



# 2012 Utility Performance Management Survey

Statistics & Ratios  
Report on 2011 Data



**UPM** Survey



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## Section A: Background

### 1. UPM SURVEY AND CONFIDENTIALITY AGREEMENT

All parties with access to the information provided in the UPM Management Report and the raw data in the downloadable files must abide by the “Policy on Information Disclosure”.

#### Policy on Information Disclosure

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 UPM Survey and staff of The MEARIE Group. UPM data is provided only to participating LDCs through a UPM Management Report, Performance Scorecard and soft copy database. All participants must consider this information as strictly confidential.

- i. An individual LDC will provide its authorization for the sharing of information identified as being information of that LDC by completing the Data Input Sheets or the Electronic Data Submission. This will result in the LDC’s data being identified by name in the listing of participants’ results, as opposed to being assigned an alphanumeric identifier. This enables participants to compare their data to that of specific LDCs that are of interest to them.
- ii. Except for the sharing of results among participants referred to in i) above, neither the MEARIE Group nor any participating LDC will release or disclose to any other person whatsoever any information pertaining to any individual LDC participant without that LDC’s prior written authorization.
- iii. The obligations of confidentiality set out in this disclosure policy are subject to the requirements of applicable law.
- iv. 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.



**2012 Utility Performance Management Survey Input Form (2011 data)**

1. Please reference the "UPMS 2012 Instructions & Guide" for definitions and direction in completing the survey.
2. **Type only in the white 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).

General Information Area		Year 2011 Data	
Code (to be assigned by MEARIE when survey returned)			
Electricity LDC Name			
Contact Name/Authorized By			
Job Title			
Phone			
E-mail address			
		Select your company name from the dropdown in F13 to display the values you entered into last year's survey >>>	Select Your Company: Click this cell and use the arrow to the right
<b>Utility Characteristics</b>			
Total Service Area in Square Kilometres		S1	0
Rural Service Area (sq. km)		S17	0
Urban Service Area (sq. km)		S18	0
Service Area Population		S19	0
Municipal Population		S20	0
Utility Winter Peak Load (kW)		S91	0
Utility Summer Peak Load (kW)		S92	0
Annual Peak Load in MW		S5	0
Utility Average Peak Load (kW)		S93	0
Utility Average Load Factor (% as a whole number)		S6	0
Overhead Circuit Kilometres of Line (route kms only)		S10	0
Underground Circuit Kilometres of Line (route kms only)		S12	0
Total Circuit Kilometres of Line (Overhead + Underground ie. S10 + S12)		S21	0
Is The Utility Directly Connected to The IESO Grid? <i>*If you answered yes to this question, please fill out ONLY the red items in the Customers section below</i>		S293	
<b>Circuit Kilometres of Line by Type (route kms only)</b>			
- 3 Phase		S22	0
- 2 Phase		S23	0
- Single Phase		S24	0

**Number of Transformers by Type**

- Transmission (above 50kV)	S27	0
- Subtransmission (27.6 - 50kV)	S28	0
- Distribution (below 27.6kV)	S29	0
System Voltage Levels (kV) (list from lowest to highest filling in from the first cell without any blank intervening cells)	S30	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

**Customers**

\*If you answered **Yes** to S293 above (you are directly connected to the IESO grid), please fill out **ONLY** the red items in the Customers section below. If you answered **No**, do **NOT** fill out the red items. *Examples of red items include: S294, S295 etc.*

Number of Residential Customers	S32	0
Number of Residential Customers in question S32, that are with a Retailer	S200	0
Total Number of Hourly Ontario Energy Price (HOEP) Residential Customers	S294	Total: 0
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Residential Customers	S295	
Total Number of Residential Customers Paying The Two-Tiered RPP Price	S296	Total: 0
Total Number of Residential Customers Paying The RPP Time of Use Price	S297	
Number of General Service Customers <50kW	S215	0
Number of General Service Customers <50kW that are with a Retailer	S216	0
Total Number of Hourly Ontario Energy Price (HOEP) General Service Customers <50kW	S298	Total: 0
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) General Service Customers <50kW	S299	
Total Number of General Service Customers <50kW Paying The Two-Tiered RPP Price	S300	Total: 0
Total Number of General Service Customers <50kW Paying The RPP Time of Use Price	S301	
Number of General Service Customers >=50kW up to 999kW	S217	0
Number of General Service Customers >=50kW up to 999kW that are with a Retailer	S218	0
Number of General Service Customers >=1,000kW and <=4,999kW	S278	0
Number of General Service Customers >=1,000kW and <=4,999kW that are with a Retailer	S279	0
Total Number of Hourly Ontario Energy Price (HOEP) General Service Customers >=50kW <= 4,999kW	S302	Total: 0
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) General Service Customers >=50kW <= 4,999kW	S303	
Total Number of General Service Customers >=50kW <= 4,999kW Paying the Two-Tiered RPP Price	S304	Total: 0
Total Number of General Service Customers >=50kW <= 4,999kW Paying The RPP Time of Use Price	S305	
Total of Number of General Service Customers <50kW to <=4,999kW	S33	0
Total of Number of General Service Customers <50kW to <=4,999kW that are with a Retailer	S201	0

Number of Large User Customers >5,000kW	S34	0
Number of Large User Customers >5,000kW, that are with a Retailer	S202	0
Total Number of Hourly Ontario Energy Price (HOEP) Large User Customers >5,000kW	S306	
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Large User Customers >5,000kW	S307	
Total Number of Large User Customers >5,000kW Paying The Two-Tiered RPP Price	S308	Total:
Total Number of Large User Customers >5,000kW Customers Paying The RPP Time of Use Price	S309	0
Number of Street Lighting Customers	S35	0
Number of Street Lighting Customers that are with a Retailer	S203	0
Total Number of Hourly Ontario Energy Price (HOEP) Street Lighting Customers	S310	
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Street Lighting Customers	S311	
Total Number of Street Lighting Customers Paying The Two-Tiered RPP Price	S312	Total:
Total Number of Street Lighting Customers Paying The RPP Time of Use Price	S313	0
Number of Sentinel Lighting Customers	S156	0
Number of Sentinel Lighting Customers that are with a Retailer	S280	0
Total Number of Hourly Ontario Energy Price (HOEP) Sentinel Lighting Customers	S314	
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Sentinel Lighting Customers	S315	
Total Number of Sentinel Lighting Customers Paying The Two-Tiered RPP Price	S316	Total:
Total Number of Sentinel Lighting Customers Paying The RPP Time of Use Price	S317	0
Number of Seasonal Occupancy Customers	S135	0
Number of Seasonal Occupancy Customers that are with a Retailer	S281	0
Total Number of Hourly Ontario Energy Price (HOEP) Seasonal Occupancy Customers	S318	
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Seasonal Occupancy Customers	S319	
Total Number of Seasonal Occupancy Lighting Customers Paying The Two-Tiered RPP Price	S320	Total:
Total Number of Seasonal Occupancy Customers Paying The RPP Time of Use Price	S321	0
Total Number of Customers	S2	0
Total Number of Customers with a Retailer	S219	0
Total Number of Regulated Price Plan (RPP) Customers	S166	0
<b>Customer Service</b>		
Total Number of New Low Voltage (< 750kV) Services Connected	S118	0
Number of New Low Voltage Service (< 750kV) Connected Within 5 Working Days	S117	0
Total Number of New High Voltage (>= 750kV) Services Connected	S120	0
Number of New High Voltage (>= 750kV) Service Connected Within 10 Working Days	S119	0
Total Number of Connection Impact Assessments (CIA) for Renewable Energy Generation >10 kW	S282	0
Total Capacity of Connections for Renewable Energy Generation >10kW	S283	0

Total Number of Offers Made to Connect <10kW Renewable Energy Generation Projects	S284	0
Total Number of Connections Made for Renewable Energy Generation <10kW	S285	0
Total Capacity of Renewable Energy Generation Connections <10kW	S286	0
% of Time Connection Impact Assessments Completed Within Regulatory Schedule Requirements	S287	0
Total Number of General Inquiry Telephone Calls Answered	S124	0
Number of General Inquiry Telephone Calls Answered Within 30 Seconds	S123	0
Total Number of Qualifying Calls to Customer Care Number	S221	0
Number of Qualifying Calls to Customer Care Number That Are Abandoned	S220	0
Number of Qualifying Calls to Customer Care Number Resolved at Time of Call	S226	0
Total Number of Appointments Scheduled	S223	0
Number of Appointments Scheduled Within 5 Business Days	S222	0
Total Number of Appointments at a Customer's Premises or Work Site Made	S126	0
Number of Appointments at a Customer's Premises or Work Site Kept at the Appointed Time	S125	0
Total Number of Appointments Requiring Rescheduling	S225	0
Number of Appointments Rescheduled Within 1 Business Day	S224	0
Number of Requests for Written Responses	S128	0
Number of Requests for Written Responses Provided Within 10 Working Days	S127	0
Number of Emergency Calls for Urban Customers	S115	0
Number of Emergency Calls for Urban Customers for Which Qualified Staff Were On Site Within 60 min.	S74	0
Number of Emergency Calls for Rural Customers	S138	0
Number of Emergency Calls for Rural Customers for Which Qualified Staff Were On Site Within 120 minutes	S137	0
Total Number of Bills Issued	S227	0
Number of Bills Cancelled & Reissued	S228	0

### Service Reliability

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

**Base Regulated Rates - No Rate Riders (at the end of 2011)**

If the following breakdown does not match the rate classes in use at the end of 2011 at your utility, please complete by matching to the most likely rate classes.

**Residential Rates**

- Customer Charge (For LDCs with urban and rural rates, input the average of the two rates.)	S78	0
- Distribution Charge (For LDCs with urban and rural rates, input the average of the two rates.)	S79	0
Monthly Bill for 1,000 kWh Residential Customers	S172	0

**General Service Monthly Demand 50kW or less**

- Customer Charge	S81	0
- Distribution Charge	S82	0

**General Service-Monthly Demand 50kW up to 999kW**

- Non-Interval Meter Customer Charge	S83	0
- Non-Interval Meter Distribution Charge	S84	0
- Interval Meter Customer Charge	S85	0
- Interval Meter Distribution Charge	S86	0

**General Service-Monthly Demand 1,000kW up to 4,999 kW**

- Customer Charge	S87	0
- Distribution Charge	S88	0

**General Service-Monthly Demand >= 5,000kW**

- Customer Charge	S89	0
- Distribution Charge	S90	0

**Customer Demand & Revenues**

Total Residential kWh Billed	S95	0
Average Monthly Residential Consumption	S4	0
Total General Service (<50kW) kWh Billed	S234	0
Total General Service (<50kW ) kW Billed	S231	0
Total General Service (>=50kW <=4,999kW) kWh Billed	S232	0
Total General Service (>=50kW <=4,999kW) kW Billed	S233	0
Total Large User (>5,000kWh) kWh billed	S97	0
Total Large User (>5,000kW) kW billed	S235	0
Total Street Lighting kWh billed	S98	0
Total Sentinel Lighting kWh billed	S80	0
Total kWh Billed	S237	0
Current Year (2011) Unbilled in kWh	S99	0
Prior Year Unbilled in kWh	S100	0
Total Wholesale kWh -Purchased and Generated	S101	0
Total Cost of Meter Reading	S136	0
Total Number of Customer Reads	S169	0
Of The Number of Customer Reads In S169, How Many Are Done Manually	S322	
Distribution System Losses (%) (Enter number to four decimal places, eg. 3.52% should be entered as 3.520)	S238	0



## Human Resources

Number of FTEs - Full Time Equivalents (including those in Affiliate that are dedicated to LDC work)	S3	0
Of FTEs, Number That Are Executive Level	S239	0
Of FTEs, Number That Are Management Level	S240	0
Of FTEs, Number That Are Front Line Staff	S241	0
Of FTEs, Number That Are Union	S288	0
Number of Customers per FTE	S16	0
Total Cost of Compensation Packages	S242	0
Number of Occurences of Short Term Absenteeism (5 days or less)	S108	0
Work Days Lost Due to Short Term Absenteeism (5 days or less)	S109	0
Number of Long Term Absences (over 5 days)	S243	0
Work Days Lost Due to Long Term Absenteeism (over 5 days)	S244	0
Actual Overtime Hours Worked	S110	0
Total Paid Regular Hours (include vacations, statutory holidays, sick leave, etc)	S111	0
Total Number of Payable Employee Hours	S112	0
Total Number of Compensable Injuries (only where compensation is paid)	S113	0
Number of Days Lost	S114	0
Total Third Party Costs for Staff Development	S245	0
Total Internal Costs for Staff Development (include internal labour costs of participating)	S246	0
Total Costs of Staff Development	S14	0
Total Cost of Training on Safe Work Practices	S155	0
Total Number of Hours of Staff Training on Safe Work Practices	S168	0
Average Age of Employees	S247	0
#of staff <=25	S248	0
#of staff 26<=35	S249	0
# of staff 36<=45	S250	0
#of staff 46<=55	S251	0
#of staff 56<=65	S252	0
#of staff >65	S253	0
Number of Customer Satisfaction Surveys in Year (leave blank if zero)	S254	0
Number of Employee Satisfaction Surveys in Year (leave blank if zero)	S255	0
Number of Employees (FTEs) that Retired or Resigned During Year	S256	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)	\$260	0
Net Book Value of In-Service Assets	\$276	0
Total Value of Work-in-Progress	\$277	0
Current Assets	\$54	0
Inventory (end of year level)	\$55	0
Non-current Assets	\$257	0
Other Assets and Deferred Charges	\$258	0
Other Capital Assets	\$259	0
Gross Fixed Assets (include all Work-in-Progress)	\$57	0
Accumulated Depreciation/Accumulated Amortization	\$58	0

### Liabilities and Equity

Non Current Liabilities	\$261	0
Current Liabilities	\$56	0
Other Liabilities	\$262	0
Total Equity	\$53	0
Liabilities and Equity	\$264	0

### Revenues

Total Residential Distribution Revenue (exclude all rate riders, figures to be sourced from RRR )	\$39	0
Total General Service Distribution Revenue (figures to be sourced from RRR)	\$41	0
Total Large User Distribution Revenue (Figures should be taken from the RRR.)	\$43	0
Total Street Lighting Distribution Revenue	\$189	0
Total Sentinel Lighting Distribution Revenue	\$192	0
Total Electricity Distribution Revenue	\$46	0
Total Other Operating & Financial Revenue ( including all charges and miscellaneous revenue; do not include flow through sale of power )	\$266	0
Total Electricity Service Revenue (Total Distribution Revenue plus Revenue from Sale of Power)	\$44	0
Revenue From Sale of Power	\$265	0
Total Revenue Including Sale of Power (Total Electricity Service Revenue plus Total Other Revenue) (Figures should be taken from the RRR.)	\$45	0
Total Amount of Distribution Revenue that Relates Specifically to Recovery of Regulated Assets (This value can be 0 or a negative number)	\$190	0

**Expenses****Expenses - Operations and Maintenance**

Total Operations and Maintenance Expenses (Excluding Capital & Income Taxes)	\$67	0
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If these Operations and Maintenance Expenses include Transformation Costs answer the following:

Transformation Costs	\$267	0
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Contractor Expense (non capitalized)	\$13	0
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Labour Component of Operations and Maintenance Expenses (direct labour only, exclude overhead allocated)	\$68	0
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**Expenses - Billing and Collection**

- Total Billing and Collection Expenses	\$69	0
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- Labour Component of Billing and Collection Expenses (direct labour only, exclude overhead costs)	\$70	0
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**Expenses - Administration**

Total Administration Expense (exclude taxes)	\$71	0
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Labour Component of Administration Expense (direct labour only, exclude overhead costs)	\$72	0
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<b>Expenses - Financial</b>	\$73	0
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**Other Financial Data**

Net Income	\$47	0
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EBITDA (Earnings before Interest, Tax, Depreciation and Amortization. )	\$48	0
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EBIT (Earnings Before Interest and Taxes)	\$213	0
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Long Term Debt Service for the Year	\$49	0
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Total Debt	\$50	0
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Of Total Debt, Amount That is Commercial Debt	\$268	0
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Of Total Debt, Amount That is Shareholder Debt	\$269	0
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Long Term Debt	\$51	0
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Interest on Long Term Debt	\$52	0
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Amortization (Depreciation of Fixed Assets, plus amortization of contributed capital for the current year.)	\$59	0
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Accounts Receivable - Electrical Energy at Year End	\$75	0
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Accounts Receivable - Electrical Energy Average for the Year (average of 4 quarters)	\$152	0
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Accounts Receivable - Unbilled Revenue at Year End	\$76	0
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Accounts Receivable - Unbilled Revenue Average for the Year (average of 4 quarters)	\$153	0
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Actual Write-Offs - Total for All Accounts Written Off	\$77	0
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Bad Debt Expense	\$158	0
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Customer Deposits	\$204	0
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Deferred Tax for the Year	\$167	0
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Net Income Before Extraordinary Items (if there are no extraordinary items, then use Net Income)	\$170	0
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Dividends Paid	\$173	0
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Cash Position at Year End	\$270	0
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Cash + Short Term Investments	S65	0
Cost of Power Purchased (exclude debt retirement charges and HST)	S66	0
Debt Retirement Charges	S163	0
Controllable Costs	S271	0
Full Year Cost of all Materials Used	S214	0
<b>Capital Expenditures for the Year</b>		
Gross In Service Capital Additions for the Year	S273	0
Gross Capital for the Year (Include all capital expenditures, all work-in-progress and capital contributions) EXCL Tax	S8	0
- Labour (include work in progress)	S60	0
- Overhead (include work in progress)	S61	0
- Equipment Material (include work in progress)	S62	0
- Other (including contractor expenses; include work in progress)	S63	0
- Does your utility capitalize interest expenses for capital expenditures?	S187	0
Contributed Capital for the Year	S9	0
<b>Smart Meters - If not applicable please leave blank</b>		
Does Your LDC Currently Have Any Smart Meters Installed?	S205	0
How Many Smart Meters Has the LDC Installed <b>Life to Date</b> Up to December 2011?	S206	0
Number of Meters Installed for Residential <b>Life to Date</b> up to December 2011	S289	0
Number of Meters Installed for General Service <50kW <b>Life to Date</b> up to December 2011	S290	0
Total Number of Smart Meters to be Deployed in the Utility	S291	0
How Many Customers of The Utility Do Not Use A Smart Meter?	S323	
What is the Total Dollar Amount of Capital Expenditure Related to Smart Meters <b>Life to Date</b> up to December 2011?	S207	0
What Was the Rate Rider Collection Account Balance as of Dec 2011? ( <b>Life to Date</b> )	S208	0
What Was the Operations & Maintenance Account Balance as of Dec 2011 ( <b>Life to Date</b> )	S209	0
<b>Please provide charges related to amounts transferred out of the following smart meter variance accounts all life to date up to Dec 2011. (applies to LDCs where smart metering implementation has somewhat advanced)</b>		
- \$ Amount Transferred Related to Capital.	S210	0
- \$ Amount Transferred Related to Operations.	S211	0
- \$ Amount Transferred Related to Maintenance.	S212	0
<b>Other</b>		
Please Describe Any Significant Reporting Anomaly (\$150)		



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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 6.

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
<b>Efficiency Ratios</b>	
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
<b>System Reliability Ratios</b>	
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 30, 2012) and an excerpt of the Addendum #3 to the Instructions and Guidelines (May 28, 2012).

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).



## i) Excerpt Instructions & Guidelines (April 30, 2012)

### 2) Utility Characteristics

Beginning last year, one minor wording change in “S6 Utility Average Load Factor (% as a whole number)” has been 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.

An additional question has been included in this section of the 2012 survey:

#### ***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.***

### 3) 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.)***

***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)  $\geq 50\text{kW} \leq 4,999\text{kW}$  Customers.**

**S303: Total Number of Weighted Average Hourly Spot Market Price (WAHSP)  $\geq 50\text{kW} \leq 4,999\text{kW}$  Customers.**

**S304: Total Number of  $\geq 50\text{kW} \leq 4,999\text{kW}$  Customers Paying The Two-Tiered RPP Price.**

**S305: Total Number of  $\geq 50\text{kW} \leq 4,999\text{kW}$  Customers Paying The RPP Time of Use Price.**

**S306: Total Number of Hourly Ontario Energy Price (HOEP) Large User Customers  $> 5,000\text{kW}$ .**

**S307: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Large User Customers  $> 5,000\text{kW}$ .**

**S308: Total Number of Large User Customers  $> 5,000\text{kW}$  Paying The Two-Tiered RPP Price.**

**S309: Total Number of Large User Customers  $> 5,000\text{kW}$  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  $\geq 50\text{kW}$  up to  $999\text{kW}$  load.

#### **Revisions:**

**S217: Number of General Service Customers  $\geq 50\text{kW}$  up to  $999\text{kW}$ .**

**S218: Number of General Service Customers  $\geq 50\text{kW}$  up to  $999\text{kW}$  that are with a Retailer.**

**S33: Total Number of General Service Customers  $< 50\text{kW} \leq 4999\text{kW}$ .**



**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.

**4) 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.

This year 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.

### 5) 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
<b>2</b>	<b>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.</b>
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:		<b>4300</b>					
<b>Interruption Data - Sustained Outages: 1 minute or more</b>							
Date	Location	Code/Cause		Customer Interruptions # Customers Affected	Duration (Hours)	Customer Hours	Due to Supply
				<b>A</b>		<b>AxB</b>	
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
<b>Totals</b>				<b>3,422</b>		<b>4,447</b>	
<b>Supplier-Caused</b>				<b>1,626</b>		<b>2,138</b>	
<b>INTERRUPTION DATA (MOMENTARY &lt; 1 MINUTE)</b>							
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		
<b>Total</b>				<b>2,796</b>			
<b>Supplier- Caused</b>				<b>1,566</b>			

**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?**

**6) 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.**



## 7) Customer Demand & Revenues

Only one change has been made to this section in 2012 and it is an addition as follows:

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

***This question is 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 has 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.***

## 8) Human Resources

***S3: Number of FTEs -Full Time Equivalent.*** 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.

## 9) 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 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**

**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.



In 2012, we have 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 Addendum #3 to Instructions & Guidelines (May 28, 2012)

The following Sections identify the addendums that have been added since release of the original *“Instructions and Guidelines”* document on April 30, 2012 and the subsequent *“Addendum #1”* on May 7, 2012 and *“Addendum #2”* on May 16, 2012. This *“Addendum #3”* dated **May 28, 2012** is provided to update the data guidelines for collecting information in the Customers Section of the Survey and can be found at the end of the comments in that section – all participants should ensure they have read and understood this information. The information based on the discussion during the May 15, 2012 teleconference to present additional definitions and guidance with respect to the data to be entered into the Survey has been retained in this Addendum for continuity of understanding. 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 simply identify that “No Addendums” have been added. There may be more addendums posted as we progress through the UPMSurvey 2012, so please continue to check the web page.

### 1) Utility Characteristics

**S293** 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%)

### 2) Customers

**Unmetered Scattered Load:** There is no specific category for unmetered scattered load. Please include this load under Customers <50 kW.

#### Calculating Customer Totals

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

This year to help to ensure more compatibility with the RRR process, new statistics have been added to this section of the survey. 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 by 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 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** for those utilities completing the survey as a utility “directly connected to the IESO grid” – and as stated above have answered “Yes” to **S293**.



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. This is similar to previous years when by example: **S32** is the “Number of Residential Customers” – this was the total of residential customers within the utility. **S200** is the number of residential customers choosing to be with a retailer and is a sub-set of the number in **S32**. These two stats are independent and do not add together to create the final total of **S2** for the same reasons as identified above.*

**May 28, 2012 INFORMATION CONCERNING THE COMPLETION OF THE CUSTOMER NUMBERS:**

**AN UNFORESEEN AND MINOR ERROR EXISTS IN THE SURVEY POSTED ON THE WEB APRIL 29, 2012 AND CONCERNS THE TRANSFERRAL OF DATA FROM THE INPUTS IN THE CUSTOMER SECTION FOR THOSE UTILITIES RESPONDING “YES” TO S293 INTO THE FINANCIAL RATIOS FR150 AND FR170, AND THE METRIC S4.**

**IN ORDER TO CORRECT THIS MINOR ERROR, A NEW SURVEY HAS BEEN POSTED ON THE WEB WHICH SUPPORTS THE DIRECT CALCULATION OF THESE RATIOS. NOTWITHSTANDING THIS, UTILITIES CURRENTLY COMPLETING THE SURVEY HAVE TWO OPTIONS FOR COMPLETING THE SURVEY.**

**OPTION 1: IF YOU WISH TO USE THIS NEW SURVEY, IT MAY BE DOWNLOADED DIRECTLY AND THE APRIL 29, 2012 SURVEY SHOULD BE DELETED.**

**OPTION 2: COMPLETE THE APRIL 29, 2012 SURVEY AND SUBMIT IT AND WE WILL INPUT THE DATA CORRECTLY ON YOUR BEHALF TO ESTABLISH THE RATIOS. WE WILL THEN PROVIDE YOU WITH THE UPDATED COPY OF THE SURVEY FOR YOUR RECORDS. IF YOU DO SELECT THIS OPTION PLEASE ENSURE YOU ADVISE THE PROJECT MANAGER BRYAN BOYCE ([gcblenv@sympatico.ca](mailto:gcblenv@sympatico.ca)) OF YOUR DECISION.**

**NOTE: THOSE UTILITIES PLANNING TO COMPLETE THE UPMSURVEY FOR 2012 THAT HAVE NOT YET DOWNLOADED THE SURVEY SHOULD ONLY DOWNLOAD THE MAY 2012 SURVEY FOR COMPLETION.**

**WE REGRET ANY INCONVENIENCE THIS CREATES AND WILL ACCOMMODATE THIS CHANGE BY ALLOWING EXTENSIONS IF NECESSARY TO SCHEDULED COMPLETION TIMES.**



### 3) Customer Service

**S282, S283, S284, S285, S286, and S287** Please respond to these questions on the basis of the period from January 1, 2011 to December 31, 2011.

### 4) Service Reliability

No Addendums

### 5) Base Regulated Rates

No Addendums

### 6) Customer Demand & Revenues

*The following provides a slight revision to the Addendum #1 information provided on May 7, 2012.*

Only one change has been made to this section in 2012 and it is an addition as follows:

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

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

**Addendum:**

**S169** asks for the *"Total Number of Customer Reads"* meaning meters being read and not the number of reads being accomplished over the year – do not multiply the number of meters by 12 months to provide the response to **S169**. Similarly, **S322** is the number of meters being read not the number times 12 months to suggest reads. In order to determine how many meters are being read by a person sent to the location of the meter, **S322** has been added to the survey this year. The information is designed to help provide an indication of the transition from previous labour intensive readings to remote readings and thus reduction in costs. For clarity, if the meter is a smart meter and is still being read by a person at the meter's location because it is not connected to/read by a remote reader, then that smart meter should be included in the count for **S322**.

### 7) Human Resources

**S108, S109, S243, and S244** request information pertaining to work days lost due to absenteeism. Please respond to these questions in terms of those days associated with sick leave.

*Does "primarily" mean that utility employees working for an affiliate but engaged 60% of the time in utility work are to be included in the answers for S247, S248, S249, S250, S251, S252, and S253?*





Response:

Currently, the survey receives the staff numbers working on utility work and rounds them to the closest whole number. The interpretation of “primarily” is made on the basis of the criteria below. An employee considered working 60% of the time on utility work can be included in the count. To provide accuracy, please follow the criteria below and enter the final number developed as a result of the criteria.

First: The employee should be one who is classified as "full time" – so the employee is at work over the yearly cycle.

Second: The % of time employed must be above (greater than) 50% on utility work to constitute a 'valid' contribution to utility work - i.e., "primarily".

Third: The % time employed in utility work should be quantifiable, recordable and measurable, and not be based on judgment - i.e. Not, "I estimate he works about 60% on utility work".

Fourth: The response can use a single decimal to help reach a more accurate number for employees meeting the above criteria. e.g., if the utility has 30 full time utility employees plus 2 employees at 60% each then the number of employees primarily working on utility work is  $30 + .6 + .6 = 31.2$ . This is the number the utility can enter into the survey. Although the .2 is lost in rounding, the actual portion of hours worked for the utility is more accurately reflected than ignoring the 60% entirely.

## 8) Financial

No Addendums.

## 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.

In 2012, we have 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 **installations** 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 **customers** not using a smart meter. (Red indicates a revision from the April 30, 2012 document.)***



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.

***Addendum:***

This question is seeking to simply determine how many customers do not have a smart meter installed. It is looking for any sources of extra cost relative to application of the smart meter program. It will help guide the assessment of S322.

**10) New Ratios**

No Addendums.



