min, max)	40,337.00 to 98,326.53	34,816.75 to 101,943.25	37,857.00 to 104,788.65

Small Utilities	2010	2011	2012
Kenora Hydro Electric		30,420.00	28,535.00
Sioux Lookout Hydro Inc.	17,029.00	16,580.50	17,040.00
Count	1	2	2
Average	17,029.000	23,500.250	22,787.500
Median	17,029.00	23,500.25	22,787.50
1st & 3rd quartiles	17,029.00 & 17,029.00	20,040.38 & 26,960.13	19,913.75 & 25,661.25
Range (min, max)	17,029.00 to 17,029.00	16,580.50 to 30,420.00	17,040.00 to 28,535.00

Totals over Large, Medium and Small Utility Classes			
Count	20	24	27
Average	303,746.645	275,984.602	283,087.180
Median	161,864.50	132,557.50	134,904.25
1st & 3rd quartiles	77,891.69 & 389,531.55	57,589.38 & 373,539.25	64,576.13 & 396,474.70
Range (min, max)	17,029.00 to 1,165,690.64	16,580.50 to 1,205,431.67	17,040.00 to 1,273,437.11

Notes:

S113 Total Number of Compensable Injuries (Where Compensation Is Paid)

Large Utilities	2010	2011	2012
Veridian Connections Inc.	0	8	7
London Hydro Inc.	3		4
Hydro Ottawa Limited	7	1	4
Cambridge and North Dumfries	0	1	3
Entegrus Powerlines Inc.	3	1	1
Burlington Hydro Inc.	2	2	1
PowerStream Inc.	1	3	1
Whitby Hydro Electric	0	0	1
Oakville Hydro Electricity	3	3	1
Hydro One Brampton Networks	6	6	1
Waterloo North Hydro Inc.	1	0	0
EnWin Utilities Ltd.	0	0	0
Kitchener-Wilmot Hydro Inc.	0	2	0
Horizon Utilities Corporation	3	0	0
Count	**14**	**13**	**14**
Average	**2.1**	**2.1**	**1.7**
Median	**2**	**1**	**1**
1st & 3rd quartiles	**0 & 3**	**0 & 3**	**0 & 3**
Range (min, max)	**0 to 7**	**0 to 8**	**0 to 7**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			1
Westario Power Inc.	0		1
Woodstock Hydro Services Inc.	0	2	1
Festival Hydro Inc.	0	0	1
Grimsby Power Incorporated		0	0
Haldimand County Hydro Inc.	1	3	0
Halton Hills Hydro Inc.		1	0
Orangeville Hydro Limited	0	0	0
St. Thomas Energy Inc.	0	0	0
Lakefront Utilities Inc.		1	0
Lakeland Power Distribution Ltd	1	0	0

S113 Total Number of Compensable Injuries (Where Compensation Is Paid)

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	0.3	0.8	0.4
Median	0	0	0
1st & 3rd quartiles	0 & 1	0 & 1	0 & 1
Range (min, max)	0 to 1	0 to 3	0 to 1

Small Utilities	2010	2011	2012
Kenora Hydro Electric			1
Sioux Lookout Hydro Inc.	0	0	0
Count	1	1	2
Average	0.0	0.0	0.5
Median	0	0	1
1st & 3rd quartiles	0 & 0	0 & 0	0 & 1
Range (min, max)	0 to 0	0 to 0	0 to 1

Totals over Large, Medium and Small Utility Classes			
Count	22	23	27
Average	1.4	1.5	1.1
Median	1	1	1
1st & 3rd quartiles	0 & 3	0 & 2	0 & 1
Range (min, max)	0 to 7	0 to 8	0 to 7

Notes:

S114 Number of Days Lost

Large Utilities	2010	2011	2012
London Hydro Inc.	212.0		313.0
Hydro Ottawa Limited	45.0	2.0	93.0
Cambridge and North Dumfries	0.0	5.0	30.0
PowerStream Inc.	10.0	88.0	11.0
Whitby Hydro Electric	0.0	0.0	11.0
EnWin Utilities Ltd.	9.0	17.2	5.0
Burlington Hydro Inc.	24.5	129.0	2.0
Oakville Hydro Electricity	3.0	0.0	1.0
Entegrus Powerlines Inc.	45.0	47.9	1.0
Hydro One Brampton Networks	0.0	2.5	0.0
Veridian Connections Inc.	0.0	109.0	0.0
Kitchener-Wilmot Hydro Inc.	0.0	4.0	0.0
Waterloo North Hydro Inc.	24.0	0.0	0.0
Horizon Utilities Corporation		0.0	0.0
Count	**13**	**13**	**14**
Average	**28.65**	**31.12**	**33.36**
Median	**9.0**	**4.0**	**1.5**
1st & 3rd quartiles	**0.0 & 24.5**	**0.0 & 47.9**	**0.0 & 11.0**
Range (min, max)	**0.0 to 212.0**	**0.0 to 129.0**	**0.0 to 313.0**

Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	0.0	3.0	68.0
Festival Hydro Inc.	0.0	0.0	40.3
Westario Power Inc.	0.0		10.0
Brantford Power Inc.			7.0
Lakeland Power Distribution Ltd	6.0	0.0	0.0
Haldimand County Hydro Inc.	77.0	19.0	0.0
Lakefront Utilities Inc.		81.5	0.0
St. Thomas Energy Inc.	0.0	0.0	0.0
Orangeville Hydro Limited	0.0	0.0	0.0
Grimsby Power Incorporated		0.0	0.0
Halton Hills Hydro Inc.		23.0	0.0

S114 Number of Days Lost

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	11.86	14.06	11.39
Median	0.0	0.0	0.0
1st & 3rd quartiles	0.0 & 3.0	0.0 & 19.0	0.0 & 8.5
Range (min, max)	0.0 to 77.0	0.0 to 81.5	0.0 to 68.0

Small Utilities	2010	2011	2012
Kenora Hydro Electric			18.0
Sioux Lookout Hydro Inc.	0.0	0.0	0.0
Count	1	1	2
Average	0.00	0.00	9.00
Median	0.0	0.0	9.0
1st & 3rd quartiles	0.0 & 0.0	0.0 & 0.0	4.5 & 13.5
Range (min, max)	0.0 to 0.0	0.0 to 0.0	0.0 to 18.0

Totals over Large, Medium and Small Utility Classes			
Count	21	23	27
Average	21.69	23.09	22.60
Median	0.0	2.5	1.0
1st & 3rd quartiles	0.0 & 24.0	0.0 & 21.0	0.0 & 11.0
Range (min, max)	0.0 to 212.0	0.0 to 129.0	0.0 to 313.0

Notes:

S245 Total Third Party Costs for Staff Development (does not include safe work training)

Large Utilities	2010	2011	2012
PowerStream Inc.	297,725	785,354	769,660
Waterloo North Hydro Inc.	214,624	164,501	256,661
Veridian Connections Inc.	309,781	239,730	201,208
Horizon Utilities Corporation	635,424	169,685	147,703
Cambridge and North Dumfries	76,067	188,303	133,709
London Hydro Inc.			122,723
Kitchener-Wilmot Hydro Inc.	122,666	113,557	107,476
Entegrus Powerlines Inc.	61,558	80,098	96,651
Hydro One Brampton Networks	116,980	190,349	95,954
Oakville Hydro Electricity		124,865	51,891
Burlington Hydro Inc.	31,000	56,000	34,000
Whitby Hydro Electric	39,894	31,925	
Count	**10**	**11**	**11**
Average	**190,571.9**	**194,942.5**	**183,421.5**
Median	**119,823**	**164,501**	**122,723**
1st & 3rd quartiles	**65,185 & 276,950**	**96,827 & 189,326**	**96,302 & 174,455**
Range (min, max)	**31,000 to 635,424**	**31,925 to 785,354**	**34,000 to 769,660**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	80,582	88,195	76,339
Grimsby Power Incorporated		13,771	32,157
Haldimand County Hydro Inc.	11,902	16,235	27,824
St. Thomas Energy Inc.	89,437	29,468	26,115
Brantford Power Inc.			24,539
Halton Hills Hydro Inc.		24,803	18,000
Lakefront Utilities Inc.			17,790
Woodstock Hydro Services Inc.	24,427	24,809	11,712
Westario Power Inc.	6,560		10,511
Lakeland Power Distribution Ltd	18,260	7,692	9,751
Count	**6**	**7**	**10**
Average	**38,528.0**	**29,281.9**	**25,473.8**
Median	**21,344**	**24,803**	**21,269**
1st & 3rd quartiles	**13,492 & 66,543**	**15,003 & 27,139**	**13,231 & 27,397**
Range (min, max)	**6,560 to 89,437**	**7,692 to 88,195**	**9,751 to 76,339**

Small Utilities	2010	2011	2012
Kenora Hydro Electric		9,237	45,186

S245 Total Third Party Costs for Staff Development (does not include safe work training)

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	25,773	23,406	24,625
Count	**1**	**2**	**2**
Average	**25,773.0**	**16,321.5**	**34,905.5**
Median	**25,773**	**16,321**	**34,905**
1st & 3rd quartiles	**25,773 & 25,773**	**12,779 & 19,863**	**29,765 & 40,045**
Range (min, max)	**25,773 to 25,773**	**9,237 to 23,406**	**24,625 to 45,186**
Totals over Large, Medium and Small Utility Classes			
Count	**17**	**20**	**23**
Average	**127,215.3**	**119,099.2**	**101,834.1**
Median	**76,067**	**68,049**	**45,186**
1st & 3rd quartiles	**25,773 & 122,666**	**24,454 & 165,797**	**24,582 & 115,099**
Range (min, max)	**6,560 to 635,424**	**7,692 to 785,354**	**9,751 to 769,660**

Notes:

S246 Total Internal Costs for Staff Development (include internal labour costs of participating, but not safe work training)

Large Utilities	2010	2011	2012
PowerStream Inc.	698,256	331,745	560,513
Hydro One Brampton Networks	239,580	450,164	296,358
Veridian Connections Inc.	271,482	280,738	294,157
Horizon Utilities Corporation		408,818	283,181
Waterloo North Hydro Inc.	186,202	137,931	227,301
London Hydro Inc.			91,426
Oakville Hydro Electricity		154,133	60,432
Cambridge and North Dumfries	80,867	76,831	40,062
Burlington Hydro Inc.	21,500	18,588	28,000
Entegrus Powerlines Inc.	66,505	102,936	8,490
Kitchener-Wilmot Hydro Inc.	0		
Count	**8**	**9**	**10**
Average	**195,549.0**	**217,987.1**	**188,992.0**
Median	**133,534**	**154,133**	**159,363**
1st & 3rd quartiles	**55,254 & 247,556**	**102,936 & 331,745**	**45,155 & 291,413**
Range (min, max)	**0 to 698,256**	**18,588 to 450,164**	**8,490 to 560,513**

Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	79,207	65,534	71,167
Festival Hydro Inc.	52,217	54,342	55,143
Grimsby Power Incorporated		16,183	37,776
Westario Power Inc.	18,972		26,631
Halton Hills Hydro Inc.		45,014	24,700
St. Thomas Energy Inc.	44,306	25,335	22,191
Woodstock Hydro Services Inc.	33,116	18,120	15,804
Lakeland Power Distribution Ltd	13,480	11,359	14,122
Brantford Power Inc.			13,115
Haldimand County Hydro Inc.	21,431	9,725	11,384
Count	**7**	**8**	**10**
Average	**37,532.7**	**30,701.5**	**29,203.3**
Median	**33,116**	**21,727**	**23,446**
1st & 3rd quartiles	**20,202 & 48,262**	**14,977 & 47,346**	**14,543 & 34,990**
Range (min, max)	**13,480 to 79,207**	**9,725 to 65,534**	**11,384 to 71,167**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	7,214	15,200	10,714
Kenora Hydro Electric		11,433	5,606

S246 Total Internal Costs for Staff Development (include internal labour costs of participating, but not safe work training)

Small Utilities	2010	2011	2012
Count	1	2	2
Average	7,214.0	13,316.5	8,160.0
Median	7,214	13,316	8,160
1st & 3rd quartiles	7,214 & 7,214	12,375 & 14,258	6,883 & 9,437
Range (min, max)	7,214 to 7,214	11,433 to 15,200	5,606 to 10,714
Totals over Large, Medium and Small Utility Classes			
Count	16	19	22
Average	114,645.9	117,585.7	99,921.5
Median	48,262	54,342	32,888
1st & 3rd quartiles	20,816 & 107,201	17,151 & 146,032	14,543 & 86,361
Range (min, max)	0 to 698,256	9,725 to 450,164	5,606 to 560,513

Notes:

S14 Total Costs of Staff Development

Large Utilities	2010	2011	2012
PowerStream Inc.	995,981	1,117,099	1,330,173
Veridian Connections Inc.	581,263	520,468	495,365
Waterloo North Hydro Inc.	400,825	302,432	483,962
Horizon Utilities Corporation	635,424	578,503	430,884
Hydro One Brampton Networks	356,560	640,513	392,312
London Hydro Inc.			214,149
Cambridge and North Dumfries	156,934	265,134	173,771
Oakville Hydro Electricity		278,998	112,323
Kitchener-Wilmot Hydro Inc.	122,666	113,557	107,476
Entegrus Powerlines Inc.	128,063	183,034	105,141
Burlington Hydro Inc.	52,500	74,588	62,000
Whitby Hydro Electric	39,894	31,925	0
Hydro Ottawa Limited		0	0
EnWin Utilities Ltd.		0	0
Count	**10**	**13**	**14**
Average	**347,011.0**	**315,865.5**	**279,111.1**
Median	**256,747**	**265,134**	**143,047**
1st & 3rd quartiles	**124,015 & 536,154**	**74,588 & 520,468**	**72,785 & 421,241**
Range (min, max)	**39,894 to 995,981**	**0 to 1,117,099**	**0 to 1,330,173**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	132,799	142,537	131,482
Orangeville Hydro Limited	79,207	65,534	71,167
Grimsby Power Incorporated		29,954	69,934
St. Thomas Energy Inc.	133,743	54,803	48,306
Halton Hills Hydro Inc.		69,817	42,700
Haldimand County Hydro Inc.	33,333	25,960	39,208
Brantford Power Inc.			37,654
Westario Power Inc.	25,532		37,143
Woodstock Hydro Services Inc.	57,543	42,929	27,516
Lakeland Power Distribution Ltd	31,740	19,051	23,873
Lakefront Utilities Inc.		0	17,790
Peterborough Distribution Inc.			0

S14 Total Costs of Staff Development

Medium Utilities	2010	2011	2012
Count	7	9	12
Average	70,556.7	50,065.0	45,564.4
Median	57,543	42,929	38,431
1st & 3rd quartiles	32,537 & 106,003	25,960 & 65,534	26,605 & 53,713
Range (min, max)	25,532 to 133,743	0 to 142,537	0 to 131,482

Small Utilities	2010	2011	2012
Kenora Hydro Electric		20,670	50,792
Sioux Lookout Hydro Inc.	32,988	38,605	35,340
Count	1	2	2
Average	32,988.0	29,637.5	43,066.0
Median	32,988	29,637	43,066
1st & 3rd quartiles	32,988 & 32,988	25,153 & 34,121	39,203 & 46,929
Range (min, max)	32,988 to 32,988	20,670 to 38,605	35,340 to 50,792

Totals over Large, Medium and Small Utility Classes			
Count	18	24	28
Average	222,055.3	192,338.0	162,159.3
Median	125,364	67,675	56,396
1st & 3rd quartiles	43,046 & 306,654	28,956 & 268,600	33,384 & 142,054
Range (min, max)	25,532 to 995,981	0 to 1,117,099	0 to 1,330,173

Notes:

S155 Total Cost of Training on Safe Work Practices

Large Utilities	2010	2011	2012
PowerStream Inc.	850,845	1,088,484	1,234,507
Horizon Utilities Corporation		943,470	704,572
Hydro One Brampton Networks	282,363	547,786	365,976
London Hydro Inc.			349,289
Kitchener-Wilmot Hydro Inc.	244,502	293,317	250,183
Hydro Ottawa Limited	202,860	223,395	240,407
Veridian Connections Inc.	163,568	258,614	164,540
Waterloo North Hydro Inc.	192,208	167,548	156,627
Whitby Hydro Electric	74,567	101,536	126,375
Entegrus Powerlines Inc.	84,005	62,877	88,312
Oakville Hydro Electricity		75,237	70,936
Burlington Hydro Inc.	110,000	77,694	65,000
Cambridge and North Dumfries	59,238	55,983	52,723
Count	**10**	**12**	**13**
Average	**226,415.6**	**324,661.8**	**297,649.8**
Median	**177,888**	**195,472**	**164,540**
1st & 3rd quartiles	**90,504 & 234,091**	**77,080 & 356,934**	**88,312 & 349,289**
Range (min, max)	**59,238 to 850,845**	**55,983 to 1,088,484**	**52,723 to 1,234,507**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	87,749	129,221	100,145
Westario Power Inc.	38,873		71,904
Festival Hydro Inc.	8,496	6,318	71,598
Orangeville Hydro Limited	46,551	53,639	39,096
Halton Hills Hydro Inc.		21,116	34,132
Grimsby Power Incorporated		28,589	25,448
Lakeland Power Distribution Ltd	13,480	11,359	14,122
Lakefront Utilities Inc.		42,437	10,649
Woodstock Hydro Services Inc.	39,401	51,278	8,282
St. Thomas Energy Inc.	9,495	25,206	8,023
Count	**7**	**9**	**10**
Average	**34,863.6**	**41,018.1**	**38,339.9**
Median	**38,873**	**28,589**	**29,790**
1st & 3rd quartiles	**11,488 & 42,976**	**21,116 & 51,278**	**11,517 & 63,472**
Range (min, max)	**8,496 to 87,749**	**6,318 to 129,221**	**8,023 to 100,145**

S155 Total Cost of Training on Safe Work Practices

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	10,946	26,194	12,564
Kenora Hydro Electric		3,691	6,807
Count	**1**	**2**	**2**
Average	**10,946.0**	**14,942.5**	**9,685.5**
Median	**10,946**	**14,942**	**9,685**
1st & 3rd quartiles	**10,946 & 10,946**	**9,316 & 20,568**	**8,246 & 11,125**
Range (min, max)	**10,946 to 10,946**	**3,691 to 26,194**	**6,807 to 12,564**
Totals over Large, Medium and Small Utility Classes			
Count	**18**	**23**	**25**
Average	**139,952.6**	**186,738.7**	**170,888.7**
Median	**79,286**	**62,877**	**71,598**
1st & 3rd quartiles	**39,005 & 185,048**	**27,392 & 195,472**	**25,448 & 164,540**
Range (min, max)	**8,496 to 850,845**	**3,691 to 1,088,484**	**6,807 to 1,234,507**

Notes:

S168 Total Number of Hours of Staff Training on Safe Work Practices

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	10,635.0	13,389.5	13,335.0
Horizon Utilities Corporation	12,307.0	10,988.0	9,813.5
London Hydro Inc.			7,764.0
Kitchener-Wilmot Hydro Inc.	5,599.5	7,073.5	6,499.0
Veridian Connections Inc.	4,024.0	6,039.0	5,118.0
Waterloo North Hydro Inc.	4,374.0	3,594.0	3,505.0
Burlington Hydro Inc.	4,673.0	3,764.0	3,206.0
Entegrus Powerlines Inc.	2,601.0	1,971.0	2,296.0
Whitby Hydro Electric	1,559.0	2,250.0	2,250.3
Oakville Hydro Electricity			2,101.8
Cambridge and North Dumfries	1,892.0	1,788.0	1,754.0
Hydro One Brampton Networks	2,571.0	2,137.0	1,461.0
Count	**10**	**10**	**12**
Average	**5,023.55**	**5,299.40**	**4,925.30**
Median	**4,199.0**	**3,679.0**	**3,355.5**
1st & 3rd quartiles	**2,578.5 & 5,367.9**	**2,165.3 & 6,814.9**	**2,213.1 & 6,815.3**
Range (min, max)	**1,559.0 to 12,307.0**	**1,788.0 to 13,389.5**	**1,461.0 to 13,335.0**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	2,100.7	1,805.6	1,831.0
Haldimand County Hydro Inc.	1,027.5	1,537.5	1,275.0
Halton Hills Hydro Inc.		613.3	768.0
Orangeville Hydro Limited	786.0	874.0	675.0
Westario Power Inc.	953.0		552.2
Lakeland Power Distribution Ltd	452.0	321.0	467.0
Grimsby Power Incorporated		474.0	462.0
Lakefront Utilities Inc.		747.8	409.6
St. Thomas Energy Inc.	454.0	702.0	268.3
Woodstock Hydro Services Inc.	499.5	1,243.5	228.0
Count	**7**	**9**	**10**
Average	**896.10**	**924.30**	**693.61**
Median	**786.0**	**747.8**	**509.6**
1st & 3rd quartiles	**476.8 & 990.3**	**613.3 & 1,243.5**	**422.7 & 744.8**
Range (min, max)	**452.0 to 2,100.7**	**321.0 to 1,805.6**	**228.0 to 1,831.0**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	80.0	251.0	172.0

S168 Total Number of Hours of Staff Training on Safe Work Practices

Small Utilities	2010	2011	2012
Kenora Hydro Electric		80.0	150.0
Count	**1**	**2**	**2**
Average	**80.00**	**165.50**	**161.00**
Median	**80.0**	**165.5**	**161.0**
1st & 3rd quartiles	**80.0 & 80.0**	**122.8 & 208.3**	**155.5 & 166.5**
Range (min, max)	**80.0 to 80.0**	**80.0 to 251.0**	**150.0 to 172.0**
Totals over Large, Medium and Small Utility Classes			
Count	**18**	**21**	**24**
Average	**3,143.79**	**2,935.41**	**2,765.07**
Median	**1,996.4**	**1,788.0**	**1,607.5**
1st & 3rd quartiles	**827.8 & 4,286.5**	**702.0 & 3,594.0**	**465.8 & 3,280.8**
Range (min, max)	**80.0 to 12,307.0**	**80.0 to 13,389.5**	**150.0 to 13,335.0**

Notes:

S328 Total Cost of Staff Development Training and Staff Safety Training

Large Utilities	2010	2011	2012
PowerStream Inc.			2,564,679.60
Horizon Utilities Corporation			1,135,456.11
Hydro One Brampton Networks			758,287.29
Veridian Connections Inc.			659,905.00
Waterloo North Hydro Inc.			640,588.39
London Hydro Inc.			563,437.88
Kitchener-Wilmot Hydro Inc.			357,658.63
Hydro Ottawa Limited			240,407.28
Cambridge and North Dumfries			226,493.73
Entegrus Powerlines Inc.			193,453.06
Oakville Hydro Electricity			183,258.71
Burlington Hydro Inc.			127,000.00
Whitby Hydro Electric			126,375.34
EnWin Utilities Ltd.			0.00
Count	**0**	**0**	**14**
Average			**555,500.073**
Median			**299,032.96**
1st & 3rd quartiles			**185,807.30 & 655,075.85**
Range (min, max)			**0.00 to 2,564,679.60**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.			203,079.61
Haldimand County Hydro Inc.			139,352.63
Orangeville Hydro Limited			110,263.15
Westario Power Inc.			109,046.53
Grimsby Power Incorporated			95,381.62
Halton Hills Hydro Inc.			76,831.80
St. Thomas Energy Inc.			56,328.69
Lakeland Power Distribution Ltd			37,995.00
Brantford Power Inc.			37,653.90
Woodstock Hydro Services Inc.			35,797.78
Lakefront Utilities Inc.			28,438.43
Peterborough Distribution Inc.			0.00

S328 Total Cost of Staff Development Training and Staff Safety Training

Medium Utilities	2010	2011	2012
Count	0	0	12
Average			77,514.095
Median			66,580.25
1st & 3rd quartiles			37,189.87 & 109,350.69
Range (min, max)			0.00 to 203,079.61

Small Utilities	2010	2011	2012
Kenora Hydro Electric			57,598.63
Sioux Lookout Hydro Inc.			47,903.48
Count	0	0	2
Average			52,751.055
Median			52,751.06
1st & 3rd quartiles			50,327.27 & 55,174.84
Range (min, max)			47,903.48 to 57,598.63

Totals over Large, Medium and Small Utility Classes			
Count	0	0	28
Average			314,738.295
Median			126,687.67
1st & 3rd quartiles			54,222.39 & 269,720.12
Range (min, max)			0.00 to 2,564,679.60

Notes:

S247 Average Age of Employees

Large Utilities	2010	2011	2012
Whitby Hydro Electric	49	48	48
Burlington Hydro Inc.	46	46	47
Hydro One Brampton Networks	46	47	47
EnWin Utilities Ltd.	46	47	47
Entegrus Powerlines Inc.	46	45	47
Veridian Connections Inc.	47	47	47
London Hydro Inc.	46		46
PowerStream Inc.	46	46	46
Cambridge and North Dumfries	46	44	46
Kitchener-Wilmot Hydro Inc.	44	44	45
Oakville Hydro Electricity		44	45
Hydro Ottawa Limited	44	43	44
Horizon Utilities Corporation		44	44
Waterloo North Hydro Inc.	43	44	43
Count	**12**	**13**	**14**
Average	**45.8**	**45.3**	**45.9**
Median	**46**	**45**	**46**
1st & 3rd quartiles	**46 & 46**	**44 & 47**	**45 & 47**
Range (min, max)	**43 to 49**	**43 to 48**	**43 to 48**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			46
Festival Hydro Inc.	46	46	46
Lakeland Power Distribution Ltd	47	48	46
Orangeville Hydro Limited	44	43	45
Woodstock Hydro Services Inc.	45	45	45
Grimsby Power Incorporated		43	44
Lakefront Utilities Inc.		47	43
St. Thomas Energy Inc.	44	39	43
Halton Hills Hydro Inc.		46	43
Westario Power Inc.	40		42
Haldimand County Hydro Inc.	40	41	40

S247 Average Age of Employees

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	43.7	44.2	43.9
Median	44	45	44
1st & 3rd quartiles	42 & 46	43 & 46	43 & 46
Range (min, max)	40 to 47	39 to 48	40 to 46

Small Utilities	2010	2011	2012
Kenora Hydro Electric		47	44
Sioux Lookout Hydro Inc.	41	42	38
Count	1	2	2
Average	41.0	44.5	41.0
Median	41	45	41
1st & 3rd quartiles	41 & 41	43 & 46	40 & 43
Range (min, max)	41 to 41	42 to 47	38 to 44

Totals over Large, Medium and Small Utility Classes			
Count	20	24	27
Average	44.8	44.8	44.7
Median	46	45	45
1st & 3rd quartiles	44 & 46	44 & 47	43 & 46
Range (min, max)	40 to 49	39 to 48	38 to 48

Notes:

S248 # Of Staff <=25

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	53	53	36
PowerStream Inc.	33	31	22
Horizon Utilities Corporation	19	22	16
Waterloo North Hydro Inc.	13	11	12
Kitchener-Wilmot Hydro Inc.	9	8	11
London Hydro Inc.	5		10
Veridian Connections Inc.	9	10	9
Hydro One Brampton Networks	10	8	7
Cambridge and North Dumfries	3	7	6
Oakville Hydro Electricity	5	7	5
EnWin Utilities Ltd.	5	4	3
Whitby Hydro Electric	0	2	2
Burlington Hydro Inc.	4	2	1
Entegrus Powerlines Inc.	1	1	0
Count	**14**	**13**	**14**
Average	**12.1**	**12.8**	**10.0**
Median	**7**	**8**	**8**
1st & 3rd quartiles	**4 & 12**	**4 & 11**	**4 & 12**
Range (min, max)	**0 to 53**	**1 to 53**	**0 to 36**

Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	3	3	4
Haldimand County Hydro Inc.	2	2	3
Halton Hills Hydro Inc.		1	3
Westario Power Inc.	4		3
Woodstock Hydro Services Inc.	2	0	2
Brantford Power Inc.			1
Orangeville Hydro Limited	2	2	1
Grimsby Power Incorporated		1	1
Festival Hydro Inc.	2	1	1
Lakefront Utilities Inc.		1	0
Lakeland Power Distribution Ltd	0	0	0

S248 # Of Staff <=25

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	2.1	1.2	1.7
Median	2	1	1
1st & 3rd quartiles	2 & 3	1 & 2	1 & 3
Range (min, max)	0 to 4	0 to 3	0 to 4

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	1	1	3
Kenora Hydro Electric			1
Count	1	1	2
Average	1.0	1.0	2.0
Median	1	1	2
1st & 3rd quartiles	1 & 1	1 & 1	2 & 3
Range (min, max)	1 to 1	1 to 1	1 to 3

Totals over Large, Medium and Small Utility Classes			
Count	22	23	27
Average	8.4	7.7	6.0
Median	4	2	3
1st & 3rd quartiles	2 & 9	1 & 8	1 & 8
Range (min, max)	0 to 53	0 to 53	0 to 36

Notes:

S249 # Of Staff 26<=35

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	87	99	117
Horizon Utilities Corporation	60	77	84
PowerStream Inc.	60	76	81
London Hydro Inc.	31		43
Veridian Connections Inc.	29	31	35
EnWin Utilities Ltd.	33	30	29
Hydro One Brampton Networks	23	23	26
Waterloo North Hydro Inc.	16	21	25
Oakville Hydro Electricity	23	22	22
Kitchener-Wilmot Hydro Inc.	27	26	19
Entegrus Powerlines Inc.	13	17	17
Burlington Hydro Inc.	14	13	14
Whitby Hydro Electric	8	7	9
Cambridge and North Dumfries	10	10	8
Count	**14**	**13**	**14**
Average	**31.0**	**34.8**	**37.8**
Median	**25**	**23**	**26**
1st & 3rd quartiles	**15 & 33**	**17 & 31**	**18 & 41**
Range (min, max)	**8 to 87**	**7 to 99**	**8 to 117**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	15	14	16
Brantford Power Inc.			13
Lakefront Utilities Inc.		2	11
Halton Hills Hydro Inc.		8	9
Festival Hydro Inc.	4	8	9
Woodstock Hydro Services Inc.	7	9	8
Westario Power Inc.	6		7
St. Thomas Energy Inc.	4	7	6
Orangeville Hydro Limited	3	3	3
Grimsby Power Incorporated		2	2
Lakeland Power Distribution Ltd	1	1	1

S249 # Of Staff 26<=35

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	5.7	6.0	7.7
Median	4	7	8
1st & 3rd quartiles	4 & 7	2 & 8	5 & 10
Range (min, max)	1 to 15	1 to 14	1 to 16

Small Utilities	2010	2011	2012
Kenora Hydro Electric		3	3
Sioux Lookout Hydro Inc.	2	2	1
Count	1	2	2
Average	2.0	2.5	2.0
Median	2	3	2
1st & 3rd quartiles	2 & 2	2 & 3	2 & 3
Range (min, max)	2 to 2	2 to 3	1 to 3

Totals over Large, Medium and Small Utility Classes			
Count	22	24	27
Average	21.6	21.3	22.9
Median	15	12	13
1st & 3rd quartiles	6 & 29	6 & 24	8 & 26
Range (min, max)	1 to 87	1 to 99	1 to 117

Notes:

S250 # Of Staff 36<=45

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	157	141	140
Horizon Utilities Corporation	107	93	90
PowerStream Inc.	105	99	79
London Hydro Inc.	62		55
Kitchener-Wilmot Hydro Inc.	48	48	49
Hydro One Brampton Networks	47	46	42
Oakville Hydro Electricity	32	32	39
EnWin Utilities Ltd.	42	40	36
Veridian Connections Inc.	39	35	33
Cambridge and North Dumfries	26	27	22
Burlington Hydro Inc.	25	22	21
Waterloo North Hydro Inc.	20	20	20
Whitby Hydro Electric	16	16	14
Entegrus Powerlines Inc.	14	15	14
Count	**14**	**13**	**14**
Average	**52.9**	**48.8**	**46.7**
Median	**41**	**35**	**38**
1st & 3rd quartiles	**25 & 59**	**22 & 48**	**21 & 54**
Range (min, max)	**14 to 157**	**15 to 141**	**14 to 140**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	16	19	18
Halton Hills Hydro Inc.		12	13
Westario Power Inc.	9		12
Brantford Power Inc.			10
Woodstock Hydro Services Inc.	11	10	10
Lakeland Power Distribution Ltd	13	11	10
Festival Hydro Inc.	12	9	9
Grimsby Power Incorporated		8	8
St. Thomas Energy Inc.	13	14	7
Orangeville Hydro Limited	4	4	5
Lakefront Utilities Inc.		10	3

S250 # Of Staff 36<=45

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	11.1	10.8	9.5
Median	12	10	10
1st & 3rd quartiles	10 & 13	9 & 12	8 & 11
Range (min, max)	4 to 16	4 to 19	3 to 18

Small Utilities	2010	2011	2012
Kenora Hydro Electric		3	3
Sioux Lookout Hydro Inc.	2	1	2
Count	1	2	2
Average	2.0	2.0	2.5
Median	2	2	3
1st & 3rd quartiles	2 & 2	2 & 3	2 & 3
Range (min, max)	2 to 2	1 to 3	2 to 3

Totals over Large, Medium and Small Utility Classes			
Count	22	24	27
Average	37.3	30.6	28.3
Median	23	18	14
1st & 3rd quartiles	13 & 46	10 & 36	10 & 38
Range (min, max)	2 to 157	1 to 141	2 to 140

Notes:

S251 # Of Staff 46<=55

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	259	251	246
PowerStream Inc.	219	221	215
Horizon Utilities Corporation	167	171	180
London Hydro Inc.	122		112
Veridian Connections Inc.	90	94	97
Hydro One Brampton Networks	97	92	95
EnWin Utilities Ltd.	87	87	92
Kitchener-Wilmot Hydro Inc.	69	70	72
Waterloo North Hydro Inc.	48	45	43
Oakville Hydro Electricity	38	44	41
Cambridge and North Dumfries	42	46	39
Burlington Hydro Inc.	36	27	34
Entegrus Powerlines Inc.	36	39	34
Whitby Hydro Electric	26	27	24
Count	**14**	**13**	**14**
Average	**95.4**	**93.4**	**94.6**
Median	**78**	**70**	**82**
1st & 3rd quartiles	**39 & 116**	**44 & 94**	**40 & 108**
Range (min, max)	**26 to 259**	**27 to 251**	**24 to 246**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	21	20	20
Brantford Power Inc.			18
Halton Hills Hydro Inc.		19	15
St. Thomas Energy Inc.	14	13	13
Lakefront Utilities Inc.		9	13
Woodstock Hydro Services Inc.	15	13	12
Lakeland Power Distribution Ltd	9	8	10
Haldimand County Hydro Inc.	8	7	9
Orangeville Hydro Limited	10	10	8
Grimsby Power Incorporated		8	7
Westario Power Inc.	13		7

S251 # Of Staff 46<=55

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	12.9	11.9	12.0
Median	13	10	12
1st & 3rd quartiles	10 & 15	8 & 13	9 & 14
Range (min, max)	8 to 21	7 to 20	7 to 20

Small Utilities	2010	2011	2012
Kenora Hydro Electric		6	6
Sioux Lookout Hydro Inc.	2	3	3
Count	1	2	2
Average	2.0	4.5	4.5
Median	2	5	5
1st & 3rd quartiles	2 & 2	4 & 5	4 & 5
Range (min, max)	2 to 2	3 to 6	3 to 6

Totals over Large, Medium and Small Utility Classes			
Count	22	24	27
Average	64.9	55.4	54.3
Median	37	27	24
1st & 3rd quartiles	14 & 89	10 & 74	11 & 82
Range (min, max)	2 to 259	3 to 251	3 to 246

Notes:

S252 # Of Staff 56<=65

Large Utilities	2010	2011	2012
PowerStream Inc.	82	87	98
Hydro Ottawa Limited	53	56	64
London Hydro Inc.	41		48
Veridian Connections Inc.	40	49	46
Hydro One Brampton Networks	34	38	37
Horizon Utilities Corporation	27	33	34
EnWin Utilities Ltd.	25	26	28
Kitchener-Wilmot Hydro Inc.	18	18	23
Burlington Hydro Inc.	14	16	20
Whitby Hydro Electric	14	16	19
Waterloo North Hydro Inc.	19	20	19
Oakville Hydro Electricity	17	12	15
Cambridge and North Dumfries	11	8	13
Entegrus Powerlines Inc.	2	8	12
Count	**14**	**13**	**14**
Average	**28.4**	**29.8**	**34.0**
Median	**22**	**20**	**26**
1st & 3rd quartiles	**15 & 39**	**16 & 38**	**19 & 44**
Range (min, max)	**2 to 82**	**8 to 87**	**12 to 98**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			13
Halton Hills Hydro Inc.		9	11
Festival Hydro Inc.	6	6	7
Woodstock Hydro Services Inc.	4	6	6
Haldimand County Hydro Inc.	5	6	5
Westario Power Inc.	5		4
St. Thomas Energy Inc.	3	4	4
Lakeland Power Distribution Ltd	4	3	3
Orangeville Hydro Limited	1	1	3
Grimsby Power Incorporated		0	1
Lakefront Utilities Inc.		7	0

S252 # Of Staff 56<=65

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	4.0	4.7	5.2
Median	4	6	4
1st & 3rd quartiles	4 & 5	3 & 6	3 & 7
Range (min, max)	1 to 6	0 to 9	0 to 13

Small Utilities	2010	2011	2012
Kenora Hydro Electric		3	1
Sioux Lookout Hydro Inc.	1	1	
Count	1	2	1
Average	1.0	2.0	1.0
Median	1	2	1
1st & 3rd quartiles	1 & 1	2 & 3	1 & 1
Range (min, max)	1 to 1	1 to 3	1 to 1

Totals over Large, Medium and Small Utility Classes			
Count	22	24	26
Average	19.4	18.0	20.5
Median	14	9	13
1st & 3rd quartiles	4 & 27	6 & 22	4 & 27
Range (min, max)	1 to 82	0 to 87	0 to 98

Notes:

S253 # Of Staff >65

Large Utilities	2010	2011	2012
PowerStream Inc.	1	1	4
Veridian Connections Inc.	3	4	3
EnWin Utilities Ltd.	0	3	3
Oakville Hydro Electricity	3	1	2
London Hydro Inc.	2		2
Whitby Hydro Electric	2	3	2
Hydro Ottawa Limited	2	3	2
Burlington Hydro Inc.	0	1	1
Cambridge and North Dumfries	2	0	1
Waterloo North Hydro Inc.	0	0	0
Horizon Utilities Corporation	0	0	0
Entegrus Powerlines Inc.		0	0
Kitchener-Wilmot Hydro Inc.	0	0	0
Hydro One Brampton Networks	0	1	0
Count	**13**	**13**	**14**
Average	**1.2**	**1.3**	**1.4**
Median	**1**	**1**	**2**
1st & 3rd quartiles	**0 & 2**	**0 & 3**	**0 & 2**
Range (min, max)	**0 to 3**	**0 to 4**	**0 to 4**

Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	0	1	1
Brantford Power Inc.			0
Orangeville Hydro Limited	0	0	0
St. Thomas Energy Inc.	0	0	0
Festival Hydro Inc.	0	0	0
Grimsby Power Incorporated		0	0
Woodstock Hydro Services Inc.	0	0	0
Lakefront Utilities Inc.		0	0
Halton Hills Hydro Inc.		0	0
Westario Power Inc.	0		0
Count	**6**	**8**	**10**
Average	**0.0**	**0.1**	**0.1**
Median	**0**	**0**	**0**
1st & 3rd quartiles	**0 & 0**	**0 & 0**	**0 & 0**
Range (min, max)	**0 to 0**	**0 to 1**	**0 to 1**

S253 # Of Staff >65

Small Utilities	2010	2011	2012
Kenora Hydro Electric			0
Sioux Lookout Hydro Inc.		0	
Count	**0**	**1**	**1**
Average		**0.0**	**0.0**
Median		**0**	**0**
1st & 3rd quartiles		**0 & 0**	**0 & 0**
Range (min, max)		**0 to 0**	**0 to 0**
Totals over Large, Medium and Small Utility Classes			
Count	**19**	**22**	**25**
Average	**0.8**	**0.8**	**0.8**
Median	**0**	**0**	**0**
1st & 3rd quartiles	**0 & 2**	**0 & 1**	**0 & 2**
Range (min, max)	**0 to 3**	**0 to 4**	**0 to 4**

Notes:

S254 Number of Customer Satisfaction Surveys in Year

Large Utilities	2010	2011	2012
London Hydro Inc.			1
Hydro One Brampton Networks	1	1	1
Oakville Hydro Electricity		1	1
Veridian Connections Inc.	1	1	1
Hydro Ottawa Limited	2	1	1
Cambridge and North Dumfries		1	1
Entegrus Powerlines Inc.		1	
Burlington Hydro Inc.		1	
Waterloo North Hydro Inc.		1	
PowerStream Inc.	2	2	
Horizon Utilities Corporation		1	
Count	**4**	**10**	**6**
Average	**1.5**	**1.1**	**1.0**
Median	**2**	**1**	**1**
1st & 3rd quartiles	**1 & 2**	**1 & 1**	**1 & 1**
Range (min, max)	**1 to 2**	**1 to 2**	**1 to 1**

Medium Utilities	2010	2011	2012
Westario Power Inc.	1		1
St. Thomas Energy Inc.	1		1
Halton Hills Hydro Inc.		1	
Count	**2**	**1**	**2**
Average	**1.0**	**1.0**	**1.0**
Median	**1**	**1**	**1**
1st & 3rd quartiles	**1 & 1**	**1 & 1**	**1 & 1**
Range (min, max)	**1 to 1**	**1 to 1**	**1 to 1**

Totals over Large, Medium and Small Utility Classes			
Count	**6**	**11**	**8**
Average	**1.3**	**1.1**	**1.0**
Median	**1**	**1**	**1**
1st & 3rd quartiles	**1 & 2**	**1 & 1**	**1 & 1**
Range (min, max)	**1 to 2**	**1 to 2**	**1 to 1**

Notes:

S255 Number of Employee Satisfaction Surveys in Year

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	1	1	2
Oakville Hydro Electricity		1	
PowerStream Inc.		1	
Hydro Ottawa Limited		1	
Burlington Hydro Inc.		1	
Horizon Utilities Corporation		1	
Count	**1**	**6**	**1**
Average	**1.0**	**1.0**	**2.0**
Median	**1**	**1**	**2**
1st & 3rd quartiles	**1 & 1**	**1 & 1**	**2 & 2**
Range (min, max)	**1 to 1**	**1 to 1**	**2 to 2**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			1
St. Thomas Energy Inc.			1
Count	**0**	**0**	**2**
Average			**1.0**
Median			**1**
1st & 3rd quartiles			**1 & 1**
Range (min, max)			**1 to 1**

Totals over Large, Medium and Small Utility Classes			
Count	**1**	**6**	**3**
Average	**1.0**	**1.0**	**1.3**
Median	**1**	**1**	**1**
1st & 3rd quartiles	**1 & 1**	**1 & 1**	**1 & 2**
Range (min, max)	**1 to 1**	**1 to 1**	**1 to 2**

Notes:

S256 Number of Employees (FTEs) That Retired or Resigned During Year

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	23	23	22
Hydro Ottawa Limited	8	11	18
PowerStream Inc.	67	61	12
Veridian Connections Inc.	7	6	11
Hydro One Brampton Networks	7	11	9
Oakville Hydro Electricity	3	14	8
EnWin Utilities Ltd.	5		8
London Hydro Inc.	5		8
Waterloo North Hydro Inc.	8	9	8
Cambridge and North Dumfries	1	4	7
Kitchener-Wilmot Hydro Inc.	12	7	6
Whitby Hydro Electric	2	2	5
Entegrus Powerlines Inc.		1	1
Burlington Hydro Inc.	3	6	1
Count	**13**	**12**	**14**
Average	**11.6**	**12.9**	**8.9**
Median	**7**	**8**	**8**
1st & 3rd quartiles	**3 & 8**	**6 & 12**	**6 & 11**
Range (min, max)	**1 to 67**	**1 to 61**	**1 to 22**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	4	2	5
Westario Power Inc.	5		4
St. Thomas Energy Inc.	2	0	3
Brantford Power Inc.			2
Woodstock Hydro Services Inc.	1	0	2
Halton Hills Hydro Inc.		0	2
Lakefront Utilities Inc.		1	2
Orangeville Hydro Limited	0	0	0
Grimsby Power Incorporated		2	0
Festival Hydro Inc.	2	2	0
Lakeland Power Distribution Ltd	3	1	0

S256 Number of Employees (FTEs) That Retired or Resigned During Year

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	2.4	0.9	1.8
Median	2	1	2
1st & 3rd quartiles	2 & 4	0 & 2	0 & 3
Range (min, max)	0 to 5	0 to 2	0 to 5

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.		0	2
Kenora Hydro Electric		1	1
Count	0	2	2
Average		0.5	1.5
Median		1	2
1st & 3rd quartiles		0 & 1	1 & 2
Range (min, max)		0 to 1	1 to 2

Totals over Large, Medium and Small Utility Classes			
Count	20	23	27
Average	8.4	7.1	5.4
Median	5	2	4
1st & 3rd quartiles	2 & 7	1 & 8	2 & 8
Range (min, max)	0 to 67	0 to 61	0 to 22

Notes:

S260 Net Assets

Large Utilities	2010	2011	2012
PowerStream Inc.	950,577,000	987,164,000	1,047,753,000
Horizon Utilities Corporation	456,292,062	607,093,621	840,247,043
Hydro Ottawa Limited	697,338,867	711,994,382	750,940,806
Hydro One Brampton Networks	330,758,931	356,011,559	375,077,178
London Hydro Inc.	278,123,724		288,594,074
Veridian Connections Inc.	229,456,878	255,582,614	264,078,994
EnWin Utilities Ltd.	233,756,631	231,523,109	263,403,098
Kitchener-Wilmot Hydro Inc.	224,728,396	233,624,856	238,584,429
Oakville Hydro Electricity	162,713,500	171,236,695	207,646,247
Waterloo North Hydro Inc.	151,811,044	181,485,763	196,285,752
Burlington Hydro Inc.	146,578,872	152,004,589	161,462,997
Cambridge and North Dumfries	138,314,242	140,635,092	142,829,847
Entegrus Powerlines Inc.	74,622,072	94,868,674	96,393,312
Whitby Hydro Electric	80,577,898	87,374,852	89,767,131
Count	**14**	**13**	**14**
Average	**296,832,151.2**	**323,892,292.8**	**354,504,564.9**
Median	**227,092,637**	**231,523,109**	**250,993,763**
1st & 3rd quartiles	**147,886,915 & 317,600,129**	**152,004,589 & 356,011,559**	**170,168,686 & 353,456,402**
Range (min, max)	**74,622,072 to 950,577,000**	**87,374,852 to 987,164,000**	**89,767,131 to 1,047,753,000**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			97,629,330
Peterborough Distribution Inc.	102,076,204	90,880,145	78,363,809
Haldimand County Hydro Inc.	50,304,811	55,049,607	59,436,266
Festival Hydro Inc.	43,356,562	45,178,737	56,513,566
Halton Hills Hydro Inc.	50,881,436	52,004,562	55,845,535
Westario Power Inc.	48,723,308		49,852,964
Woodstock Hydro Services Inc.	33,393,857	36,609,515	39,863,227
St. Thomas Energy Inc.	28,409,247	29,813,240	31,328,656
Orangeville Hydro Limited	22,080,415	22,384,884	25,640,205
Lakeland Power Distribution Ltd	20,380,289	22,822,168	23,679,608
Lakefront Utilities Inc.		21,128,540	22,574,210
Grimsby Power Incorporated		16,946,072	20,173,396

S260 Net Assets

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	44,400,681.0	39,281,747.0	46,741,731.0
Median	43,356,562	33,211,378	44,858,096
1st & 3rd quartiles	28,409,247 & 50,304,811	22,494,205 & 50,298,106	25,150,055 & 57,244,241
Range (min, max)	20,380,289 to 102,076,204	16,946,072 to 90,880,145	20,173,396 to 97,629,330

Small Utilities	2010	2011	2012
Kenora Hydro Electric		12,227,352	11,835,034
Sioux Lookout Hydro Inc.	7,907,310	7,959,921	7,695,426
Count	1	2	2
Average	7,907,310.0	10,093,636.5	9,765,230.0
Median	7,907,310	10,093,636	9,765,230
1st & 3rd quartiles	7,907,310 & 7,907,310	9,026,778 & 11,160,494	8,730,328 & 10,800,132
Range (min, max)	7,907,310 to 7,907,310	7,959,921 to 12,227,352	7,695,426 to 11,835,034

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	190,131,814.8	184,944,182.0	197,981,969.3
Median	120,195,223	90,880,145	93,080,221
1st & 3rd quartiles	47,381,622 & 230,531,816	29,813,240 & 231,523,109	37,729,584 & 244,789,096
Range (min, max)	7,907,310 to 950,577,000	7,959,921 to 987,164,000	7,695,426 to 1,047,753,000

Notes:

S276 Net Book Value of In-Service Assets

Large Utilities	2010	2011	2012
PowerStream Inc.	642,059,000	649,804,000	692,164,281
Hydro Ottawa Limited	512,173,126	528,699,197	547,708,943
Horizon Utilities Corporation	314,048,563	347,041,206	388,456,150
Hydro One Brampton Networks	271,448,612	284,055,902	298,866,239
EnWin Utilities Ltd.	230,080,357	226,876,561	255,947,707
London Hydro Inc.	186,512,995		225,594,439
Veridian Connections Inc.	158,271,094	165,455,429	188,484,769
Kitchener-Wilmot Hydro Inc.	143,352,364	152,037,099	166,977,392
Waterloo North Hydro Inc.	135,733,127	151,806,614	164,778,500
Oakville Hydro Electricity	109,979,097	138,746,635	151,713,548
Cambridge and North Dumfries	137,835,750	140,015,796	139,002,251
Burlington Hydro Inc.	83,944,947	85,903,961	101,655,139
Whitby Hydro Electric	62,868,699	62,904,679	62,595,123
Entegrus Powerlines Inc.	48,345,411	57,894,758	61,332,709
Count	**14**	**13**	**14**
Average	**216,903,795.9**	**230,095,525.9**	**246,091,227.9**
Median	**150,811,729**	**152,037,099**	**177,731,081**
1st & 3rd quartiles	**116,417,604 & 261,106,548**	**138,746,635 & 284,055,902**	**142,180,075 & 288,136,606**
Range (min, max)	**48,345,411 to 642,059,000**	**57,894,758 to 649,804,000**	**61,332,709 to 692,164,281**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			59,327,584
Peterborough Distribution Inc.	44,524,520	45,957,312	52,636,216
Festival Hydro Inc.	43,356,562	44,624,814	48,400,007
Haldimand County Hydro Inc.	34,720,579	36,686,576	41,894,495
Halton Hills Hydro Inc.	30,104,606	30,452,063	38,621,639
St. Thomas Energy Inc.	28,409,247	29,813,240	31,328,656
Westario Power Inc.	30,207,519		30,675,782
Woodstock Hydro Services Inc.	20,937,156	25,335,360	24,425,366
Lakeland Power Distribution Ltd	13,670,798	14,979,007	16,658,177
Orangeville Hydro Limited	13,876,389	14,330,776	15,762,113
Grimsby Power Incorporated		11,334,277	15,200,671
Lakefront Utilities Inc.		11,229,219	15,127,206

S276 Net Book Value of In-Service Assets

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	28,867,486.2	26,474,264.4	32,504,826.0
Median	30,104,606	27,574,300	31,002,219
1st & 3rd quartiles	20,937,156 & 34,720,579	14,492,834 & 35,127,948	16,434,161 & 43,520,873
Range (min, max)	13,670,798 to 44,524,520	11,229,219 to 45,957,312	15,127,206 to 59,327,584

Small Utilities	2010	2011	2012
Kenora Hydro Electric		8,072,612	8,548,498
Sioux Lookout Hydro Inc.	4,499,684	4,447,225	4,941,344
Count	1	2	2
Average	4,499,684.0	6,259,918.5	6,744,921.0
Median	4,499,684	6,259,919	6,744,921
1st & 3rd quartiles	4,499,684 & 4,499,684	5,353,572 & 7,166,265	5,843,132 & 7,646,709
Range (min, max)	4,499,684 to 4,499,684	4,447,225 to 8,072,612	4,941,344 to 8,548,498

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	137,540,008.4	130,740,172.7	137,458,033.7
Median	73,406,823	57,894,758	60,330,146
1st & 3rd quartiles	30,181,791 & 165,331,570	25,335,360 & 152,037,099	29,113,178 & 172,354,236
Range (min, max)	4,499,684 to 642,059,000	4,447,225 to 649,804,000	4,941,344 to 692,164,281

Notes:

S277 Total Value of Work-in-Progress

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	20,599,143	36,678,893	64,868,477
PowerStream Inc.	26,786,000	31,958,000	33,868,738
Horizon Utilities Corporation	9,157,146	8,694,355	8,873,508
Kitchener-Wilmot Hydro Inc.	3,794,140	4,545,881	8,679,865
Hydro One Brampton Networks	7,682,718	7,071,949	7,501,083
EnWin Utilities Ltd.	3,676,274	4,646,549	7,455,390
London Hydro Inc.	8,596,616		6,720,715
Cambridge and North Dumfries	215,252	197,132	3,798,902
Veridian Connections Inc.	8,774,531	12,486,975	2,222,298
Oakville Hydro Electricity	15,237,371	2,694,853	1,792,055
Waterloo North Hydro Inc.	12,024,820	1,642,282	1,724,715
Entegrus Powerlines Inc.			1,307,948
Burlington Hydro Inc.	1,175,236	209,783	405,570
Count	**12**	**11**	**13**
Average	**9,809,937.3**	**10,075,150.2**	**11,478,404.9**
Median	**8,685,574**	**4,646,549**	**6,720,715**
1st & 3rd quartiles	**3,764,673 & 12,827,958**	**2,168,568 & 10,590,665**	**1,792,055 & 8,679,865**
Range (min, max)	**215,252 to 26,786,000**	**197,132 to 36,678,893**	**405,570 to 64,868,477**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.		312,730	8,113,559
Peterborough Distribution Inc.	3,481,414	3,416,629	2,043,052
Halton Hills Hydro Inc.	2,586,636	1,078,756	1,570,979
Westario Power Inc.	36,488		436,901
Orangeville Hydro Limited		80,295	166,768
Woodstock Hydro Services Inc.	46,961	58,437	156,941
St. Thomas Energy Inc.	0	150,101	114,689
Brantford Power Inc.			13,087
Lakeland Power Distribution Ltd	255,271	0	0
Grimsby Power Incorporated		0	0
Count	**6**	**8**	**10**
Average	**1,067,795.0**	**637,118.5**	**1,261,597.6**
Median	**151,116**	**115,198**	**161,855**
1st & 3rd quartiles	**39,106 & 2,003,795**	**43,828 & 504,237**	**38,487 & 1,287,459**
Range (min, max)	**0 to 3,481,414**	**0 to 3,416,629**	**0 to 8,113,559**

S277 Total Value of Work-in-Progress

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	28,592	20,502	13,779
Count	**1**	**1**	**1**
Average	**28,592.0**	**20,502.0**	**13,779.0**
Median	**28,592**	**20,502**	**13,779**
1st & 3rd quartiles	**28,592 & 28,592**	**20,502 & 20,502**	**13,779 & 13,779**
Range (min, max)	**28,592 to 28,592**	**20,502 to 20,502**	**13,779 to 13,779**
Totals over Large, Medium and Small Utility Classes			
Count	**19**	**20**	**24**
Average	**6,534,453.1**	**5,797,205.1**	**6,743,709.1**
Median	**3,676,274**	**1,360,519**	**1,758,385**
1st & 3rd quartiles	**235,262 & 8,965,838**	**132,650 & 5,252,899**	**164,311 & 7,466,814**
Range (min, max)	**0 to 26,786,000**	**0 to 36,678,893**	**0 to 64,868,477**

Notes:

S54 Current Assets

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	120,289,473	253,657,261	445,817,815
PowerStream Inc.	175,909,000	176,807,000	207,991,000
Hydro Ottawa Limited	155,852,786	162,522,837	159,390,048
Hydro One Brampton Networks	41,433,329	53,110,066	66,372,873
London Hydro Inc.	63,307,579		65,180,681
Kitchener-Wilmot Hydro Inc.	64,169,787	60,846,567	58,894,485
Veridian Connections Inc.	55,468,166	54,437,882	57,009,614
EnWin Utilities Ltd.	24,887,467	26,222,079	55,606,735
Burlington Hydro Inc.	53,103,437	56,854,188	54,726,341
Oakville Hydro Electricity	28,973,612	17,198,084	48,424,319
Cambridge and North Dumfries	45,515,822	36,746,351	44,019,463
Waterloo North Hydro Inc.	28,526,499	29,968,120	31,668,609
Entegrus Powerlines Inc.	20,170,525	25,432,088	26,594,424
Whitby Hydro Electric	18,633,737	23,156,615	25,550,089
Count	**14**	**13**	**14**
Average	**64,017,229.9**	**75,150,702.9**	**96,231,892.6**
Median	**49,309,630**	**53,110,066**	**56,308,174**
1st & 3rd quartiles	**28,638,277 & 63,954,235**	**26,222,079 & 60,846,567**	**45,120,677 & 66,074,825**
Range (min, max)	**18,633,737 to 175,909,000**	**17,198,084 to 253,657,261**	**25,550,089 to 445,817,815**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			32,730,423
Peterborough Distribution Inc.	43,970,699	31,555,428	20,244,029
Haldimand County Hydro Inc.	10,684,575	14,806,902	18,032,264
Woodstock Hydro Services Inc.	11,624,918	11,946,928	13,463,357
Halton Hills Hydro Inc.	12,937,442	12,928,170	12,536,509
Festival Hydro Inc.	10,926,575	11,366,198	11,355,387
Westario Power Inc.	13,743,462		10,116,308
Orangeville Hydro Limited	7,203,814	6,425,386	9,089,601
Lakefront Utilities Inc.		8,698,791	8,795,225
St. Thomas Energy Inc.	7,798,406	8,364,035	6,947,140
Lakeland Power Distribution Ltd	4,625,686	5,204,277	5,549,573
Grimsby Power Incorporated		3,411,925	4,188,698

S54 Current Assets

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	13,723,953.0	11,470,804.0	12,754,042.8
Median	10,926,575	10,032,494	10,735,848
1st & 3rd quartiles	7,798,406 & 12,937,442	6,910,049 & 12,682,859	8,333,204 & 14,605,584
Range (min, max)	4,625,686 to 43,970,699	3,411,925 to 31,555,428	4,188,698 to 32,730,423

Small Utilities	2010	2011	2012
Kenora Hydro Electric		3,689,067	3,322,198
Sioux Lookout Hydro Inc.	3,108,461	3,302,637	2,738,018
Count	1	2	2
Average	3,108,461.0	3,495,852.0	3,030,108.0
Median	3,108,461	3,495,852	3,030,108
1st & 3rd quartiles	3,108,461 & 3,108,461	3,399,245 & 3,592,460	2,884,063 & 3,176,153
Range (min, max)	3,108,461 to 3,108,461	3,302,637 to 3,689,067	2,738,018 to 3,322,198

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	42,619,385.7	43,946,355.3	53,798,400.9
Median	26,706,983	23,156,615	26,072,257
1st & 3rd quartiles	11,450,332 & 53,694,619	8,698,791 & 53,110,066	9,859,631 & 55,957,454
Range (min, max)	3,108,461 to 175,909,000	3,302,637 to 253,657,261	2,738,018 to 445,817,815

Notes:

S55 Inventory (End of Year Level)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	8,531,998	8,383,370	9,030,346
Horizon Utilities Corporation	6,041,590	6,256,400	5,613,261
Oakville Hydro Electricity	3,631,581	4,068,466	3,216,015
Kitchener-Wilmot Hydro Inc.	3,668,935	3,421,943	3,162,744
EnWin Utilities Ltd.	4,009,420	2,616,911	3,111,498
PowerStream Inc.	3,050,000	3,267,000	2,946,000
Waterloo North Hydro Inc.	2,496,403	2,408,668	2,764,460
Cambridge and North Dumfries	1,366,167	1,435,164	2,405,469
Burlington Hydro Inc.	1,130,332	1,904,397	2,025,607
Veridian Connections Inc.	1,445,419	1,665,219	1,703,513
Hydro One Brampton Networks	1,086,804	1,144,188	1,124,008
Whitby Hydro Electric	924,184	981,726	798,953
Entegrus Powerlines Inc.	618,109	774,224	786,343
London Hydro Inc.	4,649,721		786,065
Count	**14**	**13**	**14**
Average	**3,046,475.9**	**2,948,282.8**	**2,819,591.6**
Median	**2,773,201**	**2,408,668**	**2,584,965**
1st & 3rd quartiles	**1,189,291 & 3,924,299**	**1,435,164 & 3,421,943**	**1,268,884 & 3,149,932**
Range (min, max)	**618,109 to 8,531,998**	**774,224 to 8,383,370**	**786,065 to 9,030,346**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			2,050,264
Peterborough Distribution Inc.	1,209,115	1,361,916	1,377,803
Haldimand County Hydro Inc.	1,113,623	1,254,484	1,334,139
Halton Hills Hydro Inc.	493,907	703,545	1,004,034
Westario Power Inc.	757,793		713,181
St. Thomas Energy Inc.	0		597,185
Festival Hydro Inc.	94,980	124,781	549,003
Woodstock Hydro Services Inc.	610,043	504,576	506,440
Lakefront Utilities Inc.		271,618	270,581
Orangeville Hydro Limited	273,873	227,238	266,523
Grimsby Power Incorporated		232,815	229,905
Lakeland Power Distribution Ltd	238,322	184,200	213,401

S55 Inventory (End of Year Level)

Medium Utilities	2010	2011	2012
Count	9	9	12
Average	532,406.2	540,574.8	759,371.6
Median	493,907	271,618	573,094
1st & 3rd quartiles	238,322 & 757,793	227,238 & 703,545	269,566 & 1,086,560
Range (min, max)	0 to 1,209,115	124,781 to 1,361,916	213,401 to 2,050,264

Small Utilities	2010	2011	2012
Kenora Hydro Electric		244,385	143,137
Sioux Lookout Hydro Inc.	44,830	61,659	83,090
Count	1	2	2
Average	44,830.0	153,022.0	113,113.5
Median	44,830	153,022	113,114
1st & 3rd quartiles	44,830 & 44,830	107,341 & 198,703	98,102 & 128,125
Range (min, max)	44,830 to 44,830	61,659 to 244,385	83,090 to 143,137

Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	1,978,631.2	1,812,453.9	1,743,320.3
Median	1,121,978	1,199,336	1,064,021
1st & 3rd quartiles	581,009 & 3,195,395	264,809 & 2,460,729	538,362 & 2,495,217
Range (min, max)	0 to 8,531,998	61,659 to 8,383,370	83,090 to 9,030,346

Notes:

S257 Non-Current Assets

Large Utilities	2010	2011	2012
PowerStream Inc.	774,668,000	810,357,000	839,762,000
Burlington Hydro Inc.	93,475,435	95,150,401	106,736,656
EnWin Utilities Ltd.	19,420,123	16,708,046	16,683,130
Veridian Connections Inc.	12,072,755	11,786,903	11,292,589
Hydro One Brampton Networks	13,227,522	10,938,055	10,061,965
Kitchener-Wilmot Hydro Inc.	9,743,171	12,773,366	5,567,398
Cambridge and North Dumfries	4,343,662	3,426,006	2,843,059
Horizon Utilities Corporation	99,900	0	803,261
Oakville Hydro Electricity	2,824,068	136,687	185,658
Hydro Ottawa Limited	0		0
Waterloo North Hydro Inc.	50,779	0	0
Count	**11**	**10**	**11**
Average	**84,538,674.1**	**96,127,646.4**	**90,357,792.4**
Median	**9,743,171**	**11,362,479**	**5,567,398**
1st & 3rd quartiles	**1,461,984 & 16,323,822**	**959,017 & 15,724,376**	**494,459 & 13,987,860**
Range (min, max)	**0 to 774,668,000**	**0 to 810,357,000**	**0 to 839,762,000**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	1,930,000	1,810,000	2,260,000
Haldimand County Hydro Inc.		1,271,300	1,615,829
Brantford Power Inc.			742,782
Orangeville Hydro Limited	595,000	580,000	510,000
Westario Power Inc.	227,288		252,155
St. Thomas Energy Inc.	691,006	415,607	100
Festival Hydro Inc.	16,593	2	2
Halton Hills Hydro Inc.	1	0	0
Grimsby Power Incorporated		94,500	0
Lakeland Power Distribution Ltd		0	0
Woodstock Hydro Services Inc.	162,000		
Count	**7**	**8**	**10**
Average	**517,412.6**	**521,426.1**	**538,086.8**
Median	**227,288**	**255,054**	**126,127**
1st & 3rd quartiles	**89,296 & 643,003**	**2 & 752,825**	**1 & 684,587**
Range (min, max)	**1 to 1,930,000**	**0 to 1,810,000**	**0 to 2,260,000**

Small Utilities	2010	2011	2012
Kenora Hydro Electric		632,247	632,020

Small Utilities	2010	2011	2012
Count	0	1	1
Average		632,247.0	632,020.0
Median		632,247	632,020
1st & 3rd quartiles		632,247 & 632,247	632,020 & 632,020
Range (min, max)		632,247 to 632,247	632,020 to 632,020
Totals over Large, Medium and Small Utility Classes			
Count	18	19	22
Average	51,863,739.1	50,846,322.1	45,452,209.3
Median	1,310,503	632,247	687,401
1st & 3rd quartiles	115,425 & 11,490,359	47,251 & 11,362,479	27 & 4,886,313
Range (min, max)	0 to 774,668,000	0 to 810,357,000	0 to 839,762,000

Notes:

S258 Other Assets and Deferred Charges

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	6,106,136	11,541,828	7,158,231
Burlington Hydro Inc.	9,532,488	9,246,440	5,081,517
Veridian Connections Inc.	-6,575,088	9,750,107	3,366,211
Oakville Hydro Electricity	2,067,770	8,391,970	2,314,652
Whitby Hydro Electric	-1,848,722	331,832	822,965
Cambridge and North Dumfries	5,728,663	13,638,013	477,691
Hydro One Brampton Networks	16,172,245	6,855,191	-2,311,159
EnWin Utilities Ltd.	2,467,647	5,074,837	-6,301,849
London Hydro Inc.	14,617,745		-9,687,826
Waterloo North Hydro Inc.	-7,048,928	-5,174,578	-10,428,541
Horizon Utilities Corporation	-3,097,153	2,844,801	-14,513,110
Hydro Ottawa Limited	181,815	-24,289,914	-32,668,616
Count	**12**	**11**	**12**
Average	**3,192,051.5**	**3,473,684.3**	**-4,724,152.8**
Median	**2,267,709**	**6,855,191**	**-916,734**
1st & 3rd quartiles	**-2,160,829 & 6,962,724**	**1,588,317 & 9,498,274**	**-9,873,005 & 2,577,542**
Range (min, max)	**-7,048,928 to 16,172,245**	**-24,289,914 to 13,638,013**	**-32,668,616 to 7,158,231**

Medium Utilities	2010	2011	2012
Westario Power Inc.	3,787,247		6,594,397
Brantford Power Inc.			2,710,434
Halton Hills Hydro Inc.	7,345,481	6,842,029	2,112,374
Woodstock Hydro Services Inc.	-54,527	-1,235,785	1,311,122
Lakeland Power Distribution Ltd	1,590,212	2,454,685	1,258,457
Grimsby Power Incorporated		1,679,400	269,285
Lakefront Utilities Inc.		928,911	0
Orangeville Hydro Limited	-15,041	681,533	-122,014
Peterborough Distribution Inc.	6,960,457	7,178,860	-197,292
St. Thomas Energy Inc.	1,172,463	1,912,572	-821,823
Festival Hydro Inc.	-1,193,913	-446,040	-1,134,320
Haldimand County Hydro Inc.	3,758,903	2,284,829	-2,106,321
Count	**9**	**10**	**12**
Average	**2,594,586.9**	**2,228,099.4**	**822,858.3**
Median	**1,590,212**	**1,795,986**	**134,643**
1st & 3rd quartiles	**-15,041 & 3,787,247**	**743,378 & 2,412,221**	**-353,425 & 1,511,435**
Range (min, max)	**-1,193,913 to 7,345,481**	**-1,235,785 to 7,178,860**	**-2,106,321 to 6,594,397**

