

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

AND IN THE MATTER OF an Application by Burlington
Hydro Inc. to the Ontario Energy Board for an Order or
Orders approving or fixing just and reasonable rates and
other charges for the distribution of electricity as of
November 1, 2014.

APPLICATION

1. Burlington Hydro Inc. ("Burlington Hydro") is a corporation incorporated pursuant to the Ontario Business Corporations Act with its head office in the City of Burlington, Ontario.
2. Burlington Hydro carries on the business of distributing electricity to approximately 66,000 customers within the City of Burlington pursuant to electricity distribution license ED-2003-0004.
3. Burlington Hydro hereby applies to the Ontario Energy Board (the "Board") pursuant to Section 78 of the *Ontario Energy Board Act, 1998* for approval of a Z Factor rate rider that recovers \$579,365 of prudently incurred incremental costs incurred by Burlington Hydro as a result of the December 2013 Ice Storm plus the associated carrying charges.
4. The table below summarizes the proposed rate riders and the estimated bill impacts.

Fixed Monthly Charge Rate Rider						
Customer Class	Proposed Rate Rider		Volume		Bill Impact	
			Amount	Unit	\$ Change	% Change
Residential	\$	0.32 /month	800	kWh	0.32	0.26%
GS<50	\$	0.82 /month	2000	kWh	0.83	0.27%
GS>50	\$	8.32 /month	100	kW	8.46	0.17%
USL	\$	0.23 /month	150	kWh	0.23	0.77%
SL	\$	0.02 /month	0.22	kW	0.02	0.21%

5. This Application is supported by pre-filed written evidence.
6. Burlington Hydro requests that, pursuant to Section 34.01 of the Board's *Rules of Practice and Procedure*, this proceeding be conducted by way of written hearing.
7. Burlington Hydro requests that a copy of all documents filed with the Board in this proceeding be served on the Applicant, as follows:

Kathi Farmer
Manager, Regulatory Affairs
Burlington Hydro Inc.
1340 Brant Street
Burlington, ON L7R 3Z7
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DATED at the City of Burlington on July 31, 2014.

December 2013 Ice Storm

Relief Sought

Burlington Hydro Inc. ("Burlington Hydro") seeks authorization to charge a rate rider that will recover \$579,365 being the incremental Operations, Maintenance and Administration ("OM&A") costs (plus applicable carrying charges) associated with the December 2013 Ice Storm (the "Ice Storm"). The evidence provided in this Z-factor application demonstrates that these costs satisfy the Board's criteria of being incremental, material, and prudently incurred.

The Ice Storm

On December 21 and 22, 2013 an Ice Storm struck southern and central Ontario, including the City of Burlington. As the storm moved through the service area, ice accumulated on Burlington Hydro's lines and on trees. The accumulation of ice was more extreme in Lowville, Kilbride and Cedar Springs (please refer to the map provided as Attachment A). The accumulated weight caused tree limbs to bow or break, and, in many instances, to come into contact with Burlington Hydro's lines. Because of contacts, outages occurred. In extreme cases the combination of the ice load on the limb and the ice load on the conductor caused the conductor to break. In addition, as temperatures dropped, wind speeds increased. The increased force of the wind further stressed the lines and more lines failed, which further increased the number of outages. Because of the persistence of low temperatures, the ice did not melt for many days and from time to time new contacts occurred resulting in yet additional outages.

Burlington Hydro's Established Service Restoration Protocols and Practices

Burlington Hydro has developed and established practices and procedures when restoring service subsequent to storms and extreme weather events. In all instances, Burlington Hydro's safety practices are followed diligently and completely. Burlington Hydro's Emergency Plan is used to support the restoration of service in a way that minimizes customer minutes of outage. Burlington Hydro staff will prioritize dealing with situations that may present safety risks and then prioritize the restoration of service by balancing the rehabilitation of assets that affect the greatest number of customers against the rehabilitation of assets that can be returned to service expediently.

The service restoration plan relies on automated devices (e.g., reclosers, IntelliRupter switches, Scada-Mate switches) and, when appropriate, deploying appropriately equipped crews to prioritized sites. When restoring service, Burlington Hydro replaces damaged gear and infrastructure on a "like for like" basis. This practice reduces, and frequently eliminates, the need for engineering that requires time and specialized resources, relies on materials typically held in

stores, allows crews to use familiar and practiced techniques and allows the Control Room to continue to use all system information when planning and restoring service - all of which supports minimizing the duration of the outage experienced by customers.

In all instances, Burlington Hydro strives to provide the best available information to its affected customers through several media (e.g., telephone messages, website notices, TV and radio, Town Hall style meetings) so that customers, in turn, can take appropriate actions and form reasonable expectations.

Burlington Hydro relies on its Control Room staff, Customer Service staff, field crews, contractors and, from time to time, neighbouring LDCs when restoring service. All these resources are governed by previously negotiated contracts and agreements. Burlington Hydro's Control Room staff relies on the data provided by the System Control and Data Acquisition System ("SCADA"), Geographic Information System and Outage Management System.

The Control Room is staffed 24x7 and is responsible for formulating the service restoration plan. Using data provided by the SCADA system, Burlington Hydro is able to identify outages as they occur and, based on customer contact, to identify the affected area and estimated number of customers. Once the location is known the Control Room staff can use automated switches to isolate the affected area and, potentially, to restore power to some of the affected customers using different points of supply. The Control Room Operators dispatch crews who are responsible for addressing the cause of the interruption and, upon completion of all switching operations, advise the field crews to verify that safe working conditions exist. The field crews apply grounds, both upstream and downstream of the site, and after safe working conditions have been achieved and verified, commence restoration activities. (e.g., reconnect or replace infrastructure, reset fuses and safety devices, reconnect services). The field crew advises Control Room staff when restoration activities have been completed, that safe operating conditions have been verified and proceed to remove the grounds. The final step is for the Control Room staff to return the system to its normal state: 'undo' the switching operations that achieved electrical isolation and restore power flows. All these activities culminate in the restoration of service to the affected customers.

The 2013 Ice Storm and Burlington Hydro's Restoration of Service

Burlington Hydro monitors several weather forecasting services and heeded the forecasts for extreme weather conditions starting around December 21, 2013. Specifically, Burlington Hydro put its Operations, Customer Care, Control Room, Communications and certain Engineering and certain Metering staff on notice, as well as its Lines contractors and Tree Trimming contractors and the neighbouring utilities that have agreed to mutual aid arrangements. Burlington Hydro respected its safety practices and policies at all times. In general, service restoration was prioritized as follows:

- public safety and life-threatening situations;

- main feeders emanating from stations;
- segments of powerlines; then
- services to customer groups and individual customers.

This prioritization is consistent with Burlington Hydro's safety first policy and with its objective to minimize customer minutes of outages.

The Control Room continually updated its service restoration plan and reformulated the plan many times. The Control Room and senior staff supported the co-ordinated dispatch of multiple crews simultaneously so that service could be restored to all customers in the shortest possible time.

To expedite service restoration, forestry crews were dispatched in advance of powerline crews to clear roadways of fallen limbs and then to proceed to make the identified work site safe. The forestry crews ensured that powerline crews could safely access the site and, in performing their work in an expedient manner, did not remove all broken or damaged limbs. Because of the severity and impact of the storm and in order to minimize the duration of customer outages, Burlington Hydro relied on its own Lines crews as well as those of its contractors and of neighbouring utilities. At one time Burlington Hydro had 8 crews simultaneously deployed to restore service.

Attachment B provides several communications on the outage and the restoration of service (please note that the materials are presented in reverse chronological order). A graphical depiction of the restoration of service during the last 3 days of the outages is provided at Attachment C.

Burlington Hydro implemented two customer service innovations. First, it established a Hydro centre in Kilbride, the worst affected community. Second, it accelerated the implementation of its Twitter site.

The Hydro centre in Kilbride became a trusted source of information and services for the community. Burlington Hydro provided maps (updated at least twice a day) depicting the extent of outages and the site of the underlying cause, regularly briefed the community, liaised with civic government officials and others able to respond to customers' needs and inquiries. Burlington Hydro staff at the centre also co-ordinated the safe use of small generators (e.g., to farms that required electricity to operate pumps so that livestock could be watered), provided battery charging stations (e.g., to customers whose cellular phone batteries were depleted) and facilitated contact between affected customers and local electricians and, subsequently, with the Electrical Safety Authority for the necessary inspections.

The decision to accelerate the previously planned implementation of a Twitter account was taken in order to maximize the media available to customers.

Customer Impacts

Burlington Hydro's customers experienced 150,350 minutes of outages due to the Ice Storm. At peak approximately 7,500 customers were without service and the duration of the outages varied across the service area from less than an hour to longer than 7 days.

The impacts to Burlington Hydro's customers varied widely. Typical interruption experiences included:

- prompt restoration (e.g., power flows were rerouted, a tree contact was eliminated and safety devices were reset);
- multiple outages (e.g., multiple tree contact that occurred over time at different locations along the same feeder);
- a single prolonged outage (e.g., roads were clogged with downed tree limbs and were impassable, numerous restoration activities were required);
- extended outage due to time requirements to engage contractors and obtain inspections (e.g., repair of customer-owned equipment such as meter bases).