#### 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.	$\frac{\text{Net Income (S47)}}{\text{Total Revenue (S45)}} \times 100$
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.	$\frac{\text{Total Debt (S50)}}{\text{Total Equity (53)}}$
FR030	Current Ratio This ratio is a measure of the utility's liquidity.	$\frac{\text{Current Assets (S54)}}{\text{Current Liabilities (S56)}}$
FR040	Number of Days of Cash Reserve This ratio measures the utility's ability to meet its short term cash requirements.	$\frac{\text{Cash} + \text{Short Term Investments S65} \times 365}{[\text{Cost of Power (S66)} + \text{O\&M (S67)} + \text{Billing and Collection (S69)} + \text{Financial (S73)} + \text{Admin (S71)} + \text{In Service Capital (S273)}]}$
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.	$\frac{\text{Accts Receivable: Electrical Energy at YE (S75)}}{\text{Total Electricity Service Revenue (S44)}} \times 365$
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.	$\frac{\text{Accts Receivable: Electrical Energy Avg (S152)}}{\text{Total Electricity Service Revenue (S44)}} \times 365$
FR070	Number of Days of Unbilled Revenue This ratio reflects the percent of revenue that remains unbilled at year end.	$\frac{\text{Accts Receivable: Unbilled Revenue at YE (S76)}}{\text{Total Electricity Service Revenue (S44)}} \times 365$



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.	$\frac{\text{Accts Receivable: Unbilled Revenue at YE (S153)} \times 365}{\text{Total Electricity Service Revenue (S44)}}$
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.	$\frac{\text{Actual Write offs – Total for all accounts (S77)}}{\text{Total Electricity Service Revenue (S44)}} \times 100$
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.	$\frac{\text{Bad Debt Expense (S158)}}{\text{Total Electricity Service Revenue (S44)}} \times 100$
FR120	Times Interest Earned A higher ratio indicates that a utility is better able to meet its annual interest costs.	$\frac{\text{Net Income (S47)} + \text{Long Term Debt Interest (S52)}}{\text{Long Term Debt Interest S52}}$
FR 130	Debt Service Coverage (EBITDA Interest Coverage) This ratio measures the company’s cash inflow to meet its long term debt obligation.	$\frac{\text{EBITDA (S48)}}{\text{Long Term Debt Service for the Year (S49)}}$
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.	$\frac{\text{Total O\&M expenses (S67)}}{\text{Total Revenue (S45)}} \times 100$
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.	$\frac{\text{Total Residential Distribution Revenue (S39)}}{\text{Number of Residential Customers}}$
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.	$\frac{\text{Total General Service Distribution Revenue (S41)}}{\text{Number of General Service Customers (S33)}}$
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.	$\frac{\text{Total Large User Distribution Revenue (S43)}}{\text{Number of Large User Customers (S34)}}$
FR190	Return on Total Assets Less Depreciation (%) Measures the profit per dollar of total assets (including work-in-progress)	$\frac{\text{Net Income (S47)}}{\text{Gross Fixed Assets (S57) – Accumulated Depreciation (S58) + Current Assets (S54)}} \times 100$



FINANCIAL RATIOS		FORMULA
FR200	Percent Debt (%) Measures debt as a percent of the total capital raised.	$\frac{\text{Total Debt (S5)}}{\text{Total Debt (S5)+Total Equity (S53)}} \times 100$
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.	$\frac{\text{EBITDA (S48)} - \text{Amortization (S59)}}{\text{Expenses – Financial (S73)}}$
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.	$\frac{\text{Net Income before Extraordinary Items (S170)} + \text{Amortization (S59)} + \text{Deferred Tax (S167)}}{\text{Total Debt (S50)}}$
FR230	Net Income as a % of Distribution Revenue Measures net income as a percent of the total electricity distribution revenue.	$\frac{\text{Net Income (S47)}}{\text{Total Electricity Distribution Revenue (S46)}} \times 100$
FR240	Profitability Measures ratio of net revenue to total distribution revenue.	$\frac{\text{EBITDA (S48)} - \text{Amortization (S59)}}{\text{Total Electricity Distribution Revenue (S46)}}$
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.	$\frac{\text{Net Income (S47)}}{\text{Total Equity (S53)}} \times 100$
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.	$\frac{\text{Net Income (S47)} + \text{Amortization (S59)} - [\text{Capital Expenditures: S60+S61+S62+S63}] - \text{Dividends Paid (S173)} + \text{Long Term Debt Interest (S52)}}{\text{Long Term Debt Interest (S52)}}$
FR270	Debt Over EBIT Measures ratio of total debt to revenue available for debt service.	$\frac{\text{Total Debt (S50)}}{\text{EBITDA (S48)} - \text{Amortization (S59)}}$
FR280	Return on assets(%) Measures the profit per dollar of fixed assets (including work-in-Progress)	$\frac{\text{Net Income (S47)}}{\text{Gross Fixed Assets (S57)}} \times 100$
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.	$\frac{\text{Net Income (S47)}}{\text{Total Equity (S53)} + \text{Total Debt (S50)} - \text{Cash} + \text{Short Term Investments (S65)}} \times 100$



FINANCIAL RATIOS		FORMULA
FR300	<p>Operating Margin (%)</p> <p>This ratio measures profitability from a management control point of view-by excluding corporate issues such as interest and taxes.</p>	$\frac{\text{EBIT}(\$213)}{\text{Total Electricity Service Revenue} (\$44)} \times 100$
FR310	<p>Net Margin (%)</p> <p>Net Margin is a corporate measure of profitability, including all factors. A higher net margin indicates a higher margin of safety.</p>	$\frac{\text{Net Income} (\$47)}{\text{Total Electricity Service Revenue} (\$44)} \times 100$
FR320	<p>Interest Coverage Ratio</p> <p>The interest coverage ratio is a measure of a company's ability to honour its 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.</p>	$\frac{\text{EBIT} (\$213)}{\text{Expenses-Financial} (\$73)}$

CUSTOMER SERVICE RATIOS		FORMULA
CR010	<p>% of Requests for New Low Voltage Service Met Within Min. Standard</p> <p>This ratio relates to customer satisfaction by measuring the success rate of low voltage service connections being met within 10 business days.</p>	$\frac{\text{New low voltage services connected within 5 days} (\$117)}{\text{Total new low voltage services connected} (\$118)} \times 100$
CR020	<p>% of Requests for New High Voltage Service Met Within Min. Standard</p> <p>This ratio relates to customer satisfaction by measuring success rate of High Voltage service connections being met within 10 business days.</p>	$\frac{\text{New High Voltage Services connected in 10 days} (\$119)}{\text{Total new high voltage services connected} (\$120)} \times 100$
CR040	<p>% 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.</p>	$\frac{\text{General Inquiry Telephone Calls Answered within 30 Seconds}}{\text{Total general inquiry calls answered} (\$124)} \times 100$
CR050	<p>% 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.</p>	$\frac{\text{Number of appointments kept at the appointed time} (\$125)}{\text{Total number of appointments made} (\$126)} \times 100$



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.	$\frac{\text{Number of written responses provided within 10 days (S127)}}{\text{Number of requests for written responses (S128)}} \times 100$
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.	$\frac{\text{Number of emergency calls for urban customers for which qualified staff were on site within 60 min. (S137)}}{\text{Total emergency calls for urban customers (S115)}} \times 100$
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.	$\frac{\text{Number of emergency calls for rural customers for which qualified staff were on site within 120 minutes. (S137)}}{\text{Total emergency calls for rural customers (S138)}} \times 100$
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.	$\frac{\text{Number of qualifying calls to Customer Care number resolved at time of call (S226)}}{\text{Total qualifying calls to Customer Care (S221)}} \times 100$
CR100	% of bills cancelled and reissued. This ratio shows the number of customer bills that had to be cancelled or reissued for any reason.	$\frac{\text{Number of bills cancelled or reissued (S228)}}{\text{Total number of bills issued (S227)}} \times 100$
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.	$\frac{\text{Total Number of Customers with a retailer (S219)}}{\text{Number of Customers (S2)}} \times 100$



EFFICIENCY RATIOS		FORMULA
ER010	<p>System Unit Cost of Power (\$)</p> <p>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.</p>	$\frac{\text{Cost of Power Purchased (S66)}}{\text{Total Wholesale kWh- purchased and generated (S101)}}$
ER020	<p>Controllable Expense per Customer (\$)</p> <p>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.</p>	$\frac{\text{Controllable Cost (S271)}}{\text{Number of Customers (S2)}}$
ER030	<p>Controllable Expense per MWh Billed (\$)</p> <p>This ratio is similar to ER020 except that it compares Controllable Costs to Total MWh Billed instead of to Number of Customers.</p>	$\frac{\text{Controllable Costs (S271)}}{\text{Total kWh Billed (S237)}} \times 1000$
ER040	<p>O&amp;M Expense per Customer (\$)</p> <p>This ratio indicates the utility's effectiveness in managing the costs associated with operating and maintaining the electrical system on a per customer basis.</p>	$\frac{\text{Total Operations and Maintenance Expenses (S67)}}{\text{Number of Customers}}$
ER050	<p>O&amp;M Expense per MWh Sold (\$)</p> <p>This ratio is similar to ER040 except that it compares O&amp;M Expenses to Total MWh sold instead of to the Number of Customers</p>	$\frac{\text{Total operations and maintenance expenses (S67)}}{\text{Total kWh Billed (S237)}} \times 1000$
ER060	<p>Billing and Collection Expense per Customer (\$)</p> <p>This metric indicates the utility's effectiveness in managing billing and collection costs on a per customer basis.</p>	$\frac{\text{Total billing and collection expenses (S69)}}{\text{Number of Customers (S2)}}$
ER070	<p>Billing and Collection Expense per MWh sold (\$)</p> <p>This metric is similar to ER060 except that it compares Billing and Collection Expenses to Total MWh sold instead of to # customers.</p>	$\frac{\text{Total Billing and Collection Expenses (S69)}}{\text{Total kWh Billed (S237)}} \times 1000$
ER080	<p>Administration Expense per Customer (\$)</p> <p>This ratio indicates the utility's effectiveness in managing administrative costs on a per customer basis.</p>	$\frac{\text{Total Administration Expense (S71)}}{\text{Number of Customers (S2)}}$





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.	$\frac{\text{Total Administration Expense (S71)}}{\text{Total kWh billed (S237)}} \times 1000$
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.	$\frac{\text{Number of Customers (S2)}}{\text{Total Service Area in Square Kilometers}}$
ER120	Cost per Customer Read for Meters This ratio calculates the cost associated with a meter read per customer.	$\frac{\text{Total Cost of Meter Reading (S136)}}{\text{Total Number of Customer Reads (S169)}}$
ER140	Inventory Turnover Ratio Measures how effectively a utility is managing its inventory and the rate of inventory turnover during a typical operating cycle.	$\frac{\text{Full year cost of materials used (S214)}}{\text{Inventory End of year Level}}$
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.	$\frac{\text{Controllable Costs (S271)}}{\text{Total Circuit Kilometers of Line (S21)}}$
ER160	Asset Efficiency This ratio reflects the revenue generated by the company's assets.	$\frac{\text{Total Electricity Service Revenue (S44)}}{\text{Net Assets (S260)}}$

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.	$\frac{\text{Total Customer Hours of Interruption (incl. Code 2) (S102)}}{\text{Number of Customers (S2)}}$



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 <u>due to Supply Code 2 (S103)</u> 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 <u>Interruption (excl. Code 2) (S272)</u> 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 <u>Interruption (incl. Code 2) (S102)</u> 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 <u>Due to Supply (S103)</u> 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 <u>(Excl. Code 2) (S272)</u> 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.	<u>Total Customer Interruptions (include Code 2) (S104)</u> 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 <u>due to Supply (Code 2) (S105)</u> 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.	<u>Total Customer Interruptions (excl. Code 2)(S274)</u> Number of Customers (S2)



SYSTEM RELIABILITY RATIOS		FORMULA
SR100	<p>Index of Reliability</p> <p>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.</p>	$\frac{8760 \text{ (hrs/year) MINUS} \text{ Total Customer Hours of Interruption (S102)}}{\text{Number of Customers (S2)}}$ $8760 \text{ (hrs/year)}$
SR110	<p>Index of Reliability: Loss of Supply</p> <p>This is an indicator of the reliability of the supply from the bulk electrical system (transmission).</p>	$\frac{8760 \text{ (hrs/year) MINUS} \text{ Customer Hours of Interruption due to Supply (S103)}}{\text{Number of Customers (S2)}}$ $8760 \text{ (hrs/year)}$
SR120	<p>Index of Reliability: LDC Distribution System</p> <p>This is an indication of the reliability of the supply from the distribution system.</p>	$\frac{8760 \text{ (hrs/year) MINUS} \text{ Total Customer Hours of Interruption (excl. Code 2) (S272)}}{\text{Number of Customers (S2)}}$ $8760 \text{ (hrs/year)}$
SR130	<p>System Average Automatic Reclosure Index (SAARI)</p> <p>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.</p>	$\frac{\text{Total Momentary Customer Interruptions (S106)}}{\text{Number of Customers (S2)}}$
SR140	<p>SAARI: Loss of Supply This is an indicator of SAARI related to the bulk Transmission system indices.</p>	$\frac{\text{Momentary Customer Interruptions - Supply (S107)}}{\text{Number of Customers (S2)}}$
SR150	<p>SAARI: LDC Distribution System</p> <p>This ratio is an indicator of SAARI related to the Distribution System.</p>	$\frac{\text{Momentary Customer Interruptions (excl. Code 2) (S275)}}{\text{Number of Customers (S2)}}$
SR160	<p>Percent of Customers Experiencing Long Duration Outages</p> <p>This ratio calculates the percentage of customers who have experienced four or more service interruptions in a given year.</p>	$\frac{\# \text{ of Customers experiencing greater than or equal to 4 interruptions yearly (S229)}}{\text{Number of Customers (S2)}} \times 100$



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.	$\frac{\text{\# of customers experiencing greater than or equal to six hours of interruption at one time (S230)}}{\text{Number of Customers (S2)}} \times 100$
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.	$\frac{\text{Customer Hours of Interruption (incl. Code 2) (S102)}}{\text{Number of Customers (S2)}} \times 60$

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.	$\frac{\text{Occurrences of Short Term Absenteeism (S108)}}{\text{Number of FTEs (S3)}}$
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.	$\frac{\text{Work Days Lost due to Short Term Absenteeism (S109)}}{\text{Number of FTEs (S3)}}$
MR030	Overtime Hours as a % of Regular hours This measure provides an indication of how utilities manage their workload.	$\frac{\text{Actual Overtime Hours Worked (S110)}}{\text{Total Paid Regular Hours (S111)}} \times 100$
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.	$\frac{\text{Total Number of Compensable Injuries (S113)}}{\text{Total Number of Employee Hours Worked (S112)}} \times 200,000$
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.	$\frac{\text{Number of Days Lost (S114)}}{\text{Total Number of Employee Hours Worked (S112)}} \times 200,000$
MR070	Staff Development Expenses per FTE This ratio indices the average cost spent per employee on staff development.	$\frac{\text{Total Cost of Staff Development (S14)}}{\text{Number of FTEs (S3)}}$



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.	$\frac{\text{Total Cost of Training on Safe Work Practices (S155)}}{\text{Number of FTEs (S3)}}$
MR100	Number of Hours of Safe Work Practices Training per FTE Indicates the average time provided for safe work training per employee.	$\frac{\text{Hours of Staff Training on Safe Work Practices (S168)}}{\text{Number of FTEs (S3)}}$
MR 110	Employee Turnover Rate This ratio looks at the number of employees that retired or resigned as a percentage of total employees.	$\frac{\text{Number of FTEs that retired or resigned during year (S256)}}{\text{Number of FTEs (S3)}}$
MR120	Percent of Total Staff in Executive Positions This ratio measures the percentage of the work force comprised of executive level staff.	$\frac{\text{Number of FTEs that are executive level (S239)}}{\text{Number of FTEs (S3)}} \times 100$
MR130	Percent of Total Staff in Management Positions This ratio measures the percentage of the work force comprised of management level staff.	$\frac{\text{Number of FTEs at Management Level (S240)}}{\text{Number of FTEs (S3)}} \times 100$
MR140	Percent of Total Staff in Front Line Positions This ratio measures the percentage of the work force comprised of front line staff.	$\frac{\text{Number of FTEs that are front line staff (S241)}}{\text{Number of FTEs (S3)}} \times 100$
MR150	Total Compensation per FTE This calculation displays the average cost of compensation per regular employee.	$\frac{\text{Total Cost of Compensation Packages (S242)}}{\text{Number of FTEs (S3)}}$
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.	$\frac{\text{Actual Overtime Hours Worked (S110)}}{\text{Overtime Hours Worked (S110) + Paid Regular Hours (S111)}} \times 100$
MR170	Percent of Total Staff in Union Positions This ratio provides an indication of the relationship between union and management classifications in the LDC.	$\frac{\text{Of FTEs, Number that are Union}}{\text{Number of FTEs (S3)}} \times 100$
MR180	Percent of Total Front Line Staff in Union Positions This ratio further examines the number of union staff at the front line roles.	$\frac{\text{Of FTES, Number that are Front Line Staff}}{\text{Number of FTEs (S3)}} \times 100$



## 5. Non-Numeric Data

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

Company Name Supplied	Size Class	System Voltages
Bluewater Power Distribution Corporation	Medium	4.16/8.32/27.6
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.	Medium	2.4/4.16/4.8/8/16/27.6
EnWin Utilities Ltd	Large	2.4/4.16/13.8/16/27.6/115
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	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
Kingston Hydro Corporation	Medium	0
Kitchener Wilmot Hydro Inc.	Large	8.3/13.8/27.6
Lakefront Utilities Inc	Medium	4/27.6/44
Lakeland Power Distribution Ltd	Medium	4.16/27.6
Niagara-on-the-Lake Hydro Inc.	Small	4.6/13.8/27.6
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	2.4/4.16/4.8/8/8.32/13.8
PUC Distribution Inc	Medium	4.16/12.47/34.5/115
SIOUX LOOKOUT HYDRO INC.	Small	25
St. Thomas Energy Inc.	Medium	2.4/8/13.8/27.6
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
Whitby Hydro Electric Corporation	Large	4.16/13.8/44
Woodstock Hydro Services Inc.	Medium	4.16/27.6



# 2012 Utility Performance Management Survey

Statistics & Ratios  
Report on 2011 Data



**UPM** Survey



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CR040 Percent of General Inquiry Telephone Calls Answered Within Min. Standard	569
CR050 Percent of Appointments at a Customer's Premises/Work Site Made Within Min. Standard	571
CR060 Percent of Request for Written Responses Met Within Min. Standard	573
CR070 Percent of Emergency Calls for Urban Customers Met Within 60 Minutes	575
CR080 Percent of Emergency Calls for Rural Customers Met Within 120 Minutes	577
CR090 Percent of Calls Resolved by First Point of Contact	578
CR100 Percent of Bills Cancelled and Re-issued	580
CR110 Percent of Customers with a Retailer	582

### Resource Management Ratios (MR)

MR010 Short Term Absences per FTE	584
MR020 Short Term Absenteeism: Days per FTE	586



MR030 Overtime Hours as a % of Regular Hours _____	588
MR040 Accidents: Frequency per 200,000 hours _____	590
MR050 Accidents: Severity Rate per 200,000 hours _____	592
MR070 Staff Development Expenses per FTE _____	594
MR090 Cost of Safety Training per FTE _____	596
MR100 Number of Hours of Safe Work Practices Training per FTE _____	598
MR110 Employee Turnover Ratio _____	600
MR120 Percent of Total Staff in Executive Positions _____	602
MR130 Percent of Total Staff in Management Positions _____	604
MR140 Percent of Total Staff in Front Line Positions _____	606
MR150 Total Compensation per FTE _____	608
MR160 Overtime Hours as a % of Total Hours Worked _____	610
MR170 Percent of Total Staff in Union Positions _____	612
MR180 Percent of Total Front Line Staff in Union Positions _____	614



## S1 Total Service Area in Square Kilometres

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
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
Kitchener-Wilmot Hydro Inc.	404	404	404
Cambridge and North Dumfries	303	303	303
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
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>435.3</b>	<b>435.3</b>	<b>435.3</b>
<b>Median</b>	<b>354</b>	<b>354</b>	<b>354</b>
<b>1st &amp; 3rd quartiles</b>	<b>178 &amp; 647</b>	<b>178 &amp; 647</b>	<b>178 &amp; 647</b>
<b>Range (min, max)</b>	<b>120 to 1,104</b>	<b>120 to 1,104</b>	<b>120 to 1,104</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	1,252	1,252	1,252
PUC Distribution Inc.	342	342	342
Halton Hills Hydro Inc.	281	251	280
Bluewater Power Distribution			201
Lakeland Power Distribution Ltd	144	144	144
Entegrus Powerlines Inc.	70	70	96
Grimsby Power Incorporated	67		69
Peterborough Distribution Inc.	64	63	63
Festival Hydro Inc.	45	44	45
St. Thomas Energy Inc.	33	33	33
Kingston Hydro Corporation			32
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

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	197.6	224.5	187.9
Median	66	67	66
1st & 3rd quartiles	32 & 178	36 & 224	32 & 187
Range (min, max)	17 to 1,252	17 to 1,252	17 to 1,252
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	536	536	536
Niagara-on-the-Lake Hydro Inc.	133	133	133
Kenora Hydro Electric			24
Count	2	2	3
Average	334.5	334.5	231.0
Median	335	335	133
1st & 3rd quartiles	234 & 435	234 & 435	79 & 335
Range (min, max)	133 to 536	133 to 536	24 to 536
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	317.8	339.0	294.7
Median	168	220	148
1st & 3rd quartiles	68 & 421	108 & 454	63 & 404
Range (min, max)	17 to 1,252	17 to 1,252	17 to 1,252



## S17 Rural Service Area in Square Kilometres

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	650	650	650
Waterloo North Hydro Inc.	607	607	607
Veridian Connections Inc.	386	386	386
PowerStream Inc.	184	304	304
Kitchener-Wilmot Hydro Inc.	280	280	280
Cambridge and North Dumfries	213	213	213
Burlington Hydro Inc.	90	90	90
Horizon Utilities Corporation	88	88	88
Whitby Hydro Electric	81	81	81
Oakville Hydro Electricity	41	41	41
<b>Count</b>	<b>10</b>	<b>10</b>	<b>10</b>
<b>Average</b>	<b>262.0</b>	<b>274.0</b>	<b>274.0</b>
<b>Median</b>	<b>199</b>	<b>247</b>	<b>247</b>
<b>1st &amp; 3rd quartiles</b>	<b>89 &amp; 360</b>	<b>89 &amp; 365</b>	<b>89 &amp; 365</b>
<b>Range (min, max)</b>	<b>41 to 650</b>	<b>41 to 650</b>	<b>41 to 650</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	1,216	1,216	1,216
PUC Distribution Inc.	284	284	284
Halton Hills Hydro Inc.	255	225	255
Bluewater Power Distribution			147
Lakeland Power Distribution Ltd	128	128	128
Grimsby Power Incorporated	45		50
<b>Count</b>	<b>5</b>	<b>4</b>	<b>6</b>
<b>Average</b>	<b>385.6</b>	<b>463.3</b>	<b>346.7</b>
<b>Median</b>	<b>255</b>	<b>255</b>	<b>201</b>
<b>1st &amp; 3rd quartiles</b>	<b>128 &amp; 284</b>	<b>201 &amp; 517</b>	<b>133 &amp; 277</b>
<b>Range (min, max)</b>	<b>45 to 1,216</b>	<b>128 to 1,216</b>	<b>50 to 1,216</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	530	530	530
Niagara-on-the-Lake Hydro Inc.	119	119	119
<b>Count</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Average</b>	<b>324.5</b>	<b>324.5</b>	<b>324.5</b>
<b>Median</b>	<b>325</b>	<b>325</b>	<b>325</b>
<b>1st &amp; 3rd quartiles</b>	<b>222 &amp; 427</b>	<b>222 &amp; 427</b>	<b>222 &amp; 427</b>
<b>Range (min, max)</b>	<b>119 to 530</b>	<b>119 to 530</b>	<b>119 to 530</b>



**S17 Rural Service Area in Square Kilometres**

**Totals over Large, Medium and Small Utility Classes**

Count	17	16	18
Average	305.7	327.6	303.8
Median	213	253	234
1st & 3rd quartiles	90 & 386	112 & 422	97 & 365
Range (min, max)	41 to 1,216	41 to 1,216	41 to 1,216



## S19 Service Area Population

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	965,000	965,000	1,030,000
Hydro Ottawa Limited	817,560	825,813	834,406
Horizon Utilities Corporation	572,925	574,299	575,673
Hydro One Brampton Networks	480,000	498,615	523,911
Veridian Connections Inc.	308,114	312,571	316,309
Kitchener-Wilmot Hydro Inc.	243,200	248,760	243,445
EnWin Utilities Ltd.	215,718	215,718	215,718
Oakville Hydro Electricity	177,200	180,500	182,500
Burlington Hydro Inc.	174,300	175,800	175,779
Waterloo North Hydro Inc.	154,370	156,230	160,278
Cambridge and North Dumfries	137,350	138,810	139,500
Whitby Hydro Electric	121,300	125,000	125,900
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>363,919.8</b>	<b>368,093.0</b>	<b>376,951.6</b>
<b>Median</b>	<b>229,459</b>	<b>232,239</b>	<b>229,582</b>
<b>1st &amp; 3rd quartiles</b>	<b>169,318 &amp; 503,231</b>	<b>170,908 &amp; 517,536</b>	<b>171,904 &amp; 536,852</b>
<b>Range (min, max)</b>	<b>121,300 to 965,000</b>	<b>125,000 to 965,000</b>	<b>125,900 to 1,030,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	94,769	94,769	102,600
Peterborough Distribution Inc.	81,937	83,396	83,173
Bluewater Power Distribution			82,368
PUC Distribution Inc.	78,000	78,000	78,000
Halton Hills Hydro Inc.	55,289	55,089	59,008
Kingston Hydro Corporation			58,000
Haldimand County Hydro Inc.	45,212	45,212	45,212
Festival Hydro Inc.	43,941	44,187	44,433
St. Thomas Energy Inc.	36,000	36,110	36,493
Woodstock Hydro Services Inc.	35,000	36,000	36,000
Orangeville Hydro Limited	29,182	29,905	29,575
Grimsby Power Incorporated	23,935		25,325
Lakeland Power Distribution Ltd	22,769	22,769	22,641
Lakefront Utilities Inc.	22,000		22,000



## S19 Service Area Population

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	47,336.2	52,543.7	51,773.4
Median	39,971	44,700	44,823
1st & 3rd quartiles	27,870 & 60,967	36,028 & 72,272	31,181 & 73,252
Range (min, max)	22,000 to 94,769	22,769 to 94,769	22,000 to 102,600
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	14,587	15,000	15,000
Kenora Hydro Electric			12,000
Sioux Lookout Hydro Inc.	5,600	5,600	5,037
Count	2	2	3
Average	10,093.5	10,300.0	10,679.0
Median	10,094	10,300	12,000
1st & 3rd quartiles	7,847 & 12,340	7,950 & 12,650	8,519 & 13,500
Range (min, max)	5,600 to 14,587	5,600 to 15,000	5,037 to 15,000
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	190,586.8	206,798.0	182,078.8
Median	88,353	109,885	82,368
1st & 3rd quartiles	35,250 & 206,089	42,168 & 223,979	36,000 & 182,500
Range (min, max)	5,600 to 965,000	5,600 to 965,000	5,037 to 1,030,000



## S20 Municipal Population

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	965,000	965,000	1,030,000
Hydro Ottawa Limited	908,400	917,570	927,118
Horizon Utilities Corporation	648,221	660,108	670,580
Hydro One Brampton Networks	480,000	498,615	523,911
Veridian Connections Inc.	419,985	432,459	413,710
Kitchener-Wilmot Hydro Inc.	243,200	248,760	243,445
EnWin Utilities Ltd.	216,473	216,473	216,473
Oakville Hydro Electricity	177,200	180,500	182,500
Burlington Hydro Inc.	174,300	175,800	175,779
Waterloo North Hydro Inc.	154,370	156,230	160,278
Cambridge and North Dumfries	137,350	138,810	139,500
Whitby Hydro Electric	121,300	125,000	125,900
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>387,149.9</b>	<b>392,943.8</b>	<b>400,766.2</b>
<b>Median</b>	<b>229,837</b>	<b>232,617</b>	<b>229,959</b>
<b>1st &amp; 3rd quartiles</b>	<b>169,318 &amp; 522,055</b>	<b>170,908 &amp; 538,988</b>	<b>171,904 &amp; 560,578</b>
<b>Range (min, max)</b>	<b>121,300 to 965,000</b>	<b>125,000 to 965,000</b>	<b>125,900 to 1,030,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	107,615	107,615	129,364
Bluewater Power Distribution			126,199
Kingston Hydro Corporation			123,363
Peterborough Distribution Inc.	81,937	83,396	83,173
PUC Distribution Inc.	75,000	75,000	75,000
Halton Hills Hydro Inc.	55,289	55,289	59,008
Haldimand County Hydro Inc.	45,212	45,212	45,212
Festival Hydro Inc.	43,941	44,187	44,433
St. Thomas Energy Inc.	36,000	36,110	39,839
Woodstock Hydro Services Inc.	36,000	38,000	37,754
Lakeland Power Distribution Ltd	36,889	36,889	36,682
Orangeville Hydro Limited	29,182	31,149	31,031
Grimsby Power Incorporated	23,935		25,325
Lakefront Utilities Inc.	22,000		22,000



## S20 Municipal Population

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	49,416.7	55,284.7	62,741.6
Median	40,415	44,700	44,823
1st & 3rd quartiles	34,296 & 60,217	37,167 & 70,072	36,950 & 81,130
Range (min, max)	22,000 to 107,615	31,149 to 107,615	22,000 to 129,364
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			16,500
Niagara-on-the-Lake Hydro Inc.	14,587	15,000	15,000
Sioux Lookout Hydro Inc.	5,600	5,600	5,037
Count	2	2	3
Average	10,093.5	10,300.0	12,179.0
Median	10,094	10,300	15,000
1st & 3rd quartiles	7,847 & 12,340	7,950 & 12,650	10,019 & 15,750
Range (min, max)	5,600 to 14,587	5,600 to 15,000	5,037 to 16,500
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	202,268.7	220,365.5	197,383.2
Median	94,776	116,308	123,363
1st & 3rd quartiles	36,222 & 206,655	42,640 & 224,545	37,754 & 182,500
Range (min, max)	5,600 to 965,000	5,600 to 965,000	5,037 to 1,030,000



## S91 Utility Winter Peak Load (kW)

Large Utilities	2009	2010	2011
PowerStream Inc.	1,336,784.00	1,380,420.00	1,350,678.00
Hydro Ottawa Limited	1,268,127.00	1,239,498.00	1,305,498.00
Horizon Utilities Corporation	850,861.00	847,591.00	819,019.00
Hydro One Brampton Networks	590,772.00	606,686.00	595,739.00
Veridian Connections Inc.	433,843.00	436,342.00	433,549.00
EnWin Utilities Ltd.	399,800.00	390,400.00	366,400.00
Kitchener-Wilmot Hydro Inc.	309,396.00	306,685.00	309,627.00
Burlington Hydro Inc.	267,776.00	273,536.00	269,328.00
Waterloo North Hydro Inc.	233,874.00	242,686.00	240,964.00
Oakville Hydro Electricity	254,560.00	258,870.00	239,300.00
Cambridge and North Dumfries	235,126.00	241,182.00	235,762.00
Whitby Hydro Electric	147,709.00	153,366.00	149,997.00
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>527,385.667</b>	<b>531,438.500</b>	<b>526,321.750</b>
<b>Median</b>	<b>354,598.00</b>	<b>348,542.50</b>	<b>338,013.50</b>
<b>1st &amp; 3rd quartiles</b>	<b>249,701.50 &amp; 655,794.25</b>	<b>254,824.00 &amp; 666,912.25</b>	<b>240,548.00 &amp; 651,559.00</b>
<b>Range (min, max)</b>	<b>147,709.00 to 1,336,784.00</b>	<b>153,366.00 to 1,380,420.00</b>	<b>149,997.00 to 1,350,678.00</b>
Medium Utilities	2009	2010	2011
Peterborough Distribution Inc.	153,787.00	147,722.00	153,393.00
PUC Distribution Inc.	147,108.00	141,244.00	149,857.00
Bluewater Power Distribution			140,212.00
Entegrus Powerlines Inc.	121,498.00	112,418.00	137,287.00
Festival Hydro Inc.	93,350.00	94,400.00	94,031.00
Halton Hills Hydro Inc.	83,214.00	87,789.00	84,038.00
Haldimand County Hydro Inc.	109,996.00	95,666.00	81,845.00
Woodstock Hydro Services Inc.	62,219.00	61,971.00	61,443.00
St. Thomas Energy Inc.	52,131.00	50,015.00	47,750.00
Lakefront Utilities Inc.	44,396.00		44,452.00
Orangeville Hydro Limited	43,705.00	43,609.00	42,505.00
Lakeland Power Distribution Ltd	44,128.00	39,610.00	41,419.00
Grimsbey Power Incorporated	30,568.00		29,983.00