S258 Other Assets and Deferred Charges

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	225,744	127,897	-80,805
Kenora Hydro Electric		342,465	-810,814
Count	**1**	**2**	**2**
Average	**225,744.0**	**235,181.0**	**-445,809.5**
Median	**225,744**	**235,181**	**-445,809**
1st & 3rd quartiles	**225,744 & 225,744**	**181,539 & 288,823**	**-628,312 & -263,307**
Range (min, max)	**225,744 to 225,744**	**127,897 to 342,465**	**-810,814 to -80,805**
Totals over Large, Medium and Small Utility Classes			
Count	**22**	**23**	**26**
Average	**2,812,802.0**	**2,650,516.7**	**-1,834,890.5**
Median	**1,828,991**	**2,284,829**	**-40,402**
1st & 3rd quartiles	**-44,655 & 6,011,768**	**337,149 & 7,017,026**	**-1,863,321 & 1,912,061**
Range (min, max)	**-7,048,928 to 16,172,245**	**-24,289,914 to 13,638,013**	**-32,668,616 to 7,158,231**

Notes:

S259 Other Capital Assets

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	503,721,667	542,787,800	570,177,053
Horizon Utilities Corporation	660,045,097	670,042,169	438,706,369
London Hydro Inc.	369,927,352		423,787,484
Veridian Connections Inc.	352,694,214	376,186,005	400,018,643
Waterloo North Hydro Inc.	233,036,893	268,022,724	297,445,052
Cambridge and North Dumfries	168,139,327	176,338,019	192,671,052
Whitby Hydro Electric	128,917,771	133,315,613	137,614,560
Hydro Ottawa Limited	975,061,707	1,004,535,626	67,480,084
EnWin Utilities Ltd.		311,765,961	7,455,390
PowerStream Inc.			0
Burlington Hydro Inc.	0		0
Count	**9**	**8**	**11**
Average	**376,838,225.3**	**435,374,239.6**	**230,486,880.6**
Median	**352,694,214**	**343,975,983**	**192,671,052**
1st & 3rd quartiles	**168,139,327 & 503,721,667**	**245,101,548 & 574,601,392**	**37,467,737 & 411,903,063**
Range (min, max)	**0 to 975,061,707**	**133,315,613 to 1,004,535,626**	**0 to 570,177,053**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	77,484,151	80,753,586	95,692,874
Peterborough Distribution Inc.	77,625,384	82,417,852	93,417,151
St. Thomas Energy Inc.	39,362,298	41,122,288	48,156,564
Halton Hills Hydro Inc.	49,227,467	31,530,818	40,192,618
Lakefront Utilities Inc.		19,567,719	23,967,321
Grimsby Power Incorporated		25,132,850	16,625,359
Westario Power Inc.	46,215,928		2,214,322
Lakeland Power Distribution Ltd	540,138	602,840	704,736
Orangeville Hydro Limited	30,611,560	149,680	149,680
Brantford Power Inc.			54,756
Haldimand County Hydro Inc.	57,525,586	62,226,258	0
Woodstock Hydro Services Inc.	70,848		
Count	**9**	**9**	**11**
Average	**42,073,706.7**	**38,167,099.0**	**29,197,761.9**
Median	**46,215,928**	**31,530,818**	**16,625,359**
1st & 3rd quartiles	**30,611,560 & 57,525,586**	**19,567,719 & 62,226,258**	**427,208 & 44,174,591**
Range (min, max)	**70,848 to 77,625,384**	**149,680 to 82,417,852**	**0 to 95,692,874**

S259 Other Capital Assets

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	7,460,625	7,704,379	8,420,794
Count	**1**	**1**	**1**
Average	**7,460,625.0**	**7,704,379.0**	**8,420,794.0**
Median	**7,460,625**	**7,704,379**	**8,420,794**
1st & 3rd quartiles	**7,460,625 & 7,460,625**	**7,704,379 & 7,704,379**	**8,420,794 & 8,420,794**
Range (min, max)	**7,460,625 to 7,460,625**	**7,704,379 to 7,704,379**	**8,420,794 to 8,420,794**
Totals over Large, Medium and Small Utility Classes			
Count	**19**	**18**	**23**
Average	**198,824,632.3**	**213,011,232.6**	**124,563,124.4**
Median	**77,484,151**	**81,585,719**	**40,192,618**
1st & 3rd quartiles	**34,986,929 & 292,865,554**	**26,732,342 & 300,830,152**	**1,459,529 & 165,142,806**
Range (min, max)	**0 to 975,061,707**	**149,680 to 1,004,535,626**	**0 to 570,177,053**

Notes:

S57 Gross Fixed Assets (Include all Work-in-Progress)

Large Utilities	2010	2011	2012
PowerStream Inc.	1,246,432,000	1,335,735,000	726,033,019
Hydro Ottawa Limited	975,061,707	1,004,535,626	684,647,834
Hydro One Brampton Networks	526,985,492	550,554,608	577,996,357
Veridian Connections Inc.	369,274,333	428,631,000	451,218,000
Horizon Utilities Corporation	641,127,531	681,501,713	425,436,883
London Hydro Inc.	369,927,352		423,787,484
Kitchener-Wilmot Hydro Inc.	277,562,809	289,651,361	309,152,971
Waterloo North Hydro Inc.	232,901,480	268,022,724	297,445,052
Oakville Hydro Electricity	210,581,961	234,355,434	259,540,778
Burlington Hydro Inc.	85,120,183	205,897,591	223,698,255
EnWin Utilities Ltd.	300,417,625	311,765,961	211,853,848
Cambridge and North Dumfries	168,139,327	176,338,019	192,671,052
Whitby Hydro Electric	154,523,239	161,115,416	166,920,223
Entegrus Powerlines Inc.	85,609,843	110,144,347	114,710,412
Count	**14**	**13**	**14**
Average	**403,118,920.1**	**442,942,215.4**	**361,793,726.3**
Median	**288,990,217**	**289,651,361**	**303,299,012**
1st & 3rd quartiles	**178,749,986 & 487,720,957**	**205,897,591 & 550,554,608**	**214,814,950 & 444,772,721**
Range (min, max)	**85,120,183 to 1,246,432,000**	**110,144,347 to 1,335,735,000**	**114,710,412 to 726,033,019**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	76,940,591	80,200,026	95,149,314
Peterborough Distribution Inc.	77,625,384	82,417,852	93,417,151
Brantford Power Inc.			90,984,682
Haldimand County Hydro Inc.	57,525,586	62,226,258	71,205,183
Halton Hills Hydro Inc.	49,217,374	52,830,533	63,573,730
Westario Power Inc.	43,327,682		49,792,691
St. Thomas Energy Inc.	46,273,436	41,122,288	48,156,564
Woodstock Hydro Services Inc.	38,145,414	44,661,813	45,308,892
Orangeville Hydro Limited	30,611,560	32,219,582	33,408,594
Lakeland Power Distribution Ltd	22,620,946	24,743,037	26,976,238
Lakefront Utilities Inc.		21,967,783	26,520,333
Grimsby Power Incorporated		25,132,850	16,625,359

S57 Gross Fixed Assets (Include all Work-in-Progress)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	49,143,108.1	46,752,202.2	55,093,227.6
Median	46,273,436	42,892,050	48,974,627
1st & 3rd quartiles	38,145,414 & 57,525,586	26,904,533 & 59,877,327	31,800,505 & 76,150,058
Range (min, max)	22,620,946 to 77,625,384	21,967,783 to 82,417,852	16,625,359 to 95,149,314

Small Utilities	2010	2011	2012
Kenora Hydro Electric		14,852,672	15,956,560
Sioux Lookout Hydro Inc.	7,432,033	7,683,877	8,420,794
Count	1	2	2
Average	7,432,033.0	11,268,274.5	12,188,677.0
Median	7,432,033	11,268,275	12,188,677
1st & 3rd quartiles	7,432,033 & 7,432,033	9,476,076 & 13,060,473	10,304,736 & 14,072,619
Range (min, max)	7,432,033 to 7,432,033	7,683,877 to 14,852,672	8,420,794 to 15,956,560

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	253,891,037.0	249,932,294.8	205,378,866.2
Median	120,066,541	110,144,347	104,929,863
1st & 3rd quartiles	48,481,390 & 317,631,802	41,122,288 & 289,651,361	47,444,646 & 300,372,032
Range (min, max)	7,432,033 to 1,246,432,000	7,683,877 to 1,335,735,000	8,420,794 to 726,033,019

Notes:

S58 Accumulated Depreciation/Accumulated Amortization

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	244,882,636	258,823,741	270,347,562
Veridian Connections Inc.	173,057,044	213,756,000	224,118,000
London Hydro Inc.	174,378,674		191,472,329
Kitchener-Wilmot Hydro Inc.	130,416,305	133,068,380	136,588,272
Burlington Hydro Inc.	119,192,445	122,551,334	130,898,408
Waterloo North Hydro Inc.	105,244,363	113,739,171	125,163,828
Oakville Hydro Electricity	85,365,493	92,913,946	106,035,175
Cambridge and North Dumfries	84,779,399	90,948,461	96,586,887
Whitby Hydro Electric	66,049,072	70,410,934	75,019,437
Hydro Ottawa Limited	442,289,438	439,157,536	69,458,807
PowerStream Inc.	604,373,000	645,694,000	67,143,906
Entegrus Powerlines Inc.	37,264,432	52,480,237	52,241,603
Horizon Utilities Corporation	327,086,844	325,707,010	36,180,552
EnWin Utilities Ltd.	117,445,651	130,864,724	17,550,264
Count	**14**	**13**	**14**
Average	**193,701,771.1**	**206,931,959.5**	**114,200,359.3**
Median	**124,804,375**	**130,864,724**	**101,311,031**
1st & 3rd quartiles	**90,335,210 & 227,256,645**	**92,913,946 & 258,823,741**	**67,722,631 & 135,165,806**
Range (min, max)	**37,264,432 to 604,373,000**	**52,480,237 to 645,694,000**	**17,550,264 to 270,347,562**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	43,971,825	46,619,789	49,949,380
Peterborough Distribution Inc.	29,619,450	33,043,911	38,737,883
Brantford Power Inc.			31,589,256
Haldimand County Hydro Inc.	22,805,007	25,539,682	29,310,689
St. Thomas Energy Inc.	20,614,926	22,001,262	23,550,511
Halton Hills Hydro Inc.	19,112,768	21,299,714	23,381,112
Woodstock Hydro Services Inc.	17,164,840	19,268,016	20,726,584
Westario Power Inc.	16,008,409		19,116,909
Orangeville Hydro Limited	16,588,792	17,748,855	17,512,498
Lakeland Power Distribution Ltd	9,235,016	10,366,871	11,022,797
Lakefront Utilities Inc.		8,338,498	8,840,095
Grimsby Power Incorporated		13,605,417	1,139,851

S58 Accumulated Depreciation/Accumulated Amortization

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	21,680,114.8	21,783,201.5	22,906,463.8
Median	19,112,768	20,283,865	22,053,848
1st & 3rd quartiles	16,588,792 & 22,805,007	14,641,276 & 24,655,077	15,890,073 & 29,880,331
Range (min, max)	9,235,016 to 43,971,825	8,338,498 to 46,619,789	1,139,851 to 49,949,380

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2,932,349	3,236,652	3,465,672
Kenora Hydro Electric		6,780,061	-7,408,067
Count	1	2	2
Average	2,932,349.0	5,008,356.5	-1,971,197.5
Median	2,932,349	5,008,356	-1,971,198
1st & 3rd quartiles	2,932,349 & 2,932,349	4,122,504 & 5,894,208	-4,689,632 & 747,237
Range (min, max)	2,932,349 to 2,932,349	3,236,652 to 6,780,061	-7,408,067 to 3,465,672

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	121,244,924.1	116,718,568.1	66,776,435.7
Median	75,414,236	52,480,237	37,459,218
1st & 3rd quartiles	20,239,387 & 141,076,490	19,268,016 & 130,864,724	18,725,248 & 98,948,959
Range (min, max)	2,932,349 to 604,373,000	3,236,652 to 645,694,000	-7,408,067 to 270,347,562

Notes:

S261 Non Current Liabilities

Large Utilities	2010	2011	2012
PowerStream Inc.	493,083,000	495,593,000	508,485,000
Kitchener-Wilmot Hydro Inc.	94,659,033	93,748,886	91,504,490
Burlington Hydro Inc.	50,866,674	60,201,152	70,519,732
EnWin Utilities Ltd.	59,093,131	56,948,604	59,077,068
Entegrus Powerlines Inc.	36,378,179	43,650,194	44,626,176
Hydro Ottawa Limited	17,240,945	19,130,854	23,137,766
London Hydro Inc.	21,910,600		22,254,002
Veridian Connections Inc.	20,840,901	22,680,191	21,504,374
Oakville Hydro Electricity	16,771,756	17,559,746	18,763,059
Horizon Utilities Corporation	161,798,144	53,437,875	18,508,621
Cambridge and North Dumfries	14,158,735	13,533,389	16,518,429
Hydro One Brampton Networks	14,118,850	11,769,922	13,554,685
Waterloo North Hydro Inc.	6,252,330	6,526,345	7,170,527
Whitby Hydro Electric	-3,880,187	-3,800,271	-3,644,068
Count	**14**	**13**	**14**
Average	**71,663,720.8**	**68,536,914.4**	**65,141,418.6**
Median	**21,375,750**	**22,680,191**	**21,879,188**
1st & 3rd quartiles	**14,811,990 & 57,036,517**	**13,533,389 & 56,948,604**	**17,015,977 & 55,464,345**
Range (min, max)	**-3,880,187 to 493,083,000**	**-3,800,271 to 495,593,000**	**-3,644,068 to 508,485,000**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	14,958,680	15,318,660	14,870,836
St. Thomas Energy Inc.	684,860	296,960	3,460,706
Woodstock Hydro Services Inc.	353,632	-948,995	2,842,532
Brantford Power Inc.			1,675,595
Orangeville Hydro Limited	733,975	927,380	1,603,700
Grimsby Power Incorporated		452,162	1,285,247
Peterborough Distribution Inc.	747,699	993,941	996,740
Halton Hills Hydro Inc.	951,304	766,662	812,010
Westario Power Inc.	558,753		783,030
Haldimand County Hydro Inc.	333,740	438,321	489,166
Lakefront Utilities Inc.		391,411	354,113
Lakeland Power Distribution Ltd	-654,276	-738,691	-784,303

S261 Non Current Liabilities

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2,074,263.0	1,789,781.1	2,365,781.0
Median	684,860	445,242	1,140,993
1st & 3rd quartiles	353,632 & 747,699	320,573 & 887,200	709,564 & 1,967,330
Range (min, max)	-654,276 to 14,958,680	-948,995 to 15,318,660	-784,303 to 14,870,836

Small Utilities	2010	2011	2012
Kenora Hydro Electric		296,796	4,535,718
Sioux Lookout Hydro Inc.	76,321	70,062	40,924
Count	1	2	2
Average	76,321.0	183,429.0	2,288,321.0
Median	76,321	183,429	2,288,321
1st & 3rd quartiles	76,321 & 76,321	126,745 & 240,112	1,164,622 & 3,412,019
Range (min, max)	76,321 to 76,321	70,062 to 296,796	40,924 to 4,535,718

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	42,584,865.8	36,369,782.2	33,748,067.0
Median	14,138,792	6,526,345	5,853,123
1st & 3rd quartiles	653,333 & 25,527,495	391,411 & 22,680,191	950,558 & 21,691,781
Range (min, max)	-3,880,187 to 493,083,000	-3,800,271 to 495,593,000	-3,644,068 to 508,485,000

Notes:

S56 Current Liabilities

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	116,019,060	369,170,052	601,020,209
PowerStream Inc.	170,877,000	186,168,000	222,400,000
Hydro Ottawa Limited	111,306,556	118,097,016	142,364,536
Hydro One Brampton Networks	62,186,542	62,899,280	59,463,518
London Hydro Inc.	46,350,402		53,838,015
EnWin Utilities Ltd.	39,419,130	31,616,257	51,087,293
Veridian Connections Inc.	53,167,265	50,536,293	47,154,594
Waterloo North Hydro Inc.	32,866,993	33,702,410	41,564,962
Kitchener-Wilmot Hydro Inc.	28,743,350	30,001,924	31,673,207
Oakville Hydro Electricity	31,643,578	28,906,464	28,291,158
Burlington Hydro Inc.	36,446,245	29,870,154	24,349,599
Entegrus Powerlines Inc.	14,395,562	19,814,515	22,824,613
Cambridge and North Dumfries	18,788,734	19,739,713	14,487,258
Whitby Hydro Electric	12,541,464	12,245,366	13,939,714
Count	**14**	**13**	**14**
Average	**55,339,420.1**	**76,366,726.5**	**96,747,048.3**
Median	**37,932,688**	**31,616,257**	**44,359,778**
1st & 3rd quartiles	**29,468,407 & 59,931,723**	**28,906,464 & 62,899,280**	**25,334,989 & 58,057,142**
Range (min, max)	**12,541,464 to 170,877,000**	**12,245,366 to 369,170,052**	**13,939,714 to 601,020,209**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			16,077,874
Peterborough Distribution Inc.	12,396,874	12,621,965	12,540,612
Haldimand County Hydro Inc.	8,562,973	9,364,021	11,268,274
Halton Hills Hydro Inc.	11,645,937	7,996,271	10,843,281
Festival Hydro Inc.	7,214,407	8,082,644	9,652,062
Westario Power Inc.	9,895,821		7,585,940
Lakeland Power Distribution Ltd	5,679,347	7,519,172	7,426,195
Woodstock Hydro Services Inc.	6,000,037	6,387,285	6,643,351
St. Thomas Energy Inc.	5,168,751	6,045,855	4,562,141
Orangeville Hydro Limited	4,089,826	4,117,921	4,412,669
Grimsby Power Incorporated		2,848,594	3,405,598
Lakefront Utilities Inc.		2,330,179	2,849,178

S56 Current Liabilities

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	7,850,441.4	6,731,390.7	8,105,597.9
Median	7,214,407	6,953,229	7,506,067
1st & 3rd quartiles	5,679,347 & 9,895,821	4,599,905 & 8,061,051	4,524,773 & 10,949,529
Range (min, max)	4,089,826 to 12,396,874	2,330,179 to 12,621,965	2,849,178 to 16,077,874

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2,221,488	2,462,382	2,444,263
Kenora Hydro Electric		2,069,531	1,356,685
Count	1	2	2
Average	2,221,488.0	2,265,956.5	1,900,474.0
Median	2,221,488	2,265,956	1,900,474
1st & 3rd quartiles	2,221,488 & 2,221,488	2,167,744 & 2,364,169	1,628,579 & 2,172,368
Range (min, max)	2,221,488 to 2,221,488	2,069,531 to 2,462,382	1,356,685 to 2,444,263

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	35,317,805.9	42,584,530.6	51,983,100.0
Median	16,592,148	12,621,965	14,213,486
1st & 3rd quartiles	8,225,832 & 41,151,948	6,387,285 & 31,616,257	7,230,484 & 42,962,370
Range (min, max)	2,221,488 to 170,877,000	2,069,531 to 369,170,052	1,356,685 to 601,020,209

Notes:

S262 Other Liabilities

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	313,532,651	327,176,385	327,185,000
Hydro One Brampton Networks	143,861,107	163,942,476	183,946,205
Veridian Connections Inc.	82,413,800	107,044,759	116,966,529
Oakville Hydro Electricity	74,577,504	58,094,516	89,492,322
London Hydro Inc.	90,650,000		83,042,000
Waterloo North Hydro Inc.	45,092,378	66,654,447	69,293,154
EnWin Utilities Ltd.	50,452,500	52,295,610	54,348,737
Cambridge and North Dumfries	41,742,415	41,585,522	41,567,172
Whitby Hydro Electric	28,337,942	33,937,942	33,537,942
Horizon Utilities Corporation	-1,909	220,000	13,961,904
Count	**10**	**9**	**10**
Average	**87,065,838.8**	**94,550,184.1**	**101,334,096.5**
Median	**62,515,002**	**58,094,516**	**76,167,577**
1st & 3rd quartiles	**42,579,906 & 88,590,950**	**41,585,522 & 107,044,759**	**44,762,563 & 110,097,977**
Range (min, max)	**-1,909 to 313,532,651**	**220,000 to 327,176,385**	**13,961,904 to 327,185,000**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			44,734,235
Peterborough Distribution Inc.	60,648,568	48,791,753	36,095,918
Halton Hills Hydro Inc.	16,141,969	20,066,322	19,601,570
Woodstock Hydro Services Inc.	12,653,654	20,480,049	18,475,286
Westario Power Inc.	13,277,263		15,316,915
Haldimand County Hydro Inc.	8,770,604	10,947,837	13,209,144
St. Thomas Energy Inc.	10,214,426	11,214,426	11,214,426
Lakefront Utilities Inc.		10,491,591	10,508,419
Orangeville Hydro Limited	7,976,118	7,787,872	9,191,132
Festival Hydro Inc.	2,286,624	2,149,876	8,817,200
Grimsby Power Incorporated		7,263,435	8,520,618
Lakeland Power Distribution Ltd	3,487,500	3,487,500	3,487,500
Count	**9**	**10**	**12**
Average	**15,050,747.3**	**14,268,066.1**	**16,597,696.9**
Median	**10,214,426**	**10,719,714**	**12,211,785**
1st & 3rd quartiles	**7,976,118 & 13,277,263**	**7,394,544 & 17,853,348**	**9,097,649 & 18,756,857**
Range (min, max)	**2,286,624 to 60,648,568**	**2,149,876 to 48,791,753**	**3,487,500 to 44,734,235**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2,647,680	2,407,488	2,153,737

S262 Other Liabilities

Small Utilities	2010	2011	2012
Kenora Hydro Electric			334,470
Count	1	1	2
Average	2,647,680.0	2,407,488.0	1,244,103.5
Median	2,647,680	2,407,488	1,244,104
1st & 3rd quartiles	2,647,680 & 2,647,680	2,407,488 & 2,407,488	789,287 & 1,698,920
Range (min, max)	2,647,680 to 2,647,680	2,407,488 to 2,407,488	334,470 to 2,153,737
Totals over Large, Medium and Small Utility Classes			
Count	20	20	24
Average	50,438,139.7	49,801,990.3	50,625,064.0
Median	22,239,956	20,273,186	19,038,428
1st & 3rd quartiles	8,571,982 & 64,130,802	7,656,762 & 53,745,336	10,179,097 & 58,084,841
Range (min, max)	-1,909 to 313,532,651	220,000 to 327,176,385	334,470 to 327,185,000

Notes:

S53 Total Equity

Large Utilities	2010	2011	2012
PowerStream Inc.	286,617,000	305,403,000	316,868,000
Hydro Ottawa Limited	255,258,715	247,590,127	258,253,504
Horizon Utilities Corporation	178,476,768	184,265,694	206,756,308
London Hydro Inc.	119,212,722		129,460,057
Hydro One Brampton Networks	110,592,432	117,399,881	118,112,770
Kitchener-Wilmot Hydro Inc.	101,326,013	109,874,046	115,406,733
EnWin Utilities Ltd.	84,791,870	90,662,639	98,890,000
Veridian Connections Inc.	73,034,912	75,321,372	78,453,496
Waterloo North Hydro Inc.	67,599,343	74,602,561	78,257,109
Oakville Hydro Electricity	39,720,662	66,675,969	71,099,708
Cambridge and North Dumfries	63,624,358	65,776,468	70,256,988
Burlington Hydro Inc.	59,265,953	61,933,283	66,593,666
Whitby Hydro Electric	43,578,679	44,991,815	45,933,543
Entegrus Powerlines Inc.	23,848,331	31,403,967	28,942,523
Count	**14**	**13**	**14**
Average	**107,639,125.6**	**113,530,832.5**	**120,234,600.4**
Median	**78,913,391**	**75,321,372**	**88,671,748**
1st & 3rd quartiles	**60,355,554 & 117,057,650**	**65,776,468 & 117,399,881**	**70,467,668 & 126,623,235**
Range (min, max)	**23,848,331 to 286,617,000**	**31,403,967 to 305,403,000**	**28,942,523 to 316,868,000**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			35,141,625
Haldimand County Hydro Inc.	32,637,493	34,299,428	34,469,682
Peterborough Distribution Inc.	28,283,064	28,472,487	28,730,538
Westario Power Inc.	24,991,472		26,167,080
Halton Hills Hydro Inc.	22,142,226	23,175,307	24,588,674
Festival Hydro Inc.	18,896,850	19,627,557	23,173,468
Lakeland Power Distribution Ltd	11,867,718	12,554,187	13,550,216
St. Thomas Energy Inc.	12,341,211	12,256,000	12,091,384
Woodstock Hydro Services Inc.	14,386,534	10,691,176	11,902,057
Orangeville Hydro Limited	9,280,496	9,551,712	10,432,704
Lakefront Utilities Inc.		7,915,359	8,862,500
Grimsby Power Incorporated		6,381,881	6,961,934

S53 Total Equity

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	19,425,229.3	16,492,509.4	19,672,655.2
Median	18,896,850	12,405,093	18,361,842
1st & 3rd quartiles	12,341,211 & 24,991,472	9,836,578 & 22,288,370	11,534,719 & 26,807,944
Range (min, max)	9,280,496 to 32,637,493	6,381,881 to 34,299,428	6,961,934 to 35,141,625

Small Utilities	2010	2011	2012
Kenora Hydro Electric		5,291,748	5,608,161
Sioux Lookout Hydro Inc.	2,961,821	3,019,989	3,056,502
Count	1	2	2
Average	2,961,821.0	4,155,868.5	4,332,331.5
Median	2,961,821	4,155,868	4,332,332
1st & 3rd quartiles	2,961,821 & 2,961,821	3,587,929 & 4,723,808	3,694,417 & 4,970,246
Range (min, max)	2,961,821 to 2,961,821	3,019,989 to 5,291,748	3,056,502 to 5,608,161

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	70,197,360.1	65,965,506.1	68,857,890.4
Median	41,649,670	34,299,428	34,805,654
1st & 3rd quartiles	21,330,882 & 88,925,406	12,256,000 & 75,321,372	13,185,508 & 83,562,622
Range (min, max)	2,961,821 to 286,617,000	3,019,989 to 305,403,000	3,056,502 to 316,868,000

Notes:

Large Utilities	2010	2011	2012
PowerStream Inc.	950,577,000	987,164,000	1,047,753,000
Horizon Utilities Corporation	456,292,062	607,093,621	840,247,043
Hydro Ottawa Limited	697,338,867	711,994,382	750,940,806
Hydro One Brampton Networks	330,758,931	356,011,559	375,077,178
London Hydro Inc.	278,123,724		288,594,074
Veridian Connections Inc.	229,456,878	255,582,615	264,078,993
EnWin Utilities Ltd.	233,756,631	231,523,109	263,403,098
Kitchener-Wilmot Hydro Inc.	224,728,396	233,624,856	238,584,429
Oakville Hydro Electricity	162,713,500	171,236,695	207,646,247
Waterloo North Hydro Inc.	151,811,044	181,485,763	196,285,752
Burlington Hydro Inc.	146,578,872	152,004,589	161,462,997
Cambridge and North Dumfries	138,314,242	140,635,092	142,829,847
Entegrus Powerlines Inc.	74,622,072	94,868,675	96,393,312
Whitby Hydro Electric	80,577,898	87,374,852	89,767,131
Count	**14**	**13**	**14**
Average	**296,832,151.2**	**323,892,292.9**	**354,504,564.8**
Median	**227,092,637**	**231,523,109**	**250,993,763**
1st & 3rd quartiles	**147,886,915 & 317,600,129**	**152,004,589 & 356,011,559**	**170,168,686 & 353,456,402**
Range (min, max)	**74,622,072 to 950,577,000**	**87,374,852 to 987,164,000**	**89,767,131 to 1,047,753,000**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			97,629,330
Peterborough Distribution Inc.	102,076,205	90,880,146	78,363,808
Haldimand County Hydro Inc.	50,304,810	55,049,607	59,436,266
Festival Hydro Inc.	43,356,562	45,178,737	56,513,566
Halton Hills Hydro Inc.	50,881,436	52,004,562	55,845,535
Westario Power Inc.	48,723,308		49,852,964
Woodstock Hydro Services Inc.	33,393,857	36,609,515	39,863,227
St. Thomas Energy Inc.	28,409,247	29,813,240	31,328,656
Orangeville Hydro Limited	22,080,415	22,384,884	25,640,205
Lakeland Power Distribution Ltd	20,380,289	22,822,168	23,679,608
Lakefront Utilities Inc.		21,128,540	22,574,209
Grimsby Power Incorporated		16,946,072	20,173,396

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	44,400,681.0	39,281,747.1	46,741,730.8
Median	43,356,562	33,211,378	44,858,096
1st & 3rd quartiles	28,409,247 & 50,304,810	22,494,205 & 50,298,106	25,150,055 & 57,244,241
Range (min, max)	20,380,289 to 102,076,205	16,946,072 to 90,880,146	20,173,396 to 97,629,330

Small Utilities	2010	2011	2012
Kenora Hydro Electric		7,658,075	11,835,034
Sioux Lookout Hydro Inc.	7,907,310	7,959,921	7,695,426
Count	1	2	2
Average	7,907,310.0	7,808,998.0	9,765,230.0
Median	7,907,310	7,808,998	9,765,230
1st & 3rd quartiles	7,907,310 & 7,907,310	7,733,536 & 7,884,459	8,730,328 & 10,800,132
Range (min, max)	7,907,310 to 7,907,310	7,658,075 to 7,959,921	7,695,426 to 11,835,034

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	190,131,814.8	184,761,411.0	197,981,969.2
Median	120,195,224	90,880,146	93,080,221
1st & 3rd quartiles	47,381,622 & 230,531,816	29,813,240 & 231,523,109	37,729,584 & 244,789,096
Range (min, max)	7,907,310 to 950,577,000	7,658,075 to 987,164,000	7,695,426 to 1,047,753,000

Notes:

S39 Total Residential Distribution Revenue

Large Utilities	2010	2011	2012
PowerStream Inc.	79,661,790	81,026,110	83,342,879
Hydro Ottawa Limited	81,462,521	80,374,707	83,112,475
Horizon Utilities Corporation	56,999,672	57,709,410	65,838,468
London Hydro Inc.	36,494,211		38,989,771
Veridian Connections Inc.	29,469,856	29,855,043	34,724,236
Hydro One Brampton Networks	33,914,841	32,468,379	32,872,600
Kitchener-Wilmot Hydro Inc.	19,102,331	20,577,428	24,845,556
EnWin Utilities Ltd.	22,978,356	22,810,643	23,790,620
Burlington Hydro Inc.	17,690,678	17,952,168	22,105,229
Oakville Hydro Electricity	17,594,797	18,241,865	18,998,962
Waterloo North Hydro Inc.	13,612,900	15,023,363	16,102,283
Whitby Hydro Electric	12,252,235	12,723,081	12,960,352
Cambridge and North Dumfries	11,323,433	11,562,319	11,751,085
Entegrus Powerlines Inc.	7,941,291	10,349,225	10,379,429
Count	**14**	**13**	**14**
Average	**31,464,208.0**	**31,590,287.8**	**34,272,424.6**
Median	**21,040,343**	**20,577,428**	**24,318,088**
1st & 3rd quartiles	**14,608,374 & 35,849,369**	**15,023,363 & 32,468,379**	**16,826,453 & 37,923,387**
Range (min, max)	**7,941,291 to 81,462,521**	**10,349,225 to 81,026,110**	**10,379,429 to 83,342,879**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	8,514,378	8,607,062	9,896,943
Peterborough Distribution Inc.	7,842,079	7,759,949	9,736,417
Brantford Power Inc.			8,693,461
Halton Hills Hydro Inc.	5,445,033	5,557,690	6,765,030
Festival Hydro Inc.	5,325,821	5,514,546	6,574,279
Westario Power Inc.	5,351,731		5,376,189
Lakefront Utilities Inc.		5,238,303	5,133,157
Woodstock Hydro Services Inc.	3,959,449	4,768,148	4,827,354
Orangeville Hydro Limited	3,120,339	3,125,258	4,058,109
St. Thomas Energy Inc.	3,820,683	3,865,041	3,839,008
Lakeland Power Distribution Ltd	2,500,355	2,509,429	3,271,658
Grimsby Power Incorporated		2,532,884	3,209,526

S39 Total Residential Distribution Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	5,097,763.1	4,947,831.0	5,948,427.6
Median	5,325,821	5,003,226	5,254,673
1st & 3rd quartiles	3,820,683 & 5,445,033	3,310,204 & 5,546,904	4,003,334 & 7,247,138
Range (min, max)	2,500,355 to 8,514,378	2,509,429 to 8,607,062	3,209,526 to 9,896,943

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1,381,884	1,680,698
Sioux Lookout Hydro Inc.	987,511	1,010,129	1,245,709
Count	1	2	2
Average	987,511.0	1,196,006.5	1,463,203.5
Median	987,511	1,196,007	1,463,203
1st & 3rd quartiles	987,511 & 987,511	1,103,068 & 1,288,945	1,354,456 & 1,571,951
Range (min, max)	987,511 to 987,511	1,010,129 to 1,381,884	1,245,709 to 1,680,698

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	20,306,928.8	18,501,762.6	19,790,053.0
Median	11,787,834	10,349,225	10,138,186
1st & 3rd quartiles	5,345,253 & 24,601,231	4,768,148 & 20,577,428	5,056,706 & 24,054,354
Range (min, max)	987,511 to 81,462,521	1,010,129 to 81,026,110	1,245,709 to 83,342,879

Notes:

S41 Total General Service Distribution Revenue

Large Utilities	2010	2011	2012
PowerStream Inc.	66,075,501	69,065,163	69,824,192
Hydro Ottawa Limited	58,939,775	59,507,149	67,536,380
Horizon Utilities Corporation	23,478,549	29,574,145	32,644,244
Hydro One Brampton Networks	23,955,383	23,128,609	22,599,222
London Hydro Inc.	19,822,321		20,116,857
EnWin Utilities Ltd.	18,539,260	18,337,131	18,731,424
Veridian Connections Inc.	15,227,419	15,592,800	17,068,519
Kitchener-Wilmot Hydro Inc.	15,724,162	16,911,948	17,054,859
Waterloo North Hydro Inc.	11,039,373	12,595,962	13,557,708
Oakville Hydro Electricity	11,716,421	12,923,670	13,287,316
Burlington Hydro Inc.	10,842,888	11,338,109	12,429,784
Cambridge and North Dumfries	10,115,273	10,461,182	10,202,673
Entegrus Powerlines Inc.	5,734,159	6,882,339	6,953,975
Whitby Hydro Electric	5,624,624	6,443,126	6,500,599
Count	**14**	**13**	**14**
Average	**21,202,507.7**	**22,520,102.5**	**23,464,839.4**
Median	**15,475,791**	**15,592,800**	**17,061,689**
1st & 3rd quartiles	**10,892,009 & 22,564,492**	**11,338,109 & 23,128,609**	**12,644,167 & 21,978,631**
Range (min, max)	**5,624,624 to 66,075,501**	**6,443,126 to 69,065,163**	**6,500,599 to 69,824,192**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			6,467,416
Peterborough Distribution Inc.	5,491,147	5,481,725	5,968,253
Festival Hydro Inc.	3,728,031	3,926,647	4,222,155
Haldimand County Hydro Inc.	4,295,801	3,874,250	4,020,971
Halton Hills Hydro Inc.	3,363,797	3,377,149	3,306,021
Westario Power Inc.	2,937,800		3,127,203
Woodstock Hydro Services Inc.	2,370,821	2,597,247	2,745,723
Lakefront Utilities Inc.		2,834,229	2,733,138
Lakeland Power Distribution Ltd	1,865,041	1,849,016	2,216,598
St. Thomas Energy Inc.	1,952,192	2,039,735	1,957,561
Orangeville Hydro Limited	1,542,654	1,650,022	1,886,152
Grimsby Power Incorporated		845,907	953,129

S41 Total General Service Distribution Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3,060,809.3	2,847,592.7	3,300,360.0
Median	2,937,800	2,715,738	2,936,463
1st & 3rd quartiles	1,952,192 & 3,728,031	1,896,696 & 3,749,975	2,151,839 & 4,071,267
Range (min, max)	1,542,654 to 5,491,147	845,907 to 5,481,725	953,129 to 6,467,416

Small Utilities	2010	2011	2012
Kenora Hydro Electric		911,837	1,044,531
Sioux Lookout Hydro Inc.	645,373	634,688	663,423
Count	1	2	2
Average	645,373.0	773,262.5	853,977.0
Median	645,373	773,263	853,977
1st & 3rd quartiles	645,373 & 645,373	703,976 & 842,550	758,700 & 949,254
Range (min, max)	645,373 to 645,373	634,688 to 911,837	663,423 to 1,044,531

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	13,542,823.5	12,911,351.4	13,207,858.1
Median	7,924,716	6,443,126	6,484,008
1st & 3rd quartiles	3,257,298 & 16,427,937	2,597,247 & 15,592,800	2,742,577 & 17,058,274
Range (min, max)	645,373 to 66,075,501	634,688 to 69,065,163	663,423 to 69,824,192

Notes:

A subset of this category will be created to identify unmetered scattered load.

S43 Total Large User Distribution Revenue

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	3,293,001	5,488,603	6,469,588
EnWin Utilities Ltd.	5,112,462	4,754,313	4,705,432
Hydro Ottawa Limited	4,328,424	4,028,330	4,536,970
Hydro One Brampton Networks	1,926,553	1,886,845	1,858,923
London Hydro Inc.	1,537,205		1,601,542
Cambridge and North Dumfries	805,814	1,074,592	1,310,364
Veridian Connections Inc.	867,295	788,215	759,582
Waterloo North Hydro Inc.	410,376	551,497	604,835
Kitchener-Wilmot Hydro Inc.	302,802	365,510	446,369
PowerStream Inc.	109,469	109,527	111,179
Entegrus Powerlines Inc.	196,191	9,335	7,231
Count	**11**	**10**	**11**
Average	**1,717,235.6**	**1,905,676.7**	**2,037,455.9**
Median	**867,295**	**931,403**	**1,310,364**
1st & 3rd quartiles	**356,589 & 2,609,777**	**412,007 & 3,492,958**	**525,602 & 3,197,946**
Range (min, max)	**109,469 to 5,112,462**	**9,335 to 5,488,603**	**7,231 to 6,469,588**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		1,116,743	1,179,843
Peterborough Distribution Inc.	216,817	234,810	237,978
Festival Hydro Inc.	273,877	168,184	136,174
Grimsby Power Incorporated			0
St. Thomas Energy Inc.			0
Count	**2**	**3**	**5**
Average	**245,347.0**	**506,579.0**	**310,799.0**
Median	**245,347**	**234,810**	**136,174**
1st & 3rd quartiles	**231,082 & 259,612**	**201,497 & 675,777**	**0 & 237,978**
Range (min, max)	**216,817 to 273,877**	**168,184 to 1,116,743**	**0 to 1,179,843**

S43 Total Large User Distribution Revenue

Totals over Large, Medium and Small Utility Classes			
Count	13	13	16
Average	1,490,791.2	1,582,808.0	1,497,875.6
Median	805,814	788,215	682,208
1st & 3rd quartiles	273,877 & 1,926,553	234,810 & 1,886,845	129,925 & 1,665,887
Range (min, max)	109,469 to 5,112,462	9,335 to 5,488,603	0 to 6,469,588

Notes:

S46 Total Distribution Revenue

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	143,433,789	144,649,636	155,985,003
PowerStream Inc.	147,744,083	152,400,103	155,558,140
Horizon Utilities Corporation	85,596,704	94,811,135	107,127,773
London Hydro Inc.	58,748,211		61,779,807
Hydro One Brampton Networks	59,984,627	57,982,269	58,560,775
Veridian Connections Inc.	46,031,606	46,742,273	53,077,617
EnWin Utilities Ltd.	47,952,836	47,421,407	48,918,086
Kitchener-Wilmot Hydro Inc.	35,568,416	38,321,592	42,801,778
Burlington Hydro Inc.	28,636,084	29,486,412	34,760,699
Oakville Hydro Electricity	29,806,975	32,085,187	33,510,648
Waterloo North Hydro Inc.	25,259,076	28,387,339	30,501,385
Cambridge and North Dumfries	22,519,964	23,654,877	23,919,549
Whitby Hydro Electric	18,116,204	19,487,633	19,822,023
Entegrus Powerlines Inc.	14,068,673	17,486,048	17,609,902
Count	**14**	**13**	**14**
Average	**54,533,374.9**	**56,378,147.0**	**60,280,941.8**
Median	**40,800,011**	**38,321,592**	**45,859,932**
1st & 3rd quartiles	**26,103,328 & 59,675,523**	**28,387,339 & 57,982,269**	**31,253,701 & 60,975,049**
Range (min, max)	**14,068,673 to 147,744,083**	**17,486,048 to 152,400,103**	**17,609,902 to 155,985,003**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	14,054,634	14,047,919	16,515,844
Brantford Power Inc.			15,330,102
Haldimand County Hydro Inc.	13,024,495	12,875,588	14,343,230
Festival Hydro Inc.	9,413,464	9,723,954	11,069,109
Halton Hills Hydro Inc.	9,065,719	9,284,846	10,434,637
Lakefront Utilities Inc.		9,267,394	9,133,159
Westario Power Inc.	8,595,719		8,852,587
Woodstock Hydro Services Inc.	6,400,712	7,498,445	7,768,281
Orangeville Hydro Limited	4,700,594	4,831,020	6,036,703
St. Thomas Energy Inc.	5,778,607	5,961,958	5,927,855
Lakeland Power Distribution Ltd	4,540,343	4,553,877	5,695,479
Grimsby Power Incorporated		3,413,178	4,231,139

S46 Total Distribution Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	8,397,143.0	8,145,817.9	9,611,510.4
Median	8,595,719	8,382,919	8,992,873
1st & 3rd quartiles	5,778,607 & 9,413,464	5,113,754 & 9,614,177	6,009,491 & 11,887,639
Range (min, max)	4,540,343 to 14,054,634	3,413,178 to 14,047,919	4,231,139 to 16,515,844

Small Utilities	2010	2011	2012
Kenora Hydro Electric		2,330,362	2,780,442
Sioux Lookout Hydro Inc.	1,722,868	1,744,530	2,008,648
Count	1	2	2
Average	1,722,868.0	2,037,446.0	2,394,545.0
Median	1,722,868	2,037,446	2,394,545
1st & 3rd quartiles	1,722,868 & 1,722,868	1,890,988 & 2,183,904	2,201,596 & 2,587,493
Range (min, max)	1,722,868 to 1,722,868	1,744,530 to 2,330,362	2,008,648 to 2,780,442

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	35,031,850.1	32,737,959.3	34,430,728.6
Median	20,318,084	17,486,048	17,062,873
1st & 3rd quartiles	8,948,219 & 46,511,913	7,498,445 & 38,321,592	8,581,510 & 44,330,855
Range (min, max)	1,722,868 to 147,744,083	1,744,530 to 152,400,103	2,008,648 to 155,985,003

Notes:

S266 Total Other Operating & Financial Revenue

Large Utilities	2010	2011	2012
PowerStream Inc.	9,229,000	10,052,000	6,990,000
Hydro Ottawa Limited	10,411,488	8,283,515	6,987,854
London Hydro Inc.	3,768,551		4,092,048
Veridian Connections Inc.	4,352,195	3,823,532	4,037,296
Hydro One Brampton Networks	5,308,382	2,801,049	3,990,525
Horizon Utilities Corporation	5,462,954	4,632,906	2,775,925
Cambridge and North Dumfries	1,678,971	1,568,275	2,397,430
Burlington Hydro Inc.	2,176,729	2,124,527	2,383,972
Oakville Hydro Electricity	3,185,872	2,349,916	2,254,386
Entegrus Powerlines Inc.	1,654,095	1,624,057	1,504,743
Waterloo North Hydro Inc.	1,734,176	1,312,552	1,303,533
Whitby Hydro Electric	1,233,685	1,052,080	962,627
Kitchener-Wilmot Hydro Inc.	2,043,580	1,886,762	-493,867
EnWin Utilities Ltd.	4,737,676	4,210,711	-1,141,354
Count	**14**	**13**	**14**
Average	**4,069,811.0**	**3,517,067.8**	**2,717,508.4**
Median	**3,477,211**	**2,349,916**	**2,390,701**
1st & 3rd quartiles	**1,811,527 & 5,165,706**	**1,624,057 & 4,210,711**	**1,353,835 & 4,025,603**
Range (min, max)	**1,233,685 to 10,411,488**	**1,052,080 to 10,052,000**	**-1,141,354 to 6,990,000**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,283,685	1,279,958	1,218,856
Halton Hills Hydro Inc.	1,297,828	1,285,159	1,186,589
Peterborough Distribution Inc.	1,773,119	1,407,634	1,155,490
Westario Power Inc.	764,215		1,118,569
Brantford Power Inc.			979,300
Grimsby Power Incorporated		348,561	946,328
Festival Hydro Inc.	779,739	801,545	909,490
Woodstock Hydro Services Inc.	574,832	722,025	817,873
St. Thomas Energy Inc.	738,340	1,063,277	712,895
Lakefront Utilities Inc.		301,521	388,339
Lakeland Power Distribution Ltd	425,795	398,918	359,895
Orangeville Hydro Limited	443,505	503,104	337,357

S266 Total Other Operating & Financial Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	897,895.3	811,170.2	844,248.4
Median	764,215	761,785	927,909
1st & 3rd quartiles	574,832 & 1,283,685	424,964 & 1,225,788	631,756 & 1,127,799
Range (min, max)	425,795 to 1,773,119	301,521 to 1,407,634	337,357 to 1,218,856

Small Utilities	2010	2011	2012
Kenora Hydro Electric		525,698	310,715
Sioux Lookout Hydro Inc.	130,979	135,974	94,813
Count	1	2	2
Average	130,979.0	330,836.0	202,764.0
Median	130,979	330,836	202,764
1st & 3rd quartiles	130,979 & 130,979	233,405 & 428,267	148,789 & 256,740
Range (min, max)	130,979 to 130,979	135,974 to 525,698	94,813 to 310,715

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	2,716,224.6	2,179,810.2	1,735,058.1
Median	1,706,573	1,312,552	1,137,030
1st & 3rd quartiles	775,858 & 3,914,462	722,025 & 2,349,916	631,756 & 2,387,337
Range (min, max)	130,979 to 10,411,488	135,974 to 10,052,000	-1,141,354 to 6,990,000

Notes:

S44 Total Electricity Service Revenue

Large Utilities	2010	2011	2012
PowerStream Inc.	839,062,496	903,857,442	955,040,140
Hydro Ottawa Limited	763,333,836	808,675,924	865,920,035
Horizon Utilities Corporation	499,055,093	516,651,051	559,322,717
Hydro One Brampton Networks	378,213,985	401,484,368	419,185,754
London Hydro Inc.	337,366,593		378,456,744
Veridian Connections Inc.	254,779,705	285,073,004	298,426,418
EnWin Utilities Ltd.	238,792,342	238,573,749	262,451,675
Kitchener-Wilmot Hydro Inc.	192,508,896	201,406,482	213,083,626
Burlington Hydro Inc.	169,614,691	180,615,632	194,402,273
Cambridge and North Dumfries	144,093,739	155,222,857	190,415,200
Oakville Hydro Electricity	160,191,189	170,214,621	182,644,059
Waterloo North Hydro Inc.	141,013,553	153,895,320	164,382,786
Entegrus Powerlines Inc.	76,013,183	101,271,276	106,258,273
Whitby Hydro Electric	78,868,809	80,807,587	79,359,714
Count	**14**	**13**	**14**
Average	**305,207,722.1**	**322,903,793.3**	**347,810,672.4**
Median	**215,650,619**	**201,406,482**	**237,767,651**
1st & 3rd quartiles	**148,118,102 & 368,002,137**	**155,222,857 & 401,484,368**	**184,586,844 & 409,003,501**
Range (min, max)	**76,013,183 to 839,062,496**	**80,807,587 to 903,857,442**	**79,359,714 to 955,040,140**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			106,154,407
Peterborough Distribution Inc.	78,330,137	82,983,810	86,913,765
Festival Hydro Inc.	56,923,990	62,359,055	66,736,103
Halton Hills Hydro Inc.	50,507,917	55,012,355	56,181,635
Haldimand County Hydro Inc.	50,463,956	53,256,429	54,238,770
Westario Power Inc.	45,223,888		48,939,724
Woodstock Hydro Services Inc.	30,505,250	31,459,999	44,549,089
St. Thomas Energy Inc.	30,702,339	32,580,009	36,159,237
Lakefront Utilities Inc.		32,058,121	32,618,856
Orangeville Hydro Limited	25,366,380	26,716,566	28,943,128
Lakeland Power Distribution Ltd	21,710,795	23,154,715	25,875,251
Grimsby Power Incorporated		19,039,122	20,926,464

S44 Total Electricity Service Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	43,303,850.2	41,862,018.1	50,686,369.1
Median	45,223,888	32,319,065	46,744,407
1st & 3rd quartiles	30,505,250 & 50,507,917	27,902,424 & 54,573,374	31,699,924 & 58,820,252
Range (min, max)	21,710,795 to 78,330,137	19,039,122 to 82,983,810	20,926,464 to 106,154,407

Small Utilities	2010	2011	2012
Kenora Hydro Electric		11,385,981	12,335,564
Sioux Lookout Hydro Inc.	6,945,193	7,902,292	8,210,104
Count	1	2	2
Average	6,945,193.0	9,644,136.5	10,272,834.0
Median	6,945,193	9,644,136	10,272,834
1st & 3rd quartiles	6,945,193 & 6,945,193	8,773,214 & 10,515,059	9,241,469 & 11,304,199
Range (min, max)	6,945,193 to 6,945,193	7,902,292 to 11,385,981	8,210,104 to 12,335,564

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	194,566,164.8	185,426,310.7	196,361,839.7
Median	109,941,181	82,983,810	96,534,086
1st & 3rd quartiles	49,153,939 & 242,789,183	32,058,121 & 201,406,482	42,451,626 & 225,425,638
Range (min, max)	6,945,193 to 839,062,496	7,902,292 to 903,857,442	8,210,104 to 955,040,140

Notes:

S265 Revenue From Sale of Power

Large Utilities	2010	2011	2012
PowerStream Inc.	691,318,413	751,457,339	799,482,000
Hydro Ottawa Limited	619,900,047	664,026,288	709,935,032
Horizon Utilities Corporation	413,458,388	421,839,916	452,194,944
Hydro One Brampton Networks	318,229,358	343,502,099	360,624,978
London Hydro Inc.	278,618,382		316,676,937
Veridian Connections Inc.	208,748,099	238,330,731	245,348,801
EnWin Utilities Ltd.	190,839,506	191,152,342	213,533,589
Kitchener-Wilmot Hydro Inc.	156,940,481	163,084,890	170,281,848
Cambridge and North Dumfries	121,573,775	131,567,980	166,495,651
Burlington Hydro Inc.	140,978,607	151,129,220	159,641,574
Oakville Hydro Electricity	130,384,214	138,129,434	149,133,411
Waterloo North Hydro Inc.	115,754,477	125,507,981	133,881,401
Entegrus Powerlines Inc.	61,944,510	83,785,228	88,648,371
Whitby Hydro Electric	60,752,605	61,319,954	59,537,691
Count	**14**	**13**	**14**
Average	**250,674,347.3**	**266,525,646.3**	**287,529,730.6**
Median	**173,889,993**	**163,084,890**	**191,907,719**
1st & 3rd quartiles	**123,776,385 & 308,326,614**	**131,567,980 & 343,502,099**	**151,760,452 & 349,637,968**
Range (min, max)	**60,752,605 to 691,318,413**	**61,319,954 to 751,457,339**	**59,537,691 to 799,482,000**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			90,824,305
Peterborough Distribution Inc.	64,275,503	68,935,891	70,397,921
Festival Hydro Inc.	47,510,526	52,635,101	55,666,994
Halton Hills Hydro Inc.	41,442,198	45,727,509	45,746,998
Westario Power Inc.	36,628,169		40,087,137
Haldimand County Hydro Inc.	37,439,461	40,380,841	39,895,540
Woodstock Hydro Services Inc.	24,104,539	33,256,193	36,780,808
St. Thomas Energy Inc.	24,923,732	26,618,052	30,231,382
Lakefront Utilities Inc.		22,790,727	23,485,697
Orangeville Hydro Limited	20,665,786	21,885,546	22,906,425
Lakeland Power Distribution Ltd	17,170,452	18,600,838	20,179,772
Grimsby Power Incorporated		15,625,944	16,695,325

S265 Revenue From Sale of Power

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	34,906,707.3	34,645,664.2	41,074,858.7
Median	36,628,169	29,937,122	38,338,174
1st & 3rd quartiles	24,104,539 & 41,442,198	22,111,841 & 44,390,842	23,340,879 & 48,226,997
Range (min, max)	17,170,452 to 64,275,503	15,625,944 to 68,935,891	16,695,325 to 90,824,305

Small Utilities	2010	2011	2012
Kenora Hydro Electric		9,055,619	9,555,122
Sioux Lookout Hydro Inc.	5,222,325	6,157,762	6,201,456
Count	1	2	2
Average	5,222,325.0	7,606,690.5	7,878,289.0
Median	5,222,325	7,606,691	7,878,289
1st & 3rd quartiles	5,222,325 & 5,222,325	6,882,226 & 8,331,155	7,039,872 & 8,716,705
Range (min, max)	5,222,325 to 5,222,325	6,157,762 to 9,055,619	6,201,456 to 9,555,122

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	159,534,314.7	153,060,137.0	161,931,111.1
Median	90,014,990	68,935,891	79,523,146
1st & 3rd quartiles	37,236,638 & 195,316,654	26,618,052 & 163,084,890	35,143,452 & 181,094,783
Range (min, max)	5,222,325 to 691,318,413	6,157,762 to 751,457,339	6,201,456 to 799,482,000

Notes:

S45 Total Revenue Including Sale of Power

Large Utilities	2010	2011	2012
PowerStream Inc.	855,046,823	913,909,442	962,030,140
Hydro Ottawa Limited	773,745,324	816,959,439	872,907,889
Horizon Utilities Corporation	504,518,047	521,283,957	562,098,641
Hydro One Brampton Networks	383,522,368	404,285,418	423,176,279
London Hydro Inc.	341,135,143		382,548,792
Veridian Connections Inc.	259,131,898	288,896,536	302,463,714
EnWin Utilities Ltd.	243,530,018	242,784,460	261,310,321
Kitchener-Wilmot Hydro Inc.	194,552,477	203,293,244	212,589,760
Burlington Hydro Inc.	171,791,420	182,740,159	196,786,245
Cambridge and North Dumfries	145,772,710	156,791,132	192,812,630
Oakville Hydro Electricity	163,377,061	172,564,537	184,898,445
Waterloo North Hydro Inc.	142,747,729	155,207,872	165,686,319
Entegrus Powerlines Inc.	77,667,278	102,895,334	107,763,015
Whitby Hydro Electric	80,102,494	81,859,667	80,322,340
Count	**14**	**13**	**14**
Average	**309,760,056.4**	**326,420,861.3**	**350,528,180.7**
Median	**219,041,247**	**203,293,244**	**236,950,040**
1st & 3rd quartiles	**150,173,798 & 372,925,562**	**156,791,132 & 404,285,418**	**186,876,991 & 413,019,407**
Range (min, max)	**77,667,278 to 855,046,823**	**81,859,667 to 913,909,442**	**80,322,340 to 962,030,140**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			107,133,707
Peterborough Distribution Inc.	80,103,256	84,391,444	88,069,255
Festival Hydro Inc.	57,703,729	63,160,600	67,645,593
Halton Hills Hydro Inc.	51,805,745	56,297,514	57,368,224
Haldimand County Hydro Inc.	51,747,641	54,536,387	55,457,626
Westario Power Inc.	45,988,103		50,058,293
Woodstock Hydro Services Inc.	31,080,082	32,182,024	45,366,963
St. Thomas Energy Inc.	31,440,679	33,643,286	36,872,132
Lakefront Utilities Inc.		32,359,641	33,007,195
Orangeville Hydro Limited	25,809,885	27,219,670	29,280,485
Lakeland Power Distribution Ltd	22,136,590	23,553,633	26,235,146
Grimsby Power Incorporated		19,387,683	21,872,792

S45 Total Revenue Including Sale of Power

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	44,201,745.6	42,673,188.2	51,530,617.6
Median	45,988,103	33,001,464	47,712,628
1st & 3rd quartiles	31,080,082 & 51,805,745	28,460,259 & 55,857,232	32,075,518 & 59,937,566
Range (min, max)	22,136,590 to 80,103,256	19,387,683 to 84,391,444	21,872,792 to 107,133,707

Small Utilities	2010	2011	2012
Kenora Hydro Electric		11,911,679	12,646,279
Sioux Lookout Hydro Inc.	7,076,172	8,038,266	8,304,917
Count	1	2	2
Average	7,076,172.0	9,974,972.5	10,475,598.0
Median	7,076,172	9,974,972	10,475,598
1st & 3rd quartiles	7,076,172 & 7,076,172	9,006,619 & 10,943,326	9,390,257 & 11,560,938
Range (min, max)	7,076,172 to 7,076,172	8,038,266 to 11,911,679	8,304,917 to 12,646,279

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	197,563,861.3	187,606,121.0	198,096,897.8
Median	111,425,493	84,391,444	97,601,481
1st & 3rd quartiles	50,307,756 & 247,430,488	32,359,641 & 203,293,244	43,243,255 & 224,769,900
Range (min, max)	7,076,172 to 855,046,823	8,038,266 to 913,909,442	8,304,917 to 962,030,140

Notes:

S67 Total Operations and Maintenance Expenses

Large Utilities	2010	2011	2012
PowerStream Inc.	20,927,189	24,003,155	30,759,893
Horizon Utilities Corporation	18,419,759	19,653,775	27,754,776
Hydro Ottawa Limited	17,634,448	19,046,301	24,877,265
London Hydro Inc.	13,383,752		14,677,478
Kitchener-Wilmot Hydro Inc.	6,894,330	8,114,854	10,048,061
Veridian Connections Inc.	6,589,359	7,081,324	8,485,708
Hydro One Brampton Networks	6,937,234	8,160,588	7,624,993
Burlington Hydro Inc.	6,323,043	7,187,609	7,536,405
Oakville Hydro Electricity	6,432,982	6,936,269	7,308,315
Waterloo North Hydro Inc.	5,022,148	4,855,570	5,724,139
Cambridge and North Dumfries	3,448,483	3,768,975	5,428,204
Whitby Hydro Electric	3,625,194	3,640,024	4,047,707
EnWin Utilities Ltd.	4,266,117	3,709,529	3,924,215
Entegrus Powerlines Inc.	2,942,713	3,464,352	3,456,002
Count	**14**	**13**	**14**
Average	**8,774,767.9**	**9,201,717.3**	**11,546,654.4**
Median	**6,511,170**	**7,081,324**	**7,580,699**
1st & 3rd quartiles	**4,455,125 & 11,772,122**	**3,768,975 & 8,160,588**	**5,502,188 & 13,520,124**
Range (min, max)	**2,942,713 to 20,927,189**	**3,464,352 to 24,003,155**	**3,456,002 to 30,759,893**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	3,685,143	4,174,024	4,516,306
Peterborough Distribution Inc.	2,899,559	3,524,514	3,054,525
Brantford Power Inc.			2,750,381
Halton Hills Hydro Inc.	1,167,474	1,215,156	2,694,579
Festival Hydro Inc.	1,446,517	1,539,820	2,202,238
Woodstock Hydro Services Inc.	1,366,622	1,482,152	1,734,099
Westario Power Inc.	1,430,975		1,601,281
St. Thomas Energy Inc.	1,086,209	923,289	1,282,789
Grimsby Power Incorporated		686,750	1,138,556
Lakeland Power Distribution Ltd	926,021	965,707	1,009,763
Orangeville Hydro Limited	817,795	968,437	923,926
Lakefront Utilities Inc.		750,753	689,143

S67 Total Operations and Maintenance Expenses

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,647,368.3	1,623,060.2	1,966,465.5
Median	1,366,622	1,091,796	1,667,690
1st & 3rd quartiles	1,086,209 & 1,446,517	933,894 & 1,525,403	1,106,358 & 2,708,530
Range (min, max)	817,795 to 3,685,143	686,750 to 4,174,024	689,143 to 4,516,306

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	609,868	585,105	821,309
Kenora Hydro Electric		667,575	620,865
Count	1	2	2
Average	609,868.0	626,340.0	721,087.0
Median	609,868	626,340	721,087
1st & 3rd quartiles	609,868 & 609,868	605,723 & 646,958	670,976 & 771,198
Range (min, max)	609,868 to 609,868	585,105 to 667,575	620,865 to 821,309

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	5,761,788.9	5,484,224.3	6,667,604.3
Median	3,655,169	3,640,024	3,690,108
1st & 3rd quartiles	1,414,887 & 6,665,602	968,437 & 7,081,324	1,521,658 & 7,558,552
Range (min, max)	609,868 to 20,927,189	585,105 to 24,003,155	620,865 to 30,759,893

Notes:

S267 Transformation Costs

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.	1,099,008	1,382,481	1,541,046
PowerStream Inc.	658,825	862,738	845,947
Oakville Hydro Electricity	287,764	301,877	632,154
Hydro Ottawa Limited	365,078	384,042	497,441
Waterloo North Hydro Inc.	295,289	143,704	413,322
Cambridge and North Dumfries	194,695	114,224	181,093
EnWin Utilities Ltd.	189,937	124,989	123,886
Entegrus Powerlines Inc.			0
Burlington Hydro Inc.	0		
Count	**8**	**7**	**8**
Average	**386,324.5**	**473,436.4**	**529,361.1**
Median	**291,527**	**301,877**	**455,382**
1st & 3rd quartiles	**193,506 & 438,515**	**134,347 & 623,390**	**166,791 & 685,602**
Range (min, max)	**0 to 1,099,008**	**114,224 to 1,382,481**	**0 to 1,541,046**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			86,320
Festival Hydro Inc.			7,427
Grimsby Power Incorporated			0
Orangeville Hydro Limited		0	
Count	**0**	**1**	**3**
Average		**0.0**	**31,249.0**
Median		**0**	**7,427**
1st & 3rd quartiles		**0 & 0**	**3,714 & 46,874**
Range (min, max)		**0 to 0**	**0 to 86,320**

Totals over Large, Medium and Small Utility Classes			
Count	**8**	**8**	**11**
Average	**386,324.5**	**414,256.9**	**393,512.4**
Median	**291,527**	**222,791**	**181,093**
1st & 3rd quartiles	**193,506 & 438,515**	**122,298 & 503,716**	**46,874 & 564,798**
Range (min, max)	**0 to 1,099,008**	**0 to 1,382,481**	**0 to 1,541,046**

Notes:

S13 Contractor Expense (Non Capitalized)

Large Utilities	2010	2011	2012
PowerStream Inc.	7,433,119	11,710,154	13,453,607
Hydro Ottawa Limited	11,398,932	12,330,062	11,536,928
Oakville Hydro Electricity	1,370,534	2,097,172	2,248,046
Veridian Connections Inc.	1,481,397	1,128,570	1,886,085
Hydro One Brampton Networks	1,938,097	1,682,248	1,840,015
Burlington Hydro Inc.	165,133	1,848,052	1,820,986
Waterloo North Hydro Inc.	1,152,813	1,070,369	1,227,021
Kitchener-Wilmot Hydro Inc.	1,493,225	1,166,116	1,112,596
Cambridge and North Dumfries	804,867	697,244	1,086,550
EnWin Utilities Ltd.	955,663	755,587	818,747
Entegrus Powerlines Inc.	222,590	318,205	290,967
Count	**11**	**11**	**11**
Average	**2,583,306.4**	**3,163,979.9**	**3,392,868.0**
Median	**1,370,534**	**1,166,116**	**1,820,986**
1st & 3rd quartiles	**880,265 & 1,715,661**	**912,978 & 1,972,612**	**1,099,573 & 2,067,066**
Range (min, max)	**165,133 to 11,398,932**	**318,205 to 12,330,062**	**290,967 to 13,453,607**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	1,790,117	2,027,666	2,914,512
Haldimand County Hydro Inc.	1,694,539	1,613,028	2,174,236
St. Thomas Energy Inc.	977,218	923,289	802,706
Westario Power Inc.	350,743		696,343
Brantford Power Inc.			469,352
Halton Hills Hydro Inc.	179,604	193,924	391,839
Festival Hydro Inc.	573,216	549,160	280,213
Woodstock Hydro Services Inc.	376,094	144,609	191,633
Grimsby Power Incorporated		267,299	143,936
Lakeland Power Distribution Ltd	108,055	142,302	131,202
Orangeville Hydro Limited	89,301	100,210	87,623
Lakefront Utilities Inc.		84,783	70,773
Count	**9**	**10**	**12**
Average	**682,098.6**	**604,627.0**	**696,197.3**
Median	**376,094**	**230,612**	**336,026**
1st & 3rd quartiles	**179,604 & 977,218**	**142,879 & 829,757**	**140,753 & 722,934**
Range (min, max)	**89,301 to 1,790,117**	**84,783 to 2,027,666**	**70,773 to 2,914,512**

S13 Contractor Expense (Non Capitalized)

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			9,000
Count	0	0	1
Average			9,000.0
Median			9,000
1st & 3rd quartiles			9,000 & 9,000
Range (min, max)			9,000 to 9,000
Totals over Large, Medium and Small Utility Classes			
Count	20	21	24
Average	1,727,762.9	1,945,240.4	1,903,538.2
Median	966,440	923,289	810,726
1st & 3rd quartiles	318,705 & 1,543,554	267,299 & 1,682,248	258,068 & 1,851,532
Range (min, max)	89,301 to 11,398,932	84,783 to 12,330,062	9,000 to 13,453,607

Notes:

S68 Labour Component of Operations and Maintenance Expenses

Large Utilities	2010	2011	2012
PowerStream Inc.	10,683,029	12,235,221	19,384,883
Horizon Utilities Corporation	10,109,220	11,374,519	15,765,116
Hydro Ottawa Limited	10,616,970	11,224,865	12,622,912
Oakville Hydro Electricity	3,643,206	5,217,795	3,898,051
Veridian Connections Inc.	2,531,101	2,726,604	3,365,502
Waterloo North Hydro Inc.	2,762,561	2,773,847	2,995,370
EnWin Utilities Ltd.	2,324,951	2,040,341	2,375,400
Hydro One Brampton Networks	1,979,674	1,983,381	2,329,548
Burlington Hydro Inc.	1,770,652	2,149,607	2,139,799
Cambridge and North Dumfries	1,530,043	1,766,619	1,505,488
Entegrus Powerlines Inc.	866,741	1,279,985	1,068,776
Kitchener-Wilmot Hydro Inc.	0		
Count	**12**	**11**	**11**
Average	**4,068,179.0**	**4,979,344.0**	**6,131,895.0**
Median	**2,428,026**	**2,726,604**	**2,995,370**
1st & 3rd quartiles	**1,710,500 & 5,259,710**	**2,011,861 & 8,221,330**	**2,234,673 & 8,260,482**
Range (min, max)	**0 to 10,683,029**	**1,279,985 to 12,235,221**	**1,068,776 to 19,384,883**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			2,669,800
Haldimand County Hydro Inc.	970,510	1,057,371	1,112,012
Halton Hills Hydro Inc.	887,080	880,612	920,219
Festival Hydro Inc.	867,406	987,802	711,583
Woodstock Hydro Services Inc.	580,753	638,189	656,426
Orangeville Hydro Limited	510,842	588,582	616,963
Lakeland Power Distribution Ltd	517,030	553,323	520,963
Lakefront Utilities Inc.		473,542	466,934
Grimsby Power Incorporated		211,380	427,124
Westario Power Inc.	831,738		377,789
St. Thomas Energy Inc.	752,907	266,315	331,766
Count	**8**	**9**	**11**
Average	**739,783.3**	**628,568.4**	**801,052.6**
Median	**792,323**	**588,582**	**616,963**
1st & 3rd quartiles	**564,823 & 872,325**	**473,542 & 880,612**	**447,029 & 815,901**
Range (min, max)	**510,842 to 970,510**	**211,380 to 1,057,371**	**331,766 to 2,669,800**