The service outage caused some customers to be without heat or, for those customers who rely on wells, to be without water or to lack power to operate sump pumps. Customers on farms were harder hit because they were not able to tend to livestock that typically require large amounts of water.

Customers who experienced outages of less than 12 hours were better able to cope as the batteries in electronic telecommunications devices can typically operate for more than 12 hours. These customers were able to access Burlington Hydro's messaging (e.g., its website, its recorded voice messages, its Twitter feed). However, those customers who experienced outages of more than a day were often unable to access electronic media by the second day when batteries were exhausted. This compounded customer's frustration as they could no longer access information about the expected duration of the outage or its geographic extent.

While Burlington Hydro provided outage updates and messages using numerous media, many customers were frustrated with the quality of telephone service. Specifically, Burlington Hydro's phone system is not scaled to handle the volume of calls received in a short period of time and 'crashed'. When customers were able to reach a Customer Service Representative, many expressed their desire to have restoration of their service prioritized.

The Emergency Operations Centre in the Kilbride community provided the affected customers and residents with the valued and necessary information. Burlington Hydro notes that the Kilbride area customers who were the hardest hit and endured the longest outages provided a thank you celebration for the crews who restored service.

Subsequent to the full restoration of service damaged tree limbs have continued to come down and, from time to time, to come into contact with Burlington Hydro's infrastructure. Forestry crews are dispatched to deal with these follow on issues of the 2013 Ice Storm.

2013 Ice Storm Service Restoration Costs

Burlington Hydro incurred a total of \$829,352 in capital and operating costs as a result of the 2013 Ice Storm. These are summarized in the table below.

Table 1: Summary of Ice Storm Costs		
Capital	\$	129,055
Incremental OM&A	\$	573,047
Allocable Costs	\$	126,270
Total	\$	828,372

These costs were recorded on a Work Order set up explicitly to capture the costs of the Ice Storm. Burlington Hydro's 'business as usual' costs that were incurred during the December 22-29 period were recorded per normal practice; specifically, they were not recorded on the Ice Storm Work Order. Attachment D provides Burlington Hydro's detailed accounting records of the costs recorded to the Ice Storm Work Order. The overwhelming majority of these costs were recorded in 2013 and audited during the 2013 financial audit; \$4,087 of the costs were recorded in 2014 and will be audited during the 2014 financial audit. All costs incurred relate to the Ice Storm event and have been recorded and accounted for as described above.

The relief being sought relates to the \$573,047 of incremental OM&A costs. The Capital costs of \$129,055 include all costs eligible for capitalization and were included in the 2013 Property, Plant and Equipment account balances and ultimately in the 2014 Rate Base; thus, they are being recovered through current rates. The Allocated Costs of \$126,270 are Benefits and Burdens that are automatically computed under Burlington Hydro's automated Work Orders costing. Because these costs do not change based on the incurrence of incremental OM&A (e.g., overtime) and have been recovered through current rates, Burlington Hydro has excluded them from costs to be recovered through the proposed rate rider.

The tables below provide detail of the incremental OM&A costs incurred to restore service.

Table 2: Summary of Incremental OM&A Costs		
Materials	\$	9,679
Labour	\$	219,753
Contractor	\$	304,720
Other	\$	38,895
Total	\$	573,047

Table 3: Burlington Hydro Materials	
Gloves	79
Splices	3,373
Conductor	1,448
Clamps	1,723
Miscellaneous	3,056
Total	9,679

Table 4: Burlington Hydro Labour	
Outside	
Stations	16,429
Lines	101,968
Crane Operator	5,311
Meters	17,098
Administration	356
Foreman	28,962
Sub-Total	170,125
Control Room	10,286
Customer Service	2,829
Stores	1,856
Billing	206
Engineering	247
Non-Union Over Time	34,204
Total	219,753

Table 5: Contractor Charges	
Powerlines Contractors	208,067
Tree Trimming	
Contractors	67,189
Mutual Assistance by neighbouring LDCs	
Cambridge North	
Dumfries	7,700
Oakville Hydro	21,677
Customer Service	86
Total	304,720

Table 6: Burlington Hydro Other Costs	
BHI Fleet	22,480
Twitter	6,950
BHI Meals	926
BHI Miscellaneous	8,356
Tool Repair	182
Total	38,895

Burlington Hydro is not seeking to recover either the forgone Distribution Revenues associated with the service interruptions caused by the Ice Storm or the costs incurred to prepare and defend this Application through the proposed Rate Rider.

Incrementality of the requested relief of \$573,047 in OM&A costs

The requested relief for the \$573,047 in Incremental OM&A consists of:

- Labour – including Over-time for Burlington Hydro crews, contractor crews and crews from neighbouring LDCs – pursuant to both the Collective Agreement and to negotiated contracts;
- Materials;
- Trucks;
- Communications – including updating Burlington Hydro's website;
- Costs incurred to produce maps and diagrams;
- Miscellaneous costs.

These OM&A costs are incremental to the OM&A costs underpinning Burlington Hydro's distribution rates. Burlington Hydro does not budget for extraordinary and random weather events, such as the December 2013 Ice Storm.

Materiality of the of \$573,047 in Incremental OM&A costs

The OEB's materiality threshold is 0.5% of Distribution Revenue. Burlington Hydro's Board-authorized 2014 Distribution Revenue Requirement is \$30.8M; 0.5% of this amount is \$154,183. The incurred Incremental OM&A costs, being \$573,047, is more than three times the Board's materiality threshold.

Prudence of actions and of the \$573,047 incurred in Incremental OM&A costs

As a distributor, Burlington Hydro is required to restore service to its customers subsequent to a random event such as a storm. As outlined elsewhere in this application, Burlington Hydro acted prudently restoring service to its customers in accordance with good utility practice and its own procedures and, in particular, by focusing on safety, timely restoration and customer communication.

The incurred incremental OM&A costs were prudently incurred:

- Burlington Hydro crews worked safely and did not incur any Lost Time incidents;

- Labour costs were incurred according to previously negotiated agreements;
- Burlington Hydro relied on its previously identified alliances and mutual aid agreements to be able to access the appropriate resources in a timely manner;
- Contractor costs were incurred according to previously negotiated agreements;
- Repairs were made where appropriate and the portions of the system that were rebuilt were constructed on a 'like for like' basis;
- Burlington Hydro used materials available in Stores and minimized the costs to procure materials on an emergency basis;
- Burlington Hydro organized and co-ordinated the restoration work to avoid repetition and duplication (e.g., work progressed from 'upstream' to 'downstream' so that energization could occur expeditiously and so that service restoration could be verified).

The incrementality, materiality and prudence of the costs incurred relate to all activities performed to continue to provide service during and to restore service subsequent to the Ice Storm event.

Rate Rider to recover the Incremental OM&A costs of the 2013 Ice Storm

Burlington Hydro proposes to recover \$573,047 of principal plus associated carrying charges of \$6,318 through a fixed charge rate rider that will take effect November 1, 2014 and will operate for 18 months. The table below provides the proposed rate riders.

Table 7: Proposed Rate Riders		
Customer Class	Proposed Rate Rider	
Residential	\$ 0.32	/month
General Service <50kW	\$ 0.82	/month
General Service >50kW	\$ 8.32	/month
Unmetered Scattered Load	\$ 0.23	/month
Street Lighting	\$ 0.02	/month

Burlington Hydro estimated the proposed rate riders by allocating the Ice Storm costs to all customer classes in proportion with distribution revenues. This allocation is consistent with past Board Decisions (e.g., July 31, 2007 Combined Decision on certain Z-factors applications relating to storm damage costs, EB-2007-0514/0595/0571/0551). The costs allocated to each class were divided by the number of customers or connections, as appropriate, and then divided by 18.

Burlington Hydro proposes Fixed Charge rate riders for two reasons. First, the costs incurred are customer count driven and are not consumption driven. Second, while Burlington Hydro acknowledges that under or over recoveries will be trued up through account 1595, the under or

over recoveries associated with the proposed fixed charge rate rider are expected to be less significant than those associated with a volumetric rate rider which will abate concerns of inter-generational inequity.

The proposed November 1, 2014 implementation date coincides with the next regularly scheduled change to Regulated Price Plan rates.

The rationale for the proposed 18 month disposition period is that the proposed rate rider will expire concurrent with the expiration of four other previously authorized rate riders.