## S91 Utility Winter Peak Load (kW)

Medium Utilities	2009	2010	2011
Count	12	10	13
Average	82,175.000	87,444.400	85,247.308
Median	72,716.50	91,094.50	81,845.00
1st & 3rd quartiles	44,329.00 & 112,871.50	53,004.00 & 108,230.00	44,452.00 & 137,287.00
Range (min, max)	30,568.00 to 153,787.00	39,610.00 to 147,722.00	29,983.00 to 153,393.00
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	28,303.00	30,132.00	28,568.00
Kenora Hydro Electric			20,492.00
Sioux Lookout Hydro Inc.	18,326.00	17,859.00	18,704.00
Count	2	2	3
Average	23,314.500	23,995.500	22,588.000
Median	23,314.50	23,995.50	20,492.00
1st & 3rd quartiles	20,820.25 & 25,808.75	20,927.25 & 27,063.75	19,598.00 & 24,530.00
Range (min, max)	18,326.00 to 28,303.00	17,859.00 to 30,132.00	18,704.00 to 28,568.00
Totals over Large, Medium and Small Utility Classes			
Count	26	24	28
Average	283,129.115	304,154.042	267,565.714
Median	147,408.50	150,544.00	145,034.50
1st & 3rd quartiles	54,653.00 & 298,991.00	81,334.50 & 327,613.75	46,925.50 & 279,402.75
Range (min, max)	18,326.00 to 1,336,784.00	17,859.00 to 1,380,420.00	18,704.00 to 1,350,678.00



## S92 Utility Summer Peak Load (kW)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	1,762,834.00	1,895,989.00	1,961,144.00
Hydro Ottawa Limited	1,363,575.00	1,518,168.00	1,501,701.00
Horizon Utilities Corporation	1,008,981.00	1,091,173.00	1,092,560.00
Hydro One Brampton Networks	737,026.00	799,130.00	814,931.60
EnWin Utilities Ltd.	494,900.00	517,600.00	550,900.00
Veridian Connections Inc.	488,365.00	509,726.00	526,513.00
Oakville Hydro Electricity	304,863.00	354,831.00	380,100.00
Burlington Hydro Inc.	350,428.00	364,929.00	379,690.00
Kitchener-Wilmot Hydro Inc.	339,973.00	367,988.00	377,020.00
Cambridge and North Dumfries	286,911.00	302,537.00	309,690.00
Waterloo North Hydro Inc.	259,232.00	283,517.00	294,349.00
Whitby Hydro Electric	184,500.00	191,768.00	208,479.00
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>631,799.000</b>	<b>683,113.000</b>	<b>699,756.467</b>
<b>Median</b>	<b>419,396.50</b>	<b>438,857.00</b>	<b>453,306.50</b>
<b>1st &amp; 3rd quartiles</b>	<b>300,375.00 &amp; 805,014.75</b>	<b>341,757.50 &amp; 872,140.75</b>	<b>360,187.50 &amp; 884,338.70</b>
<b>Range (min, max)</b>	<b>184,500.00 to 1,762,834.00</b>	<b>191,768.00 to 1,895,989.00</b>	<b>208,479.00 to 1,961,144.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			187,658.00
Entegrus Powerlines Inc.	145,023.00	155,132.00	173,385.00
Peterborough Distribution Inc.	147,235.00	150,103.00	161,697.00
Halton Hills Hydro Inc.	97,839.00	107,148.00	110,391.00
Festival Hydro Inc.	99,720.00	103,100.00	107,415.00
Haldimand County Hydro Inc.	114,709.00	98,223.00	100,582.00
PUC Distribution Inc.	97,507.00	101,492.00	95,135.00
Woodstock Hydro Services Inc.	72,543.00	74,659.00	76,830.00
St. Thomas Energy Inc.	61,895.00	62,047.00	65,534.00
Orangeville Hydro Limited	45,326.00	47,841.00	47,996.00
Grimsby Power Incorporated	40,871.00		44,698.00
Lakefront Utilities Inc.	44,542.00		44,011.00
Lakeland Power Distribution Ltd	32,875.00	37,000.00	34,472.00



## S92 Utility Summer Peak Load (kW)

Medium Utilities	2009	2010	2011
Count	12	10	13
Average	83,340.417	93,674.500	96,138.769
Median	85,025.00	99,857.50	95,135.00
1st & 3rd quartiles	45,130.00 & 103,467.25	65,200.00 & 106,136.00	47,996.00 & 110,391.00
Range (min, max)	32,875.00 to 147,235.00	37,000.00 to 155,132.00	34,472.00 to 187,658.00
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	40,256.00	42,306.00	45,651.00
Kenora Hydro Electric			18,511.00
Sioux Lookout Hydro Inc.	11,160.00	11,303.00	10,767.00
Count	2	2	3
Average	25,708.000	26,804.500	24,976.333
Median	25,708.00	26,804.50	18,511.00
1st & 3rd quartiles	18,434.00 & 32,982.00	19,053.75 & 34,555.25	14,639.00 & 32,081.00
Range (min, max)	11,160.00 to 40,256.00	11,303.00 to 42,306.00	10,767.00 to 45,651.00
Totals over Large, Medium and Small Utility Classes			
Count	26	24	28
Average	332,041.885	382,821.250	347,207.521
Median	146,129.00	173,450.00	167,541.00
1st & 3rd quartiles	64,557.00 & 347,814.25	92,332.00 & 403,422.50	61,149.50 & 379,792.50
Range (min, max)	11,160.00 to 1,762,834.00	11,303.00 to 1,895,989.00	10,767.00 to 1,961,144.00



## \$5 Annual Peak Load in MW

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	1,762.8	1,896.0	1,961.1
Hydro Ottawa Limited	1,363.6	1,518.2	1,501.7
Horizon Utilities Corporation	1,009.0	1,091.2	1,092.6
Hydro One Brampton Networks	737.0	799.1	814.9
EnWin Utilities Ltd.	494.9	517.6	550.9
Veridian Connections Inc.	488.4	509.7	526.5
Oakville Hydro Electricity	304.9	354.8	380.1
Burlington Hydro Inc.	350.4	364.9	379.7
Kitchener-Wilmot Hydro Inc.	340.0	368.0	377.0
Cambridge and North Dumfries	286.9	302.5	309.7
Waterloo North Hydro Inc.	259.2	283.5	294.3
Whitby Hydro Electric	184.5	191.8	208.5
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>631.80</b>	<b>683.11</b>	<b>699.75</b>
<b>Median</b>	<b>419.4</b>	<b>438.9</b>	<b>453.3</b>
<b>1st &amp; 3rd quartiles</b>	<b>300.4 &amp; 805.0</b>	<b>341.8 &amp; 872.1</b>	<b>360.2 &amp; 884.3</b>
<b>Range (min, max)</b>	<b>184.5 to 1,762.8</b>	<b>191.8 to 1,896.0</b>	<b>208.5 to 1,961.1</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			187.7
Entegrus Powerlines Inc.	145.0	155.1	173.4
Peterborough Distribution Inc.	153.8	150.1	161.7
PUC Distribution Inc.	147.1	141.2	149.9
Halton Hills Hydro Inc.	97.8	107.1	110.4
Festival Hydro Inc.	99.7	103.1	107.4
Haldimand County Hydro Inc.	114.7	98.2	100.6
Woodstock Hydro Services Inc.	72.5	74.7	76.8
St. Thomas Energy Inc.	61.9	62.0	65.5
Orangeville Hydro Limited	45.3	47.8	48.0
Grimsby Power Incorporated	40.9		44.7
Lakefront Utilities Inc.	44.5		44.5
Lakeland Power Distribution Ltd	44.1	39.6	41.4
Kingston Hydro Corporation			0.0



**S5 Annual Peak Load in MW**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	88.94	97.89	93.71
Median	85.2	100.7	88.7
1st & 3rd quartiles	45.1 & 122.3	65.2 & 132.7	45.5 & 140.0
Range (min, max)	40.9 to 153.8	39.6 to 155.1	0.0 to 187.7
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	40.3	42.3	45.7
Kenora Hydro Electric			20.5
Sioux Lookout Hydro Inc.	18.3	17.9	18.7
Count	2	2	3
Average	29.30	30.10	28.30
Median	29.3	30.1	20.5
1st & 3rd quartiles	23.8 & 34.8	24.0 & 36.2	19.6 & 33.1
Range (min, max)	18.3 to 40.3	17.9 to 42.3	18.7 to 45.7
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	334.90	384.85	337.72
Median	150.4	173.5	161.7
1st & 3rd quartiles	64.6 & 347.8	92.3 & 403.4	48.0 & 379.7
Range (min, max)	18.3 to 1,762.8	17.9 to 1,896.0	0.0 to 1,961.1



### S93 Utility Average Peak Load (kW)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	1,354,508.00	1,448,177.00	1,434,223.00
Hydro Ottawa Limited	1,169,307.00	1,228,007.00	1,203,408.00
Horizon Utilities Corporation	617,975.00	665,000.00	845,981.00
Hydro One Brampton Networks	585,586.00	631,394.00	626,205.76
Veridian Connections Inc.	397,920.00	420,423.00	412,902.00
EnWin Utilities Ltd.	397,075.00	412,217.00	411,675.00
Kitchener-Wilmot Hydro Inc.	288,021.60	304,495.00	301,899.30
Burlington Hydro Inc.	266,467.00	284,725.00	280,100.00
Oakville Hydro Electricity	253,016.00	271,682.00	251,564.00
Cambridge and North Dumfries	232,785.00	246,993.00	246,578.00
Waterloo North Hydro Inc.	223,335.00	238,015.00	238,844.00
Whitby Hydro Electric	142,909.00	152,499.00	151,006.00
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>494,075.383</b>	<b>525,302.250</b>	<b>533,698.838</b>
<b>Median</b>	<b>342,548.30</b>	<b>358,356.00</b>	<b>356,787.15</b>
<b>1st &amp; 3rd quartiles</b>	<b>247,958.25 &amp; 593,683.25</b>	<b>265,509.75 &amp; 639,795.50</b>	<b>250,317.50 &amp; 681,149.57</b>
<b>Range (min, max)</b>	<b>142,909.00 to 1,354,508.00</b>	<b>152,499.00 to 1,448,177.00</b>	<b>151,006.00 to 1,434,223.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			163,935.00
Entegrus Powerlines Inc.	117,115.00	120,387.00	155,335.00
Peterborough Distribution Inc.	131,446.00	135,507.00	135,588.00
Kingston Hydro Corporation			111,249.00
PUC Distribution Inc.	111,107.00	108,859.00	109,109.00
Festival Hydro Inc.	89,305.00	91,920.00	93,454.00
Halton Hills Hydro Inc.	80,504.00	58,735.00	84,825.00
Haldimand County Hydro Inc.	93,326.00	83,121.00	80,013.00
Woodstock Hydro Services Inc.	59,078.00	61,426.00	61,185.00
St. Thomas Energy Inc.	48,277.00	50,812.00	50,164.00
Orangeville Hydro Limited	39,984.00	41,559.00	40,755.00
Lakefront Utilities Inc.	40,107.00		40,058.00
Lakeland Power Distribution Ltd	34,458.00	34,201.00	34,529.00
Grimsby Power Incorporated	30,154.00		31,728.00



### S93 Utility Average Peak Load (kW)

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	72,905.083	78,652.700	85,137.643
Median	69,791.00	72,273.50	82,419.00
1st & 3rd quartiles	40,076.25 & 97,771.25	52,792.75 & 104,624.25	43,107.25 & 110,714.00
Range (min, max)	30,154.00 to 131,446.00	34,201.00 to 135,507.00	31,728.00 to 163,935.00
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	27,121.00	30,859.00	31,132.00
Kenora Hydro Electric			17,242.00
Sioux Lookout Hydro Inc.	12,426.00	12,538.00	12,177.00
Count	2	2	3
Average	19,773.500	21,698.500	20,183.667
Median	19,773.50	21,698.50	17,242.00
1st & 3rd quartiles	16,099.75 & 23,447.25	17,118.25 & 26,278.75	14,709.50 & 24,187.00
Range (min, max)	12,426.00 to 27,121.00	12,538.00 to 30,859.00	12,177.00 to 31,132.00
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	263,204.331	297,231.292	264,029.795
Median	124,280.50	144,003.00	135,588.00
1st & 3rd quartiles	50,977.25 & 282,632.95	60,753.25 & 331,425.50	50,164.00 & 280,100.00
Range (min, max)	12,426.00 to 1,354,508.00	12,538.00 to 1,448,177.00	12,177.00 to 1,434,223.00



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	65.000	75.000	75.000
Veridian Connections Inc.	74.000	73.000	74.000
Hydro One Brampton Networks	73.400	72.000	73.000
Hydro Ottawa Limited	76.000	71.000	72.000
Cambridge and North Dumfries	71.000	71.000	71.363
Waterloo North Hydro Inc.	72.000	71.000	71.000
Kitchener-Wilmot Hydro Inc.	71.500	70.000	70.800
Burlington Hydro Inc.	71.050	69.680	70.530
PowerStream Inc.	71.000	70.000	70.000
Whitby Hydro Electric	70.000	68.000	69.000
Oakville Hydro Electricity	70.000	68.000	67.000
EnWin Utilities Ltd.	58.000	57.000	54.000
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>70.2458</b>	<b>69.6400</b>	<b>69.8078</b>
<b>Median</b>	<b>71.025</b>	<b>70.500</b>	<b>70.900</b>
<b>1st &amp; 3rd quartiles</b>	<b>70.000 &amp; 72.350</b>	<b>69.260 &amp; 71.250</b>	<b>69.750 &amp; 72.250</b>
<b>Range (min, max)</b>	<b>58.000 to 76.000</b>	<b>57.000 to 75.000</b>	<b>54.000 to 75.000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			88.000
Festival Hydro Inc.	89.600	89.000	86.900
Kingston Hydro Corporation			81.000
Lakefront Utilities Inc.	76.000		74.000
PUC Distribution Inc.	76.000	75.000	72.000
Entegrus Powerlines Inc.	71.400	71.000	71.600
Peterborough Distribution Inc.	72.000	71.000	71.000
Orangeville Hydro Limited	72.000	72.000	71.000
Lakeland Power Distribution Ltd	73.000	72.000	71.000
Woodstock Hydro Services Inc.	71.000	72.000	71.000
Halton Hills Hydro Inc.	70.000	69.440	68.100
Grimsby Power Incorporated	68.800		66.700
Haldimand County Hydro Inc.	47.000	61.000	64.000
St. Thomas Energy Inc.	55.000	56.000	53.000





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

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	70.1500	70.8440	72.0929
Median	71.700	71.500	71.000
1st & 3rd quartiles	69.700 & 73.750	69.830 & 72.000	68.825 & 73.500
Range (min, max)	47.000 to 89.600	56.000 to 89.000	53.000 to 88.000
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	85.200	82.800	87.600
Kenora Hydro Electric			84.000
Niagara-on-the-Lake Hydro Inc.	71.000	70.000	70.000
Count	2	2	3
Average	78.1000	76.4000	80.5333
Median	78.100	76.400	84.000
1st & 3rd quartiles	74.550 & 81.650	73.200 & 79.600	77.000 & 85.800
Range (min, max)	71.000 to 85.200	70.000 to 82.800	70.000 to 87.600
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	70.8058	70.7050	72.0204
Median	71.225	71.000	71.000
1st & 3rd quartiles	70.000 & 73.300	69.620 & 72.000	70.000 & 74.000
Range (min, max)	47.000 to 89.600	56.000 to 89.000	53.000 to 88.000



**S10** Overhead Circuit Kilometres of Line (Route kms Only)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	2,710.0	2,693.0	2,916.0
PowerStream Inc.	2,755.3	2,551.4	2,584.0
Horizon Utilities Corporation	1,520.0	1,543.0	1,523.0
Veridian Connections Inc.	1,280.0	1,274.0	1,331.0
Waterloo North Hydro Inc.	1,058.3	1,059.0	1,051.0
Kitchener-Wilmot Hydro Inc.	1,035.9	1,042.0	1,046.1
Burlington Hydro Inc.	1,064.0	886.5	963.9
Hydro One Brampton Networks	819.0	806.0	802.0
Cambridge and North Dumfries	708.0	708.0	713.0
EnWin Utilities Ltd.	713.0	713.0	709.0
Oakville Hydro Electricity	551.0	553.0	561.0
Whitby Hydro Electric	495.0	499.0	503.0
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1,225.79</b>	<b>1,193.99</b>	<b>1,225.25</b>
<b>Median</b>	<b>1,047.1</b>	<b>964.3</b>	<b>1,005.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>711.8 &amp; 1,340.0</b>	<b>711.8 &amp; 1,341.3</b>	<b>712.0 &amp; 1,379.0</b>
<b>Range (min, max)</b>	<b>495.0 to 2,755.3</b>	<b>499.0 to 2,693.0</b>	<b>503.0 to 2,916.0</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	1,643.0	1,634.0	1,642.0
Halton Hills Hydro Inc.	882.0	859.0	888.0
Entegrus Powerlines Inc.	583.0	599.0	678.0
PUC Distribution Inc.	616.0	616.0	617.0
Bluewater Power Distribution			581.0
Peterborough Distribution Inc.	384.0	384.0	385.0
Lakeland Power Distribution Ltd	285.0	288.0	257.0
Kingston Hydro Corporation			233.0
Festival Hydro Inc.	184.9	185.0	185.0
Grimsby Power Incorporated	139.6		170.7
St. Thomas Energy Inc.	156.0	158.0	156.0
Woodstock Hydro Services Inc.	154.0	155.0	155.0
Orangeville Hydro Limited	102.0	103.0	103.0
Lakefront Utilities Inc.	95.0		95.0



**S10** Overhead Circuit Kilometres of Line (Route kms Only)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	435.38	498.10	438.98
Median	235.0	336.0	245.0
1st & 3rd quartiles	150.4 & 591.3	164.8 & 611.8	159.7 & 608.0
Range (min, max)	95.0 to 1,643.0	103.0 to 1,634.0	95.0 to 1,642.0
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	205.0	205.0	263.9
Niagara-on-the-Lake Hydro Inc.	246.0	241.0	246.0
Kenora Hydro Electric			88.0
Count	2	2	3
Average	225.50	223.00	199.30
Median	225.5	223.0	246.0
1st & 3rd quartiles	215.3 & 235.8	214.0 & 232.0	167.0 & 254.9
Range (min, max)	205.0 to 246.0	205.0 to 241.0	88.0 to 263.9
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	784.04	823.12	739.54
Median	599.5	662.0	581.0
1st & 3rd quartiles	215.3 & 1,052.7	276.3 & 1,046.3	233.0 & 963.9
Range (min, max)	95.0 to 2,755.3	103.0 to 2,693.0	88.0 to 2,916.0



## S12 Underground Circuit Kilometres of Line (Route kms Only)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	4,926.3	4,830.5	4,847.8
Hydro Ottawa Limited	2,677.0	2,721.0	2,690.0
Hydro One Brampton Networks	1,959.0	2,017.0	2,094.0
Horizon Utilities Corporation	1,843.0	1,872.0	1,891.0
Veridian Connections Inc.	921.0	1,027.0	1,078.0
Oakville Hydro Electricity	877.0	886.0	894.0
Kitchener-Wilmot Hydro Inc.	819.8	824.0	832.3
Burlington Hydro Inc.	654.0	840.7	740.0
Whitby Hydro Electric	539.0	552.0	557.0
Waterloo North Hydro Inc.	482.2	488.0	491.0
EnWin Utilities Ltd.	414.0	466.0	467.0
Cambridge and North Dumfries	397.0	403.0	406.0
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1,375.78</b>	<b>1,410.60</b>	<b>1,415.68</b>
<b>Median</b>	<b>848.4</b>	<b>863.4</b>	<b>863.2</b>
<b>1st &amp; 3rd quartiles</b>	<b>524.8 &amp; 1,872.0</b>	<b>536.0 &amp; 1,908.3</b>	<b>540.5 &amp; 1,941.8</b>
<b>Range (min, max)</b>	<b>397.0 to 4,926.3</b>	<b>403.0 to 4,830.5</b>	<b>406.0 to 4,847.8</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Halton Hills Hydro Inc.	481.0	545.0	576.0
Entegrus Powerlines Inc.	227.0	284.0	268.0
Bluewater Power Distribution			196.0
Peterborough Distribution Inc.	166.0	168.0	168.0
Kingston Hydro Corporation			129.0
PUC Distribution Inc.	116.0	117.0	120.0
Woodstock Hydro Services Inc.	91.0	93.0	94.0
Festival Hydro Inc.	92.0	92.0	92.0
St. Thomas Energy Inc.	87.0	89.0	92.0
Haldimand County Hydro Inc.	88.0	89.0	92.0
Lakeland Power Distribution Ltd	65.0	67.0	76.0
Orangeville Hydro Limited	71.0	73.0	73.0
Grimsby Power Incorporated	33.2		70.1
Lakefront Utilities Inc.	20.0		20.0



## S12 Underground Circuit Kilometres of Line (Route kms Only)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	128.10	161.70	147.58
Median	89.5	92.5	93.0
1st & 3rd quartiles	69.5 & 128.5	89.0 & 155.3	80.0 & 158.3
Range (min, max)	20.0 to 481.0	67.0 to 545.0	20.0 to 576.0
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	95.0	101.0	102.0
Kenora Hydro Electric			10.0
Sioux Lookout Hydro Inc.	6.0	6.0	6.8
Count	2	2	3
Average	50.50	53.50	39.60
Median	50.5	53.5	10.0
1st & 3rd quartiles	28.3 & 72.8	29.8 & 77.3	8.4 & 56.0
Range (min, max)	6.0 to 95.0	6.0 to 101.0	6.8 to 102.0
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	697.98	777.13	661.14
Median	312.0	434.5	196.0
1st & 3rd quartiles	88.8 & 778.4	92.8 & 852.0	92.0 & 740.0
Range (min, max)	6.0 to 4,926.3	6.0 to 4,830.5	6.8 to 4,847.8



## S21 Total Circuit Kilometres of Line

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	6,994.5	7,381.9	7,431.8
Hydro Ottawa Limited	5,387.0	5,414.0	5,606.0
Horizon Utilities Corporation	3,363.0	3,415.0	3,414.0
Hydro One Brampton Networks	2,778.0	2,823.0	2,896.0
Veridian Connections Inc.	2,201.0	2,301.0	2,409.0
Kitchener-Wilmot Hydro Inc.	1,855.7	1,866.0	1,878.4
Burlington Hydro Inc.	1,718.0	1,727.2	1,703.9
Waterloo North Hydro Inc.	1,540.5	1,547.0	1,542.0
Oakville Hydro Electricity	1,428.0	1,439.0	1,455.0
EnWin Utilities Ltd.	1,127.0	1,179.0	1,176.0
Cambridge and North Dumfries	1,105.0	1,111.0	1,119.0
Whitby Hydro Electric	1,034.0	1,051.0	1,060.0
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>2,544.31</b>	<b>2,604.59</b>	<b>2,640.93</b>
<b>Median</b>	<b>1,786.9</b>	<b>1,796.6</b>	<b>1,791.2</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,352.8 &amp; 2,924.3</b>	<b>1,374.0 &amp; 2,971.0</b>	<b>1,385.3 &amp; 3,025.5</b>
<b>Range (min, max)</b>	<b>1,034.0 to 6,994.5</b>	<b>1,051.0 to 7,381.9</b>	<b>1,060.0 to 7,431.8</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	1,731.0	1,723.0	1,734.0
Halton Hills Hydro Inc.	1,363.0	1,404.0	1,464.0
Entegrus Powerlines Inc.	810.0	883.0	946.0
Bluewater Power Distribution			777.0
PUC Distribution Inc.	728.0	733.0	737.0
Peterborough Distribution Inc.	550.0	552.0	553.0
Kingston Hydro Corporation			362.0
Lakeland Power Distribution Ltd	350.0	355.0	333.0
Festival Hydro Inc.	277.0	277.0	277.0
Woodstock Hydro Services Inc.	245.0	248.0	249.0
St. Thomas Energy Inc.	243.0	247.0	248.0
Grimsby Power Incorporated	172.8		240.8
Orangeville Hydro Limited	173.0	176.0	176.0
Lakefront Utilities Inc.	115.0		115.0



## S21 Total Circuit Kilometres of Line

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	563.15	659.80	586.56
Median	313.5	453.5	347.5
1st & 3rd quartiles	225.5 & 748.5	255.3 & 845.5	248.3 & 767.0
Range (min, max)	115.0 to 1,731.0	176.0 to 1,723.0	115.0 to 1,734.0
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	341.0	342.0	348.0
Sioux Lookout Hydro Inc.	211.0	211.0	270.7
Kenora Hydro Electric			98.0
Count	2	2	3
Average	276.00	276.50	238.90
Median	276.0	276.5	270.7
1st & 3rd quartiles	243.5 & 308.5	243.8 & 309.3	184.3 & 309.3
Range (min, max)	211.0 to 341.0	211.0 to 342.0	98.0 to 348.0
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	1,455.44	1,600.25	1,400.68
Median	1,069.5	1,145.0	946.0
1st & 3rd quartiles	293.0 & 1,727.8	351.8 & 1,761.9	277.0 & 1,703.9
Range (min, max)	115.0 to 6,994.5	176.0 to 7,381.9	98.0 to 7,431.8



**S293** Is The Utility Directly Connected to The IESO Grid?

Yes = 1, No = 0

Large Utilities	2009	2010	2011
EnWin Utilities Ltd.			1
PowerStream Inc.			1
Burlington Hydro Inc.			1
Horizon Utilities Corporation			1
Hydro One Brampton Networks			1
Hydro Ottawa Limited			1
Oakville Hydro Electricity			1
Kitchener-Wilmot Hydro Inc.			1
Veridian Connections Inc.			1
Waterloo North Hydro Inc.			1
Whitby Hydro Electric			0
Cambridge and North Dumfries			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>12</b>
<b>Average</b>			<b>0.8</b>
<b>Median</b>			<b>1</b>
<b>1st &amp; 3rd quartiles</b>			<b>1 &amp; 1</b>
<b>Range (min, max)</b>			<b>0 to 1</b>
Medium Utilities	2009	2010	2011
Bluewater Power Distribution			1
Peterborough Distribution Inc.			1
Festival Hydro Inc.			1
Woodstock Hydro Services Inc.			1
PUC Distribution Inc.			1
Lakefront Utilities Inc.			1
Haldimand County Hydro Inc.			1
Entegrus Powerlines Inc.			1
St. Thomas Energy Inc.			0
Halton Hills Hydro Inc.			0
Lakeland Power Distribution Ltd			0
Grimsby Power Incorporated			0
Kingston Hydro Corporation			0
Orangeville Hydro Limited			0





**S293** Is The Utility Directly Connected to The IESO Grid?

Yes = 1, No = 0

Medium Utilities	2009	2010	2011
Count	0	0	14
Average			0.6
Median			1
1st & 3rd quartiles			0 & 1
Range (min, max)			0 to 1
Small Utilities	2009	2010	2011
Kenora Hydro Electric			1
Niagara-on-the-Lake Hydro Inc.			1
Sioux Lookout Hydro Inc.			0
Count	0	0	3
Average			0.7
Median			1
1st & 3rd quartiles			1 & 1
Range (min, max)			0 to 1
Totals over Large, Medium and Small Utility Classes			
Count	0	0	29
Average			0.7
Median			1
1st & 3rd quartiles			0 & 1
Range (min, max)			0 to 1



## S22 Circuit Kilometres of 3 Phase Line

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	3,622.2	3,454.8	3,536.6
Hydro Ottawa Limited	2,968.0	2,973.0	3,115.0
Horizon Utilities Corporation	1,766.0	1,783.0	1,779.0
Hydro One Brampton Networks	1,190.0	1,195.0	1,227.0
Veridian Connections Inc.	1,109.0	1,139.0	1,043.0
Burlington Hydro Inc.	912.0	764.9	856.9
Kitchener-Wilmot Hydro Inc.	791.9	793.0	798.6
Oakville Hydro Electricity	737.0	740.0	760.0
Waterloo North Hydro Inc.	711.0	709.0	701.0
EnWin Utilities Ltd.	588.0	569.0	567.0
Whitby Hydro Electric	468.0	475.0	480.0
Cambridge and North Dumfries	432.0	435.0	437.0
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1,274.59</b>	<b>1,252.56</b>	<b>1,275.09</b>
<b>Median</b>	<b>852.0</b>	<b>779.0</b>	<b>827.8</b>
<b>1st &amp; 3rd quartiles</b>	<b>680.3 &amp; 1,334.0</b>	<b>674.0 &amp; 1,342.0</b>	<b>667.5 &amp; 1,365.0</b>
<b>Range (min, max)</b>	<b>432.0 to 3,622.2</b>	<b>435.0 to 3,454.8</b>	<b>437.0 to 3,536.6</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	608.0	603.0	611.0
Entegrus Powerlines Inc.	519.0	544.0	592.0
PUC Distribution Inc.	458.0	460.0	464.0
Bluewater Power Distribution			423.0
Halton Hills Hydro Inc.	403.0	385.0	402.0
Peterborough Distribution Inc.	345.0	345.0	346.0
Kingston Hydro Corporation			258.0
Woodstock Hydro Services Inc.	161.0	163.0	163.0
Festival Hydro Inc.	148.0	148.0	147.9
Lakeland Power Distribution Ltd	169.0	171.0	145.0
St. Thomas Energy Inc.	141.0	141.0	139.0
Grimsby Power Incorporated	86.3		103.4
Orangeville Hydro Limited	96.0	97.0	97.0
Lakefront Utilities Inc.	76.0		76.0



## S22 Circuit Kilometres of 3 Phase Line

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	267.53	305.70	283.38
Median	165.0	258.0	210.5
1st & 3rd quartiles	129.8 & 416.8	151.8 & 441.3	140.5 & 417.8
Range (min, max)	76.0 to 608.0	97.0 to 603.0	76.0 to 611.0
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	175.0	176.0	176.0
Sioux Lookout Hydro Inc.	72.0	72.0	92.0
Kenora Hydro Electric			61.0
Count	2	2	3
Average	123.50	124.00	109.67
Median	123.5	124.0	92.0
1st & 3rd quartiles	97.8 & 149.3	98.0 & 150.0	76.5 & 134.0
Range (min, max)	72.0 to 175.0	72.0 to 176.0	61.0 to 176.0
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	721.25	763.99	675.77
Median	463.0	509.5	437.0
1st & 3rd quartiles	163.0 & 778.2	174.8 & 771.9	148.0 & 760.0
Range (min, max)	72.0 to 3,622.2	72.0 to 3,454.8	61.0 to 3,536.6