S68 Labour Component of Operations and Maintenance Expenses

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	369,064	364,595	393,875
Kenora Hydro Electric		265,267	257,268
Count	**1**	**2**	**2**
Average	**369,064.0**	**314,931.0**	**325,571.5**
Median	**369,064**	**314,931**	**325,572**
1st & 3rd quartiles	**369,064 & 369,064**	**290,099 & 339,763**	**291,420 & 359,724**
Range (min, max)	**369,064 to 369,064**	**265,267 to 364,595**	**257,268 to 393,875**
Totals over Large, Medium and Small Utility Classes			
Count	**21**	**22**	**24**
Average	**2,624,070.4**	**2,775,443.7**	**3,204,732.0**
Median	**970,510**	**1,168,678**	**1,090,394**
1st & 3rd quartiles	**752,907 & 2,531,101**	**562,138 & 2,582,355**	**507,456 & 2,751,193**
Range (min, max)	**0 to 10,683,029**	**211,380 to 12,235,221**	**257,268 to 19,384,883**

Notes:

S69 Total Billing and Collection Expenses

Large Utilities	2010	2011	2012
PowerStream Inc.	11,924,541	12,516,572	14,700,904
Hydro Ottawa Limited	9,142,479	10,998,089	11,022,887
Horizon Utilities Corporation	8,096,055	8,307,921	9,022,692
Veridian Connections Inc.	5,531,475	5,362,555	6,504,406
Hydro One Brampton Networks	4,701,128	5,315,737	5,379,690
London Hydro Inc.	5,232,134		4,406,599
Kitchener-Wilmot Hydro Inc.	2,700,114	2,850,109	3,367,235
Burlington Hydro Inc.	2,396,557	2,001,083	3,114,374
Waterloo North Hydro Inc.	2,157,237	2,208,871	2,814,480
Cambridge and North Dumfries	1,071,672	1,494,842	2,649,010
Entegrus Powerlines Inc.	1,757,562	2,578,938	2,433,637
Whitby Hydro Electric	2,039,601	2,127,480	2,092,773
Oakville Hydro Electricity	1,624,611	1,334,858	2,021,868
EnWin Utilities Ltd.	652,998	1,277,901	1,382,908
Count	**14**	**13**	**14**
Average	**4,216,297.4**	**4,490,381.2**	**5,065,247.4**
Median	**2,548,335**	**2,578,938**	**3,240,804**
1st & 3rd quartiles	**1,828,072 & 5,456,640**	**2,001,083 & 5,362,555**	**2,487,480 & 6,223,227**
Range (min, max)	**652,998 to 11,924,541**	**1,277,901 to 12,516,572**	**1,382,908 to 14,700,904**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	1,859,141	1,900,286	2,286,152
Brantford Power Inc.			2,131,950
Haldimand County Hydro Inc.	1,305,988	1,154,952	1,867,865
Westario Power Inc.	1,147,133		1,099,387
Halton Hills Hydro Inc.	1,111,430	903,121	1,072,259
St. Thomas Energy Inc.	898,562	982,499	1,039,176
Festival Hydro Inc.	866,998	936,527	893,996
Orangeville Hydro Limited	523,585	628,892	739,649
Lakeland Power Distribution Ltd	646,301	656,885	700,258
Lakefront Utilities Inc.		427,208	597,740
Woodstock Hydro Services Inc.	573,902	627,362	553,554
Grimsby Power Incorporated		485,289	522,998

S69 Total Billing and Collection Expenses

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	992,560.0	870,302.1	1,125,415.3
Median	898,562	780,003	966,586
1st & 3rd quartiles	646,301 & 1,147,133	627,745 & 971,006	674,628 & 1,291,507
Range (min, max)	523,585 to 1,859,141	427,208 to 1,900,286	522,998 to 2,286,152

Small Utilities	2010	2011	2012
Kenora Hydro Electric		506,316	461,913
Sioux Lookout Hydro Inc.	310,460	267,691	293,454
Count	1	2	2
Average	310,460.0	387,003.5	377,683.5
Median	310,460	387,004	377,684
1st & 3rd quartiles	310,460 & 310,460	327,347 & 446,660	335,569 & 419,798
Range (min, max)	310,460 to 310,460	267,691 to 506,316	293,454 to 461,913

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	2,844,652.7	2,714,079.4	3,041,921.9
Median	1,691,086	1,334,858	2,057,321
1st & 3rd quartiles	890,671 & 3,200,367	656,885 & 2,578,938	855,409 & 3,177,589
Range (min, max)	310,460 to 11,924,541	267,691 to 12,516,572	293,454 to 14,700,904

Notes:

S70 Labour Component of Billing and Collection Expenses

Large Utilities	2010	2011	2012
PowerStream Inc.	5,965,927	6,966,996	7,466,669
Hydro Ottawa Limited	3,112,725	3,482,587	3,935,944
Veridian Connections Inc.	1,953,414	2,235,239	2,216,613
Hydro One Brampton Networks	1,396,285	1,440,244	1,509,435
Waterloo North Hydro Inc.	1,234,877	1,376,026	1,416,262
Burlington Hydro Inc.	701,016	710,231	674,022
Oakville Hydro Electricity	561,318	1,107,195	583,715
Cambridge and North Dumfries	535,856	550,188	552,845
Entegrus Powerlines Inc.	0		0
Kitchener-Wilmot Hydro Inc.	0		
EnWin Utilities Ltd.		0	
Count	**10**	**9**	**9**
Average	**1,546,141.8**	**1,985,411.8**	**2,039,500.6**
Median	**967,947**	**1,376,026**	**1,416,262**
1st & 3rd quartiles	**542,221 & 1,814,132**	**710,231 & 2,235,239**	**583,715 & 2,216,613**
Range (min, max)	**0 to 5,965,927**	**0 to 6,966,996**	**0 to 7,466,669**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			856,900
Halton Hills Hydro Inc.	686,085	696,238	724,010
Haldimand County Hydro Inc.	440,212	438,474	566,003
Westario Power Inc.	423,386		416,193
Woodstock Hydro Services Inc.	327,779	323,727	376,721
Lakeland Power Distribution Ltd	323,303	324,244	324,582
Lakefront Utilities Inc.		270,647	281,003
Festival Hydro Inc.	249,522	270,167	268,834
St. Thomas Energy Inc.	331,127	252,529	263,388
Orangeville Hydro Limited	199,070	200,579	222,957
Grimsby Power Incorporated		178,203	192,703
Count	**8**	**9**	**11**
Average	**372,560.5**	**328,312.0**	**408,481.3**
Median	**329,453**	**270,647**	**324,582**
1st & 3rd quartiles	**304,858 & 427,593**	**252,529 & 324,244**	**266,111 & 491,098**
Range (min, max)	**199,070 to 686,085**	**178,203 to 696,238**	**192,703 to 856,900**

Small Utilities	2010	2011	2012
Kenora Hydro Electric		143,569	93,767

S70 Labour Component of Billing and Collection Expenses

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	83,216	68,533	76,673
Count	**1**	**2**	**2**
Average	**83,216.0**	**106,051.0**	**85,220.0**
Median	**83,216**	**106,051**	**85,220**
1st & 3rd quartiles	**83,216 & 83,216**	**87,292 & 124,810**	**80,946 & 89,493**
Range (min, max)	**83,216 to 83,216**	**68,533 to 143,569**	**76,673 to 93,767**
Totals over Large, Medium and Small Utility Classes			
Count	**19**	**20**	**22**
Average	**975,006.2**	**1,051,780.8**	**1,046,329.0**
Median	**440,212**	**381,359**	**484,519**
1st & 3rd quartiles	**286,413 & 967,947**	**239,542 & 1,174,403**	**264,749 & 823,678**
Range (min, max)	**0 to 5,965,927**	**0 to 6,966,996**	**0 to 7,466,669**

Notes:

S71 Total Administration Expense

Large Utilities	2010	2011	2012
PowerStream Inc.	25,269,134	27,758,751	37,152,348
Hydro Ottawa Limited	23,513,764	23,386,665	29,683,125
EnWin Utilities Ltd.	16,490,654	17,285,482	18,375,808
Horizon Utilities Corporation	12,226,585	13,148,552	14,466,571
London Hydro Inc.	11,340,254		12,024,513
Veridian Connections Inc.	8,424,676	8,174,433	9,730,492
Hydro One Brampton Networks	7,371,778	6,971,843	7,376,733
Cambridge and North Dumfries	5,060,402	5,454,838	5,494,299
Burlington Hydro Inc.	5,281,453	5,282,246	5,454,934
Oakville Hydro Electricity	2,860,661	4,744,456	4,461,324
Kitchener-Wilmot Hydro Inc.	2,464,329	2,444,036	2,912,247
Whitby Hydro Electric	3,200,805	2,844,634	2,839,986
Entegrus Powerlines Inc.	2,165,814	2,650,913	2,816,846
Waterloo North Hydro Inc.	2,720,700	2,490,345	2,297,878
Count	**14**	**13**	**14**
Average	**9,170,786.4**	**9,433,630.3**	**11,077,650.3**
Median	**6,326,615**	**5,454,838**	**6,435,516**
1st & 3rd quartiles	**2,945,697 & 12,005,002**	**2,844,634 & 13,148,552**	**3,299,516 & 13,856,057**
Range (min, max)	**2,165,814 to 25,269,134**	**2,444,036 to 27,758,751**	**2,297,878 to 37,152,348**

Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	1,285,684	1,785,161	2,640,531
Brantford Power Inc.			2,538,962
Haldimand County Hydro Inc.	1,832,252	2,029,381	2,037,455
Halton Hills Hydro Inc.	2,100,975	2,697,590	2,036,641
Westario Power Inc.	1,620,844		1,844,633
Peterborough Distribution Inc.	1,607,059	1,578,908	1,805,130
Woodstock Hydro Services Inc.	1,606,567	1,826,399	1,667,020
Festival Hydro Inc.	1,660,077	1,475,652	1,619,629
Lakeland Power Distribution Ltd	1,367,585	1,190,266	1,446,495
Orangeville Hydro Limited	1,280,256	1,332,083	1,407,416
Grimsby Power Incorporated		901,926	1,279,082
Lakefront Utilities Inc.		1,060,391	1,008,980

S71 Total Administration Expense

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,595,699.9	1,587,775.7	1,777,664.5
Median	1,607,059	1,527,280	1,736,075
1st & 3rd quartiles	1,367,585 & 1,660,077	1,225,720 & 1,816,089	1,436,725 & 2,036,845
Range (min, max)	1,280,256 to 2,100,975	901,926 to 2,697,590	1,008,980 to 2,640,531

Small Utilities	2010	2011	2012
Kenora Hydro Electric		830,770	739,689
Sioux Lookout Hydro Inc.	253,119	317,411	344,895
Count	1	2	2
Average	253,119.0	574,090.5	542,292.0
Median	253,119	574,090	542,292
1st & 3rd quartiles	253,119 & 253,119	445,751 & 702,430	443,593 & 640,990
Range (min, max)	253,119 to 253,119	317,411 to 830,770	344,895 to 739,689

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	5,958,559.5	5,586,525.3	6,339,416.5
Median	2,592,514	2,490,345	2,589,746
1st & 3rd quartiles	1,617,398 & 7,635,002	1,475,652 & 5,454,838	1,655,172 & 5,964,907
Range (min, max)	253,119 to 25,269,134	317,411 to 27,758,751	344,895 to 37,152,348

Notes:

S72 Labour Component of Administration Expense

Large Utilities	2010	2011	2012
PowerStream Inc.	11,690,537	12,561,480	20,669,833
Hydro Ottawa Limited	10,870,991	11,407,533	13,880,899
EnWin Utilities Ltd.	9,578,769	10,438,450	10,631,656
Horizon Utilities Corporation	5,533,358	6,146,447	5,606,929
Veridian Connections Inc.	2,865,764	2,905,600	3,439,460
Cambridge and North Dumfries	2,473,840	2,611,671	3,407,860
Oakville Hydro Electricity	2,182,878	3,219,342	3,383,770
Hydro One Brampton Networks	2,655,721	2,483,591	2,615,249
Burlington Hydro Inc.	1,860,402	2,123,029	2,246,118
Waterloo North Hydro Inc.	1,540,987	1,576,313	1,477,740
Entegrus Powerlines Inc.	0		0
Kitchener-Wilmot Hydro Inc.	0		
Count	**12**	**10**	**11**
Average	**4,271,103.9**	**5,547,345.6**	**6,123,592.2**
Median	**2,564,780**	**3,062,471**	**3,407,860**
1st & 3rd quartiles	**1,780,548 & 6,544,711**	**2,515,611 & 9,365,449**	**2,430,683 & 8,119,293**
Range (min, max)	**0 to 11,690,537**	**1,576,313 to 12,561,480**	**0 to 20,669,833**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			1,478,600
Halton Hills Hydro Inc.	1,389,659	954,054	982,265
Westario Power Inc.	670,161		940,065
Woodstock Hydro Services Inc.	718,585	749,184	824,318
Haldimand County Hydro Inc.	700,615	776,892	820,619
Festival Hydro Inc.	667,189	688,064	701,043
Orangeville Hydro Limited	558,930	598,154	637,126
St. Thomas Energy Inc.	663,838	327,530	617,809
Lakefront Utilities Inc.		548,635	584,992
Grimsby Power Incorporated		409,637	547,025
Lakeland Power Distribution Ltd	99,481	47,924	67,250
Count	**8**	**9**	**11**
Average	**683,557.3**	**566,674.9**	**745,555.6**
Median	**668,675**	**598,154**	**701,043**
1st & 3rd quartiles	**637,611 & 705,107**	**409,637 & 749,184**	**601,400 & 882,192**
Range (min, max)	**99,481 to 1,389,659**	**47,924 to 954,054**	**67,250 to 1,478,600**

S72 Labour Component of Administration Expense

Small Utilities	2010	2011	2012
Kenora Hydro Electric		525,520	399,797
Sioux Lookout Hydro Inc.	96,691	112,522	112,561
Count	**1**	**2**	**2**
Average	**96,691.0**	**319,021.0**	**256,179.0**
Median	**96,691**	**319,021**	**256,179**
1st & 3rd quartiles	**96,691 & 96,691**	**215,772 & 422,271**	**184,370 & 327,988**
Range (min, max)	**96,691 to 96,691**	**112,522 to 525,520**	**112,561 to 399,797**
Totals over Large, Medium and Small Utility Classes			
Count	**21**	**21**	**24**
Average	**2,705,637.9**	**2,914,836.8**	**3,169,707.7**
Median	**1,389,659**	**954,054**	**961,165**
1st & 3rd quartiles	**663,838 & 2,655,721**	**548,635 & 2,905,600**	**609,605 & 3,389,793**
Range (min, max)	**0 to 11,690,537**	**47,924 to 12,561,480**	**0 to 20,669,833**

Notes:

Large Utilities	2010	2011	2012
PowerStream Inc.	22,014,000	22,776,000	23,694,000
Hydro Ottawa Limited	15,785,223	17,270,574	16,472,828
Hydro One Brampton Networks	9,671,060	10,197,371	10,884,602
Horizon Utilities Corporation	9,423,229	10,962,000	9,132,861
Veridian Connections Inc.	5,389,818	5,419,664	6,560,964
Kitchener-Wilmot Hydro Inc.	5,092,946	5,256,761	5,834,702
Oakville Hydro Electricity	5,426,179	6,008,618	5,693,552
London Hydro Inc.	4,731,003		4,820,127
Waterloo North Hydro Inc.	2,923,580	2,603,591	3,817,021
Burlington Hydro Inc.	3,425,562	3,457,159	3,525,622
EnWin Utilities Ltd.	3,981,428	4,179,753	3,480,445
Entegrus Powerlines Inc.	1,727,477	2,357,635	2,372,525
Whitby Hydro Electric	2,119,128	2,193,489	2,338,045
Cambridge and North Dumfries	1,910,786	2,113,510	2,058,654
Count	**14**	**13**	**14**
Average	**6,687,244.2**	**7,292,009.6**	**7,191,853.4**
Median	**4,911,975**	**5,256,761**	**5,256,840**
1st & 3rd quartiles	**3,049,075 & 8,423,966**	**2,603,591 & 10,197,371**	**3,491,740 & 8,489,887**
Range (min, max)	**1,727,477 to 22,014,000**	**2,113,510 to 22,776,000**	**2,058,654 to 23,694,000**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	2,440,831	2,249,978	2,582,850
Brantford Power Inc.			2,280,183
Festival Hydro Inc.	1,218,158	1,305,015	1,285,666
Halton Hills Hydro Inc.	1,014,380	1,164,327	1,111,528
St. Thomas Energy Inc.	848,193	890,441	1,002,483
Westario Power Inc.	976,797		938,647
Woodstock Hydro Services Inc.	689,793	817,663	918,317
Lakefront Utilities Inc.		596,017	615,760
Haldimand County Hydro Inc.	563,732	485,501	535,593
Grimsby Power Incorporated		371,054	399,551
Orangeville Hydro Limited	411,625	428,212	357,022
Lakeland Power Distribution Ltd	209,252	266,615	315,197

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	930,306.8	857,482.3	1,028,566.4
Median	848,193	706,840	928,482
1st & 3rd quartiles	563,732 & 1,014,380	442,534 & 1,095,856	501,583 & 1,155,063
Range (min, max)	209,252 to 2,440,831	266,615 to 2,249,978	315,197 to 2,582,850

Small Utilities	2010	2011	2012
Kenora Hydro Electric		133,100	133,584
Sioux Lookout Hydro Inc.	55,556	92,818	85,577
Count	1	2	2
Average	55,556.0	112,959.0	109,580.5
Median	55,556	112,959	109,581
1st & 3rd quartiles	55,556 & 55,556	102,888 & 123,029	97,579 & 121,582
Range (min, max)	55,556 to 55,556	92,818 to 133,100	85,577 to 133,584

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	4,252,072.3	4,143,874.6	4,044,568.1
Median	2,279,979	2,193,489	2,309,114
1st & 3rd quartiles	944,646 & 5,167,164	596,017 & 5,256,761	842,678 & 5,038,483
Range (min, max)	55,556 to 22,014,000	92,818 to 22,776,000	85,577 to 23,694,000

Notes:

S47 Net Income

Large Utilities	2010	2011	2012
PowerStream Inc.	26,467,000	30,304,000	29,831,000
Hydro Ottawa Limited	26,371,035	22,331,413	26,891,014
Horizon Utilities Corporation	11,835,432	14,569,699	24,349,795
Hydro One Brampton Networks	13,147,843	15,609,555	16,171,178
Veridian Connections Inc.	8,040,528	7,257,905	10,084,909
Kitchener-Wilmot Hydro Inc.	7,768,024	8,138,250	8,679,974
London Hydro Inc.	6,049,573		8,551,320
Waterloo North Hydro Inc.	5,380,632	7,515,402	6,775,723
EnWin Utilities Ltd.	11,282,201	9,620,767	6,566,707
Burlington Hydro Inc.	4,711,595	5,217,330	6,410,383
Cambridge and North Dumfries	5,124,958	4,714,610	5,242,748
Oakville Hydro Electricity	4,654,857	4,946,417	4,423,739
Whitby Hydro Electric	2,368,596	4,027,675	3,408,764
Entegrus Powerlines Inc.	2,290,387	3,263,894	2,286,388
Count	**14**	**13**	**14**
Average	**9,678,047.2**	**10,578,224.4**	**11,405,260.1**
Median	**6,908,798**	**7,515,402**	**7,663,522**
1st & 3rd quartiles	**4,814,936 & 11,697,124**	**4,946,417 & 14,569,699**	**5,534,657 & 14,649,611**
Range (min, max)	**2,290,387 to 26,467,000**	**3,263,894 to 30,304,000**	**2,286,388 to 29,831,000**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	1,882,039	1,976,786	2,490,960
Festival Hydro Inc.	1,607,009	2,025,499	2,108,565
Haldimand County Hydro Inc.	2,788,409	2,378,682	1,981,746
Westario Power Inc.	1,818,182		1,704,031
Orangeville Hydro Limited	773,875	654,969	1,546,005
Peterborough Distribution Inc.	2,505,129	1,830,423	1,541,052
Woodstock Hydro Services Inc.	244,544	-169,088	1,475,881
Lakefront Utilities Inc.		473,572	1,417,142
Brantford Power Inc.			1,347,064
Lakeland Power Distribution Ltd	788,080	686,469	996,029
Grimsby Power Incorporated		354,998	853,380
St. Thomas Energy Inc.	535,485	664,789	47,248

S47 Net Income

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,438,083.6	1,087,709.9	1,459,091.9
Median	1,607,009	675,629	1,508,467
1st & 3rd quartiles	773,875 & 1,882,039	518,921 & 1,940,195	1,259,305 & 1,773,460
Range (min, max)	244,544 to 2,788,409	-169,088 to 2,378,682	47,248 to 2,490,960

Small Utilities	2010	2011	2012
Kenora Hydro Electric		67,680	316,415
Sioux Lookout Hydro Inc.	296,900	308,168	241,513
Count	1	2	2
Average	296,900.0	187,924.0	278,964.0
Median	296,900	187,924	278,964
1st & 3rd quartiles	296,900 & 296,900	127,802 & 248,046	260,238 & 297,689
Range (min, max)	296,900 to 296,900	67,680 to 308,168	241,513 to 316,415

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	6,197,179.7	5,950,794.6	6,347,881.2
Median	3,721,633	3,263,894	2,388,674
1st & 3rd quartiles	1,765,389 & 7,836,150	664,789 & 7,515,402	1,461,197 & 7,219,622
Range (min, max)	244,544 to 26,467,000	-169,088 to 30,304,000	47,248 to 29,831,000

Notes:

S48 EBITDA (Earnings Before Interest, Tax, Depreciation and Amortization.)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	100,723,465	93,862,883	88,064,405
PowerStream Inc.	105,324,000	105,474,000	85,100,000
Horizon Utilities Corporation	51,999,523	58,195,484	58,475,907
Hydro One Brampton Networks	45,071,541	40,348,660	42,098,437
London Hydro Inc.	32,431,179		34,559,197
Kitchener-Wilmot Hydro Inc.	24,877,233	25,883,741	25,847,838
Veridian Connections Inc.	30,310,166	28,236,628	24,683,715
Oakville Hydro Electricity	21,669,083	20,975,719	24,055,257
Waterloo North Hydro Inc.	16,904,809	19,618,391	23,360,578
EnWin Utilities Ltd.	30,267,089	28,852,603	21,630,150
Burlington Hydro Inc.	16,769,903	16,803,030	18,667,605
Whitby Hydro Electric	10,550,740	12,156,635	11,489,125
Entegrus Powerlines Inc.	8,771,438	10,415,902	10,210,497
Cambridge and North Dumfries	14,611,578	14,434,120	7,680,000
Count	**14**	**13**	**14**
Average	**36,448,696.2**	**36,558,292.0**	**33,994,479.4**
Median	**27,572,161**	**25,883,741**	**24,369,486**
1st & 3rd quartiles	**16,803,629 & 41,911,450**	**16,803,030 & 40,348,660**	**19,408,241 & 40,213,627**
Range (min, max)	**8,771,438 to 105,324,000**	**10,415,902 to 105,474,000**	**7,680,000 to 88,064,405**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	9,448,072	8,688,615	10,995,807
Brantford Power Inc.			7,924,407
Festival Hydro Inc.	6,199,302	6,481,045	7,163,313
Haldimand County Hydro Inc.	7,390,431	6,797,189	7,140,459
Halton Hills Hydro Inc.	5,846,907	5,771,664	5,695,644
Westario Power Inc.	4,953,303		4,951,455
Woodstock Hydro Services Inc.	3,428,452	2,773,317	4,028,309
Lakefront Utilities Inc.		2,185,772	3,281,761
Orangeville Hydro Limited	2,525,795	2,398,242	3,217,069
Lakeland Power Distribution Ltd	2,015,682	2,127,219	2,880,944
St. Thomas Energy Inc.	3,246,491	3,334,285	2,800,873
Grimsby Power Incorporated		1,650,095	2,183,546

S48 EBITDA (Earnings Before Interest, Tax, Depreciation and Amortization.)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	5,006,048.3	4,220,744.3	5,188,632.3
Median	4,953,303	3,053,801	4,489,882
1st & 3rd quartiles	3,246,491 & 6,199,302	2,238,890 & 6,303,700	3,133,038 & 7,146,173
Range (min, max)	2,015,682 to 9,448,072	1,650,095 to 8,688,615	2,183,546 to 10,995,807

Small Utilities	2010	2011	2012
Kenora Hydro Electric		839,933	1,016,898
Sioux Lookout Hydro Inc.	700,351	715,086	694,204
Count	1	2	2
Average	700,351.0	777,509.5	855,551.0
Median	700,351	777,510	855,551
1st & 3rd quartiles	700,351 & 700,351	746,298 & 808,721	774,878 & 936,225
Range (min, max)	700,351 to 700,351	715,086 to 839,933	694,204 to 1,016,898

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	23,168,188.9	20,760,810.3	19,282,050.0
Median	12,581,159	10,415,902	9,067,452
1st & 3rd quartiles	5,623,506 & 30,277,858	2,773,317 & 25,883,741	3,841,672 & 24,212,372
Range (min, max)	700,351 to 105,324,000	715,086 to 105,474,000	694,204 to 88,064,405

Notes:

S213 EBIT (Earnings Before Interest and Taxes)

Large Utilities	2010	2011	2012
PowerStream Inc.	59,069,000	59,347,000	53,400,000
Hydro Ottawa Limited	57,526,765	49,643,552	51,793,346
Horizon Utilities Corporation	27,402,839	31,806,072	40,106,744
Hydro One Brampton Networks	27,432,666	28,847,844	29,668,331
Kitchener-Wilmot Hydro Inc.	15,078,599	15,769,420	16,185,869
Veridian Connections Inc.	16,679,608	14,715,265	15,926,088
EnWin Utilities Ltd.	18,017,133	15,991,662	14,644,374
London Hydro Inc.	16,481,082		14,507,930
Cambridge and North Dumfries	8,465,686	8,286,120	12,454,000
Waterloo North Hydro Inc.	9,572,788	11,408,686	12,228,741
Burlington Hydro Inc.	9,643,306	9,930,264	11,486,751
Oakville Hydro Electricity	11,672,212	10,756,195	10,703,530
Whitby Hydro Electric	6,993,225	7,279,321	6,468,141
Entegrus Powerlines Inc.	5,105,310	6,031,950	5,691,772
Count	**14**	**13**	**14**
Average	**20,652,872.8**	**20,754,873.2**	**21,090,401.2**
Median	**15,779,841**	**14,715,265**	**14,576,152**
1st & 3rd quartiles	**9,590,418 & 25,056,413**	**9,930,264 & 28,847,844**	**11,672,249 & 26,297,716**
Range (min, max)	**5,105,310 to 59,069,000**	**6,031,950 to 59,347,000**	**5,691,772 to 53,400,000**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	6,122,904	5,264,154	5,301,835
Festival Hydro Inc.	3,594,127	3,982,418	4,024,231
Halton Hills Hydro Inc.	3,454,434	3,584,717	4,010,707
Brantford Power Inc.			4,007,679
Haldimand County Hydro Inc.	4,561,965	3,822,999	3,204,183
Woodstock Hydro Services Inc.	1,570,798	611,575	2,669,198
Westario Power Inc.	4,292,418		2,640,005
Lakefront Utilities Inc.		1,259,589	2,556,089
Orangeville Hydro Limited	1,470,698	1,296,674	2,245,725
Grimsby Power Incorporated		697,427	1,596,751
Lakeland Power Distribution Ltd	1,050,179	1,093,632	1,549,702
St. Thomas Energy Inc.	1,905,607	1,947,949	1,251,625

S213 EBIT (Earnings Before Interest and Taxes)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3,113,681.1	2,356,113.4	2,921,477.5
Median	3,454,434	1,622,311	2,654,602
1st & 3rd quartiles	1,570,798 & 4,292,418	1,135,121 & 3,763,429	2,083,482 & 4,008,436
Range (min, max)	1,050,179 to 6,122,904	611,575 to 5,264,154	1,251,625 to 5,301,835

Small Utilities	2010	2011	2012
Kenora Hydro Electric		214,411	458,581
Sioux Lookout Hydro Inc.	419,745	437,246	376,517
Count	1	2	2
Average	419,745.0	325,828.5	417,549.0
Median	419,745	325,828	417,549
1st & 3rd quartiles	419,745 & 419,745	270,120 & 381,537	397,033 & 438,065
Range (min, max)	419,745 to 419,745	214,411 to 437,246	376,517 to 458,581

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	13,232,628.9	11,761,045.7	11,827,087.3
Median	7,729,456	6,031,950	5,496,804
1st & 3rd quartiles	3,559,204 & 16,530,714	1,296,674 & 14,715,265	2,619,026 & 14,542,041
Range (min, max)	419,745 to 59,069,000	214,411 to 59,347,000	376,517 to 53,400,000

Notes:

S49 Long Term Debt Service for the Year

Large Utilities	2010	2011	2012
PowerStream Inc.	21,457,000	21,506,000	18,692,000
Hydro Ottawa Limited	16,319,000	17,213,773	17,379,473
Hydro One Brampton Networks	9,938,500	10,172,895	11,445,974
Horizon Utilities Corporation	8,998,860	10,076,000	8,555,342
London Hydro Inc.	5,303,714		7,099,413
Veridian Connections Inc.	5,389,818	5,419,664	6,560,964
Kitchener-Wilmot Hydro Inc.	5,220,150	5,844,131	4,878,574
Oakville Hydro Electricity	4,076,750	3,988,421	4,208,104
Burlington Hydro Inc.	0	3,681,564	3,790,526
Waterloo North Hydro Inc.	2,578,784	2,753,459	3,340,889
EnWin Utilities Ltd.	3,215,060	3,225,000	2,339,096
Entegrus Powerlines Inc.	1,673,275	2,263,578	2,253,036
Whitby Hydro Electric	2,000,000	2,018,227	2,194,283
Cambridge and North Dumfries	1,887,546	1,887,546	1,887,546
Count	**14**	**13**	**14**
Average	**6,289,889.8**	**6,926,942.9**	**6,758,944.3**
Median	**4,648,450**	**3,988,421**	**4,543,339**
1st & 3rd quartiles	**2,144,696 & 8,096,600**	**2,753,459 & 10,076,000**	**2,589,544 & 8,191,360**
Range (min, max)	**0 to 21,457,000**	**1,887,546 to 21,506,000**	**1,887,546 to 18,692,000**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	2,950,168	2,960,976	2,963,822
Brantford Power Inc.			2,774,086
Westario Power Inc.	1,225,212		1,460,901
Haldimand County Hydro Inc.	8,355,127	1,586,653	1,433,416
Festival Hydro Inc.	1,186,307	1,235,627	1,433,169
Halton Hills Hydro Inc.	1,008,873	1,239,975	1,105,637
Woodstock Hydro Services Inc.	646,822	775,968	1,026,131
Orangeville Hydro Limited	674,989	723,111	737,625
St. Thomas Energy Inc.	796,443	837,763	727,407
Lakefront Utilities Inc.		569,554	577,853
Grimsby Power Incorporated		578,592	438,727
Lakeland Power Distribution Ltd	179,750	179,839	165,818

S49 Long Term Debt Service for the Year

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,891,521.2	1,068,805.8	1,237,049.3
Median	1,008,873	806,865	1,065,884
1st & 3rd quartiles	674,989 & 1,225,212	614,722 & 1,238,888	690,019 & 1,440,287
Range (min, max)	179,750 to 8,355,127	179,839 to 2,960,976	165,818 to 2,963,822

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	325,705	319,740	307,866
Kenora Hydro Electric		117,464	118,679
Count	1	2	2
Average	325,705.0	218,602.0	213,272.5
Median	325,705	218,602	213,272
1st & 3rd quartiles	325,705 & 325,705	168,033 & 269,171	165,976 & 260,569
Range (min, max)	325,705 to 325,705	117,464 to 319,740	118,679 to 307,866

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	4,391,993.9	4,047,020.8	3,924,869.9
Median	2,289,392	2,018,227	2,223,659
1st & 3rd quartiles	955,765 & 5,325,240	775,968 & 3,988,421	954,004 & 4,375,722
Range (min, max)	0 to 21,457,000	117,464 to 21,506,000	118,679 to 18,692,000

Notes:

S50 Total Debt

Large Utilities	2010	2011	2012
PowerStream Inc.	414,701,000	426,606,000	457,400,000
Hydro Ottawa Limited	312,185,000	327,185,000	354,185,000
Horizon Utilities Corporation	156,000,000	156,000,000	190,820,000
Hydro One Brampton Networks	143,000,000	163,000,000	183,000,000
Veridian Connections Inc.	97,837,000	117,890,748	124,985,014
Oakville Hydro Electricity	80,504,878	80,230,818	101,941,819
London Hydro Inc.	92,954,000		85,346,000
Kitchener-Wilmot Hydro Inc.	86,556,281	85,710,758	84,844,105
Waterloo North Hydro Inc.	46,513,211	68,696,887	83,804,420
EnWin Utilities Ltd.	65,000,000	65,000,000	66,000,000
Burlington Hydro Inc.	55,378,608	57,522,585	63,028,799
Cambridge and North Dumfries	38,019,703	38,019,703	38,019,703
Entegrus Powerlines Inc.	31,273,326	37,073,326	37,073,326
Whitby Hydro Electric	28,337,942	33,937,942	33,537,942
Count	**14**	**13**	**14**
Average	**117,732,924.9**	**127,451,828.2**	**135,999,009.1**
Median	**83,530,580**	**80,230,818**	**85,095,053**
1st & 3rd quartiles	**48,729,560 & 131,709,250**	**57,522,585 & 156,000,000**	**63,771,599 & 168,496,254**
Range (min, max)	**28,337,942 to 414,701,000**	**33,937,942 to 426,606,000**	**33,537,942 to 457,400,000**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			45,170,509
Peterborough Distribution Inc.	61,463,527	49,648,568	36,996,753
Festival Hydro Inc.	18,861,079	19,140,277	25,568,710
Westario Power Inc.	16,042,656		23,760,918
Halton Hills Hydro Inc.	28,918,089	20,066,322	19,601,570
Woodstock Hydro Services Inc.	12,741,862	15,153,654	16,609,072
Haldimand County Hydro Inc.	9,959,099	11,936,339	14,508,746
St. Thomas Energy Inc.	10,964,426	11,214,426	11,214,426
Orangeville Hydro Limited	7,764,715	7,445,276	9,588,691
Grimsby Power Incorporated		10,714,833	8,722,786
Lakeland Power Distribution Ltd	4,127,500	4,826,369	6,444,801
Lakefront Utilities Inc.		3,547,658	3,547,658

S50 Total Debt

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	18,982,550.3	15,369,372.2	18,477,886.7
Median	12,741,862	11,575,383	15,558,909
1st & 3rd quartiles	9,959,099 & 18,861,079	8,262,665 & 18,143,621	9,372,215 & 24,212,866
Range (min, max)	4,127,500 to 61,463,527	3,547,658 to 49,648,568	3,547,658 to 45,170,509

Small Utilities	2010	2011	2012
Kenora Hydro Electric		4,569,278	4,569,278
Sioux Lookout Hydro Inc.	4,816,271	4,810,267	4,555,722
Count	1	2	2
Average	4,816,271.0	4,689,772.5	4,562,500.0
Median	4,816,271	4,689,773	4,562,500
1st & 3rd quartiles	4,816,271 & 4,816,271	4,629,525 & 4,750,020	4,559,111 & 4,565,889
Range (min, max)	4,816,271 to 4,816,271	4,569,278 to 4,810,267	4,555,722 to 4,569,278

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	75,996,673.9	72,797,881.4	76,244,491.7
Median	42,266,457	37,073,326	37,035,040
1st & 3rd quartiles	15,217,458 & 88,155,711	11,214,426 & 80,230,818	13,685,166 & 84,969,579
Range (min, max)	4,127,500 to 414,701,000	3,547,658 to 426,606,000	3,547,658 to 457,400,000

Notes:

S268 Of Total Debt, Amount That is Commercial Debt

Large Utilities	2010	2011	2012
PowerStream Inc.	215,000,000	215,000,000	275,000,000
Hydro One Brampton Networks			183,000,000
EnWin Utilities Ltd.	50,000,000	50,000,000	51,000,000
Waterloo North Hydro Inc.	13,000,000	35,183,675	50,291,209
Veridian Connections Inc.	11,927,919	36,276,215	46,941,183
Cambridge and North Dumfries	35,000,000	35,000,000	35,000,000
Oakville Hydro Electricity			21,936,498
London Hydro Inc.	22,954,000		15,346,000
Burlington Hydro Inc.	7,500,000	9,643,977	15,150,191
Kitchener-Wilmot Hydro Inc.	9,594,139	8,748,616	7,881,963
Horizon Utilities Corporation			820,000
Entegrus Powerlines Inc.			0
Hydro Ottawa Limited	312,185,000	327,185,000	0
Whitby Hydro Electric		5,600,000	
Count	**9**	**9**	**13**
Average	**75,240,117.6**	**80,293,053.7**	**54,028,234.2**
Median	**22,954,000**	**35,183,675**	**21,936,498**
1st & 3rd quartiles	**11,927,919 & 50,000,000**	**9,643,977 & 50,000,000**	**7,881,963 & 50,291,209**
Range (min, max)	**7,500,000 to 312,185,000**	**5,600,000 to 327,185,000**	**0 to 275,000,000**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	38,305,847	27,990,888	31,839,073
Brantford Power Inc.			20,981,341
Westario Power Inc.	10,782,196		18,500,458
Woodstock Hydro Services Inc.	12,741,862	15,153,654	16,609,072
Haldimand County Hydro Inc.	9,959,099	11,936,339	14,508,746
Festival Hydro Inc.	3,261,079	3,233,036	9,968,710
Orangeville Hydro Limited	7,764,715	7,445,276	9,588,691
Lakeland Power Distribution Ltd	4,127,500	4,826,369	6,444,801
Lakefront Utilities Inc.		3,547,658	3,547,658
St. Thomas Energy Inc.	3,250,000	3,500,000	3,500,000
Halton Hills Hydro Inc.	12,776,119	3,924,352	3,459,600
Grimsby Power Incorporated		4,932,086	2,940,040

S268 Of Total Debt, Amount That is Commercial Debt

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	11,440,935.2	8,648,965.8	11,824,015.8
Median	9,959,099	4,879,228	9,778,701
1st & 3rd quartiles	4,127,500 & 12,741,862	3,641,832 & 10,813,573	3,535,744 & 17,081,919
Range (min, max)	3,250,000 to 38,305,847	3,233,036 to 27,990,888	2,940,040 to 31,839,073

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	4,603,315	4,560,267	4,350,722
Kenora Hydro Electric		1,500,000	1,500,000
Count	1	2	2
Average	4,603,315.0	3,030,133.5	2,925,361.0
Median	4,603,315	3,030,134	2,925,361
1st & 3rd quartiles	4,603,315 & 4,603,315	2,265,067 & 3,795,201	2,212,680 & 3,638,041
Range (min, max)	4,603,315 to 4,603,315	1,500,000 to 4,560,267	1,500,000 to 4,350,722

Totals over Large, Medium and Small Utility Classes			
Count	19	21	27
Average	41,301,725.8	38,818,448.0	31,485,405.8
Median	11,927,919	8,748,616	14,508,746
1st & 3rd quartiles	7,632,358 & 28,977,000	4,560,267 & 35,000,000	3,523,829 & 26,887,786
Range (min, max)	3,250,000 to 312,185,000	1,500,000 to 327,185,000	0 to 275,000,000

Notes:

S269 Of Total Debt, Amount That is Shareholder Debt

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	0	0	354,185,000
Horizon Utilities Corporation	156,000,000	156,000,000	190,000,000
PowerStream Inc.	182,430,000	182,430,000	182,400,000
Oakville Hydro Electricity	80,504,878	80,230,818	80,005,321
Veridian Connections Inc.	85,909,081	82,683,982	78,043,831
Kitchener-Wilmot Hydro Inc.	76,962,142	76,962,142	76,962,142
London Hydro Inc.	70,000,000		70,000,000
Burlington Hydro Inc.	47,878,608	47,878,608	47,878,608
Entegrus Powerlines Inc.	31,273,326	37,073,326	37,073,326
Waterloo North Hydro Inc.	33,513,211	33,512,211	33,513,211
Whitby Hydro Electric	28,337,942	28,337,942	28,337,942
Cambridge and North Dumfries	3,019,703	3,019,703	3,019,703
EnWin Utilities Ltd.	15,000,000	15,000,000	
Count	**13**	**12**	**12**
Average	**62,371,453.2**	**61,927,394.3**	**98,451,590.3**
Median	**47,878,608**	**42,475,967**	**73,481,071**
1st & 3rd quartiles	**28,337,942 & 80,504,878**	**25,003,457 & 80,844,109**	**36,183,297 & 105,603,991**
Range (min, max)	**0 to 182,430,000**	**0 to 182,430,000**	**3,019,703 to 354,185,000**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			24,189,168
Halton Hills Hydro Inc.	16,141,970	16,141,970	16,141,970
Festival Hydro Inc.	15,600,000	15,600,000	15,600,000
St. Thomas Energy Inc.	7,714,426	7,714,426	7,714,426
Lakefront Utilities Inc.		7,000,000	7,000,000
Grimsby Power Incorporated		5,782,746	5,782,746
Westario Power Inc.	5,260,460		5,260,460
Peterborough Distribution Inc.	23,157,680	21,657,680	5,157,680
Orangeville Hydro Limited	0	0	0
Haldimand County Hydro Inc.	0		
Count	**7**	**7**	**9**
Average	**9,696,362.3**	**10,556,688.9**	**9,649,605.6**
Median	**7,714,426**	**7,714,426**	**7,000,000**
1st & 3rd quartiles	**2,630,230 & 15,870,985**	**6,391,373 & 15,870,985**	**5,260,460 & 15,600,000**
Range (min, max)	**0 to 23,157,680**	**0 to 21,657,680**	**0 to 24,189,168**

S269 Of Total Debt, Amount That is Shareholder Debt

Small Utilities	2010	2011	2012
Kenora Hydro Electric		3,069,278	3,069,278
Sioux Lookout Hydro Inc.	212,956	250,000	205,000
Count	**1**	**2**	**2**
Average	**212,956.0**	**1,659,639.0**	**1,637,139.0**
Median	**212,956**	**1,659,639**	**1,637,139**
1st & 3rd quartiles	**212,956 & 212,956**	**954,820 & 2,364,459**	**921,070 & 2,353,209**
Range (min, max)	**212,956 to 212,956**	**250,000 to 3,069,278**	**205,000 to 3,069,278**
Totals over Large, Medium and Small Utility Classes			
Count	**21**	**21**	**23**
Average	**41,853,161.1**	**39,064,039.6**	**55,284,339.7**
Median	**23,157,680**	**16,141,970**	**24,189,168**
1st & 3rd quartiles	**5,260,460 & 70,000,000**	**5,782,746 & 47,878,608**	**5,521,603 & 73,481,071**
Range (min, max)	**0 to 182,430,000**	**0 to 182,430,000**	**0 to 354,185,000**

Notes:

S51 Long Term Debt

Large Utilities	2010	2011	2012
PowerStream Inc.	373,874,000	375,301,000	366,100,000
Hydro Ottawa Limited	312,185,000	327,185,000	327,185,000
Horizon Utilities Corporation	156,000,000	40,000,000	190,565,000
Hydro One Brampton Networks	143,000,000	163,000,000	183,000,000
Veridian Connections Inc.	82,406,000	106,986,674	116,871,450
Oakville Hydro Electricity	80,230,816	79,932,200	101,153,308
Kitchener-Wilmot Hydro Inc.	85,713,897	84,844,106	83,932,076
London Hydro Inc.	90,650,000		83,042,000
Burlington Hydro Inc.	47,878,608	57,028,799	62,517,277
EnWin Utilities Ltd.	50,000,000	50,000,000	51,000,000
Cambridge and North Dumfries	38,019,703	38,019,703	38,019,703
Entegrus Powerlines Inc.	31,273,326	37,073,326	37,073,326
Waterloo North Hydro Inc.	45,092,378	66,653,447	35,779,943
Whitby Hydro Electric	28,337,942	33,937,942	33,537,942
Count	**14**	**13**	**14**
Average	**111,761,547.9**	**112,304,784.4**	**122,126,930.4**
Median	**81,318,408**	**66,653,447**	**83,487,038**
1st & 3rd quartiles	**45,788,936 & 129,912,500**	**40,000,000 & 106,986,674**	**41,264,777 & 166,467,863**
Range (min, max)	**28,337,942 to 373,874,000**	**33,937,942 to 375,301,000**	**33,537,942 to 366,100,000**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			44,179,375
Peterborough Distribution Inc.	38,668,527	37,853,568	36,996,753
Festival Hydro Inc.	17,931,833	18,833,036	24,462,409
Halton Hills Hydro Inc.	17,114,630	19,836,118	19,601,571
Woodstock Hydro Services Inc.	12,741,862	14,910,564	16,134,299
Westario Power Inc.	15,590,842		15,316,915
Haldimand County Hydro Inc.	9,959,099	10,947,837	13,209,144
St. Thomas Energy Inc.	10,214,426	11,214,426	11,214,426
Lakefront Utilities Inc.		10,547,658	10,547,658
Orangeville Hydro Limited	7,446,118	7,207,872	9,191,132
Grimsby Power Incorporated		7,839,796	7,420,225
Lakeland Power Distribution Ltd	3,487,500	3,487,500	3,487,500

S51 Long Term Debt

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	14,794,981.9	14,267,837.5	17,646,783.9
Median	12,741,862	11,081,132	14,263,030
1st & 3rd quartiles	9,959,099 & 17,114,630	8,516,761 & 17,852,418	10,208,526 & 20,816,781
Range (min, max)	3,487,500 to 38,668,527	3,487,500 to 37,853,568	3,487,500 to 44,179,375

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2,606,671	2,377,931	2,153,737
Kenora Hydro Electric		1,500,000	1,500,000
Count	1	2	2
Average	2,606,671.0	1,938,965.5	1,826,868.5
Median	2,606,671	1,938,965	1,826,869
1st & 3rd quartiles	2,606,671 & 2,606,671	1,719,483 & 2,158,448	1,663,434 & 1,990,303
Range (min, max)	2,606,671 to 2,606,671	1,500,000 to 2,377,931	1,500,000 to 2,153,737

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	70,850,965.8	64,260,740.1	68,756,863.2
Median	38,344,115	37,073,326	36,388,348
1st & 3rd quartiles	14,878,597 & 83,232,974	10,947,837 & 66,653,447	12,710,465 & 83,264,519
Range (min, max)	2,606,671 to 373,874,000	1,500,000 to 375,301,000	1,500,000 to 366,100,000

Notes:

S52 Interest on Long Term Debt

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	16,319,000	17,213,773	17,379,473
PowerStream Inc.	21,457,000	21,506,000	17,184,380
Hydro One Brampton Networks	9,938,500	10,172,895	11,445,974
Horizon Utilities Corporation	8,998,860	10,076,000	8,555,342
Veridian Connections Inc.	5,305,576	5,419,664	5,744,658
Oakville Hydro Electricity	5,078,272	5,083,554	5,281,852
Kitchener-Wilmot Hydro Inc.	4,814,290	4,974,341	4,878,574
London Hydro Inc.	4,727,714		4,795,413
Burlington Hydro Inc.	3,027,699	3,187,778	3,274,004
Waterloo North Hydro Inc.	2,396,661	2,186,182	2,814,945
EnWin Utilities Ltd.	3,215,060	3,225,000	2,339,096
Entegrus Powerlines Inc.	1,673,275	2,263,578	2,253,036
Whitby Hydro Electric	2,000,000	2,018,227	2,194,283
Cambridge and North Dumfries	1,736,772	1,736,772	1,736,772
Count	**14**	**13**	**14**
Average	**6,477,762.8**	**6,851,058.8**	**6,419,843.0**
Median	**4,771,002**	**4,974,341**	**4,836,994**
1st & 3rd quartiles	**2,554,421 & 8,075,539**	**2,263,578 & 10,076,000**	**2,458,058 & 7,852,671**
Range (min, max)	**1,673,275 to 21,457,000**	**1,736,772 to 21,506,000**	**1,736,772 to 17,379,473**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			2,163,585
Peterborough Distribution Inc.	2,178,007	2,140,017	2,107,007
Festival Hydro Inc.	1,186,307	1,235,627	1,249,430
Halton Hills Hydro Inc.	1,008,873	1,037,651	957,507
Westario Power Inc.	863,106		838,098
Woodstock Hydro Services Inc.	646,822	687,760	783,042
St. Thomas Energy Inc.	796,443	727,407	727,407
Lakefront Utilities Inc.		507,500	507,500
Haldimand County Hydro Inc.	485,123	398,158	444,915
Grimsby Power Incorporated		471,925	344,453
Orangeville Hydro Limited	394,703	403,678	340,066
Lakeland Power Distribution Ltd	179,750	179,839	165,818

S52 Interest on Long Term Debt

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	859,903.8	778,956.2	885,735.7
Median	796,443	597,630	755,224
1st & 3rd quartiles	485,123 & 1,008,873	420,740 & 960,090	419,799 & 1,030,488
Range (min, max)	179,750 to 2,178,007	179,839 to 2,140,017	165,818 to 2,163,585

Small Utilities	2010	2011	2012
Kenora Hydro Electric		117,464	118,679
Sioux Lookout Hydro Inc.	55,556	92,818	85,577
Count	1	2	2
Average	55,556.0	105,141.0	102,128.0
Median	55,556	105,141	102,128
1st & 3rd quartiles	55,556 & 55,556	98,979 & 111,302	93,853 & 110,404
Range (min, max)	55,556 to 55,556	92,818 to 117,464	85,577 to 118,679

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	4,103,473.7	3,882,544.3	3,596,817.4
Median	2,089,004	2,018,227	2,135,296
1st & 3rd quartiles	846,440 & 4,880,285	507,500 & 4,974,341	672,430 & 4,816,204
Range (min, max)	55,556 to 21,457,000	92,818 to 21,506,000	85,577 to 17,379,473

Notes:

S59 Amortization

(Depreciation of Fixed Assets Plus Amortization of Contributed Capital)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	43,237,135	44,268,218	36,271,058
PowerStream Inc.	46,255,000	46,127,000	31,586,000
London Hydro Inc.	15,950,097		20,051,267
Horizon Utilities Corporation	24,596,684	26,389,412	18,369,163
Hydro One Brampton Networks	17,638,874	11,500,816	12,430,106
Oakville Hydro Electricity	9,996,871	10,219,524	11,720,662
Waterloo North Hydro Inc.	7,326,948	8,209,705	10,914,957
Kitchener-Wilmot Hydro Inc.	9,798,634	10,114,321	9,661,969
Veridian Connections Inc.	13,630,558	13,521,363	8,757,627
Burlington Hydro Inc.	7,126,597	6,872,766	7,704,198
EnWin Utilities Ltd.	12,249,956	12,860,941	6,985,777
Entegrus Powerlines Inc.	4,128,269	4,814,710	5,091,449
Whitby Hydro Electric	4,484,854	4,757,776	4,908,477
Cambridge and North Dumfries	6,145,892	6,147,959	4,774,056
Count	**14**	**13**	**14**
Average	**15,897,597.8**	**15,831,116.2**	**13,516,197.6**
Median	**11,123,414**	**10,219,524**	**10,288,463**
1st & 3rd quartiles	**7,176,685 & 17,216,680**	**6,872,766 & 13,521,363**	**7,165,382 & 16,884,399**
Range (min, max)	**4,128,269 to 46,255,000**	**4,757,776 to 46,127,000**	**4,774,056 to 36,271,058**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	3,325,168	3,424,461	6,282,352
Haldimand County Hydro Inc.	2,827,453	2,974,190	3,936,276
Brantford Power Inc.			3,916,728
Festival Hydro Inc.	2,605,175	2,498,627	3,139,082
Westario Power Inc.	1,855,324		2,311,450
Halton Hills Hydro Inc.	2,392,473	2,186,947	1,684,937
St. Thomas Energy Inc.	1,340,883	1,386,336	1,549,248
Lakeland Power Distribution Ltd	1,085,796	1,157,908	1,415,487
Woodstock Hydro Services Inc.	1,857,654	2,161,742	1,359,111
Orangeville Hydro Limited	1,055,344	1,095,592	971,344
Lakefront Utilities Inc.		926,183	725,672
Grimsby Power Incorporated		952,669	586,795

S59 Amortization

(Depreciation of Fixed Assets Plus Amortization of Contributed Capital)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2,038,363.3	1,876,465.5	2,323,206.8
Median	1,857,654	1,774,039	1,617,093
1st & 3rd quartiles	1,340,883 & 2,605,175	1,111,171 & 2,420,707	1,262,169 & 3,333,493
Range (min, max)	1,055,344 to 3,325,168	926,183 to 3,424,461	586,795 to 6,282,352

Small Utilities	2010	2011	2012
Kenora Hydro Electric		625,522	558,297
Sioux Lookout Hydro Inc.	344,552	304,303	230,426
Count	1	2	2
Average	344,552.0	464,912.5	394,361.5
Median	344,552	464,912	394,362
1st & 3rd quartiles	344,552 & 344,552	384,608 & 545,217	312,394 & 476,329
Range (min, max)	344,552 to 344,552	304,303 to 625,522	230,426 to 558,297

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	10,052,341.3	9,019,959.6	7,781,927.5
Median	5,315,373	4,757,776	4,841,266
1st & 3rd quartiles	2,258,768 & 12,595,107	1,386,336 & 10,219,524	1,515,808 & 9,975,216
Range (min, max)	344,552 to 46,255,000	304,303 to 46,127,000	230,426 to 36,271,058

Notes:

S75 Accounts Receivable - Electrical Energy at Year End

Large Utilities	2010	2011	2012
PowerStream Inc.	52,646,715	58,608,273	63,221,775
Hydro Ottawa Limited	61,194,794	53,158,929	57,369,758
Horizon Utilities Corporation	31,377,834	33,921,615	34,609,799
London Hydro Inc.	26,204,507		23,813,708
Veridian Connections Inc.	22,437,488	21,628,398	22,498,623
Hydro One Brampton Networks	18,208,703	19,566,692	21,935,576
EnWin Utilities Ltd.	15,687,184	15,188,053	16,686,572
Cambridge and North Dumfries	6,377,722	12,852,814	13,144,962
Waterloo North Hydro Inc.	9,846,167	10,360,734	12,420,386
Oakville Hydro Electricity	7,472,281	10,115,492	12,079,777
Kitchener-Wilmot Hydro Inc.	14,120,442	11,306,519	12,040,728
Burlington Hydro Inc.	11,250,362	10,592,348	10,183,738
Whitby Hydro Electric	6,363,317	5,514,064	6,449,983
Entegrus Powerlines Inc.	2,199,918	2,550,673	3,298,636
Count	**14**	**13**	**14**
Average	**20,384,816.7**	**20,412,661.8**	**22,125,287.2**
Median	**14,903,813**	**12,852,814**	**14,915,767**
1st & 3rd quartiles	**8,065,753 & 25,262,752**	**10,360,734 & 21,628,398**	**12,050,490 & 23,484,937**
Range (min, max)	**2,199,918 to 61,194,794**	**2,550,673 to 58,608,273**	**3,298,636 to 63,221,775**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			7,880,224
Halton Hills Hydro Inc.	4,376,405	4,503,337	6,402,413
Peterborough Distribution Inc.	4,733,114	4,812,105	5,326,928
Haldimand County Hydro Inc.	2,558,801	2,784,341	3,916,680
Woodstock Hydro Services Inc.	4,037,410	3,252,190	3,502,846
Orangeville Hydro Limited	2,723,242	2,800,075	2,913,687
Westario Power Inc.	3,739,093		2,738,130
Lakeland Power Distribution Ltd	1,894,892	2,367,953	2,607,585
St. Thomas Energy Inc.	2,467,313	2,303,238	2,466,539
Lakefront Utilities Inc.		1,987,424	2,382,618
Festival Hydro Inc.	2,162,799	2,166,370	2,294,768
Grimsby Power Incorporated		629,854	704,421

S75 Accounts Receivable - Electrical Energy at Year End

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3,188,118.8	2,760,688.7	3,594,736.6
Median	2,723,242	2,576,147	2,825,908
1st & 3rd quartiles	2,467,313 & 4,037,410	2,200,587 & 3,139,161	2,445,559 & 4,269,242
Range (min, max)	1,894,892 to 4,733,114	629,854 to 4,812,105	704,421 to 7,880,224

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1,326,541	1,176,369
Sioux Lookout Hydro Inc.	783,208	682,613	682,839
Count	1	2	2
Average	783,208.0	1,004,577.0	929,604.0
Median	783,208	1,004,577	929,604
1st & 3rd quartiles	783,208 & 783,208	843,595 & 1,165,559	806,222 & 1,052,987
Range (min, max)	783,208 to 783,208	682,613 to 1,326,541	682,839 to 1,176,369

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	13,119,321.3	11,799,225.8	12,669,645.3
Median	6,370,519	4,812,105	6,426,198
1st & 3rd quartiles	2,682,132 & 16,317,564	2,367,953 & 12,852,814	2,705,493 & 14,030,364
Range (min, max)	783,208 to 61,194,794	629,854 to 58,608,273	682,839 to 63,221,775

Notes:

S76 Accounts Receivable - Unbilled Electrical Revenue at Year End

Large Utilities	2010	2011	2012
PowerStream Inc.	92,207,000	90,369,000	96,387,000
Hydro Ottawa Limited	82,221,401	93,686,000	89,935,000
Horizon Utilities Corporation	51,617,560	55,333,284	54,281,114
London Hydro Inc.	27,400,793		33,157,627
Hydro One Brampton Networks	31,026,672	30,933,489	30,992,710
Veridian Connections Inc.	31,016,602	28,546,629	28,055,484
Kitchener-Wilmot Hydro Inc.	19,649,500	23,380,400	22,473,800
Burlington Hydro Inc.	20,330,044	20,474,503	21,348,701
EnWin Utilities Ltd.	15,608,253	16,869,082	17,955,019
Oakville Hydro Electricity	16,858,662	19,074,823	16,737,977
Waterloo North Hydro Inc.	13,356,297	13,425,028	16,737,801
Cambridge and North Dumfries	11,723,044	10,015,819	12,911,215
Whitby Hydro Electric	10,958,930	10,877,603	10,894,857
Entegrus Powerlines Inc.	9,722,658	11,694,409	10,744,448
Count	**14**	**13**	**14**
Average	**30,978,386.9**	**32,667,697.6**	**33,043,768.1**
Median	**19,989,772**	**20,474,503**	**21,911,251**
1st & 3rd quartiles	**13,919,286 & 31,024,155**	**13,425,028 & 30,933,489**	**16,737,845 & 32,616,398**
Range (min, max)	**9,722,658 to 92,207,000**	**10,015,819 to 93,686,000**	**10,744,448 to 96,387,000**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	8,333,000	8,238,000	9,143,000
Brantford Power Inc.			8,557,480
Festival Hydro Inc.	6,394,437	6,937,210	6,957,971
Haldimand County Hydro Inc.	5,259,993	5,422,772	5,589,542
Halton Hills Hydro Inc.	5,727,873	6,585,900	5,189,927
Westario Power Inc.	4,793,983		4,959,492
Woodstock Hydro Services Inc.	3,670,398	3,968,836	3,947,741
Lakefront Utilities Inc.		3,355,968	3,404,011
St. Thomas Energy Inc.	3,268,937	3,179,927	3,148,848
Orangeville Hydro Limited	2,747,324	2,494,566	2,514,278
Lakeland Power Distribution Ltd	2,355,046	2,262,157	2,384,301
Grimsby Power Incorporated		1,499,005	1,840,881

S76 Accounts Receivable - Unbilled Electrical Revenue at Year End

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	4,727,887.9	4,394,434.1	4,803,122.7
Median	4,793,983	3,662,402	4,453,617
1st & 3rd quartiles	3,268,937 & 5,727,873	2,665,906 & 6,295,118	2,990,206 & 5,931,649
Range (min, max)	2,355,046 to 8,333,000	1,499,005 to 8,238,000	1,840,881 to 9,143,000

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1,361,598	1,320,293
Sioux Lookout Hydro Inc.	1,134,908	1,135,299	1,243,264
Count	1	2	2
Average	1,134,908.0	1,248,448.5	1,281,778.5
Median	1,134,908	1,248,448	1,281,779
1st & 3rd quartiles	1,134,908 & 1,134,908	1,191,873 & 1,305,023	1,262,521 & 1,301,036
Range (min, max)	1,134,908 to 1,134,908	1,135,299 to 1,361,598	1,243,264 to 1,320,293

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	19,890,971.5	18,844,852.3	18,671,920.8
Median	11,340,987	10,015,819	9,943,724
1st & 3rd quartiles	5,143,491 & 22,097,731	3,355,968 & 20,474,503	3,811,809 & 21,629,976
Range (min, max)	1,134,908 to 92,207,000	1,135,299 to 93,686,000	1,243,264 to 96,387,000

Notes:

S77 Actual Write-Offs - Total for All Accounts Written Off (do not include bad debt)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	2,076,904	2,161,438	2,437,699
Hydro Ottawa Limited	1,571,552	1,714,480	2,011,949
PowerStream Inc.	2,007,681	2,387,633	1,487,177
Veridian Connections Inc.	1,118,747	654,000	910,600
Hydro One Brampton Networks	882,850	682,538	802,262
EnWin Utilities Ltd.	-706,000	71,557	467,214
Oakville Hydro Electricity	179,224	198,068	296,541
Cambridge and North Dumfries	175,773	191,215	269,371
Whitby Hydro Electric	145,145	184,007	258,999
Kitchener-Wilmot Hydro Inc.	210,533	246,063	236,415
Burlington Hydro Inc.	271,444	243,248	234,913
Entegrus Powerlines Inc.	207,972	144,224	231,470
Waterloo North Hydro Inc.	100,751	125,894	89,723
Count	**13**	**13**	**13**
Average	**634,044.3**	**692,643.5**	**748,794.8**
Median	**210,533**	**243,248**	**296,541**
1st & 3rd quartiles	**175,773 & 1,118,747**	**184,007 & 682,538**	**236,415 & 910,600**
Range (min, max)	**-706,000 to 2,076,904**	**71,557 to 2,387,633**	**89,723 to 2,437,699**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			228,336
Woodstock Hydro Services Inc.	115,019	136,035	133,700
St. Thomas Energy Inc.	51,550	113,679	129,563
Halton Hills Hydro Inc.	65,154	55,893	118,665
Peterborough Distribution Inc.	202,043	98,966	112,062
Haldimand County Hydro Inc.	59,581	56,414	77,053
Festival Hydro Inc.	84,940	75,882	73,487
Orangeville Hydro Limited	26,716	38,788	27,030
Westario Power Inc.	84,602		20,300
Grimsby Power Incorporated		6,500	18,003
Lakeland Power Distribution Ltd	24,904	25,975	0
Count	**9**	**9**	**11**
Average	**79,389.9**	**67,570.2**	**85,290.8**
Median	**65,154**	**56,414**	**77,053**
1st & 3rd quartiles	**51,550 & 84,940**	**38,788 & 98,966**	**23,665 & 124,114**
Range (min, max)	**24,904 to 202,043**	**6,500 to 136,035**	**0 to 228,336**

S77 Actual Write-Offs - Total for All Accounts Written Off (do not include bad debt)

Small Utilities	2010	2011	2012
Kenora Hydro Electric		17,607	40,224
Sioux Lookout Hydro Inc.	14,821	35,849	28,672
Count	**1**	**2**	**2**
Average	**14,821.0**	**26,728.0**	**34,448.0**
Median	**14,821**	**26,728**	**34,448**
1st & 3rd quartiles	**14,821 & 14,821**	**22,168 & 31,289**	**31,560 & 37,336**
Range (min, max)	**14,821 to 14,821**	**17,607 to 35,849**	**28,672 to 40,224**
Totals over Large, Medium and Small Utility Classes			
Count	**23**	**24**	**26**
Average	**390,082.9**	**402,748.0**	**413,131.8**
Median	**145,145**	**130,964**	**181,018**
1st & 3rd quartiles	**62,368 & 240,989**	**56,284 & 243,952**	**74,379 & 289,749**
Range (min, max)	**-706,000 to 2,076,904**	**6,500 to 2,387,633**	**0 to 2,437,699**

Notes:

S158 Bad Debt Expense Only (does not include write offs reported in S77)

Large Utilities	2010	2011	2012
PowerStream Inc.	1,910,962	2,094,767	1,572,021
Horizon Utilities Corporation	1,504,791	1,536,562	1,549,348
Hydro Ottawa Limited	1,240,035	1,176,400	1,432,802
Veridian Connections Inc.	1,072,354	237,247	941,497
Hydro One Brampton Networks	620,786	939,905	677,070
Waterloo North Hydro Inc.	89,416	96,037	525,006
Oakville Hydro Electricity	167,480	256,873	515,434
London Hydro Inc.	1,120,000		325,000
Cambridge and North Dumfries	119,180	148,915	242,161
Entegrus Powerlines Inc.	225,776	163,440	177,178
Burlington Hydro Inc.	214,304	219,869	156,771
Kitchener-Wilmot Hydro Inc.	-46,363	103,015	146,917
Whitby Hydro Electric	94,963	168,802	136,250
EnWin Utilities Ltd.	-272,472	523,574	-1,353
Count	**14**	**13**	**14**
Average	**575,800.9**	**589,646.6**	**599,721.6**
Median	**220,040**	**237,247**	**420,217**
1st & 3rd quartiles	**101,017 & 1,108,089**	**163,440 & 939,905**	**161,873 & 875,390**
Range (min, max)	**-272,472 to 1,910,962**	**96,037 to 2,094,767**	**-1,353 to 1,572,021**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			163,887
Peterborough Distribution Inc.	165,760	155,097	162,459
Halton Hills Hydro Inc.	89,264	49,194	86,102
Westario Power Inc.	67,602		79,608
Woodstock Hydro Services Inc.	62,050	73,310	79,553
Haldimand County Hydro Inc.	39,405	57,029	63,473
Festival Hydro Inc.	74,628	55,000	57,800
Lakeland Power Distribution Ltd	36,733	27,837	31,623
Orangeville Hydro Limited	22,454	120,695	27,045
Lakefront Utilities Inc.		13,283	15,718
St. Thomas Energy Inc.	54,562	181,401	15,024
Grimsby Power Incorporated		4,350	10,208

S158 Bad Debt Expense Only (does not include write offs reported in S77)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	68,050.9	73,719.6	66,041.7
Median	62,050	56,015	60,637
1st & 3rd quartiles	39,405 & 74,628	33,176 & 108,848	24,213 & 81,232
Range (min, max)	22,454 to 165,760	4,350 to 181,401	10,208 to 163,887