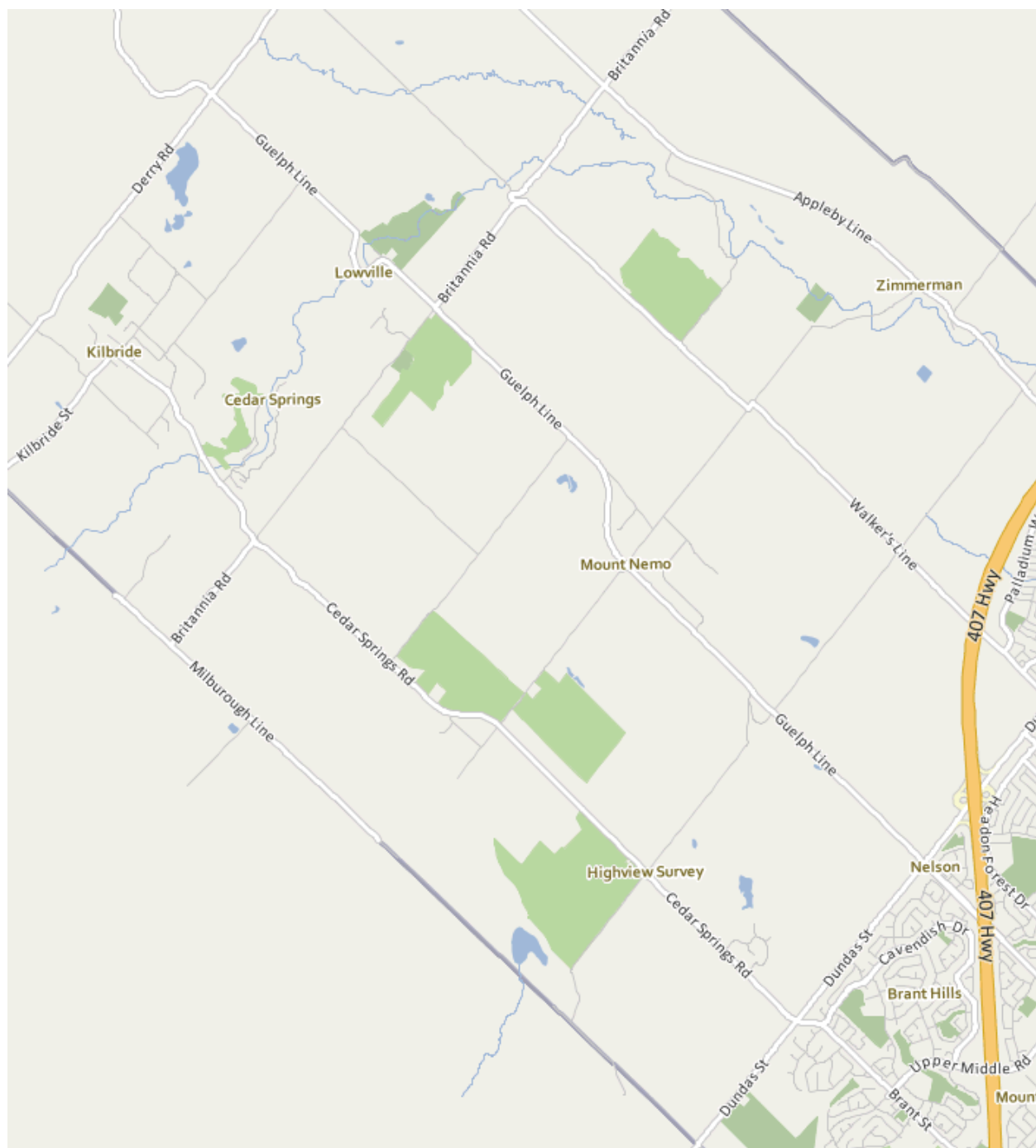
The proposed Residential rate rider amounts to \$0.32/month (or \$0.64 per bi-monthly bill) and gives rise to a monthly bill impact of approximately 0.26%. The largest estimated bill impact, being 0.77%, is to Unmetered Scattered Load customers whose proposed rate rider is \$0.23/month. Burlington Hydro does not consider these bill impacts to be so significant as to require mitigation.

The derivation of the proposed rate riders is provided at Attachment D and the estimated bill impacts by customer class are provided at Attachment E. Attachment F provides the draft Rate Order.

Attachment A

Burlington Hydro Service Area Map

Burlington Hydro Service Area Map



Attachment B
Service Restoration Log

Outage Updates on burlingtonhydro.com

Power Now Restored for All Burlington Hydro Customers

Power Outage Update – 5:40 p.m, December 29, 2013

Burlington Hydro is pleased to report that all outages in the City of Burlington have been restored.

Having endured the worst ice storm in recent history, Burlington Hydro extends its thanks to all of its affected customers for exercising their patience and understanding through trying circumstances.

This was the most intensive storm-related power restoration work in recent history for the City of Burlington, which ran 24/7 engaging every member of the Burlington Hydro operations team, as well as the support of City of Burlington staff, neighbouring utilities and contractors.

There remains the possibility of short, intermittent outages in the aftermath of the storm due to weakened trees.

Our sincere thanks go out to all City of Burlington and Burlington Hydro team members, and supporting line crews from Oakville Hydro, Waterloo North Hydro, Cambridge Hydro, K-Line, as well as tree trimming crews from Davey Tree and Arborwood Tree Service, for their assistance.

For helpful details released by the City of Burlington on the clean-up effort please [click here](#).

Customers are reminded, if further issues are experienced with power, to contact Burlington Hydro at 1-877-310-4937.

Melting Ice Causing Branches to Fall on Powerlines – Short, Intermittent Outages Might Result

Power Outage Update – 4:45 pm, December 28, 2013

With the warmer temperatures this afternoon, ice has been steadily melting off branches and powerlines in North Burlington. This is causing the potential for branches and limbs to fall on energized lines and result in some short and intermittent outages in the region.

A short outage occurred this afternoon in the Blind Line and Britannia area due to a branch that had fallen on the lines. Power has now been restored. The potential for more of these intermittent outages remains possible as branches will likely continue to fall as a result of the thaw.

This is happening as Hydro crews work to get the remaining 10 customers energized in North Burlington. The repairs that are required are sizable and the work is continuing. Our aim is to have power restored as soon as is possible.

If customers have any questions, or require further information about their individual circumstances, please call Burlington Hydro at 1-877-310-4937.

Burlington Hydro Focuses in on Few Remaining Customers Without Power in North Burlington

Power Outage Update – 12:00 pm, December 28, 2013

Burlington Hydro continues to make progress on its restoration efforts and hopes to have the majority of its remaining customers energized by tonight, barring any unforeseen circumstances. All of those without power (approximately 20 customers) are known to the utility.

Line crews that have been working around the clock are continuing to put their best efforts forward today with ongoing repairs and restoration work. They are aware of all remaining customers who are without power. A Burlington Hydro representative remains at the Kilbride Fire Station today to provide information to customers seeking further information on their individual circumstances.

The above zero temperatures are melting the build-up of ice on the trees and powerlines. Environment Canada has forecast mild temperatures until Sunday night, however, the wind is also expected to pick up. Customers should remain cognizant that ice encrusted limbs and trees as they melt still have the potential to come down and damage powerlines. A deep freeze will follow the weekend's mild temperatures into Monday morning.

Last night all of the lines on main streets in North Burlington were restored with the exception of a small piece of the valley on Cedar Springs Road. Last evening's repairs in the Cedar Springs Community have provided the permanent residents in that locale with power. However, extensive tree trimming will still be required where many vacant summer cottages are located at the back of the community.

King Road services have been cleaned up and re-energized. We have more tree trimming crews engaged in the area today to clear the debris and limbs from the powerlines running into the local farms. In addition, a section of No 8 Sideroad has been re-built and customers are now energized. There is still a section of McNiven Court and a laneway from the road that are being addressed today. This work combines with other individual customers scattered throughout the region, where clearing and restoration efforts are ongoing.

If customers have any questions, or require further information about their individual circumstances, please call Burlington Hydro at 1-877-310-4937.

Hydro Crews Working to Restore Power to Last Remaining Customers in North Burlington

Power Restoration Update: 5:30 pm, December 27, 2013

Burlington Hydro projects to be down to the last 25 customers by tomorrow, if restoration efforts continue to progress as expected.

This afternoon, Burlington Hydro line crews completed repairs to Cedar Springs Road. This evening repairs in the Cedar Springs Community will provide most of the permanent residents in that locale with power. However, extensive tree trimming will still be required where many summer cottages are located in that community. The crews are currently working on Kilbride Street, west of McNiven, and the aim is to have this area energized tonight.

Crews will continue to restore electricity to individual services throughout the north. Today, they were successful in energizing all of the individual homes that were without power along Milborough Line. In addition, extensive tree trimming was performed at McNiven Court – the aim is to have power restored in this area tomorrow. It is anticipated that Sunday will be spent cleaning up the remaining individual properties where more extensive repairs are required.

Environment Canada is forecasting above zero daytime temperatures for Saturday and Sunday, however, the wind will pick up to 20 km/h tomorrow. Customers should remain cognizant that ice encrusted limbs and trees still have the potential to cause further damage to powerlines.

If customers have any questions, or require further information about their individual circumstances, please call Burlington Hydro at 1-877-310-4937.

The following news release was issued by the City of Burlington today:

Hydro restoration nearly complete, city gets ready for major cleanup

Burlington, Ont., Dec. 27, 2013 – With only 50 homes in northern Burlington without power, Burlington Hydro expects to have the majority of power restoration work complete by Saturday, Dec. 28.