## S23 Circuit Kilometres of 2 Phase Line

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	169.0	166.0	167.0
PowerStream Inc.	79.2	93.3	136.6
Hydro One Brampton Networks	21.0	21.0	21.0
Horizon Utilities Corporation	20.0	21.0	20.0
Veridian Connections Inc.	22.0	17.0	18.0
Whitby Hydro Electric	11.0	13.0	13.0
Waterloo North Hydro Inc.	7.0	7.0	7.0
EnWin Utilities Ltd.	25.0	2.0	2.0
<b>Count</b>	<b>8</b>	<b>8</b>	<b>8</b>
<b>Average</b>	<b>44.28</b>	<b>42.54</b>	<b>48.08</b>
<b>Median</b>	<b>21.5</b>	<b>19.0</b>	<b>19.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>17.8 &amp; 38.6</b>	<b>11.5 &amp; 39.1</b>	<b>11.5 &amp; 49.9</b>
<b>Range (min, max)</b>	<b>7.0 to 169.0</b>	<b>2.0 to 166.0</b>	<b>2.0 to 167.0</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	30.0	30.0	27.0
St. Thomas Energy Inc.	12.0	12.0	11.0
PUC Distribution Inc.	10.0	10.0	10.0
Lakeland Power Distribution Ltd	9.0	9.0	8.0
Peterborough Distribution Inc.	8.0	7.0	7.0
Bluewater Power Distribution			7.0
Festival Hydro Inc.	5.7	6.0	6.0
Woodstock Hydro Services Inc.	3.0	3.0	4.0
Grimsby Power Incorporated	0.2		0.3
Entegrus Powerlines Inc.	2.0	1.0	0.0
<b>Count</b>	<b>9</b>	<b>8</b>	<b>10</b>
<b>Average</b>	<b>8.88</b>	<b>9.75</b>	<b>8.03</b>
<b>Median</b>	<b>8.0</b>	<b>8.0</b>	<b>7.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>3.0 &amp; 10.0</b>	<b>5.3 &amp; 10.5</b>	<b>4.5 &amp; 9.5</b>
<b>Range (min, max)</b>	<b>0.2 to 30.0</b>	<b>1.0 to 30.0</b>	<b>0.0 to 27.0</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	1.0	2.0	6.0



**S23** Circuit Kilometres of 2 Phase Line

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	1	1	1
Average	1.00	2.00	6.00
Median	1.0	2.0	6.0
1st & 3rd quartiles	1.0 & 1.0	2.0 & 2.0	6.0 & 6.0
Range (min, max)	1.0 to 1.0	2.0 to 2.0	6.0 to 6.0
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	18	17	19
Average	24.17	24.72	24.78
Median	10.5	10.0	8.0
1st & 3rd quartiles	6.0 & 21.8	6.0 & 21.0	6.0 & 19.0
Range (min, max)	0.2 to 169.0	1.0 to 166.0	0.0 to 167.0



## S24 Circuit Kilometres of Single Phase Line

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	3,980.2	3,807.9	3,758.6
Hydro Ottawa Limited	2,250.0	2,275.0	2,324.0
Hydro One Brampton Networks	1,567.0	1,607.0	1,648.0
Horizon Utilities Corporation	1,577.0	1,611.0	1,615.0
Veridian Connections Inc.	1,070.0	1,145.0	1,348.0
Kitchener-Wilmot Hydro Inc.	1,063.8	1,073.0	1,079.8
Burlington Hydro Inc.	806.0	962.3	847.0
Waterloo North Hydro Inc.	823.0	831.0	834.0
Oakville Hydro Electricity	691.0	699.0	705.0
Cambridge and North Dumfries	673.0	676.0	682.0
EnWin Utilities Ltd.	514.0	608.0	607.0
Whitby Hydro Electric	555.0	563.0	567.0
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1,297.50</b>	<b>1,321.52</b>	<b>1,334.62</b>
<b>Median</b>	<b>943.4</b>	<b>1,017.7</b>	<b>963.4</b>
<b>1st &amp; 3rd quartiles</b>	<b>686.5 &amp; 1,569.5</b>	<b>693.3 &amp; 1,608.0</b>	<b>699.3 &amp; 1,623.3</b>
<b>Range (min, max)</b>	<b>514.0 to 3,980.2</b>	<b>563.0 to 3,807.9</b>	<b>567.0 to 3,758.6</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	1,093.0	1,090.0	1,096.0
Halton Hills Hydro Inc.	960.0	1,019.0	1,062.0
Entegrus Powerlines Inc.	289.0	338.0	354.0
Bluewater Power Distribution			347.0
PUC Distribution Inc.	264.0	263.0	263.0
Peterborough Distribution Inc.	197.0	200.0	200.0
Lakeland Power Distribution Ltd	172.0	175.0	180.0
Grimsby Power Incorporated	86.3		137.1
Festival Hydro Inc.	123.3	123.0	123.0
Kingston Hydro Corporation			104.0
St. Thomas Energy Inc.	90.0	94.0	98.0
Woodstock Hydro Services Inc.	81.0	82.0	82.0
Orangeville Hydro Limited	77.0	79.0	79.0
Lakefront Utilities Inc.	39.0		39.0



## S24 Circuit Kilometres of Single Phase Line

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	289.30	346.30	297.44
Median	147.7	187.5	158.6
1st & 3rd quartiles	85.0 & 270.3	101.3 & 319.3	99.5 & 326.0
Range (min, max)	39.0 to 1,093.0	79.0 to 1,090.0	39.0 to 1,096.0
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	139.0	139.0	178.7
Niagara-on-the-Lake Hydro Inc.	165.0	164.0	166.0
Kenora Hydro Electric			37.0
Count	2	2	3
Average	152.00	151.50	127.23
Median	152.0	151.5	166.0
1st & 3rd quartiles	145.5 & 158.5	145.3 & 157.8	101.5 & 172.3
Range (min, max)	139.0 to 165.0	139.0 to 164.0	37.0 to 178.7
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	744.06	817.68	709.01
Median	534.5	642.0	354.0
1st & 3rd quartiles	145.5 & 1,037.9	172.3 & 1,077.3	137.1 & 1,062.0
Range (min, max)	39.0 to 3,980.2	79.0 to 3,807.9	37.0 to 3,758.6



## S27 Number of Transmission Transformers

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	25	27	27
Kitchener-Wilmot Hydro Inc.	16	18	18
PowerStream Inc.	8	11	11
EnWin Utilities Ltd.	10	10	10
Waterloo North Hydro Inc.	8	8	8
Hydro One Brampton Networks	2	2	2
Oakville Hydro Electricity			2
Cambridge and North Dumfries	2	2	2
<b>Count</b>	<b>7</b>	<b>7</b>	<b>8</b>
<b>Average</b>	<b>10.1</b>	<b>11.1</b>	<b>10.0</b>
<b>Median</b>	<b>8</b>	<b>10</b>	<b>9</b>
<b>1st &amp; 3rd quartiles</b>	<b>5 &amp; 13</b>	<b>5 &amp; 15</b>	<b>2 &amp; 13</b>
<b>Range (min, max)</b>	<b>2 to 25</b>	<b>2 to 27</b>	<b>2 to 27</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	8	8	8
<b>Count</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>Average</b>	<b>8.0</b>	<b>8.0</b>	<b>8.0</b>
<b>Median</b>	<b>8</b>	<b>8</b>	<b>8</b>
<b>1st &amp; 3rd quartiles</b>	<b>8 &amp; 8</b>	<b>8 &amp; 8</b>	<b>8 &amp; 8</b>
<b>Range (min, max)</b>	<b>8 to 8</b>	<b>8 to 8</b>	<b>8 to 8</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			3
Niagara-on-the-Lake Hydro Inc.	3	2	2
<b>Count</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Average</b>	<b>3.0</b>	<b>2.0</b>	<b>2.5</b>
<b>Median</b>	<b>3</b>	<b>2</b>	<b>3</b>
<b>1st &amp; 3rd quartiles</b>	<b>3 &amp; 3</b>	<b>2 &amp; 2</b>	<b>2 &amp; 3</b>
<b>Range (min, max)</b>	<b>3 to 3</b>	<b>2 to 2</b>	<b>2 to 3</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>9</b>	<b>9</b>	<b>11</b>
<b>Average</b>	<b>9.1</b>	<b>9.8</b>	<b>8.5</b>
<b>Median</b>	<b>8</b>	<b>8</b>	<b>8</b>
<b>1st &amp; 3rd quartiles</b>	<b>3 &amp; 10</b>	<b>2 &amp; 11</b>	<b>2 &amp; 11</b>
<b>Range (min, max)</b>	<b>2 to 25</b>	<b>2 to 27</b>	<b>2 to 27</b>





## S28 Number of Subtransmission Transformers

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks	723	788	814
Hydro Ottawa Limited	141	143	143
Horizon Utilities Corporation	71	71	71
Veridian Connections Inc.	66	65	63
PowerStream Inc.	62	54	56
Burlington Hydro Inc.	44	44	44
Oakville Hydro Electricity	38	38	38
Whitby Hydro Electric	28	29	30
Waterloo North Hydro Inc.	21	17	18
EnWin Utilities Ltd.	15	12	10
Kitchener-Wilmot Hydro Inc.	7	7	7
Cambridge and North Dumfries	2		
<b>Count</b>	<b>12</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>101.5</b>	<b>115.3</b>	<b>117.6</b>
<b>Median</b>	<b>41</b>	<b>44</b>	<b>44</b>
<b>1st &amp; 3rd quartiles</b>	<b>20 &amp; 67</b>	<b>23 &amp; 68</b>	<b>24 &amp; 67</b>
<b>Range (min, max)</b>	<b>2 to 723</b>	<b>7 to 788</b>	<b>7 to 814</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kingston Hydro Corporation			37
Peterborough Distribution Inc.	37	37	37
PUC Distribution Inc.	33	34	34
Bluewater Power Distribution			25
Entegrus Powerlines Inc.		20	24
Halton Hills Hydro Inc.	63	12	12
Lakefront Utilities Inc.	8		7
Lakeland Power Distribution Ltd	7	7	7
St. Thomas Energy Inc.			6
Haldimand County Hydro Inc.	5	5	5
Festival Hydro Inc.	6	4	4
<b>Count</b>	<b>7</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>22.7</b>	<b>17.0</b>	<b>18.0</b>
<b>Median</b>	<b>8</b>	<b>12</b>	<b>12</b>
<b>1st &amp; 3rd quartiles</b>	<b>7 &amp; 35</b>	<b>6 &amp; 27</b>	<b>7 &amp; 30</b>
<b>Range (min, max)</b>	<b>5 to 63</b>	<b>4 to 37</b>	<b>4 to 37</b>



**S28** Number of Subtransmission Transformers

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	29	29	27
<b>Count</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>Average</b>	<b>29.0</b>	<b>29.0</b>	<b>27.0</b>
<b>Median</b>	<b>29</b>	<b>29</b>	<b>27</b>
<b>1st &amp; 3rd quartiles</b>	<b>29 &amp; 29</b>	<b>29 &amp; 29</b>	<b>27 &amp; 27</b>
<b>Range (min, max)</b>	<b>29 to 29</b>	<b>29 to 29</b>	<b>27 to 27</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>20</b>	<b>19</b>	<b>23</b>
<b>Average</b>	<b>70.3</b>	<b>74.5</b>	<b>66.0</b>
<b>Median</b>	<b>31</b>	<b>29</b>	<b>27</b>
<b>1st &amp; 3rd quartiles</b>	<b>8 &amp; 62</b>	<b>12 &amp; 49</b>	<b>9 &amp; 41</b>
<b>Range (min, max)</b>	<b>2 to 723</b>	<b>4 to 788</b>	<b>4 to 814</b>



## S29 Number of Distribution Transformers

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	40,525	42,516	42,970
PowerStream Inc.	40,878	40,682	42,690
Horizon Utilities Corporation	23,832	23,852	23,936
Veridian Connections Inc.	16,240	16,934	16,991
Hydro One Brampton Networks	14,877	14,851	15,226
Kitchener-Wilmot Hydro Inc.	10,220	10,316	10,394
Oakville Hydro Electricity	8,239	8,259	8,285
EnWin Utilities Ltd.	8,244	8,146	8,122
Waterloo North Hydro Inc.	7,513	7,655	7,675
Cambridge and North Dumfries	7,027	7,479	6,984
Whitby Hydro Electric	5,263	5,396	5,423
Burlington Hydro Inc.	9,182	8,325	833
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>16,003.3</b>	<b>16,200.9</b>	<b>15,794.1</b>
<b>Median</b>	<b>9,701</b>	<b>9,321</b>	<b>9,340</b>
<b>1st &amp; 3rd quartiles</b>	<b>8,058 &amp; 18,138</b>	<b>8,023 &amp; 18,664</b>	<b>7,502 &amp; 18,727</b>
<b>Range (min, max)</b>	<b>5,263 to 40,878</b>	<b>5,396 to 42,516</b>	<b>833 to 42,970</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	7,424	7,127	7,179
PUC Distribution Inc.	6,039	6,056	6,082
Bluewater Power Distribution			5,443
Entegrus Powerlines Inc.	3,477	3,858	4,379
Peterborough Distribution Inc.	3,774	3,858	3,864
Halton Hills Hydro Inc.	3,686	3,738	3,740
Festival Hydro Inc.	2,425	2,445	2,500
Lakeland Power Distribution Ltd	2,137	2,137	2,145
Kingston Hydro Corporation			2,141
Woodstock Hydro Services Inc.	1,618	1,543	1,561
Grimsby Power Incorporated	1,426		1,433
Orangeville Hydro Limited	1,366	1,407	1,416
St. Thomas Energy Inc.	1,380	1,385	1,393
Lakefront Utilities Inc.	980		980



## S29 Number of Distribution Transformers

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	2,977.7	3,355.4	3,161.1
Median	2,281	3,092	2,323
1st & 3rd quartiles	1,415 & 3,708	1,692 & 3,858	1,465 & 4,250
Range (min, max)	980 to 7,424	1,385 to 7,127	980 to 7,179
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	1,757	1,738	1,952
Sioux Lookout Hydro Inc.	831	0	
Count	2	2	1
Average	1,294.0	869.0	1,952.0
Median	1,294	869	1,952
1st & 3rd quartiles	1,063 & 1,526	435 & 1,304	1,952 & 1,952
Range (min, max)	831 to 1,757	0 to 1,738	1,952 to 1,952
Totals over Large, Medium and Small Utility Classes			
Count	26	24	27
Average	8,860.0	9,571.0	8,731.0
Median	5,651	6,592	5,423
1st & 3rd quartiles	1,852 & 8,948	2,368 & 8,823	2,047 & 8,204
Range (min, max)	831 to 40,878	0 to 42,516	833 to 42,970



### S31 Control Centre for SCADA System

Yes = 1, No = 0

Large Utilities	2009	2010	2011
Waterloo North Hydro Inc.	1	1	1
Whitby Hydro Electric	1	1	1
PowerStream Inc.	1	1	1
Horizon Utilities Corporation	1	1	1
Kitchener-Wilmot Hydro Inc.	1	1	1
Hydro One Brampton Networks	1	1	1
Oakville Hydro Electricity	1	1	1
Cambridge and North Dumfries	1	1	1
Hydro Ottawa Limited	1	1	1
EnWin Utilities Ltd.	1	1	1
Veridian Connections Inc.	1	1	1
Burlington Hydro Inc.		1	
<b>Count</b>	<b>11</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>1.0</b>	<b>1.0</b>	<b>1.0</b>
<b>Median</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 1</b>	<b>1 &amp; 1</b>	<b>1 &amp; 1</b>
<b>Range (min, max)</b>	<b>1 to 1</b>	<b>1 to 1</b>	<b>1 to 1</b>
Medium Utilities	2009	2010	2011
Woodstock Hydro Services Inc.	1	1	1
PUC Distribution Inc.	1	1	1
Halton Hills Hydro Inc.	1	1	1
Peterborough Distribution Inc.	1	1	1
Entegrus Powerlines Inc.	1	1	1
Festival Hydro Inc.	1	1	1
St. Thomas Energy Inc.	1	1	1
Haldimand County Hydro Inc.	0	0	0
Lakeland Power Distribution Ltd	0	0	0
Grimsby Power Incorporated	0		0
Orangeville Hydro Limited	0	0	0
Lakefront Utilities Inc.	0		
<b>Count</b>	<b>12</b>	<b>10</b>	<b>11</b>
<b>Average</b>	<b>0.6</b>	<b>0.7</b>	<b>0.6</b>
<b>Median</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 1</b>	<b>0 &amp; 1</b>	<b>0 &amp; 1</b>
<b>Range (min, max)</b>	<b>0 to 1</b>	<b>0 to 1</b>	<b>0 to 1</b>



**S31** Control Centre for SCADA System

Yes = 1, No = 0

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	1	1	1
Kenora Hydro Electric			0
Sioux Lookout Hydro Inc.	0	0	0
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>0.5</b>	<b>0.5</b>	<b>0.3</b>
<b>Median</b>	<b>1</b>	<b>1</b>	<b>0</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 1</b>	<b>0 &amp; 1</b>	<b>0 &amp; 1</b>
<b>Range (min, max)</b>	<b>0 to 1</b>	<b>0 to 1</b>	<b>0 to 1</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>25</b>	<b>24</b>	<b>25</b>
<b>Average</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>
<b>Median</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 1</b>	<b>1 &amp; 1</b>	<b>1 &amp; 1</b>
<b>Range (min, max)</b>	<b>0 to 1</b>	<b>0 to 1</b>	<b>0 to 1</b>



### S32 Number of Residential Customers

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	283,665	290,951	297,962
Cambridge and North Dumfries	44,805	45,526	46,122
Whitby Hydro Electric	36,762	37,283	37,921
Waterloo North Hydro Inc.	45,113	45,863	
Horizon Utilities Corporation	212,580	214,133	
Veridian Connections Inc.	101,547	102,929	
EnWin Utilities Ltd.	76,528	76,720	
Burlington Hydro Inc.	57,578	58,218	
Kitchener-Wilmot Hydro Inc.	76,755	78,142	
Hydro Ottawa Limited	269,288	273,758	
Hydro One Brampton Networks	121,692	124,592	
Oakville Hydro Electricity	56,419	56,913	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>3</b>
<b>Average</b>	<b>115,227.7</b>	<b>117,085.7</b>	<b>127,335.0</b>
<b>Median</b>	<b>76,642</b>	<b>77,431</b>	<b>46,122</b>
<b>1st &amp; 3rd quartiles</b>	<b>53,593 &amp; 144,414</b>	<b>54,151 &amp; 146,977</b>	<b>42,022 &amp; 172,042</b>
<b>Range (min, max)</b>	<b>36,762 to 283,665</b>	<b>37,283 to 290,951</b>	<b>37,921 to 297,962</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kingston Hydro Corporation			23,233
Halton Hills Hydro Inc.	20,967	19,029	19,354
St. Thomas Energy Inc.	14,374	14,538	14,580
Orangeville Hydro Limited	9,837	9,963	10,027
Grimsby Power Incorporated	9,222		9,531
Lakeland Power Distribution Ltd	7,697	7,782	7,930
Festival Hydro Inc.	17,311	17,373	
Woodstock Hydro Services Inc.	13,429	13,701	
Haldimand County Hydro Inc.	18,309	18,465	
PUC Distribution Inc.	29,028	29,086	
Peterborough Distribution Inc.	30,680	31,037	
Entegrus Powerlines Inc.	28,463	28,558	
Lakefront Utilities Inc.	8,243		



### S32 Number of Residential Customers

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	6
Average	17,296.7	18,953.2	14,109.2
Median	15,843	17,919	12,304
1st & 3rd quartiles	9,683 & 22,841	13,910 & 26,176	9,655 & 18,161
Range (min, max)	7,697 to 30,680	7,782 to 31,037	7,930 to 23,233
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	2,296	2,312	2,324
Niagara-on-the-Lake Hydro Inc.	6,507	6,537	
Count	2	2	1
Average	4,401.5	4,424.5	2,324.0
Median	4,402	4,425	2,324
1st & 3rd quartiles	3,349 & 5,454	3,368 & 5,481	2,324 & 2,324
Range (min, max)	2,296 to 6,507	2,312 to 6,537	2,324 to 2,324
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	10
Average	61,503.7	66,808.7	46,898.4
Median	29,854	34,160	16,967
1st & 3rd quartiles	13,665 & 71,791	16,664 & 77,076	9,655 & 34,249
Range (min, max)	2,296 to 283,665	2,312 to 290,951	2,324 to 297,962





**\$200 Residential Customers (Included in Total) Served by Retailers**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	37,025	34,270	31,755
Horizon Utilities Corporation	36,818	32,940	25,653
Hydro Ottawa Limited	30,344	27,209	21,208
Hydro One Brampton Networks	26,403	24,887	19,081
Veridian Connections Inc.	14,794	13,927	11,621
EnWin Utilities Ltd.	12,594	11,066	7,571
Cambridge and North Dumfries	6,570	5,797	4,135
Burlington Hydro Inc.	5,438	4,643	3,930
Waterloo North Hydro Inc.	5,707	5,029	3,601
Oakville Hydro Electricity	4,590	4,259	3,323
Whitby Hydro Electric	4,156	3,947	2,870
Kitchener-Wilmot Hydro Inc.	8,262	7,562	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>16,058.4</b>	<b>14,628.0</b>	<b>12,249.8</b>
<b>Median</b>	<b>10,428</b>	<b>9,314</b>	<b>7,571</b>
<b>1st &amp; 3rd quartiles</b>	<b>5,640 &amp; 27,388</b>	<b>4,933 &amp; 25,468</b>	<b>3,766 &amp; 20,145</b>
<b>Range (min, max)</b>	<b>4,156 to 37,025</b>	<b>3,947 to 34,270</b>	<b>2,870 to 31,755</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	5,596	4,900	4,557
Bluewater Power Distribution			3,787
PUC Distribution Inc.	5,115	4,526	3,184
Festival Hydro Inc.	3,552	3,281	2,441
St. Thomas Energy Inc.	3,090	2,909	2,227
Haldimand County Hydro Inc.	2,642	2,516	1,974
Woodstock Hydro Services Inc.	2,165	2,342	1,903
Halton Hills Hydro Inc.	2,294	2,155	1,624
Kingston Hydro Corporation			1,527
Orangeville Hydro Limited	1,803	1,692	1,333
Grimsby Power Incorporated	1,333		852
Lakeland Power Distribution Ltd	1,217	1,132	849
Lakefront Utilities Inc.	1,018		790
Peterborough Distribution Inc.	4,005	3,666	



**\$200 Residential Customers (Included in Total) Served by Retailers**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	13
Average	2,819.2	2,911.9	2,080.6
Median	2,468	2,713	1,903
1st & 3rd quartiles	1,686 & 3,665	2,202 & 3,570	1,333 & 2,441
Range (min, max)	1,018 to 5,596	1,132 to 4,900	790 to 4,557
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	449	366	230
Sioux Lookout Hydro Inc.	173	142	108
Count	2	2	2
Average	311.0	254.0	169.0
Median	311	254	169
1st & 3rd quartiles	242 & 380	198 & 310	139 & 200
Range (min, max)	173 to 449	142 to 366	108 to 230
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	26
Average	8,736.7	8,548.5	6,235.9
Median	4,373	4,393	3,027
1st & 3rd quartiles	2,197 & 7,839	2,473 & 8,438	1,551 & 4,452
Range (min, max)	173 to 37,025	142 to 34,270	108 to 31,755



**\$294** Total Number of Hourly Ontario Energy Price (HOEP) Residential Customers

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kitchener-Wilmot Hydro Inc.			5,683
Horizon Utilities Corporation			0
Veridian Connections Inc.			0
Hydro Ottawa Limited			0
EnWin Utilities Ltd.			0
Hydro One Brampton Networks			0
Waterloo North Hydro Inc.			0
Oakville Hydro Electricity			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b>Average</b>			<b>710.4</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 5,683</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.			29,063
Peterborough Distribution Inc.			0
Festival Hydro Inc.			0
Haldimand County Hydro Inc.			0
Woodstock Hydro Services Inc.			0
Entegrus Powerlines Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>Average</b>			<b>4,843.8</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 29,063</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>



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

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**Totals over Large, Medium and Small Utility Classes**

Count	0	0	15
Average			2,316.4
Median			0
1st & 3rd quartiles			0 & 0
Range (min, max)			0 to 29,063



**\$295 Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Residential Customers**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation			25,653
Hydro Ottawa Limited			0
Veridian Connections Inc.			0
EnWin Utilities Ltd.			0
Waterloo North Hydro Inc.			0
Kitchener-Wilmot Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>Average</b>			<b>4,275.5</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 25,653</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Woodstock Hydro Services Inc.			1,903
Haldimand County Hydro Inc.			0
Peterborough Distribution Inc.			0
Festival Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>Average</b>			<b>475.8</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 476</b>
<b>Range (min, max)</b>			<b>0 to 1,903</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>0</b>	<b>0</b>	<b>11</b>
<b>Average</b>			<b>2,505.1</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 25,653</b>



**\$296** Total Number of Residential Customers Paying The Two-Tiered RPP Price

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.			69,344
Burlington Hydro Inc.			58,713
Hydro Ottawa Limited			8,971
Hydro One Brampton Networks			1,489
Horizon Utilities Corporation			1,228
Oakville Hydro Electricity			1,198
Veridian Connections Inc.			578
Waterloo North Hydro Inc.			112
Kitchener-Wilmot Hydro Inc.			49
<b>Count</b>	<b>0</b>	<b>0</b>	<b>9</b>
<b>Average</b>			<b>15,742.4</b>
<b>Median</b>			<b>1,228</b>
<b>1st &amp; 3rd quartiles</b>			<b>578 &amp; 8,971</b>
<b>Range (min, max)</b>			<b>49 to 69,344</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			31,841
Peterborough Distribution Inc.			28,596
Festival Hydro Inc.			15,212
Lakefront Utilities Inc.			55
Haldimand County Hydro Inc.			39
Woodstock Hydro Services Inc.			0
Entegrus Powerlines Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b>Average</b>			<b>10,820.4</b>
<b>Median</b>			<b>55</b>
<b>1st &amp; 3rd quartiles</b>			<b>20 &amp; 21,904</b>
<b>Range (min, max)</b>			<b>0 to 31,841</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			16
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>16.0</b>
<b>Median</b>			<b>16</b>
<b>1st &amp; 3rd quartiles</b>			<b>16 &amp; 16</b>
<b>Range (min, max)</b>			<b>16 to 16</b>



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

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**Totals over Large, Medium and Small Utility Classes**

Count	0	0	17
Average			12,790.6
Median			1,198
1st & 3rd quartiles			49 & 15,212
Range (min, max)			0 to 69,344



**\$297** Total Number of Residential Customers Paying The RPP Time of Use Price

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited			247,877
Horizon Utilities Corporation			188,144
Hydro One Brampton Networks			126,467
Veridian Connections Inc.			92,291
Kitchener-Wilmot Hydro Inc.			73,659
Oakville Hydro Electricity			53,260
Waterloo North Hydro Inc.			46,413
EnWin Utilities Ltd.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b>Average</b>			<b>103,513.9</b>
<b>Median</b>			<b>82,975</b>
<b>1st &amp; 3rd quartiles</b>			<b>51,548 &amp; 141,886</b>
<b>Range (min, max)</b>			<b>0 to 247,877</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.			31,209
Haldimand County Hydro Inc.			18,515
Woodstock Hydro Services Inc.			11,890
Lakefront Utilities Inc.			8,386
Peterborough Distribution Inc.			183
Festival Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>Average</b>			<b>11,697.2</b>
<b>Median</b>			<b>10,138</b>
<b>1st &amp; 3rd quartiles</b>			<b>2,234 &amp; 16,859</b>
<b>Range (min, max)</b>			<b>0 to 31,209</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			6,633
Kenora Hydro Electric			4,757
<b>Count</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Average</b>			<b>5,695.0</b>
<b>Median</b>			<b>5,695</b>
<b>1st &amp; 3rd quartiles</b>			<b>5,226 &amp; 6,164</b>
<b>Range (min, max)</b>			<b>4,757 to 6,633</b>





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

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**Totals over Large, Medium and Small Utility Classes**

Count	0	0	16
Average			56,855.3
Median			24,862
1st & 3rd quartiles			6,164 & 78,317
Range (min, max)			0 to 247,877



**S215** Number of General Service Customers <50kW

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	32,375	32,944	33,195
Cambridge and North Dumfries	4,685	4,690	4,749
Whitby Hydro Electric	1,926	1,967	2,046
Horizon Utilities Corporation	19,858	19,912	
Waterloo North Hydro Inc.	5,314	5,399	
Oakville Hydro Electricity	5,566	5,549	
EnWin Utilities Ltd.	6,981	6,955	
Hydro One Brampton Networks	7,684	7,975	
Burlington Hydro Inc.	5,000	5,064	
Hydro Ottawa Limited	23,338	23,548	
Kitchener-Wilmot Hydro Inc.	7,445	7,513	
Veridian Connections Inc.	8,501	8,578	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>3</b>
<b>Average</b>	<b>10,722.8</b>	<b>10,841.2</b>	<b>13,330.0</b>
<b>Median</b>	<b>7,213</b>	<b>7,234</b>	<b>4,749</b>
<b>1st &amp; 3rd quartiles</b>	<b>5,236 &amp; 11,340</b>	<b>5,315 &amp; 11,412</b>	<b>3,398 &amp; 18,972</b>
<b>Range (min, max)</b>	<b>1,926 to 32,375</b>	<b>1,967 to 32,944</b>	<b>2,046 to 33,195</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kingston Hydro Corporation			3,378
Halton Hills Hydro Inc.	1,913	1,825	1,846
St. Thomas Energy Inc.	1,672	1,688	1,658
Lakeland Power Distribution Ltd	1,590	1,597	1,605
Orangeville Hydro Limited	1,187	1,199	1,090
Grimsby Power Incorporated	750		762
Haldimand County Hydro Inc.	2,463	2,445	
Lakefront Utilities Inc.	1,065		
Entegrus Powerlines Inc.	3,102	3,148	
Peterborough Distribution Inc.	3,609	3,596	
PUC Distribution Inc.	3,341	3,349	
Woodstock Hydro Services Inc.	1,209	1,305	
Festival Hydro Inc.	2,009	2,003	



**S215** Number of General Service Customers <50kW

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	6
Average	1,992.5	2,215.5	1,723.2
Median	1,793	1,914	1,632
1st & 3rd quartiles	1,204 & 2,623	1,620 & 2,972	1,219 & 1,799
Range (min, max)	750 to 3,609	1,199 to 3,596	762 to 3,378
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	396	394	382
Niagara-on-the-Lake Hydro Inc.	1,252	1,224	
Count	2	2	1
Average	824.0	809.0	382.0
Median	824	809	382
1st & 3rd quartiles	610 & 1,038	602 & 1,017	382 & 382
Range (min, max)	396 to 1,252	394 to 1,224	382 to 382
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	10
Average	5,932.0	6,411.1	5,071.1
Median	3,222	3,473	1,752
1st & 3rd quartiles	1,611 & 6,627	1,791 & 7,095	1,219 & 3,045
Range (min, max)	396 to 32,375	394 to 32,944	382 to 33,195