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	22,877	9,996	20,094
Kenora Hydro Electric		5,875	-14,885
Count	1	2	2
Average	22,877.0	7,935.5	2,604.5
Median	22,877	7,936	2,605
1st & 3rd quartiles	22,877 & 22,877	6,906 & 8,966	-6,140 & 11,350
Range (min, max)	22,877 to 22,877	5,875 to 9,996	-14,885 to 20,094

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	362,356.1	336,738.9	328,350.4
Median	92,190	148,915	141,583
1st & 3rd quartiles	50,773 & 324,528	55,000 & 237,247	30,479 & 372,609
Range (min, max)	-272,472 to 1,910,962	4,350 to 2,094,767	-14,885 to 1,572,021

Notes:

S204 Customer Deposits

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	18,107,007	38,218,826	35,400,390
PowerStream Inc.	13,549,000	13,035,000	13,064,000
Horizon Utilities Corporation	14,506,647	14,506,647	12,799,638
Cambridge and North Dumfries	9,130,663	9,240,087	12,311,784
Kitchener-Wilmot Hydro Inc.	10,241,131	11,430,355	11,026,492
EnWin Utilities Ltd.	8,013,056	7,513,730	9,619,648
London Hydro Inc.	6,773,295		7,753,270
Waterloo North Hydro Inc.	784,672	3,489,334	5,485,750
Hydro One Brampton Networks	6,664,152	6,228,614	5,463,280
Veridian Connections Inc.	5,233,000	4,914,606	5,029,147
Oakville Hydro Electricity	5,008,070	5,169,019	4,639,337
Entegrus Powerlines Inc.	3,519,861	4,317,856	4,312,677
Burlington Hydro Inc.	3,060,945	3,194,263	2,989,191
Whitby Hydro Electric	1,894,119	1,509,997	1,436,793
Count	**14**	**13**	**14**
Average	**7,606,115.6**	**9,443,718.0**	**9,380,814.1**
Median	**6,718,723**	**6,228,614**	**6,619,510**
1st & 3rd quartiles	**3,891,913 & 9,963,514**	**4,317,856 & 11,430,355**	**4,736,790 & 11,990,461**
Range (min, max)	**784,672 to 18,107,007**	**1,509,997 to 38,218,826**	**1,436,793 to 35,400,390**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			1,860,225
Peterborough Distribution Inc.	2,182,603	1,574,106	1,699,038
Woodstock Hydro Services Inc.	1,430,722	1,249,113	1,335,784
Festival Hydro Inc.	929,246	1,037,951	912,401
Orangeville Hydro Limited	535,868	706,311	853,053
Halton Hills Hydro Inc.	714,105	537,065	720,918
Haldimand County Hydro Inc.	690,184	473,481	544,512
St. Thomas Energy Inc.	690,906	396,751	333,495
Westario Power Inc.	366,759		326,962
Grimsby Power Incorporated		237,242	282,738
Lakeland Power Distribution Ltd	240,224	205,809	191,197
Lakefront Utilities Inc.		96,854	82,251

S204 Customer Deposits

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	864,513.0	651,468.3	761,881.2
Median	690,906	505,273	632,715
1st & 3rd quartiles	535,868 & 929,246	277,119 & 955,041	315,906 & 1,018,247
Range (min, max)	240,224 to 2,182,603	96,854 to 1,574,106	82,251 to 1,860,225

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	134,817	137,538	132,233
Kenora Hydro Electric		42,359	55,379
Count	1	2	2
Average	134,817.0	89,948.5	93,806.0
Median	134,817	89,948	93,806
1st & 3rd quartiles	134,817 & 134,817	66,154 & 113,743	74,593 & 113,020
Range (min, max)	134,817 to 134,817	42,359 to 137,538	55,379 to 132,233

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	4,766,710.5	5,178,516.6	5,023,628.0
Median	2,621,774	1,574,106	1,779,632
1st & 3rd quartiles	708,305 & 7,083,235	473,481 & 6,228,614	491,758 & 6,052,630
Range (min, max)	134,817 to 18,107,007	42,359 to 38,218,826	55,379 to 35,400,390

Notes:

S173 Dividends Paid

Large Utilities	2010	2011	2012
PowerStream Inc.	10,532,000	13,857,000	16,087,000
Hydro Ottawa Limited	14,000,000	30,000,000	15,000,000
Hydro One Brampton Networks	11,000,000	10,400,000	12,900,000
Horizon Utilities Corporation	8,113,000	7,456,000	9,918,000
Veridian Connections Inc.	5,220,000	4,900,000	4,600,000
EnWin Utilities Ltd.	4,000,000	3,750,000	3,750,000
Kitchener-Wilmot Hydro Inc.	5,750,000	0	3,640,000
Waterloo North Hydro Inc.	639,000	639,000	3,062,802
London Hydro Inc.	10,000,000		3,000,000
Cambridge and North Dumfries	1,345,000	2,563,000	2,948,000
Entegrus Powerlines Inc.	7,750,000	400,000	2,600,000
Burlington Hydro Inc.	2,025,000	2,550,000	1,750,000
Oakville Hydro Electricity	0	0	0
Count	**13**	**12**	**13**
Average	**6,182,615.4**	**6,376,250.0**	**6,096,600.2**
Median	**5,750,000**	**3,156,500**	**3,640,000**
1st & 3rd quartiles	**2,025,000 & 10,000,000**	**579,250 & 8,192,000**	**2,948,000 & 9,918,000**
Range (min, max)	**0 to 14,000,000**	**0 to 30,000,000**	**0 to 16,087,000**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	1,204,137	1,294,793	1,294,793
Peterborough Distribution Inc.	1,967,688	1,641,000	1,283,000
Halton Hills Hydro Inc.	913,957	943,705	1,077,592
Brantford Power Inc.			750,000
Orangeville Hydro Limited	346,932	383,754	665,012
Westario Power Inc.	400,284		664,062
Haldimand County Hydro Inc.	691,445	716,750	611,329
Lakefront Utilities Inc.		600,000	470,000
Woodstock Hydro Services Inc.	150,000	115,000	265,000
St. Thomas Energy Inc.	500,000	500,000	250,000
Grimsby Power Incorporated		135,730	81,670
Lakeland Power Distribution Ltd			0

S173 Dividends Paid

Medium Utilities	2010	2011	2012
Count	8	9	12
Average	771,805.4	703,414.7	617,704.8
Median	595,723	600,000	637,696
1st & 3rd quartiles	386,946 & 986,502	383,754 & 943,705	261,250 & 831,898
Range (min, max)	150,000 to 1,967,688	115,000 to 1,641,000	0 to 1,294,793

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	239,000	212,956	250,000
Count	1	1	1
Average	239,000.0	212,956.0	250,000.0
Median	239,000	212,956	250,000
1st & 3rd quartiles	239,000 & 239,000	212,956 & 212,956	250,000 & 250,000
Range (min, max)	239,000 to 239,000	212,956 to 212,956	250,000 to 250,000

Totals over Large, Medium and Small Utility Classes			
Count	22	22	26
Average	3,944,883.8	3,775,394.9	3,343,010.0
Median	1,656,344	830,228	1,288,897
1st & 3rd quartiles	534,750 & 7,250,000	387,816 & 3,453,250	505,332 & 3,495,701
Range (min, max)	0 to 14,000,000	0 to 30,000,000	0 to 16,087,000

Notes:

S270 Cash Position at Year End

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	10,446,043	9,758,007	41,922,410
PowerStream Inc.	8,568,000	0	19,963,000
Kitchener-Wilmot Hydro Inc.	5,003,063	11,717,515	17,106,794
EnWin Utilities Ltd.	-8,186,648	3,989,560	15,989,644
Oakville Hydro Electricity	1,617,735	-16,430,493	15,768,926
Burlington Hydro Inc.	12,406,914	13,749,199	11,553,542
Cambridge and North Dumfries	14,569,858	6,183,336	8,523,183
Entegrus Powerlines Inc.	5,322,258	7,798,310	7,799,967
Whitby Hydro Electric	1,555,037	5,738,651	6,749,876
Hydro One Brampton Networks	0		6,557,799
London Hydro Inc.	7,606,002		1,665,589
Hydro Ottawa Limited	2,924,000	4,413,000	1,639,000
Waterloo North Hydro Inc.	130,253	272,665	2,816
Veridian Connections Inc.	0	0	0
Count	**14**	**12**	**14**
Average	**4,425,893.9**	**3,932,479.2**	**11,088,753.3**
Median	**3,963,532**	**5,075,826**	**8,161,575**
1st & 3rd quartiles	**486,449 & 8,327,501**	**204,499 & 8,288,234**	**2,888,641 & 15,934,464**
Range (min, max)	**-8,186,648 to 14,569,858**	**-16,430,493 to 13,749,199**	**0 to 41,922,410**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			13,935,062
Haldimand County Hydro Inc.	2,494,213	3,941,761	5,733,888
Woodstock Hydro Services Inc.	3,188,152	3,025,703	4,378,360
Peterborough Distribution Inc.	7,338,786	5,343,222	4,226,634
Orangeville Hydro Limited	1,271,038	962,239	3,394,169
Lakefront Utilities Inc.		3,304,345	2,994,680
Grimsby Power Incorporated		622,321	1,013,550
Westario Power Inc.	4,511,070		303,268
Festival Hydro Inc.	1,089,077	0	1,060
Lakeland Power Distribution Ltd	-199,196	510	510
St. Thomas Energy Inc.	745,185	1,769,052	-914,329
Halton Hills Hydro Inc.	2,392,329	1,257,808	-2,274,374

S270 Cash Position at Year End

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2,536,739.3	2,022,696.1	2,732,706.5
Median	2,392,329	1,513,430	2,004,115
1st & 3rd quartiles	1,089,077 & 3,188,152	707,301 & 3,234,685	923 & 4,264,565
Range (min, max)	-199,196 to 7,338,786	0 to 5,343,222	-2,274,374 to 13,935,062

Small Utilities	2010	2011	2012
Kenora Hydro Electric		828,559	706,762
Sioux Lookout Hydro Inc.	793,425	944,586	285,079
Count	1	2	2
Average	793,425.0	886,572.5	495,920.5
Median	793,425	886,572	495,920
1st & 3rd quartiles	793,425 & 793,425	857,566 & 915,579	390,499 & 601,341
Range (min, max)	793,425 to 793,425	828,559 to 944,586	285,079 to 706,762

Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	3,566,108.1	2,882,910.7	6,750,959.5
Median	2,443,271	2,397,378	3,810,402
1st & 3rd quartiles	781,365 & 5,826,390	534,907 & 5,442,079	298,721 & 9,280,773
Range (min, max)	-8,186,648 to 14,569,858	-16,430,493 to 13,749,199	-2,274,374 to 41,922,410

Notes:

S65 Cash + Short Term Investments

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	10,446,043	9,758,007	41,926,785
Kitchener-Wilmot Hydro Inc.	28,003,063	22,735,022	20,106,794
PowerStream Inc.	8,568,000	0	19,963,000
EnWin Utilities Ltd.	-8,186,648	3,989,560	15,989,644
Oakville Hydro Electricity	1,617,735	-16,430,493	15,768,926
Cambridge and North Dumfries	22,569,858	12,183,336	14,607,193
Burlington Hydro Inc.	12,406,914	13,749,199	11,553,542
Entegrus Powerlines Inc.	5,322,258	7,798,310	7,799,967
Whitby Hydro Electric	1,555,037	5,738,651	6,749,876
Hydro One Brampton Networks	0		6,557,799
London Hydro Inc.	7,606,002		1,665,589
Hydro Ottawa Limited	2,924,000	4,413,000	1,639,000
Waterloo North Hydro Inc.	130,887	273,305	3,462
Veridian Connections Inc.	0	0	0
Count	**14**	**12**	**14**
Average	**6,640,224.9**	**5,350,658.1**	**11,737,969.8**
Median	**4,123,129**	**5,075,826**	**9,676,755**
1st & 3rd quartiles	**486,924 & 9,976,532**	**204,979 & 10,364,340**	**2,888,641 & 15,934,464**
Range (min, max)	**-8,186,648 to 28,003,063**	**-16,430,493 to 22,735,022**	**0 to 41,926,785**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			13,935,062
Haldimand County Hydro Inc.	2,494,213	3,941,761	5,733,888
Woodstock Hydro Services Inc.	7,737,506	3,025,703	4,378,360
Peterborough Distribution Inc.	7,338,786	5,343,222	4,226,634
Orangeville Hydro Limited	1,271,038	962,239	3,394,169
Lakefront Utilities Inc.		3,304,345	2,994,680
Grimsby Power Incorporated		622,471	1,013,700
Westario Power Inc.	4,531,244		320,782
Festival Hydro Inc.	1,089,077	0	1,060
Lakeland Power Distribution Ltd			510
St. Thomas Energy Inc.	745,185	1,769,052	-914,329
Halton Hills Hydro Inc.	2,392,329	1,257,808	-2,274,374

S65 Cash + Short Term Investments

Medium Utilities	2010	2011	2012
Count	8	9	12
Average	3,449,922.3	2,247,400.1	2,734,178.5
Median	2,443,271	1,769,052	2,004,190
1st & 3rd quartiles	1,225,548 & 5,233,129	962,239 & 3,304,345	923 & 4,264,565
Range (min, max)	745,185 to 7,737,506	0 to 5,343,222	-2,274,374 to 13,935,062

Small Utilities	2010	2011	2012
Kenora Hydro Electric		828,559	706,762
Sioux Lookout Hydro Inc.	793,425	944,586	285,079
Count	1	2	2
Average	793,425.0	886,572.5	495,920.5
Median	793,425	886,572	495,920
1st & 3rd quartiles	793,425 & 793,425	857,566 & 915,579	390,499 & 601,341
Range (min, max)	793,425 to 793,425	828,559 to 944,586	285,079 to 706,762

Totals over Large, Medium and Small Utility Classes			
Count	23	23	28
Average	5,276,345.7	3,748,158.4	7,076,198.6
Median	2,494,213	3,025,703	3,810,402
1st & 3rd quartiles	941,251 & 7,671,754	725,515 & 5,540,937	311,856 & 12,148,922
Range (min, max)	-8,186,648 to 28,003,063	-16,430,493 to 22,735,022	-2,274,374 to 41,926,785

Notes:

S66 Cost of Power Purchased (Exclude Debt Retirement Charges and HST)

Large Utilities	2010	2011	2012
PowerStream Inc.	691,318,000	751,457,000	800,958,000
Hydro Ottawa Limited	621,842,325	663,855,034	709,935,032
Horizon Utilities Corporation	413,458,388	421,839,916	452,194,942
Hydro One Brampton Networks	318,203,294	343,488,589	360,624,978
London Hydro Inc.	278,618,382		316,676,937
Veridian Connections Inc.	208,748,099	238,330,731	245,348,801
EnWin Utilities Ltd.	190,839,506	191,152,342	213,533,589
Kitchener-Wilmot Hydro Inc.	156,940,481	163,084,890	170,281,848
Burlington Hydro Inc.	140,978,607	151,129,220	159,641,574
Oakville Hydro Electricity	130,384,214	138,129,434	149,133,411
Waterloo North Hydro Inc.	91,338,398	125,507,981	133,881,401
Entegrus Powerlines Inc.	62,065,218	83,785,228	88,648,371
Cambridge and North Dumfries	99,101,056	108,047,115	63,907,354
Whitby Hydro Electric	60,752,605	61,319,954	59,537,691
Count	**14**	**13**	**14**
Average	**247,470,612.4**	**264,702,110.3**	**280,307,423.5**
Median	**173,889,993**	**163,084,890**	**191,907,719**
1st & 3rd quartiles	**106,921,845 & 308,307,066**	**125,507,981 & 343,488,589**	**137,694,404 & 349,637,968**
Range (min, max)	**60,752,605 to 691,318,000**	**61,319,954 to 751,457,000**	**59,537,691 to 800,958,000**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			72,077,010
Peterborough Distribution Inc.	64,275,503	68,935,891	70,397,921
Festival Hydro Inc.	47,738,346	52,635,545	55,666,994
Halton Hills Hydro Inc.	41,442,197	45,727,509	45,746,998
Westario Power Inc.	36,625,253		40,087,137
Haldimand County Hydro Inc.	37,439,461	40,380,841	39,895,541
Woodstock Hydro Services Inc.	24,807,889	33,256,193	36,780,808
St. Thomas Energy Inc.	20,060,957	21,858,426	28,195,849
Lakefront Utilities Inc.		22,790,727	23,485,697
Orangeville Hydro Limited	20,665,785	21,885,544	22,906,425
Lakeland Power Distribution Ltd	17,170,452	18,600,838	20,179,772
Grimsby Power Incorporated		15,625,944	16,695,325

S66 Cost of Power Purchased (Exclude Debt Retirement Charges and HST)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	34,469,538.1	34,169,745.8	39,342,956.4
Median	36,625,253	28,023,460	38,338,175
1st & 3rd quartiles	20,665,785 & 41,442,197	21,865,206 & 44,390,842	23,340,879 & 48,226,997
Range (min, max)	17,170,452 to 64,275,503	15,625,944 to 68,935,891	16,695,325 to 72,077,010

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	5,202,374	6,153,107	6,157,289
Kenora Hydro Electric		9,144,861	5,964,571
Count	1	2	2
Average	5,202,374.0	7,648,984.0	6,060,930.0
Median	5,202,374	7,648,984	6,060,930
1st & 3rd quartiles	5,202,374 & 5,202,374	6,901,045 & 8,396,922	6,012,751 & 6,109,110
Range (min, max)	5,202,374 to 5,202,374	6,153,107 to 9,144,861	5,964,571 to 6,157,289

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	157,500,699.6	151,924,914.4	157,447,902.4
Median	77,806,951	68,935,891	67,152,638
1st & 3rd quartiles	37,235,909 & 195,316,654	22,790,727 & 163,084,890	34,634,569 & 181,094,783
Range (min, max)	5,202,374 to 691,318,000	6,153,107 to 751,457,000	5,964,571 to 800,958,000

Notes:

S163 Debt Retirement Charges

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	48,283,681	52,589,473	44,322,032
Horizon Utilities Corporation	33,555,316	32,527,055	32,728,604
Hydro One Brampton Networks	26,508,740	26,792,004	27,072,581
London Hydro Inc.	23,637,543		22,694,222
Veridian Connections Inc.	19,157,501	18,502,029	19,554,141
EnWin Utilities Ltd.	16,309,097	16,021,937	15,730,920
Kitchener-Wilmot Hydro Inc.	12,780,191	12,723,133	12,759,783
Burlington Hydro Inc.	11,453,240	11,585,749	11,466,316
Oakville Hydro Electricity	10,812,292	10,570,356	10,904,874
Cambridge and North Dumfries	10,226,225	10,256,919	10,171,151
Entegrus Powerlines Inc.	5,440,507	6,411,579	6,398,823
Whitby Hydro Electric	6,040,682	6,103,091	6,155,856
PowerStream Inc.	58,108,310	58,901,763	4,319,386
Waterloo North Hydro Inc.	760,695	763,310	751,662
Count	**14**	**13**	**14**
Average	**20,219,572.9**	**20,288,338.3**	**16,073,596.5**
Median	**14,544,644**	**12,723,133**	**12,113,049**
1st & 3rd quartiles	**10,372,742 & 25,790,941**	**10,256,919 & 26,792,004**	**7,341,905 & 21,909,202**
Range (min, max)	**760,695 to 58,108,310**	**763,310 to 58,901,763**	**751,662 to 44,322,032**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			6,551,933
Peterborough Distribution Inc.	5,356,836	5,840,843	5,327,995
Festival Hydro Inc.	3,987,343	4,060,856	4,164,339
Halton Hills Hydro Inc.	3,342,853	3,445,411	3,403,275
Orangeville Hydro Limited	3,958,197	3,467,831	3,342,250
Westario Power Inc.	3,249,490		2,965,791
Woodstock Hydro Services Inc.	2,611,851	2,623,283	2,658,359
Haldimand County Hydro Inc.	2,421,430	2,455,111	2,410,138
St. Thomas Energy Inc.	2,073,122	2,061,230	2,035,533
Lakefront Utilities Inc.		1,477,604	1,746,650
Lakeland Power Distribution Ltd	1,352,970	1,365,380	1,359,370
Grimsby Power Incorporated		0	0

S163 Debt Retirement Charges

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3,150,454.7	2,679,754.9	2,997,136.1
Median	3,249,490	2,539,197	2,812,075
1st & 3rd quartiles	2,421,430 & 3,958,197	1,623,510 & 3,462,226	1,963,312 & 3,593,541
Range (min, max)	1,352,970 to 5,356,836	0 to 5,840,843	0 to 6,551,933

Small Utilities	2010	2011	2012
Kenora Hydro Electric		736,545	754,939
Sioux Lookout Hydro Inc.	497,308	511,307	558,186
Count	1	2	2
Average	497,308.0	623,926.0	656,562.5
Median	497,308	623,926	656,563
1st & 3rd quartiles	497,308 & 497,308	567,616 & 680,235	607,375 & 705,751
Range (min, max)	497,308 to 497,308	511,307 to 736,545	558,186 to 754,939

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	12,996,892.5	11,671,752.0	9,368,182.5
Median	5,740,595	5,840,843	4,823,690
1st & 3rd quartiles	3,090,080 & 17,021,198	2,061,230 & 12,723,133	2,316,487 & 11,789,683
Range (min, max)	497,308 to 58,108,310	0 to 58,901,763	0 to 44,322,032

Notes:

Large Utilities	2010	2011	2012
PowerStream Inc.	55,462,332	61,028,106	80,046,838
Hydro Ottawa Limited	49,050,656	52,244,655	64,150,475
Horizon Utilities Corporation	37,075,535	39,573,687	49,694,692
London Hydro Inc.	28,836,139		30,783,590
Veridian Connections Inc.	19,473,156	19,533,914	23,779,109
EnWin Utilities Ltd.	21,682,241	22,149,338	23,215,717
Hydro One Brampton Networks	18,389,354	21,795,489	19,554,887
Kitchener-Wilmot Hydro Inc.	12,105,136	13,305,983	16,327,543
Burlington Hydro Inc.	14,588,414	15,272,634	16,013,190
Cambridge and North Dumfries	9,569,312	10,297,082	13,838,000
Oakville Hydro Electricity	11,017,743	12,758,710	13,463,660
Waterloo North Hydro Inc.	9,810,669	9,458,749	10,443,881
Whitby Hydro Electric	8,723,348	8,435,136	8,844,215
Entegrus Powerlines Inc.	6,589,637	8,695,894	8,619,307
Count	**14**	**13**	**14**
Average	**21,598,119.4**	**22,657,644.4**	**27,055,364.6**
Median	**16,488,884**	**15,272,634**	**17,941,215**
1st & 3rd quartiles	**10,112,437 & 27,047,665**	**10,297,082 & 22,149,338**	**13,557,245 & 29,032,470**
Range (min, max)	**6,589,637 to 55,462,332**	**8,435,136 to 61,028,106**	**8,619,307 to 80,046,838**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	6,855,118	7,301,329	8,358,153
Brantford Power Inc.			7,421,294
Peterborough Distribution Inc.	6,199,999	6,848,611	6,983,348
St. Thomas Energy Inc.	4,262,694	3,509,549	4,817,640
Halton Hills Hydro Inc.		4,766,673	4,765,769
Westario Power Inc.	4,223,432		4,515,013
Festival Hydro Inc.	3,617,641	3,692,894	4,454,969
Woodstock Hydro Services Inc.	3,475,541	3,862,603	3,875,119
Lakeland Power Distribution Ltd	2,903,174	2,785,021	3,124,893
Orangeville Hydro Limited	2,623,552	2,776,504	3,077,261
Grimsby Power Incorporated		2,069,615	2,926,078
Lakefront Utilities Inc.		2,225,069	2,283,117

S271 Controllable Costs

Medium Utilities	2010	2011	2012
Count	8	10	12
Average	4,270,143.9	3,983,786.8	4,716,887.8
Median	3,920,537	3,601,221	4,484,991
1st & 3rd quartiles	3,332,449 & 4,747,020	2,778,634 & 4,540,655	3,112,985 & 5,359,067
Range (min, max)	2,623,552 to 6,855,118	2,069,615 to 7,301,329	2,283,117 to 8,358,153

Small Utilities	2010	2011	2012
Kenora Hydro Electric		2,143,351	1,975,753
Sioux Lookout Hydro Inc.	1,150,570	1,160,211	1,439,564
Count	1	2	2
Average	1,150,570.0	1,651,781.0	1,707,658.5
Median	1,150,570	1,651,781	1,707,658
1st & 3rd quartiles	1,150,570 & 1,150,570	1,405,996 & 1,897,566	1,573,611 & 1,841,706
Range (min, max)	1,150,570 to 1,150,570	1,160,211 to 2,143,351	1,439,564 to 1,975,753

Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	14,681,973.6	13,507,632.3	15,671,181.3
Median	9,569,312	8,435,136	8,488,730
1st & 3rd quartiles	4,243,063 & 18,931,255	3,509,549 & 15,272,634	4,310,007 & 17,134,379
Range (min, max)	1,150,570 to 55,462,332	1,160,211 to 61,028,106	1,439,564 to 80,046,838

Notes:

S214 Full Year Cost of all Materials Used

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	13,360,099	18,641,688	21,169,515
EnWin Utilities Ltd.	10,488,169	8,570,076	11,336,427
London Hydro Inc.	9,432,543		9,488,829
Horizon Utilities Corporation	19,082,334	16,366,346	8,676,516
Hydro One Brampton Networks	7,767,079	6,924,980	8,494,335
Waterloo North Hydro Inc.	5,735,999	5,886,711	7,830,503
Kitchener-Wilmot Hydro Inc.	4,341,341	5,627,482	6,505,785
Veridian Connections Inc.	4,687,376	4,954,951	5,544,784
Oakville Hydro Electricity	11,711,595	10,844,272	4,424,910
Burlington Hydro Inc.	2,326,581	2,178,419	2,491,745
Entegrus Powerlines Inc.	1,266,818	1,314,763	1,740,514
Cambridge and North Dumfries	2,324,849	1,894,939	1,705,952
PowerStream Inc.	1,149,787	903,573	981,844
Whitby Hydro Electric	262,335	1,116,403	710,640
Count	**14**	**13**	**14**
Average	**6,709,778.9**	**6,555,738.7**	**6,507,307.1**
Median	**5,211,688**	**5,627,482**	**6,025,284**
1st & 3rd quartiles	**2,325,282 & 10,224,262**	**1,894,939 & 8,570,076**	**1,928,321 & 8,630,971**
Range (min, max)	**262,335 to 19,082,334**	**903,573 to 18,641,688**	**710,640 to 21,169,515**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.		1,291,321	2,747,932
Haldimand County Hydro Inc.	2,505,348	2,588,672	2,216,347
Peterborough Distribution Inc.	1,399,057	1,303,792	1,559,433
Brantford Power Inc.			1,547,146
Lakeland Power Distribution Ltd	1,174,010	549,117	1,503,281
Orangeville Hydro Limited	1,372,795	1,023,767	1,211,912
Woodstock Hydro Services Inc.	1,078,513	814,625	950,638
Festival Hydro Inc.	764,786	979,415	617,994
Westario Power Inc.	398,956		583,676
Grimsby Power Incorporated		696,633	490,704
St. Thomas Energy Inc.			438,802
Lakefront Utilities Inc.		254,077	307,576

S214 Full Year Cost of all Materials Used

Medium Utilities	2010	2011	2012
Count	7	9	12
Average	1,241,923.6	1,055,713.2	1,181,286.8
Median	1,174,010	979,415	1,081,275
1st & 3rd quartiles	921,649 & 1,385,926	696,633 & 1,291,321	560,433 & 1,550,218
Range (min, max)	398,956 to 2,505,348	254,077 to 2,588,672	307,576 to 2,747,932

Small Utilities	2010	2011	2012
Kenora Hydro Electric		198,071	172,788
Sioux Lookout Hydro Inc.	108,650	115,598	109,644
Count	1	2	2
Average	108,650.0	156,834.5	141,216.0
Median	108,650	156,834	141,216
1st & 3rd quartiles	108,650 & 108,650	136,216 & 177,453	125,430 & 157,002
Range (min, max)	108,650 to 108,650	115,598 to 198,071	109,644 to 172,788

Totals over Large, Medium and Small Utility Classes			
Count	22	24	28
Average	4,669,955.5	3,959,987.1	3,770,006.1
Median	2,325,715	1,309,277	1,632,693
1st & 3rd quartiles	1,155,843 & 7,259,309	881,336 & 5,692,289	687,479 & 5,785,034
Range (min, max)	108,650 to 19,082,334	115,598 to 18,641,688	109,644 to 21,169,515

Notes:

S273 Gross In Service Capital Additions for the Year

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	70,283,448	60,862,677	77,946,964
PowerStream Inc.	93,102,075	113,399,335	61,094,278
Horizon Utilities Corporation	35,961,018	39,548,836	52,942,571
Hydro One Brampton Networks	35,696,631	38,257,711	43,928,626
Oakville Hydro Electricity	20,358,827	44,759,427	28,868,632
Veridian Connections Inc.	24,064,405	21,711,606	25,886,049
London Hydro Inc.	19,307,956		24,885,437
Waterloo North Hydro Inc.	23,231,214	38,214,923	24,614,175
Kitchener-Wilmot Hydro Inc.	26,210,293	19,344,932	17,898,533
Burlington Hydro Inc.	9,590,124	8,862,612	15,058,625
EnWin Utilities Ltd.	25,643,032	13,382,703	14,576,231
Cambridge and North Dumfries	11,005,078	9,226,232	13,482,201
Entegrus Powerlines Inc.	6,391,579	6,514,330	10,422,796
Whitby Hydro Electric	12,966,444	8,510,953	5,830,365
Count	**14**	**13**	**14**
Average	**29,558,008.9**	**32,507,405.9**	**29,816,820.2**
Median	**23,647,810**	**21,711,606**	**24,749,806**
1st & 3rd quartiles	**14,551,822 & 33,325,046**	**9,226,232 & 39,548,836**	**14,696,830 & 40,163,628**
Range (min, max)	**6,391,579 to 93,102,075**	**6,514,330 to 113,399,335**	**5,830,365 to 77,946,964**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	3,302,774	4,780,689	8,978,925
Peterborough Distribution Inc.	6,794,975	6,268,063	7,845,464
Halton Hills Hydro Inc.	3,124,995	4,085,865	7,558,594
Festival Hydro Inc.	4,060,804	3,621,283	7,053,043
Lakeland Power Distribution Ltd	2,454,579	2,535,289	4,672,081
Brantford Power Inc.			4,558,948
St. Thomas Energy Inc.	1,517,416	1,609,889	4,120,433
Woodstock Hydro Services Inc.	3,533,636	6,422,282	4,097,639
Westario Power Inc.	2,936,522		4,085,985
Lakefront Utilities Inc.		1,183,422	3,857,947
Orangeville Hydro Limited	1,605,285	1,597,405	1,864,169
Grimsby Power Incorporated		1,095,750	1,282,861

S273 Gross In Service Capital Additions for the Year

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3,258,998.4	3,319,993.7	4,998,007.4
Median	3,124,995	3,078,286	4,339,691
1st & 3rd quartiles	2,454,579 & 3,533,636	1,600,526 & 4,606,983	4,028,975 & 7,179,431
Range (min, max)	1,517,416 to 6,794,975	1,095,750 to 6,422,282	1,282,861 to 8,978,925

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1,686,036	1,103,888
Sioux Lookout Hydro Inc.	384,164	325,820	376,949
Count	1	2	2
Average	384,164.0	1,005,928.0	740,418.5
Median	384,164	1,005,928	740,418
1st & 3rd quartiles	384,164 & 384,164	665,874 & 1,345,982	558,684 & 922,153
Range (min, max)	384,164 to 384,164	325,820 to 1,686,036	376,949 to 1,103,888

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	18,480,303.1	18,312,322.8	17,103,300.3
Median	10,297,601	6,514,330	8,412,195
1st & 3rd quartiles	3,258,329 & 24,459,062	2,535,289 & 21,711,606	4,114,735 & 24,681,990
Range (min, max)	384,164 to 93,102,075	325,820 to 113,399,335	376,949 to 77,946,964

Notes:

In order to accommodate major capital investments the section on Capital Expenditures for the Year will be reorganized.

S8 Gross Capital Expenditure for the Year

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	95,175,817	95,175,817	111,288,128
PowerStream Inc.	116,138,721	120,051,157	71,461,082
Horizon Utilities Corporation	47,314,753	39,971,577	56,563,512
Hydro One Brampton Networks	35,696,631	38,257,711	44,357,760
London Hydro Inc.	26,572,150		31,356,590
Oakville Hydro Electricity	27,009,142	27,503,923	25,436,436
Kitchener-Wilmot Hydro Inc.	20,832,224	20,096,674	22,567,505
Waterloo North Hydro Inc.	25,003,074	35,001,397	19,915,099
Burlington Hydro Inc.	12,495,314	10,310,228	18,296,870
EnWin Utilities Ltd.	18,549,731	14,352,978	17,468,716
Cambridge and North Dumfries	9,679,883	9,034,827	16,493,370
Entegrus Powerlines Inc.	6,391,579	6,514,330	10,422,796
Veridian Connections Inc.	25,245,866	19,502,030	9,850,928
Whitby Hydro Electric	9,778,623	6,316,618	4,429,381
Count	**14**	**13**	**14**
Average	**33,991,679.1**	**34,006,866.7**	**32,850,583.8**
Median	**25,124,470**	**20,096,674**	**21,241,302**
1st & 3rd quartiles	**14,008,918 & 33,524,759**	**10,310,228 & 38,257,711**	**16,737,207 & 41,107,468**
Range (min, max)	**6,391,579 to 116,138,721**	**6,316,618 to 120,051,157**	**4,429,381 to 111,288,128**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	4,060,803	3,621,283	14,883,517
Haldimand County Hydro Inc.	2,993,993	4,780,689	8,978,925
Halton Hills Hydro Inc.	3,569,695	4,345,429	7,400,948
Peterborough Distribution Inc.	5,443,662	6,203,278	6,471,887
Lakeland Power Distribution Ltd	2,454,579	2,535,289	4,672,081
Brantford Power Inc.			4,572,035
Lakefront Utilities Inc.		1,413,422	4,556,909
Woodstock Hydro Services Inc.	2,406,975	6,480,719	4,254,580
St. Thomas Energy Inc.	1,517,416	1,759,990	3,766,501
Westario Power Inc.	2,648,909		3,377,654
Orangeville Hydro Limited	1,605,285	1,597,405	1,864,169
Grimsby Power Incorporated		1,086,660	1,374,542

S8 Gross Capital Expenditure for the Year

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2,966,813.0	3,382,416.4	5,514,479.0
Median	2,648,909	3,078,286	4,564,472
1st & 3rd quartiles	2,406,975 & 3,569,695	1,638,051 & 4,671,874	3,669,289 & 6,704,152
Range (min, max)	1,517,416 to 5,443,662	1,086,660 to 6,480,719	1,374,542 to 14,883,517

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1,663,138	1,103,888
Sioux Lookout Hydro Inc.	299,957	251,844	292,896
Count	1	2	2
Average	299,957.0	957,491.0	698,392.0
Median	299,957	957,491	698,392
1st & 3rd quartiles	299,957 & 299,957	604,668 & 1,310,315	495,644 & 901,140
Range (min, max)	299,957 to 299,957	251,844 to 1,663,138	292,896 to 1,103,888

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	20,953,532.6	19,113,136.5	18,838,525.2
Median	9,729,253	6,480,719	9,414,927
1st & 3rd quartiles	2,907,722 & 25,577,437	2,535,289 & 20,096,674	4,385,680 & 20,578,201
Range (min, max)	299,957 to 116,138,721	251,844 to 120,051,157	292,896 to 111,288,128

Notes:

In order to accommodate major capital investments the section on Capital Expenditures for the Year will be reorganized.

S60 Gross Capital for the Year - Labour (Include Work in Progress)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	18,125,201	18,125,201	17,546,920
PowerStream Inc.	7,191,242	6,539,501	7,034,724
London Hydro Inc.	5,767,672		6,979,973
Veridian Connections Inc.	7,060,723	7,158,889	6,904,006
Horizon Utilities Corporation	4,364,955	5,560,215	5,792,304
Waterloo North Hydro Inc.	3,858,711	4,329,193	4,300,613
Kitchener-Wilmot Hydro Inc.	4,244,602	4,349,787	4,029,998
Hydro One Brampton Networks	3,952,146	3,784,845	3,902,632
Cambridge and North Dumfries	936,163	1,109,744	2,451,484
Entegrus Powerlines Inc.	1,615,516	2,040,000	2,447,731
EnWin Utilities Ltd.	1,377,200	1,622,568	2,141,864
Oakville Hydro Electricity	2,235,404	2,021,825	1,516,932
Burlington Hydro Inc.	831,604	754,158	822,465
Count	**13**	**12**	**13**
Average	**4,735,472.2**	**4,782,993.8**	**5,067,049.7**
Median	**3,952,146**	**4,057,019**	**4,029,998**
1st & 3rd quartiles	**1,615,516 & 5,767,672**	**1,922,011 & 5,805,036**	**2,447,731 & 6,904,006**
Range (min, max)	**831,604 to 18,125,201**	**754,158 to 18,125,201**	**822,465 to 17,546,920**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	501,884	1,656,402	1,728,521
Festival Hydro Inc.	765,192	779,758	1,213,538
Brantford Power Inc.			755,903
Woodstock Hydro Services Inc.	579,758	734,793	669,944
Lakefront Utilities Inc.		302,077	524,221
Westario Power Inc.	554,370		498,819
St. Thomas Energy Inc.	482,033	183,520	459,966
Haldimand County Hydro Inc.	286,709	313,917	326,364
Lakeland Power Distribution Ltd	272,346	302,215	284,337
Grimsby Power Incorporated		86,769	147,323
Orangeville Hydro Limited	105,576	87,787	104,836
Count	**8**	**9**	**11**
Average	**443,483.5**	**494,137.6**	**610,342.9**
Median	**491,958**	**302,215**	**498,819**
1st & 3rd quartiles	**283,118 & 560,717**	**183,520 & 734,793**	**305,351 & 712,924**
Range (min, max)	**105,576 to 765,192**	**86,769 to 1,656,402**	**104,836 to 1,728,521**

S60 Gross Capital for the Year - Labour (Include Work in Progress)

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	73,964	94,913	112,697
Kenora Hydro Electric		89,987	106,022
Count	**1**	**2**	**2**
Average	**73,964.0**	**92,450.0**	**109,359.5**
Median	**73,964**	**92,450**	**109,360**
1st & 3rd quartiles	**73,964 & 73,964**	**91,218 & 93,682**	**107,691 & 111,028**
Range (min, max)	**73,964 to 73,964**	**89,987 to 94,913**	**106,022 to 112,697**
Totals over Large, Medium and Small Utility Classes			
Count	**22**	**23**	**26**
Average	**2,962,862.3**	**2,696,872.3**	**2,800,159.1**
Median	**1,156,682**	**1,109,744**	**1,365,235**
1st & 3rd quartiles	**515,006 & 4,171,488**	**302,146 & 4,057,019**	**469,680 & 3,998,157**
Range (min, max)	**73,964 to 18,125,201**	**86,769 to 18,125,201**	**104,836 to 17,546,920**

Notes:

S61 Gross Capital for the Year - Overhead (Include Work in Progress)

Large Utilities	2010	2011	2012
PowerStream Inc.	18,256,229	34,406,790	14,281,221
Hydro One Brampton Networks	6,877,609	6,868,372	7,811,946
Veridian Connections Inc.	3,150,032	6,349,176	5,467,645
Hydro Ottawa Limited	14,081,375	14,081,375	4,908,631
Horizon Utilities Corporation	5,709,018	6,803,223	4,030,018
Kitchener-Wilmot Hydro Inc.	5,775,513	5,246,879	3,637,065
Burlington Hydro Inc.	2,297,809	2,236,606	2,236,606
EnWin Utilities Ltd.	1,888,863	1,940,874	1,803,642
Oakville Hydro Electricity	3,899,328	3,837,693	1,754,425
Waterloo North Hydro Inc.	1,979,436	1,742,954	1,525,573
London Hydro Inc.	1,790,440		1,409,483
Cambridge and North Dumfries	1,106,750	1,311,961	635,431
Entegrus Powerlines Inc.	356,052	377,008	463,905
Count	**13**	**12**	**13**
Average	**5,166,804.2**	**7,100,242.6**	**3,843,507.0**
Median	**3,150,032**	**4,542,286**	**2,236,606**
1st & 3rd quartiles	**1,888,863 & 5,775,513**	**1,891,394 & 6,819,510**	**1,525,573 & 4,908,631**
Range (min, max)	**356,052 to 18,256,229**	**377,008 to 34,406,790**	**463,905 to 14,281,221**

Medium Utilities	2010	2011	2012
Westario Power Inc.	764,227		1,377,752
Brantford Power Inc.			1,104,875
Festival Hydro Inc.	649,441	495,990	494,070
Lakefront Utilities Inc.		100,692	174,740
Haldimand County Hydro Inc.	89,618	98,761	105,687
Orangeville Hydro Limited	84,288	68,371	80,884
Grimsby Power Incorporated		223,907	0
Woodstock Hydro Services Inc.			0
St. Thomas Energy Inc.		925,108	0
Halton Hills Hydro Inc.	465,718	964,689	
Count	**5**	**7**	**9**
Average	**410,658.4**	**411,074.0**	**370,889.8**
Median	**465,718**	**223,907**	**105,687**
1st & 3rd quartiles	**89,618 & 649,441**	**99,727 & 710,549**	**0 & 494,070**
Range (min, max)	**84,288 to 764,227**	**68,371 to 964,689**	**0 to 1,377,752**

S61 Gross Capital for the Year - Overhead (Include Work in Progress)

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	279,923	197,098	295,762
Kenora Hydro Electric		59,973	77,572
Count	**1**	**2**	**2**
Average	**279,923.0**	**128,535.5**	**186,667.0**
Median	**279,923**	**128,535**	**186,667**
1st & 3rd quartiles	**279,923 & 279,923**	**94,254 & 162,817**	**132,120 & 241,215**
Range (min, max)	**279,923 to 279,923**	**59,973 to 197,098**	**77,572 to 295,762**
Totals over Large, Medium and Small Utility Classes			
Count	**19**	**21**	**24**
Average	**3,657,982.6**	**4,206,547.6**	**2,236,538.9**
Median	**1,888,863**	**1,311,961**	**1,241,314**
1st & 3rd quartiles	**557,580 & 4,804,173**	**223,907 & 5,246,879**	**157,477 & 2,586,721**
Range (min, max)	**84,288 to 18,256,229**	**59,973 to 34,406,790**	**0 to 14,281,221**

Notes:

S62 Gross Capital for the Year - Equipment Material (Include Work in Progress)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	31,459,883	31,459,883	35,621,798
Hydro One Brampton Networks	24,811,375	17,774,502	22,447,460
London Hydro Inc.	8,416,234		19,937,552
PowerStream Inc.	45,829,094	52,562,593	15,051,618
Horizon Utilities Corporation	19,360,671	12,820,183	14,673,133
EnWin Utilities Ltd.	15,283,668	10,789,536	13,523,210
Burlington Hydro Inc.	3,164,460	3,175,684	11,359,988
Kitchener-Wilmot Hydro Inc.	8,920,474	11,772,089	10,837,051
Cambridge and North Dumfries	6,872,618	5,907,128	8,077,188
Waterloo North Hydro Inc.	6,596,006	6,832,466	7,984,615
Veridian Connections Inc.	10,500,921	10,395,810	5,125,797
Oakville Hydro Electricity	11,510,063	10,666,523	4,263,842
Entegrus Powerlines Inc.	2,559,689	2,268,664	2,646,642
Whitby Hydro Electric	312,153	373,777	354,462
Count	**14**	**13**	**14**
Average	**13,971,236.4**	**13,599,910.6**	**12,278,882.6**
Median	**9,710,697**	**10,666,523**	**11,098,519**
1st & 3rd quartiles	**6,665,159 & 18,341,420**	**5,907,128 & 12,820,183**	**5,840,502 & 14,956,997**
Range (min, max)	**312,153 to 45,829,094**	**373,777 to 52,562,593**	**354,462 to 35,621,798**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	2,462,286	1,746,438	12,862,774
Haldimand County Hydro Inc.	1,360,953	2,417,810	5,266,093
Lakefront Utilities Inc.		953,056	3,857,947
Halton Hills Hydro Inc.	2,157,393	1,686,027	2,933,360
Lakeland Power Distribution Ltd	1,620,176	984,438	1,871,109
Brantford Power Inc.			1,501,392
Peterborough Distribution Inc.	1,044,052	1,649,673	1,419,420
Woodstock Hydro Services Inc.	996,185	992,983	1,007,562
Orangeville Hydro Limited	865,486	781,666	935,572
Westario Power Inc.	601,832		751,071
St. Thomas Energy Inc.	592,506	381,861	491,371
Grimsby Power Incorporated		462,425	15,978

S62 Gross Capital for the Year - Equipment Material (Include Work in Progress)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,300,096.6	1,205,637.7	2,742,804.1
Median	1,044,052	988,711	1,460,406
1st & 3rd quartiles	865,486 & 1,620,176	824,514 & 1,676,939	889,447 & 3,164,507
Range (min, max)	592,506 to 2,462,286	381,861 to 2,417,810	15,978 to 12,862,774

Small Utilities	2010	2011	2012
Kenora Hydro Electric		511,441	920,294
Sioux Lookout Hydro Inc.	28,927	32,241	58,153
Count	1	2	2
Average	28,927.0	271,841.0	489,223.5
Median	28,927	271,841	489,224
1st & 3rd quartiles	28,927 & 28,927	152,041 & 391,641	273,688 & 704,759
Range (min, max)	28,927 to 28,927	32,241 to 511,441	58,153 to 920,294

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	8,638,629.4	7,575,955.9	7,349,873.3
Median	2,862,075	2,268,664	4,060,894
1st & 3rd quartiles	1,032,085 & 10,753,206	953,056 & 10,666,523	989,565 & 11,735,685
Range (min, max)	28,927 to 45,829,094	32,241 to 52,562,593	15,978 to 35,621,798

Notes:

In order to accommodate major capital investments the section on Capital Expenditures for the Year will be reorganized.

S63 Gross Capital for the Year - Other (Including Contractor Expenses and Work in Progress)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	31,509,358	31,509,358	53,210,779
PowerStream Inc.	44,862,156	19,797,452	35,093,519
Horizon Utilities Corporation	9,367,568	14,365,215	28,447,116
Waterloo North Hydro Inc.	20,223,409	25,215,764	10,803,368
Hydro One Brampton Networks	55,501	9,829,992	10,195,722
Whitby Hydro Electric	12,654,391	8,137,176	5,475,903
Oakville Hydro Electricity	12,047,509	13,334,959	5,428,969
Cambridge and North Dumfries	2,568,037	1,516,382	5,329,268
Entegrus Powerlines Inc.	1,860,322	1,828,658	4,864,518
Burlington Hydro Inc.	6,201,441	4,143,780	3,922,833
London Hydro Inc.	10,597,804		3,029,583
Kitchener-Wilmot Hydro Inc.	1,891,636	1,540,968	1,998,291
Veridian Connections Inc.	7,128,718	1,386,554	-1,639,721
Count	**13**	**12**	**13**
Average	**12,382,142.3**	**11,050,521.5**	**12,781,549.8**
Median	**9,367,568**	**8,983,584**	**5,428,969**
1st & 3rd quartiles	**2,568,037 & 12,654,391**	**1,756,736 & 15,723,274**	**3,922,833 & 10,803,368**
Range (min, max)	**55,501 to 44,862,156**	**1,386,554 to 31,509,358**	**-1,639,721 to 53,210,779**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	4,399,610	4,553,605	5,052,467
Haldimand County Hydro Inc.	1,505,348	2,116,670	3,471,169
Halton Hills Hydro Inc.		1,003,000	2,739,067
Woodstock Hydro Services Inc.	831,032	4,752,942	2,577,074
Lakeland Power Distribution Ltd	562,057	1,248,636	2,516,634
Westario Power Inc.	1,016,093		1,458,343
St. Thomas Energy Inc.	442,877	541,367	1,358,189
Grimsby Power Incorporated		453,577	1,211,242
Brantford Power Inc.			1,209,865
Orangeville Hydro Limited	549,935	659,580	742,877
Festival Hydro Inc.	183,885	599,096	267,825
Lakefront Utilities Inc.		57,596	

S63 Gross Capital for the Year - Other (Including Contractor Expenses and Work in Progress)

Medium Utilities	2010	2011	2012
Count	8	10	11
Average	1,186,354.6	1,598,606.9	2,054,977.5
Median	696,545	831,290	1,458,343
1st & 3rd quartiles	523,170 & 1,138,407	555,799 & 1,899,662	1,210,553 & 2,658,070
Range (min, max)	183,885 to 4,399,610	57,596 to 4,752,942	267,825 to 5,052,467

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	1,350	1,568	1,323
Count	1	1	1
Average	1,350.0	1,568.0	1,323.0
Median	1,350	1,568	1,323
1st & 3rd quartiles	1,350 & 1,350	1,568 & 1,568	1,323 & 1,323
Range (min, max)	1,350 to 1,350	1,568 to 1,568	1,323 to 1,323

Totals over Large, Medium and Small Utility Classes			
Count	22	23	25
Average	7,748,183.5	6,460,604.1	7,550,648.9
Median	2,229,836	1,828,658	3,029,583
1st & 3rd quartiles	629,301 & 10,290,245	831,290 & 8,983,584	1,358,189 & 5,428,969
Range (min, max)	1,350 to 44,862,156	1,568 to 31,509,358	-1,639,721 to 53,210,779

Notes:

S9 Contributed Capital for the Year

Large Utilities	2010	2011	2012
PowerStream Inc.	23,036,646	23,862,251	35,696,275
Hydro Ottawa Limited	20,737,483	20,112,646	22,190,943
Hydro One Brampton Networks	8,816,834	14,434,458	14,894,259
Horizon Utilities Corporation	8,512,542	4,570,519	9,405,626
Veridian Connections Inc.	2,594,528	5,788,399	6,006,799
Burlington Hydro Inc.	2,905,190	1,447,615	3,238,245
Waterloo North Hydro Inc.	3,319,656	1,484,110	2,895,451
Oakville Hydro Electricity	3,743,516	4,712,987	2,529,399
Kitchener-Wilmot Hydro Inc.	4,105,073	2,813,049	2,065,100
EnWin Utilities Ltd.	221,209	327,055	1,495,725
Whitby Hydro Electric	3,187,921	2,194,335	1,400,985
Entegrus Powerlines Inc.	277,450	507,424	564,961
Cambridge and North Dumfries	1,803,687	1,342,832	367,721
London Hydro Inc.	-2,695,120		-3,780,997
Count	**14**	**13**	**14**
Average	**5,754,758.2**	**6,430,590.8**	**7,069,320.9**
Median	**3,253,789**	**2,813,049**	**2,712,425**
1st & 3rd quartiles	**2,001,397 & 7,410,675**	**1,447,615 & 5,788,399**	**1,424,670 & 8,555,919**
Range (min, max)	**-2,695,120 to 23,036,646**	**327,055 to 23,862,251**	**-3,780,997 to 35,696,275**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	1,448,546	1,410,810	1,671,900
Lakeland Power Distribution Ltd	560,961	324,443	1,122,478
Halton Hills Hydro Inc.	446,868	472,705	1,085,378
Westario Power Inc.	287,613		708,331
Brantford Power Inc.			605,551
Festival Hydro Inc.	474,049	106,480	342,654
St. Thomas Energy Inc.	384,529	271,866	318,521
Grimsby Power Incorporated		-709,329	302,965
Orangeville Hydro Limited	267,740	185,167	297,008
Haldimand County Hydro Inc.	308,781	166,469	190,388
Lakefront Utilities Inc.		242,404	152,967
Woodstock Hydro Services Inc.	1,173,622	765,206	-1,049,065

S9 Contributed Capital for the Year

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	594,745.4	323,622.1	479,089.7
Median	446,868	257,135	330,587
1st & 3rd quartiles	308,781 & 560,961	171,144 & 435,640	270,353 & 802,593
Range (min, max)	267,740 to 1,448,546	-709,329 to 1,410,810	-1,049,065 to 1,671,900

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	112,799	73,975	84,053
Kenora Hydro Electric		22,898	69,025
Count	1	2	2
Average	112,799.0	48,436.5	76,539.0
Median	112,799	48,437	76,539
1st & 3rd quartiles	112,799 & 112,799	35,667 & 61,206	72,782 & 80,296
Range (min, max)	112,799 to 112,799	22,898 to 73,975	69,025 to 84,053

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3,584,671.8	3,477,231.0	3,745,451.6
Median	1,311,084	765,206	896,855
1st & 3rd quartiles	303,489 & 3,425,621	242,404 & 2,813,049	301,476 & 2,620,912
Range (min, max)	-2,695,120 to 23,036,646	-709,329 to 23,862,251	-3,780,997 to 35,696,275

Notes:

S205 Does Your LDC Currently Have Any Smart Meters Installed?

Yes = 1, No = 0

Large Utilities	2010	2011	2012
PowerStream Inc.	1	1	1
Horizon Utilities Corporation	1	1	1
London Hydro Inc.	1		1
Waterloo North Hydro Inc.	1	1	1
Burlington Hydro Inc.	1	1	1
Oakville Hydro Electricity	1	1	1
Whitby Hydro Electric	1	1	1
EnWin Utilities Ltd.	1	1	1
Kitchener-Wilmot Hydro Inc.	1	1	1
Hydro One Brampton Networks	1	1	1
Hydro Ottawa Limited	1	1	1
Veridian Connections Inc.	1	1	1
Cambridge and North Dumfries	1	1	1
Entegrus Powerlines Inc.	1	1	1
Count	**14**	**13**	**14**
Average	**1.0**	**1.0**	**1.0**
Median	**1**	**1**	**1**
1st & 3rd quartiles	**1 & 1**	**1 & 1**	**1 & 1**
Range (min, max)	**1 to 1**	**1 to 1**	**1 to 1**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			1
Westario Power Inc.	1		1
Orangeville Hydro Limited	1	1	1
Grimsby Power Incorporated		1	1
Lakeland Power Distribution Ltd	1	1	1
Haldimand County Hydro Inc.	1	1	1
St. Thomas Energy Inc.	1	1	1
Halton Hills Hydro Inc.	1	1	1
Peterborough Distribution Inc.	1	1	1
Festival Hydro Inc.	1	1	1
Lakefront Utilities Inc.		1	1
Woodstock Hydro Services Inc.	1	1	1

S205 Does Your LDC Currently Have Any Smart Meters Installed?

Yes = 1, No = 0

Medium Utilities	**2010**	**2011**	**2012**
Count	**9**	**10**	**12**
Average	**1.0**	**1.0**	**1.0**
Median	**1**	**1**	**1**
1st & 3rd quartiles	**1 & 1**	**1 & 1**	**1 & 1**
Range (min, max)	**1 to 1**	**1 to 1**	**1 to 1**

Small Utilities	**2010**	**2011**	**2012**
Kenora Hydro Electric		1	1
Sioux Lookout Hydro Inc.	1	1	1
Count	**1**	**2**	**2**
Average	**1.0**	**1.0**	**1.0**
Median	**1**	**1**	**1**
1st & 3rd quartiles	**1 & 1**	**1 & 1**	**1 & 1**
Range (min, max)	**1 to 1**	**1 to 1**	**1 to 1**

Totals over Large, Medium and Small Utility Classes			
Count	**24**	**25**	**28**
Average	**1.0**	**1.0**	**1.0**
Median	**1**	**1**	**1**
1st & 3rd quartiles	**1 & 1**	**1 & 1**	**1 & 1**
Range (min, max)	**1 to 1**	**1 to 1**	**1 to 1**

Notes:

S206 Number of Smart Meters Installed Up to December 2012

Large Utilities	2010	2011	2012
PowerStream Inc.	297,178	317,031	323,347
Hydro Ottawa Limited	295,951	305,316	312,517
Horizon Utilities Corporation	226,040	229,686	233,220
London Hydro Inc.	137,437		148,112
Hydro One Brampton Networks	132,395	136,156	141,122
Veridian Connections Inc.	109,752	112,354	114,070
Kitchener-Wilmot Hydro Inc.	83,894	86,905	86,991
EnWin Utilities Ltd.	66,941	84,572	85,814
Burlington Hydro Inc.	63,769	64,470	64,891
Oakville Hydro Electricity	60,819	63,216	63,801
Waterloo North Hydro Inc.	49,064	51,883	51,940
Cambridge and North Dumfries	49,847	50,709	51,265
Whitby Hydro Electric	36,510	39,976	40,621
Entegrus Powerlines Inc.	31,520	39,698	39,551
Count	**14**	**13**	**14**
Average	**117,222.6**	**121,690.2**	**125,518.7**
Median	**75,418**	**84,572**	**86,403**
1st & 3rd quartiles	**52,590 & 136,177**	**51,883 & 136,156**	**54,905 & 146,365**
Range (min, max)	**31,520 to 297,178**	**39,698 to 317,031**	**39,551 to 323,347**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			37,470
Peterborough Distribution Inc.	34,522	34,943	35,043
Westario Power Inc.	20,882		22,366
Halton Hills Hydro Inc.	20,394	20,643	22,201
Haldimand County Hydro Inc.	20,245	20,906	20,979
Festival Hydro Inc.	19,262	19,335	19,829
St. Thomas Energy Inc.	15,322	16,480	16,538
Woodstock Hydro Services Inc.	14,871	15,070	15,169
Orangeville Hydro Limited	10,374	11,105	11,269
Grimsby Power Incorporated		10,175	10,372
Lakefront Utilities Inc.		9,503	9,602
Lakeland Power Distribution Ltd	9,366	9,574	9,585

S206 Number of Smart Meters Installed Up to December 2012

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	18,359.8	16,773.4	19,201.9
Median	19,262	15,775	18,184
1st & 3rd quartiles	14,871 & 20,394	10,408 & 20,316	11,045 & 22,242
Range (min, max)	9,366 to 34,522	9,503 to 34,943	9,585 to 37,470

Small Utilities	2010	2011	2012
Kenora Hydro Electric		5,504	5,504
Sioux Lookout Hydro Inc.	2,706	2,756	2,765
Count	1	2	2
Average	2,706.0	4,130.0	4,134.5
Median	2,706	4,130	4,135
1st & 3rd quartiles	2,706 & 2,706	3,443 & 4,817	3,450 & 4,819
Range (min, max)	2,706 to 2,706	2,756 to 5,504	2,765 to 5,504

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	75,377.5	70,318.6	71,284.1
Median	42,787	39,698	38,511
1st & 3rd quartiles	19,999 & 90,359	15,070 & 84,572	16,196 & 86,108
Range (min, max)	2,706 to 297,178	2,756 to 317,031	2,765 to 323,347

Notes:

This and the other categories in this section will now be reorganized to recognize regulatory disposition and the accomplishments made as a result of the introduction of smart metering into the Province.

S289 Number of Meters Installed for Residential Life to Date up to December 2012

Large Utilities	2010	2011	2012
PowerStream Inc.	283,397	290,762	296,320
Horizon Utilities Corporation	214,501	215,983	216,244
London Hydro Inc.	132,540		135,995
Hydro One Brampton Networks	124,554	127,950	131,663
Veridian Connections Inc.	102,024	103,719	105,336
Kitchener-Wilmot Hydro Inc.	77,888	79,329	79,384
EnWin Utilities Ltd.	64,490	77,336	78,020
Burlington Hydro Inc.	58,235	58,789	59,210
Oakville Hydro Electricity	56,912	57,783	58,885
Cambridge and North Dumfries	45,509	46,067	46,587
Waterloo North Hydro Inc.	45,836	46,618	46,522
Whitby Hydro Electric	36,160	37,920	38,524
Entegrus Powerlines Inc.	28,710	35,876	35,868
Hydro Ottawa Limited	272,907	277,774	
Count	**14**	**13**	**13**
Average	**110,261.6**	**111,992.8**	**102,196.8**
Median	**71,189**	**77,336**	**78,020**
1st & 3rd quartiles	**48,605 & 130,544**	**46,618 & 127,950**	**46,587 & 131,663**
Range (min, max)	**28,710 to 283,397**	**35,876 to 290,762**	**35,868 to 296,320**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			34,778
Peterborough Distribution Inc.	31,125	31,405	31,471
Halton Hills Hydro Inc.	18,937	19,085	20,643
Westario Power Inc.	19,218		19,883
Haldimand County Hydro Inc.	18,264	18,546	18,535
Festival Hydro Inc.	17,319	17,319	17,817
St. Thomas Energy Inc.	14,301	14,617	14,698
Woodstock Hydro Services Inc.	13,701	13,870	13,946
Orangeville Hydro Limited	9,927	10,021	10,143
Grimsby Power Incorporated		9,510	9,686
Lakefront Utilities Inc.		8,465	8,553
Lakeland Power Distribution Ltd	7,805	7,975	8,003

S289 Number of Meters Installed for Residential Life to Date up to December 2012

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	16,733.0	15,081.3	17,346.3
Median	17,319	14,244	16,258
1st & 3rd quartiles	13,701 & 18,937	9,638 & 18,239	10,029 & 20,073
Range (min, max)	7,805 to 31,125	7,975 to 31,405	8,003 to 34,778

Small Utilities	2010	2011	2012
Kenora Hydro Electric		4,757	4,757
Sioux Lookout Hydro Inc.	2,309	2,324	2,312
Count	1	2	2
Average	2,309.0	3,540.5	3,534.5
Median	2,309	3,541	3,535
1st & 3rd quartiles	2,309 & 2,309	2,932 & 4,149	2,923 & 4,146
Range (min, max)	2,309 to 2,309	2,324 to 4,757	2,312 to 4,757

Totals over Large, Medium and Small Utility Classes			
Count	24	25	27
Average	70,690.4	64,552.0	57,177.1
Median	40,835	35,876	34,778
1st & 3rd quartiles	18,028 & 83,922	13,870 & 77,336	14,322 & 68,615
Range (min, max)	2,309 to 283,397	2,324 to 290,762	2,312 to 296,320

Notes:

S290 Number of Meters Installed for General Service <50kW Life to Date up to December 2012

Large Utilities	2010	2011	2012
PowerStream Inc.	13,781	26,269	27,027
Horizon Utilities Corporation	11,539	13,703	15,456
London Hydro Inc.	4,897		11,986
Veridian Connections Inc.	7,728	8,635	8,734
Hydro One Brampton Networks	7,841	8,206	8,480
Kitchener-Wilmot Hydro Inc.	6,006	7,576	7,607
EnWin Utilities Ltd.	2,451	7,236	7,467
Waterloo North Hydro Inc.	3,228	5,265	5,418
Burlington Hydro Inc.	5,020	5,110	5,110
Oakville Hydro Electricity	3,907	5,433	4,916
Cambridge and North Dumfries	4,338	4,642	4,678
Entegrus Powerlines Inc.	2,810	3,822	3,683
Whitby Hydro Electric	350	2,056	2,097
Hydro Ottawa Limited	23,044	24,272	
Count	**14**	**13**	**13**
Average	**6,924.3**	**9,401.9**	**8,666.1**
Median	**4,959**	**7,236**	**7,467**
1st & 3rd quartiles	**3,398 & 7,813**	**5,110 & 8,635**	**4,916 & 8,734**
Range (min, max)	**350 to 23,044**	**2,056 to 26,269**	**2,097 to 27,027**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	3,397	3,538	3,572
Brantford Power Inc.			2,692
Westario Power Inc.	1,664		2,483
Haldimand County Hydro Inc.	1,981	2,360	2,361
Festival Hydro Inc.	1,943	2,016	2,012
St. Thomas Energy Inc.	1,021	1,656	1,670
Lakeland Power Distribution Ltd	1,561	1,599	1,582
Halton Hills Hydro Inc.	1,457	1,558	1,558
Woodstock Hydro Services Inc.	1,170	1,200	1,223
Orangeville Hydro Limited	447	1,084	1,126
Lakefront Utilities Inc.		1,038	1,049
Grimsby Power Incorporated		665	686

S290 Number of Meters Installed for General Service <50kW Life to Date up to December 2012

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,626.8	1,671.4	1,834.5
Median	1,561	1,579	1,626
1st & 3rd quartiles	1,170 & 1,943	1,113 & 1,926	1,199 & 2,392
Range (min, max)	447 to 3,397	665 to 3,538	686 to 3,572

Small Utilities	2010	2011	2012
Kenora Hydro Electric		747	747
Sioux Lookout Hydro Inc.	397	379	391
Count	1	2	2
Average	397.0	563.0	569.0
Median	397	563	569
1st & 3rd quartiles	397 & 397	471 & 655	480 & 658
Range (min, max)	397 to 397	379 to 747	391 to 747

Totals over Large, Medium and Small Utility Classes			
Count	24	25	27
Average	4,665.8	5,602.6	5,030.0
Median	3,019	3,538	2,692
1st & 3rd quartiles	1,535 & 5,267	1,558 & 7,236	1,570 & 6,443
Range (min, max)	350 to 23,044	379 to 26,269	391 to 27,027

Notes:

S291 Total Number of Smart Meters to be Deployed in the Utility

Large Utilities	2010	2011	2012
PowerStream Inc.	313,380	317,773	323,480
Hydro Ottawa Limited	297,306	305,601	312,517
Horizon Utilities Corporation		234,828	234,828
Hydro One Brampton Networks	134,000	139,000	141,122
London Hydro Inc.	140,499		140,499
Veridian Connections Inc.	111,415	112,720	114,131
Kitchener-Wilmot Hydro Inc.	85,621	86,914	86,991
EnWin Utilities Ltd.	83,675	85,159	86,038
Burlington Hydro Inc.	63,919	64,470	64,891
Oakville Hydro Electricity	62,400	63,216	63,801
Waterloo North Hydro Inc.	51,248	52,095	51,940
Cambridge and North Dumfries	50,377	50,709	51,265
Whitby Hydro Electric	38,688		40,639
Entegrus Powerlines Inc.	31,520	39,698	39,551
Count	**13**	**12**	**14**
Average	**112,619.1**	**129,348.6**	**125,120.9**
Median	**83,675**	**86,037**	**86,515**
1st & 3rd quartiles	**51,248 & 134,000**	**60,436 & 162,957**	**54,905 & 140,966**
Range (min, max)	**31,520 to 313,380**	**39,698 to 317,773**	**39,551 to 323,480**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			37,470
Peterborough Distribution Inc.	34,754	35,008	35,043
Westario Power Inc.	21,734		22,622
Halton Hills Hydro Inc.	20,394	20,643	22,201
Haldimand County Hydro Inc.	20,822	20,911	20,979
Festival Hydro Inc.	19,335	19,335	19,834
St. Thomas Energy Inc.	15,500	16,538	16,538
Woodstock Hydro Services Inc.	14,871	15,102	15,169
Orangeville Hydro Limited	10,374	11,105	11,269
Grimsby Power Incorporated		10,196	10,374
Lakefront Utilities Inc.		9,602	9,602
Lakeland Power Distribution Ltd	9,366	9,574	9,585

S291 Total Number of Smart Meters to be Deployed in the Utility

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	18,572.2	16,801.4	19,223.8
Median	19,335	15,820	18,186
1st & 3rd quartiles	14,871 & 20,822	10,423 & 20,316	11,045 & 22,306
Range (min, max)	9,366 to 34,754	9,574 to 35,008	9,585 to 37,470

Small Utilities	2010	2011	2012
Kenora Hydro Electric		5,504	5,504
Sioux Lookout Hydro Inc.	2,706	2,756	2,765
Count	1	2	2
Average	2,706.0	4,130.0	4,134.5
Median	2,706	4,130	4,135
1st & 3rd quartiles	2,706 & 2,706	3,443 & 4,817	3,450 & 4,819
Range (min, max)	2,706 to 2,706	2,756 to 5,504	2,765 to 5,504

Totals over Large, Medium and Small Utility Classes			
Count	23	24	28
Average	71,039.3	72,019.0	71,094.6
Median	38,688	37,353	38,511
1st & 3rd quartiles	19,865 & 84,648	14,103 & 85,598	16,196 & 86,276
Range (min, max)	2,706 to 313,380	2,756 to 317,773	2,765 to 323,480

Notes:

S323 How Many Customers of The Utility Do Not Use A Smart Meter?