Hydro crews from Oakville, Waterloo and Cambridge, as well as private contractors, have been assisting Burlington Hydro with the final repairs. Once the work in Burlington is finished, Burlington Hydro crews will move to some of the hardest hit areas in Halton Hills to assist with power restoration there.

“But the work doesn’t end with electricity,” says Scott Stewart, Burlington’s general manager of development and infrastructure. “Now we need to deal with the thousands of downed trees across the city.”

With the restoration work winding down, the city now turns its attention to the major cleanup.

Road and tree crews will continue to clear fallen trees and to fully open the few roads in the north end of the city still blocked by trees and ice.

Halton Region will be providing large bins in the Lowville Park (6207 Guelph Line) parking lot and at Ella Foote Hall (2175 Blessington St.). Beginning Sunday, Dec. 29, residents, who are in a position to do so, are encouraged to bring brush and wood from downed trees to these locations. The sites will be open from 8 a.m. to 5 p.m. daily, and City of Burlington staff will be on hand to assist.

These locations will also be used by Roads and Parks Maintenance crews as they continue to haul away damaged city trees. (Please note that the bins and work crews will take up the majority of the parking lots at both locations. We apologize for any inconvenience that may cause.)

As well, the Region will be providing additional brush collection in both urban and rural parts of Burlington in the coming weeks until the cleanup is complete.

Residents are also encouraged to add brush and storm debris to their scheduled Christmas tree collections in January.

The Region is also suspending bag limits on the coming garbage collection, and encourages residents to place any spoiled food in their GreenCarts for collection.

“The full cleanup is going to take a few months,” says Burlington City Manager Jeff Fielding. “To help the spread the word and share details as the plan unfolds, the city will arrange community meetings across the city. We’ve learned through this storm that face-to-face meetings are the best way to communicate under these circumstances.”

The city will begin publicizing those meetings in the coming weeks.

“I really want to thank residents, especially those in north Burlington, for being so resilient and proactive during this challenging time” said Burlington Mayor Rick Goldring. “During our public meetings at the Kilbride fire hall, I

was impressed with the sense of community and mutual support among those hardest hit by the ice storm. Thank you."

The city's two warming stations remain open, though that will be reassessed as hydro restoration continues:

Burlington Fire Station No. 5 -2241 Kilbride St., Burlington, provides a place to warm up, to get drinking water and to use washroom facilities.

Haber Recreation Centre - 3040 Tim Dobbie Dr., Burlington, is set up as an overnight evacuation centre with warm beds and hot showers.

More information is available at:

- To report fallen trees or branches email rpm@burlington.ca
- [Halton Region](#) will be picking up brush in the coming weeks in both urban and rural areas of the city
- Information is also available through the Region's general inquiry line; dial 3-1-1 or its website at www.halton.ca
- Customers still without power should contact Burlington Hydro at 1-877-310-4937.

The city's Emergency Operations Committee will continue to meet until power has been restored to all homes in the city.

Communications Contact:

Lee Oliver, Communications Advisor, Mobile 905-320-6178, lee.oliver@burlington.ca

Media Contact:

Scott Stewart, General manager, Mobile 905-220-7301, scott.stewart@burlington.ca

Burlington Hydro Working to Restore Power to Approximately 50 Customers in North Burlington

Power Restoration Update – 2:45 am, December 26, 2013

Crews Working Properties One-By-One

Burlington Hydro wants to extend sincere thanks to Oakville Hydro, Waterloo North Hydro, Cambridge North Dumfries Hydro, K-Line, Davey Tree and Arborwood Service, and the City of Burlington tree trimmers, for continued efforts throughout today and until power is restored to all customers. We appreciate continued patience as work is completed and understand how difficult this power outage has been for many. Those that remain without power are customers requiring more complicated property by property repairs.

We have energized our customers along Britannia Rd west of Blind Line and are working at getting those last few farms along Britannia back on. Crews are almost done Cedar Springs Road between Britannia and No. 2 Sideroad and will be energizing the area this afternoon.

We will be working on Kilbride west of McNiven this afternoon. Blind Line is almost ready to energize but there are 5 to 6 farm laterals that still need work once it comes on. Of the 28 or so farms that were off this morning, we have re-energized 8 and are working our way through.

We have a part of Britannia out while we make some repairs from Blind Line over to Milborough Line - it will be back up shortly. Highview Dr. is now on.

Once Britannia, Cedar Spring Rd and Kilbride are on, we will still have roughly 30 customers remaining without power. We currently still have around 50 customers down.

Our aim is to have most back online tomorrow barring any further complications.
Our crews are working on the following today:

- All damaged farm laterals
- 2273 Dundas St.
- 5286 and 5280 Appleby Line
- 5675 and 6583 Twiss Rd.
- The rest of Kilbride St. and the last piece of Derry Rd
- Cedar Springs Community
- Cedar Springs Rd. to Colling Rd., along Colling to Blind Line
- McNiven Crt
- Waterdown Rd. going into Waterdown

If customers have any questions, or require further information about their individual circumstances, they can call Burlington Hydro at 1-877-310-4937.

Hydro Crews are Working 24/7 to Restore Power to Remaining Customers in North Burlington

Power Restoration Update – 6:00 pm, December 26, 2013

Burlington Hydro extends its thanks to line crews from Oakville Hydro, Waterloo North Hydro, and K-Line, as well as tree trimming crews from Davey Tree and Arborwood Tree Service, for their assistance today to help restore power to customers who are still without electricity. Those efforts will continue overnight and into tomorrow, or until the job is done, for those affected customers in the North Burlington community.

Those areas of North Burlington, particularly through Cedar Springs and Kilbride have extensive tree and powerline damage from the ice storm this past weekend. Trees, branches and powerlines in the area remain encrusted with a thick layer of ice.

We are pleased to report that Cedar Springs Road, from No. 1 to No. 2 Sideroads (including Cedar Springs Crt), were energized today. McNiven, north and south of Kilbride Street, as well as Kilbride from Pantou Street over to McNiven Road have also been restored, among other pockets in the area.

Today at Kilbride Fire Station No. 5, local residents were able to get the latest information about the restoration efforts and their own particular circumstances. Burlington Hydro engineers and City representatives were on-hand to speak with residents and provide the most current outage status. We want to thank our customers for their continued patience and resilience in what have been very stressful and difficult circumstances.

We encourage customers to come by tomorrow to Kilbride Fire Station for the latest power restoration information, from 10:00 am to 4:00 pm.

Alternatively, if customers have any questions, or require further information about their individual circumstances, they can call Burlington Hydro at 1-877-310-4937.

Oakville Hydro and Waterloo North Hydro to Assist in Power Restoration Efforts in North Burlington

Power Restoration Update – 10:00 am, December 26, 2013

Burlington Hydro welcomes the assistance of Oakville Hydro and Waterloo North Hydro who are sending crews to Burlington this morning to assist us in restoring power to our remaining customers in North Burlington. In addition, our contractor, K-Line and all of our tree trimmers are on the ground today to help in this effort.

It's expected that we will have fewer than 100 customers remaining without power by mid-morning today.

Last evening, Burlington Hydro line crews were successful in energizing all of Walkers and Appleby Lines, with the exception of a few customers who will require a more extensive rebuild.

Burlington Hydro wants to thank its customers for their continuing patience as efforts continue to restore power to our remaining customers in North Burlington.

We will have two Burlington Hydro engineers on-hand at Kilbride Firehall No. 5 from 10 am until 4 pm today. They will have maps that will document the progress of restoration efforts taking place in concert with the City. The Kilbride Fire Station will act as an information centre and will remain so until power is fully restored to the community. Find out more at: <http://cms.burlington.ca/Page12915.aspx>

If customers have any questions, or require further information about their individual circumstances, they are asked to call Burlington Hydro at 1-877-310-4937.

Hydro Crews are continuing their efforts to restore power to the last 150 customers in North Burlington

Kilbride Fire Station to act as Information Centre for those still without power

Power Restoration Update – 8:00 pm, Christmas Day, 2013

Burlington Hydro crews are now focussing their efforts on connecting the last 150 customers in North Burlington. Crews worked throughout the day and will continue overnight, into Boxing Day tomorrow, and until everyone's power is restored.

Many of the remaining repairs and clearing operations are taking place on a property by property basis. Depending on circumstances and the extent of damage it can be a difficult process. Some properties require extensive repairs and can pose unforeseen challenges.

Burlington Hydro wants to thank its customers for their ongoing patience. We also want to ensure residents that our line crews are putting their best efforts forward and are committed to working around the clock to get to everyone whose lives have been affected by this severe weather event.

We will have two Burlington Hydro engineers on-hand at Kilbride Firehall No. 5 from 10 am until 4 pm tomorrow. They will have maps that will document the progress of restoration that is taking place in concert with the City. The Kilbride Fire Station will act as an information centre and will remain so until power is fully restored to the community. Find out more at: <http://cms.burlington.ca/Page12915.aspx>

If customers have any questions, or require further information about their individual circumstances, they are asked to call Burlington Hydro at 1-877-310-4937.

Hydro Crews working full out as power restoration work continues in North Burlington

Power Restoration Update – 12:30 pm, Christmas Day, 2013

Burlington Hydro crews are continuing to work throughout Christmas Day in North Burlington in order to restore electricity to those pockets of residents who are still affected by the power outage.