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	4,119	3,733	3,286
Hydro Ottawa Limited	2,372	2,042	2,107
Horizon Utilities Corporation	2,145	2,038	1,833
Hydro One Brampton Networks	1,275	1,283	1,162
Veridian Connections Inc.	1,046	1,001	1,083
EnWin Utilities Ltd.	796	689	612
Waterloo North Hydro Inc.	549	558	514
Oakville Hydro Electricity	589	540	480
Cambridge and North Dumfries	470	459	388
Burlington Hydro Inc.	485	427	368
Whitby Hydro Electric	237	224	192
Kitchener-Wilmot Hydro Inc.	583	645	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>1,222.2</b>	<b>1,136.6</b>	<b>1,093.2</b>
<b>Median</b>	<b>693</b>	<b>667</b>	<b>612</b>
<b>1st &amp; 3rd quartiles</b>	<b>533 &amp; 1,493</b>	<b>520 &amp; 1,472</b>	<b>434 &amp; 1,498</b>
<b>Range (min, max)</b>	<b>237 to 4,119</b>	<b>224 to 3,733</b>	<b>192 to 3,286</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	250	291	309
Entegrus Powerlines Inc.	328	285	306
Festival Hydro Inc.	372	339	297
Bluewater Power Distribution			257
Kingston Hydro Corporation			249
PUC Distribution Inc.	338	285	224
St. Thomas Energy Inc.	212	227	213
Halton Hills Hydro Inc.	233	228	202
Lakeland Power Distribution Ltd	251	232	196
Woodstock Hydro Services Inc.	143	137	123
Orangeville Hydro Limited	114	123	114
Lakefront Utilities Inc.	91		106
Grimsby Power Incorporated	91		91
Peterborough Distribution Inc.	336	321	



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

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	13
Average	229.9	246.8	206.7
Median	242	259	213
1st & 3rd quartiles	136 & 330	227 & 290	123 & 257
Range (min, max)	91 to 372	123 to 339	91 to 309
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	121	94	70
Sioux Lookout Hydro Inc.	7	7	7
Count	2	2	2
Average	64.0	50.5	38.5
Median	64	51	39
1st & 3rd quartiles	36 & 93	29 & 72	23 & 54
Range (min, max)	7 to 121	7 to 94	7 to 70
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	26
Average	675.1	675.3	568.8
Median	337	330	277
1st & 3rd quartiles	217 & 588	228 & 656	193 & 506
Range (min, max)	7 to 4,119	7 to 3,733	7 to 3,286



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kitchener-Wilmot Hydro Inc.			652
Oakville Hydro Electricity			3
Burlington Hydro Inc.			2
Hydro One Brampton Networks			1
Horizon Utilities Corporation			1
Veridian Connections Inc.			0
EnWin Utilities Ltd.			0
Waterloo North Hydro Inc.			0
Hydro Ottawa Limited			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>9</b>
<b>Average</b>			<b>73.2</b>
<b>Median</b>			<b>1</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 2</b>
<b>Range (min, max)</b>			<b>0 to 652</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.			20
Lakefront Utilities Inc.			5
Woodstock Hydro Services Inc.			0
Peterborough Distribution Inc.			0
Haldimand County Hydro Inc.			0
Festival Hydro Inc.			0
Entegrus Powerlines Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b>Average</b>			<b>3.6</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 3</b>
<b>Range (min, max)</b>			<b>0 to 20</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>



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

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**Totals over Large, Medium and Small Utility Classes**

Count	0	0	17
Average			40.2
Median			0
1st & 3rd quartiles			0 & 2
Range (min, max)			0 to 652



**\$299** Total Number of Weighted Average Hourly Spot Market Price (WAHSP)  
General Service Customers <50kW

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation			1,833
Kitchener-Wilmot Hydro Inc.			1,638
Burlington Hydro Inc.			6
Waterloo North Hydro Inc.			3
Veridian Connections Inc.			3
Hydro Ottawa Limited			0
EnWin Utilities Ltd.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b>Average</b>			<b>497.6</b>
<b>Median</b>			<b>3</b>
<b>1st &amp; 3rd quartiles</b>			<b>2 &amp; 822</b>
<b>Range (min, max)</b>			<b>0 to 1,833</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Woodstock Hydro Services Inc.			123
Peterborough Distribution Inc.			21
Festival Hydro Inc.			0
Haldimand County Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>Average</b>			<b>36.0</b>
<b>Median</b>			<b>11</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 47</b>
<b>Range (min, max)</b>			<b>0 to 123</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>0</b>	<b>0</b>	<b>12</b>
<b>Average</b>			<b>302.3</b>
<b>Median</b>			<b>3</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 47</b>
<b>Range (min, max)</b>			<b>0 to 1,833</b>





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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation			6,378
EnWin Utilities Ltd.			6,377
Kitchener-Wilmot Hydro Inc.			5,326
Burlington Hydro Inc.			5,114
Hydro Ottawa Limited			4,521
Oakville Hydro Electricity			4,034
Hydro One Brampton Networks			3,760
Waterloo North Hydro Inc.			2,964
Veridian Connections Inc.			1,170
<b>Count</b>	<b>0</b>	<b>0</b>	<b>9</b>
<b>Average</b>			<b>4,404.9</b>
<b>Median</b>			<b>4,521</b>
<b>1st &amp; 3rd quartiles</b>			<b>3,760 &amp; 5,326</b>
<b>Range (min, max)</b>			<b>1,170 to 6,378</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			3,755
PUC Distribution Inc.			3,420
Peterborough Distribution Inc.			3,302
Festival Hydro Inc.			1,726
Lakefront Utilities Inc.			409
Haldimand County Hydro Inc.			386
Entegrus Powerlines Inc.			150
Woodstock Hydro Services Inc.			48
<b>Count</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b>Average</b>			<b>1,649.5</b>
<b>Median</b>			<b>1,068</b>
<b>1st &amp; 3rd quartiles</b>			<b>327 &amp; 3,332</b>
<b>Range (min, max)</b>			<b>48 to 3,755</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			306
Kenora Hydro Electric			1



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

Small Utilities	2009	2010	2011
Count	0	0	2
Average			153.5
Median			154
1st & 3rd quartiles			77 & 230
Range (min, max)			1 to 306
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	0	0	19
Average			2,797.2
Median			3,302
1st & 3rd quartiles			398 & 4,278
Range (min, max)			1 to 6,378



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited			17,106
Horizon Utilities Corporation			11,769
Veridian Connections Inc.			7,390
Hydro One Brampton Networks			4,560
Waterloo North Hydro Inc.			2,468
Oakville Hydro Electricity			1,094
EnWin Utilities Ltd.			0
Kitchener-Wilmot Hydro Inc.			0
Burlington Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>9</b>
<b>Average</b>			<b>4,931.9</b>
<b>Median</b>			<b>2,468</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 7,390</b>
<b>Range (min, max)</b>			<b>0 to 17,106</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.			3,494
Haldimand County Hydro Inc.			2,064
Woodstock Hydro Services Inc.			1,065
Lakefront Utilities Inc.			729
Festival Hydro Inc.			0
Peterborough Distribution Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>Average</b>			<b>1,225.3</b>
<b>Median</b>			<b>897</b>
<b>1st &amp; 3rd quartiles</b>			<b>182 &amp; 1,814</b>
<b>Range (min, max)</b>			<b>0 to 3,494</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			948
Kenora Hydro Electric			747
<b>Count</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Average</b>			<b>847.5</b>
<b>Median</b>			<b>848</b>
<b>1st &amp; 3rd quartiles</b>			<b>797 &amp; 898</b>
<b>Range (min, max)</b>			<b>747 to 948</b>



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

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**Totals over Large, Medium and Small Utility Classes**

Count	0	0	17
Average			3,143.2
Median			1,065
1st & 3rd quartiles			0 & 3,494
Range (min, max)			0 to 17,106



**S217** Number of General Service Customers  $\geq 50\text{kW}$  up to 999kW

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	4,656	4,512	4,614
Cambridge and North Dumfries	684	707	740
Whitby Hydro Electric	435	419	370
Hydro One Brampton Networks	1,534	1,542	
Waterloo North Hydro Inc.	661	665	
Oakville Hydro Electricity	855	869	
Veridian Connections Inc.	1,001	973	
Kitchener-Wilmot Hydro Inc.	992	975	
Hydro Ottawa Limited	3,246	3,224	
Horizon Utilities Corporation	2,216	2,265	
EnWin Utilities Ltd.	1,175	1,207	
Burlington Hydro Inc.	980	1,014	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>3</b>
<b>Average</b>	<b>1,536.3</b>	<b>1,531.0</b>	<b>1,908.0</b>
<b>Median</b>	<b>997</b>	<b>995</b>	<b>740</b>
<b>1st &amp; 3rd quartiles</b>	<b>812 &amp; 1,705</b>	<b>829 &amp; 1,723</b>	<b>555 &amp; 2,677</b>
<b>Range (min, max)</b>	<b>435 to 4,656</b>	<b>419 to 4,512</b>	<b>370 to 4,614</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
St. Thomas Energy Inc.	192	194	194
Halton Hills Hydro Inc.	335	219	158
Orangeville Hydro Limited	127	126	131
Grimsby Power Incorporated	101		111
Lakeland Power Distribution Ltd	94	95	95
Lakefront Utilities Inc.	117		
Woodstock Hydro Services Inc.	200	203	
PUC Distribution Inc.	439	435	
Peterborough Distribution Inc.	363	385	
Haldimand County Hydro Inc.	132	135	
Festival Hydro Inc.	188	201	
Entegrus Powerlines Inc.	410	385	
<b>Count</b>	<b>12</b>	<b>10</b>	<b>5</b>
<b>Average</b>	<b>224.8</b>	<b>237.8</b>	<b>137.8</b>
<b>Median</b>	<b>190</b>	<b>202</b>	<b>131</b>
<b>1st &amp; 3rd quartiles</b>	<b>125 &amp; 342</b>	<b>150 &amp; 344</b>	<b>111 &amp; 158</b>
<b>Range (min, max)</b>	<b>94 to 439</b>	<b>95 to 435</b>	<b>95 to 194</b>



**S217** Number of General Service Customers  $\geq 50\text{kW}$  up to 999kW

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	38	46	52
Niagara-on-the-Lake Hydro Inc.	121	121	
<b>Count</b>	<b>2</b>	<b>2</b>	<b>1</b>
<b>Average</b>	<b>79.5</b>	<b>83.5</b>	<b>52.0</b>
<b>Median</b>	<b>80</b>	<b>84</b>	<b>52</b>
<b>1st &amp; 3rd quartiles</b>	<b>59 &amp; 100</b>	<b>65 &amp; 102</b>	<b>52 &amp; 52</b>
<b>Range (min, max)</b>	<b>38 to 121</b>	<b>46 to 121</b>	<b>52 to 52</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>26</b>	<b>24</b>	<b>9</b>
<b>Average</b>	<b>818.9</b>	<b>871.5</b>	<b>718.3</b>
<b>Median</b>	<b>423</b>	<b>427</b>	<b>158</b>
<b>1st &amp; 3rd quartiles</b>	<b>146 &amp; 989</b>	<b>199 &amp; 985</b>	<b>111 &amp; 370</b>
<b>Range (min, max)</b>	<b>38 to 4,656</b>	<b>46 to 4,512</b>	<b>52 to 4,614</b>



**S218** Number of General Service Customers  $\geq 50\text{kW}$  up to  $999\text{kW}$  That are With a Retailer

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	1,322	1,228	926
Hydro Ottawa Limited	768	692	581
Hydro One Brampton Networks	508	497	439
Horizon Utilities Corporation	515	481	426
Veridian Connections Inc.	302	264	260
EnWin Utilities Ltd.	269	269	222
Burlington Hydro Inc.	273	227	184
Oakville Hydro Electricity	239	210	183
Cambridge and North Dumfries	181	174	163
Waterloo North Hydro Inc.	171	169	146
Whitby Hydro Electric	103	96	71
Kitchener-Wilmot Hydro Inc.	249	226	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>408.3</b>	<b>377.8</b>	<b>327.4</b>
<b>Median</b>	<b>271</b>	<b>246</b>	<b>222</b>
<b>1st &amp; 3rd quartiles</b>	<b>225 &amp; 510</b>	<b>201 &amp; 485</b>	<b>173 &amp; 433</b>
<b>Range (min, max)</b>	<b>103 to 1,322</b>	<b>96 to 1,228</b>	<b>71 to 926</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	89	76	88
Bluewater Power Distribution			85
Festival Hydro Inc.	76	81	80
Halton Hills Hydro Inc.	66	63	48
Haldimand County Hydro Inc.	37	41	46
Woodstock Hydro Services Inc.	75	73	44
St. Thomas Energy Inc.	49	51	42
Lakeland Power Distribution Ltd	41	42	37
Orangeville Hydro Limited	32	33	30
Grimsby Power Incorporated	28		25
Lakefront Utilities Inc.	27		
PUC Distribution Inc.	79	76	
Peterborough Distribution Inc.	72	69	



**S218** Number of General Service Customers  $\geq 50\text{kW}$  up to 999kW That are With a Retailer

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	10
Average	55.9	60.5	52.5
Median	58	66	45
1st & 3rd quartiles	36 & 75	44 & 75	38 & 72
Range (min, max)	27 to 89	33 to 81	25 to 88
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	22	21	21
Sioux Lookout Hydro Inc.	0	0	0
Count	2	2	2
Average	11.0	10.5	10.5
Median	11	11	11
1st & 3rd quartiles	6 & 17	5 & 16	5 & 16
Range (min, max)	0 to 22	0 to 21	0 to 21
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	23
Average	215.1	215.0	180.3
Median	84	89	85
1st & 3rd quartiles	43 & 264	60 & 236	43 & 203
Range (min, max)	0 to 1,322	0 to 1,228	0 to 926





**S278** Number of General Service Customers  $\geq 1,000\text{kW}$  and  $\leq 4,999\text{kW}$

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Cambridge and North Dumfries	25	28	30
Veridian Connections Inc.	26	25	
Hydro Ottawa Limited	124	122	
EnWin Utilities Ltd.	3	3	
Oakville Hydro Electricity	18	17	
Hydro One Brampton Networks	111	113	
<b>Count</b>	<b>6</b>	<b>6</b>	<b>1</b>
<b>Average</b>	<b>51.2</b>	<b>51.3</b>	<b>30.0</b>
<b>Median</b>	<b>26</b>	<b>27</b>	<b>30</b>
<b>1st &amp; 3rd quartiles</b>	<b>20 &amp; 90</b>	<b>19 &amp; 92</b>	<b>30 &amp; 30</b>
<b>Range (min, max)</b>	<b>3 to 124</b>	<b>3 to 122</b>	<b>30 to 30</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kingston Hydro Corporation			357
Halton Hills Hydro Inc.	12		12
Lakeland Power Distribution Ltd	6	6	6
St. Thomas Energy Inc.			4
Entegrus Powerlines Inc.		14	
Haldimand County Hydro Inc.	13	10	
Lakefront Utilities Inc.	15		
Festival Hydro Inc.	21	19	
<b>Count</b>	<b>5</b>	<b>4</b>	<b>4</b>
<b>Average</b>	<b>13.4</b>	<b>12.3</b>	<b>94.8</b>
<b>Median</b>	<b>13</b>	<b>12</b>	<b>9</b>
<b>1st &amp; 3rd quartiles</b>	<b>12 &amp; 15</b>	<b>9 &amp; 15</b>	<b>6 &amp; 98</b>
<b>Range (min, max)</b>	<b>6 to 21</b>	<b>6 to 19</b>	<b>4 to 357</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	1	2	
<b>Count</b>	<b>1</b>	<b>1</b>	<b>0</b>
<b>Average</b>	<b>1.0</b>	<b>2.0</b>	
<b>Median</b>	<b>1</b>	<b>2</b>	
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 1</b>	<b>2 &amp; 2</b>	
<b>Range (min, max)</b>	<b>1 to 1</b>	<b>2 to 2</b>	<b>to</b>



**S278** Number of General Service Customers  $\geq 1,000\text{kW}$  and  $\leq 4,999\text{kW}$

**Totals over Large, Medium and Small Utility Classes**

Count	12	11	5
Average	31.3	32.6	81.8
Median	17	17	12
1st & 3rd quartiles	11 & 25	8 & 27	6 & 30
Range (min, max)	1 to 124	2 to 122	4 to 357



**S279** Number of General Service Customers  $\geq 1,000\text{kW}$  and  $\leq 4,999\text{kW}$  That Are With a Retailer

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	25	13	75
Hydro One Brampton Networks	33	29	27
Veridian Connections Inc.	5	4	4
Cambridge and North Dumfries	4	4	3
Oakville Hydro Electricity	3	6	2
EnWin Utilities Ltd.	0	0	0
<b>Count</b>	<b>6</b>	<b>6</b>	<b>6</b>
<b>Average</b>	<b>11.7</b>	<b>9.3</b>	<b>18.5</b>
<b>Median</b>	<b>5</b>	<b>5</b>	<b>4</b>
<b>1st &amp; 3rd quartiles</b>	<b>3 &amp; 20</b>	<b>4 &amp; 11</b>	<b>2 &amp; 21</b>
<b>Range (min, max)</b>	<b>0 to 33</b>	<b>0 to 29</b>	<b>0 to 75</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kingston Hydro Corporation			54
PUC Distribution Inc.			48
Lakefront Utilities Inc.	0		28
Festival Hydro Inc.	3	2	3
St. Thomas Energy Inc.			2
Haldimand County Hydro Inc.	0	0	1
Bluewater Power Distribution			0
Lakeland Power Distribution Ltd	1	1	0
Halton Hills Hydro Inc.			0
Entegrus Powerlines Inc.		3	0
<b>Count</b>	<b>4</b>	<b>4</b>	<b>10</b>
<b>Average</b>	<b>1.0</b>	<b>1.5</b>	<b>13.6</b>
<b>Median</b>	<b>1</b>	<b>2</b>	<b>2</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 2</b>	<b>1 &amp; 2</b>	<b>0 &amp; 22</b>
<b>Range (min, max)</b>	<b>0 to 3</b>	<b>0 to 3</b>	<b>0 to 54</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	0	0	
<b>Count</b>	<b>1</b>	<b>1</b>	<b>0</b>
<b>Average</b>	<b>0.0</b>	<b>0.0</b>	
<b>Median</b>	<b>0</b>	<b>0</b>	
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>0 &amp; 0</b>	
<b>Range (min, max)</b>	<b>0 to 0</b>	<b>0 to 0</b>	<b>to</b>



**S279** Number of General Service Customers  $\geq 1,000\text{kW}$  and  $\leq 4,999\text{kW}$   
That Are With a Retailer

**Totals over Large, Medium and Small Utility Classes**

Count	11	11	16
Average	6.7	5.6	15.4
Median	3	3	3
1st & 3rd quartiles	0 & 5	1 & 5	0 & 27
Range (min, max)	0 to 33	0 to 29	0 to 75



**S302** Total Number of Hourly Ontario Energy Price (HOEP) General Service Customers  $\geq 50\text{kW}$   $\leq 4,999\text{kW}$

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited			2,378
Horizon Utilities Corporation			1,175
Hydro One Brampton Networks			1,165
Kitchener-Wilmot Hydro Inc.			695
Oakville Hydro Electricity			490
Veridian Connections Inc.			331
Burlington Hydro Inc.			265
EnWin Utilities Ltd.			150
Waterloo North Hydro Inc.			25
<b>Count</b>	<b>0</b>	<b>0</b>	<b>9</b>
<b>Average</b>			<b>741.6</b>
<b>Median</b>			<b>490</b>
<b>1st &amp; 3rd quartiles</b>			<b>265 &amp; 1,165</b>
<b>Range (min, max)</b>			<b>25 to 2,378</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.			284
Entegrus Powerlines Inc.			276
Bluewater Power Distribution			272
Peterborough Distribution Inc.			223
Woodstock Hydro Services Inc.			103
Festival Hydro Inc.			97
Lakefront Utilities Inc.			84
Haldimand County Hydro Inc.			59
<b>Count</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b>Average</b>			<b>174.8</b>
<b>Median</b>			<b>163</b>
<b>1st &amp; 3rd quartiles</b>			<b>94 &amp; 273</b>
<b>Range (min, max)</b>			<b>59 to 284</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			30
Kenora Hydro Electric			3



**S302** Total Number of Hourly Ontario Energy Price (HOEP) General Service Customers  $\geq 50\text{kW}$   $\leq 4,999\text{kW}$

Small Utilities	2009	2010	2011
Count	0	0	2
Average			16.5
Median			17
1st & 3rd quartiles			10 & 23
Range (min, max)			3 to 30
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	0	0	19
Average			426.6
Median			265
1st & 3rd quartiles			91 & 411
Range (min, max)			3 to 2,378



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.			466
Waterloo North Hydro Inc.			428
Horizon Utilities Corporation			426
Burlington Hydro Inc.			374
Veridian Connections Inc.			280
Kitchener-Wilmot Hydro Inc.			0
Hydro Ottawa Limited			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b>Average</b>			<b>282.0</b>
<b>Median</b>			<b>374</b>
<b>1st &amp; 3rd quartiles</b>			<b>140 &amp; 427</b>
<b>Range (min, max)</b>			<b>0 to 466</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.			102
Woodstock Hydro Services Inc.			55
Haldimand County Hydro Inc.			52
Bluewater Power Distribution			26
Festival Hydro Inc.			26
<b>Count</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>Average</b>			<b>52.2</b>
<b>Median</b>			<b>52</b>
<b>1st &amp; 3rd quartiles</b>			<b>26 &amp; 55</b>
<b>Range (min, max)</b>			<b>26 to 102</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			73
Kenora Hydro Electric			67
<b>Count</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Average</b>			<b>70.0</b>
<b>Median</b>			<b>70</b>
<b>1st &amp; 3rd quartiles</b>			<b>69 &amp; 72</b>
<b>Range (min, max)</b>			<b>67 to 73</b>



**S303** Total Number of Weighted Average Hourly Spot Market Price (WAHSP)  
General Service Customers  $\geq 50\text{kW}$   $\leq 4,999\text{kW}$

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**Totals over Large, Medium and Small Utility Classes**

Count	0	0	14
Average			169.6
Median			70
1st & 3rd quartiles			33 & 351
Range (min, max)			0 to 466





**S304** Total Number of General Service Customers  $\geq 50\text{kW}$   $\leq 4,999\text{kW}$   
Paying the Two-Tiered RPP Price

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation			566
Hydro One Brampton Networks			469
Hydro Ottawa Limited			431
Burlington Hydro Inc.			356
EnWin Utilities Ltd.			337
Kitchener-Wilmot Hydro Inc.			260
Oakville Hydro Electricity			218
Waterloo North Hydro Inc.			215
Veridian Connections Inc.			181
<b>Count</b>	<b>0</b>	<b>0</b>	<b>9</b>
<b>Average</b>			<b>337.0</b>
<b>Median</b>			<b>337</b>
<b>1st &amp; 3rd quartiles</b>			<b>218 &amp; 431</b>
<b>Range (min, max)</b>			<b>181 to 566</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.			141
Bluewater Power Distribution			135
PUC Distribution Inc.			132
Lakefront Utilities Inc.			47
Haldimand County Hydro Inc.			37
Woodstock Hydro Services Inc.			33
Festival Hydro Inc.			25
Peterborough Distribution Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b>Average</b>			<b>68.8</b>
<b>Median</b>			<b>42</b>
<b>1st &amp; 3rd quartiles</b>			<b>31 &amp; 133</b>
<b>Range (min, max)</b>			<b>0 to 141</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			14
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>14.0</b>
<b>Median</b>			<b>14</b>
<b>1st &amp; 3rd quartiles</b>			<b>14 &amp; 14</b>
<b>Range (min, max)</b>			<b>14 to 14</b>



**S304** Total Number of General Service Customers  $\geq 50\text{kW}$   $\leq 4,999\text{kW}$   
Paying the Two-Tiered RPP Price

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**Totals over Large, Medium and Small Utility Classes**

Count	0	0	18
Average			199.8
Median			161
1st & 3rd quartiles			40 & 318
Range (min, max)			0 to 566



**S305** Total Number of General Service Customers  $\geq 50\text{kW} \leq 4,999\text{kW}$   
Paying The RPP Time of Use Price

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks			1
Hydro Ottawa Limited			0
Waterloo North Hydro Inc.			0
Oakville Hydro Electricity			0
Burlington Hydro Inc.			0
Kitchener-Wilmot Hydro Inc.			0
Veridian Connections Inc.			0
EnWin Utilities Ltd.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b>Average</b>			<b>0.1</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 1</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.			0
Woodstock Hydro Services Inc.			0
Peterborough Distribution Inc.			0
Haldimand County Hydro Inc.			0
Entegrus Powerlines Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>



**S305** Total Number of General Service Customers  $\geq 50\text{kW}$   $\leq 4,999\text{kW}$   
Paying The RPP Time of Use Price

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**Totals over Large, Medium and Small Utility Classes**

Count	0	0	14
Average			0.1
Median			0
1st & 3rd quartiles			0 & 0
Range (min, max)			0 to 1



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	37,031	37,456	37,809
Hydro Ottawa Limited	26,708	26,894	24,436
Horizon Utilities Corporation	22,074	22,177	22,148
Hydro One Brampton Networks	9,329	9,630	9,956
Veridian Connections Inc.	9,528	9,576	9,355
Kitchener-Wilmot Hydro Inc.	8,437	8,488	8,571
EnWin Utilities Ltd.	8,159	8,165	7,330
Burlington Hydro Inc.	5,980	6,078	6,117
Waterloo North Hydro Inc.	5,975	6,064	6,103
Oakville Hydro Electricity	6,439	6,435	5,839
Cambridge and North Dumfries	5,394	5,425	5,519
Whitby Hydro Electric	2,361	2,386	2,416
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>12,284.6</b>	<b>12,397.8</b>	<b>12,133.3</b>
<b>Median</b>	<b>8,298</b>	<b>8,327</b>	<b>7,951</b>
<b>1st &amp; 3rd quartiles</b>	<b>5,979 &amp; 12,665</b>	<b>6,075 &amp; 12,767</b>	<b>6,037 &amp; 13,004</b>
<b>Range (min, max)</b>	<b>2,361 to 37,031</b>	<b>2,386 to 37,456</b>	<b>2,416 to 37,809</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			4,188
Entegrus Powerlines Inc.	3,512	3,547	4,061
PUC Distribution Inc.	3,780	3,784	3,856
Kingston Hydro Corporation			3,735
Peterborough Distribution Inc.	3,972	3,981	3,648
Haldimand County Hydro Inc.	2,608	2,590	2,598
Halton Hills Hydro Inc.	2,260	2,044	2,016
Festival Hydro Inc.	2,218	2,223	1,874
St. Thomas Energy Inc.	1,864	1,882	1,856
Lakeland Power Distribution Ltd	1,690	1,698	1,706
Woodstock Hydro Services Inc.	1,409	1,508	1,427
Lakefront Utilities Inc.	1,197		1,274
Orangeville Hydro Limited	1,314	1,325	1,221
Grimsby Power Incorporated	851		873



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

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	2,222.9	2,458.2	2,452.4
Median	2,041	2,134	1,945
1st & 3rd quartiles	1,385 & 2,834	1,744 & 3,308	1,497 & 3,713
Range (min, max)	851 to 3,972	1,325 to 3,981	873 to 4,188
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	1,373	1,345	1,371
Kenora Hydro Electric			818
Sioux Lookout Hydro Inc.	435	442	434
Count	2	2	3
Average	904.0	893.5	874.3
Median	904	894	818
1st & 3rd quartiles	670 & 1,139	668 & 1,119	626 & 1,095
Range (min, max)	435 to 1,373	442 to 1,345	434 to 1,371
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	6,765.3	7,297.6	6,295.0
Median	3,646	3,883	3,735
1st & 3rd quartiles	1,734 & 7,729	2,004 & 8,246	1,706 & 6,117
Range (min, max)	435 to 37,031	442 to 37,456	434 to 37,809



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	5,441	4,961	4,212
Hydro Ottawa Limited	3,165	2,747	2,763
Horizon Utilities Corporation	2,660	2,519	2,259
Hydro One Brampton Networks	1,816	1,809	1,628
Veridian Connections Inc.	1,353	1,269	1,347
EnWin Utilities Ltd.	1,065	958	834
Oakville Hydro Electricity	831	756	665
Waterloo North Hydro Inc.	720	727	660
Cambridge and North Dumfries	655	637	554
Burlington Hydro Inc.	758	654	552
Whitby Hydro Electric	340	320	263
Kitchener-Wilmot Hydro Inc.	832	871	0
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1,636.3</b>	<b>1,519.0</b>	<b>1,311.4</b>
<b>Median</b>	<b>949</b>	<b>915</b>	<b>750</b>
<b>1st &amp; 3rd quartiles</b>	<b>749 &amp; 2,027</b>	<b>709 &amp; 1,987</b>	<b>554 &amp; 1,786</b>
<b>Range (min, max)</b>	<b>340 to 5,441</b>	<b>320 to 4,961</b>	<b>0 to 4,212</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	417	364	394
Festival Hydro Inc.	451	422	380
Haldimand County Hydro Inc.	287	332	356
Bluewater Power Distribution			342
Kingston Hydro Corporation			303
PUC Distribution Inc.	417	361	272
St. Thomas Energy Inc.	261	278	257
Halton Hills Hydro Inc.	299	291	250
Lakeland Power Distribution Ltd	293	275	233
Woodstock Hydro Services Inc.	218	210	167
Orangeville Hydro Limited	146	156	144
Lakefront Utilities Inc.	118		134
Grimsby Power Incorporated	119		116
Peterborough Distribution Inc.	408	390	0



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

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	286.2	307.9	239.1
Median	290	312	254
1st & 3rd quartiles	200 & 410	276 & 363	150 & 332
Range (min, max)	118 to 451	156 to 422	0 to 394
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	143	115	91
Sioux Lookout Hydro Inc.	7	7	7
Kenora Hydro Electric			0
Count	2	2	3
Average	75.0	61.0	32.7
Median	75	61	7
1st & 3rd quartiles	41 & 109	34 & 88	4 & 49
Range (min, max)	7 to 143	7 to 115	0 to 91
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	893.1	892.9	661.5
Median	417	406	303
1st & 3rd quartiles	268 & 832	288 & 893	144 & 660
Range (min, max)	7 to 5,441	7 to 4,961	0 to 4,212