Large Utilities	2010	2011	2012
PowerStream Inc.		16,162	13,875
Hydro Ottawa Limited		285	1,185
Burlington Hydro Inc.		528	1,004
Oakville Hydro Electricity		894	952
Waterloo North Hydro Inc.		690	691
Whitby Hydro Electric			554
Entegrus Powerlines Inc.			458
EnWin Utilities Ltd.		587	201
Horizon Utilities Corporation		2,119	141
Veridian Connections Inc.		566	61
Cambridge and North Dumfries		0	0
Kitchener-Wilmot Hydro Inc.		9	0
Hydro One Brampton Networks		1,764	0
Count	**0**	**11**	**13**
Average		**2,145.8**	**1,470.9**
Median		**587**	**458**
1st & 3rd quartiles		**407 & 1,329**	**61 & 952**
Range (min, max)		**0 to 16,162**	**0 to 13,875**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			1,272
Peterborough Distribution Inc.		65	551
Westario Power Inc.			275
Festival Hydro Inc.		335	223
Lakeland Power Distribution Ltd		191	189
Woodstock Hydro Services Inc.		192	187
Orangeville Hydro Limited		134	123
Grimsby Power Incorporated		21	98
St. Thomas Energy Inc.		26	26
Haldimand County Hydro Inc.		13	11
Lakefront Utilities Inc.			0
Halton Hills Hydro Inc.		485	0

S323 How Many Customers of The Utility Do Not Use A Smart Meter?

Medium Utilities	2010	2011	2012
Count	0	9	12
Average		162.4	246.3
Median		134	155
1st & 3rd quartiles		26 & 192	22 & 236
Range (min, max)		13 to 485	0 to 1,272

Small Utilities	2010	2011	2012
Kenora Hydro Electric		71	71
Sioux Lookout Hydro Inc.		7	1
Count	0	2	2
Average		39.0	36.0
Median		39	36
1st & 3rd quartiles		23 & 55	19 & 54
Range (min, max)		7 to 71	1 to 71

Totals over Large, Medium and Small Utility Classes			
Count	0	22	27
Average		1,142.9	820.3
Median		239	187
1st & 3rd quartiles			19 & 553
Range (min, max)		0 to 16,162	0 to 13,875

Notes:

S207 Capital Expenditure Related to Smart Meters Up to December 2012

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	55,488,000	57,079,000	57,920,870
PowerStream Inc.	49,442,666	52,844,602	49,988,270
Hydro One Brampton Networks	22,644,171	27,107,545	27,020,898
London Hydro Inc.	20,349,344		20,401,346
Veridian Connections Inc.	14,759,899	18,565,456	15,705,969
Kitchener-Wilmot Hydro Inc.	12,184,013	11,339,037	13,382,870
Entegrus Powerlines Inc.	8,261,549	9,605,261	10,851,026
Burlington Hydro Inc.	9,028,405	9,748,657	10,572,846
EnWin Utilities Ltd.	6,295,675	9,637,031	9,785,517
Waterloo North Hydro Inc.	8,567,285	9,461,161	9,490,561
Cambridge and North Dumfries	9,512,944	8,177,997	8,177,997
Whitby Hydro Electric	4,269,579	5,090,665	5,002,324
Oakville Hydro Electricity	13,923,977	16,399,688	3,929,120
Horizon Utilities Corporation	26,510,990	27,440,059	805,305
Count	**14**	**13**	**14**
Average	**18,659,892.6**	**20,192,012.2**	**17,359,637.1**
Median	**13,053,995**	**11,339,037**	**10,711,936**
1st & 3rd quartiles	**8,682,565 & 22,070,464**	**9,605,261 & 27,107,545**	**8,506,138 & 19,227,502**
Range (min, max)	**4,269,579 to 55,488,000**	**5,090,665 to 57,079,000**	**805,305 to 57,920,870**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	7,424,830	6,395,860	5,535,936
Brantford Power Inc.			5,376,553
Haldimand County Hydro Inc.	3,653,037	3,875,142	3,795,630
Westario Power Inc.	2,932,557		3,699,746
Festival Hydro Inc.	3,351,525	3,626,745	3,694,577
St. Thomas Energy Inc.	2,526,284	3,280,965	3,514,847
Woodstock Hydro Services Inc.	1,989,717	1,993,633	2,300,505
Lakeland Power Distribution Ltd	1,924,738	1,992,192	2,279,032
Lakefront Utilities Inc.		1,951,990	2,003,548
Orangeville Hydro Limited	1,410,932	1,918,432	1,918,432
Grimsby Power Incorporated		1,594,631	1,594,631
Halton Hills Hydro Inc.	4,160,801	3,565,179	

S207 Capital Expenditure Related to Smart Meters Up to December 2012

Medium Utilities	2010	2011	2012
Count	9	10	11
Average	3,263,824.6	3,019,476.9	3,246,676.1
Median	2,932,557	2,637,299	3,514,847
1st & 3rd quartiles	1,989,717 & 3,653,037	1,962,040 & 3,611,354	2,141,290 & 3,747,688
Range (min, max)	1,410,932 to 7,424,830	1,594,631 to 6,395,860	1,594,631 to 5,535,936

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1,057,439	1,067,343
Sioux Lookout Hydro Inc.	715,161	728,249	728,250
Count	1	2	2
Average	715,161.0	892,844.0	897,796.5
Median	715,161	892,844	897,797
1st & 3rd quartiles	715,161 & 715,161	810,546 & 975,141	813,023 & 982,570
Range (min, max)	715,161 to 715,161	728,249 to 1,057,439	728,250 to 1,067,343

Totals over Large, Medium and Small Utility Classes			
Count	24	25	27
Average	12,138,670.0	11,779,064.6	10,390,516.6
Median	7,843,190	6,395,860	5,002,324
1st & 3rd quartiles	3,246,783 & 14,132,958	1,993,633 & 11,339,037	2,289,768 & 10,711,936
Range (min, max)	715,161 to 55,488,000	728,249 to 57,079,000	728,250 to 57,920,870

Notes:

S208 What Was the Rate Rider Collection Account Balance as of Dec 2012? (Life to Date)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	21,452,034	26,929,146	31,390,720
PowerStream Inc.	15,530,403	16,005,894	16,005,894
Hydro One Brampton Networks	5,003,941	7,163,648	7,271,954
London Hydro Inc.	3,605,117		6,967,629
Veridian Connections Inc.	4,907,327	6,300,428	6,826,148
Kitchener-Wilmot Hydro Inc.	2,489,348	4,128,756	5,150,878
Entegrus Powerlines Inc.	1,564,411	2,622,836	3,809,480
Whitby Hydro Electric	1,174,398	2,246,782	3,007,281
Waterloo North Hydro Inc.	-1,523,794	2,176,834	2,641,640
Horizon Utilities Corporation	11,877,820	17,626,999	2,024,182
Oakville Hydro Electricity	1,962,254	3,218,294	469,591
Burlington Hydro Inc.	1,865,804	3,224,966	0
Cambridge and North Dumfries	-1,384,614	-2,192,277	-2,672,074
EnWin Utilities Ltd.	-2,521,885	-3,606,970	-4,059,568
Count	**14**	**13**	**14**
Average	**4,714,468.9**	**6,603,487.4**	**5,630,982.5**
Median	**2,225,801**	**3,224,966**	**3,408,380**
1st & 3rd quartiles	**1,271,901 & 4,979,788**	**2,246,782 & 7,163,648**	**858,239 & 6,932,259**
Range (min, max)	**-2,521,885 to 21,452,034**	**-3,606,970 to 26,929,146**	**-4,059,568 to 31,390,720**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			2,683,669
Peterborough Distribution Inc.	-938,237	1,372,536	1,476,420
Haldimand County Hydro Inc.	714,395	1,178,733	1,375,046
Festival Hydro Inc.	594,051	912,946	1,077,282
Westario Power Inc.	736,582		1,019,953
Lakefront Utilities Inc.		667,189	927,388
St. Thomas Energy Inc.	418,989	694,109	914,304
Lakeland Power Distribution Ltd	325,116	587,831	708,183
Orangeville Hydro Limited	335,197	556,925	648,327
Grimsby Power Incorporated		394,033	0
Woodstock Hydro Services Inc.	-486,045	664,158	-702,257
Halton Hills Hydro Inc.	631,539	626,478	

S208 What Was the Rate Rider Collection Account Balance as of Dec 2012? (Life to Date)

Medium Utilities	**2010**	**2011**	**2012**
Count	**9**	**10**	**11**
Average	**259,065.2**	**765,493.8**	**920,755.9**
Median	**418,989**	**665,674**	**927,388**
1st & 3rd quartiles	**325,116 & 631,539**	**597,493 & 858,237**	**678,255 & 1,226,164**
Range (min, max)	**-938,237 to 736,582**	**394,033 to 1,372,536**	**-702,257 to 2,683,669**

Small Utilities	**2010**	**2011**	**2012**
Kenora Hydro Electric		291,475	291,475
Sioux Lookout Hydro Inc.	122,675	217,250	258,734
Count	**1**	**2**	**2**
Average	**122,675.0**	**254,362.5**	**275,104.5**
Median	**122,675**	**254,362**	**275,104**
1st & 3rd quartiles	**122,675 & 122,675**	**235,806 & 272,919**	**266,919 & 283,290**
Range (min, max)	**122,675 to 122,675**	**217,250 to 291,475**	**258,734 to 291,475**

Totals over Large, Medium and Small Utility Classes			
Count	**24**	**25**	**27**
Average	**2,852,367.8**	**3,760,360.0**	**3,315,269.6**
Median	**725,488**	**1,178,733**	**1,077,282**
1st & 3rd quartiles	**274,506 & 2,768,291**	**587,831 & 3,224,966**	**380,533 & 3,408,380**
Range (min, max)	**-2,521,885 to 21,452,034**	**-3,606,970 to 26,929,146**	**-4,059,568 to 31,390,720**

Notes:

S209 Operational and Maintenance Expenditure Related to Smart Meters up to December 2012

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	4,139,423	5,767,182	5,805,690
Veridian Connections Inc.	4,103,723	5,473,620	3,306,527
Hydro One Brampton Networks	3,709,678	2,239,101	2,960,177
Whitby Hydro Electric	691,809	1,447,750	2,083,036
EnWin Utilities Ltd.	216,745	919,520	1,842,052
Cambridge and North Dumfries	606,347	427,716	1,301,044
Kitchener-Wilmot Hydro Inc.	1,361,598	3,200,130	1,084,463
Entegrus Powerlines Inc.	592,842	1,592,487	1,069,430
Waterloo North Hydro Inc.	58,872	190,378	531,849
PowerStream Inc.	4,848,720	240,806	5
Horizon Utilities Corporation	3,973,182	5,153,485	0
Burlington Hydro Inc.	1,568,822	2,466,277	0
Oakville Hydro Electricity	630,341	1,113,847	0
London Hydro Inc.	1,958,108		
Count	**14**	**13**	**13**
Average	**2,032,872.1**	**2,325,561.5**	**1,537,251.8**
Median	**1,465,210**	**1,592,487**	**1,084,463**
1st & 3rd quartiles	**612,346 & 3,907,306**	**919,520 & 3,200,130**	**5 & 2,083,036**
Range (min, max)	**58,872 to 4,848,720**	**190,378 to 5,767,182**	**0 to 5,805,690**

Medium Utilities	2010	2011	2012
Westario Power Inc.	553,362		1,051,438
Haldimand County Hydro Inc.	390,275	1,231,256	729,190
Festival Hydro Inc.	231,558	406,923	546,293
Woodstock Hydro Services Inc.	485,737	528,333	422,293
Orangeville Hydro Limited	115,231	308,367	358,310
Brantford Power Inc.			272,199
St. Thomas Energy Inc.	52,173	248,717	217,258
Lakefront Utilities Inc.		158,605	203,325
Lakeland Power Distribution Ltd	366,108	488,734	156,318
Peterborough Distribution Inc.	945,392	1,373,611	31,093
Grimsby Power Incorporated		296,869	0
Halton Hills Hydro Inc.	794,568	1,266,412	

S209 Operational and Maintenance Expenditure Related to Smart Meters up to December 2012

Medium Utilities	2010	2011	2012
Count	9	10	11
Average	437,156.0	630,782.7	362,519.7
Median	390,275	447,829	272,199
1st & 3rd quartiles	231,558 & 553,362	299,743 & 1,055,525	179,822 & 484,293
Range (min, max)	52,173 to 945,392	158,605 to 1,373,611	0 to 1,051,438

Small Utilities	2010	2011	2012
Kenora Hydro Electric		253,226	309,754
Sioux Lookout Hydro Inc.	115,426	253,425	253,426
Count	1	2	2
Average	115,426.0	253,325.5	281,590.0
Median	115,426	253,326	281,590
1st & 3rd quartiles	115,426 & 115,426	253,276 & 253,376	267,508 & 295,672
Range (min, max)	115,426 to 115,426	253,226 to 253,425	253,426 to 309,754

Totals over Large, Medium and Small Utility Classes			
Count	24	25	26
Average	1,354,585.0	1,481,871.1	943,660.4
Median	618,344	919,520	390,301
1st & 3rd quartiles	332,471 & 1,666,144	296,869 & 1,592,487	168,070 & 1,080,705
Range (min, max)	52,173 to 4,848,720	158,605 to 5,767,182	0 to 5,805,690

Notes:

S210 Smart Meter Variance Account: $ Amount Transferred Related to Capital.

Large Utilities	2010	2011	2012
Horizon Utilities Corporation			27,440,060
London Hydro Inc.			20,668,950
Hydro One Brampton Networks		19,813,338	19,813,338
Veridian Connections Inc.	7,819,318	7,819,318	15,705,969
Kitchener-Wilmot Hydro Inc.			13,382,870
Oakville Hydro Electricity			10,166,752
Waterloo North Hydro Inc.			9,490,561
Entegrus Powerlines Inc.	5,052,118	6,031,203	8,538,886
Cambridge and North Dumfries			8,177,997
PowerStream Inc.	28,998,262	52,844,602	
Count	**3**	**4**	**9**
Average	**13,956,566.0**	**21,627,115.3**	**14,820,598.1**
Median	**7,819,318**	**13,816,328**	**13,382,870**
1st & 3rd quartiles	**6,435,718 & 18,408,790**	**7,372,289 & 28,071,154**	**9,490,561 & 19,813,338**
Range (min, max)	**5,052,118 to 28,998,262**	**6,031,203 to 52,844,602**	**8,177,997 to 27,440,060**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.			5,535,936
Haldimand County Hydro Inc.			3,795,630
Festival Hydro Inc.			3,694,577
Halton Hills Hydro Inc.			3,433,343
St. Thomas Energy Inc.			3,267,776
Lakeland Power Distribution Ltd			2,279,032
Orangeville Hydro Limited			1,918,432
Grimsby Power Incorporated			1,482,251
Woodstock Hydro Services Inc.		1,442,731	1,442,731
Count	**0**	**1**	**9**
Average		**1,442,731.0**	**2,983,300.9**
Median		**1,442,731**	**3,267,776**
1st & 3rd quartiles		**1,442,731 & 1,442,731**	**1,918,432 & 3,694,577**
Range (min, max)		**1,442,731 to 1,442,731**	**1,442,731 to 5,535,936**

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1,024,635	1,024,635
Sioux Lookout Hydro Inc.			728,250

S210 Smart Meter Variance Account: $ Amount Transferred Related to Capital.

Small Utilities	2010	2011	2012
Count	0	1	2
Average		1,024,635.0	876,442.5
Median		1,024,635	876,443
1st & 3rd quartiles		1,024,635 & 1,024,635	802,346 & 950,539
Range (min, max)		1,024,635 to 1,024,635	728,250 to 1,024,635
Totals over Large, Medium and Small Utility Classes			
Count	3	6	20
Average	13,956,566.0	14,829,304.5	8,099,398.8
Median	7,819,318	6,925,261	4,665,783
1st & 3rd quartiles	6,435,718 & 18,408,790	2,589,849 & 16,814,833	2,188,882 & 10,970,782
Range (min, max)	5,052,118 to 28,998,262	1,024,635 to 52,844,602	728,250 to 27,440,060

Notes:

S211 Smart Meter Variance Account: $ Amount Transferred Related to Operations.

Large Utilities	2010	2011	2012
Horizon Utilities Corporation			6,238,258
Veridian Connections Inc.	604,963	604,963	3,306,527
Entegrus Powerlines Inc.	600,654	1,317,174	2,921,448
Cambridge and North Dumfries			1,301,044
Kitchener-Wilmot Hydro Inc.			1,001,984
Waterloo North Hydro Inc.			439,163
London Hydro Inc.			423,511
Hydro One Brampton Networks		343,345	343,345
PowerStream Inc.	3,076,639	4,461,591	
Count	**3**	**4**	**8**
Average	**1,427,418.7**	**1,681,768.3**	**1,996,910.0**
Median	**604,963**	**961,068**	**1,151,514**
1st & 3rd quartiles	**602,808 & 1,840,801**	**539,558 & 2,103,278**	**435,250 & 3,017,718**
Range (min, max)	**600,654 to 3,076,639**	**343,345 to 4,461,591**	**343,345 to 6,238,258**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.			684,907
Festival Hydro Inc.			546,293
St. Thomas Energy Inc.			247,071
Lakeland Power Distribution Ltd			114,839
Woodstock Hydro Services Inc.		82,910	82,910
Orangeville Hydro Limited			21,471
Count	**0**	**1**	**6**
Average		**82,910.0**	**282,915.2**
Median		**82,910**	**180,955**
1st & 3rd quartiles		**82,910 & 82,910**	**90,892 & 471,487**
Range (min, max)		**82,910 to 82,910**	**21,471 to 684,907**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			116,682
Kenora Hydro Electric		1,220	1,220
Count	**0**	**1**	**2**
Average		**1,220.0**	**58,951.0**
Median		**1,220**	**58,951**
1st & 3rd quartiles		**1,220 & 1,220**	**30,086 & 87,817**
Range (min, max)		**1,220 to 1,220**	**1,220 to 116,682**

S211 Smart Meter Variance Account: $ Amount Transferred Related to Operations.

Totals over Large, Medium and Small Utility Classes			
Count	3	6	16
Average	1,427,418.7	1,135,200.5	1,111,917.1
Median	604,963	474,154	431,337
1st & 3rd quartiles	602,808 & 1,840,801	148,019 & 1,139,121	116,221 & 1,076,749
Range (min, max)	600,654 to 3,076,639	1,220 to 4,461,591	1,220 to 6,238,258

Notes:

S212 Smart Meter Variance Account: $ Amount Transferred Related to Maintenance.

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	600,654	1,317,174	2,921,448
London Hydro Inc.			922,924
Waterloo North Hydro Inc.			92,686
Kitchener-Wilmot Hydro Inc.			82,478
PowerStream Inc.	74,018	95,585	
Count	**2**	**2**	**4**
Average	**337,336.0**	**706,379.5**	**1,004,884.0**
Median	**337,336**	**706,380**	**507,805**
1st & 3rd quartiles	**205,677 & 468,995**	**400,982 & 1,011,777**	**90,134 & 1,422,555**
Range (min, max)	**74,018 to 600,654**	**95,585 to 1,317,174**	**82,478 to 2,921,448**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.			951,608
Orangeville Hydro Limited			336,838
Grimsby Power Incorporated			156,414
Haldimand County Hydro Inc.			44,283
Lakeland Power Distribution Ltd			41,479
Peterborough Distribution Inc.			31,093
Count	**0**	**0**	**6**
Average			**260,285.8**
Median			**100,349**
1st & 3rd quartiles			**42,180 & 291,732**
Range (min, max)			**31,093 to 951,608**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			136,744
Kenora Hydro Electric		79,747	79,747
Count	**0**	**1**	**2**
Average		**79,747.0**	**108,245.5**
Median		**79,747**	**108,246**
1st & 3rd quartiles		**79,747 & 79,747**	**93,996 & 122,495**
Range (min, max)		**79,747 to 79,747**	**79,747 to 136,744**

S212 Smart Meter Variance Account: $ Amount Transferred Related to Maintenance.

Totals over Large, Medium and Small Utility Classes			
Count	2	3	12
Average	337,336.0	497,502.0	483,145.2
Median	337,336	95,585	114,715
1st & 3rd quartiles	205,677 & 468,995	87,666 & 706,380	70,881 & 483,360
Range (min, max)	74,018 to 600,654	79,747 to 1,317,174	31,093 to 2,921,448

Notes:

FR010 Net Income as a % of Total Revenue

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	2.3	2.8	4.3
Whitby Hydro Electric	3.0	4.9	4.2
Kitchener-Wilmot Hydro Inc.	4.0	4.0	4.1
Waterloo North Hydro Inc.	3.8	4.8	4.1
Hydro One Brampton Networks	3.4	3.9	3.8
Burlington Hydro Inc.	2.7	2.9	3.3
Veridian Connections Inc.	3.1	2.5	3.3
Hydro Ottawa Limited	3.4	2.7	3.1
PowerStream Inc.	3.1	3.3	3.1
Cambridge and North Dumfries	3.5	3.0	2.7
EnWin Utilities Ltd.	4.6	4.0	2.5
Oakville Hydro Electricity	2.8	2.9	2.4
London Hydro Inc.	1.8		2.2
Entegrus Powerlines Inc.	2.9	3.2	2.1
Count	**14**	**13**	**14**
Average	**3.17**	**3.45**	**3.23**
Median	**3.1**	**3.2**	**3.2**
1st & 3rd quartiles	**2.9 & 3.5**	**2.9 & 4.0**	**2.6 & 4.0**
Range (min, max)	**1.8 to 4.6**	**2.5 to 4.9**	**2.1 to 4.3**

Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	3.0	2.4	5.3
Lakefront Utilities Inc.		1.5	4.3
Halton Hills Hydro Inc.	3.6	3.5	4.3
Grimsby Power Incorporated		1.8	3.9
Lakeland Power Distribution Ltd	3.6	2.9	3.8
Haldimand County Hydro Inc.	5.4	4.4	3.6
Westario Power Inc.	4.0		3.4
Woodstock Hydro Services Inc.	0.8	-0.5	3.3
Festival Hydro Inc.	2.8	3.2	3.1
Peterborough Distribution Inc.	3.1	2.2	1.7
Brantford Power Inc.			1.3
St. Thomas Energy Inc.	1.7	2.0	0.1

FR010 Net Income as a % of Total Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.11	2.34	3.18
Median	3.1	2.3	3.5
1st & 3rd quartiles	2.8 & 3.6	1.9 & 3.1	2.8 & 4.0
Range (min, max)	0.8 to 5.4	-0.5 to 4.4	0.1 to 5.3

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	4.2	3.8	2.9
Kenora Hydro Electric		0.6	2.5
Count	1	2	2
Average	4.20	2.20	2.70
Median	4.2	2.2	2.7
1st & 3rd quartiles	4.2 & 4.2	1.4 & 3.0	2.6 & 2.8
Range (min, max)	4.2 to 4.2	0.6 to 3.8	2.5 to 2.9

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.19	2.91	3.17
Median	3.1	2.9	3.3
1st & 3rd quartiles	2.8 & 3.7	2.4 & 3.8	2.5 & 3.9
Range (min, max)	0.8 to 5.4	-0.5 to 4.9	0.1 to 5.3

Notes:

FR020 Debt/Equity Ratio

Large Utilities	2010	2011	2012
Veridian Connections Inc.	1.34	1.57	1.59
Hydro One Brampton Networks	1.29	1.39	1.55
PowerStream Inc.	1.39	1.40	1.44
Oakville Hydro Electricity	2.03	1.20	1.43
Hydro Ottawa Limited	1.22	1.32	1.37
Entegrus Powerlines Inc.	1.31	1.18	1.28
Waterloo North Hydro Inc.	0.69	0.92	1.07
Burlington Hydro Inc.	0.93	0.93	0.95
Horizon Utilities Corporation	0.87	0.85	0.92
Kitchener-Wilmot Hydro Inc.	0.85	0.78	0.74
Whitby Hydro Electric	0.65	0.75	0.73
EnWin Utilities Ltd.	0.77	0.72	0.67
London Hydro Inc.	0.78		0.66
Cambridge and North Dumfries	0.60	0.58	0.54
Count	**14**	**13**	**14**
Average	**1.051**	**1.045**	**1.067**
Median	**0.90**	**0.93**	**1.01**
1st & 3rd quartiles	**0.77 & 1.31**	**0.78 & 1.32**	**0.73 & 1.42**
Range (min, max)	**0.60 to 2.03**	**0.58 to 1.57**	**0.54 to 1.59**

Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	0.89	1.42	1.40
Brantford Power Inc.			1.29
Peterborough Distribution Inc.	2.17	1.74	1.29
Grimsby Power Incorporated		1.68	1.25
Festival Hydro Inc.	1.00	0.98	1.10
St. Thomas Energy Inc.	0.89	0.92	0.93
Orangeville Hydro Limited	0.84	0.78	0.92
Westario Power Inc.	0.64		0.91
Halton Hills Hydro Inc.	1.31	0.87	0.80
Lakeland Power Distribution Ltd	0.35	0.38	0.48
Haldimand County Hydro Inc.	0.31	0.35	0.42
Lakefront Utilities Inc.		0.45	0.40

FR020 Debt/Equity Ratio

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.933	0.957	0.933
Median	0.89	0.89	0.92
1st & 3rd quartiles	0.64 & 1.00	0.53 & 1.31	0.72 & 1.26
Range (min, max)	0.31 to 2.17	0.35 to 1.74	0.40 to 1.40

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	1.63	1.59	1.49
Kenora Hydro Electric		0.86	0.81
Count	1	2	2
Average	1.630	1.225	1.150
Median	1.63	1.23	1.15
1st & 3rd quartiles	1.63 & 1.63	1.05 & 1.41	0.98 & 1.32
Range (min, max)	1.63 to 1.63	0.86 to 1.59	0.81 to 1.49

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.031	1.024	1.015
Median	0.89	0.92	0.94
1st & 3rd quartiles	0.75 & 1.31	0.78 & 1.39	0.73 & 1.31
Range (min, max)	0.31 to 2.17	0.35 to 1.74	0.40 to 1.59

Notes:

FR030 Current Ratio

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	2.4	1.9	3.0
Burlington Hydro Inc.	1.5	1.9	2.2
Kitchener-Wilmot Hydro Inc.	2.2	2.0	1.9
Whitby Hydro Electric	1.5	1.9	1.8
Oakville Hydro Electricity	0.9	0.6	1.7
Veridian Connections Inc.	1.0	1.1	1.2
Entegrus Powerlines Inc.	1.4	1.3	1.2
London Hydro Inc.	1.4		1.2
Hydro One Brampton Networks	0.7	0.8	1.1
Hydro Ottawa Limited	1.4	1.4	1.1
EnWin Utilities Ltd.	0.6	0.8	1.1
PowerStream Inc.	1.0	0.9	0.9
Waterloo North Hydro Inc.	0.9	0.9	0.8
Horizon Utilities Corporation	1.0	0.7	0.7
Count	**14**	**13**	**14**
Average	**1.28**	**1.25**	**1.42**
Median	**1.2**	**1.1**	**1.2**
1st & 3rd quartiles	**0.9 & 1.4**	**0.8 & 1.9**	**1.1 & 1.8**
Range (min, max)	**0.6 to 2.4**	**0.6 to 2.0**	**0.7 to 3.0**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		3.7	3.1
Orangeville Hydro Limited	1.8	1.6	2.1
Brantford Power Inc.			2.0
Woodstock Hydro Services Inc.	1.9	1.9	2.0
Peterborough Distribution Inc.	3.5	2.5	1.6
Haldimand County Hydro Inc.	1.2	1.6	1.6
St. Thomas Energy Inc.	1.5	1.4	1.5
Westario Power Inc.	1.4		1.3
Grimsby Power Incorporated		1.2	1.2
Halton Hills Hydro Inc.	1.1	1.6	1.2
Festival Hydro Inc.	1.5	1.4	1.2
Lakeland Power Distribution Ltd	0.8	0.7	0.7

FR030 Current Ratio

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1.63	1.76	1.63
Median	1.5	1.6	1.6
1st & 3rd quartiles	1.2 & 1.8	1.4 & 1.8	1.2 & 2.0
Range (min, max)	0.8 to 3.5	0.7 to 3.7	0.7 to 3.1

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1.8	2.4
Sioux Lookout Hydro Inc.	1.4	1.3	1.1
Count	1	2	2
Average	1.40	1.55	1.75
Median	1.4	1.6	1.8
1st & 3rd quartiles	1.4 & 1.4	1.5 & 1.7	1.5 & 2.1
Range (min, max)	1.4 to 1.4	1.3 to 1.8	1.1 to 2.4

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.42	1.48	1.53
Median	1.4	1.4	1.3
1st & 3rd quartiles	1.0 & 1.5	0.9 & 1.9	1.1 & 1.9
Range (min, max)	0.6 to 3.5	0.6 to 3.7	0.7 to 3.1

Notes:

FR040 Number of Days Cash Reserve

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	67.7	34.2	57.3
Kitchener-Wilmot Hydro Inc.	51.0	41.3	34.9
Whitby Hydro Electric	6.7	26.0	32.1
Oakville Hydro Electricity	3.5	-29.7	29.1
Horizon Utilities Corporation	7.7	6.9	27.1
Entegrus Powerlines Inc.	25.2	28.1	25.8
EnWin Utilities Ltd.	-12.4	6.3	22.9
Burlington Hydro Inc.	27.0	28.2	21.7
PowerStream Inc.	3.6	0.0	7.5
Hydro One Brampton Networks	0.0	0.0	5.5
London Hydro Inc.	8.3		1.6
Hydro Ottawa Limited	1.4	2.0	0.7
Veridian Connections Inc.	0.0	0.0	0.0
Waterloo North Hydro Inc.	0.4	0.6	0.0
Count	**14**	**13**	**14**
Average	**13.58**	**11.07**	**19.01**
Median	**5.2**	**6.3**	**22.3**
1st & 3rd quartiles	**0.6 & 21.0**	**0.0 & 28.1**	**2.6 & 28.6**
Range (min, max)	**-12.4 to 67.7**	**-29.7 to 41.3**	**0.0 to 57.3**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			58.9
Orangeville Hydro Limited	18.3	13.1	43.9
Haldimand County Hydro Inc.	18.9	27.1	36.2
Lakefront Utilities Inc.		45.0	36.1
Woodstock Hydro Services Inc.	86.7	24.9	34.9
Peterborough Distribution Inc.	33.5	23.1	17.5
Grimsby Power Incorporated		11.9	17.4
Westario Power Inc.	37.0		2.4
Lakeland Power Distribution Ltd	0.0	0.0	0.0
Festival Hydro Inc.	7.0	0.0	0.0
St. Thomas Energy Inc.	10.6	23.0	-8.7
Halton Hills Hydro Inc.	17.5	8.2	-13.8

FR040 Number of Days Cash Reserve

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	25.50	17.63	18.73
Median	18.3	18.1	17.4
1st & 3rd quartiles	10.6 & 33.5	9.1 & 24.4	0.0 & 36.1
Range (min, max)	0.0 to 86.7	0.0 to 45.0	-13.8 to 58.9

Small Utilities	2010	2011	2012
Kenora Hydro Electric		23.3	28.6
Sioux Lookout Hydro Inc.	42.5	44.5	12.9
Count	1	2	2
Average	42.50	33.90	20.75
Median	42.5	33.9	20.7
1st & 3rd quartiles	42.5 & 42.5	28.6 & 39.2	16.8 & 24.7
Range (min, max)	42.5 to 42.5	23.3 to 44.5	12.9 to 28.6

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	19.25	15.52	19.02
Median	9.5	13.1	19.6
1st & 3rd quartiles	3.0 & 28.6	0.6 & 27.1	1.4 & 32.8
Range (min, max)	-12.4 to 86.7	-29.7 to 45.0	-13.8 to 58.9

Notes:

FR050 Number of Days Sales Outstanding

Large Utilities	2010	2011	2012
Whitby Hydro Electric	29.4	24.9	29.7
Waterloo North Hydro Inc.	25.5	24.6	27.6
Veridian Connections Inc.	32.1	27.7	27.5
Cambridge and North Dumfries	16.2	30.2	25.2
PowerStream Inc.	22.7	23.7	24.2
Hydro Ottawa Limited	29.3	24.0	24.2
Oakville Hydro Electricity	17.0	21.7	24.1
EnWin Utilities Ltd.	24.0	23.2	23.2
London Hydro Inc.	28.4		23.0
Horizon Utilities Corporation	22.9	24.0	22.6
Kitchener-Wilmot Hydro Inc.	26.8	20.5	20.6
Burlington Hydro Inc.	24.2	21.4	19.1
Hydro One Brampton Networks	17.6	17.8	19.1
Entegrus Powerlines Inc.	10.6	9.2	11.3
Count	**14**	**13**	**14**
Average	**23.34**	**22.53**	**22.96**
Median	**24.1**	**23.7**	**23.7**
1st & 3rd quartiles	**18.9 & 28.0**	**21.4 & 24.6**	**21.1 & 24.9**
Range (min, max)	**10.6 to 32.1**	**9.2 to 30.2**	**11.3 to 29.7**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	31.6	29.9	41.6
Lakeland Power Distribution Ltd	31.9	37.3	36.8
Orangeville Hydro Limited	39.2	38.3	36.7
Woodstock Hydro Services Inc.	48.3	37.7	28.7
Brantford Power Inc.			27.1
Lakefront Utilities Inc.		22.6	26.7
Haldimand County Hydro Inc.	18.5	19.1	26.4
St. Thomas Energy Inc.	29.3	25.8	24.9
Peterborough Distribution Inc.	22.1	21.2	22.4
Westario Power Inc.	30.2		20.4
Festival Hydro Inc.	13.9	12.7	12.6
Grimsby Power Incorporated		12.1	12.3

FR050 Number of Days Sales Outstanding

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	29.44	25.67	26.38
Median	30.2	24.2	26.5
1st & 3rd quartiles	22.1 & 31.9	19.6 & 35.5	21.9 & 30.7
Range (min, max)	13.9 to 48.3	12.1 to 38.3	12.3 to 41.6

Small Utilities	2010	2011	2012
Kenora Hydro Electric		42.5	34.8
Sioux Lookout Hydro Inc.	41.2	31.5	30.4
Count	1	2	2
Average	41.20	37.00	32.60
Median	41.2	37.0	32.6
1st & 3rd quartiles	41.2 & 41.2	34.3 & 39.8	31.5 & 33.7
Range (min, max)	41.2 to 41.2	31.5 to 42.5	30.4 to 34.8

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	26.37	24.94	25.11
Median	26.1	24.0	24.5
1st & 3rd quartiles	21.2 & 30.5	21.2 & 29.9	21.9 & 27.9
Range (min, max)	10.6 to 48.3	9.2 to 42.5	11.3 to 41.6

Notes:

FR060 Average Number of Days Sales Outstanding

Large Utilities	2010	2011	2012
Whitby Hydro Electric	30.6	26.0	29.2
Waterloo North Hydro Inc.	25.6	26.9	27.7
Veridian Connections Inc.	30.3	28.2	27.0
EnWin Utilities Ltd.	28.0	26.3	26.7
Cambridge and North Dumfries	22.5	25.1	25.5
Kitchener-Wilmot Hydro Inc.	26.4	23.3	24.9
PowerStream Inc.	32.5	34.4	24.1
Hydro Ottawa Limited	28.0	25.8	24.0
London Hydro Inc.			23.0
Horizon Utilities Corporation	23.6	25.0	22.8
Hydro One Brampton Networks	23.0	21.3	22.2
Burlington Hydro Inc.	24.5	23.6	21.7
Oakville Hydro Electricity	18.2	20.6	18.5
Entegrus Powerlines Inc.	11.9	12.6	12.0
Count	**13**	**13**	**14**
Average	**25.01**	**24.55**	**23.52**
Median	**25.6**	**25.1**	**24.0**
1st & 3rd quartiles	**23.0 & 28.0**	**23.3 & 26.3**	**22.3 & 26.4**
Range (min, max)	**11.9 to 32.5**	**12.6 to 34.4**	**12.0 to 29.2**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	31.8	32.5	34.9
Orangeville Hydro Limited	28.4	27.9	34.4
Lakeland Power Distribution Ltd	29.2	35.1	31.0
Woodstock Hydro Services Inc.	46.6		28.4
Brantford Power Inc.			27.9
St. Thomas Energy Inc.	21.8	24.6	25.9
Westario Power Inc.	30.1		23.3
Haldimand County Hydro Inc.	21.1	21.5	22.3
Grimsby Power Incorporated		15.9	20.0
Peterborough Distribution Inc.	22.0	23.2	19.9
Festival Hydro Inc.	12.9	13.2	13.4
Lakefront Utilities Inc.		21.4	

FR060 Average Number of Days Sales Outstanding

Medium Utilities	2010	2011	2012
Count	9	9	11
Average	27.10	23.92	25.58
Median	28.4	23.2	25.9
1st & 3rd quartiles	21.8 & 30.1	21.4 & 27.9	21.2 & 29.7
Range (min, max)	12.9 to 46.6	13.2 to 35.1	13.4 to 34.9

Small Utilities	2010	2011	2012
Kenora Hydro Electric		39.0	37.0
Sioux Lookout Hydro Inc.	35.4	32.8	30.7
Count	1	2	2
Average	35.40	35.90	33.85
Median	35.4	35.9	33.9
1st & 3rd quartiles	35.4 & 35.4	34.4 & 37.5	32.3 & 35.4
Range (min, max)	35.4 to 35.4	32.8 to 39.0	30.7 to 37.0

Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	26.28	25.26	25.13
Median	26.4	25.1	24.9
1st & 3rd quartiles	22.2 & 30.2	21.5 & 28.0	22.3 & 28.2
Range (min, max)	11.9 to 46.6	12.6 to 39.0	12.0 to 37.0

Notes:

FR070 Number of Days of Unbilled Revenue

Large Utilities	2010	2011	2012
Whitby Hydro Electric	50.7	49.1	50.1
Burlington Hydro Inc.	43.7	41.4	40.1
Kitchener-Wilmot Hydro Inc.	37.3	42.4	38.5
Hydro Ottawa Limited	39.3	42.3	37.9
Waterloo North Hydro Inc.	34.6	31.8	37.2
Entegrus Powerlines Inc.	46.7	42.1	36.9
PowerStream Inc.	40.1	36.5	36.8
Horizon Utilities Corporation	37.8	39.1	35.4
Veridian Connections Inc.	44.4	36.6	34.3
Oakville Hydro Electricity	38.4	40.9	33.4
London Hydro Inc.	29.6		32.0
Hydro One Brampton Networks	29.9	28.1	27.0
EnWin Utilities Ltd.	23.9	25.8	25.0
Cambridge and North Dumfries	29.7	23.6	24.7
Count	**14**	**13**	**14**
Average	**37.58**	**36.90**	**34.95**
Median	**38.1**	**39.1**	**36.1**
1st & 3rd quartiles	**31.1 & 42.8**	**31.8 & 42.1**	**32.3 & 37.7**
Range (min, max)	**23.9 to 50.7**	**23.6 to 49.1**	**24.7 to 50.1**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	38.8	36.2	38.4
Lakefront Utilities Inc.		38.2	38.1
Festival Hydro Inc.	41.0	40.6	38.1
Haldimand County Hydro Inc.	38.0	37.2	37.6
Westario Power Inc.	38.7		37.0
Halton Hills Hydro Inc.	41.4	43.7	33.7
Lakeland Power Distribution Ltd	39.6	35.7	33.6
Woodstock Hydro Services Inc.	43.9	46.0	32.3
Grimsby Power Incorporated		28.7	32.1
St. Thomas Energy Inc.	38.9	35.6	31.8
Orangeville Hydro Limited	39.5	34.1	31.7
Brantford Power Inc.			29.4

FR070 Number of Days of Unbilled Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	39.98	37.60	34.48
Median	39.5	36.7	33.7
1st & 3rd quartiles	38.8 & 41.0	35.6 & 40.0	32.0 & 37.7
Range (min, max)	38.0 to 43.9	28.7 to 46.0	29.4 to 38.4

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	59.6	52.4	55.3
Kenora Hydro Electric		43.6	39.1
Count	1	2	2
Average	59.60	48.00	47.20
Median	59.6	48.0	47.2
1st & 3rd quartiles	59.6 & 59.6	45.8 & 50.2	43.1 & 51.2
Range (min, max)	59.6 to 59.6	43.6 to 52.4	39.1 to 55.3

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	39.40	38.07	35.63
Median	39.1	38.2	36.1
1st & 3rd quartiles	37.6 & 42.0	35.6 & 42.3	32.1 & 38.1
Range (min, max)	23.9 to 59.6	23.6 to 52.4	24.7 to 55.3

Notes:

FR080 Average Number of Days of Unbilled Revenue

Large Utilities	2010	2011	2012
Whitby Hydro Electric	44.4	47.3	49.9
Hydro Ottawa Limited	36.6	40.6	39.2
Burlington Hydro Inc.	38.0	39.8	38.9
Entegrus Powerlines Inc.	42.0	42.8	37.7
PowerStream Inc.	37.8	34.2	36.3
Kitchener-Wilmot Hydro Inc.	34.5	37.9	36.3
Oakville Hydro Electricity	35.3	37.9	34.8
Horizon Utilities Corporation	33.8	35.7	34.6
Veridian Connections Inc.	44.4	38.1	34.6
London Hydro Inc.			32.0
Waterloo North Hydro Inc.	31.7	28.6	30.6
Cambridge and North Dumfries	29.1	26.6	26.5
EnWin Utilities Ltd.	29.0	30.5	25.8
Hydro One Brampton Networks	26.9	26.7	25.2
Count	**13**	**13**	**14**
Average	**35.65**	**35.90**	**34.46**
Median	**35.3**	**37.9**	**34.7**
1st & 3rd quartiles	**31.7 & 38.0**	**30.5 & 39.8**	**30.9 & 37.3**
Range (min, max)	**26.9 to 44.4**	**26.6 to 47.3**	**25.2 to 49.9**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	39.2	40.9	38.3
Festival Hydro Inc.	37.6	37.9	37.1
Peterborough Distribution Inc.	32.0	33.2	35.1
Haldimand County Hydro Inc.	35.5	34.3	34.5
St. Thomas Energy Inc.		35.6	31.8
Grimsby Power Incorporated		28.0	31.3
Orangeville Hydro Limited	3.3	31.9	29.8
Westario Power Inc.	35.2		29.8
Brantford Power Inc.			29.2
Lakeland Power Distribution Ltd	32.4	30.4	29.0
Woodstock Hydro Services Inc.	34.9	34.4	26.6
Lakefront Utilities Inc.		38.7	

FR080 Average Number of Days of Unbilled Revenue

Medium Utilities	2010	2011	2012
Count	8	10	11
Average	31.26	34.53	32.05
Median	35.1	34.3	31.3
1st & 3rd quartiles	32.3 & 36.0	32.2 & 37.3	29.5 & 34.8
Range (min, max)	3.3 to 39.2	28.0 to 40.9	26.6 to 38.3

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	57.7	52.4	52.9
Kenora Hydro Electric		41.7	39.7
Count	1	2	2
Average	57.70	47.05	46.30
Median	57.7	47.1	46.3
1st & 3rd quartiles	57.7 & 57.7	44.4 & 49.7	43.0 & 49.6
Range (min, max)	57.7 to 57.7	41.7 to 52.4	39.7 to 52.9

Totals over Large, Medium and Small Utility Classes			
Count	22	25	27
Average	35.06	36.24	34.35
Median	35.3	35.7	34.6
1st & 3rd quartiles	32.1 & 38.0	31.9 & 39.8	29.8 & 37.4
Range (min, max)	3.3 to 57.7	26.6 to 52.4	25.2 to 52.9

Notes:

FR090 Write-offs as a % of Total Electricity Service Revenue

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	0.42	0.42	0.44
Whitby Hydro Electric	0.18	0.23	0.33
Veridian Connections Inc.	0.44	0.23	0.31
Hydro Ottawa Limited	0.21	0.21	0.23
Entegrus Powerlines Inc.	0.27	0.14	0.22
Hydro One Brampton Networks	0.23	0.17	0.19
EnWin Utilities Ltd.	-0.30	0.03	0.18
Oakville Hydro Electricity	0.11	0.12	0.16
PowerStream Inc.	0.24	0.26	0.16
Cambridge and North Dumfries	0.12	0.12	0.14
Burlington Hydro Inc.	0.16	0.13	0.12
Kitchener-Wilmot Hydro Inc.	0.11	0.12	0.11
Waterloo North Hydro Inc.	0.07	0.08	0.05
London Hydro Inc.	0.00		0.00
Count	**14**	**13**	**14**
Average	**0.161**	**0.174**	**0.189**
Median	**0.17**	**0.14**	**0.17**
1st & 3rd quartiles	**0.11 & 0.24**	**0.12 & 0.23**	**0.13 & 0.23**
Range (min, max)	**-0.30 to 0.44**	**0.03 to 0.42**	**0.00 to 0.44**

Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	0.17	0.35	0.36
Woodstock Hydro Services Inc.	0.38	0.43	0.30
Brantford Power Inc.			0.22
Halton Hills Hydro Inc.	0.13	0.10	0.21
Haldimand County Hydro Inc.	0.12	0.11	0.14
Peterborough Distribution Inc.	0.26	0.12	0.13
Festival Hydro Inc.	0.15	0.12	0.11
Orangeville Hydro Limited	0.11	0.15	0.09
Grimsby Power Incorporated		0.03	0.09
Westario Power Inc.	0.19		0.04
Lakeland Power Distribution Ltd	0.11	0.11	0.00
Lakefront Utilities Inc.		0.00	0.00

FR090 Write-offs as a % of Total Electricity Service Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.180	0.152	0.141
Median	0.15	0.12	0.12
1st & 3rd quartiles	0.12 & 0.19	0.10 & 0.14	0.07 & 0.21
Range (min, max)	0.11 to 0.38	0.00 to 0.43	0.00 to 0.36

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.21	0.45	0.35
Kenora Hydro Electric		0.15	0.33
Count	1	2	2
Average	0.210	0.300	0.340
Median	0.21	0.30	0.34
1st & 3rd quartiles	0.21 & 0.21	0.23 & 0.38	0.33 & 0.34
Range (min, max)	0.21 to 0.21	0.15 to 0.45	0.33 to 0.35

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.170	0.175	0.179
Median	0.16	0.13	0.16
1st & 3rd quartiles	0.11 & 0.23	0.11 & 0.23	0.11 & 0.25
Range (min, max)	-0.30 to 0.44	0.00 to 0.45	0.00 to 0.44

Notes:

FR100 Bad Debt as a % of Total Electricity Service Revenue

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.0634	0.0624	0.3194
Veridian Connections Inc.	0.4209	0.0832	0.3155
Oakville Hydro Electricity	0.1046	0.1509	0.2822
Horizon Utilities Corporation	0.3015	0.2974	0.2770
Whitby Hydro Electric	0.1204	0.2089	0.1717
Entegrus Powerlines Inc.	0.2970	0.1614	0.1667
Hydro Ottawa Limited	0.1624	0.1455	0.1655
PowerStream Inc.	0.2277	0.2318	0.1646
Hydro One Brampton Networks	0.1641	0.2341	0.1615
Cambridge and North Dumfries	0.0827	0.0959	0.1272
London Hydro Inc.	0.3320		0.0859
Burlington Hydro Inc.	0.1263	0.1217	0.0806
Kitchener-Wilmot Hydro Inc.	-0.0241	0.0511	0.0689
EnWin Utilities Ltd.	-0.1141	0.2195	-0.0005
Count	**14**	**13**	**14**
Average	**0.16177**	**0.15875**	**0.17044**
Median	**0.1444**	**0.1509**	**0.1650**
1st & 3rd quartiles	**0.0882 & 0.2797**	**0.0959 & 0.2195**	**0.0962 & 0.2507**
Range (min, max)	**-0.1141 to 0.4209**	**0.0511 to 0.2974**	**-0.0005 to 0.3194**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	0.2116	0.1869	0.1869
Woodstock Hydro Services Inc.	0.2034	0.2330	0.1786
Westario Power Inc.	0.1495		0.1627
Brantford Power Inc.			0.1544
Halton Hills Hydro Inc.	0.1767	0.0894	0.1533
Lakeland Power Distribution Ltd	0.1692	0.1202	0.1222
Haldimand County Hydro Inc.	0.0781	0.1071	0.1170
Orangeville Hydro Limited	0.0885	0.4518	0.0934
Festival Hydro Inc.	0.1311	0.0882	0.0866
Grimsby Power Incorporated		0.0228	0.0488
Lakefront Utilities Inc.		0.0414	0.0482
St. Thomas Energy Inc.	0.1777	0.5568	0.0415

FR100 Bad Debt as a % of Total Electricity Service Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.15398	0.18976	0.11613
Median	0.1692	0.1137	0.1196
1st & 3rd quartiles	0.1311 & 0.1777	0.0885 & 0.2215	0.0772 & 0.1565
Range (min, max)	0.0781 to 0.2116	0.0228 to 0.5568	0.0415 to 0.1869

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.3294	0.1265	0.2448
Kenora Hydro Electric		0.0516	-0.1207
Count	1	2	2
Average	0.32940	0.08905	0.06205
Median	0.3294	0.0890	0.0620
1st & 3rd quartiles	0.3294 & 0.3294	0.0703 & 0.1078	-0.0293 & 0.1534
Range (min, max)	0.3294 to 0.3294	0.0516 to 0.1265	-0.1207 to 0.2448

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.16583	0.16558	0.13943
Median	0.1633	0.1265	0.1538
1st & 3rd quartiles	0.1005 & 0.2157	0.0882 & 0.2195	0.0846 & 0.1734
Range (min, max)	-0.1141 to 0.4209	0.0228 to 0.5568	-0.1207 to 0.3194

Notes:

FR120 Times Interest Earned

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	3.95	3.71	4.02
Horizon Utilities Corporation	2.32	2.45	3.85
EnWin Utilities Ltd.	4.51	3.98	3.81
Waterloo North Hydro Inc.	3.25	4.44	3.41
Burlington Hydro Inc.	2.56	2.64	2.96
Kitchener-Wilmot Hydro Inc.	2.61	2.64	2.78
London Hydro Inc.	2.28		2.78
Veridian Connections Inc.	2.52	2.34	2.76
PowerStream Inc.	2.23	2.41	2.74
Hydro Ottawa Limited	2.62	2.30	2.55
Whitby Hydro Electric	2.18	3.00	2.55
Hydro One Brampton Networks	2.32	2.53	2.41
Entegrus Powerlines Inc.	2.37	2.44	2.01
Oakville Hydro Electricity	1.92	1.97	1.84
Count	**14**	**13**	**14**
Average	**2.689**	**2.835**	**2.891**
Median	**2.44**	**2.53**	**2.77**
1st & 3rd quartiles	**2.29 & 2.62**	**2.41 & 3.00**	**2.55 & 3.29**
Range (min, max)	**1.92 to 4.51**	**1.97 to 4.44**	**1.84 to 4.02**

Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	5.38	4.82	7.01
Orangeville Hydro Limited	2.96	2.62	5.55
Haldimand County Hydro Inc.	6.75	6.97	5.45
Lakefront Utilities Inc.		1.93	3.79
Halton Hills Hydro Inc.	2.87	2.91	3.60
Grimsby Power Incorporated		1.75	3.48
Westario Power Inc.	3.11		3.03
Woodstock Hydro Services Inc.	1.38	0.75	2.88
Festival Hydro Inc.	2.35	2.64	2.69
Peterborough Distribution Inc.	2.15	1.86	1.73
Brantford Power Inc.			1.62
St. Thomas Energy Inc.	1.67	1.91	1.06

FR120 Times Interest Earned

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.180	2.816	3.491
Median	2.87	2.28	3.26
1st & 3rd quartiles	2.15 & 3.11	1.87 & 2.84	2.45 & 4.21
Range (min, max)	1.38 to 6.75	0.75 to 6.97	1.06 to 7.01

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	6.34	4.32	3.82
Kenora Hydro Electric		1.58	3.67
Count	1	2	2
Average	6.340	2.950	3.745
Median	6.34	2.95	3.74
1st & 3rd quartiles	6.34 & 6.34	2.26 & 3.63	3.71 & 3.78
Range (min, max)	6.34 to 6.34	1.58 to 4.32	3.67 to 3.82

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.025	2.836	3.209
Median	2.54	2.53	2.92
1st & 3rd quartiles	2.27 & 3.14	1.97 & 3.00	2.55 & 3.80
Range (min, max)	1.38 to 6.75	0.75 to 6.97	1.06 to 7.01

Notes:

FR130 Debt Service Coverage (EBITDA Interest Coverage)

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	9.41	8.95	9.25
Waterloo North Hydro Inc.	6.56	7.12	6.99
Horizon Utilities Corporation	5.78	5.78	6.84
Oakville Hydro Electricity	5.32	5.26	5.72
Kitchener-Wilmot Hydro Inc.	4.77	4.43	5.30
Whitby Hydro Electric	5.28	6.02	5.24
Hydro Ottawa Limited	6.17	5.45	5.07
Burlington Hydro Inc.		4.56	4.92
London Hydro Inc.	6.11		4.87
PowerStream Inc.	4.91	4.90	4.55
Entegrus Powerlines Inc.	5.24	4.60	4.53
Cambridge and North Dumfries	7.74	7.65	4.07
Veridian Connections Inc.	5.62	5.21	3.76
Hydro One Brampton Networks	4.54	3.97	3.68
Count	**13**	**13**	**14**
Average	**5.958**	**5.685**	**5.342**
Median	**5.62**	**5.26**	**5.00**
1st & 3rd quartiles	**5.24 & 6.17**	**4.60 & 6.02**	**4.54 & 5.61**
Range (min, max)	**4.54 to 9.41**	**3.97 to 8.95**	**3.68 to 9.25**

Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	11.21	11.83	17.37
Lakefront Utilities Inc.		3.84	5.68
Halton Hills Hydro Inc.	5.80	4.65	5.15
Festival Hydro Inc.	5.23	5.25	5.00
Grimsby Power Incorporated		2.85	4.98
Haldimand County Hydro Inc.	0.88	4.28	4.98
Orangeville Hydro Limited	3.74	3.32	4.36
Woodstock Hydro Services Inc.	5.30	3.57	3.93
St. Thomas Energy Inc.	4.08	3.98	3.85
Peterborough Distribution Inc.	3.20	2.93	3.71
Westario Power Inc.	4.04		3.39
Brantford Power Inc.			2.86

FR130 Debt Service Coverage (EBITDA Interest Coverage)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	4.831	4.650	5.438
Median	4.08	3.91	4.67
1st & 3rd quartiles	3.74 & 5.30	3.38 & 4.56	3.82 & 5.04
Range (min, max)	0.88 to 11.21	2.85 to 11.83	2.86 to 17.37

Small Utilities	2010	2011	2012
Kenora Hydro Electric		7.15	8.57
Sioux Lookout Hydro Inc.	2.15	2.24	2.25
Count	1	2	2
Average	2.150	4.695	5.410
Median	2.15	4.69	5.41
1st & 3rd quartiles	2.15 & 2.15	3.46 & 5.92	3.83 & 6.99
Range (min, max)	2.15 to 2.15	2.24 to 7.15	2.25 to 8.57

Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	5.351	5.192	5.388
Median	5.28	4.65	4.95
1st & 3rd quartiles	4.31 & 5.96	3.97 & 5.78	3.91 & 5.39
Range (min, max)	0.88 to 11.21	2.24 to 11.83	2.25 to 17.37

Notes:

FR140 Operating Ratio (%)

Large Utilities	2010	2011	2012
Whitby Hydro Electric	4.53	4.45	5.04
Horizon Utilities Corporation	3.65	3.77	4.94
Kitchener-Wilmot Hydro Inc.	3.54	3.99	4.73
Oakville Hydro Electricity	3.94	4.02	3.95
London Hydro Inc.	3.92		3.84
Burlington Hydro Inc.	3.68	3.93	3.83
Waterloo North Hydro Inc.	3.52	3.13	3.45
Entegrus Powerlines Inc.	3.79	3.37	3.21
PowerStream Inc.	2.45	2.63	3.20
Hydro Ottawa Limited	2.28	2.33	2.85
Cambridge and North Dumfries	2.37	2.40	2.82
Veridian Connections Inc.	2.54	2.45	2.81
Hydro One Brampton Networks	1.81	2.02	1.80
EnWin Utilities Ltd.	1.75	1.53	1.50
Count	**14**	**13**	**14**
Average	**3.126**	**3.078**	**3.426**
Median	**3.53**	**3.13**	**3.33**
1st & 3rd quartiles	**2.39 & 3.76**	**2.40 & 3.93**	**2.82 & 3.92**
Range (min, max)	**1.75 to 4.53**	**1.53 to 4.45**	**1.50 to 5.04**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	7.12	7.65	8.14
Grimsby Power Incorporated		3.54	5.21
Halton Hills Hydro Inc.	2.25	2.16	4.70
Lakeland Power Distribution Ltd	4.18	4.10	3.85
Woodstock Hydro Services Inc.	4.40	4.61	3.82
St. Thomas Energy Inc.	3.45	2.74	3.48
Peterborough Distribution Inc.	3.62	4.18	3.47
Festival Hydro Inc.	2.51	2.44	3.26
Westario Power Inc.	3.11		3.20
Orangeville Hydro Limited	3.17	3.56	3.16
Brantford Power Inc.			2.57
Lakefront Utilities Inc.		2.32	2.09

FR140 Operating Ratio (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.757	3.730	3.913
Median	3.45	3.55	3.47
1st & 3rd quartiles	3.11 & 4.18	2.51 & 4.16	3.19 & 4.06
Range (min, max)	2.25 to 7.12	2.16 to 7.65	2.09 to 8.14

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	8.62	7.28	9.89
Kenora Hydro Electric		5.60	4.91
Count	1	2	2
Average	8.620	6.440	7.400
Median	8.62	6.44	7.40
1st & 3rd quartiles	8.62 & 8.62	6.02 & 6.86	6.15 & 8.64
Range (min, max)	8.62 to 8.62	5.60 to 7.28	4.91 to 9.89

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.592	3.608	3.919
Median	3.53	3.54	3.47
1st & 3rd quartiles	2.49 & 3.93	2.44 & 4.10	3.08 & 4.70
Range (min, max)	1.75 to 8.62	1.53 to 7.65	1.50 to 9.89

Notes:

FR150 Distribution Revenue per Residential Customer ($)

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	304	306	373
Waterloo North Hydro Inc.	297	323	341
Whitby Hydro Electric	329	336	337
Veridian Connections Inc.	286	321	330
Oakville Hydro Electricity	309	335	326
London Hydro Inc.	273		313
Hydro Ottawa Limited	298	313	312
Kitchener-Wilmot Hydro Inc.	244	259	309
EnWin Utilities Ltd.	300	329	308
Horizon Utilities Corporation	266	268	304
Entegrus Powerlines Inc.	278	332	289
PowerStream Inc.	274	272	273
Cambridge and North Dumfries	249	251	253
Hydro One Brampton Networks	272	254	250
Count	**14**	**13**	**14**
Average	**284.2**	**299.9**	**308.4**
Median	**282**	**313**	**311**
1st & 3rd quartiles	**273 & 299**	**268 & 329**	**293 & 329**
Range (min, max)	**244 to 329**	**251 to 336**	**250 to 373**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		621	579
Haldimand County Hydro Inc.	461	464	531
Festival Hydro Inc.	307	363	414
Lakeland Power Distribution Ltd	321	316	409
Orangeville Hydro Limited	313	312	400
Halton Hills Hydro Inc.	286	287	356
Woodstock Hydro Services Inc.	289	346	346
Grimsby Power Incorporated		266	331
Peterborough Distribution Inc.	253	270	309
Brantford Power Inc.			272
Westario Power Inc.	277		271
St. Thomas Energy Inc.	263	265	261

FR150 Distribution Revenue per Residential Customer ($)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	307.8	351.0	373.3
Median	289	314	351
1st & 3rd quartiles	277 & 313	274 & 358	300 & 410
Range (min, max)	253 to 461	265 to 621	261 to 579

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	427	435	539
Kenora Hydro Electric		290	353
Count	1	2	2
Average	427.0	362.5	446.0
Median	427	363	446
1st & 3rd quartiles	427 & 427	327 & 399	400 & 492
Range (min, max)	427 to 427	290 to 435	353 to 539

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	299.0	325.4	346.0
Median	288	313	328
1st & 3rd quartiles	273 & 307	270 & 335	300 & 360
Range (min, max)	244 to 461	251 to 621	250 to 579

Notes:

FR160 Distribution Revenue per General Service Customer ($)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	2,192	2,435	2,721
Whitby Hydro Electric	2,357	2,667	2,660
EnWin Utilities Ltd.	2,271	2,502	2,266
Hydro One Brampton Networks	2,488	2,323	2,218
Waterloo North Hydro Inc.	1,820	2,064	2,196
Oakville Hydro Electricity	1,821	2,213	2,046
Burlington Hydro Inc.	1,784	1,854	2,016
Kitchener-Wilmot Hydro Inc.	1,853	1,973	1,977
Cambridge and North Dumfries	1,865	1,895	1,873
Veridian Connections Inc.	1,590	1,667	1,723
London Hydro Inc.	1,460		1,613
Horizon Utilities Corporation	1,059	1,335	1,598
Entegrus Powerlines Inc.	1,617	1,695	1,591
PowerStream Inc.	1,764	1,827	910
Count	**14**	**13**	**14**
Average	**1,852.9**	**2,034.6**	**1,957.7**
Median	**1,821**	**1,973**	**1,996**
1st & 3rd quartiles	**1,653 & 2,110**	**1,827 & 2,323**	**1,640 & 2,213**
Range (min, max)	**1,059 to 2,488**	**1,335 to 2,667**	**910 to 2,721**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			2,297
Lakefront Utilities Inc.		2,225	2,255
Festival Hydro Inc.	1,677	2,095	2,237
Woodstock Hydro Services Inc.	1,572	1,820	1,947
Halton Hills Hydro Inc.	1,646	1,675	1,644
Haldimand County Hydro Inc.	1,659	1,491	1,548
Orangeville Hydro Limited	1,164	1,351	1,510
Peterborough Distribution Inc.	1,379	1,503	1,506
Lakeland Power Distribution Ltd	1,098	1,084	1,318
Westario Power Inc.	1,086		1,140
Grimsby Power Incorporated		969	1,092
St. Thomas Energy Inc.	1,037	1,099	1,050

FR160 Distribution Revenue per General Service Customer ($)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,368.7	1,531.2	1,628.7
Median	1,379	1,497	1,529
1st & 3rd quartiles	1,098 & 1,646	1,162 & 1,784	1,273 & 2,020
Range (min, max)	1,037 to 1,677	969 to 2,225	1,050 to 2,297

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	1,460	1,462	1,491
Kenora Hydro Electric		1,115	1,280
Count	1	2	2
Average	1,460.0	1,288.5	1,385.5
Median	1,460	1,289	1,385
1st & 3rd quartiles	1,460 & 1,460	1,202 & 1,375	1,333 & 1,438
Range (min, max)	1,460 to 1,460	1,115 to 1,462	1,280 to 1,491

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1,655.0	1,773.6	1,775.8
Median	1,652	1,820	1,683
1st & 3rd quartiles	1,440 & 1,829	1,462 & 2,095	1,502 & 2,202
Range (min, max)	1,037 to 2,488	969 to 2,667	910 to 2,721

Notes:

FR170 Distribution Revenue per Large Customer ($)

Large Utilities	2010	2011	2012
London Hydro Inc.	512,402		800,771
Waterloo North Hydro Inc.	410,376	551,497	604,835
Horizon Utilities Corporation	253,308	498,964	588,144
EnWin Utilities Ltd.	511,246	950,863	522,826
Hydro Ottawa Limited	360,702	366,212	453,697
Cambridge and North Dumfries	402,907	358,197	436,788
Hydro One Brampton Networks	321,092	314,474	309,820
Kitchener-Wilmot Hydro Inc.	302,802	182,755	223,185
Veridian Connections Inc.	173,459	197,054	189,895
PowerStream Inc.	109,469	109,527	55,590
Entegrus Powerlines Inc.		9,335	7,231
Count	**10**	**10**	**11**
Average	**335,776.3**	**353,887.8**	**381,162.0**
Median	**340,897**	**336,336**	**436,788**
1st & 3rd quartiles	**265,681 & 408,509**	**186,330 & 465,776**	**206,540 & 555,485**
Range (min, max)	**109,469 to 512,402**	**9,335 to 950,863**	**7,231 to 800,771**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		1,116,743	1,179,843
Festival Hydro Inc.	273,877	168,184	136,174
Peterborough Distribution Inc.	108,409	117,405	118,989
Count	**2**	**3**	**3**
Average	**191,143.0**	**467,444.0**	**478,335.3**
Median	**191,143**	**168,184**	**136,174**
1st & 3rd quartiles	**149,776 & 232,510**	**142,795 & 642,464**	**127,582 & 658,009**
Range (min, max)	**108,409 to 273,877**	**117,405 to 1,116,743**	**118,989 to 1,179,843**

Totals over Large, Medium and Small Utility Classes			
Count	**12**	**13**	**14**
Average	**311,670.8**	**380,093.1**	**401,984.9**
Median	**311,947**	**314,474**	**373,304**
1st & 3rd quartiles	**233,346 & 404,774**	**168,184 & 498,964**	**149,604 & 571,815**
Range (min, max)	**108,409 to 512,402**	**9,335 to 1,116,743**	**7,231 to 1,179,843**

Notes:

FR190 Return on Total Assets Less Depreciation (%)

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	24.757	3.721	4.345
Hydro One Brampton Networks	4.064	4.527	4.324
Kitchener-Wilmot Hydro Inc.	3.676	3.743	3.750
Cambridge and North Dumfries	3.977	3.860	3.742
Veridian Connections Inc.	3.195	2.695	3.550
Hydro Ottawa Limited	3.830	3.068	3.472
PowerStream Inc.	3.236	3.496	3.441
Waterloo North Hydro Inc.	3.445	4.079	3.322
Horizon Utilities Corporation	2.725	2.391	2.916
Whitby Hydro Electric	2.211	3.537	2.902
London Hydro Inc.	2.337		2.874
EnWin Utilities Ltd.	5.428	4.645	2.628
Entegrus Powerlines Inc.	3.343	3.928	2.567
Oakville Hydro Electricity	3.019	3.118	2.191
Count	**14**	**13**	**14**
Average	**4.9459**	**3.6006**	**3.2874**
Median	**3.394**	**3.721**	**3.382**
1st & 3rd quartiles	**3.063 & 3.940**	**3.118 & 3.928**	**2.881 & 3.694**
Range (min, max)	**2.211 to 24.757**	**2.391 to 4.645**	**2.191 to 4.345**

Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	3.646	3.134	6.188
Lakefront Utilities Inc.		2.121	5.353
Halton Hills Hydro Inc.	4.373	4.446	4.724
Lakeland Power Distribution Ltd	4.375	3.506	4.632
Grimsby Power Incorporated		2.376	4.338
Westario Power Inc.	4.428		4.177
Woodstock Hydro Services Inc.	0.750	-0.453	3.879
Festival Hydro Inc.	3.661	4.506	3.728
Haldimand County Hydro Inc.	6.141	4.619	3.307
Peterborough Distribution Inc.	2.724	2.262	2.057
Brantford Power Inc.			1.462
St. Thomas Energy Inc.	1.601	2.419	0.150