It has been a very difficult situation for those families affected by the prolonged outage, particularly in light of the season. We thank you for your patience as our crews work their hardest to restore power as quickly as possible.

The work can be slow going as attention focuses on individual repairs. We expect to get to about 50 homes today. Unfortunately, they will be coming one at a time. In some locales, tree trimming and debris clearing has been intensive. We are combining our forces with the City, and Davey Tree and Arborwood in clearing trees and debris and are very thankful for this assistance. This work will continue all day today and through tomorrow.

So far today, we have energized all of No 1 Sideroad, from Guelph Line to Appleby. We have also restored power at the top end of No 8 Sideroad as far as we can go until that portion of the road that is requiring more extensive clearing and repair. We are bringing on individual customers all over the north.

Our plan for this afternoon includes:

- Repairing any individual reconnects / pockets in the urban area south of Hwy 5, as well as anyone who can be connected in the north
- Tree trimming McNivan and Blind Line - there are a lot of trees down here, which will likely involve two days of work
- Once the trees are cleared, energizing the section of Guelph Line from Britannia to No. 2 Sideroad and Walkers Line from the 407/No 1 Sideroad north. This work will bring on about 15 homes.

By the end of today we are expecting an additional 50 homes to be on. Our goal by tomorrow is to have less than 100 customers, and 50 by end-of-day on Boxing Day. The aim is to have everyone restored by Saturday.

If customers have any questions, or require further information about their individual circumstances, they are asked to call Burlington Hydro at 1-877-310-4937.

Hydro Crews to Concentrate Power Restoration Efforts on Remaining 200 Customers in North Burlington

Power Restoration Update - 10:30 pm, December 24, 2013

The main feeder into Lowville that services north Burlington was energized tonight, restoring power to a majority of the customers in the region. However, there are approximately 200 customers in pockets throughout the area whose power has not yet been restored. Through tomorrow, and going forward, Hydro crews will continue to work and clear side streets in order to restore power to these remaining customers.

If customers have any questions, or require further information about their individual circumstances, they are asked to call Burlington Hydro at 1-877-310-4937.

Lowville Main Feeder will be Up and Running Tonight – 1,050 Customers in North Burlington will have Power Restored

Power Restoration Update – 6:00 pm, December 24, 2013

Burlington Hydro is pleased to report that the main feeder into north Burlington has been repaired and that it will be providing electricity over the next four hours or so, to approximately 1,050 of the 1,250 customers who have been without power since Saturday night. Although this is a major hurdle in our restoration efforts, line crews are still working 24/7 to ensure that power is restored to all customers who remain without electricity. This work will continue through Christmas Day and overnight, or until the job is done.

Over the next four hours or so the following areas will have power restored:

- Guelph Line (our feeder F1) - 196 customers;
- East out of Lowville along Britannia (our feeder F3) over to Appleby - 320 of 368 customers;
- Britannia west into Kilbride (our feeder F4) - will pick up 220 out of 298 customers;
- No 8 Sideroad heading into Kilbride (our feeder F2) - will bring on 320 of 407 customers.
- Through this evening we will have picked up all but approximately 200 customers in north Burlington.

Hydro crews will continue to concentrate their efforts on energizing pockets of customers in the area. This work will continue overnight and tomorrow, and over the next couple of days until everyone's power has been restored.

Hydro crews have faced numerous challenges in this more heavily treed and rural region. Extensive ice accumulation on trees and powerlines has made repairs difficult. Some roads in the region were impassable due to toppled trees and in other instances linemen have had to cross icy terrain by foot to get to powerlines. The City has provided much appreciated assistance today in helping to clean up fallen branches in the areas where restoration work is taking place.

Residents are reminded that the City of Burlington has opened warming centres for those seeking a warm alternative for themselves and their families at:

Kilbride Fire Station No. 5 - 2241 Kilbride St, Burlington

Haber Recreation Centre - 3040 Tim Dobbie Dr. - Evacuation Centre

Further updates will be communicated as they come available. For information after hours and over Christmas Day and Boxing Day, please call 1-877-310-4937. Follow us on Twitter @Burlingtonhydro.

Burlington Hydro Line Crews Working 24/7 to Ensure Power is Restored to All Affected Customers

850 Customers Remain without Power – Most in Hard Hit North Burlington

Outage Update – 11:30 am, December 24, 2013

Burlington Hydro is being assisted by City crews who are providing bucket trucks and chainsaws to help clear the debris caused by fallen trees and branches in the north Burlington region around Lowville, Kilbride and Cedar Springs. Their assistance is helping speed up the restoration efforts by hydro crews who are working around the clock to get electricity restored to customers affected by the ice storm that hit Southern Ontario on Saturday night. The crews continue to deal with trees and ice-encrusted branches coming down on lines that have already been repaired.

It's anticipated that crews will be able to energize the main powerline into Lowville today which will bring 400-500 customers back on line, barring any unforeseen challenges. Unfortunately pockets of customers on side streets that branch off main artery roads will remain without power for another day or two.

Be assured that Burlington Hydro crews are staying on the job 24/7 until all customers have their power restored. This includes customers who reside at the top end of Appleby Line, on part of No. 8 Sideroad, parts of Cedar Springs Road, and some scattered individual services in areas that were particularly affected by the ice damage left in the wake of the storm.

Hydro crew efforts are focused today on the following areas:

- Up Guelph Line from Lowville , across 8 Sideroad, to Twiss
- Guelph Line south from Lowville
- Cedar Springs to McNiven and from the lower end from Britannia up in to Cedar Springs Community.
- Britannia east of Guelph Line to Appleby and down to No. 1 Sideroad and then up into Kilbride
- Then up and down Appleby Line and come back to go up and down Walkers Line
- West along Britannia from Walkers Line and then over to Waterdown Road

Our customer service representatives will be manning the phones until 5:00 pm tonight and can be reached at 905-332-1851. Afterhours, please call 1-877-310-4937.

REVISED UPDATE – POWER RESTORATION TO LOWVILLE TO OCCUR TOMORROW MORNING

6:30 pm, December 23, 2013

Hydro crews were hampered by unexpected poor conditions coming down into Lowville this evening. We regret to report that this means that power restoration anticipated for this evening will instead come tomorrow morning in parts of the Lowville area. Line crews tonight are going ahead and clearing the powerlines along No.1 Sideroad and into Kilbride. This will allow for power restoration to be more expedient in the morning.

Early tomorrow, it is expected that power will be restored in the following areas:

- Up Guelph Line from Lowville , across 8 Sideroad, to Twiss
- Guelph Line south from Lowville
- Cedar Springs to McNiven
- Britannia east of Guelph Line to Appleby and down to No. 1 Sideroad and then up into Kilbride
- Up and down Appleby Line and then up and down Walkers Line

Late tomorrow, or possibly later:

- West along Britannia from Walkers Line and then over to Waterdown Road
- Additionally, there remain some small outage pockets in the City. Crews were able to respond to most of these outages today, however, some localized outages remain and will be attended to tomorrow.

Our customer service representatives will be manning the phones until 10:00 pm tonight and can be reached at 905-332-1851.

POWER RESTORATION NORTH OF DUNDAS – LOWVILLE, KILBRIDE, CEDAR SPRINGS

Update – 4:30 pm, Monday, December 23, 2013

As has been reported in recent days, there has been extensive damage from this weekend's ice storm in the communities located north of Dundas Street – Lowville, Kilbride and Cedar Springs. Downed trees litter many of the roads and have damaged powerlines throughout the region. Hydro crews are currently working hard to repair the lines and restore power as quickly as they can to customers who have been without power since Saturday night.

The following is an update on the work that is occurring in these areas:

- Burlington Hydro is aiming to have the following areas restored tonight:
- Up Guelph Line from Lowville , across 8 Sideroad, to Twiss Rd
- Guelph Line south from Lowville, which includes the base of Cedar Springs Road
- Tonight or perhaps tomorrow:
- Cedar Springs to McNiven

Tomorrow:

- Britannia east of Guelph Line to Appleby and down to No. 1 Sideroad and then up into Kilbride
- Then up and down Appleby Line and come back to go up and down Walkers Line
- Trying for tomorrow, but possibly later:
- West along Britannia from Walkers Line and then over to Waterdown Road

There remain some instances of small outage pockets in the City. Crews are getting to these areas through today, and should have customers back by end of day today, or early tomorrow.

Neighbours, friends and relatives are being asked to check in with those who are still without power. This is particularly important for those elderly residents who are without power.

The City of Burlington has opened three warming centres for those seeking a warm alternative for themselves and their families:

- Kilbride Fire Station No. 5 - 2241 Kilbride St, Burlington
- Haber Recreation Centre - 3040 Tim Dobbie Dr. - Evacuation Centre
- Seniors' Centre at 2285 New St., Burlington

Further updates will be communicated as they are available. Follow us on Twitter @Burlingtonhydro.