**S34** Number of Large User Customers >5,000kW

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Cambridge and North Dumfries	2	2	3
PowerStream Inc.	1	1	1
Hydro Ottawa Limited	11	12	
EnWin Utilities Ltd.	10	10	
Hydro One Brampton Networks	6	6	
Kitchener-Wilmot Hydro Inc.	2	1	
Waterloo North Hydro Inc.	1	1	
Horizon Utilities Corporation	12	13	
Veridian Connections Inc.	4	5	
<b>Count</b>	<b>9</b>	<b>9</b>	<b>2</b>
<b>Average</b>	<b>5.4</b>	<b>5.7</b>	<b>2.0</b>
<b>Median</b>	<b>4</b>	<b>5</b>	<b>2</b>
<b>1st &amp; 3rd quartiles</b>	<b>2 &amp; 10</b>	<b>1 &amp; 10</b>	<b>2 &amp; 3</b>
<b>Range (min, max)</b>	<b>1 to 12</b>	<b>1 to 13</b>	<b>1 to 3</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kingston Hydro Corporation			3
Peterborough Distribution Inc.	2	2	
Festival Hydro Inc.	2	1	
Entegrus Powerlines Inc.	1		
St. Thomas Energy Inc.	0	0	
<b>Count</b>	<b>4</b>	<b>3</b>	<b>1</b>
<b>Average</b>	<b>1.3</b>	<b>1.0</b>	<b>3.0</b>
<b>Median</b>	<b>2</b>	<b>1</b>	<b>3</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 2</b>	<b>1 &amp; 2</b>	<b>3 &amp; 3</b>
<b>Range (min, max)</b>	<b>0 to 2</b>	<b>0 to 2</b>	<b>3 to 3</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>13</b>	<b>12</b>	<b>3</b>
<b>Average</b>	<b>4.2</b>	<b>4.5</b>	<b>2.3</b>
<b>Median</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 6</b>	<b>1 &amp; 7</b>	<b>2 &amp; 3</b>
<b>Range (min, max)</b>	<b>0 to 12</b>	<b>0 to 13</b>	<b>1 to 3</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	1	1	1
Waterloo North Hydro Inc.	1	1	1
Hydro One Brampton Networks	2	1	1
Veridian Connections Inc.	1	0	0
Cambridge and North Dumfries	1	1	0
Horizon Utilities Corporation	0	0	0
Hydro Ottawa Limited	1	0	0
Kitchener-Wilmot Hydro Inc.	0	0	
PowerStream Inc.	0		
<b>Count</b>	<b>9</b>	<b>8</b>	<b>7</b>
<b>Average</b>	<b>0.8</b>	<b>0.5</b>	<b>0.4</b>
<b>Median</b>	<b>1</b>	<b>1</b>	<b>0</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 1</b>	<b>0 &amp; 1</b>	<b>0 &amp; 1</b>
<b>Range (min, max)</b>	<b>0 to 2</b>	<b>0 to 1</b>	<b>0 to 1</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakefront Utilities Inc.			1
Kingston Hydro Corporation			1
Festival Hydro Inc.	0	0	0
Entegrus Powerlines Inc.	0		0
St. Thomas Energy Inc.	0	0	
Peterborough Distribution Inc.	0	0	
<b>Count</b>	<b>4</b>	<b>3</b>	<b>4</b>
<b>Average</b>	<b>0.0</b>	<b>0.0</b>	<b>0.5</b>
<b>Median</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>0 &amp; 0</b>	<b>0 &amp; 1</b>
<b>Range (min, max)</b>	<b>0 to 0</b>	<b>0 to 0</b>	<b>0 to 1</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>13</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>0.5</b>	<b>0.4</b>	<b>0.5</b>
<b>Median</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 1</b>	<b>0 &amp; 1</b>	<b>0 &amp; 1</b>
<b>Range (min, max)</b>	<b>0 to 2</b>	<b>0 to 1</b>	<b>0 to 1</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation			11
Hydro Ottawa Limited			11
Hydro One Brampton Networks			6
EnWin Utilities Ltd.			5
Kitchener-Wilmot Hydro Inc.			2
Waterloo North Hydro Inc.			1
Veridian Connections Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b>Average</b>			<b>5.1</b>
<b>Median</b>			<b>5</b>
<b>1st &amp; 3rd quartiles</b>			<b>2 &amp; 9</b>
<b>Range (min, max)</b>			<b>0 to 11</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			3
Peterborough Distribution Inc.			2
Festival Hydro Inc.			1
Entegrus Powerlines Inc.			1
Lakefront Utilities Inc.			1
<b>Count</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>Average</b>			<b>1.6</b>
<b>Median</b>			<b>1</b>
<b>1st &amp; 3rd quartiles</b>			<b>1 &amp; 2</b>
<b>Range (min, max)</b>			<b>1 to 3</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>0</b>	<b>0</b>	<b>12</b>
<b>Average</b>			<b>3.7</b>
<b>Median</b>			<b>2</b>
<b>1st &amp; 3rd quartiles</b>			<b>1 &amp; 5</b>
<b>Range (min, max)</b>			<b>0 to 11</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.			4
Hydro Ottawa Limited			0
EnWin Utilities Ltd.			0
Kitchener-Wilmot Hydro Inc.			0
Waterloo North Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>Average</b>			<b>0.8</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 4</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.			0
Peterborough Distribution Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b>Average</b>			<b>0.6</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 4</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.			0
Kitchener-Wilmot Hydro Inc.			0
Waterloo North Hydro Inc.			0
Veridian Connections Inc.			0
Hydro Ottawa Limited			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.			0
Peterborough Distribution Inc.			0
Entegrus Powerlines Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kitchener-Wilmot Hydro Inc.			0
Veridian Connections Inc.			0
Waterloo North Hydro Inc.			0
Hydro Ottawa Limited			0
EnWin Utilities Ltd.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.			0
Peterborough Distribution Inc.			0
Entegrus Powerlines Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>



### S35 Number of Street Lighting Customers

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	37	52	43
Cambridge and North Dumfries	8	8	8
Hydro Ottawa Limited	8	8	8
Burlington Hydro Inc.	3	3	3
Whitby Hydro Electric	1	1	1
Hydro One Brampton Networks	2	2	
Kitchener-Wilmot Hydro Inc.	6	6	
Oakville Hydro Electricity	3	3	
EnWin Utilities Ltd.	2	2	
Horizon Utilities Corporation	4	4	
Waterloo North Hydro Inc.	6	6	
Veridian Connections Inc.	9	9	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>5</b>
<b>Average</b>	<b>7.4</b>	<b>8.7</b>	<b>12.6</b>
<b>Median</b>	<b>5</b>	<b>5</b>	<b>8</b>
<b>1st &amp; 3rd quartiles</b>	<b>3 &amp; 8</b>	<b>3 &amp; 8</b>	<b>3 &amp; 8</b>
<b>Range (min, max)</b>	<b>1 to 37</b>	<b>1 to 52</b>	<b>1 to 43</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
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
Kingston Hydro Corporation			1
Haldimand County Hydro Inc.	4	3	
Lakefront Utilities Inc.	2		
Festival Hydro Inc.	9	11	
Woodstock Hydro Services Inc.	3	3	
Entegrus Powerlines Inc.	1	1	
Peterborough Distribution Inc.	4	4	
PUC Distribution Inc.	5	5	



### S35 Number of Street Lighting Customers

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	6
Average	3.8	4.3	3.2
Median	4	4	3
1st & 3rd quartiles	2 & 5	3 & 5	1 & 5
Range (min, max)	1 to 9	1 to 11	1 to 7
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	2	2	2
Niagara-on-the-Lake Hydro Inc.	5	5	
Count	2	2	1
Average	3.5	3.5	2.0
Median	4	4	2
1st & 3rd quartiles	3 & 4	3 & 4	2 & 2
Range (min, max)	2 to 5	2 to 5	2 to 2
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	12
Average	5.5	6.4	7.0
Median	4	4	3
1st & 3rd quartiles	2 & 6	3 & 6	2 & 7
Range (min, max)	1 to 37	1 to 52	1 to 43





**S203** Number of Street Lighting Customers That Are With a Retailer

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	2	3	5
Cambridge and North Dumfries	5	5	5
Oakville Hydro Electricity	3	3	2
Hydro One Brampton Networks	2	2	2
Veridian Connections Inc.	2	3	2
Hydro Ottawa Limited	0	0	1
Waterloo North Hydro Inc.	0	0	0
Horizon Utilities Corporation	1	0	0
Whitby Hydro Electric	1	1	0
EnWin Utilities Ltd.	1	1	0
Kitchener-Wilmot Hydro Inc.	2	2	
Burlington Hydro Inc.	2	2	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>10</b>
<b>Average</b>	<b>1.8</b>	<b>1.8</b>	<b>1.7</b>
<b>Median</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 2</b>	<b>1 &amp; 3</b>	<b>0 &amp; 2</b>
<b>Range (min, max)</b>	<b>0 to 5</b>	<b>0 to 5</b>	<b>0 to 5</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.	2	5	5
Lakeland Power Distribution Ltd	2	2	2
Woodstock Hydro Services Inc.	2	2	1
Lakefront Utilities Inc.	1		1
Grimsby Power Incorporated	1		1
St. Thomas Energy Inc.	1	1	0
Orangeville Hydro Limited	0	0	0
Halton Hills Hydro Inc.	1	1	0
Entegrus Powerlines Inc.	0	0	0
Haldimand County Hydro Inc.	0	0	
Peterborough Distribution Inc.	0	0	
PUC Distribution Inc.	0	0	
<b>Count</b>	<b>12</b>	<b>10</b>	<b>9</b>
<b>Average</b>	<b>0.8</b>	<b>1.1</b>	<b>1.1</b>
<b>Median</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 1</b>	<b>0 &amp; 2</b>	<b>0 &amp; 1</b>
<b>Range (min, max)</b>	<b>0 to 2</b>	<b>0 to 5</b>	<b>0 to 5</b>



**S203** Number of Street Lighting Customers That Are With a Retailer

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0	0	0
Sioux Lookout Hydro Inc.	0	0	0
<b>Count</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Average</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Median</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>0 &amp; 0</b>	<b>0 &amp; 0</b>
<b>Range (min, max)</b>	<b>0 to 0</b>	<b>0 to 0</b>	<b>0 to 0</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>26</b>	<b>24</b>	<b>21</b>
<b>Average</b>	<b>1.2</b>	<b>1.4</b>	<b>1.3</b>
<b>Median</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 2</b>	<b>0 &amp; 2</b>	<b>0 &amp; 2</b>
<b>Range (min, max)</b>	<b>0 to 5</b>	<b>0 to 5</b>	<b>0 to 5</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited			8
Kitchener-Wilmot Hydro Inc.			5
Oakville Hydro Electricity			1
EnWin Utilities Ltd.			1
Waterloo North Hydro Inc.			1
Veridian Connections Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>Average</b>			<b>2.7</b>
<b>Median</b>			<b>1</b>
<b>1st &amp; 3rd quartiles</b>			<b>1 &amp; 4</b>
<b>Range (min, max)</b>			<b>0 to 8</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			7
Entegrus Powerlines Inc.			6
PUC Distribution Inc.			5
Peterborough Distribution Inc.			4
Lakefront Utilities Inc.			2
Woodstock Hydro Services Inc.			1
Haldimand County Hydro Inc.			1
Festival Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b>Average</b>			<b>3.3</b>
<b>Median</b>			<b>3</b>
<b>1st &amp; 3rd quartiles</b>			<b>1 &amp; 5</b>
<b>Range (min, max)</b>			<b>0 to 7</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			2
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>2.0</b>
<b>Median</b>			<b>2</b>
<b>1st &amp; 3rd quartiles</b>			<b>2 &amp; 2</b>
<b>Range (min, max)</b>			<b>2 to 2</b>



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

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**Totals over Large, Medium and Small Utility Classes**

Count	0	0	15
Average			2.9
Median			2
1st & 3rd quartiles			1 & 5
Range (min, max)			0 to 8



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.			7
Waterloo North Hydro Inc.			3
Burlington Hydro Inc.			2
Kitchener-Wilmot Hydro Inc.			0
Hydro Ottawa Limited			0
EnWin Utilities Ltd.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>Average</b>			<b>2.0</b>
<b>Median</b>			<b>1</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 3</b>
<b>Range (min, max)</b>			<b>0 to 7</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Woodstock Hydro Services Inc.			1
Festival Hydro Inc.			0
Peterborough Distribution Inc.			0
Haldimand County Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>Average</b>			<b>0.3</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 1</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>0</b>	<b>0</b>	<b>10</b>
<b>Average</b>			<b>1.3</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 2</b>
<b>Range (min, max)</b>			<b>0 to 7</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation			4
Waterloo North Hydro Inc.			2
EnWin Utilities Ltd.			1
Burlington Hydro Inc.			1
Kitchener-Wilmot Hydro Inc.			1
Hydro Ottawa Limited			0
Veridian Connections Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b>Average</b>			<b>1.3</b>
<b>Median</b>			<b>1</b>
<b>1st &amp; 3rd quartiles</b>			<b>1 &amp; 2</b>
<b>Range (min, max)</b>			<b>0 to 4</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.			11
Haldimand County Hydro Inc.			2
Woodstock Hydro Services Inc.			1
Entegrus Powerlines Inc.			0
Peterborough Distribution Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>Average</b>			<b>2.8</b>
<b>Median</b>			<b>1</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 2</b>
<b>Range (min, max)</b>			<b>0 to 11</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			3
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>3.0</b>
<b>Median</b>			<b>3</b>
<b>1st &amp; 3rd quartiles</b>			<b>3 &amp; 3</b>
<b>Range (min, max)</b>			<b>3 to 3</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>0</b>	<b>0</b>	<b>13</b>
<b>Average</b>			<b>2.0</b>
<b>Median</b>			<b>1</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 2</b>
<b>Range (min, max)</b>			<b>0 to 11</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks			2
EnWin Utilities Ltd.			0
Waterloo North Hydro Inc.			0
Kitchener-Wilmot Hydro Inc.			0
Veridian Connections Inc.			0
Hydro Ottawa Limited			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>Average</b>			<b>0.3</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 2</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Woodstock Hydro Services Inc.			0
Peterborough Distribution Inc.			0
Festival Hydro Inc.			0
Entegrus Powerlines Inc.			0
Haldimand County Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>0</b>	<b>0</b>	<b>12</b>
<b>Average</b>			<b>0.2</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 2</b>



## \$156 Number of Sentinel Lighting Customers

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	135	129	120
Whitby Hydro Electric	34	34	32
Horizon Utilities Corporation	250	211	
EnWin Utilities Ltd.	316	311	
Veridian Connections Inc.	290	292	
Hydro Ottawa Limited	76	70	
Oakville Hydro Electricity	28	27	
<b>Count</b>	<b>7</b>	<b>7</b>	<b>2</b>
<b>Average</b>	<b>161.3</b>	<b>153.4</b>	<b>76.0</b>
<b>Median</b>	<b>135</b>	<b>129</b>	<b>76</b>
<b>1st &amp; 3rd quartiles</b>	<b>55 &amp; 270</b>	<b>52 &amp; 252</b>	<b>54 &amp; 98</b>
<b>Range (min, max)</b>	<b>28 to 316</b>	<b>27 to 311</b>	<b>32 to 120</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Halton Hills Hydro Inc.	186	163	185
Lakeland Power Distribution Ltd	45	45	45
Orangeville Hydro Limited	46	46	37
St. Thomas Energy Inc.	49	50	22
Lakefront Utilities Inc.	35		
Entegrus Powerlines Inc.	43	43	
Haldimand County Hydro Inc.	519	491	
Peterborough Distribution Inc.	144	154	
PUC Distribution Inc.	1	1	
Festival Hydro Inc.	64	64	
<b>Count</b>	<b>10</b>	<b>9</b>	<b>4</b>
<b>Average</b>	<b>113.2</b>	<b>117.4</b>	<b>72.3</b>
<b>Median</b>	<b>48</b>	<b>50</b>	<b>41</b>
<b>1st &amp; 3rd quartiles</b>	<b>44 &amp; 124</b>	<b>45 &amp; 154</b>	<b>33 &amp; 80</b>
<b>Range (min, max)</b>	<b>1 to 519</b>	<b>1 to 491</b>	<b>22 to 185</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0		
<b>Count</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Average</b>	<b>0.0</b>		
<b>Median</b>	<b>0</b>		
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>		
<b>Range (min, max)</b>	<b>0 to 0</b>		<b>to</b>





## S156 Number of Sentinel Lighting Customers

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### Totals over Large, Medium and Small Utility Classes

Count	18	16	6
Average	125.6	133.2	73.5
Median	57	67	41
1st & 3rd quartiles	37 & 176	45 & 175	33 & 101
Range (min, max)	0 to 519	1 to 491	22 to 185



**S280** Number of Sentinel Lighting Customers That Are With a Retailer

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	219	52	31
EnWin Utilities Ltd.	18	20	16
Horizon Utilities Corporation	8	7	6
Hydro Ottawa Limited	0	0	0
PowerStream Inc.	0		0
Oakville Hydro Electricity	0	0	
<b>Count</b>	<b>6</b>	<b>5</b>	<b>5</b>
<b>Average</b>	<b>40.8</b>	<b>15.8</b>	<b>10.6</b>
<b>Median</b>	<b>4</b>	<b>7</b>	<b>6</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 16</b>	<b>0 &amp; 20</b>	<b>0 &amp; 16</b>
<b>Range (min, max)</b>	<b>0 to 219</b>	<b>0 to 52</b>	<b>0 to 31</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	60	27	82
Entegrus Powerlines Inc.	26	26	26
Halton Hills Hydro Inc.		25	17
Festival Hydro Inc.	0	0	14
St. Thomas Energy Inc.	2	3	3
Orangeville Hydro Limited	5	1	3
Lakefront Utilities Inc.			0
Lakeland Power Distribution Ltd	0		0
Peterborough Distribution Inc.	11	8	
PUC Distribution Inc.	0	0	
<b>Count</b>	<b>8</b>	<b>8</b>	<b>8</b>
<b>Average</b>	<b>13.0</b>	<b>11.3</b>	<b>18.1</b>
<b>Median</b>	<b>4</b>	<b>6</b>	<b>9</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 15</b>	<b>1 &amp; 25</b>	<b>2 &amp; 19</b>
<b>Range (min, max)</b>	<b>0 to 60</b>	<b>0 to 27</b>	<b>0 to 82</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0		
<b>Count</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Average</b>	<b>0.0</b>		
<b>Median</b>	<b>0</b>		
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>		
<b>Range (min, max)</b>	<b>0 to 0</b>		<b>to</b>



**S280** Number of Sentinel Lighting Customers That Are With a Retailer

**Totals over Large, Medium and Small Utility Classes**

Count	15	13	13
Average	23.3	13.0	15.2
Median	2	7	6
1st & 3rd quartiles	0 & 15	0 & 25	0 & 17
Range (min, max)	0 to 219	0 to 52	0 to 82



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.			12
Hydro Ottawa Limited			0
EnWin Utilities Ltd.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Average</b>			<b>4.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 6</b>
<b>Range (min, max)</b>			<b>0 to 12</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.			0
Peterborough Distribution Inc.			0
Haldimand County Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>Average</b>			<b>2.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 12</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation			6
PowerStream Inc.			1
Hydro Ottawa Limited			0
EnWin Utilities Ltd.			0
Veridian Connections Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>Average</b>			<b>1.4</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 1</b>
<b>Range (min, max)</b>			<b>0 to 6</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.			146
Haldimand County Hydro Inc.			1
Festival Hydro Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Average</b>			<b>49.0</b>
<b>Median</b>			<b>1</b>
<b>1st &amp; 3rd quartiles</b>			<b>1 &amp; 74</b>
<b>Range (min, max)</b>			<b>0 to 146</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b>Average</b>			<b>19.3</b>
<b>Median</b>			<b>1</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 2</b>
<b>Range (min, max)</b>			<b>0 to 146</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.			288
Horizon Utilities Corporation			241
Veridian Connections Inc.			102
Hydro Ottawa Limited			63
Oakville Hydro Electricity			27
<b>Count</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>Average</b>			<b>144.2</b>
<b>Median</b>			<b>102</b>
<b>1st &amp; 3rd quartiles</b>			<b>63 &amp; 241</b>
<b>Range (min, max)</b>			<b>27 to 288</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.			477
Bluewater Power Distribution			91
Festival Hydro Inc.			50
Peterborough Distribution Inc.			18
Lakefront Utilities Inc.			1
PUC Distribution Inc.			1
<b>Count</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>Average</b>			<b>106.3</b>
<b>Median</b>			<b>34</b>
<b>1st &amp; 3rd quartiles</b>			<b>5 &amp; 81</b>
<b>Range (min, max)</b>			<b>1 to 477</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>0</b>	<b>0</b>	<b>11</b>
<b>Average</b>			<b>123.5</b>
<b>Median</b>			<b>63</b>
<b>1st &amp; 3rd quartiles</b>			<b>23 &amp; 172</b>
<b>Range (min, max)</b>			<b>1 to 477</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited			0
Veridian Connections Inc.			0
EnWin Utilities Ltd.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.			208
Festival Hydro Inc.			0
Haldimand County Hydro Inc.			0
Peterborough Distribution Inc.			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>Average</b>			<b>52.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 52</b>
<b>Range (min, max)</b>			<b>0 to 208</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b>Average</b>			<b>29.7</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 208</b>



## S135 Number of Seasonal Occupancy Customers

	2009	2010	2011
<b>Large Utilities</b>			
Veridian Connections Inc.	1,601	1,595	
Count	1	1	0
Average	1,601.0	1,595.0	
Median	1,601	1,595	
1st & 3rd quartiles	1,601 & 1,601	1,595 & 1,595	
Range (min, max)	1,601 to 1,601	1,595 to 1,595	to
<b>Medium Utilities</b>			
Lakeland Power Distribution Ltd		195	192
PUC Distribution Inc.	100	100	
Count	1	2	1
Average	100.0	147.5	192.0
Median	100	148	192
1st & 3rd quartiles	100 & 100	124 & 171	192 & 192
Range (min, max)	100 to 100	100 to 195	192 to 192
<b>Small Utilities</b>			
Sioux Lookout Hydro Inc.	108	108	107
Niagara-on-the-Lake Hydro Inc.	250	250	
Count	2	2	1
Average	179.0	179.0	107.0
Median	179	179	107
1st & 3rd quartiles	144 & 215	144 & 215	107 & 107
Range (min, max)	108 to 250	108 to 250	107 to 107
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	4	5	2
Average	514.8	449.6	149.5
Median	179	195	150
1st & 3rd quartiles	106 & 588	108 & 250	128 & 171
Range (min, max)	100 to 1,601	100 to 1,595	107 to 192





**S281** Number of Seasonal Occupancy Customers that are with a Retailer

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	20	25	32
<b>Count</b>	1	1	1
<b>Average</b>	20.0	25.0	32.0
<b>Median</b>	20	25	32
<b>1st &amp; 3rd quartiles</b>	20 & 20	25 & 25	32 & 32
<b>Range (min, max)</b>	20 to 20	25 to 25	32 to 32
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakeland Power Distribution Ltd		2	2
PUC Distribution Inc.	0	0	
<b>Count</b>	1	2	1
<b>Average</b>	0.0	1.0	2.0
<b>Median</b>	0	1	2
<b>1st &amp; 3rd quartiles</b>	0 & 0	1 & 2	2 & 2
<b>Range (min, max)</b>	0 to 0	0 to 2	2 to 2
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	1	1	1
Niagara-on-the-Lake Hydro Inc.	0	0	0
<b>Count</b>	2	2	2
<b>Average</b>	0.5	0.5	0.5
<b>Median</b>	1	1	1
<b>1st &amp; 3rd quartiles</b>	0 & 1	0 & 1	0 & 1
<b>Range (min, max)</b>	0 to 1	0 to 1	0 to 1
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	4	5	4
<b>Average</b>	5.3	5.6	8.8
<b>Median</b>	1	1	2
<b>1st &amp; 3rd quartiles</b>	0 & 6	0 & 2	1 & 10
<b>Range (min, max)</b>	0 to 20	0 to 25	0 to 32



**S318** Total Number of Hourly Ontario Energy Price (HOEP) Seasonal Occupancy Customers

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.			0
Count	0	0	1
Average			0.0
Median			0
1st & 3rd quartiles			0 & 0
Range (min, max)			0 to 0
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.			100
Entegrus Powerlines Inc.			0
Peterborough Distribution Inc.			0
Count	0	0	3
Average			33.3
Median			0
1st & 3rd quartiles			0 & 50
Range (min, max)			0 to 100
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			0
Count	0	0	1
Average			0.0
Median			0
1st & 3rd quartiles			0 & 0
Range (min, max)			0 to 0
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	0	0	5
Average			20.0
Median			0
1st & 3rd quartiles			0 & 0
Range (min, max)			0 to 100



**S319** Total Number of Weighted Average Hourly Spot Market Price (WAHSP)  
Seasonal Occupancy Customers

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.			0
<b>Count</b>	0	0	1
<b>Average</b>			0.0
<b>Median</b>			0
<b>1st &amp; 3rd quartiles</b>			0 & 0
<b>Range (min, max)</b>			0 to 0
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.			0
Peterborough Distribution Inc.			0
<b>Count</b>	0	0	2
<b>Average</b>			0.0
<b>Median</b>			0
<b>1st &amp; 3rd quartiles</b>			0 & 0
<b>Range (min, max)</b>			0 to 0
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			0
<b>Count</b>	0	0	1
<b>Average</b>			0.0
<b>Median</b>			0
<b>1st &amp; 3rd quartiles</b>			0 & 0
<b>Range (min, max)</b>			0 to 0
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	0	0	4
<b>Average</b>			0.0
<b>Median</b>			0
<b>1st &amp; 3rd quartiles</b>			0 & 0
<b>Range (min, max)</b>			0 to 0



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.			6
<b>Count</b>	0	0	1
<b>Average</b>			6.0
<b>Median</b>			6
<b>1st &amp; 3rd quartiles</b>			6 & 6
<b>Range (min, max)</b>			6 to 6
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.			0
Peterborough Distribution Inc.			0
<b>Count</b>	0	0	2
<b>Average</b>			0.0
<b>Median</b>			0
<b>1st &amp; 3rd quartiles</b>			0 & 0
<b>Range (min, max)</b>			0 to 0
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			0
<b>Count</b>	0	0	1
<b>Average</b>			0.0
<b>Median</b>			0
<b>1st &amp; 3rd quartiles</b>			0 & 0
<b>Range (min, max)</b>			0 to 0
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	0	0	4
<b>Average</b>			1.5
<b>Median</b>			0
<b>1st &amp; 3rd quartiles</b>			0 & 2
<b>Range (min, max)</b>			0 to 6



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.			1,549
Count	0	0	1
Average			1,549.0
Median			1,549
1st & 3rd quartiles			1,549 & 1,549
Range (min, max)			1,549 to 1,549
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.			0
Peterborough Distribution Inc.			0
Count	0	0	2
Average			0.0
Median			0
1st & 3rd quartiles			0 & 0
Range (min, max)			0 to 0
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			250
Count	0	0	1
Average			250.0
Median			250
1st & 3rd quartiles			250 & 250
Range (min, max)			250 to 250
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	0	0	4
Average			449.8
Median			125
1st & 3rd quartiles			0 & 575
Range (min, max)			0 to 1,549



## S2 Total Number of Customers

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	320,869	328,589	335,936
Hydro Ottawa Limited	296,091	300,742	305,346
Horizon Utilities Corporation	234,920	236,538	237,435
Hydro One Brampton Networks	131,029	134,230	137,920
Veridian Connections Inc.	111,378	112,811	115,350
Kitchener-Wilmot Hydro Inc.	85,200	86,637	87,970
EnWin Utilities Ltd.	85,015	85,208	85,391
Burlington Hydro Inc.	63,561	64,299	64,836
Oakville Hydro Electricity	62,889	63,378	64,315
Waterloo North Hydro Inc.	51,095	51,934	52,635
Cambridge and North Dumfries	50,209	50,961	51,652
Whitby Hydro Electric	39,158	39,704	40,370
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>127,617.8</b>	<b>129,585.9</b>	<b>131,596.3</b>
<b>Median</b>	<b>85,108</b>	<b>85,923</b>	<b>86,681</b>
<b>1st &amp; 3rd quartiles</b>	<b>59,941 &amp; 157,002</b>	<b>60,517 &amp; 159,807</b>	<b>61,395 &amp; 162,799</b>
<b>Range (min, max)</b>	<b>39,158 to 320,869</b>	<b>39,704 to 328,589</b>	<b>40,370 to 335,936</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			36,130
Entegrus Powerlines Inc.	32,020	32,149	35,485
PUC Distribution Inc.	32,814	32,876	32,925
Peterborough Distribution Inc.	34,802	35,178	32,597
Kingston Hydro Corporation			26,972
Haldimand County Hydro Inc.	21,440	21,549	21,633
Halton Hills Hydro Inc.	23,414	21,237	21,556
Festival Hydro Inc.	19,604	19,672	19,988
St. Thomas Energy Inc.	16,290	16,473	16,461
Woodstock Hydro Services Inc.	14,841	15,212	15,223
Orangeville Hydro Limited	11,202	11,339	11,290
Grimsby Power Incorporated	10,075		10,406
Lakefront Utilities Inc.	9,477		9,719
Lakeland Power Distribution Ltd	9,439	9,532	9,688



## S2 Total Number of Customers

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	19,618.2	21,521.7	21,433.8
Median	17,947	20,455	20,772
1st & 3rd quartiles	10,920 & 25,566	15,527 & 29,499	12,273 & 31,191
Range (min, max)	9,439 to 34,802	9,532 to 35,178	9,688 to 36,130
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	7,885	7,887	8,025
Kenora Hydro Electric			5,575
Sioux Lookout Hydro Inc.	2,733	2,756	2,760
Count	2	2	3
Average	5,309.0	5,321.5	5,453.3
Median	5,309	5,322	5,575
1st & 3rd quartiles	4,021 & 6,597	4,039 & 6,604	4,168 & 6,800
Range (min, max)	2,733 to 7,885	2,756 to 7,887	2,760 to 8,025
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	68,363.5	74,203.8	65,365.1
Median	33,808	37,441	32,925
1st & 3rd quartiles	15,203 & 79,652	18,872 & 85,565	15,223 & 64,836
Range (min, max)	2,733 to 320,869	2,756 to 328,589	2,760 to 335,936



**S219** Total Number of Customers with a Retailer

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	42,468	39,234	35,972
Horizon Utilities Corporation	39,487	35,466	27,918
Hydro Ottawa Limited	33,510	29,956	23,972
Hydro One Brampton Networks	28,223	26,699	20,712
Veridian Connections Inc.	16,369	15,251	13,001
EnWin Utilities Ltd.	13,679	12,046	8,422
Cambridge and North Dumfries	7,231	6,440	4,694
Burlington Hydro Inc.	6,198	5,299	4,482
Waterloo North Hydro Inc.	6,428	5,757	4,262
Oakville Hydro Electricity	5,424	5,018	3,990
Whitby Hydro Electric	4,497	4,268	3,133
Kitchener-Wilmot Hydro Inc.	9,096	8,435	0
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>17,717.5</b>	<b>16,155.8</b>	<b>12,546.5</b>
<b>Median</b>	<b>11,388</b>	<b>10,241</b>	<b>6,558</b>
<b>1st &amp; 3rd quartiles</b>	<b>6,371 &amp; 29,545</b>	<b>5,643 &amp; 27,513</b>	<b>4,194 &amp; 21,527</b>
<b>Range (min, max)</b>	<b>4,497 to 42,468</b>	<b>4,268 to 39,234</b>	<b>0 to 35,972</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	6,039	5,290	4,977
Bluewater Power Distribution			4,129
PUC Distribution Inc.	5,532	4,887	3,456
Festival Hydro Inc.	4,005	3,708	2,840
St. Thomas Energy Inc.	3,354	3,191	2,487
Haldimand County Hydro Inc.	2,989	2,875	2,412
Woodstock Hydro Services Inc.	2,385	2,554	2,071
Halton Hills Hydro Inc.	2,594	2,472	1,891
Kingston Hydro Corporation			1,831
Orangeville Hydro Limited	1,954	1,849	1,480
Lakeland Power Distribution Ltd	1,512	1,409	1,084
Grimsby Power Incorporated	1,453		969
Lakefront Utilities Inc.	1,137		926
Peterborough Distribution Inc.	4,424	4,064	0