FR190 Return on Total Assets Less Depreciation (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.5221	2.8936	3.6663
Median	3.661	2.777	4.028
1st & 3rd quartiles	2.724 & 4.375	2.290 & 4.211	2.994 & 4.655
Range (min, max)	0.750 to 6.141	-0.453 to 4.619	0.150 to 6.188

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	3.902	3.976	3.139
Kenora Hydro Electric		0.575	1.186
Count	1	2	2
Average	3.9020	2.2755	2.1625
Median	3.902	2.276	2.162
1st & 3rd quartiles	3.902 & 3.902	1.426 & 3.126	1.674 & 2.651
Range (min, max)	3.902 to 3.902	0.575 to 3.976	1.186 to 3.139

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	4.3685	3.2118	3.3694
Median	3.653	3.506	3.456
1st & 3rd quartiles	2.945 & 4.141	2.419 & 3.976	2.813 & 4.214
Range (min, max)	0.750 to 24.757	-0.453 to 4.645	0.150 to 6.188

Notes:

FR200 Percent Debt (%)

Large Utilities	2010	2011	2012
Veridian Connections Inc.	57.3	61.0	61.4
Hydro One Brampton Networks	56.4	58.1	60.8
PowerStream Inc.	58.1	58.3	59.1
Oakville Hydro Electricity	67.0	54.6	58.9
Hydro Ottawa Limited	55.0	56.9	57.8
Entegrus Powerlines Inc.	56.7	54.1	56.2
Waterloo North Hydro Inc.	40.8	47.9	51.7
Burlington Hydro Inc.	48.3	48.2	48.6
Horizon Utilities Corporation	46.6	45.8	48.0
Kitchener-Wilmot Hydro Inc.	46.1	43.8	42.4
Whitby Hydro Electric	39.4	43.0	42.2
EnWin Utilities Ltd.	43.4	41.8	40.0
London Hydro Inc.	43.8		39.7
Cambridge and North Dumfries	37.4	36.6	35.1
Count	**14**	**13**	**14**
Average	**49.74**	**50.01**	**50.14**
Median	**47.5**	**48.2**	**50.2**
1st & 3rd quartiles	**43.5 & 56.6**	**43.8 & 56.9**	**42.2 & 58.6**
Range (min, max)	**37.4 to 67.0**	**36.6 to 61.0**	**35.1 to 61.4**

Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	47.0	58.6	58.3
Peterborough Distribution Inc.	68.5	63.6	56.3
Brantford Power Inc.			56.2
Grimsby Power Incorporated		62.7	55.6
Festival Hydro Inc.	50.0	49.4	52.5
St. Thomas Energy Inc.	47.0	47.8	48.1
Orangeville Hydro Limited	45.6	43.8	47.9
Westario Power Inc.	39.1		47.6
Halton Hills Hydro Inc.	56.6	46.4	44.4
Lakeland Power Distribution Ltd	25.8	27.8	32.2
Haldimand County Hydro Inc.	23.4	25.8	29.6
Lakefront Utilities Inc.		30.9	28.6

FR200 Percent Debt (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	44.78	45.68	46.44
Median	47.0	47.1	48.0
1st & 3rd quartiles	39.1 & 50.0	34.2 & 56.3	41.3 & 55.8
Range (min, max)	23.4 to 68.5	25.8 to 63.6	28.6 to 58.3

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	61.9	61.4	59.8
Kenora Hydro Electric		46.3	44.9
Count	1	2	2
Average	61.90	53.85	52.35
Median	61.9	53.9	52.4
1st & 3rd quartiles	61.9 & 61.9	50.1 & 57.7	48.6 & 56.1
Range (min, max)	61.9 to 61.9	46.3 to 61.4	44.9 to 59.8

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	48.38	48.58	48.71
Median	47.0	47.9	48.4
1st & 3rd quartiles	42.7 & 56.7	43.8 & 58.1	42.3 & 56.7
Range (min, max)	23.4 to 68.5	25.8 to 63.6	28.6 to 61.4

Notes:

FR210 Fixed Charge Coverage (EBIT Interest Coverage)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	2.91	2.90	4.39
EnWin Utilities Ltd.	4.53	3.83	4.21
Waterloo North Hydro Inc.	3.28	4.38	3.26
Hydro Ottawa Limited	3.64	2.87	3.14
Burlington Hydro Inc.	2.82	2.87	3.11
London Hydro Inc.	3.48		3.01
Whitby Hydro Electric	2.86	3.37	2.81
Kitchener-Wilmot Hydro Inc.	2.96	3.00	2.77
Hydro One Brampton Networks	2.84	2.83	2.73
Veridian Connections Inc.	3.09	2.72	2.43
PowerStream Inc.	2.68	2.61	2.26
Oakville Hydro Electricity	2.15	1.79	2.17
Entegrus Powerlines Inc.	2.69	2.38	2.16
Cambridge and North Dumfries	4.43	3.92	1.41
Count	**14**	**13**	**14**
Average	**3.169**	**3.036**	**2.847**
Median	**2.93**	**2.87**	**2.79**
1st & 3rd quartiles	**2.82 & 3.43**	**2.72 & 3.37**	**2.30 & 3.14**
Range (min, max)	**2.15 to 4.53**	**1.79 to 4.38**	**1.41 to 4.39**

Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	3.57	3.04	6.29
Haldimand County Hydro Inc.	8.09	7.87	5.98
Lakeland Power Distribution Ltd	4.44	3.64	4.65
Lakefront Utilities Inc.		2.11	4.15
Grimsby Power Incorporated		1.88	4.00
Halton Hills Hydro Inc.	3.41	3.08	3.61
Festival Hydro Inc.	2.95	3.05	3.13
Woodstock Hydro Services Inc.	2.28	0.75	2.91
Westario Power Inc.	3.17		2.81
Peterborough Distribution Inc.	2.51	2.34	1.82
Brantford Power Inc.			1.76
St. Thomas Energy Inc.	2.25	2.19	1.25

FR210 Fixed Charge Coverage (EBIT Interest Coverage)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.630	2.995	3.530
Median	3.17	2.69	3.37
1st & 3rd quartiles	2.51 & 3.57	2.13 & 3.07	2.57 & 4.28
Range (min, max)	2.25 to 8.09	0.75 to 7.87	1.25 to 6.29

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	6.40	4.43	5.42
Kenora Hydro Electric		1.61	3.43
Count	1	2	2
Average	6.400	3.020	4.425
Median	6.40	3.02	4.43
1st & 3rd quartiles	6.40 & 6.40	2.31 & 3.72	3.93 & 4.92
Range (min, max)	6.40 to 6.40	1.61 to 4.43	3.43 to 5.42

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.476	3.018	3.253
Median	3.03	2.87	3.06
1st & 3rd quartiles	2.78 & 3.59	2.34 & 3.37	2.39 & 4.04
Range (min, max)	2.15 to 8.09	0.75 to 7.87	1.25 to 6.29

Notes:

FR220 Cash Flow/Debt

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	0.41	0.38	0.34
London Hydro Inc.	0.27		0.34
Hydro Ottawa Limited	0.31	0.28	0.25
Whitby Hydro Electric	0.16	0.14	0.25
Kitchener-Wilmot Hydro Inc.	0.22	0.23	0.23
Horizon Utilities Corporation	0.23	0.27	0.23
Burlington Hydro Inc.	0.20	0.21	0.23
Waterloo North Hydro Inc.	0.27	0.23	0.21
Entegrus Powerlines Inc.	0.21	0.22	0.21
EnWin Utilities Ltd.	0.20	0.35	0.20
Oakville Hydro Electricity	0.19	0.20	0.17
Hydro One Brampton Networks	0.20	0.16	0.16
Veridian Connections Inc.	0.22	0.18	0.15
PowerStream Inc.	0.18	0.18	0.13
Count	**14**	**13**	**14**
Average	**0.234**	**0.233**	**0.221**
Median	**0.21**	**0.22**	**0.22**
1st & 3rd quartiles	**0.20 & 0.26**	**0.18 & 0.27**	**0.18 & 0.24**
Range (min, max)	**0.16 to 0.41**	**0.14 to 0.38**	**0.13 to 0.34**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		0.41	0.65
Haldimand County Hydro Inc.	0.56	0.46	0.42
Lakeland Power Distribution Ltd	0.42	0.39	0.38
Orangeville Hydro Limited	0.30	0.31	0.32
Halton Hills Hydro Inc.	0.17	0.21	0.21
Festival Hydro Inc.	0.22	0.24	0.20
Peterborough Distribution Inc.	0.09	0.11	0.20
Westario Power Inc.	0.24		0.18
Woodstock Hydro Services Inc.	0.11	0.10	0.17
Grimsby Power Incorporated		0.12	0.17
St. Thomas Energy Inc.	0.19	0.22	0.14
Brantford Power Inc.			0.12

FR220 Cash Flow/Debt

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.256	0.257	0.263
Median	0.22	0.23	0.20
1st & 3rd quartiles	0.17 & 0.30	0.14 & 0.37	0.17 & 0.33
Range (min, max)	0.09 to 0.56	0.10 to 0.46	0.12 to 0.65

Small Utilities	2010	2011	2012
Kenora Hydro Electric		0.15	0.19
Sioux Lookout Hydro Inc.	0.13	0.13	0.10
Count	1	2	2
Average	0.130	0.140	0.145
Median	0.13	0.14	0.14
1st & 3rd quartiles	0.13 & 0.13	0.13 & 0.15	0.12 & 0.16
Range (min, max)	0.13 to 0.13	0.13 to 0.15	0.10 to 0.19

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.238	0.235	0.234
Median	0.21	0.22	0.21
1st & 3rd quartiles	0.19 & 0.27	0.16 & 0.28	0.17 & 0.25
Range (min, max)	0.09 to 0.56	0.10 to 0.46	0.10 to 0.65

Notes:

FR230 Net Income as a % of Distribution Revenue

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	21.92	26.92	27.61
Horizon Utilities Corporation	13.83	15.37	22.73
Waterloo North Hydro Inc.	21.30	26.47	22.21
Cambridge and North Dumfries	22.76	19.93	21.92
Kitchener-Wilmot Hydro Inc.	21.84	21.24	20.28
PowerStream Inc.	17.91	19.88	19.18
Veridian Connections Inc.	17.47	15.53	19.00
Burlington Hydro Inc.	16.45	17.69	18.44
Hydro Ottawa Limited	18.39	15.44	17.24
Whitby Hydro Electric	13.07	20.67	17.20
London Hydro Inc.	10.30		13.84
EnWin Utilities Ltd.	23.53	20.29	13.42
Oakville Hydro Electricity	15.62	15.42	13.20
Entegrus Powerlines Inc.	16.28	18.67	12.98
Count	**14**	**13**	**14**
Average	**17.905**	**19.502**	**18.518**
Median	**17.69**	**19.88**	**18.72**
1st & 3rd quartiles	**15.78 & 21.71**	**15.53 & 20.67**	**14.68 & 21.51**
Range (min, max)	**10.30 to 23.53**	**15.37 to 26.92**	**12.98 to 27.61**

Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	16.46	13.56	25.61
Halton Hills Hydro Inc.	20.76	21.29	23.87
Grimsby Power Incorporated		10.40	20.17
Westario Power Inc.	21.15		19.25
Festival Hydro Inc.	17.07	20.83	19.05
Woodstock Hydro Services Inc.	3.82	-2.25	19.00
Lakeland Power Distribution Ltd	17.36	15.07	17.49
Lakefront Utilities Inc.		5.11	15.52
Haldimand County Hydro Inc.	21.41	18.47	13.82
Peterborough Distribution Inc.	17.82	13.03	9.33
Brantford Power Inc.			8.79
St. Thomas Energy Inc.	9.27	11.15	0.80

FR230 Net Income as a % of Distribution Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	16.124	12.666	16.058
Median	17.36	13.29	18.24
1st & 3rd quartiles	16.46 & 20.76	10.59 & 17.62	12.70 & 19.48
Range (min, max)	3.82 to 21.41	-2.25 to 21.29	0.80 to 25.61

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	17.23	17.66	12.02
Kenora Hydro Electric		2.90	11.38
Count	1	2	2
Average	17.230	10.280	11.700
Median	17.23	10.28	11.70
1st & 3rd quartiles	17.23 & 17.23	6.59 & 13.97	11.54 & 11.86
Range (min, max)	17.23 to 17.23	2.90 to 17.66	11.38 to 12.02

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	17.209	16.030	16.977
Median	17.41	17.66	17.96
1st & 3rd quartiles	16.11 & 21.19	13.56 & 20.29	13.37 & 20.20
Range (min, max)	3.82 to 23.53	-2.25 to 26.92	0.80 to 27.61

Notes:

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	0.46	0.50	0.51
Waterloo North Hydro Inc.	0.38	0.40	0.41
Kitchener-Wilmot Hydro Inc.	0.42	0.41	0.38
Oakville Hydro Electricity	0.39	0.34	0.37
Horizon Utilities Corporation	0.32	0.34	0.37
PowerStream Inc.	0.40	0.39	0.34
Whitby Hydro Electric	0.33	0.38	0.33
Hydro Ottawa Limited	0.40	0.34	0.33
Burlington Hydro Inc.	0.34	0.34	0.32
EnWin Utilities Ltd.	0.38	0.34	0.30
Veridian Connections Inc.	0.36	0.31	0.30
Entegrus Powerlines Inc.	0.33	0.32	0.29
London Hydro Inc.	0.28		0.23
Cambridge and North Dumfries	0.38	0.35	0.12
Count	**14**	**13**	**14**
Average	**0.369**	**0.366**	**0.329**
Median	**0.38**	**0.34**	**0.33**
1st & 3rd quartiles	**0.34 & 0.40**	**0.34 & 0.39**	**0.30 & 0.37**
Range (min, max)	**0.28 to 0.46**	**0.31 to 0.50**	**0.12 to 0.51**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	0.38	0.39	0.38
Grimsby Power Incorporated		0.20	0.38
Orangeville Hydro Limited	0.31	0.27	0.37
Festival Hydro Inc.	0.38	0.41	0.36
Woodstock Hydro Services Inc.	0.25	0.08	0.34
Westario Power Inc.	0.36		0.30
Peterborough Distribution Inc.	0.44	0.37	0.29
Lakefront Utilities Inc.		0.14	0.28
Brantford Power Inc.			0.26
Lakeland Power Distribution Ltd	0.20	0.21	0.26
Haldimand County Hydro Inc.	0.35	0.30	0.22
St. Thomas Energy Inc.	0.33	0.33	0.21

FR240 Profitability

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.333	0.270	0.304
Median	0.35	0.28	0.29
1st & 3rd quartiles	0.31 & 0.38	0.21 & 0.36	0.26 & 0.37
Range (min, max)	0.20 to 0.44	0.08 to 0.41	0.21 to 0.38

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.21	0.24	0.23
Kenora Hydro Electric		0.09	0.16
Count	1	2	2
Average	0.210	0.165	0.195
Median	0.21	0.16	0.20
1st & 3rd quartiles	0.21 & 0.21	0.13 & 0.20	0.18 & 0.21
Range (min, max)	0.21 to 0.21	0.09 to 0.24	0.16 to 0.23

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.349	0.312	0.309
Median	0.36	0.34	0.31
1st & 3rd quartiles	0.33 & 0.38	0.27 & 0.38	0.26 & 0.37
Range (min, max)	0.20 to 0.46	0.08 to 0.50	0.12 to 0.51

Notes:

FR250 Return on Equity (%)

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	11.89	13.30	13.69
Veridian Connections Inc.	11.01	9.64	12.85
Horizon Utilities Corporation	6.63	7.91	11.78
Hydro Ottawa Limited	10.33	9.02	10.41
Burlington Hydro Inc.	7.95	8.42	9.63
PowerStream Inc.	9.23	9.92	9.41
Waterloo North Hydro Inc.	7.96	10.07	8.66
Entegrus Powerlines Inc.	9.60	10.39	7.90
Kitchener-Wilmot Hydro Inc.	7.67	7.41	7.52
Cambridge and North Dumfries	8.06	7.17	7.46
Whitby Hydro Electric	5.44	8.95	7.42
EnWin Utilities Ltd.	13.31	10.61	6.64
London Hydro Inc.	5.07		6.61
Oakville Hydro Electricity	11.72	7.42	6.22
Count	**14**	**13**	**14**
Average	**8.991**	**9.248**	**9.014**
Median	**8.64**	**9.02**	**8.28**
1st & 3rd quartiles	**7.74 & 10.84**	**7.91 & 10.07**	**7.43 & 10.22**
Range (min, max)	**5.07 to 13.31**	**7.17 to 13.30**	**6.22 to 13.69**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		5.98	15.99
Orangeville Hydro Limited	8.34	6.86	14.82
Woodstock Hydro Services Inc.	1.70	-1.58	12.40
Grimsby Power Incorporated		5.56	12.26
Halton Hills Hydro Inc.	8.50	8.53	10.13
Festival Hydro Inc.	8.50	10.32	9.10
Lakeland Power Distribution Ltd	6.64	5.47	7.35
Westario Power Inc.	7.28		6.51
Haldimand County Hydro Inc.	8.54	6.94	5.75
Peterborough Distribution Inc.	8.86	6.43	5.36
Brantford Power Inc.			3.83
St. Thomas Energy Inc.	4.34	5.42	0.39

FR250 Return on Equity (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	6.967	5.993	8.658
Median	8.34	6.21	8.22
1st & 3rd quartiles	6.64 & 8.50	5.49 & 6.92	5.65 & 12.29
Range (min, max)	1.70 to 8.86	-1.58 to 10.32	0.39 to 15.99

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	10.02	10.20	7.90
Kenora Hydro Electric		1.28	5.64
Count	1	2	2
Average	10.020	5.740	6.770
Median	10.02	5.74	6.77
1st & 3rd quartiles	10.02 & 10.02	3.51 & 7.97	6.21 & 7.34
Range (min, max)	10.02 to 10.02	1.28 to 10.20	5.64 to 7.90

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	8.275	7.666	8.701
Median	8.42	7.91	7.90
1st & 3rd quartiles	7.12 & 9.71	6.43 & 9.92	6.58 & 10.75
Range (min, max)	1.70 to 13.31	-1.58 to 13.30	0.39 to 15.99

Notes:

FR260 Free Operating Cash Flow Plus Interest Over Interest

Large Utilities	2010	2011	2012
Whitby Hydro Electric	-2.06	1.14	2.13
Oakville Hydro Electricity	-1.96	-1.89	1.60
Veridian Connections Inc.	-1.15	-0.74	0.72
Kitchener-Wilmot Hydro Inc.	-0.87	0.06	-0.19
London Hydro Inc.	-2.08		-0.20
PowerStream Inc.	-1.51	-1.36	-0.52
Burlington Hydro Inc.	0.11	0.76	-0.83
Horizon Utilities Corporation	-0.16	0.40	-1.35
Hydro One Brampton Networks	-0.60	-1.12	-1.50
Entegrus Powerlines Inc.	-3.62	1.51	-1.51
EnWin Utilities Ltd.	1.31	2.36	-2.28
Waterloo North Hydro Inc.	-7.59	-9.54	-2.55
Hydro Ottawa Limited	-1.42	-2.40	-2.63
Cambridge and North Dumfries	0.10	0.11	-4.43
Count	**14**	**13**	**14**
Average	**-1.536**	**-0.824**	**-0.967**
Median	**-1.29**	**0.06**	**-1.09**
1st & 3rd quartiles	**-2.03 & -0.27**	**-1.36 & 0.76**	**-2.08 & -0.19**
Range (min, max)	**-7.59 to 1.31**	**-9.54 to 2.36**	**-4.43 to 2.13**

Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	0.27	-0.21	1.03
Brantford Power Inc.			0.97
Orangeville Hydro Limited	0.69	0.43	0.97
Grimsby Power Incorporated		0.88	0.95
Westario Power Inc.	1.39		0.12
St. Thomas Energy Inc.	0.82	0.34	-0.32
Woodstock Hydro Services Inc.	0.30	-5.69	-1.15
Halton Hills Hydro Inc.	1.23	-1.01	-3.49
Lakefront Utilities Inc.		-0.21	-4.68
Haldimand County Hydro Inc.	4.47	0.22	-7.68
Festival Hydro Inc.	0.11	0.68	-7.71
Lakeland Power Distribution Ltd	-2.23	-2.84	-12.63

FR260 Free Operating Cash Flow Plus Interest Over Interest

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.783	-0.741	-2.802
Median	0.69	0.00	-0.74
1st & 3rd quartiles	0.27 & 1.23	-0.81 & 0.41	-5.43 & 0.96
Range (min, max)	-2.23 to 4.47	-5.69 to 0.88	-12.63 to 1.03

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1.27	-0.93
Sioux Lookout Hydro Inc.	1.33	1.79	-1.87
Count	1	2	2
Average	1.330	1.530	-1.400
Median	1.33	1.53	-1.40
1st & 3rd quartiles	1.33 & 1.33	1.40 & 1.66	-1.64 & -1.17
Range (min, max)	1.33 to 1.33	1.27 to 1.79	-1.87 to -0.93

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	-0.547	-0.602	-1.784
Median	-0.03	0.11	-1.04
1st & 3rd quartiles	-1.63 & 0.72	-1.12 & 0.76	-2.57 & 0.27
Range (min, max)	-7.59 to 4.47	-9.54 to 2.36	-12.63 to 2.13

Notes:

FR270 Debt Over EBIT

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	4.49	4.59	13.08
PowerStream Inc.	6.73	7.19	8.55
Oakville Hydro Electricity	6.90	7.46	8.26
Veridian Connections Inc.	5.87	8.01	7.85
Entegrus Powerlines Inc.	6.74	6.62	7.24
Hydro Ottawa Limited	5.43	6.60	6.84
Waterloo North Hydro Inc.	4.86	6.02	6.73
Hydro One Brampton Networks	5.21	5.65	6.17
London Hydro Inc.	5.64		5.88
Burlington Hydro Inc.	5.74	5.79	5.75
Kitchener-Wilmot Hydro Inc.	5.74	5.44	5.24
Whitby Hydro Electric	4.67	4.59	5.10
Horizon Utilities Corporation	5.69	4.90	4.76
EnWin Utilities Ltd.	3.61	4.06	4.51
Count	**14**	**13**	**14**
Average	**5.523**	**5.917**	**6.854**
Median	**5.67**	**5.79**	**6.45**
1st & 3rd quartiles	**4.95 & 5.83**	**4.90 & 6.62**	**5.37 & 7.70**
Range (min, max)	**3.61 to 6.90**	**4.06 to 8.01**	**4.51 to 13.08**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			11.27
Westario Power Inc.	5.18		9.00
St. Thomas Energy Inc.	5.75	5.76	8.96
Peterborough Distribution Inc.	10.04	9.43	7.85
Festival Hydro Inc.	5.25	4.81	6.35
Woodstock Hydro Services Inc.	8.11	24.78	6.22
Grimsby Power Incorporated		15.36	5.46
Halton Hills Hydro Inc.	8.37	5.60	4.89
Haldimand County Hydro Inc.	2.18	3.12	4.53
Lakeland Power Distribution Ltd	4.44	4.98	4.40
Orangeville Hydro Limited	5.28	5.72	4.27
Lakefront Utilities Inc.		2.82	1.39

FR270 Debt Over EBIT

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	6.067	8.238	6.216
Median	5.28	5.66	5.84
1st & 3rd quartiles	5.18 & 8.11	4.85 & 8.51	4.50 & 8.13
Range (min, max)	2.18 to 10.04	2.82 to 24.78	1.39 to 11.27

Small Utilities	2010	2011	2012
Kenora Hydro Electric		21.31	9.96
Sioux Lookout Hydro Inc.	13.54	11.71	9.82
Count	1	2	2
Average	13.540	16.510	9.890
Median	13.54	16.51	9.89
1st & 3rd quartiles	13.54 & 13.54	14.11 & 18.91	9.86 & 9.93
Range (min, max)	13.54 to 13.54	11.71 to 21.31	9.82 to 9.96

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	6.061	7.693	6.798
Median	5.67	5.76	6.29
1st & 3rd quartiles	5.10 & 6.73	4.90 & 7.46	5.04 & 8.34
Range (min, max)	2.18 to 13.54	2.82 to 24.78	1.39 to 13.08

Notes:

FR280 Return on Assets (%)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	1.85	2.14	5.72
PowerStream Inc.	2.12	2.27	4.11
Hydro Ottawa Limited	2.70	2.22	3.93
EnWin Utilities Ltd.	3.76	3.09	3.10
Burlington Hydro Inc.	5.54	2.53	2.87
Kitchener-Wilmot Hydro Inc.	2.80	2.81	2.81
Hydro One Brampton Networks	2.49	2.84	2.80
Cambridge and North Dumfries	3.05	2.67	2.72
Waterloo North Hydro Inc.	2.31	2.80	2.28
Veridian Connections Inc.	2.18	1.69	2.24
Whitby Hydro Electric	1.53	2.50	2.04
London Hydro Inc.	1.64		2.02
Entegrus Powerlines Inc.	2.68	2.96	1.99
Oakville Hydro Electricity	2.21	2.11	1.70
Count	**14**	**13**	**14**
Average	**2.633**	**2.510**	**2.881**
Median	**2.40**	**2.53**	**2.76**
1st & 3rd quartiles	**2.14 & 2.78**	**2.22 & 2.81**	**2.09 & 3.04**
Range (min, max)	**1.53 to 5.54**	**1.69 to 3.09**	**1.70 to 5.72**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		2.16	5.34
Grimsby Power Incorporated		1.41	5.13
Orangeville Hydro Limited	2.53	2.03	4.63
Halton Hills Hydro Inc.	3.82	3.74	3.92
Lakeland Power Distribution Ltd	3.48	2.77	3.69
Westario Power Inc.	4.20		3.42
Woodstock Hydro Services Inc.	0.64	-0.38	3.26
Haldimand County Hydro Inc.	4.85	3.82	2.78
Festival Hydro Inc.	2.09	2.53	2.22
Peterborough Distribution Inc.	3.23	2.22	1.65
Brantford Power Inc.			1.48
St. Thomas Energy Inc.	1.16	1.62	0.10

FR280 Return on Assets (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2.889	2.192	3.135
Median	3.23	2.19	3.34
1st & 3rd quartiles	2.09 & 3.82	1.72 & 2.71	2.07 & 4.10
Range (min, max)	0.64 to 4.85	-0.38 to 3.82	0.10 to 5.34

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	3.99	4.01	2.87
Kenora Hydro Electric		0.46	1.98
Count	1	2	2
Average	3.990	2.235	2.425
Median	3.99	2.23	2.43
1st & 3rd quartiles	3.99 & 3.99	1.34 & 3.12	2.20 & 2.65
Range (min, max)	3.99 to 3.99	0.46 to 4.01	1.98 to 2.87

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	2.785	2.361	2.957
Median	2.60	2.50	2.80
1st & 3rd quartiles	2.11 & 3.55	2.11 & 2.81	2.04 & 3.75
Range (min, max)	0.64 to 5.54	-0.38 to 4.01	0.10 to 5.72

Notes:

FR290 Return on Capital Employed (%)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	3.65	4.41	6.85
Cambridge and North Dumfries	6.48	5.15	5.60
Hydro One Brampton Networks	5.18	5.57	5.49
Burlington Hydro Inc.	4.61	4.94	5.43
Veridian Connections Inc.	4.71	3.76	4.96
Kitchener-Wilmot Hydro Inc.	4.86	4.71	4.82
Whitby Hydro Electric	3.37	5.50	4.69
EnWin Utilities Ltd.	7.14	6.34	4.41
Hydro Ottawa Limited	4.67	3.92	4.40
Waterloo North Hydro Inc.	4.72	5.25	4.18
London Hydro Inc.	2.96		4.01
PowerStream Inc.	3.92	4.14	3.95
Entegrus Powerlines Inc.	4.60	5.38	3.93
Oakville Hydro Electricity	3.92	3.03	2.81
Count	**14**	**13**	**14**
Average	**4.628**	**4.777**	**4.681**
Median	**4.64**	**4.94**	**4.55**
1st & 3rd quartiles	**3.92 & 4.82**	**4.14 & 5.38**	**4.05 & 5.31**
Range (min, max)	**2.96 to 7.14**	**3.03 to 6.34**	**2.81 to 6.85**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		5.80	15.05
Orangeville Hydro Limited	4.91	4.08	9.30
Woodstock Hydro Services Inc.	1.26	-0.74	6.12
Grimsby Power Incorporated		2.15	5.82
Halton Hills Hydro Inc.	3.87	4.71	5.36
Lakeland Power Distribution Ltd	4.93	3.95	4.98
Haldimand County Hydro Inc.	6.95	5.62	4.58
Festival Hydro Inc.	4.38	5.22	4.33
Westario Power Inc.	4.98		3.44
Peterborough Distribution Inc.	3.04	2.52	2.51
Brantford Power Inc.			2.03
St. Thomas Energy Inc.	2.37	3.06	0.20

FR290 Return on Capital Employed (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	4.077	3.637	5.310
Median	4.38	4.02	4.78
1st & 3rd quartiles	3.04 & 4.93	2.65 & 5.10	3.20 & 5.89
Range (min, max)	1.26 to 6.95	-0.74 to 5.80	0.20 to 15.05

Small Utilities	2010	2011	2012
Kenora Hydro Electric		0.75	3.34
Sioux Lookout Hydro Inc.	4.25	4.48	3.30
Count	1	2	2
Average	4.250	2.615	3.320
Median	4.25	2.61	3.32
1st & 3rd quartiles	4.25 & 4.25	1.68 & 3.54	3.31 & 3.33
Range (min, max)	4.25 to 4.25	0.75 to 4.48	3.30 to 3.34

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	4.405	4.148	4.853
Median	4.60	4.48	4.50
1st & 3rd quartiles	3.81 & 4.91	3.76 & 5.25	3.80 & 5.44
Range (min, max)	1.26 to 7.14	-0.74 to 6.34	0.20 to 15.05

Notes:

FR300 Operating Margin (%)

Large Utilities	2010	2011	2012
Whitby Hydro Electric	8.87	9.01	8.15
Kitchener-Wilmot Hydro Inc.	7.83	7.83	7.60
Waterloo North Hydro Inc.	6.79	7.41	7.44
Horizon Utilities Corporation	5.49	6.16	7.17
Hydro One Brampton Networks	7.25	7.19	7.08
Cambridge and North Dumfries	5.88	5.34	6.54
Hydro Ottawa Limited	7.54	6.14	5.98
Burlington Hydro Inc.	5.69	5.50	5.91
Oakville Hydro Electricity	7.29	6.32	5.86
PowerStream Inc.	7.04	6.57	5.59
EnWin Utilities Ltd.	7.55	6.70	5.58
Entegrus Powerlines Inc.	6.72	5.96	5.36
Veridian Connections Inc.	6.55	5.16	5.34
London Hydro Inc.	4.89		3.83
Count	**14**	**13**	**14**
Average	**6.813**	**6.561**	**6.245**
Median	**6.91**	**6.32**	**5.95**
1st & 3rd quartiles	**6.04 & 7.47**	**5.96 & 7.19**	**5.58 & 7.15**
Range (min, max)	**4.89 to 8.87**	**5.16 to 9.01**	**3.83 to 8.15**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		3.93	7.84
Orangeville Hydro Limited	5.80	4.85	7.76
Grimsby Power Incorporated		3.66	7.63
Halton Hills Hydro Inc.	6.84	6.52	7.14
Peterborough Distribution Inc.	7.82	6.34	6.10
Festival Hydro Inc.	6.31	6.39	6.03
Lakeland Power Distribution Ltd	4.84	4.72	5.99
Woodstock Hydro Services Inc.	5.15	1.50	5.99
Haldimand County Hydro Inc.	9.04	7.18	5.91
Westario Power Inc.	9.49		5.39
Brantford Power Inc.			3.78
St. Thomas Energy Inc.	6.21	5.98	3.46

FR300 Operating Margin (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	6.833	5.107	6.085
Median	6.31	5.42	6.01
1st & 3rd quartiles	5.80 & 7.82	4.13 & 6.38	5.78 & 7.26
Range (min, max)	4.84 to 9.49	1.50 to 7.18	3.46 to 7.84

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	6.04	5.53	4.59
Kenora Hydro Electric		1.88	3.72
Count	1	2	2
Average	6.040	3.705	4.155
Median	6.04	3.71	4.15
1st & 3rd quartiles	6.04 & 6.04	2.80 & 4.62	3.93 & 4.37
Range (min, max)	6.04 to 6.04	1.88 to 5.53	3.72 to 4.59

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	6.788	5.751	6.027
Median	6.75	6.14	5.99
1st & 3rd quartiles	5.86 & 7.54	5.16 & 6.57	5.38 & 7.15
Range (min, max)	4.84 to 9.49	1.50 to 9.01	3.46 to 8.15

Notes:

FR310 Net Margin (%)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	2.37	2.82	4.35
Whitby Hydro Electric	3.00	4.98	4.30
Waterloo North Hydro Inc.	3.82	4.88	4.12
Kitchener-Wilmot Hydro Inc.	4.04	4.04	4.07
Hydro One Brampton Networks	3.48	3.89	3.86
Veridian Connections Inc.	3.16	2.55	3.38
Burlington Hydro Inc.	2.78	2.89	3.30
PowerStream Inc.	3.15	3.35	3.12
Hydro Ottawa Limited	3.45	2.76	3.11
Cambridge and North Dumfries	3.56	3.04	2.75
EnWin Utilities Ltd.	4.72	4.03	2.50
Oakville Hydro Electricity	2.91	2.91	2.42
London Hydro Inc.	1.79		2.26
Entegrus Powerlines Inc.	3.01	3.22	2.15
Count	**14**	**13**	**14**
Average	**3.231**	**3.489**	**3.264**
Median	**3.16**	**3.22**	**3.21**
1st & 3rd quartiles	**2.93 & 3.54**	**2.89 & 4.03**	**2.56 & 4.02**
Range (min, max)	**1.79 to 4.72**	**2.55 to 4.98**	**2.15 to 4.35**

Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	3.05	2.45	5.34
Halton Hills Hydro Inc.	3.73	3.59	4.43
Lakefront Utilities Inc.		1.48	4.34
Grimsby Power Incorporated		1.86	4.08
Lakeland Power Distribution Ltd	3.63	2.96	3.85
Haldimand County Hydro Inc.	5.53	4.47	3.65
Westario Power Inc.	4.02		3.48
Woodstock Hydro Services Inc.	0.80	-0.54	3.31
Festival Hydro Inc.	2.82	3.25	3.16
Peterborough Distribution Inc.	3.20	2.21	1.77
Brantford Power Inc.			1.27
St. Thomas Energy Inc.	1.74	2.04	0.13

FR310 Net Margin (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.169	2.377	3.234
Median	3.20	2.33	3.57
1st & 3rd quartiles	2.82 & 3.73	1.91 & 3.18	2.81 & 4.14
Range (min, max)	0.80 to 5.53	-0.54 to 4.47	0.13 to 5.34

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	4.27	3.90	2.94
Kenora Hydro Electric		0.59	2.57
Count	1	2	2
Average	4.270	2.245	2.755
Median	4.27	2.25	2.75
1st & 3rd quartiles	4.27 & 4.27	1.42 & 3.07	2.66 & 2.85
Range (min, max)	4.27 to 4.27	0.59 to 3.90	2.57 to 2.94

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.251	2.945	3.215
Median	3.18	2.96	3.31
1st & 3rd quartiles	2.89 & 3.75	2.45 & 3.89	2.55 & 4.07
Range (min, max)	0.80 to 5.53	-0.54 to 4.98	0.13 to 5.34

Notes:

FR320 Interest Coverage Ratio

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	4.43	3.92	6.05
Horizon Utilities Corporation	2.91	2.90	4.39
EnWin Utilities Ltd.	4.53	3.83	4.21
Burlington Hydro Inc.	2.82	2.87	3.26
Waterloo North Hydro Inc.	3.27	4.38	3.20
Hydro Ottawa Limited	3.64	2.87	3.14
London Hydro Inc.	3.48		3.01
Kitchener-Wilmot Hydro Inc.	2.96	3.00	2.77
Whitby Hydro Electric	3.30	3.32	2.77
Hydro One Brampton Networks	2.84	2.83	2.73
Veridian Connections Inc.	3.09	2.72	2.43
Entegrus Powerlines Inc.	2.96	2.56	2.40
PowerStream Inc.	2.68	2.61	2.25
Oakville Hydro Electricity	2.15	1.79	1.88
Count	**14**	**13**	**14**
Average	**3.219**	**3.046**	**3.178**
Median	**3.03**	**2.87**	**2.89**
1st & 3rd quartiles	**2.85 & 3.44**	**2.72 & 3.32**	**2.50 & 3.24**
Range (min, max)	**2.15 to 4.53**	**1.79 to 4.38**	**1.88 to 6.05**

Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	3.57	3.03	6.29
Haldimand County Hydro Inc.	8.09	7.87	5.98
Lakeland Power Distribution Ltd	5.02	4.10	4.92
Lakefront Utilities Inc.		2.11	4.15
Grimsby Power Incorporated		1.88	4.00
Halton Hills Hydro Inc.	3.41	3.08	3.61
Festival Hydro Inc.	2.95	3.05	3.13
Woodstock Hydro Services Inc.	2.28	0.75	2.91
Westario Power Inc.	4.39		2.81
Peterborough Distribution Inc.	2.51	2.34	2.05
Brantford Power Inc.			1.76
St. Thomas Energy Inc.	2.25	2.19	1.25

FR320 Interest Coverage Ratio

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.830	3.040	3.572
Median	3.41	2.68	3.37
1st & 3rd quartiles	2.51 & 4.39	2.13 & 3.07	2.62 & 4.34
Range (min, max)	2.25 to 8.09	0.75 to 7.87	1.25 to 6.29

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	7.56	4.71	4.40
Kenora Hydro Electric		1.61	3.43
Count	1	2	2
Average	7.560	3.160	3.915
Median	7.56	3.16	3.92
1st & 3rd quartiles	7.56 & 7.56	2.39 & 3.94	3.67 & 4.16
Range (min, max)	7.56 to 7.56	1.61 to 4.71	3.43 to 4.40

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.629	3.053	3.399
Median	3.18	2.87	3.14
1st & 3rd quartiles	2.83 & 3.83	2.34 & 3.32	2.65 & 4.17
Range (min, max)	2.15 to 8.09	0.75 to 7.87	1.25 to 6.29

Notes:

ER010 System Unit Cost of Power ($)

Large Utilities	2010	2011	2012
Oakville Hydro Electricity	0.082	0.087	0.094
London Hydro Inc.	0.081		0.094
Burlington Hydro Inc.	0.082	0.088	0.094
Horizon Utilities Corporation	0.082	0.087	0.092
Hydro Ottawa Limited	0.081	0.086	0.092
Entegrus Powerlines Inc.	0.083	0.086	0.091
Veridian Connections Inc.	0.079	0.089	0.091
PowerStream Inc.	0.080	0.086	0.091
Hydro One Brampton Networks	0.082	0.087	0.090
Kitchener-Wilmot Hydro Inc.	0.083	0.086	0.090
Waterloo North Hydro Inc.	0.062	0.084	0.090
EnWin Utilities Ltd.	0.079	0.082	0.083
Whitby Hydro Electric	0.067	0.067	0.065
Cambridge and North Dumfries	0.065	0.071	0.044
Count	**14**	**13**	**14**
Average	**0.0777**	**0.0835**	**0.0858**
Median	**0.081**	**0.086**	**0.091**
1st & 3rd quartiles	**0.079 & 0.082**	**0.084 & 0.087**	**0.090 & 0.092**
Range (min, max)	**0.062 to 0.083**	**0.067 to 0.089**	**0.044 to 0.094**

Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	0.064	0.087	0.094
St. Thomas Energy Inc.	0.065	0.071	0.094
Lakeland Power Distribution Ltd	0.079	0.085	0.093
Festival Hydro Inc.	0.081	0.088	0.091
Haldimand County Hydro Inc.	0.084	0.090	0.091
Lakefront Utilities Inc.		0.088	0.090
Orangeville Hydro Limited	0.080	0.085	0.090
Grimsby Power Incorporated		0.083	0.089
Halton Hills Hydro Inc.	0.080	0.087	0.089
Westario Power Inc.	0.078		0.087
Peterborough Distribution Inc.	0.077	0.081	0.084
Brantford Power Inc.			0.075

ER010 System Unit Cost of Power ($)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.0764	0.0845	0.0889
Median	0.079	0.086	0.090
1st & 3rd quartiles	0.077 & 0.080	0.084 & 0.088	0.088 & 0.092
Range (min, max)	0.064 to 0.084	0.071 to 0.090	0.075 to 0.094

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.069	0.081	0.081
Kenora Hydro Electric		0.083	0.055
Count	1	2	2
Average	0.0690	0.0820	0.0680
Median	0.069	0.082	0.068
1st & 3rd quartiles	0.069 & 0.069	0.081 & 0.083	0.062 & 0.075
Range (min, max)	0.069 to 0.069	0.081 to 0.083	0.055 to 0.081

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.0769	0.0838	0.0859
Median	0.080	0.086	0.090
1st & 3rd quartiles	0.075 & 0.082	0.083 & 0.087	0.086 & 0.092
Range (min, max)	0.062 to 0.084	0.067 to 0.090	0.044 to 0.094

Notes:

ER020 Controllable Expense per Customer ($)

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	254.46	259.39	270.21
Cambridge and North Dumfries	187.78	199.35	266.16
Burlington Hydro Inc.	226.88	235.56	244.92
London Hydro Inc.	195.78		224.46
Hydro Ottawa Limited	163.10	171.10	220.30
Whitby Hydro Electric	219.71	208.95	215.99
Entegrus Powerlines Inc.	204.97	245.06	212.92
PowerStream Inc.	168.79	181.67	209.70
Horizon Utilities Corporation	156.74	166.67	209.30
Oakville Hydro Electricity	173.84	198.38	207.74
Veridian Connections Inc.	172.62	169.34	206.01
Waterloo North Hydro Inc.	188.91	179.70	195.55
Kitchener-Wilmot Hydro Inc.	139.72	151.26	183.35
Hydro One Brampton Networks	137.00	158.03	137.85
Count	**14**	**13**	**14**
Average	**185.021**	**194.189**	**214.604**
Median	**180.81**	**181.67**	**211.31**
1st & 3rd quartiles	**164.52 & 202.67**	**169.34 & 208.95**	**206.44 & 223.42**
Range (min, max)	**137.00 to 254.46**	**151.26 to 259.39**	**137.85 to 270.21**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	318.12	337.51	385.29
Lakeland Power Distribution Ltd	304.57	287.47	320.96
St. Thomas Energy Inc.	258.77	213.20	289.92
Grimsby Power Incorporated		198.89	276.91
Orangeville Hydro Limited	231.37	245.93	269.11
Woodstock Hydro Services Inc.	228.47	253.73	252.30
Festival Hydro Inc.	183.90	184.76	249.91
Lakefront Utilities Inc.		228.94	226.43
Halton Hills Hydro Inc.		221.13	224.59
Brantford Power Inc.			213.18
Westario Power Inc.	191.77		199.69
Peterborough Distribution Inc.	176.25	210.10	196.24

ER020 Controllable Expense per Customer ($)

Medium Utilities	2010	2011	2012
Count	8	10	12
Average	236.653	238.166	258.711
Median	229.92	225.03	251.11
1st & 3rd quartiles	189.80 & 270.22	210.88 & 251.78	221.74 & 280.16
Range (min, max)	176.25 to 318.12	184.76 to 337.51	196.24 to 385.29

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	417.48	420.37	521.77
Kenora Hydro Electric		384.46	354.59
Count	1	2	2
Average	417.480	402.415	438.180
Median	417.48	402.41	438.18
1st & 3rd quartiles	417.48 & 417.48	393.43 & 411.39	396.38 & 479.97
Range (min, max)	417.48 to 417.48	384.46 to 420.37	354.59 to 521.77

Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	213.087	228.438	249.477
Median	191.77	210.10	224.52
1st & 3rd quartiles	173.23 & 229.92	181.67 & 245.93	208.91 & 269.38
Range (min, max)	137.00 to 417.48	151.26 to 420.37	137.85 to 521.77

Notes:

ER030 Controllable Expense per MWh Sold ($)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	7.34	8.16	10.14
Whitby Hydro Electric	10.13	9.69	10.08
PowerStream Inc.	6.65	7.27	9.48
Cambridge and North Dumfries	6.52	6.86	9.47
Burlington Hydro Inc.	8.51	8.86	9.38
EnWin Utilities Ltd.	9.30	9.75	9.36
Entegrus Powerlines Inc.	10.42	9.28	9.20
Veridian Connections Inc.	7.66	7.65	9.18
London Hydro Inc.	8.22		9.11
Kitchener-Wilmot Hydro Inc.	6.43	7.11	8.68
Hydro Ottawa Limited	6.45	6.89	8.50
Oakville Hydro Electricity	6.93	8.10	8.43
Waterloo North Hydro Inc.	6.59	6.29	6.91
Hydro One Brampton Networks	4.71	5.53	4.90
Count	**14**	**13**	**14**
Average	**7.561**	**7.803**	**8.773**
Median	**7.14**	**7.65**	**9.19**
1st & 3rd quartiles	**6.54 & 8.44**	**6.89 & 8.86**	**8.54 & 9.45**
Range (min, max)	**4.71 to 10.42**	**5.53 to 9.75**	**4.90 to 10.14**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	16.31	17.16	20.03
St. Thomas Energy Inc.	14.30	11.90	16.55
Grimsby Power Incorporated		11.32	16.15
Lakeland Power Distribution Ltd	14.26	13.49	15.10
Orangeville Hydro Limited	10.58	10.80	12.62
Westario Power Inc.	8.76		10.67
Woodstock Hydro Services Inc.	8.90	9.88	9.82
Halton Hills Hydro Inc.		9.61	9.78
Lakefront Utilities Inc.		9.55	9.17
Peterborough Distribution Inc.	7.75	8.37	8.80
Brantford Power Inc.			7.94
Festival Hydro Inc.	6.32	6.35	7.46

ER030 Controllable Expense per MWh Sold ($)

Medium Utilities	2010	2011	2012
Count	8	10	12
Average	10.898	10.843	12.008
Median	9.74	10.34	10.24
1st & 3rd quartiles	8.50 & 14.27	9.57 & 11.75	9.07 & 15.36
Range (min, max)	6.32 to 16.31	6.35 to 17.16	7.46 to 20.03

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	15.22	15.87	20.22
Kenora Hydro Electric		19.18	19.08
Count	1	2	2
Average	15.220	17.525	19.650
Median	15.22	17.53	19.65
1st & 3rd quartiles	15.22 & 15.22	16.70 & 18.36	19.36 & 19.93
Range (min, max)	15.22 to 15.22	15.87 to 19.18	19.08 to 20.22

Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	9.055	9.797	10.936
Median	8.22	9.28	9.43
1st & 3rd quartiles	6.62 & 10.28	7.27 & 10.80	8.77 & 11.16
Range (min, max)	4.71 to 16.31	5.53 to 19.18	4.90 to 20.22

Notes:

ER040 Operating & Maintenance Expense per Customer ($)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	77.87	82.78	116.89
Burlington Hydro Inc.	98.34	110.86	115.27
Kitchener-Wilmot Hydro Inc.	79.58	92.25	112.84
Oakville Hydro Electricity	101.50	107.85	112.77
Waterloo North Hydro Inc.	96.70	92.25	107.18
London Hydro Inc.	90.87		107.02
Cambridge and North Dumfries	67.67	72.97	104.41
Whitby Hydro Electric	91.31	90.17	98.85
Hydro Ottawa Limited	58.64	62.38	85.43
Entegrus Powerlines Inc.	91.53	97.63	85.37
PowerStream Inc.	63.69	71.45	80.58
Veridian Connections Inc.	58.41	61.39	73.51
Hydro One Brampton Networks	51.68	59.17	53.75
EnWin Utilities Ltd.	50.07	43.44	45.67
Count	**14**	**13**	**14**
Average	**76.990**	**80.353**	**92.824**
Median	**78.72**	**82.78**	**101.63**
1st & 3rd quartiles	**59.90 & 91.48**	**62.38 & 92.25**	**81.78 & 111.37**
Range (min, max)	**50.07 to 101.50**	**43.44 to 110.86**	**45.67 to 116.89**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	171.01	192.95	208.19
Halton Hills Hydro Inc.	54.97	56.37	126.98
Festival Hydro Inc.	73.53	77.04	123.54
Woodstock Hydro Services Inc.	89.84	97.36	112.90
Grimsby Power Incorporated		66.00	107.75
Lakeland Power Distribution Ltd	97.15	99.68	103.71
Peterborough Distribution Inc.	82.43	108.12	85.84
Orangeville Hydro Limited	72.12	85.78	80.80
Brantford Power Inc.			79.01
St. Thomas Energy Inc.	65.94	56.09	77.20
Westario Power Inc.	64.98		70.82
Lakefront Utilities Inc.		77.25	68.35

ER040 Operating & Maintenance Expense per Customer ($)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	85.774	91.664	103.758
Median	73.53	81.51	94.78
1st & 3rd quartiles	65.94 & 89.84	68.76 & 99.10	78.55 & 115.56
Range (min, max)	54.97 to 171.01	56.09 to 192.95	68.35 to 208.19

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	221.29	211.99	297.68
Kenora Hydro Electric		119.74	111.43
Count	1	2	2
Average	221.290	165.865	204.555
Median	221.29	165.87	204.55
1st & 3rd quartiles	221.29 & 221.29	142.81 & 188.93	157.99 & 251.12
Range (min, max)	221.29 to 221.29	119.74 to 211.99	111.43 to 297.68

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	86.297	91.718	105.491
Median	78.72	85.78	104.06
1st & 3rd quartiles	64.65 & 92.83	66.00 & 99.68	80.19 & 112.85
Range (min, max)	50.07 to 221.29	43.44 to 211.99	45.67 to 297.68

Notes:

ER050 Operating & Maintenance Expense per MWh Sold ($)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	3.65	4.05	5.66
Kitchener-Wilmot Hydro Inc.	3.66	4.34	5.34
Whitby Hydro Electric	4.21	4.18	4.61
Oakville Hydro Electricity	4.05	4.40	4.58
Burlington Hydro Inc.	3.69	4.17	4.42
London Hydro Inc.	3.81		4.34
Waterloo North Hydro Inc.	3.37	3.23	3.79
Cambridge and North Dumfries	2.35	2.51	3.71
Entegrus Powerlines Inc.	4.66	3.70	3.69
PowerStream Inc.	2.51	2.86	3.64
Hydro Ottawa Limited	2.32	2.51	3.30
Veridian Connections Inc.	2.59	2.77	3.28
Hydro One Brampton Networks	1.78	2.07	1.91
EnWin Utilities Ltd.	1.83	1.63	1.58
Count	**14**	**13**	**14**
Average	**3.177**	**3.263**	**3.846**
Median	**3.51**	**3.23**	**3.75**
1st & 3rd quartiles	**2.39 & 3.78**	**2.51 & 4.17**	**3.38 & 4.54**
Range (min, max)	**1.78 to 4.66**	**1.63 to 4.40**	**1.58 to 5.66**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	8.77	9.81	10.82
Grimsby Power Incorporated		3.76	6.28
Halton Hills Hydro Inc.	2.27	2.45	5.53
Lakeland Power Distribution Ltd	4.55	4.68	4.88
St. Thomas Energy Inc.	3.64	3.13	4.41
Woodstock Hydro Services Inc.	3.50	3.79	4.39
Peterborough Distribution Inc.	3.62	4.31	3.85
Orangeville Hydro Limited	3.30	3.77	3.79
Westario Power Inc.	2.97		3.78
Festival Hydro Inc.	2.53	2.65	3.69
Brantford Power Inc.			2.94
Lakefront Utilities Inc.		3.22	2.77

ER050 Operating & Maintenance Expense per MWh Sold ($)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.906	4.157	4.761
Median	3.50	3.76	4.12
1st & 3rd quartiles	2.97 & 3.64	3.15 & 4.18	3.76 & 5.04
Range (min, max)	2.27 to 8.77	2.45 to 9.81	2.77 to 10.82

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	8.07	8.00	11.53
Kenora Hydro Electric		5.98	5.99
Count	1	2	2
Average	8.070	6.990	8.760
Median	8.07	6.99	8.76
1st & 3rd quartiles	8.07 & 8.07	6.48 & 7.50	7.38 & 10.15
Range (min, max)	8.07 to 8.07	5.98 to 8.00	5.99 to 11.53

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.654	3.919	4.589
Median	3.56	3.76	4.10
1st & 3rd quartiles	2.52 & 3.87	2.77 & 4.31	3.68 & 5.00
Range (min, max)	1.78 to 8.77	1.63 to 9.81	1.58 to 11.53

Notes:

ER060 Billing and Collection Expense per Customer ($)

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	54.67	72.68	60.12
Veridian Connections Inc.	49.03	46.49	56.35
Waterloo North Hydro Inc.	41.54	41.97	52.70
Whitby Hydro Electric	51.37	52.70	51.11
Cambridge and North Dumfries	21.03	28.94	50.95
Burlington Hydro Inc.	37.27	30.86	47.63
PowerStream Inc.	36.29	37.26	38.51
Horizon Utilities Corporation	34.23	34.99	38.00
Hydro One Brampton Networks	35.02	38.54	37.92
Hydro Ottawa Limited	30.40	36.02	37.85
Kitchener-Wilmot Hydro Inc.	31.17	32.40	37.81
London Hydro Inc.	35.52		32.13
Oakville Hydro Electricity	25.63	20.76	31.20
EnWin Utilities Ltd.	7.66	14.97	16.10
Count	**14**	**13**	**14**
Average	**35.059**	**37.583**	**42.027**
Median	**35.27**	**36.02**	**38.26**
1st & 3rd quartiles	**30.59 & 40.47**	**30.86 & 41.97**	**37.82 & 51.07**
Range (min, max)	**7.66 to 54.67**	**14.97 to 72.68**	**16.10 to 60.12**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	60.61	53.39	86.10
Lakeland Power Distribution Ltd	67.80	67.80	71.92
Orangeville Hydro Limited	46.18	55.70	64.68
Peterborough Distribution Inc.	52.85	58.30	64.24
St. Thomas Energy Inc.	54.55	59.69	62.54
Brantford Power Inc.			61.24
Lakefront Utilities Inc.		43.96	59.28
Halton Hills Hydro Inc.	52.33	41.90	50.53
Festival Hydro Inc.	44.07	46.85	50.15
Grimsby Power Incorporated		46.64	49.49
Westario Power Inc.	52.09		48.62
Woodstock Hydro Services Inc.	37.73	41.21	36.04

ER060 Billing and Collection Expense per Customer ($)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	52.023	51.544	58.736
Median	52.33	50.12	60.26
1st & 3rd quartiles	46.18 & 54.55	44.63 & 57.65	49.99 & 64.35
Range (min, max)	37.73 to 67.80	41.21 to 67.80	36.04 to 86.10

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	112.65	96.99	106.36
Kenora Hydro Electric		90.82	82.90
Count	1	2	2
Average	112.650	93.905	94.630
Median	112.65	93.90	94.63
1st & 3rd quartiles	112.65 & 112.65	92.36 & 95.45	88.76 & 100.50
Range (min, max)	112.65 to 112.65	90.82 to 96.99	82.90 to 106.36

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	44.654	47.673	52.945
Median	42.81	43.96	50.74
1st & 3rd quartiles	34.82 & 52.46	36.02 & 55.70	37.98 & 61.57
Range (min, max)	7.66 to 112.65	14.97 to 96.99	16.10 to 106.36

Notes:

ER070 Billing and Collection Expense per MWh Sold ($)

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	2.78	2.75	2.60
Veridian Connections Inc.	2.18	2.10	2.51
Whitby Hydro Electric	2.37	2.44	2.39
Waterloo North Hydro Inc.	1.45	1.47	1.86
Horizon Utilities Corporation	1.60	1.71	1.84
Burlington Hydro Inc.	1.40	1.16	1.83
Cambridge and North Dumfries	0.73	1.00	1.81
Kitchener-Wilmot Hydro Inc.	1.43	1.52	1.79
PowerStream Inc.	1.43	1.49	1.74
Hydro Ottawa Limited	1.20	1.45	1.46
Hydro One Brampton Networks	1.20	1.35	1.35
London Hydro Inc.	1.49		1.30
Oakville Hydro Electricity	1.02	0.85	1.27
EnWin Utilities Ltd.	0.28	0.56	0.56
Count	**14**	**13**	**14**
Average	**1.469**	**1.527**	**1.736**
Median	**1.43**	**1.47**	**1.80**
1st & 3rd quartiles	**1.20 & 1.58**	**1.16 & 1.71**	**1.38 & 1.86**
Range (min, max)	**0.28 to 2.78**	**0.56 to 2.75**	**0.56 to 2.60**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	3.11	2.71	4.48
St. Thomas Energy Inc.	3.02	3.33	3.57
Lakeland Power Distribution Ltd	3.17	3.18	3.38
Orangeville Hydro Limited	2.11	2.45	3.03
Grimsby Power Incorporated		2.65	2.89
Peterborough Distribution Inc.	2.32	2.32	2.88
Westario Power Inc.	2.38		2.60
Lakefront Utilities Inc.		1.83	2.40
Brantford Power Inc.			2.28
Halton Hills Hydro Inc.	2.16	1.82	2.20
Festival Hydro Inc.	1.51	1.61	1.50
Woodstock Hydro Services Inc.	1.47	1.60	1.40

ER070 Billing and Collection Expense per MWh Sold ($)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2.361	2.350	2.718
Median	2.32	2.38	2.74
1st & 3rd quartiles	2.11 & 3.02	1.82 & 2.70	2.26 & 3.12
Range (min, max)	1.47 to 3.17	1.60 to 3.33	1.40 to 4.48

Small Utilities	2010	2011	2012
Kenora Hydro Electric		4.53	4.46
Sioux Lookout Hydro Inc.	4.11	3.66	4.12
Count	1	2	2
Average	4.110	4.095	4.290
Median	4.11	4.10	4.29
1st & 3rd quartiles	4.11 & 4.11	3.88 & 4.31	4.21 & 4.38
Range (min, max)	4.11 to 4.11	3.66 to 4.53	4.12 to 4.46

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.913	2.062	2.339
Median	1.56	1.82	2.24
1st & 3rd quartiles	1.42 & 2.37	1.47 & 2.65	1.68 & 2.88
Range (min, max)	0.28 to 4.11	0.56 to 4.53	0.56 to 4.48

Notes:

ER080 Administration Expense per Customer ($)

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	193.53	202.43	213.88
Cambridge and North Dumfries	99.30	105.61	105.68
Hydro Ottawa Limited	78.19	76.59	101.93
PowerStream Inc.	76.90	82.63	97.33
London Hydro Inc.	76.99		87.68
Veridian Connections Inc.	74.68	70.87	84.30
Burlington Hydro Inc.	82.14	81.47	83.43
Entegrus Powerlines Inc.	67.37	74.71	69.58
Whitby Hydro Electric	80.62	70.46	69.36
Oakville Hydro Electricity	45.14	73.77	68.84
Horizon Utilities Corporation	51.69	55.38	60.93
Hydro One Brampton Networks	54.92	50.55	52.00
Waterloo North Hydro Inc.	52.39	47.31	43.02
Kitchener-Wilmot Hydro Inc.	28.44	27.78	32.70
Count	**14**	**13**	**14**
Average	**75.879**	**78.428**	**83.619**
Median	**75.79**	**73.77**	**76.51**
1st & 3rd quartiles	**53.02 & 80.01**	**55.38 & 81.47**	**62.91 & 94.91**
Range (min, max)	**28.44 to 193.53**	**27.78 to 202.43**	**32.70 to 213.88**

Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	78.05	108.45	158.91
Lakeland Power Distribution Ltd	143.47	122.86	148.57
Orangeville Hydro Limited	112.91	117.99	123.08
Grimsby Power Incorporated		86.67	121.04
Woodstock Hydro Services Inc.	105.61	119.98	108.54
Lakefront Utilities Inc.		109.10	100.07
Halton Hills Hydro Inc.	98.93	125.14	95.98
Haldimand County Hydro Inc.	85.03	93.81	93.92
Festival Hydro Inc.	84.39	73.83	90.86
Westario Power Inc.	73.60		81.58
Brantford Power Inc.			72.93
Peterborough Distribution Inc.	45.68	48.44	50.73

ER080 Administration Expense per Customer ($)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	91.963	100.627	103.851
Median	85.03	108.78	98.02
1st & 3rd quartiles	78.05 & 105.61	88.46 & 119.48	88.54 & 121.55
Range (min, max)	45.68 to 143.47	48.44 to 125.14	50.73 to 158.91

Small Utilities	2010	2011	2012
Kenora Hydro Electric		149.02	132.75
Sioux Lookout Hydro Inc.	91.84	115.00	125.01
Count	1	2	2
Average	91.840	132.010	128.880
Median	91.84	132.01	128.88
1st & 3rd quartiles	91.84 & 91.84	123.51 & 140.51	126.94 & 130.82
Range (min, max)	91.84 to 91.84	115.00 to 149.02	125.01 to 132.75

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	82.575	91.594	95.523
Median	78.12	82.63	92.39
1st & 3rd quartiles	64.26 & 93.61	70.87 & 115.00	69.53 & 111.66
Range (min, max)	28.44 to 193.53	27.78 to 202.43	32.70 to 213.88

Notes:

ER090 Administration Expense per MWh Sold ($)

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	7.07	7.61	7.41
PowerStream Inc.	3.03	3.31	4.40
Hydro Ottawa Limited	3.09	3.08	3.93
Cambridge and North Dumfries	3.45	3.64	3.76
Veridian Connections Inc.	3.31	3.20	3.76
London Hydro Inc.	3.23		3.56
Whitby Hydro Electric	3.72	3.27	3.24
Burlington Hydro Inc.	3.08	3.06	3.20
Entegrus Powerlines Inc.	3.43	2.83	3.01
Horizon Utilities Corporation	2.42	2.71	2.95
Oakville Hydro Electricity	1.80	3.01	2.79
Hydro One Brampton Networks	1.89	1.77	1.85
Kitchener-Wilmot Hydro Inc.	1.31	1.31	1.55
Waterloo North Hydro Inc.	1.83	1.65	1.52
Count	**14**	**13**	**14**
Average	**3.047**	**3.112**	**3.352**
Median	**3.09**	**3.06**	**3.22**
1st & 3rd quartiles	**2.02 & 3.40**	**2.71 & 3.27**	**2.83 & 3.76**
Range (min, max)	**1.31 to 7.07**	**1.31 to 7.61**	**1.52 to 7.41**

Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	4.31	6.05	9.07
Grimsby Power Incorporated		4.93	7.06
Lakeland Power Distribution Ltd	6.72	5.77	6.99
Orangeville Hydro Limited	5.16	5.18	5.77
Haldimand County Hydro Inc.	4.36	4.77	4.88
Westario Power Inc.	3.36		4.36
Woodstock Hydro Services Inc.	4.11	4.67	4.22
Halton Hills Hydro Inc.	4.09	5.44	4.18
Lakefront Utilities Inc.		4.55	4.05
Brantford Power Inc.			2.72
Festival Hydro Inc.	2.90	2.54	2.71
Peterborough Distribution Inc.	2.01	1.93	2.27

ER090 Administration Expense per MWh Sold ($)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	4.113	4.583	4.857
Median	4.11	4.85	4.29
1st & 3rd quartiles	3.36 & 4.36	4.58 & 5.38	3.72 & 6.08
Range (min, max)	2.01 to 6.72	1.93 to 6.05	2.27 to 9.07

Small Utilities	2010	2011	2012
Kenora Hydro Electric		7.44	7.14
Sioux Lookout Hydro Inc.	3.35	4.34	4.84
Count	1	2	2
Average	3.350	5.890	5.990
Median	3.35	5.89	5.99
1st & 3rd quartiles	3.35 & 3.35	5.12 & 6.66	5.42 & 6.57
Range (min, max)	3.35 to 3.35	4.34 to 7.44	4.84 to 7.14

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.460	3.922	4.185
Median	3.33	3.31	3.85
1st & 3rd quartiles	2.78 & 4.10	2.83 & 4.93	2.91 & 4.85
Range (min, max)	1.31 to 7.07	1.31 to 7.61	1.52 to 9.07

Notes:

ER110 Customer Density (Per Square Kilometer)

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	710.1	711.6	716.0
Horizon Utilities Corporation	555.3	557.4	557.4
Hydro One Brampton Networks	499.0	512.7	527.4
PowerStream Inc.	407.4	416.5	473.3
Oakville Hydro Electricity	443.2	449.8	453.2
Entegrus Powerlines Inc.	459.3	369.6	421.7
Burlington Hydro Inc.	342.0	344.9	347.8
London Hydro Inc.	349.9		325.8
Whitby Hydro Electric	268.3	272.8	276.7
Hydro Ottawa Limited	272.4	276.6	263.8
Kitchener-Wilmot Hydro Inc.	214.4	217.7	220.4
Veridian Connections Inc.	176.5	180.5	180.6
Cambridge and North Dumfries	168.2	170.5	169.9
Waterloo North Hydro Inc.	77.3	78.3	79.5
Count	**14**	**13**	**14**
Average	**353.09**	**350.68**	**358.11**
Median	**345.9**	**344.9**	**336.8**
1st & 3rd quartiles	**227.9 & 455.3**	**217.7 & 449.8**	**231.3 & 468.2**
Range (min, max)	**77.3 to 710.1**	**78.3 to 711.6**	**79.5 to 716.0**

Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	667.0	664.1	672.6
Peterborough Distribution Inc.	558.4	517.4	556.0
Woodstock Hydro Services Inc.	524.6	524.9	529.6
St. Thomas Energy Inc.	499.2	502.3	503.5
Brantford Power Inc.			470.4
Festival Hydro Inc.	447.1	444.2	396.1
Lakefront Utilities Inc.		360.0	373.4
Westario Power Inc.	449.4		353.3
Grimsby Power Incorporated		150.8	153.1
Halton Hills Hydro Inc.	84.6	77.0	75.8
Lakeland Power Distribution Ltd	66.2	67.3	67.6
Haldimand County Hydro Inc.	17.2	17.3	17.3

ER110 Customer Density (Per Square Kilometer)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	368.19	332.53	347.39
Median	449.4	402.1	384.8
1st & 3rd quartiles	84.6 & 524.6	95.4 & 513.6	133.8 & 510.1
Range (min, max)	17.2 to 667.0	17.3 to 664.1	17.3 to 672.6

Small Utilities	2010	2011	2012
Kenora Hydro Electric		232.3	232.2
Sioux Lookout Hydro Inc.	5.1	5.1	5.1
Count	1	2	2
Average	5.10	118.70	118.65
Median	5.1	118.7	118.7
1st & 3rd quartiles	5.1 & 5.1	61.9 & 175.5	61.9 & 175.4
Range (min, max)	5.1 to 5.1	5.1 to 232.3	5.1 to 232.2

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	344.25	324.86	336.41
Median	378.6	344.9	350.5
1st & 3rd quartiles	174.5 & 499.0	170.5 & 502.3	178.0 & 480.8
Range (min, max)	5.1 to 710.1	5.1 to 711.6	5.1 to 716.0

Notes:

ER120 Cost per Customer Read for Meters

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.80	3.18	4.94
Hydro One Brampton Networks	0.19	2.28	3.98
Burlington Hydro Inc.	0.89	0.54	3.14
Veridian Connections Inc.	0.81	0.81	3.03
Oakville Hydro Electricity	1.48	1.71	1.63
Kitchener-Wilmot Hydro Inc.	0.69	0.68	1.41
PowerStream Inc.	1.78	0.94	1.11
Horizon Utilities Corporation		0.56	0.75
EnWin Utilities Ltd.	0.68	0.67	0.66
Whitby Hydro Electric	1.03	1.11	0.56
Cambridge and North Dumfries	1.27	1.15	0.27
Hydro Ottawa Limited	7.78	0.85	0.15
Count	**11**	**12**	**12**
Average	**1.582**	**1.207**	**1.803**
Median	**0.89**	**0.90**	**1.26**
1st & 3rd quartiles	**0.74 & 1.37**	**0.68 & 1.29**	**0.64 & 3.06**
Range (min, max)	**0.19 to 7.78**	**0.54 to 3.18**	**0.15 to 4.94**