Progress is being made, but 1,546 customers are still without power in the City of Burlington

Power Restoration Update - 9:00 pm, Sunday, December 22, 2013

As temperatures warmed late this afternoon and into the early evening, ice began to melt off the trees –allowing tree branches to move away from some powerlines. It has allowed Burlington Hydro crews to close in on two feeders that supply either side of Guelph Line, just south of Dundas Street. Most importantly, it's resulted in the restoration of power to approximately 1,000 customers in the vicinity.

Progress is also being made in other city neighbourhoods. Power has been restored for:

- 419 customers at Hampton Heath and New Street;
- 521 customers South Drive and Rosemore;

- 226 customers at Ghent and Brant;
- 215 customers at Townsend and in most of Aldershot; and,
- 204 customers at Goodram and Lakeshore.

Importantly, we now have power at almost all the senior centres and we're getting close to having power restored at Pinedale.

1,546 customers are still without power in the following neighbourhoods/communities:

- Drury Lane & Caroline - 253 customers
- Blue Forest Hill & Pinedale - 392 customers
- All of Lowville - a total of 901 customers

It's anticipated that in-town outages will be restored this evening, or early tomorrow. It's hoped that most of Kilbride and the core of Lowville will be back on line by tomorrow night. However, there are still locations that will require extensive clean-up and repairs in order to bring them back on line – in some cases, this could take up to 72 hours before power is restored.

Neighbours, friends and relatives are being asked to check in with those who are still without power. This is particularly important for those elderly residents who are without power.

The City of Burlington has opened three warming centres for those seeking a warm alternative for themselves and their families:

- Kilbride Fire Station No. 5 - 2241 Kilbride St, Burlington
- Haber Recreation Centre - 3040 Tim Dobbie Dr.
- Seniors' Centre at 2285 New St., Burlington

Updates will be communicated as they are available. Follow us on Twitter @Burlingtonhydro.

Power Restoration Efforts Continue in Aftermath of Ice Storm

Power Restoration May Take from 12 to 72 Hours for Some Customers in Hardest Hit Areas

Power Restoration Update - 4:30 pm, Sunday, December 22, 2013

Throughout the day Burlington Hydro crews have been working hard to tackle a number of large outages throughout the City. As some affected neighbourhoods have had power restored, other areas experienced a loss of power due to trees and limbs continuing to topple under the weight of the ice. It is hoped that as temperatures rise above freezing late today that such occurrences will diminish.

Unfortunately, serious issues remain in some areas of the city where it could take from 12 to 72 hours to restore power. Be aware that every effort is being made to address the outages as quickly as is possible in these hard hit areas. It is recommended that affected residents consider making arrangements to seek alternative shelter and if possible that residents take the time to check in on elderly neighbours who are without power.

4,800 customers are currently without power. Impassable roads in some areas are making efforts to get in to make repairs even more difficult. Determined Burlington Hydro crews are working diligently to overcome these obstacles and have power restored as quickly as is possible.

The following substation feeders have been impacted with a power loss as of 3:30 pm today. They are listed with their approximate intersection as a reference:

- Drury F4 - Drury Lane & Caroline
- Elizabeth Gardens F3 - Hampton Heath & New
- Fairwood F1 - Plains & Howard
- Fairwood F2 - Plains & Daryl
- Maple F3 - Ghent & Brant
- Pinedale F2 - Blue Forest Hill & Pinedale
- Port Nelson F2 - South Dr & Rosemore
- Spruce F3 - Good ram & Lakeshore
- Lowville F1, F2, F3 and F4 - all of Lowville
- Reservoir F1 - Guelph Line & Coventry
- Reservoir F2 - Longmeadow & Winding Way

Further communications will follow as updates become available.

Ice Storm Causes Outages throughout Burlington Overnight – Areas North of Dundas Street Hardest Hit

Outage Update

10:00 am, Sunday, December 22, 2013

Ice laden power lines and downed trees and branches have caused power outages in pockets throughout the City of Burlington, particularly in north Burlington in the Lowville, Kilbride and Cedar Springs locales. Burlington Hydro line crews are making steady progress this morning as power is restored to neighbourhoods across the City. Power has been restored to customers in Headon Forest, in the downtown area at Brant and Martha Streets, Drury Lane and in the Port Nelson and Pine Cove Street neighbourhoods.

Safety remains a priority as tree branches heavy with ice still pose a risk of coming down. Customers are reminded of the dangers of downed powerlines and the importance to stay well away. In an emergency situation, customers are reminded to call 911.

“We are asking customers to be patient as we continue to work to restore power to scattered pockets across the City, as well as focusing our attention on damage that has been sustained in areas north of Dundas Street,” says Gerry Smallegange, President and CEO, Burlington Hydro Inc. “Because of the extensive damage north of the city, line crews will continue to work through much of the day, and likely into tomorrow, to repair the lines and restore power to the community.”

Approximately 7,500 Burlington Hydro customers have been impacted by power outages since last evening due to the severe winter storm that brought freezing rain to the region, and across much of southern Ontario. 1,000 Burlington Hydro customers at this time remain without electricity.

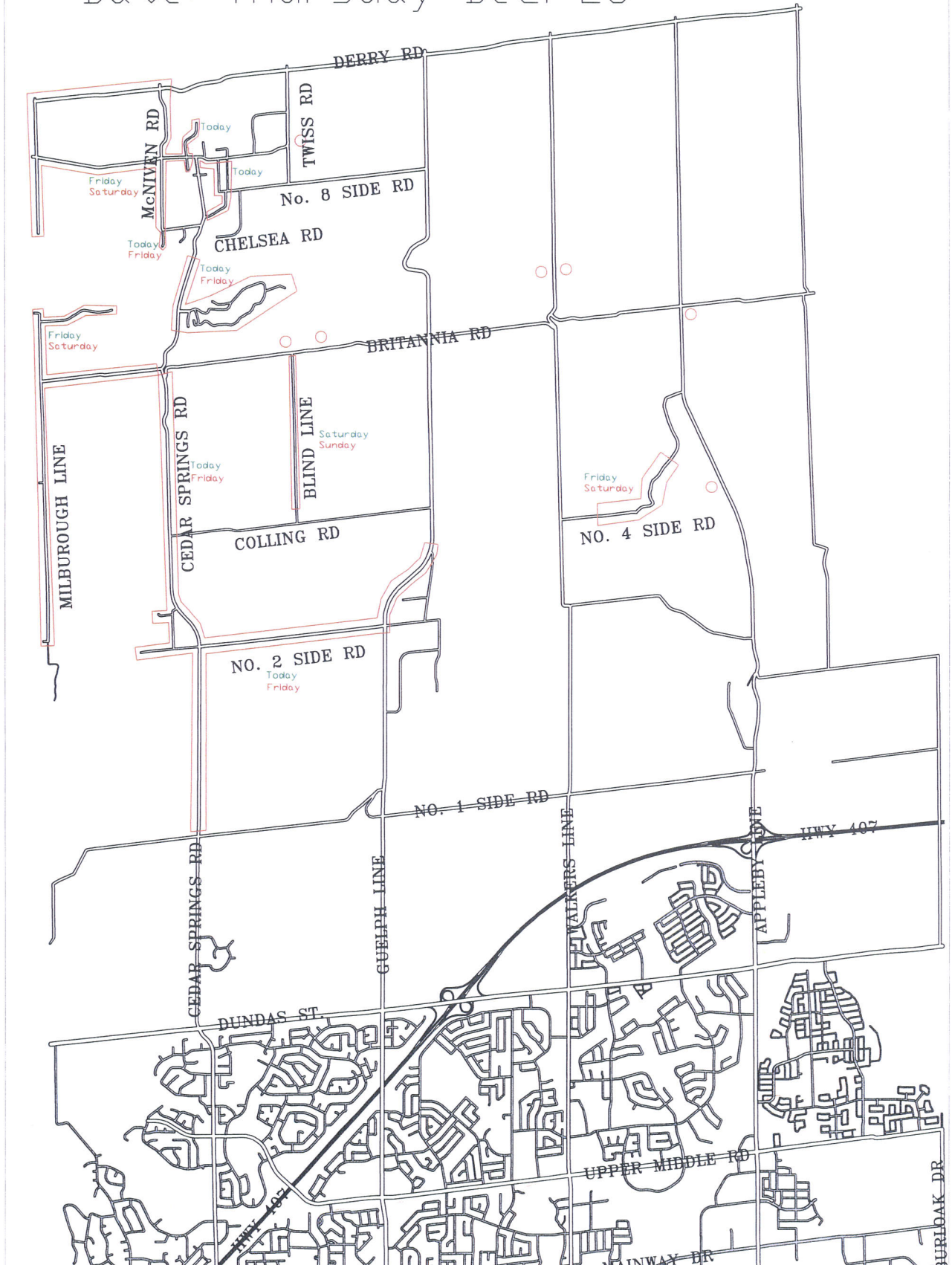
According to Environment Canada the freezing rain is expected to taper off this afternoon and move out of the region by this evening. In Burlington, the temperatures are expected to rise to 3 degrees Celsius.

Burlington Hydro wants to extend its thanks to the City of Burlington and the ongoing clean-up efforts of its crews across the City. For ongoing updates, visit the [City of Burlington website](#).