**S219** Total Number of Customers with a Retailer

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	3,114.8	3,229.9	2,182.4
Median	2,792	3,033	1,981
1st & 3rd quartiles	1,844 & 4,110	2,493 & 3,975	1,183 & 2,752
Range (min, max)	1,137 to 6,039	1,409 to 5,290	0 to 4,977
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			634
Niagara-on-the-Lake Hydro Inc.	592	481	321
Sioux Lookout Hydro Inc.	180	149	115
Count	2	2	3
Average	386.0	315.0	356.7
Median	386	315	321
1st & 3rd quartiles	283 & 489	232 & 398	218 & 478
Range (min, max)	180 to 592	149 to 481	115 to 634
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	9,644.6	9,449.9	6,282.1
Median	4,961	4,953	2,840
1st & 3rd quartiles	2,437 & 8,630	2,795 & 9,338	1,084 & 4,694
Range (min, max)	180 to 42,468	149 to 39,234	0 to 35,972



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	6,255	6,255	9,065
Hydro Ottawa Limited	4,716	4,715	6,047
Hydro One Brampton Networks	1,589	3,318	3,700
Veridian Connections Inc.	1,363	1,898	1,554
Horizon Utilities Corporation	1,131	1,484	1,247
Oakville Hydro Electricity	677	807	1,156
Kitchener-Wilmot Hydro Inc.	1,486	74	1,085
Waterloo North Hydro Inc.	621	842	1,006
Whitby Hydro Electric	389	580	749
Cambridge and North Dumfries	1,032	875	671
Burlington Hydro Inc.	1,029	894	649
EnWin Utilities Ltd.	202	305	305
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1,707.5</b>	<b>1,837.3</b>	<b>2,269.5</b>
<b>Median</b>	<b>1,082</b>	<b>885</b>	<b>1,121</b>
<b>1st &amp; 3rd quartiles</b>	<b>663 &amp; 1,512</b>	<b>750 &amp; 2,253</b>	<b>730 &amp; 2,091</b>
<b>Range (min, max)</b>	<b>202 to 6,255</b>	<b>74 to 6,255</b>	<b>305 to 9,065</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
St. Thomas Energy Inc.	346	417	347
Kingston Hydro Corporation			313
Peterborough Distribution Inc.	438	382	300
PUC Distribution Inc.	224	212	269
Haldimand County Hydro Inc.	152	248	265
Festival Hydro Inc.	162	193	246
Halton Hills Hydro Inc.	144	213	213
Orangeville Hydro Limited	52	215	198
Entegrus Powerlines Inc.	93	126	186
Grimsby Power Incorporated	144		182
Woodstock Hydro Services Inc.	156	227	165
Bluewater Power Distribution			152
Lakefront Utilities Inc.	118		106
Lakeland Power Distribution Ltd	85	123	94



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

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	176.2	235.6	216.9
Median	148	214	206
1st & 3rd quartiles	112 & 178	198 & 243	169 & 268
Range (min, max)	52 to 438	123 to 417	94 to 347
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	106	110	196
Kenora Hydro Electric			84
Sioux Lookout Hydro Inc.	27	27	31
Count	2	2	3
Average	66.5	68.5	103.7
Median	67	69	84
1st & 3rd quartiles	47 & 86	48 & 89	58 & 140
Range (min, max)	27 to 106	27 to 110	31 to 196
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	874.5	1,022.5	1,054.5
Median	285	344	300
1st & 3rd quartiles	144 & 1,031	207 & 880	186 & 1,006
Range (min, max)	27 to 6,255	27 to 6,255	31 to 9,065



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	6,088	6,088	8,443
Hydro Ottawa Limited	4,656	4,715	6,047
Hydro One Brampton Networks	1,589	3,318	3,700
Veridian Connections Inc.	1,352	1,898	1,554
Horizon Utilities Corporation	1,129	1,479	1,239
Oakville Hydro Electricity	658	767	1,103
Kitchener-Wilmot Hydro Inc.	1,390	72	1,023
Waterloo North Hydro Inc.	621	842	1,006
Whitby Hydro Electric	389	580	749
Cambridge and North Dumfries	1,024	862	667
Burlington Hydro Inc.	1,000	861	649
EnWin Utilities Ltd.	200	303	305
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1,674.7</b>	<b>1,815.4</b>	<b>2,207.1</b>
<b>Median</b>	<b>1,077</b>	<b>862</b>	<b>1,063</b>
<b>1st &amp; 3rd quartiles</b>	<b>649 &amp; 1,440</b>	<b>720 &amp; 2,253</b>	<b>729 &amp; 2,091</b>
<b>Range (min, max)</b>	<b>200 to 6,088</b>	<b>72 to 6,088</b>	<b>305 to 8,443</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
St. Thomas Energy Inc.	346	412	345
Kingston Hydro Corporation			306
Peterborough Distribution Inc.	438	378	286
PUC Distribution Inc.	220	205	263
Haldimand County Hydro Inc.	147	246	257
Festival Hydro Inc.	162	191	244
Halton Hills Hydro Inc.	144	213	213
Orangeville Hydro Limited	52	215	198
Grimsby Power Incorporated	144		182
Entegrus Powerlines Inc.	91	123	179
Woodstock Hydro Services Inc.	156	226	165
Bluewater Power Distribution			149
Lakefront Utilities Inc.	118		106
Lakeland Power Distribution Ltd	76	120	91



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

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	174.5	232.9	213.1
Median	146	214	206
1st & 3rd quartiles	111 & 177	195 & 241	169 & 262
Range (min, max)	52 to 438	120 to 412	91 to 345
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	106	110	196
Kenora Hydro Electric			84
Sioux Lookout Hydro Inc.	27	27	31
Count	2	2	3
Average	66.5	68.5	103.7
Median	67	69	84
1st & 3rd quartiles	47 & 86	48 & 89	58 & 140
Range (min, max)	27 to 106	27 to 110	31 to 196
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	858.6	1,010.5	1,026.9
Median	283	341	286
1st & 3rd quartiles	144 & 1,018	202 & 861	182 & 1,006
Range (min, max)	27 to 6,088	27 to 6,088	31 to 8,443



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks	57	51	35
Hydro Ottawa Limited	38	41	28
Kitchener-Wilmot Hydro Inc.	11	9	22
Veridian Connections Inc.	32	26	15
Waterloo North Hydro Inc.	9	2	10
Horizon Utilities Corporation		8	3
PowerStream Inc.			1
<b>Count</b>	<b>5</b>	<b>6</b>	<b>7</b>
<b>Average</b>	<b>29.4</b>	<b>22.8</b>	<b>16.3</b>
<b>Median</b>	<b>32</b>	<b>18</b>	<b>15</b>
<b>1st &amp; 3rd quartiles</b>	<b>11 &amp; 38</b>	<b>8 &amp; 37</b>	<b>7 &amp; 25</b>
<b>Range (min, max)</b>	<b>9 to 57</b>	<b>2 to 51</b>	<b>1 to 35</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	10	32	29
Kingston Hydro Corporation			9
Bluewater Power Distribution			8
Peterborough Distribution Inc.	7	4	7
Lakefront Utilities Inc.	4		2
Woodstock Hydro Services Inc.		3	1
Lakeland Power Distribution Ltd	1	1	0
Orangeville Hydro Limited	7	215	0
Haldimand County Hydro Inc.	1		0
<b>Count</b>	<b>6</b>	<b>5</b>	<b>9</b>
<b>Average</b>	<b>5.0</b>	<b>51.0</b>	<b>6.2</b>
<b>Median</b>	<b>6</b>	<b>4</b>	<b>2</b>
<b>1st &amp; 3rd quartiles</b>	<b>2 &amp; 7</b>	<b>3 &amp; 32</b>	<b>0 &amp; 8</b>
<b>Range (min, max)</b>	<b>1 to 10</b>	<b>1 to 215</b>	<b>0 to 29</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	5	2	4
<b>Count</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>Average</b>	<b>5.0</b>	<b>2.0</b>	<b>4.0</b>
<b>Median</b>	<b>5</b>	<b>2</b>	<b>4</b>
<b>1st &amp; 3rd quartiles</b>	<b>5 &amp; 5</b>	<b>2 &amp; 2</b>	<b>4 &amp; 4</b>
<b>Range (min, max)</b>	<b>5 to 5</b>	<b>2 to 2</b>	<b>4 to 4</b>



**S120** Total Number of New High Voltage ( $\geq 750\text{kV}$ ) Services Connected

**Totals over Large, Medium and Small Utility Classes**

Count	12	12	17
Average	15.2	32.8	10.2
Median	8	9	7
1st & 3rd quartiles	5 & 16	3 & 34	1 & 15
Range (min, max)	1 to 57	1 to 215	0 to 35



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks	57	51	35
Hydro Ottawa Limited	38	41	28
Kitchener-Wilmot Hydro Inc.	11	9	22
Veridian Connections Inc.	32	26	15
Waterloo North Hydro Inc.	9	2	10
Horizon Utilities Corporation	0	8	3
PowerStream Inc.			1
<b>Count</b>	<b>6</b>	<b>6</b>	<b>7</b>
<b>Average</b>	<b>24.5</b>	<b>22.8</b>	<b>16.3</b>
<b>Median</b>	<b>22</b>	<b>18</b>	<b>15</b>
<b>1st &amp; 3rd quartiles</b>	<b>10 &amp; 37</b>	<b>8 &amp; 37</b>	<b>7 &amp; 25</b>
<b>Range (min, max)</b>	<b>0 to 57</b>	<b>2 to 51</b>	<b>1 to 35</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	10	32	29
Kingston Hydro Corporation			9
Bluewater Power Distribution			8
Peterborough Distribution Inc.	7	4	7
Lakefront Utilities Inc.	4		2
Woodstock Hydro Services Inc.		3	1
Haldimand County Hydro Inc.	1	0	0
Lakeland Power Distribution Ltd	1	1	0
Orangeville Hydro Limited	7	0	0
<b>Count</b>	<b>6</b>	<b>6</b>	<b>9</b>
<b>Average</b>	<b>5.0</b>	<b>6.7</b>	<b>6.2</b>
<b>Median</b>	<b>6</b>	<b>2</b>	<b>2</b>
<b>1st &amp; 3rd quartiles</b>	<b>2 &amp; 7</b>	<b>0 &amp; 4</b>	<b>0 &amp; 8</b>
<b>Range (min, max)</b>	<b>1 to 10</b>	<b>0 to 32</b>	<b>0 to 29</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	5	2	4
<b>Count</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>Average</b>	<b>5.0</b>	<b>2.0</b>	<b>4.0</b>
<b>Median</b>	<b>5</b>	<b>2</b>	<b>4</b>
<b>1st &amp; 3rd quartiles</b>	<b>5 &amp; 5</b>	<b>2 &amp; 2</b>	<b>4 &amp; 4</b>
<b>Range (min, max)</b>	<b>5 to 5</b>	<b>2 to 2</b>	<b>4 to 4</b>





**S119** Number of New High Voltage ( $\geq 750\text{kV}$ ) Services Connected Within 10 Working Days

**Totals over Large, Medium and Small Utility Classes**

Count	13	13	17
Average	14.0	13.8	10.2
Median	7	4	7
1st & 3rd quartiles	4 & 11	2 & 26	1 & 15
Range (min, max)	0 to 57	0 to 51	0 to 35



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	0	25	92
PowerStream Inc.		33	88
Hydro One Brampton Networks	0	5	30
Waterloo North Hydro Inc.	0	0	18
Horizon Utilities Corporation		0	14
Cambridge and North Dumfries	1	8	9
Veridian Connections Inc.	0	3	8
Kitchener-Wilmot Hydro Inc.	0	4	8
EnWin Utilities Ltd.	0	1	7
Burlington Hydro Inc.	0	1	4
Oakville Hydro Electricity	0	6	2
<b>Count</b>	<b>9</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>0.1</b>	<b>7.8</b>	<b>25.5</b>
<b>Median</b>	<b>0</b>	<b>4</b>	<b>9</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>1 &amp; 7</b>	<b>8 &amp; 24</b>
<b>Range (min, max)</b>	<b>0 to 1</b>	<b>0 to 33</b>	<b>2 to 92</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.		0	5
Peterborough Distribution Inc.	0	0	5
PUC Distribution Inc.	0	0	4
Haldimand County Hydro Inc.	0	0	4
Halton Hills Hydro Inc.			3
Lakeland Power Distribution Ltd	0	0	2
Woodstock Hydro Services Inc.	0	7	2
Grimsby Power Incorporated			1
Festival Hydro Inc.	0	0	1
Bluewater Power Distribution			1
Orangeville Hydro Limited	0	0	1
Lakefront Utilities Inc.	0		0
St. Thomas Energy Inc.	2		
<b>Count</b>	<b>9</b>	<b>8</b>	<b>12</b>
<b>Average</b>	<b>0.2</b>	<b>0.9</b>	<b>2.4</b>
<b>Median</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>0 &amp; 0</b>	<b>1 &amp; 4</b>
<b>Range (min, max)</b>	<b>0 to 2</b>	<b>0 to 7</b>	<b>0 to 5</b>



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

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	2	0	6
Sioux Lookout Hydro Inc.	0	0	0
<b>Count</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Average</b>	<b>1.0</b>	<b>0.0</b>	<b>3.0</b>
<b>Median</b>	<b>1</b>	<b>0</b>	<b>3</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 2</b>	<b>0 &amp; 0</b>	<b>2 &amp; 5</b>
<b>Range (min, max)</b>	<b>0 to 2</b>	<b>0 to 0</b>	<b>0 to 6</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>20</b>	<b>21</b>	<b>25</b>
<b>Average</b>	<b>0.3</b>	<b>4.4</b>	<b>12.6</b>
<b>Median</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>0 &amp; 5</b>	<b>2 &amp; 8</b>
<b>Range (min, max)</b>	<b>0 to 2</b>	<b>0 to 33</b>	<b>0 to 92</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	0	4,820	21,570
PowerStream Inc.		278	18,424
Horizon Utilities Corporation		0	2,014
EnWin Utilities Ltd.	0	450	1,688
Cambridge and North Dumfries	3,000	1,835	1,406
Kitchener-Wilmot Hydro Inc.	1,600	7,225	1,300
Burlington Hydro Inc.	0	30	1,050
Hydro One Brampton Networks	0	0	525
Veridian Connections Inc.	0	976	500
Waterloo North Hydro Inc.	0	0	135
Oakville Hydro Electricity	0	0	30
<b>Count</b>	<b>9</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>511.1</b>	<b>1,419.5</b>	<b>4,422.0</b>
<b>Median</b>	<b>0</b>	<b>278</b>	<b>1,300</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>0 &amp; 1,406</b>	<b>513 &amp; 1,851</b>
<b>Range (min, max)</b>	<b>0 to 3,000</b>	<b>0 to 7,225</b>	<b>30 to 21,570</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.	0	0	1,502
Bluewater Power Distribution			1,200
Peterborough Distribution Inc.	0	0	723
Haldimand County Hydro Inc.			675
PUC Distribution Inc.	0	0	536
Halton Hills Hydro Inc.			500
Woodstock Hydro Services Inc.	0	0	450
Entegrus Powerlines Inc.		0	190
Lakeland Power Distribution Ltd		0	60
Orangeville Hydro Limited	0	0	12
Lakefront Utilities Inc.	0		0
Grimsby Power Incorporated			0
St. Thomas Energy Inc.	0		
<b>Count</b>	<b>7</b>	<b>7</b>	<b>12</b>
<b>Average</b>	<b>0.0</b>	<b>0.0</b>	<b>487.3</b>
<b>Median</b>	<b>0</b>	<b>0</b>	<b>475</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>0 &amp; 0</b>	<b>48 &amp; 687</b>
<b>Range (min, max)</b>	<b>0 to 0</b>	<b>0 to 0</b>	<b>0 to 1,502</b>



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

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	2,535	0	715
Sioux Lookout Hydro Inc.		0	0
<b>Count</b>	<b>1</b>	<b>2</b>	<b>2</b>
<b>Average</b>	<b>2,535.0</b>	<b>0.0</b>	<b>357.5</b>
<b>Median</b>	<b>2,535</b>	<b>0</b>	<b>358</b>
<b>1st &amp; 3rd quartiles</b>	<b>2,535 &amp; 2,535</b>	<b>0 &amp; 0</b>	<b>179 &amp; 536</b>
<b>Range (min, max)</b>	<b>2,535 to 2,535</b>	<b>0 to 0</b>	<b>0 to 715</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>17</b>	<b>20</b>	<b>25</b>
<b>Average</b>	<b>419.7</b>	<b>780.7</b>	<b>2,208.2</b>
<b>Median</b>	<b>0</b>	<b>0</b>	<b>536</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>0 &amp; 321</b>	<b>135 &amp; 1,300</b>
<b>Range (min, max)</b>	<b>0 to 3,000</b>	<b>0 to 7,225</b>	<b>0 to 21,570</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	0	99	427
Kitchener-Wilmot Hydro Inc.	1	57	194
EnWin Utilities Ltd.	0	23	107
Waterloo North Hydro Inc.	0	76	101
PowerStream Inc.	16	83	88
Horizon Utilities Corporation		40	79
Cambridge and North Dumfries	0	23	79
Veridian Connections Inc.	7	48	77
Burlington Hydro Inc.	1	17	32
Oakville Hydro Electricity	4	18	6
Hydro One Brampton Networks	3	85	0
<b>Count</b>	<b>10</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>3.2</b>	<b>51.7</b>	<b>108.2</b>
<b>Median</b>	<b>1</b>	<b>48</b>	<b>79</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 4</b>	<b>23 &amp; 80</b>	<b>55 &amp; 104</b>
<b>Range (min, max)</b>	<b>0 to 16</b>	<b>17 to 99</b>	<b>0 to 427</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	1	47	111
Bluewater Power Distribution			56
Halton Hills Hydro Inc.	1		49
Woodstock Hydro Services Inc.	0	26	44
Peterborough Distribution Inc.	0	14	42
St. Thomas Energy Inc.	0	1	33
Lakeland Power Distribution Ltd	0	3	31
Lakefront Utilities Inc.	0		19
Entegrus Powerlines Inc.		15	18
Festival Hydro Inc.	0	4	15
PUC Distribution Inc.	0	11	15
Grimsby Power Incorporated			8
Orangeville Hydro Limited	0	4	5
<b>Count</b>	<b>10</b>	<b>9</b>	<b>13</b>
<b>Average</b>	<b>0.2</b>	<b>13.9</b>	<b>34.3</b>
<b>Median</b>	<b>0</b>	<b>11</b>	<b>31</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>4 &amp; 15</b>	<b>15 &amp; 44</b>
<b>Range (min, max)</b>	<b>0 to 1</b>	<b>1 to 47</b>	<b>5 to 111</b>



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

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	3	0	102
Kenora Hydro Electric			10
Sioux Lookout Hydro Inc.	0	0	10
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>1.5</b>	<b>0.0</b>	<b>40.7</b>
<b>Median</b>	<b>2</b>	<b>0</b>	<b>10</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 2</b>	<b>0 &amp; 0</b>	<b>10 &amp; 56</b>
<b>Range (min, max)</b>	<b>0 to 3</b>	<b>0 to 0</b>	<b>10 to 102</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>22</b>	<b>22</b>	<b>27</b>
<b>Average</b>	<b>1.7</b>	<b>31.5</b>	<b>65.1</b>
<b>Median</b>	<b>0</b>	<b>21</b>	<b>42</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 1</b>	<b>6 &amp; 48</b>	<b>15 &amp; 84</b>
<b>Range (min, max)</b>	<b>0 to 16</b>	<b>0 to 99</b>	<b>0 to 427</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	2	79	274
PowerStream Inc.	1	66	190
Waterloo North Hydro Inc.	0	61	151
Kitchener-Wilmot Hydro Inc.	1	46	130
Cambridge and North Dumfries	0	23	79
Horizon Utilities Corporation		36	77
EnWin Utilities Ltd.	0	23	57
Veridian Connections Inc.	2	38	51
Burlington Hydro Inc.	1	15	18
Hydro One Brampton Networks	3	12	9
Oakville Hydro Electricity	0	17	3
<b>Count</b>	<b>10</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>1.0</b>	<b>37.8</b>	<b>94.5</b>
<b>Median</b>	<b>1</b>	<b>36</b>	<b>77</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 2</b>	<b>20 &amp; 54</b>	<b>35 &amp; 141</b>
<b>Range (min, max)</b>	<b>0 to 3</b>	<b>12 to 79</b>	<b>3 to 274</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	1	47	111
Bluewater Power Distribution			38
Halton Hills Hydro Inc.			32
Peterborough Distribution Inc.	0	11	25
Lakeland Power Distribution Ltd	0	3	20
Festival Hydro Inc.	0	4	18
Entegrus Powerlines Inc.			18
PUC Distribution Inc.	0	0	15
Woodstock Hydro Services Inc.	0	7	8
St. Thomas Energy Inc.	0		7
Grimsby Power Incorporated			7
Lakefront Utilities Inc.	0		7
Orangeville Hydro Limited	0	4	2
<b>Count</b>	<b>9</b>	<b>7</b>	<b>13</b>
<b>Average</b>	<b>0.1</b>	<b>10.9</b>	<b>23.7</b>
<b>Median</b>	<b>0</b>	<b>4</b>	<b>18</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>4 &amp; 9</b>	<b>7 &amp; 25</b>
<b>Range (min, max)</b>	<b>0 to 1</b>	<b>0 to 47</b>	<b>2 to 111</b>





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

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	3	0	32
Sioux Lookout Hydro Inc.		0	4
Kenora Hydro Electric			3
<b>Count</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>3.0</b>	<b>0.0</b>	<b>13.0</b>
<b>Median</b>	<b>3</b>	<b>0</b>	<b>4</b>
<b>1st &amp; 3rd quartiles</b>	<b>3 &amp; 3</b>	<b>0 &amp; 0</b>	<b>4 &amp; 18</b>
<b>Range (min, max)</b>	<b>3 to 3</b>	<b>0 to 0</b>	<b>3 to 32</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>20</b>	<b>20</b>	<b>27</b>
<b>Average</b>	<b>0.7</b>	<b>24.6</b>	<b>51.3</b>
<b>Median</b>	<b>0</b>	<b>16</b>	<b>20</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 1</b>	<b>4 &amp; 40</b>	<b>8 &amp; 67</b>
<b>Range (min, max)</b>	<b>0 to 3</b>	<b>0 to 79</b>	<b>2 to 274</b>



**S286** Total Capacity of Renewable Energy Generation Connections <10kW

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	8	529	2,027
Kitchener-Wilmot Hydro Inc.	3	411	1,444
PowerStream Inc.	81	373	1,235
Waterloo North Hydro Inc.	0	576	836
EnWin Utilities Ltd.	0	153	819
Cambridge and North Dumfries	0	154	650
Horizon Utilities Corporation		229	559
Veridian Connections Inc.	48	195	541
Burlington Hydro Inc.	7	89	285
Oakville Hydro Electricity	26	104	130
Hydro One Brampton Networks	9	73	62
<b>Count</b>	<b>10</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>18.2</b>	<b>262.4</b>	<b>780.7</b>
<b>Median</b>	<b>8</b>	<b>195</b>	<b>650</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 22</b>	<b>128 &amp; 392</b>	<b>413 &amp; 1,036</b>
<b>Range (min, max)</b>	<b>0 to 81</b>	<b>73 to 576</b>	<b>62 to 2,027</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	10	442	1,020
Bluewater Power Distribution			511
Peterborough Distribution Inc.	0	64	372
Halton Hills Hydro Inc.			258
Festival Hydro Inc.	0	40	252
Lakeland Power Distribution Ltd	0	22	164
Entegrus Powerlines Inc.		131	142
PUC Distribution Inc.	0	0	134
Woodstock Hydro Services Inc.	8	33	72
Grimsby Power Incorporated			70
Lakefront Utilities Inc.	0		60
St. Thomas Energy Inc.	0		55
Orangeville Hydro Limited	0	16	15
<b>Count</b>	<b>9</b>	<b>8</b>	<b>13</b>
<b>Average</b>	<b>2.0</b>	<b>93.5</b>	<b>240.4</b>
<b>Median</b>	<b>0</b>	<b>36</b>	<b>142</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>21 &amp; 80</b>	<b>70 &amp; 258</b>
<b>Range (min, max)</b>	<b>0 to 10</b>	<b>0 to 442</b>	<b>15 to 1,020</b>



**S286** Total Capacity of Renewable Energy Generation Connections <10kW

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	6	0	1,085
Sioux Lookout Hydro Inc.		0	97
Kenora Hydro Electric			30
<b>Count</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>6.0</b>	<b>0.0</b>	<b>404.0</b>
<b>Median</b>	<b>6</b>	<b>0</b>	<b>97</b>
<b>1st &amp; 3rd quartiles</b>	<b>6 &amp; 6</b>	<b>0 &amp; 0</b>	<b>63 &amp; 591</b>
<b>Range (min, max)</b>	<b>6 to 6</b>	<b>0 to 0</b>	<b>30 to 1,085</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>20</b>	<b>21</b>	<b>27</b>
<b>Average</b>	<b>10.3</b>	<b>173.0</b>	<b>478.7</b>
<b>Median</b>	<b>1</b>	<b>104</b>	<b>258</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 8</b>	<b>33 &amp; 229</b>	<b>84 &amp; 735</b>
<b>Range (min, max)</b>	<b>0 to 81</b>	<b>0 to 576</b>	<b>15 to 2,027</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.		100	100
PowerStream Inc.		100	100
Oakville Hydro Electricity	0	100	100
Kitchener-Wilmot Hydro Inc.	0	100	100
Hydro One Brampton Networks	100	100	100
Cambridge and North Dumfries	100	88	100
Hydro Ottawa Limited	0	95	96
Waterloo North Hydro Inc.		0	88
Horizon Utilities Corporation			43
Burlington Hydro Inc.	0	100	25
EnWin Utilities Ltd.	100	100	14
<b>Count</b>	<b>7</b>	<b>10</b>	<b>11</b>
<b>Average</b>	<b>42.9</b>	<b>88.3</b>	<b>78.7</b>
<b>Median</b>	<b>0</b>	<b>100</b>	<b>100</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 100</b>	<b>96 &amp; 100</b>	<b>66 &amp; 100</b>
<b>Range (min, max)</b>	<b>0 to 100</b>	<b>0 to 100</b>	<b>14 to 100</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			100
Lakefront Utilities Inc.	0		100
Entegrus Powerlines Inc.			100
Woodstock Hydro Services Inc.		100	100
St. Thomas Energy Inc.	100		100
Orangeville Hydro Limited	0	0	100
Grimsby Power Incorporated			100
Halton Hills Hydro Inc.			100
Festival Hydro Inc.	0	100	100
PUC Distribution Inc.	0		75
Lakeland Power Distribution Ltd	0		2
Haldimand County Hydro Inc.			0
<b>Count</b>	<b>6</b>	<b>3</b>	<b>12</b>
<b>Average</b>	<b>16.7</b>	<b>66.7</b>	<b>81.4</b>
<b>Median</b>	<b>0</b>	<b>100</b>	<b>100</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>50 &amp; 100</b>	<b>94 &amp; 100</b>
<b>Range (min, max)</b>	<b>0 to 100</b>	<b>0 to 100</b>	<b>0 to 100</b>



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

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	100		100
Kenora Hydro Electric			100
<b>Count</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>Average</b>	<b>100.0</b>		<b>100.0</b>
<b>Median</b>	<b>100</b>		<b>100</b>
<b>1st &amp; 3rd quartiles</b>	<b>100 &amp; 100</b>		<b>100 &amp; 100</b>
<b>Range (min, max)</b>	<b>100 to 100</b>		<b>100 to 100</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>14</b>	<b>13</b>	<b>25</b>
<b>Average</b>	<b>35.7</b>	<b>83.3</b>	<b>81.7</b>
<b>Median</b>	<b>0</b>	<b>100</b>	<b>100</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 100</b>	<b>95 &amp; 100</b>	<b>88 &amp; 100</b>
<b>Range (min, max)</b>	<b>0 to 100</b>	<b>0 to 100</b>	<b>0 to 100</b>



**S124** Total Number of General Inquiry Telephone Calls Answered

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	312,529	319,478	369,356
Hydro Ottawa Limited	344,325	331,619	327,771
PowerStream Inc.	253,004	295,402	289,462
Hydro One Brampton Networks	143,372	154,061	160,903
Veridian Connections Inc.	159,229	170,768	159,053
EnWin Utilities Ltd.	145,522	143,703	133,802
Kitchener-Wilmot Hydro Inc.	75,059	0	84,953
Burlington Hydro Inc.	61,249	64,498	69,570
Oakville Hydro Electricity	49,536	58,974	62,215
Cambridge and North Dumfries	59,432	63,225	60,283
Waterloo North Hydro Inc.	33,983	42,531	46,968
Whitby Hydro Electric	34,686	37,615	34,733
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>139,327.2</b>	<b>140,156.2</b>	<b>149,922.4</b>
<b>Median</b>	<b>109,216</b>	<b>104,101</b>	<b>109,378</b>
<b>1st &amp; 3rd quartiles</b>	<b>56,958 &amp; 182,673</b>	<b>54,863 &amp; 201,927</b>	<b>61,732 &amp; 193,043</b>
<b>Range (min, max)</b>	<b>33,983 to 344,325</b>	<b>0 to 331,619</b>	<b>34,733 to 369,356</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.	72,160	79,293	74,591
Entegrus Powerlines Inc.	51,317	63,735	73,129
Bluewater Power Distribution			46,327
PUC Distribution Inc.	31,263	35,432	42,960
Haldimand County Hydro Inc.	42,317	38,279	41,641
St. Thomas Energy Inc.	18,144	27,272	30,222
Orangeville Hydro Limited	31,644	30,946	29,452
Woodstock Hydro Services Inc.	22,923	26,182	25,919
Halton Hills Hydro Inc.	24,845	25,833	24,851
Festival Hydro Inc.	22,166	24,073	21,894
Lakeland Power Distribution Ltd	17,261	11,756	11,554
Grimsby Power Incorporated	9,002		9,001
Lakefront Utilities Inc.	15,126		8,798