Medium Utilities	2010	2011	2012
Grimsby Power Incorporated		5.32	3.32
Orangeville Hydro Limited	0.79	0.84	1.96
St. Thomas Energy Inc.	0.71	0.41	0.99
Westario Power Inc.	0.75		0.97
Haldimand County Hydro Inc.	1.16	0.62	0.92
Woodstock Hydro Services Inc.	0.64	0.68	0.70
Festival Hydro Inc.	0.55	0.53	0.59
Lakeland Power Distribution Ltd	1.08	0.82	0.55
Peterborough Distribution Inc.	0.51	0.40	0.43
Count	**8**	**8**	**9**
Average	**0.774**	**1.203**	**1.159**
Median	**0.73**	**0.65**	**0.92**
1st & 3rd quartiles	**0.62 & 0.86**	**0.50 & 0.82**	**0.59 & 0.99**
Range (min, max)	**0.51 to 1.16**	**0.40 to 5.32**	**0.43 to 3.32**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2.18	1.47	1.51
Kenora Hydro Electric		1.51	0.77

ER120 Cost per Customer Read for Meters

Small Utilities	2010	2011	2012
Count	1	2	2
Average	2.180	1.490	1.140
Median	2.18	1.49	1.14
1st & 3rd quartiles	2.18 & 2.18	1.48 & 1.50	0.95 & 1.33
Range (min, max)	2.18 to 2.18	1.47 to 1.51	0.77 to 1.51
Totals over Large, Medium and Small Utility Classes			
Count	20	22	23
Average	1.289	1.231	1.493
Median	0.80	0.83	0.97
1st & 3rd quartiles	0.68 & 1.19	0.63 & 1.39	0.63 & 1.79
Range (min, max)	0.19 to 7.78	0.40 to 5.32	0.15 to 4.94

Notes:

ER140 Inventory Turnover Ratio

Large Utilities	2010	2011	2012
London Hydro Inc.	2.03		12.07
Hydro One Brampton Networks	7.15	6.05	7.56
EnWin Utilities Ltd.	2.62	3.27	3.64
Veridian Connections Inc.	3.24	2.98	3.25
Waterloo North Hydro Inc.	2.30	2.44	2.83
Hydro Ottawa Limited	1.57	2.22	2.34
Entegrus Powerlines Inc.	2.05	1.70	2.21
Kitchener-Wilmot Hydro Inc.	1.18	1.64	2.06
Horizon Utilities Corporation	3.16	2.62	1.55
Oakville Hydro Electricity	3.22	2.67	1.38
Burlington Hydro Inc.	2.06	1.14	1.23
Whitby Hydro Electric	0.28	1.14	0.89
Cambridge and North Dumfries	1.70	1.32	0.71
PowerStream Inc.	0.38	0.28	0.33
Count	**14**	**13**	**14**
Average	**2.353**	**2.267**	**3.004**
Median	**2.05**	**2.22**	**2.14**
1st & 3rd quartiles	**1.60 & 3.02**	**1.32 & 2.67**	**1.27 & 3.15**
Range (min, max)	**0.28 to 7.15**	**0.28 to 6.05**	**0.33 to 12.07**

Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	4.93	2.98	7.04
Orangeville Hydro Limited	5.01	4.51	4.55
Halton Hills Hydro Inc.	0.00	1.84	2.74
Grimsby Power Incorporated		2.99	2.13
Woodstock Hydro Services Inc.	1.77	1.61	1.88
Haldimand County Hydro Inc.	2.25	2.06	1.66
Lakefront Utilities Inc.		0.94	1.14
Peterborough Distribution Inc.	1.16	0.96	1.13
Festival Hydro Inc.	8.05	7.85	1.13
Westario Power Inc.	0.53		0.82
Brantford Power Inc.			0.75
St. Thomas Energy Inc.			0.73

ER140 Inventory Turnover Ratio

Medium Utilities	2010	2011	2012
Count	8	9	12
Average	2.963	2.860	2.142
Median	2.01	2.06	1.40
1st & 3rd quartiles	1.00 & 4.95	1.61 & 2.99	1.05 & 2.29
Range (min, max)	0.00 to 8.05	0.94 to 7.85	0.73 to 7.04

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2.42	1.87	1.32
Kenora Hydro Electric		0.81	1.21
Count	1	2	2
Average	2.420	1.340	1.265
Median	2.42	1.34	1.26
1st & 3rd quartiles	2.42 & 2.42	1.08 & 1.61	1.24 & 1.29
Range (min, max)	2.42 to 2.42	0.81 to 1.87	1.21 to 1.32

Totals over Large, Medium and Small Utility Classes			
Count	23	24	28
Average	2.568	2.412	2.510
Median	2.06	1.97	1.60
1st & 3rd quartiles	1.37 & 3.19	1.28 & 2.98	1.13 & 2.76
Range (min, max)	0.00 to 8.05	0.28 to 7.85	0.33 to 12.07

Notes:

ER150 Controllable Cost per Circuit km of Line

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	18,390.37	18,834.47	20,030.82
Horizon Utilities Corporation	10,856.67	11,591.59	14,496.70
Cambridge and North Dumfries	8,613.24	9,202.04	12,311.39
Hydro Ottawa Limited	9,059.97	9,319.42	11,338.01
London Hydro Inc.	10,395.15		10,831.66
PowerStream Inc.	7,513.24	8,211.75	10,720.94
Burlington Hydro Inc.	8,446.28	8,963.34	10,534.99
Veridian Connections Inc.	8,462.91	8,108.72	9,358.17
Entegrus Powerlines Inc.	7,462.78	9,192.28	8,987.81
Oakville Hydro Electricity	7,656.53	8,768.87	8,805.53
Kitchener-Wilmot Hydro Inc.	6,487.21	7,083.68	8,652.65
Whitby Hydro Electric	8,300.05	7,957.68	8,320.05
Waterloo North Hydro Inc.	6,341.74	6,134.08	6,707.69
Hydro One Brampton Networks	6,514.12	7,526.07	6,624.28
Count	**14**	**13**	**14**
Average	**8,892.876**	**9,299.538**	**10,551.478**
Median	**8,373.16**	**8,768.87**	**9,946.58**
1st & 3rd quartiles	**7,475.40 & 8,948.29**	**7,957.68 & 9,202.04**	**8,690.87 & 11,211.43**
Range (min, max)	**6,341.74 to 18,390.37**	**6,134.08 to 18,834.47**	**6,624.28 to 20,030.82**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		19,348.43	19,853.19
St. Thomas Energy Inc.	17,257.87	14,151.41	19,117.62
Orangeville Hydro Limited	14,906.54	15,775.59	16,455.94
Festival Hydro Inc.	13,060.08	13,331.75	16,082.92
Woodstock Hydro Services Inc.	14,014.28	15,512.46	15,377.46
Brantford Power Inc.			14,494.71
Peterborough Distribution Inc.	11,231.88	12,384.47	12,470.26
Grimsby Power Incorporated		8,594.75	12,317.38
Lakeland Power Distribution Ltd	8,177.95	8,363.43	10,416.31
Westario Power Inc.	8,200.84		8,767.02
Haldimand County Hydro Inc.	3,978.59	4,210.69	4,781.55
Halton Hills Hydro Inc.		3,255.92	3,183.55

ER150 Controllable Cost per Circuit km of Line

Medium Utilities	2010	2011	2012
Count	8	10	12
Average	11,353.504	11,492.890	12,776.493
Median	12,145.98	12,858.11	13,482.49
1st & 3rd quartiles	8,195.12 & 14,237.34	8,421.26 & 15,172.20	10,003.99 & 16,176.18
Range (min, max)	3,978.59 to 17,257.87	3,255.92 to 19,348.43	3,183.55 to 19,853.19

Small Utilities	2010	2011	2012
Kenora Hydro Electric		21,870.93	20,160.74
Sioux Lookout Hydro Inc.	5,452.94	4,286.28	5,318.32
Count	1	2	2
Average	5,452.940	13,078.605	12,739.530
Median	5,452.94	13,078.61	12,739.53
1st & 3rd quartiles	5,452.94 & 5,452.94	8,682.44 & 17,474.77	9,028.93 & 16,450.14
Range (min, max)	5,452.94 to 5,452.94	4,286.28 to 21,870.93	5,318.32 to 20,160.74

Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	9,599.184	10,479.204	11,661.345
Median	8,446.28	8,963.34	10,776.30
1st & 3rd quartiles	7,488.01 & 11,044.28	7,957.68 & 13,331.75	8,738.42 & 14,716.89
Range (min, max)	3,978.59 to 18,390.37	3,255.92 to 21,870.93	3,183.55 to 20,160.74

Notes:

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	1.04	1.10	1.33
London Hydro Inc.	1.21		1.31
Burlington Hydro Inc.	1.16	1.19	1.20
Hydro Ottawa Limited	1.09	1.14	1.15
Veridian Connections Inc.	1.11	1.12	1.13
Hydro One Brampton Networks	1.14	1.13	1.12
Entegrus Powerlines Inc.	1.02	1.07	1.10
EnWin Utilities Ltd.	1.02	1.03	1.00
PowerStream Inc.	0.88	0.92	0.91
Kitchener-Wilmot Hydro Inc.	0.86	0.86	0.89
Oakville Hydro Electricity	0.98	0.99	0.88
Whitby Hydro Electric	0.98	0.92	0.88
Waterloo North Hydro Inc.	0.93	0.85	0.84
Horizon Utilities Corporation	1.09	0.85	0.67
Count	**14**	**13**	**14**
Average	**1.036**	**1.013**	**1.029**
Median	**1.03**	**1.03**	**1.05**
1st & 3rd quartiles	**0.98 & 1.11**	**0.92 & 1.12**	**0.89 & 1.15**
Range (min, max)	**0.86 to 1.21**	**0.85 to 1.19**	**0.67 to 1.33**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		1.52	1.44
Festival Hydro Inc.	1.31	1.38	1.18
St. Thomas Energy Inc.	1.08	1.09	1.15
Orangeville Hydro Limited	1.15	1.19	1.13
Woodstock Hydro Services Inc.	0.91	0.86	1.12
Peterborough Distribution Inc.	0.77	0.91	1.11
Brantford Power Inc.			1.09
Lakeland Power Distribution Ltd	1.07	1.01	1.09
Grimsby Power Incorporated		1.12	1.04
Halton Hills Hydro Inc.	0.99	1.06	1.01
Westario Power Inc.	0.93		0.98
Haldimand County Hydro Inc.	1.00	0.97	0.91

ER160 Asset Efficiency

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1.023	1.111	1.104
Median	1.00	1.08	1.10
1st & 3rd quartiles	0.93 & 1.08	0.98 & 1.18	1.03 & 1.14
Range (min, max)	0.77 to 1.31	0.86 to 1.52	0.91 to 1.44

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.88	0.99	1.07
Kenora Hydro Electric		0.93	1.04
Count	1	2	2
Average	0.880	0.960	1.055
Median	0.88	0.96	1.05
1st & 3rd quartiles	0.88 & 0.88	0.95 & 0.98	1.05 & 1.06
Range (min, max)	0.88 to 0.88	0.93 to 0.99	1.04 to 1.07

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.025	1.048	1.063
Median	1.02	1.03	1.09
1st & 3rd quartiles	0.93 & 1.10	0.92 & 1.12	0.96 & 1.14
Range (min, max)	0.77 to 1.31	0.85 to 1.52	0.67 to 1.44

Notes:

SR010 System Average Interruption Duration Index (SAIDI)

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.79	1.03	3.34
Veridian Connections Inc.	0.92	2.22	1.89
Hydro Ottawa Limited	1.34	2.57	1.73
Entegrus Powerlines Inc.	1.60	1.72	1.60
Horizon Utilities Corporation	1.23	2.25	1.45
EnWin Utilities Ltd.	1.01	2.58	1.08
Cambridge and North Dumfries	0.97	0.73	1.06
PowerStream Inc.	0.80	1.19	1.03
Kitchener-Wilmot Hydro Inc.	0.75	1.52	0.98
London Hydro Inc.	0.87		0.97
Whitby Hydro Electric	0.49	1.47	0.96
Burlington Hydro Inc.	1.12	1.06	0.90
Oakville Hydro Electricity	0.74	0.46	0.81
Hydro One Brampton Networks	0.66	0.72	0.75
Count	**14**	**13**	**14**
Average	**0.949**	**1.502**	**1.325**
Median	**0.89**	**1.47**	**1.05**
1st & 3rd quartiles	**0.76 & 1.10**	**1.03 & 2.22**	**0.96 & 1.56**
Range (min, max)	**0.49 to 1.60**	**0.46 to 2.58**	**0.75 to 3.34**

Medium Utilities	2010	2011	2012
Westario Power Inc.	1.54		4.78
Lakeland Power Distribution Ltd	3.58	4.15	3.25
Lakefront Utilities Inc.		2.19	3.14
Haldimand County Hydro Inc.	2.91	8.28	2.75
Peterborough Distribution Inc.	2.21	5.59	2.48
Festival Hydro Inc.	1.97	1.48	2.21
Halton Hills Hydro Inc.	1.78	1.53	1.55
Orangeville Hydro Limited	2.82	5.46	1.54
Grimsby Power Incorporated		2.07	1.22
Woodstock Hydro Services Inc.	0.29	0.51	0.55
Brantford Power Inc.			0.34
St. Thomas Energy Inc.	0.34	1.72	0.22

SR010 System Average Interruption Duration Index (SAIDI)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1.938	3.298	2.003
Median	1.97	2.13	1.88
1st & 3rd quartiles	1.54 & 2.82	1.57 & 5.13	1.06 & 2.85
Range (min, max)	0.29 to 3.58	0.51 to 8.28	0.22 to 4.78

Small Utilities	2010	2011	2012
Kenora Hydro Electric		9.77	0.73
Sioux Lookout Hydro Inc.	10.94	7.71	0.53
Count	1	2	2
Average	10.940	8.740	0.630
Median	10.94	8.74	0.63
1st & 3rd quartiles	10.94 & 10.94	8.23 & 9.26	0.58 & 0.68
Range (min, max)	10.94 to 10.94	7.71 to 9.77	0.53 to 0.73

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.736	2.799	1.566
Median	1.07	1.72	1.15
1st & 3rd quartiles	0.78 & 1.82	1.19 & 2.58	0.87 & 1.97
Range (min, max)	0.29 to 10.94	0.46 to 9.77	0.22 to 4.78

Notes:

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.04	0.29	1.70
Veridian Connections Inc.	0.15	0.47	0.70
Entegrus Powerlines Inc.	0.23	0.79	0.42
Hydro Ottawa Limited	0.30	0.16	0.40
PowerStream Inc.	0.27	0.15	0.10
Cambridge and North Dumfries	0.00	0.04	0.06
EnWin Utilities Ltd.	0.00	0.03	0.04
Horizon Utilities Corporation	0.09	0.02	0.02
Kitchener-Wilmot Hydro Inc.	0.03	0.53	0.02
Hydro One Brampton Networks	0.20	0.05	0.02
London Hydro Inc.	0.03		0.01
Oakville Hydro Electricity	0.00		0.00
Whitby Hydro Electric	0.01	0.00	0.00
Burlington Hydro Inc.	0.03	0.00	0.00
Count	**14**	**12**	**14**
Average	**0.099**	**0.211**	**0.249**
Median	**0.03**	**0.10**	**0.03**
1st & 3rd quartiles	**0.02 & 0.19**	**0.03 & 0.34**	**0.01 & 0.33**
Range (min, max)	**0.00 to 0.30**	**0.00 to 0.79**	**0.00 to 1.70**

Medium Utilities	2010	2011	2012
Westario Power Inc.	0.39		3.96
Lakeland Power Distribution Ltd	0.35	2.32	2.61
Festival Hydro Inc.	0.12	0.41	1.04
Haldimand County Hydro Inc.	0.22	0.18	0.59
Lakefront Utilities Inc.		0.31	0.48
Orangeville Hydro Limited	1.82	3.93	0.36
Halton Hills Hydro Inc.	0.00	0.17	0.31
Brantford Power Inc.			0.10
Peterborough Distribution Inc.	0.11	0.17	0.06
St. Thomas Energy Inc.	0.00	0.74	0.00
Woodstock Hydro Services Inc.	0.00	0.12	0.00
Grimsby Power Incorporated		0.00	0.00

SR020 SAIDI: Loss of Supply

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.334	0.835	0.793
Median	0.12	0.25	0.33
1st & 3rd quartiles	0.00 & 0.35	0.17 & 0.65	0.04 & 0.70
Range (min, max)	0.00 to 1.82	0.00 to 3.93	0.00 to 3.96

Small Utilities	2010	2011	2012
Kenora Hydro Electric		0.77	0.31
Sioux Lookout Hydro Inc.	10.05	6.01	0.07
Count	1	2	2
Average	10.050	3.390	0.190
Median	10.05	3.39	0.19
1st & 3rd quartiles	10.05 & 10.05	2.08 & 4.70	0.13 & 0.25
Range (min, max)	10.05 to 10.05	0.77 to 6.01	0.07 to 0.31

Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	0.602	0.736	0.478
Median	0.10	0.18	0.08
1st & 3rd quartiles	0.01 & 0.24	0.04 & 0.58	0.02 & 0.43
Range (min, max)	0.00 to 10.05	0.00 to 6.01	0.00 to 3.96

Notes:

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.75	0.74	1.65
Horizon Utilities Corporation	1.15	2.23	1.44
Hydro Ottawa Limited	1.04	2.41	1.32
Veridian Connections Inc.	0.77	1.75	1.19
Entegrus Powerlines Inc.	1.36	1.01	1.18
EnWin Utilities Ltd.	1.01	2.55	1.05
Cambridge and North Dumfries	0.96	0.69	1.00
Kitchener-Wilmot Hydro Inc.	0.72	0.99	0.96
Whitby Hydro Electric	0.47	1.47	0.96
London Hydro Inc.	0.84		0.96
PowerStream Inc.	0.53	1.03	0.93
Burlington Hydro Inc.	1.09	0.98	0.90
Oakville Hydro Electricity	0.73	0.46	0.81
Hydro One Brampton Networks	0.45	0.67	0.73
Count	**14**	**13**	**14**
Average	**0.848**	**1.306**	**1.077**
Median	**0.80**	**1.01**	**0.98**
1st & 3rd quartiles	**0.72 & 1.03**	**0.74 & 1.75**	**0.94 & 1.19**
Range (min, max)	**0.45 to 1.36**	**0.46 to 2.55**	**0.73 to 1.65**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		1.88	2.66
Peterborough Distribution Inc.	2.10	5.42	2.43
Haldimand County Hydro Inc.	2.69	8.09	2.16
Halton Hills Hydro Inc.	1.78	1.36	1.24
Grimsby Power Incorporated		2.07	1.22
Festival Hydro Inc.	1.85	1.07	1.17
Orangeville Hydro Limited	1.00	1.53	1.08
Westario Power Inc.	1.14		0.83
Lakeland Power Distribution Ltd	3.24	1.83	0.64
Woodstock Hydro Services Inc.	0.29	0.39	0.55
Brantford Power Inc.			0.24
St. Thomas Energy Inc.	0.34	0.99	0.22

SR030 SAIDI: LDC Distribution System

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1.603	2.463	1.203
Median	1.78	1.68	1.12
1st & 3rd quartiles	1.00 & 2.10	1.14 & 2.02	0.61 & 1.47
Range (min, max)	0.29 to 3.24	0.39 to 8.09	0.22 to 2.66

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.89	1.70	0.47
Kenora Hydro Electric		9.00	0.43
Count	1	2	2
Average	0.890	5.350	0.450
Median	0.89	5.35	0.45
1st & 3rd quartiles	0.89 & 0.89	3.53 & 7.18	0.44 & 0.46
Range (min, max)	0.89 to 0.89	1.70 to 9.00	0.43 to 0.47

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.133	2.092	1.086
Median	0.98	1.47	0.98
1st & 3rd quartiles	0.73 & 1.20	0.99 & 2.07	0.79 & 1.23
Range (min, max)	0.29 to 3.24	0.39 to 9.00	0.22 to 2.66

Notes:

SR040 (CAIDI) Customer Average Interruption Duration Index

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.87	1.11	3.68
Burlington Hydro Inc.	0.66	1.06	0.94
Hydro Ottawa Limited	0.97	1.54	0.90
Kitchener-Wilmot Hydro Inc.	0.58	1.14	0.87
Entegrus Powerlines Inc.	1.38	1.19	0.85
Oakville Hydro Electricity	0.65	0.45	0.84
Horizon Utilities Corporation	0.69	1.29	0.74
Cambridge and North Dumfries	1.14	0.52	0.72
Veridian Connections Inc.	0.58	0.93	0.72
PowerStream Inc.	0.88	0.98	0.68
Whitby Hydro Electric	0.79	0.91	0.67
London Hydro Inc.	0.79		0.63
Hydro One Brampton Networks	0.45	0.61	0.60
EnWin Utilities Ltd.	0.55	0.91	0.49
Count	**14**	**13**	**14**
Average	**0.784**	**0.972**	**0.952**
Median	**0.74**	**0.98**	**0.73**
1st & 3rd quartiles	**0.60 & 0.88**	**0.91 & 1.14**	**0.67 & 0.87**
Range (min, max)	**0.45 to 1.38**	**0.45 to 1.54**	**0.49 to 3.68**

Medium Utilities	2010	2011	2012
Westario Power Inc.	0.16		3.36
Lakeland Power Distribution Ltd	4.36	3.10	2.95
Haldimand County Hydro Inc.	1.71	2.19	1.70
Peterborough Distribution Inc.	1.39	1.89	1.15
Festival Hydro Inc.	0.80	0.68	1.05
Orangeville Hydro Limited	1.56	1.73	1.03
Lakefront Utilities Inc.		1.40	1.00
Halton Hills Hydro Inc.	0.65	0.93	0.80
Grimsby Power Incorporated		1.68	0.71
Woodstock Hydro Services Inc.	0.43	0.32	0.63
Brantford Power Inc.			0.25
St. Thomas Energy Inc.	0.60	1.02	0.21

SR040 (CAIDI) Customer Average Interruption Duration Index

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1.296	1.494	1.237
Median	0.80	1.54	1.02
1st & 3rd quartiles	0.60 & 1.56	0.95 & 1.85	0.69 & 1.29
Range (min, max)	0.16 to 4.36	0.32 to 3.10	0.21 to 3.36

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1.17	0.50
Sioux Lookout Hydro Inc.	3.08	4.39	0.45
Count	1	2	2
Average	3.080	2.780	0.475
Median	3.08	2.78	0.48
1st & 3rd quartiles	3.08 & 3.08	1.98 & 3.58	0.47 & 0.49
Range (min, max)	3.08 to 3.08	1.17 to 4.39	0.45 to 0.50

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.072	1.326	1.040
Median	0.79	1.11	0.77
1st & 3rd quartiles	0.59 & 1.20	0.91 & 1.54	0.63 & 1.01
Range (min, max)	0.16 to 4.36	0.32 to 4.39	0.21 to 3.68

Notes:

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.04	0.31	1.87
Veridian Connections Inc.	0.10	0.20	0.27
Entegrus Powerlines Inc.	0.20	0.54	0.22
Hydro Ottawa Limited	0.22	0.10	0.21
PowerStream Inc.	0.30	0.13	0.07
Cambridge and North Dumfries	0.00	0.03	0.04
EnWin Utilities Ltd.	0.00	0.01	0.02
Kitchener-Wilmot Hydro Inc.	0.02	0.40	0.02
Hydro One Brampton Networks	0.14	0.04	0.01
Horizon Utilities Corporation	0.05	0.01	0.01
London Hydro Inc.	0.03		0.01
Oakville Hydro Electricity	0.00		0.00
Whitby Hydro Electric	0.02	0.00	0.00
Burlington Hydro Inc.	0.02	0.00	0.00
Count	**14**	**12**	**14**
Average	**0.081**	**0.148**	**0.196**
Median	**0.03**	**0.07**	**0.02**
1st & 3rd quartiles	**0.02 & 0.13**	**0.01 & 0.23**	**0.01 & 0.18**
Range (min, max)	**0.00 to 0.30**	**0.00 to 0.54**	**0.00 to 1.87**

Medium Utilities	2010	2011	2012
Westario Power Inc.	0.04		2.78
Lakeland Power Distribution Ltd	0.42	1.74	2.37
Festival Hydro Inc.	0.05	0.19	0.50
Haldimand County Hydro Inc.	0.13	0.05	0.36
Orangeville Hydro Limited	1.01	1.24	0.24
Halton Hills Hydro Inc.	0.00	0.10	0.16
Lakefront Utilities Inc.		0.20	0.15
Brantford Power Inc.			0.08
Peterborough Distribution Inc.	0.07	0.06	0.03
St. Thomas Energy Inc.	0.00	0.43	0.00
Grimsby Power Incorporated		0.00	0.00
Woodstock Hydro Services Inc.	0.00	0.07	0.00

SR050 CAIDI: Loss of Supply

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.191	0.408	0.556
Median	0.05	0.14	0.16
1st & 3rd quartiles	0.00 & 0.13	0.06 & 0.38	0.02 & 0.40
Range (min, max)	0.00 to 1.01	0.00 to 1.74	0.00 to 2.78

Small Utilities	2010	2011	2012
Kenora Hydro Electric		0.09	0.21
Sioux Lookout Hydro Inc.	2.83	3.42	0.06
Count	1	2	2
Average	2.830	1.755	0.135
Median	2.83	1.76	0.14
1st & 3rd quartiles	2.83 & 2.83	0.92 & 2.59	0.10 & 0.17
Range (min, max)	2.83 to 2.83	0.09 to 3.42	0.06 to 0.21

Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	0.237	0.390	0.346
Median	0.04	0.10	0.06
1st & 3rd quartiles	0.01 & 0.15	0.04 & 0.34	0.01 & 0.23
Range (min, max)	0.00 to 2.83	0.00 to 3.42	0.00 to 2.78

Notes:

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.83	0.80	1.81
Burlington Hydro Inc.	0.64	0.98	0.94
Kitchener-Wilmot Hydro Inc.	0.56	0.74	0.86
Oakville Hydro Electricity	0.64	0.45	0.84
Horizon Utilities Corporation	0.64	1.28	0.73
Hydro Ottawa Limited	0.75	1.44	0.69
Cambridge and North Dumfries	1.14	0.49	0.67
Whitby Hydro Electric	0.77	0.91	0.67
London Hydro Inc.	0.76		0.63
Entegrus Powerlines Inc.	1.18	0.70	0.63
PowerStream Inc.	0.58	0.85	0.61
Hydro One Brampton Networks	0.31	0.57	0.58
EnWin Utilities Ltd.	0.55	0.90	0.47
Veridian Connections Inc.	0.48	0.73	0.46
Count	**14**	**13**	**14**
Average	**0.702**	**0.834**	**0.756**
Median	**0.64**	**0.80**	**0.67**
1st & 3rd quartiles	**0.57 & 0.77**	**0.70 & 0.91**	**0.61 & 0.81**
Range (min, max)	**0.31 to 1.18**	**0.45 to 1.44**	**0.46 to 1.81**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1.58	2.14	1.34
Peterborough Distribution Inc.	1.32	1.83	1.12
Lakefront Utilities Inc.		1.20	0.85
Orangeville Hydro Limited	0.55	0.49	0.72
Grimsby Power Incorporated		1.68	0.71
Halton Hills Hydro Inc.	0.65	0.82	0.64
Woodstock Hydro Services Inc.	0.43	0.25	0.63
Lakeland Power Distribution Ltd	3.94	1.36	0.58
Westario Power Inc.	0.12		0.58
Festival Hydro Inc.	0.75	0.49	0.55
St. Thomas Energy Inc.	0.60	0.58	0.21
Brantford Power Inc.			0.17

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1.104	1.084	0.675
Median	0.65	1.01	0.64
1st & 3rd quartiles	0.55 & 1.32	0.52 & 1.60	0.57 & 0.75
Range (min, max)	0.12 to 3.94	0.25 to 2.14	0.17 to 1.34

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.25	0.97	0.40
Kenora Hydro Electric		1.08	0.30
Count	1	2	2
Average	0.250	1.025	0.350
Median	0.25	1.02	0.35
1st & 3rd quartiles	0.25 & 0.25	1.00 & 1.05	0.32 & 0.37
Range (min, max)	0.25 to 0.25	0.97 to 1.08	0.30 to 0.40

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.834	0.949	0.693
Median	0.64	0.85	0.64
1st & 3rd quartiles	0.55 & 0.78	0.58 & 1.20	0.57 & 0.76
Range (min, max)	0.12 to 3.94	0.25 to 2.14	0.17 to 1.81

Notes:

SR070 System Average Interruption Frequency Index (SAIFI)

Large Utilities	2010	2011	2012
Veridian Connections Inc.	1.58	2.40	2.62
EnWin Utilities Ltd.	1.86	2.83	2.22
Horizon Utilities Corporation	1.80	1.74	1.96
Hydro Ottawa Limited	1.38	1.67	1.91
Entegrus Powerlines Inc.	1.16	1.45	1.88
London Hydro Inc.	1.10		1.54
PowerStream Inc.	0.91	1.22	1.52
Cambridge and North Dumfries	0.85	1.40	1.48
Whitby Hydro Electric	0.62	1.61	1.43
Hydro One Brampton Networks	1.45	1.17	1.25
Kitchener-Wilmot Hydro Inc.	1.28	1.33	1.13
Oakville Hydro Electricity	1.14	1.03	0.96
Burlington Hydro Inc.	1.71	1.00	0.95
Waterloo North Hydro Inc.	0.91	0.93	0.91
Count	**14**	**13**	**14**
Average	**1.268**	**1.522**	**1.554**
Median	**1.22**	**1.40**	**1.50**
1st & 3rd quartiles	**0.96 & 1.55**	**1.17 & 1.67**	**1.16 & 1.90**
Range (min, max)	**0.62 to 1.86**	**0.93 to 2.83**	**0.91 to 2.62**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		1.56	3.13
Peterborough Distribution Inc.	1.58	2.95	2.16
Festival Hydro Inc.	2.47	2.17	2.11
Halton Hills Hydro Inc.	2.74	1.65	1.92
Grimsby Power Incorporated		1.23	1.72
Haldimand County Hydro Inc.	1.70	3.78	1.62
Orangeville Hydro Limited	1.81	3.15	1.49
Westario Power Inc.	9.48		1.42
Brantford Power Inc.			1.36
Lakeland Power Distribution Ltd	0.82	1.34	1.10
St. Thomas Energy Inc.	0.57	1.69	1.04
Woodstock Hydro Services Inc.	0.68	1.57	0.87

SR070 System Average Interruption Frequency Index (SAIFI)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2.428	2.109	1.662
Median	1.70	1.67	1.56
1st & 3rd quartiles	0.82 & 2.47	1.56 & 2.76	1.30 & 1.97
Range (min, max)	0.57 to 9.48	1.23 to 3.78	0.87 to 3.13

Small Utilities	2010	2011	2012
Kenora Hydro Electric		8.34	1.46
Sioux Lookout Hydro Inc.	3.56	1.76	1.18
Count	1	2	2
Average	3.560	5.050	1.320
Median	3.56	5.05	1.32
1st & 3rd quartiles	3.56 & 3.56	3.40 & 6.69	1.25 & 1.39
Range (min, max)	3.56 to 3.56	1.76 to 8.34	1.18 to 1.46

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.798	2.039	1.584
Median	1.42	1.61	1.49
1st & 3rd quartiles	0.91 & 1.80	1.33 & 2.17	1.16 & 1.91
Range (min, max)	0.57 to 9.48	0.93 to 8.34	0.87 to 3.13

Notes:

SR080 SAIFI: Loss of Supply

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	0.23	0.69	0.91
Hydro Ottawa Limited	0.62	0.28	0.71
Veridian Connections Inc.	0.44	0.38	0.55
EnWin Utilities Ltd.	0.00	0.03	0.30
Kitchener-Wilmot Hydro Inc.	0.18	0.44	0.25
Hydro One Brampton Networks	0.70	0.23	0.20
PowerStream Inc.	0.12	0.23	0.15
Whitby Hydro Electric	0.08	0.00	0.14
Horizon Utilities Corporation	0.25	0.00	0.13
London Hydro Inc.	0.11		0.13
Waterloo North Hydro Inc.	0.06	0.09	0.11
Cambridge and North Dumfries	0.00	0.11	0.06
Oakville Hydro Electricity	0.00		0.00
Burlington Hydro Inc.	0.18	0.05	0.00
Count	**14**	**12**	**14**
Average	**0.212**	**0.211**	**0.260**
Median	**0.15**	**0.17**	**0.15**
1st & 3rd quartiles	**0.06 & 0.25**	**0.05 & 0.31**	**0.11 & 0.28**
Range (min, max)	**0.00 to 0.70**	**0.00 to 0.69**	**0.00 to 0.91**

Medium Utilities	2010	2011	2012
Westario Power Inc.	0.32		1.09
Lakefront Utilities Inc.		0.10	0.96
Lakeland Power Distribution Ltd	0.17	1.00	0.88
Halton Hills Hydro Inc.	0.00	0.18	0.57
Festival Hydro Inc.	0.55	0.45	0.51
Haldimand County Hydro Inc.	0.54	0.57	0.48
Brantford Power Inc.			0.47
Orangeville Hydro Limited	1.02	1.18	0.31
Peterborough Distribution Inc.	0.09	0.07	0.05
St. Thomas Energy Inc.	0.00	0.69	0.00
Grimsby Power Incorporated		0.00	0.00
Woodstock Hydro Services Inc.	0.00	0.63	0.00

SR080 SAIFI: Loss of Supply

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.299	0.487	0.443
Median	0.17	0.51	0.47
1st & 3rd quartiles	0.00 & 0.54	0.12 & 0.68	0.03 & 0.65
Range (min, max)	0.00 to 1.02	0.00 to 1.18	0.00 to 1.09

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	3.00	0.99	1.01
Kenora Hydro Electric		1.00	1.00
Count	1	2	2
Average	3.000	0.995	1.005
Median	3.00	1.00	1.00
1st & 3rd quartiles	3.00 & 3.00	1.00 & 1.00	1.00 & 1.01
Range (min, max)	3.00 to 3.00	0.99 to 1.00	1.00 to 1.01

Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	0.361	0.391	0.392
Median	0.17	0.26	0.27
1st & 3rd quartiles	0.05 & 0.47	0.08 & 0.65	0.09 & 0.60
Range (min, max)	0.00 to 3.00	0.00 to 1.18	0.00 to 1.09

Notes:

SR090 SAIFI: LDC Distribution System

Large Utilities	2010	2011	2012
Veridian Connections Inc.	1.14	2.02	2.07
EnWin Utilities Ltd.	1.86	2.80	1.92
Horizon Utilities Corporation	1.55	1.74	1.83
Cambridge and North Dumfries	0.85	1.29	1.43
London Hydro Inc.	0.99		1.41
PowerStream Inc.	0.79	0.99	1.36
Whitby Hydro Electric	0.54	1.61	1.29
Hydro Ottawa Limited	0.76	1.39	1.20
Hydro One Brampton Networks	0.75	1.03	1.05
Entegrus Powerlines Inc.	0.93	0.80	0.97
Oakville Hydro Electricity	1.07	1.00	0.96
Burlington Hydro Inc.	1.53	0.95	0.95
Kitchener-Wilmot Hydro Inc.	1.10	0.89	0.88
Waterloo North Hydro Inc.	0.84	0.84	0.80
Count	**14**	**13**	**14**
Average	**1.050**	**1.335**	**1.294**
Median	**0.96**	**1.03**	**1.24**
1st & 3rd quartiles	**0.81 & 1.13**	**0.95 & 1.61**	**0.97 & 1.42**
Range (min, max)	**0.54 to 1.86**	**0.80 to 2.80**	**0.80 to 2.07**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		1.46	2.17
Peterborough Distribution Inc.	1.50	2.89	2.11
Grimsby Power Incorporated		1.23	1.72
Festival Hydro Inc.	1.93	1.71	1.60
Halton Hills Hydro Inc.	2.74	1.47	1.35
Orangeville Hydro Limited	0.87	1.97	1.18
Haldimand County Hydro Inc.	1.16	3.21	1.14
St. Thomas Energy Inc.	0.57	1.00	1.04
Brantford Power Inc.			0.90
Woodstock Hydro Services Inc.	0.68	0.94	0.87
Westario Power Inc.	9.16		0.34
Lakeland Power Distribution Ltd	0.65	0.34	0.22

SR090 SAIFI: LDC Distribution System

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2.140	1.622	1.220
Median	1.16	1.47	1.16
1st & 3rd quartiles	0.68 & 1.93	1.06 & 1.91	0.89 & 1.63
Range (min, max)	0.57 to 9.16	0.34 to 3.21	0.22 to 2.17

Small Utilities	2010	2011	2012
Kenora Hydro Electric		7.34	0.46
Sioux Lookout Hydro Inc.	0.56	0.76	0.17
Count	1	2	2
Average	0.560	4.050	0.315
Median	0.56	4.05	0.31
1st & 3rd quartiles	0.56 & 0.56	2.41 & 5.69	0.24 & 0.38
Range (min, max)	0.56 to 0.56	0.76 to 7.34	0.17 to 0.46

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.438	1.667	1.193
Median	0.96	1.29	1.16
1st & 3rd quartiles	0.76 & 1.51	0.95 & 1.74	0.89 & 1.47
Range (min, max)	0.54 to 9.16	0.34 to 7.34	0.17 to 2.17

Notes:

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	0.99993	0.99992	0.99991
Oakville Hydro Electricity	0.99992	0.99995	0.99991
Burlington Hydro Inc.	0.99987	0.99988	0.99990
Kitchener-Wilmot Hydro Inc.	0.99991	0.99983	0.99989
London Hydro Inc.	0.99990		0.99989
Whitby Hydro Electric	0.99994	0.99983	0.99989
EnWin Utilities Ltd.	0.99988	0.99971	0.99988
PowerStream Inc.	0.99991	0.99986	0.99988
Cambridge and North Dumfries	0.99989	0.99992	0.99988
Horizon Utilities Corporation	0.99986	0.99974	0.99983
Entegrus Powerlines Inc.	0.99982	0.99980	0.99982
Hydro Ottawa Limited	0.99985	0.99971	0.99980
Veridian Connections Inc.	0.99989	0.99975	0.99978
Waterloo North Hydro Inc.	0.99991	0.99988	0.99962
Count	**14**	**13**	**14**
Average	**0.999891**	**0.999829**	**0.999849**
Median	**0.99990**	**0.99983**	**0.99988**
1st & 3rd quartiles	**0.99987 & 0.99991**	**0.99975 & 0.99988**	**0.99982 & 0.99989**
Range (min, max)	**0.99982 to 0.99994**	**0.99971 to 0.99995**	**0.99962 to 0.99991**

Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	0.99996	0.99980	0.99998
Brantford Power Inc.			0.99996
Woodstock Hydro Services Inc.	0.99997	0.99994	0.99994
Grimsby Power Incorporated		0.99976	0.99986
Orangeville Hydro Limited	0.99968	0.99938	0.99982
Halton Hills Hydro Inc.	0.99980	0.99983	0.99982
Festival Hydro Inc.	0.99978	0.99983	0.99975
Peterborough Distribution Inc.	0.99975	0.99936	0.99972
Haldimand County Hydro Inc.	0.99967	0.99905	0.99969
Lakefront Utilities Inc.		0.99975	0.99964
Lakeland Power Distribution Ltd	0.99959	0.99953	0.99963
Westario Power Inc.	0.99982		0.99945

SR100 Index of Reliability

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.999780	0.999623	0.999772
Median	0.99978	0.99976	0.99979
1st & 3rd quartiles	0.99968 & 0.99982	0.99941 & 0.99982	0.99967 & 0.99988
Range (min, max)	0.99959 to 0.99997	0.99905 to 0.99994	0.99945 to 0.99998

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.99875	0.99912	0.99994
Kenora Hydro Electric		0.99888	0.99992
Count	1	2	2
Average	0.998750	0.999000	0.999930
Median	0.99875	0.99900	0.99993
1st & 3rd quartiles	0.99875 & 0.99875	0.99894 & 0.99906	0.99992 & 0.99993
Range (min, max)	0.99875 to 0.99875	0.99888 to 0.99912	0.99992 to 0.99994

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.999802	0.999680	0.999821
Median	0.99988	0.99980	0.99987
1st & 3rd quartiles	0.99979 & 0.99991	0.99971 & 0.99986	0.99977 & 0.99990
Range (min, max)	0.99875 to 0.99997	0.99888 to 0.99995	0.99945 to 0.99998

Notes:

SR110 Index of Reliability: Loss of Supply

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	0.999996	1.000000	1.000000
Whitby Hydro Electric	0.999999	1.000000	1.000000
Oakville Hydro Electricity	1.000000		1.000000
London Hydro Inc.	0.999996		0.999999
Kitchener-Wilmot Hydro Inc.	0.999997	0.999939	0.999998
Hydro One Brampton Networks	0.999977	0.999995	0.999998
Horizon Utilities Corporation	0.999990	0.999998	0.999998
EnWin Utilities Ltd.	1.000000	0.999997	0.999996
Cambridge and North Dumfries	1.000000	0.999995	0.999993
PowerStream Inc.	0.999969	0.999982	0.999988
Hydro Ottawa Limited	0.999965	0.999982	0.999954
Entegrus Powerlines Inc.	0.999973	0.999910	0.999953
Veridian Connections Inc.	0.999982	0.999946	0.999920
Waterloo North Hydro Inc.	0.999996	0.999967	0.999806
Count	**14**	**12**	**14**
Average	**0.9999886**	**0.9999759**	**0.9999716**
Median	**0.999996**	**0.999989**	**0.999997**
1st & 3rd quartiles	**0.999978 & 0.999998**	**0.999962 & 0.999997**	**0.999962 & 0.999999**
Range (min, max)	**0.999965 to 1.000000**	**0.999910 to 1.000000**	**0.999806 to 1.000000**

Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	1.000000	0.999916	1.000000
Woodstock Hydro Services Inc.	1.000000	0.999987	1.000000
Grimsby Power Incorporated		1.000000	1.000000
Peterborough Distribution Inc.	0.999988	0.999981	0.999993
Brantford Power Inc.			0.999988
Halton Hills Hydro Inc.	1.000000	0.999981	0.999965
Orangeville Hydro Limited	0.999792	0.999552	0.999959
Lakefront Utilities Inc.		0.999965	0.999945
Haldimand County Hydro Inc.	0.999975	0.999979	0.999933
Festival Hydro Inc.	0.999986	0.999954	0.999881
Lakeland Power Distribution Ltd	0.999961	0.999735	0.999702
Westario Power Inc.	0.999955		0.999548

SR110 Index of Reliability: Loss of Supply

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.9999619	0.9999050	0.9999095
Median	0.999986	0.999972	0.999962
1st & 3rd quartiles	0.999961 & 1.000000	0.999925 & 0.999981	0.999920 & 0.999995
Range (min, max)	0.999792 to 1.000000	0.999552 to 1.000000	0.999548 to 1.000000

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.998853	0.999314	0.999992
Kenora Hydro Electric		0.999912	0.999965
Count	1	2	2
Average	0.9988530	0.9996130	0.9999785
Median	0.998853	0.999613	0.999978
1st & 3rd quartiles	0.998853 & 0.998853	0.999464 & 0.999763	0.999971 & 0.999985
Range (min, max)	0.998853 to 0.998853	0.999314 to 0.999912	0.999965 to 0.999992

Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	0.9999313	0.9999161	0.9999455
Median	0.999989	0.999980	0.999990
1st & 3rd quartiles	0.999972 & 0.999999	0.999933 & 0.999995	0.999951 & 0.999998
Range (min, max)	0.998853 to 1.000000	0.999314 to 1.000000	0.999548 to 1.000000

Notes:

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	0.999948	0.999923	0.999917
Oakville Hydro Electricity	0.999917	0.999947	0.999908
Burlington Hydro Inc.	0.999876	0.999888	0.999898
PowerStream Inc.	0.999939	0.999882	0.999894
Whitby Hydro Electric	0.999946	0.999833	0.999891
London Hydro Inc.	0.999904		0.999890
Kitchener-Wilmot Hydro Inc.	0.999918	0.999887	0.999890
Cambridge and North Dumfries	0.999890	0.999921	0.999886
EnWin Utilities Ltd.	0.999884	0.999709	0.999880
Entegrus Powerlines Inc.	0.999844	0.999884	0.999865
Veridian Connections Inc.	0.999913	0.999801	0.999864
Hydro Ottawa Limited	0.999881	0.999724	0.999849
Horizon Utilities Corporation	0.999869	0.999745	0.999836
Waterloo North Hydro Inc.	0.999914	0.999915	0.999812
Count	**14**	**13**	**14**
Average	**0.9999031**	**0.9998507**	**0.9998771**
Median	**0.999908**	**0.999884**	**0.999888**
1st & 3rd quartiles	**0.999882 & 0.999918**	**0.999801 & 0.999915**	**0.999864 & 0.999893**
Range (min, max)	**0.999844 to 0.999948**	**0.999709 to 0.999947**	**0.999812 to 0.999917**

Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	0.999961	0.999887	0.999975
Brantford Power Inc.			0.999973
Woodstock Hydro Services Inc.	0.999966	0.999955	0.999937
Lakeland Power Distribution Ltd	0.999630	0.999792	0.999927
Westario Power Inc.	0.999870		0.999906
Orangeville Hydro Limited	0.999886	0.999825	0.999877
Festival Hydro Inc.	0.999789	0.999878	0.999867
Grimsby Power Incorporated		0.999764	0.999860
Halton Hills Hydro Inc.	0.999797	0.999845	0.999859
Haldimand County Hydro Inc.	0.999693	0.999076	0.999753
Peterborough Distribution Inc.	0.999760	0.999382	0.999723
Lakefront Utilities Inc.		0.999786	0.999696

Medium Utilities	**2010**	**2011**	**2012**
Count	**9**	**10**	**12**
Average	**0.9998169**	**0.9997190**	**0.9998628**
Median	**0.999797**	**0.999808**	**0.999872**
1st & 3rd quartiles	**0.999760 & 0.999886**	**0.999769 & 0.999869**	**0.999832 & 0.999930**
Range (min, max)	**0.999630 to 0.999966**	**0.999076 to 0.999955**	**0.999696 to 0.999975**

Small Utilities	**2010**	**2011**	**2012**
Kenora Hydro Electric		0.998972	0.999951
Sioux Lookout Hydro Inc.	0.999898	0.999806	0.999947
Count	**1**	**2**	**2**
Average	**0.9998980**	**0.9993890**	**0.9999490**
Median	**0.999898**	**0.999389**	**0.999949**
1st & 3rd quartiles	**0.999898 & 0.999898**	**0.999181 & 0.999597**	**0.999948 & 0.999950**
Range (min, max)	**0.999898 to 0.999898**	**0.998972 to 0.999806**	**0.999947 to 0.999951**

Totals over Large, Medium and Small Utility Classes			
Count	**24**	**25**	**28**
Average	**0.9998705**	**0.9997611**	**0.9998761**
Median	**0.999888**	**0.999833**	**0.999888**
1st & 3rd quartiles	**0.999863 & 0.999917**	**0.999764 & 0.999887**	**0.999860 & 0.999910**
Range (min, max)	**0.999630 to 0.999966**	**0.998972 to 0.999955**	**0.999696 to 0.999975**

Notes:

SR130 System Average Automatic Reclosure Index (SAARI)

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	5.57	7.07	5.47
Oakville Hydro Electricity	3.02	4.49	4.37
Hydro One Brampton Networks	2.75	3.12	4.17
Whitby Hydro Electric		3.36	4.00
Kitchener-Wilmot Hydro Inc.	2.85	4.62	3.59
London Hydro Inc.	2.79		3.55
Burlington Hydro Inc.	3.61	2.61	3.11
PowerStream Inc.	1.92	3.51	3.02
Entegrus Powerlines Inc.	3.01	5.48	1.93
Horizon Utilities Corporation	1.82	1.90	1.65
Waterloo North Hydro Inc.	0.00	0.01	0.01
Count	**10**	**10**	**11**
Average	**2.734**	**3.617**	**3.170**
Median	**2.82**	**3.43**	**3.55**
1st & 3rd quartiles	**2.13 & 3.02**	**2.74 & 4.59**	**2.48 & 4.08**
Range (min, max)	**0.00 to 5.57**	**0.01 to 7.07**	**0.01 to 5.47**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	6.69	9.62	9.45
Peterborough Distribution Inc.	6.00	9.36	6.26
Westario Power Inc.			0.00
St. Thomas Energy Inc.	0.00	0.00	0.00
Woodstock Hydro Services Inc.	0.00	0.00	0.00
Count	**4**	**4**	**5**
Average	**3.173**	**4.745**	**3.142**
Median	**3.00**	**4.68**	**0.00**
1st & 3rd quartiles	**0.00 & 6.18**	**0.00 & 9.42**	**0.00 & 6.26**
Range (min, max)	**0.00 to 6.69**	**0.00 to 9.62**	**0.00 to 9.45**

SR130 System Average Automatic Reclosure Index (SAARI)

Totals over Large, Medium and Small Utility Classes			
Count	14	14	16
Average	2.859	3.939	3.161
Median	2.82	3.43	3.33
1st & 3rd quartiles	1.85 & 3.47	2.08 & 5.26	1.24 & 4.22
Range (min, max)	0.00 to 6.69	0.00 to 9.62	0.00 to 9.45

Notes:

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.	0.33	0.45	0.38
Entegrus Powerlines Inc.	3.01	2.20	0.31
Hydro One Brampton Networks	0.00	0.09	0.12
PowerStream Inc.	0.07	0.19	0.03
Waterloo North Hydro Inc.	0.00	0.00	0.00
London Hydro Inc.	0.00		0.00
EnWin Utilities Ltd.	0.00	0.00	0.00
Burlington Hydro Inc.	0.00		
Oakville Hydro Electricity	0.00		
Count	**9**	**6**	**7**
Average	**0.379**	**0.488**	**0.120**
Median	**0.00**	**0.14**	**0.03**
1st & 3rd quartiles	**0.00 & 0.07**	**0.02 & 0.39**	**0.00 & 0.21**
Range (min, max)	**0.00 to 3.01**	**0.00 to 2.20**	**0.00 to 0.38**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	0.49	0.41	1.35
Westario Power Inc.			0.00
Woodstock Hydro Services Inc.	0.00	0.00	0.00
St. Thomas Energy Inc.	0.00	0.00	0.00
Count	**3**	**3**	**4**
Average	**0.163**	**0.137**	**0.338**
Median	**0.00**	**0.00**	**0.00**
1st & 3rd quartiles	**0.00 & 0.24**	**0.00 & 0.20**	**0.00 & 0.34**
Range (min, max)	**0.00 to 0.49**	**0.00 to 0.41**	**0.00 to 1.35**

Totals over Large, Medium and Small Utility Classes			
Count	**12**	**9**	**11**
Average	**0.325**	**0.371**	**0.199**
Median	**0.00**	**0.09**	**0.00**
1st & 3rd quartiles	**0.00 & 0.14**	**0.00 & 0.41**	**0.00 & 0.21**
Range (min, max)	**0.00 to 3.01**	**0.00 to 2.20**	**0.00 to 1.35**

Notes:

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	5.57	7.07	5.47
Oakville Hydro Electricity	3.02	4.49	4.37
Hydro One Brampton Networks	2.75	3.03	4.05
London Hydro Inc.	2.79		3.55
Kitchener-Wilmot Hydro Inc.	2.51	4.17	3.21
Burlington Hydro Inc.	3.61	2.61	3.11
PowerStream Inc.	1.85	3.32	3.00
Entegrus Powerlines Inc.		0.00	1.62
Waterloo North Hydro Inc.	0.00	0.01	0.01
Count	**8**	**8**	**9**
Average	**2.763**	**3.088**	**3.154**
Median	**2.77**	**3.18**	**3.21**
1st & 3rd quartiles	**2.35 & 3.17**	**1.96 & 4.25**	**3.00 & 4.05**
Range (min, max)	**0.00 to 5.57**	**0.00 to 7.07**	**0.01 to 5.47**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	6.20	9.21	8.10
Woodstock Hydro Services Inc.	0.00	0.00	0.00
St. Thomas Energy Inc.	0.00	0.00	0.00
Westario Power Inc.			0.00
Count	**3**	**3**	**4**
Average	**2.067**	**3.070**	**2.025**
Median	**0.00**	**0.00**	**0.00**
1st & 3rd quartiles	**0.00 & 3.10**	**0.00 & 4.61**	**0.00 & 2.03**
Range (min, max)	**0.00 to 6.20**	**0.00 to 9.21**	**0.00 to 8.10**

Totals over Large, Medium and Small Utility Classes			
Count	**11**	**11**	**13**
Average	**2.573**	**3.083**	**2.807**
Median	**2.75**	**3.03**	**3.11**
1st & 3rd quartiles	**0.93 & 3.32**	**0.00 & 4.33**	**0.01 & 4.05**
Range (min, max)	**0.00 to 6.20**	**0.00 to 9.21**	**0.00 to 8.10**

Notes:

SR160 Percent of Customers Experiencing Multiple Outages

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	0.00	24.27	21.07
Cambridge and North Dumfries		0.89	3.28
Oakville Hydro Electricity	0.00	0.44	0.12
Entegrus Powerlines Inc.		0.00	0.00
Burlington Hydro Inc.	12.51		
Horizon Utilities Corporation	17.63	21.48	
Kitchener-Wilmot Hydro Inc.	1.94		
Count	**5**	**5**	**4**
Average	**6.416**	**9.416**	**6.118**
Median	**1.94**	**0.89**	**1.70**
1st & 3rd quartiles	**0.00 & 12.51**	**0.44 & 21.48**	**0.09 & 7.73**
Range (min, max)	**0.00 to 17.63**	**0.00 to 24.27**	**0.00 to 21.07**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	69.90	9.51	4.74
Haldimand County Hydro Inc.	0.00	0.00	0.01
Westario Power Inc.			0.00
St. Thomas Energy Inc.			0.00
Count	**2**	**2**	**4**
Average	**34.950**	**4.755**	**1.188**
Median	**34.95**	**4.75**	**0.00**
1st & 3rd quartiles	**17.48 & 52.42**	**2.38 & 7.13**	**0.00 & 1.19**
Range (min, max)	**0.00 to 69.90**	**0.00 to 9.51**	**0.00 to 4.74**

Small Utilities	2010	2011	2012
Kenora Hydro Electric		100.00	
Count	**0**	**1**	**0**
Average		**100.000**	
Median		**100.00**	
1st & 3rd quartiles		**100.00 & 100.00**	
Range (min, max)		**100.00 to 100.00**	**to**

SR160 Percent of Customers Experiencing Multiple Outages

Totals over Large, Medium and Small Utility Classes			
Count	7	8	8
Average	14.569	19.574	3.653
Median	1.94	5.20	0.06
1st & 3rd quartiles	0.00 & 15.07	0.33 & 22.18	0.00 & 3.64
Range (min, max)	0.00 to 69.90	0.00 to 100.00	0.00 to 21.07

Notes:

SR170 Percent of Customers With Long Duration Outages

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	2.54	7.78	6.38
London Hydro Inc.	0.41		2.48
Veridian Connections Inc.	0.71	3.70	1.09
EnWin Utilities Ltd.	1.01	6.56	1.05
Cambridge and North Dumfries	0.55	1.52	1.05
PowerStream Inc.	0.98	1.76	0.81
Waterloo North Hydro Inc.	2.14	14.89	0.47
Hydro One Brampton Networks	0.16	0.30	0.29
Oakville Hydro Electricity	0.02	0.34	0.23
Entegrus Powerlines Inc.			0.00
Kitchener-Wilmot Hydro Inc.	1.12		
Count	**10**	**8**	**10**
Average	**0.964**	**4.606**	**1.385**
Median	**0.84**	**2.73**	**0.93**
1st & 3rd quartiles	**0.45 & 1.09**	**1.22 & 6.86**	**0.34 & 1.08**
Range (min, max)	**0.02 to 2.54**	**0.30 to 14.89**	**0.00 to 6.38**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	0.00	2.78	6.59
Haldimand County Hydro Inc.	13.02	11.38	4.01
St. Thomas Energy Inc.	0.05		0.30
Westario Power Inc.			0.00
Peterborough Distribution Inc.	2.66		
Count	**4**	**2**	**4**
Average	**3.933**	**7.080**	**2.725**
Median	**1.35**	**7.08**	**2.15**
1st & 3rd quartiles	**0.04 & 5.25**	**4.93 & 9.23**	**0.23 & 4.65**
Range (min, max)	**0.00 to 13.02**	**2.78 to 11.38**	**0.00 to 6.59**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.		100.58	1.63
Kenora Hydro Electric		30.22	0.13
Count	**0**	**2**	**2**
Average		**65.400**	**0.880**
Median		**65.40**	**0.88**
1st & 3rd quartiles		**47.81 & 82.99**	**0.50 & 1.25**
Range (min, max)		**30.22 to 100.58**	**0.13 to 1.63**

SR170 Percent of Customers With Long Duration Outages

Totals over Large, Medium and Small Utility Classes			
Count	14	12	16
Average	1.812	15.151	1.657
Median	0.84	5.13	0.93
1st & 3rd quartiles	0.22 & 1.88	1.70 & 12.26	0.28 & 1.84
Range (min, max)	0.00 to 13.02	0.30 to 100.58	0.00 to 6.59

Notes:

SR180 Total Outage Minutes per Customer

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	47.27	61.96	200.61
Veridian Connections Inc.	55.20	133.18	113.52
Hydro Ottawa Limited	80.62	154.49	103.73
Entegrus Powerlines Inc.	95.82	103.17	95.93
Horizon Utilities Corporation	74.06	134.86	87.21
EnWin Utilities Ltd.	60.82	154.71	65.07
Cambridge and North Dumfries	57.92	44.06	63.88
PowerStream Inc.	48.30	71.28	61.79
Kitchener-Wilmot Hydro Inc.	44.82	91.23	59.00
London Hydro Inc.	52.19		58.36
Whitby Hydro Electric	29.15	87.98	57.66
Burlington Hydro Inc.	67.33	63.44	53.74
Oakville Hydro Electricity	44.37	27.77	48.48
Hydro One Brampton Networks	39.32	43.00	44.76
Count	**14**	**13**	**14**
Average	**56.942**	**90.087**	**79.553**
Median	**53.70**	**87.98**	**62.83**
1st & 3rd quartiles	**45.43 & 65.71**	**61.96 & 133.18**	**57.83 & 93.75**
Range (min, max)	**29.15 to 95.82**	**27.77 to 154.71**	**44.76 to 200.61**

Medium Utilities	2010	2011	2012
Westario Power Inc.	92.12		286.95
Lakeland Power Distribution Ltd	214.99	248.96	194.76
Lakefront Utilities Inc.		131.20	188.51
Haldimand County Hydro Inc.	174.31	496.76	165.14
Peterborough Distribution Inc.	132.35	335.22	148.98
Festival Hydro Inc.	118.17	88.59	132.67
Halton Hills Hydro Inc.	106.52	91.56	92.73
Orangeville Hydro Limited	168.96	327.58	92.40
Grimsby Power Incorporated		124.13	73.45
Woodstock Hydro Services Inc.	17.63	30.55	33.06
Brantford Power Inc.			20.26
St. Thomas Energy Inc.	20.41	103.29	12.99

SR180 Total Outage Minutes per Customer

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	116.162	197.784	120.158
Median	118.17	127.67	112.70
1st & 3rd quartiles	92.12 & 168.96	94.49 & 307.92	63.35 & 170.99
Range (min, max)	17.63 to 214.99	30.55 to 496.76	12.99 to 286.95

Small Utilities	2010	2011	2012
Kenora Hydro Electric		586.27	43.83
Sioux Lookout Hydro Inc.	656.69	462.63	32.10
Count	1	2	2
Average	656.690	524.450	37.965
Median	656.69	524.45	37.96
1st & 3rd quartiles	656.69 & 656.69	493.54 & 555.36	35.03 & 40.89
Range (min, max)	656.69 to 656.69	462.63 to 586.27	32.10 to 43.83

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	104.139	167.915	93.985
Median	64.08	103.29	69.26
1st & 3rd quartiles	46.65 & 109.43	71.28 & 154.71	52.42 & 118.31
Range (min, max)	17.63 to 656.69	27.77 to 586.27	12.99 to 286.95

Notes:

CR010 Percent of Requests for New Low Voltage Service Met Within Min. Standard

Large Utilities	2010	2011	2012
Veridian Connections Inc.	100.00	100.00	100.00
Burlington Hydro Inc.	96.31	100.00	100.00
Hydro One Brampton Networks	100.00	100.00	100.00
Hydro Ottawa Limited	100.00	100.00	100.00
Waterloo North Hydro Inc.	100.00	100.00	100.00
Whitby Hydro Electric	100.00	100.00	100.00
EnWin Utilities Ltd.	99.34	100.00	100.00
Cambridge and North Dumfries	98.51	99.40	99.22
Horizon Utilities Corporation	99.66	99.36	99.16
PowerStream Inc.	97.33	93.14	98.05
London Hydro Inc.	98.63		96.76
Oakville Hydro Electricity	95.04	95.42	96.60
Entegrus Powerlines Inc.	97.62	96.24	91.98
Kitchener-Wilmot Hydro Inc.	97.30	94.29	91.34
Count	**14**	**13**	**14**
Average	**98.553**	**98.296**	**98.079**
Median	**98.99**	**100.00**	**99.61**
1st & 3rd quartiles	**97.40 & 100.00**	**96.24 & 100.00**	**97.08 & 100.00**
Range (min, max)	**95.04 to 100.00**	**93.14 to 100.00**	**91.34 to 100.00**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		100.00	100.00
Grimsby Power Incorporated		100.00	100.00
Halton Hills Hydro Inc.	100.00	100.00	100.00
St. Thomas Energy Inc.	98.80	99.42	100.00
Woodstock Hydro Services Inc.	99.56	100.00	100.00
Brantford Power Inc.			99.60
Festival Hydro Inc.	98.96	99.19	99.49
Lakeland Power Distribution Ltd	97.56	96.81	99.17
Haldimand County Hydro Inc.	99.19	96.98	99.03
Peterborough Distribution Inc.	98.95	95.33	97.99
Orangeville Hydro Limited	100.00	100.00	97.26
Westario Power Inc.	96.88		91.98

CR010 Percent of Requests for New Low Voltage Service Met Within Min. Standard

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	98.878	98.773	98.710
Median	98.96	99.71	99.55
1st & 3rd quartiles	98.80 & 99.56	97.53 & 100.00	98.77 & 100.00
Range (min, max)	96.88 to 100.00	95.33 to 100.00	91.98 to 100.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		100.00	100.00
Sioux Lookout Hydro Inc.	100.00	100.00	96.43
Count	1	2	2
Average	100.000	100.000	98.215
Median	100.00	100.00	98.21
1st & 3rd quartiles	100.00 & 100.00	100.00 & 100.00	97.32 & 99.11
Range (min, max)	100.00 to 100.00	100.00 to 100.00	96.43 to 100.00

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	98.735	98.623	98.359
Median	99.08	100.00	99.55
1st & 3rd quartiles	97.60 & 100.00	96.98 & 100.00	97.81 & 100.00
Range (min, max)	95.04 to 100.00	93.14 to 100.00	91.34 to 100.00

Notes:

CR020 Percent of Requests for New High Voltage Service Met Within Min. Standard

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	100.00	100.00	100.00
PowerStream Inc.		100.00	100.00
Horizon Utilities Corporation	100.00	100.00	100.00
Waterloo North Hydro Inc.	100.00	100.00	100.00
London Hydro Inc.			100.00
Kitchener-Wilmot Hydro Inc.	100.00	100.00	100.00
EnWin Utilities Ltd.			100.00
Hydro Ottawa Limited	100.00	100.00	100.00
Veridian Connections Inc.	100.00	100.00	100.00
Count	**6**	**7**	**9**
Average	**100.000**	**100.000**	**100.000**
Median	**100.00**	**100.00**	**100.00**
1st & 3rd quartiles	**100.00 & 100.00**	**100.00 & 100.00**	**100.00 & 100.00**
Range (min, max)	**100.00 to 100.00**	**100.00 to 100.00**	**100.00 to 100.00**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		100.00	100.00
Peterborough Distribution Inc.	100.00	100.00	100.00
Festival Hydro Inc.			100.00
Westario Power Inc.	100.00		
Orangeville Hydro Limited	0.00		
Lakeland Power Distribution Ltd	100.00		
Woodstock Hydro Services Inc.	100.00	100.00	
Count	**5**	**3**	**3**
Average	**80.000**	**100.000**	**100.000**
Median	**100.00**	**100.00**	**100.00**
1st & 3rd quartiles	**100.00 & 100.00**	**100.00 & 100.00**	**100.00 & 100.00**
Range (min, max)	**0.00 to 100.00**	**100.00 to 100.00**	**100.00 to 100.00**

CR020 Percent of Requests for New High Voltage Service Met Within Min. Standard

Totals over Large, Medium and Small Utility Classes			
Count	**11**	**10**	**12**
Average	**90.909**	**100.000**	**100.000**
Median	**100.00**	**100.00**	**100.00**
1st & 3rd quartiles	**100.00 & 100.00**	**100.00 & 100.00**	**100.00 & 100.00**
Range (min, max)	**0.00 to 100.00**	**100.00 to 100.00**	**100.00 to 100.00**

Notes:

CR040 Percent of General Inquiry Telephone Calls Answered Within Min. Standard

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	67.02	76.59	95.92
PowerStream Inc.	68.25	77.15	90.32
Cambridge and North Dumfries	74.27	66.22	88.13
Waterloo North Hydro Inc.	88.67	91.53	87.64
Hydro One Brampton Networks	78.42	89.17	84.05
Oakville Hydro Electricity	86.22	81.13	83.75
EnWin Utilities Ltd.	79.72	79.37	82.78
Hydro Ottawa Limited	82.13	80.70	80.99
Horizon Utilities Corporation	81.72	93.84	80.82
Burlington Hydro Inc.	70.99	66.81	77.73
Kitchener-Wilmot Hydro Inc.		76.92	76.37
London Hydro Inc.	67.05		68.25
Veridian Connections Inc.	83.86	64.63	57.63
Whitby Hydro Electric	95.50	95.64	54.51
Count	**13**	**13**	**14**
Average	**78.755**	**79.977**	**79.206**
Median	**79.72**	**79.37**	**81.88**
1st & 3rd quartiles	**70.99 & 83.86**	**76.59 & 89.17**	**76.71 & 86.74**
Range (min, max)	**67.02 to 95.50**	**64.63 to 95.64**	**54.51 to 95.92**

Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		100.00	100.00
Orangeville Hydro Limited	99.94	99.95	99.97
Westario Power Inc.	81.05		95.98
Lakeland Power Distribution Ltd	80.87	82.56	93.19
Halton Hills Hydro Inc.	86.22	85.49	87.66
Haldimand County Hydro Inc.	88.84	83.44	85.50
Grimsby Power Incorporated		77.82	85.46
St. Thomas Energy Inc.	89.45	82.55	83.81
Festival Hydro Inc.	98.28	95.39	78.66
Woodstock Hydro Services Inc.	70.30	76.74	75.73
Peterborough Distribution Inc.	73.01	77.93	75.32
Brantford Power Inc.			64.71