Attachment C

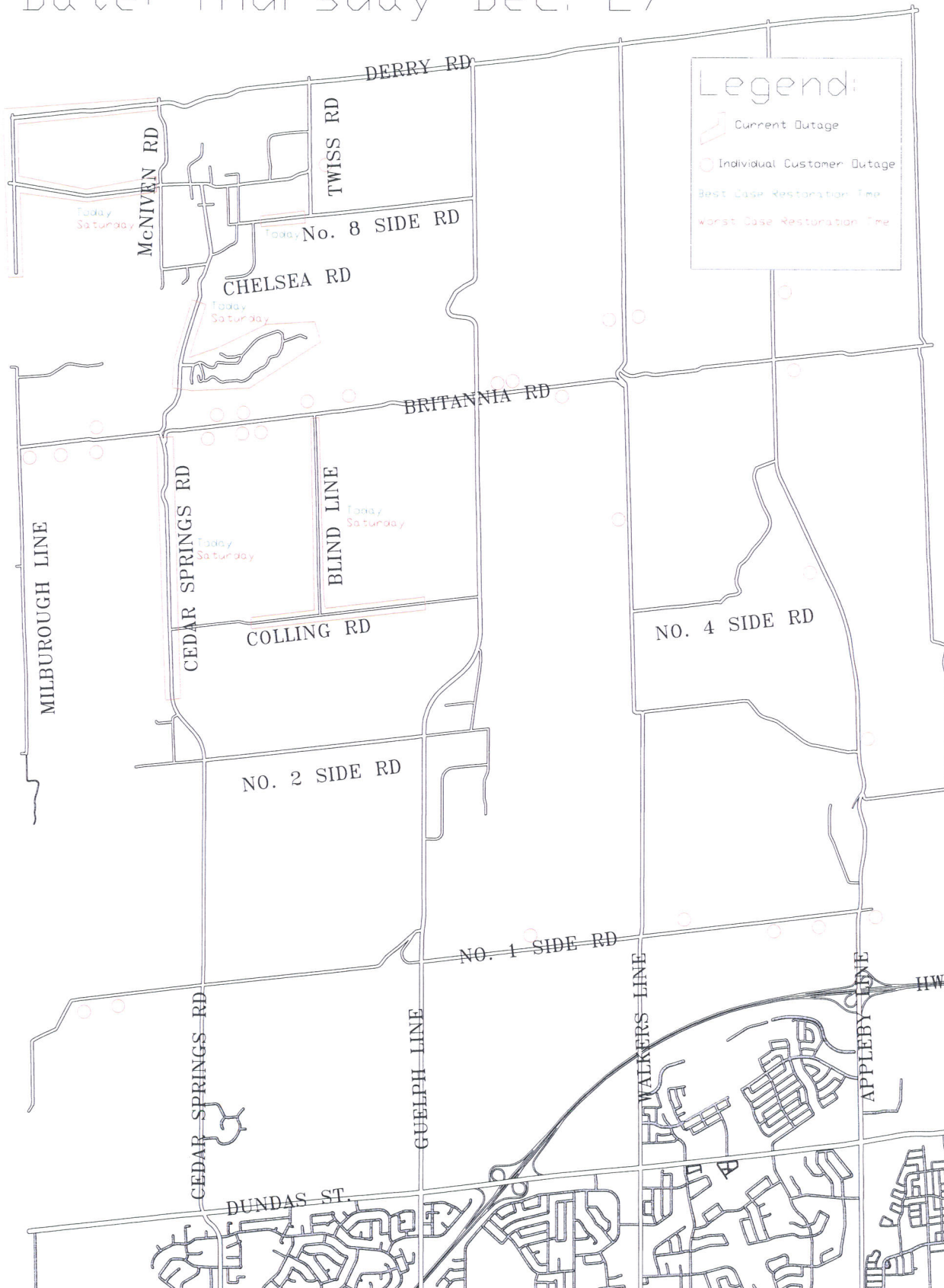
Burlington Hydro's Restoration of Service, December 27-29 2013

Date: Thursday Dec. 26



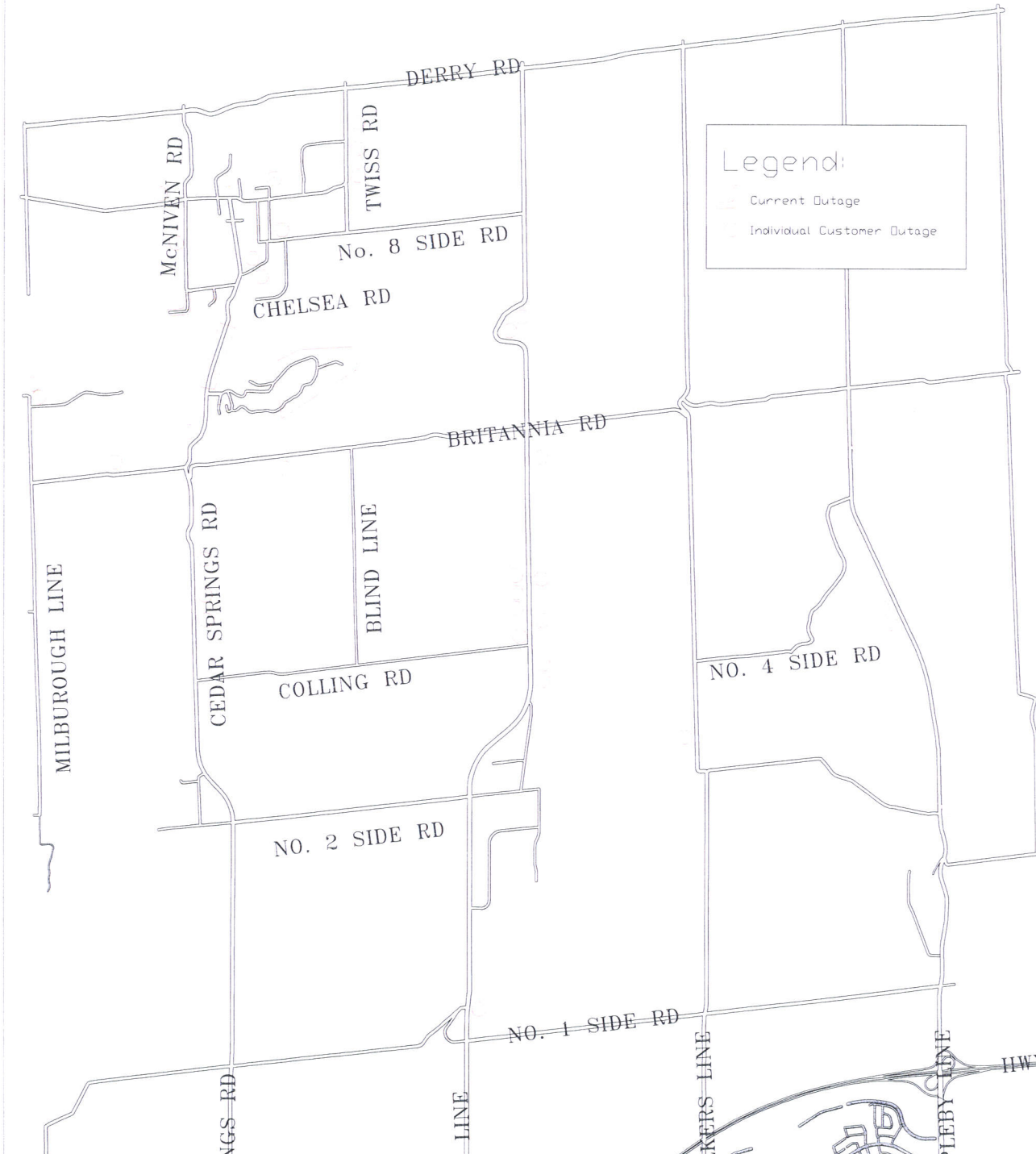
Burlington Hydro - Outage Map

Date: Thursday Dec. 27



Burlington Hydro - Outage Map

Date: Saturday Dec. 28



Attachment D

Derivation of Rate Rider

Computation of Carrying Charges

	Principal	Carrying Charge Rate	Carrying Charge	Accumulated Carrying Charges	Principal + Accumulated Carrying Charges
Dec-13		1.47%	0	-	-
Jan-14	573,047.67	1.47%	701.98	701.98	573,749.65
Feb-14	573,047.67	1.47%	701.98	1,403.96	574,451.63
Mar-14	573,047.67	1.47%	701.98	2,105.94	575,153.61
Apr-14	573,047.67	1.47%	701.98	2,807.92	575,855.59
Jun-14	573,047.67	1.47%	701.98	3,509.90	576,557.57
Jul-14	573,047.67	1.47%	701.98	4,211.88	577,259.55
Aug-14	573,047.67	1.47%	701.98	4,913.86	577,961.53
Sep-14	573,047.67	1.47%	701.98	5,615.84	578,663.51
Oct-14	573,047.67	1.47%	701.98	6,317.82	579,365.49
Amount for Disposition	573,047.67			6,317.82	579,365.49