CR040 Percent of General Inquiry Telephone Calls Answered Within Min. Standard

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	85.329	86.187	85.499
Median	86.22	83.00	85.48
1st & 3rd quartiles	80.87 & 89.45	79.08 & 92.92	77.93 & 93.89
Range (min, max)	70.30 to 99.94	76.74 to 100.00	64.71 to 100.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		100.00	98.78
Sioux Lookout Hydro Inc.	97.64	97.06	98.14
Count	1	2	2
Average	97.640	98.530	98.460
Median	97.64	98.53	98.46
1st & 3rd quartiles	97.64 & 97.64	97.80 & 99.27	98.30 & 98.62
Range (min, max)	97.64 to 97.64	97.06 to 100.00	98.14 to 98.78

Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	82.149	83.945	83.279
Median	81.72	82.55	83.93
1st & 3rd quartiles	73.64 & 88.76	77.15 & 93.84	77.39 & 91.04
Range (min, max)	67.02 to 99.94	64.63 to 100.00	54.51 to 100.00

Notes:

CR050 Percent of Appointments at a Customer's Premises/Work Site Within Min. Standard

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	99.80	100.00	100.00
PowerStream Inc.	100.00	100.00	100.00
Oakville Hydro Electricity		100.00	100.00
Waterloo North Hydro Inc.	96.86	99.72	100.00
EnWin Utilities Ltd.	99.56	99.63	99.98
Veridian Connections Inc.	98.21	100.00	99.94
London Hydro Inc.	99.69		99.88
Entegrus Powerlines Inc.	100.00	99.05	98.99
Whitby Hydro Electric	100.00	100.00	98.77
Cambridge and North Dumfries	99.87	99.93	98.68
Hydro One Brampton Networks	100.00	100.00	98.22
Hydro Ottawa Limited	99.96	97.30	97.39
Kitchener-Wilmot Hydro Inc.	97.17	96.05	96.69
Horizon Utilities Corporation	96.60	97.32	95.41
Count	**13**	**13**	**14**
Average	**99.055**	**99.154**	**98.854**
Median	**99.80**	**99.93**	**99.43**
1st & 3rd quartiles	**98.21 & 100.00**	**99.05 & 100.00**	**98.33 & 100.00**
Range (min, max)	**96.60 to 100.00**	**96.05 to 100.00**	**95.41 to 100.00**

Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	99.66	100.00	100.00
Lakefront Utilities Inc.		100.00	100.00
Orangeville Hydro Limited	100.00	100.00	100.00
Lakeland Power Distribution Ltd	97.44	96.94	100.00
Grimsby Power Incorporated		100.00	100.00
Halton Hills Hydro Inc.	93.45	96.04	100.00
Festival Hydro Inc.	100.00	100.00	99.84
Woodstock Hydro Services Inc.	98.21	99.72	99.73
Haldimand County Hydro Inc.	98.26	98.94	99.69
Brantford Power Inc.			99.46
Westario Power Inc.	97.20		98.33
Peterborough Distribution Inc.	95.04	98.65	97.10

CR050 Percent of Appointments at a Customer's Premises/Work Site Within Min. Standard

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	97.696	99.029	99.513
Median	98.21	99.86	99.92
1st & 3rd quartiles	97.20 & 99.66	98.72 & 100.00	99.63 & 100.00
Range (min, max)	93.45 to 100.00	96.04 to 100.00	97.10 to 100.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		100.00	100.00
Sioux Lookout Hydro Inc.	98.80	97.27	92.86
Count	1	2	2
Average	98.800	98.635	96.430
Median	98.80	98.64	96.43
1st & 3rd quartiles	98.80 & 98.80	97.95 & 99.32	94.64 & 98.21
Range (min, max)	98.80 to 98.80	97.27 to 100.00	92.86 to 100.00

Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	98.512	99.062	98.963
Median	99.56	99.93	99.86
1st & 3rd quartiles	97.32 & 99.98	98.65 & 100.00	98.59 & 100.00
Range (min, max)	93.45 to 100.00	96.04 to 100.00	92.86 to 100.00

Notes:

CR060 Percent of Requests for Written Responses Met Within Min. Standard

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	100.00	100.00	100.00
Whitby Hydro Electric	100.00	100.00	100.00
Oakville Hydro Electricity	98.72	99.48	100.00
Hydro One Brampton Networks	100.00	99.96	100.00
Entegrus Powerlines Inc.	100.00	100.00	100.00
Cambridge and North Dumfries	99.29	99.38	100.00
Hydro Ottawa Limited	99.92	99.93	100.00
London Hydro Inc.	99.95		99.99
Veridian Connections Inc.	99.90	100.00	99.98
EnWin Utilities Ltd.	100.00	100.00	99.96
Waterloo North Hydro Inc.	100.00	99.76	99.96
Kitchener-Wilmot Hydro Inc.	99.53	99.58	99.45
Horizon Utilities Corporation	98.99	91.76	98.60
PowerStream Inc.	99.15	98.76	97.93
Count	**14**	**13**	**14**
Average	**99.675**	**99.124**	**99.705**
Median	**99.94**	**99.93**	**100.00**
1st & 3rd quartiles	**99.35 & 100.00**	**99.48 & 100.00**	**99.96 & 100.00**
Range (min, max)	**98.72 to 100.00**	**91.76 to 100.00**	**97.93 to 100.00**

Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	100.00	100.00	100.00
Lakefront Utilities Inc.		100.00	100.00
Halton Hills Hydro Inc.	100.00	100.00	100.00
Westario Power Inc.	94.64		100.00
St. Thomas Energy Inc.	98.41	95.35	100.00
Grimsby Power Incorporated		100.00	100.00
Festival Hydro Inc.	100.00	100.00	100.00
Orangeville Hydro Limited	91.16	99.71	100.00
Lakeland Power Distribution Ltd	98.27	98.97	100.00
Brantford Power Inc.			99.80
Haldimand County Hydro Inc.	99.32	98.40	99.75
Peterborough Distribution Inc.	99.68	99.28	99.35

CR060 Percent of Requests for Written Responses Met Within Min. Standard

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	97.942	99.171	99.908
Median	99.32	99.85	100.00
1st & 3rd quartiles	98.27 & 100.00	99.04 & 100.00	99.95 & 100.00
Range (min, max)	91.16 to 100.00	95.35 to 100.00	99.35 to 100.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		100.00	100.00
Sioux Lookout Hydro Inc.	100.00	100.00	100.00
Count	1	2	2
Average	100.000	100.000	100.000
Median	100.00	100.00	100.00
1st & 3rd quartiles	100.00 & 100.00	100.00 & 100.00	100.00 & 100.00
Range (min, max)	100.00 to 100.00	100.00 to 100.00	100.00 to 100.00

Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	99.039	99.213	99.813
Median	99.91	99.96	100.00
1st & 3rd quartiles	99.11 & 100.00	99.38 & 100.00	99.96 & 100.00
Range (min, max)	91.16 to 100.00	91.76 to 100.00	97.93 to 100.00

Notes:

CR070 Percent of Emergency Calls for Urban Customers Met Within 60 Minutes

Large Utilities	2010	2011	2012
Oakville Hydro Electricity		0.00	100.00
Hydro One Brampton Networks	100.00	99.15	100.00
Cambridge and North Dumfries	98.29	100.00	100.00
Whitby Hydro Electric	100.00	100.00	100.00
Horizon Utilities Corporation	95.40	96.00	99.64
EnWin Utilities Ltd.	96.92	85.51	99.24
London Hydro Inc.	98.00		99.24
Waterloo North Hydro Inc.	89.47	97.01	98.55
Hydro Ottawa Limited	97.01	82.56	98.53
Entegrus Powerlines Inc.	87.92	90.02	92.72
Burlington Hydro Inc.	84.73	87.37	92.49
PowerStream Inc.	95.12	94.22	92.09
Veridian Connections Inc.	98.70	100.00	90.00
Kitchener-Wilmot Hydro Inc.	90.54	91.04	86.36
Count	**13**	**13**	**14**
Average	**94.777**	**86.375**	**96.347**
Median	**96.92**	**94.22**	**98.90**
1st & 3rd quartiles	**90.54 & 98.29**	**87.37 & 99.15**	**92.55 & 99.91**
Range (min, max)	**84.73 to 100.00**	**0.00 to 100.00**	**86.36 to 100.00**

Medium Utilities	2010	2011	2012
Brantford Power Inc.			100.00
Grimsby Power Incorporated		100.00	100.00
Lakeland Power Distribution Ltd	100.00	100.00	100.00
Orangeville Hydro Limited	100.00	100.00	100.00
Peterborough Distribution Inc.	100.00	94.87	100.00
Lakefront Utilities Inc.		100.00	100.00
St. Thomas Energy Inc.	100.00	100.00	100.00
Woodstock Hydro Services Inc.	100.00	100.00	100.00
Festival Hydro Inc.	100.00	96.00	100.00
Halton Hills Hydro Inc.	100.00	100.00	98.21
Haldimand County Hydro Inc.	95.00	87.50	93.33
Westario Power Inc.	100.00		88.24

CR070 Percent of Emergency Calls for Urban Customers Met Within 60 Minutes

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	99.444	97.837	98.315
Median	100.00	100.00	100.00
1st & 3rd quartiles	100.00 & 100.00	97.00 & 100.00	99.55 & 100.00
Range (min, max)	95.00 to 100.00	87.50 to 100.00	88.24 to 100.00

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	100.00	100.00	100.00
Kenora Hydro Electric		100.00	100.00
Count	1	2	2
Average	100.000	100.000	100.000
Median	100.00	100.00	100.00
1st & 3rd quartiles	100.00 & 100.00	100.00 & 100.00	100.00 & 100.00
Range (min, max)	100.00 to 100.00	100.00 to 100.00	100.00 to 100.00

Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	96.830	92.050	97.451
Median	98.70	99.15	100.00
1st & 3rd quartiles	95.26 & 100.00	91.04 & 100.00	96.99 & 100.00
Range (min, max)	84.73 to 100.00	0.00 to 100.00	86.36 to 100.00

Notes:

CR080 Percent of Emergency Calls for Rural Customers Met Within 120 Minutes

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	100.00	100.00	100.00
Whitby Hydro Electric			100.00
Oakville Hydro Electricity			100.00
Cambridge and North Dumfries	92.98	100.00	100.00
Veridian Connections Inc.	100.00		100.00
Kitchener-Wilmot Hydro Inc.	100.00	88.89	90.91
Count	**4**	**3**	**6**
Average	**98.245**	**96.297**	**98.485**
Median	**100.00**	**100.00**	**100.00**
1st & 3rd quartiles	**98.25 & 100.00**	**94.44 & 100.00**	**100.00 & 100.00**
Range (min, max)	**92.98 to 100.00**	**88.89 to 100.00**	**90.91 to 100.00**

Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	100.00		100.00
Grimsby Power Incorporated		100.00	100.00
Haldimand County Hydro Inc.	100.00	96.55	100.00
Halton Hills Hydro Inc.	100.00	100.00	89.62
Count	**3**	**3**	**4**
Average	**100.000**	**98.850**	**97.405**
Median	**100.00**	**100.00**	**100.00**
1st & 3rd quartiles	**100.00 & 100.00**	**98.28 & 100.00**	**97.41 & 100.00**
Range (min, max)	**100.00 to 100.00**	**96.55 to 100.00**	**89.62 to 100.00**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	100.00	100.00	
Count	**1**	**1**	**0**
Average	**100.000**	**100.000**	
Median	**100.00**	**100.00**	
1st & 3rd quartiles	**100.00 & 100.00**	**100.00 & 100.00**	
Range (min, max)	**100.00 to 100.00**	**100.00 to 100.00**	**to**

CR080 Percent of Emergency Calls for Rural Customers Met Within 120 Minutes

Totals over Large, Medium and Small Utility Classes			
Count	8	7	10
Average	99.123	97.920	98.053
Median	100.00	100.00	100.00
1st & 3rd quartiles	100.00 & 100.00	98.28 & 100.00	100.00 & 100.00
Range (min, max)	92.98 to 100.00	88.89 to 100.00	89.62 to 100.00

Notes:

CR090 Percent of Calls Resolved by First Point of Contact

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	97.99	99.42	98.98
Veridian Connections Inc.	87.66	84.09	88.91
Hydro Ottawa Limited	78.93	83.20	84.44
Burlington Hydro Inc.	0.00	0.00	0.77
EnWin Utilities Ltd.	0.00	0.00	0.00
Oakville Hydro Electricity	0.00	0.00	0.00
London Hydro Inc.	0.00		0.00
Horizon Utilities Corporation	0.00	0.00	0.00
PowerStream Inc.	0.00	0.00	0.00
Kitchener-Wilmot Hydro Inc.	0.00	0.00	0.00
Waterloo North Hydro Inc.	0.00	0.00	0.00
Cambridge and North Dumfries	0.00	0.00	0.00
Count	**12**	**11**	**12**
Average	**22.048**	**24.246**	**22.758**
Median	**0.00**	**0.00**	**0.00**
1st & 3rd quartiles	**0.00 & 19.73**	**0.00 & 41.60**	**0.00 & 21.68**
Range (min, max)	**0.00 to 97.99**	**0.00 to 99.42**	**0.00 to 98.98**

Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	95.85	97.54	99.06
Halton Hills Hydro Inc.	0.00	96.91	98.61
St. Thomas Energy Inc.	0.00	98.14	98.54
Westario Power Inc.	89.97		95.99
Festival Hydro Inc.	96.29	91.95	95.00
Brantford Power Inc.			0.00
Grimsby Power Incorporated		0.00	0.00
Woodstock Hydro Services Inc.	0.00	0.00	0.00
Peterborough Distribution Inc.	0.00	0.00	0.00
Orangeville Hydro Limited	0.00	0.00	0.00
Haldimand County Hydro Inc.	0.00	0.00	0.00
Count	**9**	**9**	**11**
Average	**31.346**	**42.727**	**44.291**
Median	**0.00**	**0.00**	**0.00**
1st & 3rd quartiles	**0.00 & 89.97**	**0.00 & 96.91**	**0.00 & 97.27**
Range (min, max)	**0.00 to 96.29**	**0.00 to 98.14**	**0.00 to 99.06**

CR090 Percent of Calls Resolved by First Point of Contact

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.00	98.83	99.44
Kenora Hydro Electric		100.00	98.78
Count	**1**	**2**	**2**
Average	**0.000**	**99.415**	**99.110**
Median	**0.00**	**99.42**	**99.11**
1st & 3rd quartiles	**0.00 & 0.00**	**99.12 & 99.71**	**98.95 & 99.28**
Range (min, max)	**0.00 to 0.00**	**98.83 to 100.00**	**98.78 to 99.44**
Totals over Large, Medium and Small Utility Classes			
Count	**22**	**22**	**25**
Average	**24.850**	**38.640**	**38.341**
Median	**0.00**	**0.00**	**0.00**
1st & 3rd quartiles	**0.00 & 59.20**	**0.00 & 95.67**	**0.00 & 95.99**
Range (min, max)	**0.00 to 97.99**	**0.00 to 100.00**	**0.00 to 99.44**

Notes:

CR100 Percent of Bills Cancelled and Re-issued

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	4.26	4.49	2.49
Horizon Utilities Corporation	3.43	3.24	0.69
Hydro Ottawa Limited	0.45	0.39	0.41
Entegrus Powerlines Inc.	0.35	0.41	0.19
PowerStream Inc.	0.44	0.36	0.17
Hydro One Brampton Networks	0.24	0.46	0.13
Kitchener-Wilmot Hydro Inc.	0.28	0.23	0.12
Veridian Connections Inc.	0.16	0.10	0.11
Waterloo North Hydro Inc.	0.13	0.08	0.05
Cambridge and North Dumfries	0.31	0.07	0.02
London Hydro Inc.	0.00		0.00
Oakville Hydro Electricity	0.00	0.00	0.00
Burlington Hydro Inc.	0.12	1.35	0.00
Count	**13**	**12**	**13**
Average	**0.782**	**0.932**	**0.337**
Median	**0.28**	**0.37**	**0.12**
1st & 3rd quartiles	**0.13 & 0.44**	**0.09 & 0.69**	**0.02 & 0.19**
Range (min, max)	**0.00 to 4.26**	**0.00 to 4.49**	**0.00 to 2.49**

Medium Utilities	2010	2011	2012
Grimsby Power Incorporated		0.74	0.83
Woodstock Hydro Services Inc.	0.16	0.16	0.33
Halton Hills Hydro Inc.	0.75	0.47	0.29
Peterborough Distribution Inc.	0.25	0.20	0.23
Orangeville Hydro Limited	5.50	0.39	0.20
Haldimand County Hydro Inc.	0.19	0.19	0.15
Lakeland Power Distribution Ltd	0.10	0.15	0.08
St. Thomas Energy Inc.	2.25	0.63	0.07
Brantford Power Inc.			0.00
Festival Hydro Inc.	0.00	0.00	0.00
Westario Power Inc.	0.00		0.00
Count	**9**	**9**	**11**
Average	**1.022**	**0.326**	**0.198**
Median	**0.19**	**0.20**	**0.15**
1st & 3rd quartiles	**0.10 & 0.75**	**0.16 & 0.47**	**0.04 & 0.26**
Range (min, max)	**0.00 to 5.50**	**0.00 to 0.74**	**0.00 to 0.83**

CR100 Percent of Bills Cancelled and Re-issued

Small Utilities	2010	2011	2012
Kenora Hydro Electric		0.09	0.09
Sioux Lookout Hydro Inc.	0.00	0.00	0.00
Count	**1**	**2**	**2**
Average	**0.000**	**0.045**	**0.045**
Median	**0.00**	**0.04**	**0.04**
1st & 3rd quartiles	**0.00 & 0.00**	**0.02 & 0.07**	**0.02 & 0.07**
Range (min, max)	**0.00 to 0.00**	**0.00 to 0.09**	**0.00 to 0.09**
Totals over Large, Medium and Small Utility Classes			
Count	**23**	**23**	**26**
Average	**0.842**	**0.617**	**0.256**
Median	**0.24**	**0.23**	**0.11**
1st & 3rd quartiles	**0.11 & 0.44**	**0.10 & 0.47**	**0.01 & 0.22**
Range (min, max)	**0.00 to 5.50**	**0.00 to 4.49**	**0.00 to 2.49**

Notes:

CR110 Percent of Customers with a Retailer

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	19.89	15.02	10.98
Entegrus Powerlines Inc.	16.45	14.03	9.82
Horizon Utilities Corporation	14.99	11.76	9.57
London Hydro Inc.	14.35		9.36
Veridian Connections Inc.	13.52	11.27	9.26
EnWin Utilities Ltd.	14.14	9.86	7.54
Cambridge and North Dumfries	12.64	9.09	6.75
Waterloo North Hydro Inc.	11.09	8.10	6.56
PowerStream Inc.	11.94	10.71	6.35
Hydro Ottawa Limited	9.96	7.85	6.32
Whitby Hydro Electric	10.75	7.76	6.18
Kitchener-Wilmot Hydro Inc.	9.74	0.74	5.72
Burlington Hydro Inc.	8.24	6.91	5.52
Oakville Hydro Electricity	7.92	6.20	5.12
Count	**14**	**13**	**14**
Average	**12.544**	**9.177**	**7.504**
Median	**12.29**	**9.09**	**6.65**
1st & 3rd quartiles	**10.16 & 14.30**	**7.76 & 11.27**	**6.21 & 9.34**
Range (min, max)	**7.92 to 19.89**	**0.74 to 15.02**	**5.12 to 10.98**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	18.85	14.21	13.02
St. Thomas Energy Inc.	19.37	15.11	12.85
Woodstock Hydro Services Inc.	16.79	13.60	11.41
Orangeville Hydro Limited	16.31	13.11	10.42
Haldimand County Hydro Inc.	13.34	11.15	10.16
Brantford Power Inc.			9.90
Halton Hills Hydro Inc.	11.64	8.77	8.91
Lakeland Power Distribution Ltd	14.78	11.19	8.66
Lakefront Utilities Inc.		9.53	7.45
Grimsby Power Incorporated		9.31	7.30
Westario Power Inc.	11.73		7.28
Peterborough Distribution Inc.	11.55		6.72

CR110 Percent of Customers with a Retailer

Medium Utilities	2010	2011	2012
Count	9	9	12
Average	14.929	11.776	9.507
Median	14.78	11.19	9.41
1st & 3rd quartiles	11.73 & 16.79	9.53 & 13.60	7.41 & 10.66
Range (min, max)	11.55 to 19.37	8.77 to 15.11	6.72 to 13.02

Small Utilities	2010	2011	2012
Kenora Hydro Electric		11.37	8.83
Sioux Lookout Hydro Inc.	5.41	4.17	2.03
Count	1	2	2
Average	5.410	7.770	5.430
Median	5.41	7.77	5.43
1st & 3rd quartiles	5.41 & 5.41	5.97 & 9.57	3.73 & 7.13
Range (min, max)	5.41 to 5.41	4.17 to 11.37	2.03 to 8.83

Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	13.141	10.034	8.214
Median	12.99	10.29	8.10
1st & 3rd quartiles	11.00 & 15.32	8.04 & 12.10	6.51 & 9.84
Range (min, max)	5.41 to 19.89	0.74 to 15.11	2.03 to 13.02

Notes:

MR010 Short Term Absences per FTE

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	5.70	3.35	6.10
Entegrus Powerlines Inc.	2.72	3.14	3.64
Whitby Hydro Electric	8.39	7.73	3.47
Kitchener-Wilmot Hydro Inc.	4.87	4.08	3.27
Veridian Connections Inc.	2.39	2.50	2.84
Hydro Ottawa Limited	2.57	2.57	2.67
Cambridge and North Dumfries	2.26	1.60	2.20
Waterloo North Hydro Inc.	1.99	2.17	1.92
Hydro One Brampton Networks	0.41	1.65	1.68
London Hydro Inc.	1.36		1.39
Oakville Hydro Electricity		0.28	0.94
PowerStream Inc.	1.35	1.46	0.00
Count	**11**	**11**	**12**
Average	**3.092**	**2.775**	**2.510**
Median	**2.39**	**2.50**	**2.44**
1st & 3rd quartiles	**1.67 & 3.80**	**1.62 & 3.24**	**1.60 & 3.32**
Range (min, max)	**0.41 to 8.39**	**0.28 to 7.73**	**0.00 to 6.10**

Medium Utilities	2010	2011	2012
Westario Power Inc.	6.45		5.18
Orangeville Hydro Limited	5.00	4.05	4.15
Lakeland Power Distribution Ltd	1.36	1.88	3.32
Festival Hydro Inc.	2.86	4.13	2.90
Lakefront Utilities Inc.		3.18	2.89
Haldimand County Hydro Inc.	3.38	3.13	2.82
Woodstock Hydro Services Inc.	1.84	2.34	2.34
St. Thomas Energy Inc.	3.22	5.13	2.33
Halton Hills Hydro Inc.		0.55	1.67
Brantford Power Inc.			1.59
Grimsby Power Incorporated		1.08	1.19
Count	**7**	**9**	**11**
Average	**3.444**	**2.830**	**2.762**
Median	**3.22**	**3.13**	**2.82**
1st & 3rd quartiles	**2.35 & 4.19**	**1.88 & 4.05**	**2.00 & 3.11**
Range (min, max)	**1.36 to 6.45**	**0.55 to 5.13**	**1.19 to 5.18**

MR010 Short Term Absences per FTE

Small Utilities	2010	2011	2012
Kenora Hydro Electric		3.07	9.00
Sioux Lookout Hydro Inc.	1.25	2.88	1.33
Count	**1**	**2**	**2**
Average	**1.250**	**2.975**	**5.165**
Median	**1.25**	**2.97**	**5.17**
1st & 3rd quartiles	**1.25 & 1.25**	**2.92 & 3.02**	**3.25 & 7.08**
Range (min, max)	**1.25 to 1.25**	**2.88 to 3.07**	**1.33 to 9.00**
Totals over Large, Medium and Small Utility Classes			
Count	**19**	**22**	**25**
Average	**3.125**	**2.816**	**2.833**
Median	**2.57**	**2.72**	**2.67**
1st & 3rd quartiles	**1.60 & 4.12**	**1.70 & 3.31**	**1.67 & 3.32**
Range (min, max)	**0.41 to 8.39**	**0.28 to 7.73**	**0.00 to 9.00**

Notes:

MR020 Short Term Absenteeism: Days per FTE

Large Utilities	2010	2011	2012
Oakville Hydro Electricity		0.98	5.14
EnWin Utilities Ltd.		5.05	4.83
Kitchener-Wilmot Hydro Inc.	7.06	5.66	4.76
Entegrus Powerlines Inc.	4.57	3.80	4.56
Cambridge and North Dumfries	4.33	3.98	4.34
Whitby Hydro Electric	7.11	6.08	3.90
Burlington Hydro Inc.	6.56	4.90	3.87
Hydro One Brampton Networks	1.22	3.71	3.83
Hydro Ottawa Limited	3.70	3.64	3.75
Veridian Connections Inc.	3.29	3.40	3.71
Horizon Utilities Corporation	3.63	4.05	3.34
London Hydro Inc.	3.33		3.33
Waterloo North Hydro Inc.	3.01	3.79	2.92
PowerStream Inc.	3.13	3.28	1.26
Count	**12**	**13**	**14**
Average	**4.245**	**4.025**	**3.824**
Median	**3.66**	**3.80**	**3.85**
1st & 3rd quartiles	**3.25 & 5.07**	**3.64 & 4.90**	**3.43 & 4.50**
Range (min, max)	**1.22 to 7.11**	**0.98 to 6.08**	**1.26 to 5.14**

Medium Utilities	2010	2011	2012
Westario Power Inc.	6.72		5.18
Lakeland Power Distribution Ltd	1.93	2.38	4.91
Brantford Power Inc.			4.61
Lakefront Utilities Inc.		4.17	3.99
Haldimand County Hydro Inc.	3.94	4.04	3.98
Festival Hydro Inc.	3.33	4.60	3.41
St. Thomas Energy Inc.	4.31	4.94	3.38
Halton Hills Hydro Inc.		1.17	3.33
Woodstock Hydro Services Inc.	2.50	3.15	3.23
Orangeville Hydro Limited	2.37	2.10	2.77
Grimsby Power Incorporated		1.46	1.46

MR020 Short Term Absenteeism: Days per FTE

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	3.586	3.112	3.659
Median	3.33	3.15	3.41
1st & 3rd quartiles	2.44 & 4.12	2.10 & 4.17	3.28 & 4.30
Range (min, max)	1.93 to 6.72	1.17 to 4.94	1.46 to 5.18

Small Utilities	2010	2011	2012
Kenora Hydro Electric		4.40	8.71
Sioux Lookout Hydro Inc.	1.47	3.20	1.67
Count	1	2	2
Average	1.470	3.800	5.190
Median	1.47	3.80	5.19
1st & 3rd quartiles	1.47 & 1.47	3.50 & 4.10	3.43 & 6.95
Range (min, max)	1.47 to 1.47	3.20 to 4.40	1.67 to 8.71

Totals over Large, Medium and Small Utility Classes			
Count	20	24	27
Average	3.876	3.664	3.858
Median	3.48	3.80	3.83
1st & 3rd quartiles	2.88 & 4.39	3.19 & 4.45	3.33 & 4.58
Range (min, max)	1.22 to 7.11	0.98 to 6.08	1.26 to 8.71

Notes:

MR030 Overtime Hours as a % of Regular Hours

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	6.44	9.15	6.50
Waterloo North Hydro Inc.	4.96	6.10	5.43
Cambridge and North Dumfries	5.50	6.92	5.31
Oakville Hydro Electricity		3.92	4.77
PowerStream Inc.	5.00	5.32	4.63
Kitchener-Wilmot Hydro Inc.	4.66	5.26	4.34
Hydro One Brampton Networks	3.15	3.30	3.64
London Hydro Inc.			3.33
Veridian Connections Inc.	3.27	3.29	3.20
Horizon Utilities Corporation	4.51	4.82	3.19
Whitby Hydro Electric	3.02	3.15	3.04
Hydro Ottawa Limited	2.56	3.83	3.02
Entegrus Powerlines Inc.	3.29	2.37	2.31
EnWin Utilities Ltd.	1.61	2.04	1.89
Count	**12**	**13**	**14**
Average	**3.998**	**4.575**	**3.900**
Median	**3.90**	**3.92**	**3.48**
1st & 3rd quartiles	**3.12 & 4.97**	**3.29 & 5.32**	**3.08 & 4.74**
Range (min, max)	**1.61 to 6.44**	**2.04 to 9.15**	**1.89 to 6.50**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	5.51	6.88	5.32
Brantford Power Inc.			4.55
Halton Hills Hydro Inc.		2.92	3.91
Festival Hydro Inc.	2.04	3.35	2.65
Lakefront Utilities Inc.		1.37	2.50
Westario Power Inc.	2.72		2.10
Orangeville Hydro Limited	1.40	1.21	1.84
Lakeland Power Distribution Ltd	1.85	1.88	1.75
Woodstock Hydro Services Inc.	1.24	1.51	1.54
Grimsby Power Incorporated		2.08	1.20
St. Thomas Energy Inc.	0.90	1.28	1.04

MR030 Overtime Hours as a % of Regular Hours

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	2.237	2.498	2.582
Median	1.85	1.88	2.10
1st & 3rd quartiles	1.32 & 2.38	1.37 & 2.92	1.65 & 3.28
Range (min, max)	0.90 to 5.51	1.21 to 6.88	1.04 to 5.32

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2.04	2.03	1.35
Kenora Hydro Electric		0.49	0.62
Count	1	2	2
Average	2.040	1.260	0.985
Median	2.04	1.26	0.98
1st & 3rd quartiles	2.04 & 2.04	0.88 & 1.65	0.80 & 1.17
Range (min, max)	2.04 to 2.04	0.49 to 2.03	0.62 to 1.35

Totals over Large, Medium and Small Utility Classes			
Count	20	24	27
Average	3.284	3.520	3.147
Median	3.09	3.22	3.04
1st & 3rd quartiles	1.99 & 4.74	1.99 & 4.93	1.87 & 4.45
Range (min, max)	0.90 to 6.44	0.49 to 9.15	0.62 to 6.50

Notes:

MR040 Accidents: Frequency per 200,000 hours

Large Utilities	2010	2011	2012
Veridian Connections Inc.	0.00	3.52	3.07
Cambridge and North Dumfries	0.00	1.01	2.77
London Hydro Inc.			1.54
Whitby Hydro Electric	0.00	0.00	1.48
Entegrus Powerlines Inc.	4.35	1.17	1.25
Burlington Hydro Inc.	2.03	2.92	1.01
Hydro Ottawa Limited	1.20	0.17	0.63
Oakville Hydro Electricity		2.66	0.62
Hydro One Brampton Networks	2.67	2.78	0.47
PowerStream Inc.	0.19	0.51	0.17
Kitchener-Wilmot Hydro Inc.	0.00	1.09	0.00
EnWin Utilities Ltd.	0.00	0.00	0.00
Waterloo North Hydro Inc.	0.75	0.00	0.00
Horizon Utilities Corporation	0.76	0.00	0.00
Count	**12**	**13**	**14**
Average	**0.996**	**1.218**	**0.929**
Median	**0.47**	**1.01**	**0.63**
1st & 3rd quartiles	**0.00 & 1.41**	**0.00 & 2.66**	**0.04 & 1.42**
Range (min, max)	**0.00 to 4.35**	**0.00 to 3.52**	**0.00 to 3.07**

Medium Utilities	2010	2011	2012
Westario Power Inc.	0.00		2.92
Woodstock Hydro Services Inc.	0.00	5.17	2.52
Festival Hydro Inc.	0.00	0.00	2.10
Brantford Power Inc.			2.05
Orangeville Hydro Limited	0.00	0.00	0.00
Lakefront Utilities Inc.		5.38	0.00
St. Thomas Energy Inc.	0.00	0.00	0.00
Haldimand County Hydro Inc.	2.04	5.89	0.00
Halton Hills Hydro Inc.		2.02	0.00
Lakeland Power Distribution Ltd	4.64	0.00	0.00
Grimsby Power Incorporated		0.00	0.00

MR040 Accidents: Frequency per 200,000 hours

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	0.954	2.051	0.872
Median	0.00	0.00	0.00
1st & 3rd quartiles	0.00 & 1.02	0.00 & 5.17	0.00 & 2.08
Range (min, max)	0.00 to 4.64	0.00 to 5.89	0.00 to 2.92

Small Utilities	2010	2011	2012
Kenora Hydro Electric			7.01
Sioux Lookout Hydro Inc.	0.00	0.00	0.00
Count	1	1	2
Average	0.000	0.000	3.505
Median	0.00	0.00	3.50
1st & 3rd quartiles	0.00 & 0.00	0.00 & 0.00	1.75 & 5.26
Range (min, max)	0.00 to 0.00	0.00 to 0.00	0.00 to 7.01

Totals over Large, Medium and Small Utility Classes			
Count	20	23	27
Average	0.932	1.491	1.097
Median	0.00	0.51	0.47
1st & 3rd quartiles	0.00 & 1.41	0.00 & 2.72	0.00 & 1.80
Range (min, max)	0.00 to 4.64	0.00 to 5.89	0.00 to 7.01

Notes:

MR050 Accidents: Severity Rate per 200,000 Hours

Large Utilities	2010	2011	2012
London Hydro Inc.			120.71
Cambridge and North Dumfries	0.00	5.07	27.69
Whitby Hydro Electric	0.00	0.00	16.31
Hydro Ottawa Limited	7.72	0.33	14.61
EnWin Utilities Ltd.	4.84	8.79	2.39
Burlington Hydro Inc.	24.85	188.22	2.02
PowerStream Inc.	1.86	15.01	1.82
Entegrus Powerlines Inc.	65.20	55.95	1.25
Oakville Hydro Electricity		0.00	0.62
Waterloo North Hydro Inc.	18.02	0.00	0.00
Veridian Connections Inc.	0.00	47.93	0.00
Horizon Utilities Corporation		0.00	0.00
Hydro One Brampton Networks	0.00	1.16	0.00
Kitchener-Wilmot Hydro Inc.	0.00	2.18	0.00
Count	**11**	**13**	**14**
Average	**11.135**	**24.972**	**13.387**
Median	**1.86**	**2.18**	**1.53**
1st & 3rd quartiles	**0.00 & 12.87**	**0.00 & 15.01**	**0.00 & 11.55**
Range (min, max)	**0.00 to 65.20**	**0.00 to 188.22**	**0.00 to 120.71**

Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	0.00	7.75	171.62
Festival Hydro Inc.	0.00	0.00	84.72
Westario Power Inc.	0.00		29.22
Brantford Power Inc.			14.37
Lakefront Utilities Inc.		438.50	0.00
St. Thomas Energy Inc.	0.00	0.00	0.00
Orangeville Hydro Limited	0.00	0.00	0.00
Lakeland Power Distribution Ltd	27.86	0.00	0.00
Halton Hills Hydro Inc.		46.40	0.00
Haldimand County Hydro Inc.	157.18	37.28	0.00
Grimsby Power Incorporated		0.00	0.00

MR050 Accidents: Severity Rate per 200,000 Hours

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	26.434	58.881	27.266
Median	0.00	0.00	0.00
1st & 3rd quartiles	0.00 & 13.93	0.00 & 37.28	0.00 & 21.79
Range (min, max)	0.00 to 157.18	0.00 to 438.50	0.00 to 171.62

Small Utilities	2010	2011	2012
Kenora Hydro Electric			126.16
Sioux Lookout Hydro Inc.	0.00	0.00	0.00
Count	1	1	2
Average	0.000	0.000	63.080
Median	0.00	0.00	63.08
1st & 3rd quartiles	0.00 & 0.00	0.00 & 0.00	31.54 & 94.62
Range (min, max)	0.00 to 0.00	0.00 to 0.00	0.00 to 126.16

Totals over Large, Medium and Small Utility Classes			
Count	19	23	27
Average	16.186	37.155	22.723
Median	0.00	1.16	0.62
1st & 3rd quartiles	0.00 & 12.87	0.00 & 26.14	0.00 & 15.46
Range (min, max)	0.00 to 157.18	0.00 to 438.50	0.00 to 171.62

Notes:

MR070 Staff Development Expenses per FTE

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	3,455	2,596	4,067
PowerStream Inc.	2,003	2,176	2,669
Veridian Connections Inc.	2,768	2,377	2,221
Hydro One Brampton Networks	1,690	3,094	1,895
Cambridge and North Dumfries	1,687	2,821	1,849
Entegrus Powerlines Inc.	1,970	2,288	1,365
Horizon Utilities Corporation	1,621	1,461	1,069
Oakville Hydro Electricity		2,683	985
London Hydro Inc.			702
Burlington Hydro Inc.	565	838	667
Kitchener-Wilmot Hydro Inc.	713	668	618
EnWin Utilities Ltd.		0	0
Hydro Ottawa Limited		0	0
Whitby Hydro Electric	649	487	0
Count	**10**	**13**	**14**
Average	**1,712.1**	**1,653.0**	**1,293.4**
Median	**1,689**	**2,176**	**1,027**
1st & 3rd quartiles	**940 & 1,995**	**668 & 2,596**	**630 & 1,884**
Range (min, max)	**565 to 3,455**	**0 to 3,094**	**0 to 4,067**

Medium Utilities	2010	2011	2012
Grimsby Power Incorporated		1,619	3,780
Orangeville Hydro Limited	3,960	3,277	3,558
Festival Hydro Inc.	2,710	3,116	2,846
St. Thomas Energy Inc.	5,009	2,037	1,632
Westario Power Inc.	690		1,126
Lakeland Power Distribution Ltd	1,443	916	1,116
Lakefront Utilities Inc.		0	889
Halton Hills Hydro Inc.		1,425	837
Haldimand County Hydro Inc.	694	541	769
Woodstock Hydro Services Inc.	1,492	1,128	717
Brantford Power Inc.			546

MR070 Staff Development Expenses per FTE

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	2,285.4	1,562.1	1,619.6
Median	1,492	1,425	1,116
1st & 3rd quartiles	1,069 & 3,335	916 & 2,037	803 & 2,239
Range (min, max)	690 to 5,009	0 to 3,277	546 to 3,780

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	4,123	4,826	3,927
Kenora Hydro Electric		1,378	3,628
Count	1	2	2
Average	4,123.0	3,102.0	3,777.5
Median	4,123	3,102	3,777
1st & 3rd quartiles	4,123 & 4,123	2,240 & 3,964	3,703 & 3,852
Range (min, max)	4,123 to 4,123	1,378 to 4,826	3,628 to 3,927

Totals over Large, Medium and Small Utility Classes			
Count	18	24	27
Average	2,069.0	1,739.7	1,610.3
Median	1,689	1,540	1,116
1st & 3rd quartiles	896 & 2,753	796 & 2,618	709 & 2,445
Range (min, max)	565 to 5,009	0 to 4,826	0 to 4,067

Notes:

MR090 Cost of Safety Training per FTE

Large Utilities	2010	2011	2012
PowerStream Inc.	1,711	2,120	2,477
Whitby Hydro Electric	1,212	1,550	1,975
Hydro One Brampton Networks	1,338	2,646	1,768
Horizon Utilities Corporation		2,382	1,748
Kitchener-Wilmot Hydro Inc.	1,422	1,725	1,438
Waterloo North Hydro Inc.	1,657	1,438	1,316
Entegrus Powerlines Inc.	1,292	786	1,147
London Hydro Inc.			1,145
Veridian Connections Inc.	779	1,181	738
Burlington Hydro Inc.	1,183	873	699
Oakville Hydro Electricity		723	622
Cambridge and North Dumfries	637	596	561
Hydro Ottawa Limited	362	391	397
Count	**10**	**12**	**13**
Average	**1,159.3**	**1,367.6**	**1,233.2**
Median	**1,252**	**1,310**	**1,147**
1st & 3rd quartiles	**880 & 1,401**	**770 & 1,824**	**699 & 1,748**
Range (min, max)	**362 to 1,711**	**391 to 2,646**	**397 to 2,477**

Medium Utilities	2010	2011	2012
Westario Power Inc.	1,051		2,179
Haldimand County Hydro Inc.	1,828	2,692	1,964
Orangeville Hydro Limited	2,328	2,682	1,955
Festival Hydro Inc.	173	138	1,550
Grimsby Power Incorporated		1,545	1,376
Halton Hills Hydro Inc.		431	669
Lakeland Power Distribution Ltd	613	546	660
Lakefront Utilities Inc.		2,176	532
St. Thomas Energy Inc.	356	937	271
Woodstock Hydro Services Inc.	1,022	1,347	216
Count	**7**	**9**	**10**
Average	**1,053.0**	**1,388.2**	**1,137.2**
Median	**1,022**	**1,347**	**1,022**
1st & 3rd quartiles	**484 & 1,439**	**546 & 2,176**	**564 & 1,854**
Range (min, max)	**173 to 2,328**	**138 to 2,692**	**216 to 2,179**

MR090 Cost of Safety Training per FTE

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	1,368	3,274	1,396
Kenora Hydro Electric		246	486
Count	**1**	**2**	**2**
Average	**1,368.0**	**1,760.0**	**941.0**
Median	**1,368**	**1,760**	**941**
1st & 3rd quartiles	**1,368 & 1,368**	**1,003 & 2,517**	**714 & 1,169**
Range (min, max)	**1,368 to 1,368**	**246 to 3,274**	**486 to 1,396**
Totals over Large, Medium and Small Utility Classes			
Count	**18**	**23**	**25**
Average	**1,129.6**	**1,409.8**	**1,171.4**
Median	**1,198**	**1,347**	**1,147**
1st & 3rd quartiles	**672 & 1,408**	**659 & 2,148**	**622 & 1,748**
Range (min, max)	**173 to 2,328**	**138 to 3,274**	**216 to 2,477**

Notes:

MR100 Number of Hours of Safe Work Practices Training per FTE

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.	32.6	41.6	37.4
Whitby Hydro Electric	25.3	34.4	35.2
Burlington Hydro Inc.	50.2	42.3	34.5
Entegrus Powerlines Inc.	40.0	24.6	29.8
Waterloo North Hydro Inc.	37.7	30.8	29.5
London Hydro Inc.			25.5
Horizon Utilities Corporation	31.4	27.7	24.4
Veridian Connections Inc.	19.2	27.6	23.0
Hydro Ottawa Limited	19.0	23.4	22.0
Cambridge and North Dumfries	20.3	19.0	18.7
Oakville Hydro Electricity			18.4
Hydro One Brampton Networks	19.3	10.3	7.1
Count	**10**	**10**	**12**
Average	**29.50**	**28.17**	**25.46**
Median	**28.4**	**27.6**	**24.9**
1st & 3rd quartiles	**19.6 & 36.4**	**23.7 & 33.5**	**21.2 & 31.0**
Range (min, max)	**19.0 to 50.2**	**10.3 to 42.3**	**7.1 to 37.4**

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	42.9	39.5	39.6
Orangeville Hydro Limited	39.3	43.7	33.8
Grimsby Power Incorporated		25.6	25.0
Haldimand County Hydro Inc.	21.4	32.0	25.0
Lakeland Power Distribution Ltd	20.5	15.4	21.8
Lakefront Utilities Inc.		38.3	20.5
Westario Power Inc.	25.8		16.7
Halton Hills Hydro Inc.		12.5	15.1
St. Thomas Energy Inc.	17.0	26.1	9.1
Woodstock Hydro Services Inc.	13.0	32.7	5.9
Count	**7**	**9**	**10**
Average	**25.70**	**29.53**	**21.25**
Median	**21.4**	**32.0**	**21.1**
1st & 3rd quartiles	**18.8 & 32.5**	**25.6 & 38.3**	**15.5 & 25.0**
Range (min, max)	**13.0 to 42.9**	**12.5 to 43.7**	**5.9 to 39.6**

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	10.0	31.4	19.1

MR100 Number of Hours of Safe Work Practices Training per FTE

Small Utilities	2010	2011	2012
Kenora Hydro Electric		5.3	10.7
Count	**1**	**2**	**2**
Average	**10.00**	**18.35**	**14.90**
Median	**10.0**	**18.4**	**14.9**
1st & 3rd quartiles	**10.0 & 10.0**	**11.8 & 24.9**	**12.8 & 17.0**
Range (min, max)	**10.0 to 10.0**	**5.3 to 31.4**	**10.7 to 19.1**
Totals over Large, Medium and Small Utility Classes			
Count	**18**	**21**	**24**
Average	**26.94**	**27.82**	**22.83**
Median	**23.4**	**27.7**	**22.5**
1st & 3rd quartiles	**19.2 & 36.4**	**23.4 & 34.4**	**18.0 & 29.5**
Range (min, max)	**10.0 to 50.2**	**5.3 to 43.7**	**5.9 to 39.6**

Notes:

MR110 Employee Turnover Ratio

Large Utilities	2010	2011	2012
Whitby Hydro Electric	0.03	0.03	0.08
Cambridge and North Dumfries	0.01	0.04	0.07
Waterloo North Hydro Inc.	0.06	0.08	0.07
Oakville Hydro Electricity	0.03	0.13	0.07
Horizon Utilities Corporation	0.06	0.06	0.05
Veridian Connections Inc.	0.03	0.03	0.05
Hydro One Brampton Networks	0.03	0.05	0.04
EnWin Utilities Ltd.	0.03		0.04
Kitchener-Wilmot Hydro Inc.	0.07	0.04	0.03
London Hydro Inc.	0.02		0.03
Hydro Ottawa Limited	0.01	0.02	0.03
PowerStream Inc.	0.13	0.12	0.02
Entegrus Powerlines Inc.		0.01	0.01
Burlington Hydro Inc.	0.03	0.07	0.01
Count	**13**	**12**	**14**
Average	**0.042**	**0.057**	**0.043**
Median	**0.03**	**0.05**	**0.04**
1st & 3rd quartiles	**0.03 & 0.06**	**0.03 & 0.07**	**0.03 & 0.06**
Range (min, max)	**0.01 to 0.13**	**0.01 to 0.13**	**0.01 to 0.08**

Medium Utilities	2010	2011	2012
Westario Power Inc.	0.14		0.12
Lakefront Utilities Inc.		0.05	0.10
St. Thomas Energy Inc.	0.07	0.00	0.10
Haldimand County Hydro Inc.	0.08	0.04	0.10
Woodstock Hydro Services Inc.	0.03	0.00	0.05
Halton Hills Hydro Inc.		0.00	0.04
Brantford Power Inc.			0.03
Festival Hydro Inc.	0.04	0.04	0.00
Orangeville Hydro Limited	0.00	0.00	0.00
Grimsby Power Incorporated		0.11	0.00
Lakeland Power Distribution Ltd	0.14	0.05	0.00

MR110 Employee Turnover Ratio

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	0.071	0.032	0.049
Median	0.07	0.04	0.04
1st & 3rd quartiles	0.03 & 0.11	0.00 & 0.05	0.00 & 0.10
Range (min, max)	0.00 to 0.14	0.00 to 0.11	0.00 to 0.12

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.		0.00	0.22
Kenora Hydro Electric		0.07	0.07
Count	0	2	2
Average		0.035	0.145
Median		0.03	0.15
1st & 3rd quartiles		0.02 & 0.05	0.11 & 0.18
Range (min, max)		0.00 to 0.07	0.07 to 0.22

Totals over Large, Medium and Small Utility Classes			
Count	20	23	27
Average	0.052	0.045	0.053
Median	0.03	0.04	0.04
1st & 3rd quartiles	0.03 & 0.07	0.02 & 0.06	0.03 & 0.07
Range (min, max)	0.00 to 0.14	0.00 to 0.13	0.00 to 0.22

Notes:

MR120 Percent of Total Staff in Executive Positions

Large Utilities	2010	2011	2012
Whitby Hydro Electric	6.50	6.11	7.81
Cambridge and North Dumfries	7.53	7.45	7.45
PowerStream Inc.	1.01	0.97	6.42
Burlington Hydro Inc.	6.45	4.49	4.30
Waterloo North Hydro Inc.	4.31	4.29	4.20
Kitchener-Wilmot Hydro Inc.	0.58	0.59	3.45
Veridian Connections Inc.	1.90	1.83	2.69
Oakville Hydro Electricity	2.54	3.85	2.63
Entegrus Powerlines Inc.	3.08	2.50	2.60
Horizon Utilities Corporation	2.04	2.02	1.99
Hydro One Brampton Networks	1.42	0.97	1.45
London Hydro Inc.	1.52		1.31
EnWin Utilities Ltd.	3.13	5.03	1.24
Hydro Ottawa Limited	0.18	0.17	0.17
Count	**14**	**13**	**14**
Average	**3.014**	**3.098**	**3.408**
Median	**2.29**	**2.50**	**2.66**
1st & 3rd quartiles	**1.45 & 4.01**	**0.97 & 4.49**	**1.58 & 4.28**
Range (min, max)	**0.18 to 7.53**	**0.17 to 7.45**	**0.17 to 7.81**

Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	20.00	20.00	20.00
Lakefront Utilities Inc.		12.82	15.00
St. Thomas Energy Inc.	10.22	3.72	14.19
Woodstock Hydro Services Inc.	10.37	10.51	10.42
Brantford Power Inc.			8.70
Festival Hydro Inc.	6.12	8.74	8.66
Lakeland Power Distribution Ltd	9.09	9.62	8.41
Westario Power Inc.	5.41		6.06
Grimsby Power Incorporated		5.41	5.41
Halton Hills Hydro Inc.	4.17	4.08	3.92
Haldimand County Hydro Inc.	10.42	10.42	1.96

MR120 Percent of Total Staff in Executive Positions

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	9.475	9.480	9.339
Median	9.66	9.62	8.66
1st & 3rd quartiles	5.94 & 10.38	5.41 & 10.51	5.73 & 12.30
Range (min, max)	4.17 to 20.00	3.72 to 20.00	1.96 to 20.00

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	12.50	25.00	11.11
Kenora Hydro Electric			0.00
Count	1	1	2
Average	12.500	25.000	5.555
Median	12.50	25.00	5.56
1st & 3rd quartiles	12.50 & 12.50	25.00 & 25.00	2.78 & 8.33
Range (min, max)	12.50 to 12.50	25.00 to 25.00	0.00 to 11.11

Totals over Large, Medium and Small Utility Classes			
Count	23	23	27
Average	5.673	6.547	5.983
Median	4.31	4.49	4.30
1st & 3rd quartiles	1.97 & 8.31	2.26 & 9.18	2.29 & 8.53
Range (min, max)	0.18 to 20.00	0.17 to 25.00	0.00 to 20.00

Notes:

MR130 Percent of Total Staff in Management Positions

Large Utilities	2010	2011	2012
Oakville Hydro Electricity	39.83	32.69	39.47
EnWin Utilities Ltd.	29.69	25.94	30.75
PowerStream Inc.	30.93	30.35	27.45
Hydro Ottawa Limited	26.68	20.77	20.33
Burlington Hydro Inc.	12.90	17.98	18.28
Waterloo North Hydro Inc.	15.52	18.03	17.65
Horizon Utilities Corporation	16.58	16.67	17.12
Entegrus Powerlines Inc.	20.00	21.25	16.88
Veridian Connections Inc.	16.19	16.44	16.14
Whitby Hydro Electric	15.45	16.49	15.63
Kitchener-Wilmot Hydro Inc.	16.86	15.88	15.52
Cambridge and North Dumfries	15.05	14.89	14.89
Hydro One Brampton Networks	25.12	15.46	14.49
London Hydro Inc.	14.45		12.46
Count	**14**	**13**	**14**
Average	**21.089**	**20.218**	**19.790**
Median	**16.72**	**17.98**	**17.00**
1st & 3rd quartiles	**15.46 & 26.29**	**16.44 & 21.25**	**15.54 & 19.82**
Range (min, max)	**12.90 to 39.83**	**14.89 to 32.69**	**12.46 to 39.47**

Medium Utilities	2010	2011	2012
Grimsby Power Incorporated		21.62	32.43
Lakefront Utilities Inc.		36.41	30.00
Brantford Power Inc.			20.29
Orangeville Hydro Limited	20.00	20.00	20.00
Haldimand County Hydro Inc.	10.42	10.42	19.61
Halton Hills Hydro Inc.	20.83	20.41	19.61
Festival Hydro Inc.	16.33	18.03	17.32
Westario Power Inc.	18.92		15.15
St. Thomas Energy Inc.	20.41	30.48	14.53
Lakeland Power Distribution Ltd	22.73	12.50	12.15
Woodstock Hydro Services Inc.	5.19	5.25	5.21

MR130 Percent of Total Staff in Management Positions

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	16.854	19.458	18.755
Median	19.46	20.00	19.61
1st & 3rd quartiles	14.85 & 20.52	12.50 & 21.62	14.84 & 20.14
Range (min, max)	5.19 to 22.73	5.25 to 36.41	5.21 to 32.43

Small Utilities	2010	2011	2012
Kenora Hydro Electric		20.00	21.43
Sioux Lookout Hydro Inc.	12.50	0.00	11.11
Count	1	2	2
Average	12.500	10.000	16.270
Median	12.50	10.00	16.27
1st & 3rd quartiles	12.50 & 12.50	5.00 & 15.00	13.69 & 18.85
Range (min, max)	12.50 to 12.50	0.00 to 20.00	11.11 to 21.43

Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	19.243	19.082	19.107
Median	16.86	18.03	17.32
1st & 3rd quartiles	15.25 & 21.78	15.78 & 21.34	15.02 & 20.31
Range (min, max)	5.19 to 39.83	0.00 to 36.41	5.21 to 39.47

Notes:

MR140 Percent of Total Staff in Front Line Positions

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	73.46	83.57	84.06
Veridian Connections Inc.	81.90	81.74	81.17
Kitchener-Wilmot Hydro Inc.	82.56	81.18	81.03
Horizon Utilities Corporation	81.38	81.31	80.89
Entegrus Powerlines Inc.	76.92	76.25	80.52
Hydro Ottawa Limited	73.15	79.06	79.50
Waterloo North Hydro Inc.	80.17	78.11	78.15
Cambridge and North Dumfries	78.49	77.66	77.66
Burlington Hydro Inc.	80.65	77.53	77.42
London Hydro Inc.	84.03		77.05
Whitby Hydro Electric	78.05	77.40	76.56
EnWin Utilities Ltd.	67.19	69.03	68.02
Oakville Hydro Electricity	57.63	63.46	59.65
PowerStream Inc.	68.06	68.68	29.70
Count	**14**	**13**	**14**
Average	**75.974**	**76.537**	**73.670**
Median	**78.27**	**77.66**	**77.91**
1st & 3rd quartiles	**73.22 & 81.19**	**76.25 & 81.18**	**76.68 & 80.80**
Range (min, max)	**57.63 to 84.03**	**63.46 to 83.57**	**29.70 to 84.06**

Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	84.28	84.06	83.36
Lakeland Power Distribution Ltd	68.18	77.88	79.44
Westario Power Inc.	75.68		78.79
Haldimand County Hydro Inc.	79.17	79.17	78.43
Halton Hills Hydro Inc.	75.00	75.51	76.47
Festival Hydro Inc.	69.39	73.22	73.96
St. Thomas Energy Inc.	69.36	65.80	71.28
Brantford Power Inc.			71.01
Grimsby Power Incorporated		72.97	62.16
Orangeville Hydro Limited	60.00	60.00	60.00
Lakefront Utilities Inc.		50.77	55.00

MR140 Percent of Total Staff in Front Line Positions

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	72.633	71.042	71.809
Median	72.19	73.22	73.96
1st & 3rd quartiles	69.07 & 76.55	65.80 & 77.88	66.59 & 78.61
Range (min, max)	60.00 to 84.28	50.77 to 84.06	55.00 to 83.36

Small Utilities	2010	2011	2012
Kenora Hydro Electric		80.00	78.57
Sioux Lookout Hydro Inc.	75.00	75.00	77.78
Count	1	2	2
Average	75.000	77.500	78.175
Median	75.00	77.50	78.17
1st & 3rd quartiles	75.00 & 75.00	76.25 & 78.75	77.98 & 78.37
Range (min, max)	75.00 to 75.00	75.00 to 80.00	77.78 to 78.57

Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	74.770	74.557	73.246
Median	75.68	77.47	77.66
1st & 3rd quartiles	69.38 & 80.41	71.99 & 79.38	71.15 & 79.47
Range (min, max)	57.63 to 84.28	50.77 to 84.06	29.70 to 84.06

Notes:

MR150 Total Compensation per FTE

Large Utilities	2010	2011	2012
Oakville Hydro Electricity		110,806	114,734
Burlington Hydro Inc.	97,099	103,747	106,349
PowerStream Inc.	93,144	95,797	105,436
Waterloo North Hydro Inc.	98,491	95,230	98,905
Horizon Utilities Corporation	83,554	90,315	98,749
Veridian Connections Inc.	85,750	89,278	93,374
Cambridge and North Dumfries	66,085	81,267	92,541
Hydro One Brampton Networks	87,289	87,018	88,274
Entegrus Powerlines Inc.	70,367	76,788	85,758
Hydro Ottawa Limited	77,429	86,350	85,734
Kitchener-Wilmot Hydro Inc.	83,331	87,298	84,440
EnWin Utilities Ltd.	83,414	88,857	84,373
London Hydro Inc.			12,612
Count	**11**	**12**	**13**
Average	**84,177.5**	**91,062.6**	**88,559.9**
Median	**83,554**	**89,067**	**92,541**
1st & 3rd quartiles	**80,380 & 90,216**	**86,851 & 95,372**	**85,734 & 98,905**
Range (min, max)	**66,085 to 98,491**	**76,788 to 110,806**	**12,612 to 114,734**

Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	81,692	87,626	93,961
Westario Power Inc.	76,071		92,338
Festival Hydro Inc.	64,019	82,464	83,099
Lakeland Power Distribution Ltd	77,043	81,016	79,373
Grimsby Power Incorporated		79,364	78,959
Woodstock Hydro Services Inc.	73,905	76,135	78,903
Halton Hills Hydro Inc.	68,629	81,033	78,190
Haldimand County Hydro Inc.	70,581	76,659	74,460
St. Thomas Energy Inc.	80,205	87,619	73,880
Brantford Power Inc.			72,541
Lakefront Utilities Inc.		90,674	67,377
Count	**8**	**9**	**11**
Average	**74,018.1**	**82,510.0**	**79,371.0**
Median	**74,988**	**81,033**	**78,903**
1st & 3rd quartiles	**70,093 & 77,833**	**79,364 & 87,619**	**74,170 & 81,236**
Range (min, max)	**64,019 to 81,692**	**76,135 to 90,674**	**67,377 to 93,961**

MR150 Total Compensation per FTE

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	80,340	82,557	83,532
Kenora Hydro Electric		79,591	83,003
Count	**1**	**2**	**2**
Average	**80,340.0**	**81,074.0**	**83,267.5**
Median	**80,340**	**81,074**	**83,268**
1st & 3rd quartiles	**80,340 & 80,340**	**80,333 & 81,816**	**83,135 & 83,400**
Range (min, max)	**80,340 to 80,340**	**79,591 to 82,557**	**83,003 to 83,532**
Totals over Large, Medium and Small Utility Classes			
Count	**20**	**23**	**26**
Average	**79,921.9**	**86,847.3**	**84,265.2**
Median	**80,273**	**87,018**	**84,406**
1st & 3rd quartiles	**73,074 & 84,103**	**81,025 & 89,796**	**78,917 & 93,166**
Range (min, max)	**64,019 to 98,491**	**76,135 to 110,806**	**12,612 to 114,734**

Notes:

MR160 Overtime Hours as a % of Total Hours Worked

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	6.05	8.38	6.10
Waterloo North Hydro Inc.	4.73	5.75	5.15
Cambridge and North Dumfries	5.21	6.47	5.05
Oakville Hydro Electricity		3.77	4.55
PowerStream Inc.	4.76	5.05	4.43
Kitchener-Wilmot Hydro Inc.	4.45	5.00	4.16
Hydro One Brampton Networks	3.05	3.19	3.51
London Hydro Inc.			3.23
Veridian Connections Inc.	3.17	3.18	3.10
Horizon Utilities Corporation	4.32	4.60	3.09
Whitby Hydro Electric	2.94	3.06	2.95
Hydro Ottawa Limited	2.50	3.69	2.93
Entegrus Powerlines Inc.	3.19	2.32	2.26
EnWin Utilities Ltd.	1.59	2.00	1.85
Count	**12**	**13**	**14**
Average	**3.830**	**4.343**	**3.740**
Median	**3.75**	**3.77**	**3.37**
1st & 3rd quartiles	**3.02 & 4.74**	**3.18 & 5.05**	**2.98 & 4.52**
Range (min, max)	**1.59 to 6.05**	**2.00 to 8.38**	**1.85 to 6.10**

Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	5.22	6.44	5.05
Brantford Power Inc.			4.35
Halton Hills Hydro Inc.		2.84	3.76
Festival Hydro Inc.	2.00	3.24	2.58
Lakefront Utilities Inc.		1.35	2.44
Westario Power Inc.	2.65		2.05
Orangeville Hydro Limited	1.38	1.19	1.81
Lakeland Power Distribution Ltd	1.82	1.84	1.72
Woodstock Hydro Services Inc.	1.23	1.49	1.52
Grimsby Power Incorporated		2.04	1.18
St. Thomas Energy Inc.	0.90	1.27	1.03

MR160 Overtime Hours as a % of Total Hours Worked

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	2.171	2.411	2.499
Median	1.82	1.84	2.05
1st & 3rd quartiles	1.30 & 2.32	1.35 & 2.84	1.62 & 3.17
Range (min, max)	0.90 to 5.22	1.19 to 6.44	1.03 to 5.05

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2.00	1.99	1.34
Kenora Hydro Electric		0.49	0.61
Count	1	2	2
Average	2.000	1.240	0.975
Median	2.00	1.24	0.97
1st & 3rd quartiles	2.00 & 2.00	0.87 & 1.62	0.79 & 1.15
Range (min, max)	2.00 to 2.00	0.49 to 1.99	0.61 to 1.34

Totals over Large, Medium and Small Utility Classes			
Count	20	24	27
Average	3.158	3.360	3.030
Median	2.99	3.12	2.95
1st & 3rd quartiles	1.95 & 4.52	1.96 & 4.70	1.83 & 4.26
Range (min, max)	0.90 to 6.05	0.49 to 8.38	0.61 to 6.10

Notes:

MR170 Percent of Total Staff in Union Positions

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	73.46	75.36	74.88
Cambridge and North Dumfries	74.19	74.47	74.47
Whitby Hydro Electric	75.61	72.82	73.44
Hydro Ottawa Limited	73.15	71.94	71.40
Burlington Hydro Inc.	75.27	70.79	70.97
Horizon Utilities Corporation	70.66	71.46	69.73
EnWin Utilities Ltd.	67.19	69.03	68.02
Entegrus Powerlines Inc.	76.92	68.75	67.53
Waterloo North Hydro Inc.	68.97	66.95	66.39
PowerStream Inc.	62.67	61.28	66.13
Kitchener-Wilmot Hydro Inc.	66.86	66.47	65.52
Veridian Connections Inc.	65.71	63.47	65.02
London Hydro Inc.	67.30		61.64
Oakville Hydro Electricity	57.63	63.46	57.89
Count	**14**	**13**	**14**
Average	**69.685**	**68.942**	**68.074**
Median	**69.81**	**69.03**	**67.77**
1st & 3rd quartiles	**66.94 & 74.01**	**66.47 & 71.94**	**65.67 & 71.30**
Range (min, max)	**57.63 to 76.92**	**61.28 to 75.36**	**57.89 to 74.88**

Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	84.28	84.06	83.36
Halton Hills Hydro Inc.	75.00	75.51	76.47
St. Thomas Energy Inc.	63.75	65.80	71.28
Westario Power Inc.	72.97		69.70
Haldimand County Hydro Inc.	68.75	68.75	68.63
Brantford Power Inc.			63.77
Orangeville Hydro Limited	60.00	60.00	60.00
Grimsby Power Incorporated		59.46	59.46
Lakefront Utilities Inc.		50.77	55.00
Lakeland Power Distribution Ltd	45.45	43.27	42.06
Festival Hydro Inc.	42.86	41.53	41.13

MR170 Percent of Total Staff in Union Positions

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	64.133	61.017	62.805
Median	66.25	60.00	63.77
1st & 3rd quartiles	56.36 & 73.48	50.77 & 68.75	57.23 & 70.49
Range (min, max)	42.86 to 84.28	41.53 to 84.06	41.13 to 83.36

Small Utilities	2010	2011	2012
Kenora Hydro Electric		73.33	71.43
Sioux Lookout Hydro Inc.	75.00	75.00	66.67
Count	1	2	2
Average	75.000	74.165	69.050
Median	75.00	74.17	69.05
1st & 3rd quartiles	75.00 & 75.00	73.75 & 74.58	67.86 & 70.24
Range (min, max)	75.00 to 75.00	73.33 to 75.00	66.67 to 71.43

Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	67.985	66.405	66.000
Median	68.97	68.75	67.53
1st & 3rd quartiles	64.73 & 74.60	62.92 & 72.95	62.70 & 71.34
Range (min, max)	42.86 to 84.28	41.53 to 84.06	41.13 to 83.36

Notes:

MR180 Percent of Total Front Line Staff in Union Positions

Large Utilities	2010	2011	2012
PowerStream Inc.	92.08	89.22	222.70
EnWin Utilities Ltd.	100.00	100.00	100.00
Oakville Hydro Electricity	100.00	100.00	97.06
Whitby Hydro Electric	96.88	94.08	95.92
Cambridge and North Dumfries	94.52	95.89	95.89
Burlington Hydro Inc.	93.33	91.30	91.67
Hydro Ottawa Limited	100.00	90.99	89.81
Hydro One Brampton Networks	100.00	90.17	89.08
Horizon Utilities Corporation	86.83	87.89	86.20
Waterloo North Hydro Inc.	86.02	85.71	84.95
Entegrus Powerlines Inc.	100.00	90.16	83.87
Kitchener-Wilmot Hydro Inc.	80.99	81.88	80.85
Veridian Connections Inc.	80.23	77.65	80.11
London Hydro Inc.	80.09		80.00
Count	**14**	**13**	**14**
Average	**92.212**	**90.380**	**98.436**
Median	**93.93**	**90.17**	**89.45**
1st & 3rd quartiles	**86.22 & 100.00**	**87.89 & 94.08**	**84.14 & 95.91**
Range (min, max)	**80.09 to 100.00**	**77.65 to 100.00**	**80.00 to 222.70**

Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	100.00	100.00	100.00
Orangeville Hydro Limited	100.00	100.00	100.00
St. Thomas Energy Inc.	91.90	100.00	100.00
Woodstock Hydro Services Inc.	100.00	100.00	100.00
Lakefront Utilities Inc.		100.00	100.00
Grimsby Power Incorporated		81.48	95.65
Brantford Power Inc.			89.80
Westario Power Inc.	96.43		88.46
Haldimand County Hydro Inc.	86.84	86.84	87.50
Festival Hydro Inc.	61.76	56.72	55.60
Lakeland Power Distribution Ltd	66.67	55.56	52.94

MR180 Percent of Total Front Line Staff in Union Positions

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	87.950	86.733	88.177
Median	94.16	100.00	95.65
1st & 3rd quartiles	81.80 & 100.00	81.48 & 100.00	87.98 & 100.00
Range (min, max)	61.76 to 100.00	55.56 to 100.00	52.94 to 100.00

Small Utilities	2010	2011	2012
Kenora Hydro Electric		91.67	90.91
Sioux Lookout Hydro Inc.	100.00	100.00	85.71
Count	1	2	2
Average	100.000	95.835	88.310
Median	100.00	95.83	88.31
1st & 3rd quartiles	100.00 & 100.00	93.75 & 97.92	87.01 & 89.61
Range (min, max)	100.00 to 100.00	91.67 to 100.00	85.71 to 90.91

Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	91.068	89.467	93.507
Median	94.52	91.15	89.81
1st & 3rd quartiles	86.43 & 100.00	86.56 & 100.00	85.33 & 98.53
Range (min, max)	61.76 to 100.00	55.56 to 100.00	52.94 to 222.70

Notes:

2013 Utility Performance Management Survey

UPM Survey

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