Derivation of Proposed Z Factor Rate Rider						
Amount to be Recovered	\$	579,365.49				
Period		1.5 Years				
	Allocator	Allocation Factor	Allocation of Ice Storm Costs	Charge Parameter	Rate Rider	
	2013 Distribution Rate Revenue			2013 Customer Count or Connections	\$ /Month	
Residential	\$ 17,765,587	59.54%	\$ 344,953.39	59,375	0.32	
General Service <50kW	\$ 3,944,406	13.22%	\$ 76,588.30	5,164	0.82	
General Service >50kW	\$ 7,770,525	26.04%	\$ 150,879.84	1,008	8.32	
Unmetered Scattered Load	\$ 127,182	0.43%	\$ 2,469.48	605	0.23	
Street Lighting	\$ 230,442	0.77%	\$ 4,474.47	15,114	0.02	

Attachment E
Estimated Bill Impacts

Fixed Monthly Charge Rate Rider

Customer Class	Proposed Rate Rider	Volume		Bill Impact	
		Amount	Unit	\$ Change	% Change
Residential	\$ 0.32 /month	800	kWh	0.32	0.26%
General Service <50kW	\$ 0.82 /month	2000	kWh	0.83	0.27%
General Service >50kW	\$ 8.32 /month	100	kW	8.46	0.17%
Unmetered Scattered Load	\$ 0.23 /month	150	kWh	0.23	0.77%
Street Lighting	\$ 0.02 /month	0.22	kW	0.02	0.21%

Attachment F
Draft Rate Order

Burlington Hydro Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date May 1, 2014

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

EB-2014-0252

RESIDENTIAL SERVICE CLASSIFICATION

This classification applies to low voltage connection assets that operate at 750 volts or less and supply electrical energy to residential customers where such energy is used exclusively in separately metered living accommodation. Customers shall be residing in single-dwelling units that consist of a detached house or one unit of a semi-detached, duplex, triplex, or quadruplex house, with residential zoning. Separately metered dwellings within a town house complex or apartment building

APPLICATION

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

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

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

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

MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	11.88
Rate Rider for Smart Metering Entity Charge - effective until October 31, 2018	\$	0.79
Distribution Volumetric Rate	\$/kWh	0.0162
Rate Rider for Disposition of Stranded Meter Costs - effective until April 30, 2016	\$	1.73
Rate Rider for Disposition of Deferral/Variance Accounts (2012) - effective until April 30, 2016	\$/kWh	(0.0014)
Rate Rider for Disposition of Global Adjustment Sub-Account (2012) - effective until April 30, 2016 Applicable only for Non-RPP Customers	\$/kWh	0.0006
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0075
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0058
Rate Rider for Disposition of Recovery of MDM/R Fee in Prior Period	\$	(0.61)
Rate Rider for Disposition of the Impact of Change in Accounting Policies	\$/kWh	(0.0008)
Rate Rider for Recovery of 2013 Ice Storm Costs	\$	0.32

MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0044
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

GENERAL SERVICE LESS THAN 50 KW SERVICE CLASSIFICATION

This classification applies to low voltage connection assets that operate at 750 volts or less and supply electricity to general service customers whose monthly average peak demand during a calendar year is less than, or forecast by BHI to be less than, 50 kW. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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

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

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

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

MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	24.77
Rate Rider for Smart Metering Entity Charge - effective until October 31, 2018	\$	0.79
Distribution Volumetric Rate	\$/kWh	0.0133
Rate Rider for Disposition of Stranded Meter Costs - effective until April 30, 2016	\$	8.40
Rate Rider for Deferral/Variance Account (2012) - effective until April 30, 2016	\$/kWh	(0.0012)
Rate Rider for Disposition of Global Adjustment Sub-Account (2012) - effective until April 30, 2016 Applicable only for Non-RPP Customers	\$/kWh	0.0006
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0071
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0051
Rate Rider for Disposition of Recovery of MDM/R Fee in Prior Period	\$	(0.61)
Rate Rider for Disposition of the Impact of Change in Accounting Policies	\$/kWh	(0.0008)
Rate Rider for Recovery of 2013 Ice Storm Costs	\$	0.82

MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0044
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

GENERAL SERVICE 50 TO 4,999 KW SERVICE CLASSIFICATION

This classification applies to general service customers with a monthly average peak demand during a calendar year equal to or greater than, or is forecast by BHI to be equal to or greater than, 50 kW but less than 5,000 kW. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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

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

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

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

MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	58.05
Distribution Volumetric Rate	\$/kW	2.8577
Rate Rider for Recovery of Stranded Assets - effective until April 30, 2016	\$	39.95
Rate Rider for Disposition of Deferral/Variance Accounts (2012) - effective until April 30, 2016	\$/kW	(0.5488)
Rate Rider for Disposition of Global Adjustment Sub-Account (2012) - effective until April 30, 2016 Applicable only for Non-RPP Customers	\$/kW	0.2506
Retail Transmission Rate - Network Service Rate	\$/kW	2.9008
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	2.1384
Retail Transmission Rate - Network Service Rate - Interval Metered	\$/kW	2.9427
Retail Transmission Rate - Line and Transformation Connection Service Rate - Interval Metered	\$/kW	2.2573
Rate Rider for Disposition of Recovery of MDM/R Fee in Prior Period	\$	(0.39)
Rate Rider for Disposition of the Impact of Change in Accounting Policies	\$/kW	(0.2943)
Rate Rider for Recovery of 2013 Ice Storm Costs	\$	8.32

MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0044
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification applies to low voltage connection assets that operate at 750 volts or less and supply electricity to general service customers whose monthly average peak demand during a calendar year is less than, or forecast by BHI to be less than, 50 kW and the consumption is unmetered. Such connections include cable TV power packs, bus shelters, telephone booths, traffic lights, railway crossings, etc. The customer will provide detailed manufacturer information/documentation with

APPLICATION

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

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

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

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

MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (per connection)	\$	8.89
Distribution Volumetric Rate	\$/kWh	0.0154
Rate Rider for Disposition of Deferral/Variance Accounts (2012) - effective until April 30, 2016	\$/kWh	(0.0015)
Rate Rider for Disposition of Global Adjustment Sub-Account (2012) - effective until April 30, 2016 Applicable only for Non-RPP Customers	\$/kWh	0.0006
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0071
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0051
Rate Rider for Disposition of the Impact of Change in Accounting Policies	\$/kWh	(0.0008)
Rate Rider for Recovery of 2013 Ice Storm Costs	\$	0.23

MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0044
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

STREET LIGHTING SERVICE CLASSIFICATION

This classification refers to roadway lighting customers such as the City of Burlington, the Regional Municipality of Halton, Ministry of Transportation and private roadway lighting, controlled by photo cells. The daily consumption for these customers will be based on the calculated connected load times the required night time or lighting times established in the approved OEB street lighting load shape template. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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

MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (per connection)	\$	0.59
Distribution Volumetric Rate	\$/kW	4.3040
Rate Rider for Deferral/Variance Account Disposition (2012) - effective until April 30, 2016	\$/kW	(0.5237)
Rate Rider for Disposition of Global Adjustment Sub-Account (2012) - effective until April 30, 2016 Applicable only for Non-RPP Customers	\$/kW	0.2327
Retail Transmission Rate - Network Service Rate	\$/kW	2.1505
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.6064
Rate Rider for Disposition of the Impact of Change in Accounting Policies	\$/kW	(0.2734)
Rate Rider for Recovery of 2013 Ice Storm Costs	\$	0.02

MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0044
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

microFIT SERVICE CLASSIFICATION

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

APPLICATION

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

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

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	5.40
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MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0044
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

ALLOWANCES

Transformer Allowance for Ownership - per kW of billing demand/month	\$/kW	(0.6000)
Primary Metering Allowance for transformer losses – applied to measured demand and energy	%	(1.0000)

SPECIFIC SERVICE CHARGES

APPLICATION

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

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

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

Customer Administration

Arrears certificate	\$	15.00
Credit Reference/credit check (plus credit agency costs)	\$	15.00
Statement of Account	\$	15.00
Account set up charge/change of occupancy charge (plus credit agency costs if applicable)	\$	30.00
Returned cheque charge (plus bank charges)	\$	15.00

Non-Payment of Account

Late Payment – per month	%	1.50
Late Payment – per annum	%	19.56
Collection of account charge – no disconnection	\$	30.00
Disconnect/Reconnect at meter – during regular hours	\$	65.00
Disconnect/Reconnect at meter – after regular hours	\$	185.00

Temporary Service – Install & remove – overhead – no transformer	\$	500.00
Specific Charge for Access to the Power Poles - \$/pole/year	\$	22.35

RETAIL SERVICE CHARGES (if applicable)

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

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

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

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

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

LOSS FACTORS

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

Distribution Loss Factor - Secondary Metered Customer < 5,000 kW	1.0373
Total Loss Factor – Secondary Metered Customer > 5,000 kW	n/a
Distribution Loss Factor - Primary Metered Customer < 5,000 kW	1.0270
Distribution Loss Factor - Primary Metered Customer > 5,000 kW	n/a