**S124** Total Number of General Inquiry Telephone Calls Answered

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	13
Average	29,847.3	36,280.1	33,872.2
Median	23,884	29,109	29,452
1st & 3rd quartiles	17,923 & 34,312	25,920 & 37,567	21,894 & 42,960
Range (min, max)	9,002 to 72,160	11,756 to 79,293	8,798 to 74,591
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	7,464	7,980	6,673
Kenora Hydro Electric			5,263
Niagara-on-the-Lake Hydro Inc.	3,941	13,718	
Count	2	2	2
Average	5,702.5	10,849.0	5,968.0
Median	5,703	10,849	5,968
1st & 3rd quartiles	4,822 & 6,583	9,415 & 12,284	5,616 & 6,321
Range (min, max)	3,941 to 7,464	7,980 to 13,718	5,263 to 6,673
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	27
Average	78,519.2	86,098.9	83,383.1
Median	38,502	40,405	46,327
1st & 3rd quartiles	22,355 & 74,334	26,095 & 95,396	25,385 & 79,772
Range (min, max)	3,941 to 344,325	0 to 331,619	5,263 to 369,356



**S123** Number of General Inquiry Telephone Calls Answered Within 30 Seconds

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	255,106	261,072	346,616
Hydro Ottawa Limited	252,042	272,348	264,521
PowerStream Inc.	174,999	201,616	223,328
Hydro One Brampton Networks	118,059	120,807	143,470
EnWin Utilities Ltd.	114,136	114,565	106,197
Veridian Connections Inc.	117,913	143,208	102,798
Kitchener-Wilmot Hydro Inc.	62,280	0	65,349
Oakville Hydro Electricity	37,017	50,846	50,476
Burlington Hydro Inc.	44,599	45,786	46,479
Waterloo North Hydro Inc.	29,803	37,714	42,989
Cambridge and North Dumfries	46,028	46,956	39,920
Whitby Hydro Electric	32,795	35,924	33,217
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>107,064.8</b>	<b>110,903.5</b>	<b>122,113.3</b>
<b>Median</b>	<b>88,208</b>	<b>82,706</b>	<b>84,074</b>
<b>1st &amp; 3rd quartiles</b>	<b>42,704 &amp; 132,294</b>	<b>43,768 &amp; 157,810</b>	<b>45,607 &amp; 163,435</b>
<b>Range (min, max)</b>	<b>29,803 to 255,106</b>	<b>0 to 272,348</b>	<b>33,217 to 346,616</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.	56,484	57,890	58,127
Entegrus Powerlines Inc.	38,043	42,716	56,010
Kingston Hydro Corporation			39,870
Haldimand County Hydro Inc.	34,020	34,008	34,746
Bluewater Power Distribution			33,886
PUC Distribution Inc.	20,352	24,854	32,929
Orangeville Hydro Limited	31,644	30,927	29,438
St. Thomas Energy Inc.	14,798	24,396	24,949
Halton Hills Hydro Inc.	21,261	22,274	21,245
Festival Hydro Inc.	21,814	23,660	20,885
Woodstock Hydro Services Inc.	20,631	18,407	19,889
Lakeland Power Distribution Ltd	14,009	9,507	9,539
Lakefront Utilities Inc.	15,126		8,798
Grimsby Power Incorporated	6,391		7,005





**S123** Number of General Inquiry Telephone Calls Answered Within 30 Seconds

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	24,547.8	28,863.9	28,379.7
Median	20,946	24,625	27,194
1st & 3rd quartiles	15,044 & 32,238	22,621 & 33,238	20,138 & 34,531
Range (min, max)	6,391 to 56,484	9,507 to 57,890	7,005 to 58,127
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	7,306	7,792	6,477
Kenora Hydro Electric			5,263
Niagara-on-the-Lake Hydro Inc.	3,512	12,158	
Count	2	2	2
Average	5,409.0	9,975.0	5,870.0
Median	5,409	9,975	5,870
1st & 3rd quartiles	4,461 & 6,358	8,884 & 11,067	5,567 & 6,174
Range (min, max)	3,512 to 7,306	7,792 to 12,158	5,263 to 6,477
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	28
Average	61,160.3	68,309.6	66,943.4
Median	33,408	36,819	37,308
1st & 3rd quartiles	20,422 & 60,831	23,314 & 72,059	21,155 & 59,933
Range (min, max)	3,512 to 255,106	0 to 272,348	5,263 to 346,616



## S221 Total Number of Qualifying Calls to Customer Call Centre

Large Utilities	2009	2010	2011
PowerStream Inc.	289,078	342,297	325,812
Hydro Ottawa Limited	365,454	340,296	319,094
Horizon Utilities Corporation	323,206	331,592	307,004
Veridian Connections Inc.	158,856	170,706	159,053
Hydro One Brampton Networks	118,059	120,807	154,271
EnWin Utilities Ltd.	150,728	149,403	139,229
Kitchener-Wilmot Hydro Inc.	79,871	84,438	84,953
Burlington Hydro Inc.	61,249	64,498	69,570
Oakville Hydro Electricity	52,351	60,704	62,215
Cambridge and North Dumfries		63,225	60,283
Waterloo North Hydro Inc.	33,983	42,531	46,968
<b>Count</b>	<b>10</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>163,283.5</b>	<b>160,954.3</b>	<b>157,132.0</b>
<b>Median</b>	<b>134,394</b>	<b>120,807</b>	<b>139,229</b>
<b>1st &amp; 3rd quartiles</b>	<b>65,905 &amp; 256,523</b>	<b>63,862 &amp; 251,149</b>	<b>65,893 &amp; 233,029</b>
<b>Range (min, max)</b>	<b>33,983 to 365,454</b>	<b>42,531 to 342,297</b>	<b>46,968 to 325,812</b>
Medium Utilities	2009	2010	2011
Peterborough Distribution Inc.	74,242	79,293	75,491
Kingston Hydro Corporation			62,130
Bluewater Power Distribution			46,327
PUC Distribution Inc.	31,263	35,441	42,960
Haldimand County Hydro Inc.	42,317	38,279	41,641
St. Thomas Energy Inc.	18,144	27,272	30,222
Orangeville Hydro Limited		90,946	29,452
Halton Hills Hydro Inc.	25,605	25,833	24,851
Woodstock Hydro Services Inc.	19,853	24,438	24,231
Festival Hydro Inc.	22,166	24,073	21,894
Lakeland Power Distribution Ltd	17,261	11,756	11,554
Grimsby Power Incorporated			9,001
Lakefront Utilities Inc.	15,126		0
<b>Count</b>	<b>9</b>	<b>9</b>	<b>13</b>
<b>Average</b>	<b>29,553.0</b>	<b>39,703.4</b>	<b>32,288.8</b>
<b>Median</b>	<b>22,166</b>	<b>27,272</b>	<b>29,452</b>
<b>1st &amp; 3rd quartiles</b>	<b>18,144 &amp; 31,263</b>	<b>24,438 &amp; 38,279</b>	<b>21,894 &amp; 42,960</b>
<b>Range (min, max)</b>	<b>15,126 to 74,242</b>	<b>11,756 to 90,946</b>	<b>0 to 75,491</b>



**S221** Total Number of Qualifying Calls to Customer Call Centre

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			8,879
Sioux Lookout Hydro Inc.	7,464	7,980	6,673
Kenora Hydro Electric			5,263
<b>Count</b>	<b>1</b>	<b>1</b>	<b>3</b>
<b>Average</b>	<b>7,464.0</b>	<b>7,980.0</b>	<b>6,938.3</b>
<b>Median</b>	<b>7,464</b>	<b>7,980</b>	<b>6,673</b>
<b>1st &amp; 3rd quartiles</b>	<b>7,464 &amp; 7,464</b>	<b>7,980 &amp; 7,980</b>	<b>5,968 &amp; 7,776</b>
<b>Range (min, max)</b>	<b>7,464 to 7,464</b>	<b>7,980 to 7,980</b>	<b>5,263 to 8,879</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>20</b>	<b>21</b>	<b>27</b>
<b>Average</b>	<b>95,313.8</b>	<b>101,705.1</b>	<b>80,334.1</b>
<b>Median</b>	<b>47,334</b>	<b>63,225</b>	<b>46,327</b>
<b>1st &amp; 3rd quartiles</b>	<b>21,588 &amp; 126,226</b>	<b>27,272 &amp; 120,807</b>	<b>23,063 &amp; 80,222</b>
<b>Range (min, max)</b>	<b>7,464 to 365,454</b>	<b>7,980 to 342,297</b>	<b>0 to 325,812</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	6,728	3,696	11,238
Horizon Utilities Corporation	10,677	6,960	9,450
Hydro Ottawa Limited	21,129	8,677	8,677
PowerStream Inc.	11,742	16,611	7,833
Burlington Hydro Inc.	1,996	2,704	6,047
Cambridge and North Dumfries		5,195	5,503
EnWin Utilities Ltd.	4,209	4,893	4,245
Kitchener-Wilmot Hydro Inc.	3,974	1,925	2,011
Waterloo North Hydro Inc.	1,117	1,437	1,778
Oakville Hydro Electricity		849	994
Hydro One Brampton Networks	1,685	2,425	895
<b>Count</b>	<b>9</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>7,028.6</b>	<b>5,033.8</b>	<b>5,333.7</b>
<b>Median</b>	<b>4,209</b>	<b>3,696</b>	<b>5,503</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,996 &amp; 10,677</b>	<b>2,175 &amp; 6,078</b>	<b>1,895 &amp; 8,255</b>
<b>Range (min, max)</b>	<b>1,117 to 21,129</b>	<b>849 to 16,611</b>	<b>895 to 11,238</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			3,521
Kingston Hydro Corporation			2,232
PUC Distribution Inc.	1,883	1,784	1,426
Haldimand County Hydro Inc.	1,407	870	1,285
Peterborough Distribution Inc.	2,082	1,354	1,053
Halton Hills Hydro Inc.	760	521	768
Woodstock Hydro Services Inc.	289	924	730
Festival Hydro Inc.	1,221	413	703
St. Thomas Energy Inc.	207	580	562
Lakeland Power Distribution Ltd	607	488	284
Orangeville Hydro Limited		18	16
Lakefront Utilities Inc.	0		
Grimsby Power Incorporated	247		
<b>Count</b>	<b>10</b>	<b>9</b>	<b>11</b>
<b>Average</b>	<b>870.3</b>	<b>772.4</b>	<b>1,143.6</b>
<b>Median</b>	<b>684</b>	<b>580</b>	<b>768</b>
<b>1st &amp; 3rd quartiles</b>	<b>258 &amp; 1,361</b>	<b>488 &amp; 924</b>	<b>633 &amp; 1,356</b>
<b>Range (min, max)</b>	<b>0 to 2,082</b>	<b>18 to 1,784</b>	<b>16 to 3,521</b>



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

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	158	55	78
Niagara-on-the-Lake Hydro Inc.			39
<b>Count</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Average</b>	<b>158.0</b>	<b>55.0</b>	<b>58.5</b>
<b>Median</b>	<b>158</b>	<b>55</b>	<b>59</b>
<b>1st &amp; 3rd quartiles</b>	<b>158 &amp; 158</b>	<b>55 &amp; 55</b>	<b>49 &amp; 68</b>
<b>Range (min, max)</b>	<b>158 to 158</b>	<b>55 to 55</b>	<b>39 to 78</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>20</b>	<b>21</b>	<b>24</b>
<b>Average</b>	<b>3,605.9</b>	<b>2,970.4</b>	<b>2,973.7</b>
<b>Median</b>	<b>1,546</b>	<b>1,437</b>	<b>1,356</b>
<b>1st &amp; 3rd quartiles</b>	<b>528 &amp; 4,033</b>	<b>580 &amp; 3,696</b>	<b>723 &amp; 4,560</b>
<b>Range (min, max)</b>	<b>0 to 21,129</b>	<b>18 to 16,611</b>	<b>16 to 11,238</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	268,433	268,611	265,495
Hydro One Brampton Networks	116,374	118,382	153,376
Veridian Connections Inc.		149,636	133,753
<b>Count</b>	<b>2</b>	<b>3</b>	<b>3</b>
<b>Average</b>	<b>192,403.5</b>	<b>178,876.3</b>	<b>184,208.0</b>
<b>Median</b>	<b>192,404</b>	<b>149,636</b>	<b>153,376</b>
<b>1st &amp; 3rd quartiles</b>	<b>154,389 &amp; 230,418</b>	<b>134,009 &amp; 209,124</b>	<b>143,565 &amp; 209,436</b>
<b>Range (min, max)</b>	<b>116,374 to 268,433</b>	<b>118,382 to 268,611</b>	<b>133,753 to 265,495</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	29,380	33,657	41,534
St. Thomas Energy Inc.			29,660
Halton Hills Hydro Inc.			24,083
Festival Hydro Inc.	24,907	23,179	20,131
Lakeland Power Distribution Ltd	16,654	11,268	11,270
Lakefront Utilities Inc.	15,126		
<b>Count</b>	<b>4</b>	<b>3</b>	<b>5</b>
<b>Average</b>	<b>21,516.8</b>	<b>22,701.3</b>	<b>25,335.6</b>
<b>Median</b>	<b>20,781</b>	<b>23,179</b>	<b>24,083</b>
<b>1st &amp; 3rd quartiles</b>	<b>16,272 &amp; 26,025</b>	<b>17,224 &amp; 28,418</b>	<b>20,131 &amp; 29,660</b>
<b>Range (min, max)</b>	<b>15,126 to 29,380</b>	<b>11,268 to 33,657</b>	<b>11,270 to 41,534</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.			6,595
Kenora Hydro Electric			5,263
<b>Count</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Average</b>			<b>5,929.0</b>
<b>Median</b>			<b>5,929</b>
<b>1st &amp; 3rd quartiles</b>			<b>5,596 &amp; 6,262</b>
<b>Range (min, max)</b>			<b>5,263 to 6,595</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>6</b>	<b>6</b>	<b>10</b>
<b>Average</b>	<b>78,479.0</b>	<b>100,788.8</b>	<b>69,116.0</b>
<b>Median</b>	<b>27,144</b>	<b>76,020</b>	<b>26,872</b>
<b>1st &amp; 3rd quartiles</b>	<b>18,717 &amp; 94,626</b>	<b>25,799 &amp; 141,823</b>	<b>13,485 &amp; 110,698</b>
<b>Range (min, max)</b>	<b>15,126 to 268,433</b>	<b>11,268 to 268,611</b>	<b>5,263 to 265,495</b>



## S223 Total Number of Appointments Scheduled

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	14,953	50,175	49,538
Horizon Utilities Corporation	29,257	37,596	36,377
Veridian Connections Inc.	16,020	18,656	19,293
Kitchener-Wilmot Hydro Inc.	15,311	17,345	15,608
PowerStream Inc.	439	17,538	13,165
Oakville Hydro Electricity	931	4,829	12,891
Hydro Ottawa Limited	13,463	7,590	8,528
Waterloo North Hydro Inc.	8,021	7,580	7,096
Cambridge and North Dumfries	668	749	5,573
Whitby Hydro Electric	3,698	3,868	4,994
Hydro One Brampton Networks	1,212	1,842	1,168
Burlington Hydro Inc.	340	492	407
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>8,692.8</b>	<b>14,021.7</b>	<b>14,553.2</b>
<b>Median</b>	<b>5,860</b>	<b>7,585</b>	<b>10,710</b>
<b>1st &amp; 3rd quartiles</b>	<b>865 &amp; 15,043</b>	<b>3,362 &amp; 17,818</b>	<b>5,428 &amp; 16,529</b>
<b>Range (min, max)</b>	<b>340 to 29,257</b>	<b>492 to 50,175</b>	<b>407 to 49,538</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	9,558	10,529	10,162
Peterborough Distribution Inc.	5,690	5,912	8,397
Bluewater Power Distribution			6,407
St. Thomas Energy Inc.	506	2,599	2,962
Halton Hills Hydro Inc.	2,577	3,404	2,831
Festival Hydro Inc.	3,182	3,131	2,761
Woodstock Hydro Services Inc.	1,818	2,340	2,741
Haldimand County Hydro Inc.	2,783	2,632	2,561
Lakeland Power Distribution Ltd	3,385	2,035	2,009
Orangeville Hydro Limited	52	1,023	1,070
Kingston Hydro Corporation			738
Entegrus Powerlines Inc.		249	315
Lakefront Utilities Inc.	383		60
Grimsby Power Incorporated	164		27



## S223 Total Number of Appointments Scheduled

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	14
Average	2,736.2	3,385.4	3,074.4
Median	2,577	2,616	2,651
1st & 3rd quartiles	445 & 3,284	2,111 & 3,336	821 & 2,929
Range (min, max)	52 to 9,558	249 to 10,529	27 to 10,162
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	106	304	541
Kenora Hydro Electric			161
Sioux Lookout Hydro Inc.	83	102	79
Count	2	2	3
Average	94.5	203.0	260.3
Median	95	203	161
1st & 3rd quartiles	89 & 100	153 & 254	120 & 351
Range (min, max)	83 to 106	102 to 304	79 to 541
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	24	29
Average	5,384.0	8,438.3	7,533.1
Median	2,577	3,268	2,831
1st & 3rd quartiles	439 & 8,021	1,637 & 8,325	738 & 8,528
Range (min, max)	52 to 29,257	102 to 50,175	27 to 49,538





## S222 Number of Appointments Scheduled Within 5 Business Days

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	14,803	50,175	49,536
Horizon Utilities Corporation	29,103	37,093	36,021
Veridian Connections Inc.	15,441	17,904	17,826
Kitchener-Wilmot Hydro Inc.	15,296	16,683	15,531
PowerStream Inc.	425	17,528	13,165
Oakville Hydro Electricity	931	4,829	12,890
Hydro Ottawa Limited	13,463	7,590	8,528
Waterloo North Hydro Inc.	8,021	7,580	7,076
Cambridge and North Dumfries	668	749	5,569
Whitby Hydro Electric	3,587	3,770	4,994
Hydro One Brampton Networks	1,211	1,842	1,168
Burlington Hydro Inc.	332	491	396
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>8,606.8</b>	<b>13,852.8</b>	<b>14,391.7</b>
<b>Median</b>	<b>5,804</b>	<b>7,585</b>	<b>10,709</b>
<b>1st &amp; 3rd quartiles</b>	<b>865 &amp; 14,926</b>	<b>3,288 &amp; 17,622</b>	<b>5,425 &amp; 16,105</b>
<b>Range (min, max)</b>	<b>332 to 29,103</b>	<b>491 to 50,175</b>	<b>396 to 49,536</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	9,471	10,248	10,053
Peterborough Distribution Inc.	4,636	5,448	8,108
Bluewater Power Distribution			6,407
Halton Hills Hydro Inc.	2,569	3,404	2,831
St. Thomas Energy Inc.	477	2,526	2,813
Festival Hydro Inc.	3,162	3,121	2,739
Woodstock Hydro Services Inc.	1,757	2,166	2,553
Haldimand County Hydro Inc.	2,783	2,632	2,539
Lakeland Power Distribution Ltd	3,385	2,035	2,009
Orangeville Hydro Limited	52	959	1,031
Entegrus Powerlines Inc.		249	315
Lakefront Utilities Inc.	383		60
Grimsby Power Incorporated	164		27



**S222** Number of Appointments Scheduled Within 5 Business Days

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	13
Average	2,621.7	3,278.8	3,191.2
Median	2,569	2,579	2,553
1st & 3rd quartiles	430 & 3,274	2,068 & 3,333	1,031 & 2,831
Range (min, max)	52 to 9,471	249 to 10,248	27 to 10,053
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	106	304	541
Kenora Hydro Electric			161
Sioux Lookout Hydro Inc.		101	76
Count	1	2	3
Average	106.0	202.5	259.3
Median	106	203	161
1st & 3rd quartiles	106 & 106	152 & 253	119 & 351
Range (min, max)	106 to 106	101 to 304	76 to 541
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	24	24	28
Average	5,509.4	8,309.5	7,677.3
Median	2,676	3,263	2,822
1st & 3rd quartiles	464 & 8,384	1,621 & 8,255	909 & 8,909
Range (min, max)	52 to 29,103	101 to 50,175	27 to 49,536



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	13,463	7,590	8,528
Horizon Utilities Corporation	8,615	10,406	7,430
EnWin Utilities Ltd.	5,420	7,290	7,256
Waterloo North Hydro Inc.	8,021	7,580	7,096
Cambridge and North Dumfries		749	5,573
Veridian Connections Inc.	6,158	3,752	2,873
Kitchener-Wilmot Hydro Inc.	2,193	2,120	1,240
Hydro One Brampton Networks	1,399	1,832	1,168
Oakville Hydro Electricity	930		847
Whitby Hydro Electric	985	1,199	592
Burlington Hydro Inc.	340	492	407
PowerStream Inc.	203	335	317
<b>Count</b>	<b>11</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>4,338.8</b>	<b>3,940.5</b>	<b>3,610.6</b>
<b>Median</b>	<b>2,193</b>	<b>2,120</b>	<b>2,057</b>
<b>1st &amp; 3rd quartiles</b>	<b>958 &amp; 7,090</b>	<b>974 &amp; 7,435</b>	<b>783 &amp; 7,136</b>
<b>Range (min, max)</b>	<b>203 to 13,463</b>	<b>335 to 10,406</b>	<b>317 to 8,528</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			6,407
PUC Distribution Inc.	3,243	3,530	2,992
Haldimand County Hydro Inc.	2,940	2,880	2,834
Halton Hills Hydro Inc.	2,577	412	2,831
Peterborough Distribution Inc.	2,202	2,441	1,922
Lakeland Power Distribution Ltd	1,773	1,482	1,469
St. Thomas Energy Inc.	561	582	1,106
Woodstock Hydro Services Inc.	87	335	725
Festival Hydro Inc.	958	1,014	603
Entegrus Powerlines Inc.		249	315
Lakefront Utilities Inc.	383		185
Orangeville Hydro Limited	17	38	39
Grimsby Power Incorporated	164		28



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

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	13
Average	1,355.0	1,296.3	1,650.5
Median	958	798	1,106
1st & 3rd quartiles	274 & 2,390	354 & 2,201	315 & 2,831
Range (min, max)	17 to 3,243	38 to 3,530	28 to 6,407
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	106	304	541
Kenora Hydro Electric			161
Sioux Lookout Hydro Inc.	83	83	110
Count	2	2	3
Average	94.5	193.5	270.7
Median	95	194	161
1st & 3rd quartiles	89 & 100	138 & 249	136 & 351
Range (min, max)	83 to 106	83 to 304	110 to 541
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	24	23	28
Average	2,617.5	2,465.0	2,342.7
Median	1,192	1,199	1,137
1st & 3rd quartiles	306 & 3,016	374 & 3,205	385 & 2,903
Range (min, max)	17 to 13,463	38 to 10,406	28 to 8,528



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	13,367	7,587	8,298
Horizon Utilities Corporation	8,292	10,052	7,231
EnWin Utilities Ltd.	5,267	7,258	7,229
Waterloo North Hydro Inc.	8,007	7,342	7,076
Cambridge and North Dumfries		748	5,569
Veridian Connections Inc.	6,027	3,685	2,873
Kitchener-Wilmot Hydro Inc.	2,159	2,060	1,191
Hydro One Brampton Networks	1,397	1,832	1,168
Oakville Hydro Electricity	930	4,526	847
Whitby Hydro Electric	975	1,199	592
Burlington Hydro Inc.	332	491	407
PowerStream Inc.	199	335	317
<b>Count</b>	<b>11</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>4,268.4</b>	<b>3,926.3</b>	<b>3,566.5</b>
<b>Median</b>	<b>2,159</b>	<b>2,873</b>	<b>2,032</b>
<b>1st &amp; 3rd quartiles</b>	<b>953 &amp; 7,017</b>	<b>1,086 &amp; 7,279</b>	<b>783 &amp; 7,114</b>
<b>Range (min, max)</b>	<b>199 to 13,367</b>	<b>335 to 10,052</b>	<b>317 to 8,298</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			6,407
PUC Distribution Inc.	3,116	3,260	2,908
Haldimand County Hydro Inc.	2,901	2,830	2,804
Halton Hills Hydro Inc.	2,569	385	2,719
Peterborough Distribution Inc.	2,154	2,320	1,896
Lakeland Power Distribution Ltd	1,754	1,444	1,424
St. Thomas Energy Inc.	557	580	1,106
Woodstock Hydro Services Inc.	87	329	723
Festival Hydro Inc.	958	1,014	603
Entegrus Powerlines Inc.		249	312
Lakefront Utilities Inc.	383		185
Orangeville Hydro Limited	17	38	39
Grimsby Power Incorporated	163		28



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

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	13
Average	1,332.6	1,244.9	1,627.2
Median	958	797	1,106
1st & 3rd quartiles	273 & 2,362	343 & 2,101	312 & 2,719
Range (min, max)	17 to 3,116	38 to 3,260	28 to 6,407
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	106	304	541
Kenora Hydro Electric			161
Sioux Lookout Hydro Inc.	83	82	107
Count	2	2	3
Average	94.5	193.0	269.7
Median	95	193	161
1st & 3rd quartiles	89 & 100	138 & 249	134 & 351
Range (min, max)	83 to 106	82 to 304	107 to 541
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	24	24	28
Average	2,575.0	2,497.9	2,312.9
Median	1,186	1,322	1,137
1st & 3rd quartiles	299 & 2,955	373 & 3,366	385 & 2,882
Range (min, max)	17 to 13,367	38 to 10,052	28 to 8,298



## S225 Total Number of Appointments Requiring Rescheduling

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation			356
Hydro Ottawa Limited	96	3	70
Kitchener-Wilmot Hydro Inc.	492	58	45
EnWin Utilities Ltd.	40	32	27
Waterloo North Hydro Inc.	353	98	24
Burlington Hydro Inc.	8	1	11
Cambridge and North Dumfries	0	5	5
Oakville Hydro Electricity		3	1
Whitby Hydro Electric	9	0	0
PowerStream Inc.			0
Veridian Connections Inc.	131	67	0
Hydro One Brampton Networks	1	0	0
<b>Count</b>	<b>9</b>	<b>10</b>	<b>12</b>
<b>Average</b>	<b>125.6</b>	<b>26.7</b>	<b>44.9</b>
<b>Median</b>	<b>40</b>	<b>4</b>	<b>8</b>
<b>1st &amp; 3rd quartiles</b>	<b>8 &amp; 131</b>	<b>2 &amp; 52</b>	<b>0 &amp; 32</b>
<b>Range (min, max)</b>	<b>0 to 492</b>	<b>0 to 98</b>	<b>0 to 356</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.	59	46	289
Halton Hills Hydro Inc.	8	27	112
Lakeland Power Distribution Ltd	26	12	45
Orangeville Hydro Limited	28	111	39
Haldimand County Hydro Inc.	39	50	30
Festival Hydro Inc.	20	10	22
PUC Distribution Inc.	5	11	5
Entegrus Powerlines Inc.		0	3
Woodstock Hydro Services Inc.		5	2
Lakefront Utilities Inc.	0		0
Bluewater Power Distribution			0
St. Thomas Energy Inc.	4	2	0
Kingston Hydro Corporation			0
Grimsby Power Incorporated	1		0



## S225 Total Number of Appointments Requiring Rescheduling

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	10	10	14
Average	19.0	27.4	39.1
Median	14	12	4
1st & 3rd quartiles	4 & 28	6 & 41	0 & 37
Range (min, max)	0 to 59	0 to 111	0 to 289
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.		3	3
Niagara-on-the-Lake Hydro Inc.		0	0
Count	0	2	2
Average		1.5	1.5
Median		2	2
1st & 3rd quartiles		1 & 2	1 & 2
Range (min, max)		0 to 3	0 to 3
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	19	22	28
Average	69.5	24.7	38.9
Median	20	8	4
1st & 3rd quartiles	5 & 50	2 & 43	0 & 32
Range (min, max)	0 to 492	0 to 111	0 to 356





**S224** Number of Appointments Rescheduled Within 1 Business Day

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation			356
Hydro Ottawa Limited	96	3	70
Kitchener-Wilmot Hydro Inc.	482	53	45
EnWin Utilities Ltd.	40	29	25
Waterloo North Hydro Inc.	353	92	24
Burlington Hydro Inc.	8	1	11
Cambridge and North Dumfries	0	5	5
Oakville Hydro Electricity			1
Veridian Connections Inc.	122	67	0
PowerStream Inc.			0
Hydro One Brampton Networks	1	0	0
Whitby Hydro Electric	9	0	0
<b>Count</b>	<b>9</b>	<b>9</b>	<b>12</b>
<b>Average</b>	<b>123.4</b>	<b>27.8</b>	<b>44.8</b>
<b>Median</b>	<b>40</b>	<b>5</b>	<b>8</b>
<b>1st &amp; 3rd quartiles</b>	<b>8 &amp; 122</b>	<b>1 &amp; 53</b>	<b>0 &amp; 30</b>
<b>Range (min, max)</b>	<b>0 to 482</b>	<b>0 to 92</b>	<b>0 to 356</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Halton Hills Hydro Inc.	8	27	112
Lakeland Power Distribution Ltd	26	12	45
Orangeville Hydro Limited	28	111	39
Haldimand County Hydro Inc.	36	49	29
Festival Hydro Inc.	20	10	22
PUC Distribution Inc.	4	8	5
Peterborough Distribution Inc.	56	15	4
Entegrus Powerlines Inc.		0	3
Woodstock Hydro Services Inc.		5	2
St. Thomas Energy Inc.	2	1	0
Bluewater Power Distribution			0
Grimsby Power Incorporated	1		
<b>Count</b>	<b>9</b>	<b>10</b>	<b>11</b>
<b>Average</b>	<b>20.1</b>	<b>23.8</b>	<b>23.7</b>
<b>Median</b>	<b>20</b>	<b>11</b>	<b>5</b>
<b>1st &amp; 3rd quartiles</b>	<b>4 &amp; 28</b>	<b>6 &amp; 24</b>	<b>3 &amp; 34</b>
<b>Range (min, max)</b>	<b>1 to 56</b>	<b>0 to 111</b>	<b>0 to 112</b>



**S224** Number of Appointments Rescheduled Within 1 Business Day

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.		3	3
Niagara-on-the-Lake Hydro Inc.		0	0
<b>Count</b>	<b>0</b>	<b>2</b>	<b>2</b>
<b>Average</b>		<b>1.5</b>	<b>1.5</b>
<b>Median</b>		<b>2</b>	<b>2</b>
<b>1st &amp; 3rd quartiles</b>		<b>1 &amp; 2</b>	<b>1 &amp; 2</b>
<b>Range (min, max)</b>		<b>0 to 3</b>	<b>0 to 3</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>18</b>	<b>21</b>	<b>25</b>
<b>Average</b>	<b>71.8</b>	<b>23.4</b>	<b>32.0</b>
<b>Median</b>	<b>23</b>	<b>8</b>	<b>5</b>
<b>1st &amp; 3rd quartiles</b>	<b>5 &amp; 52</b>	<b>1 &amp; 29</b>	<b>0 &amp; 29</b>
<b>Range (min, max)</b>	<b>0 to 482</b>	<b>0 to 111</b>	<b>0 to 356</b>



**S128** Number of Requests for Written Responses

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	15,222	13,335	13,732
Burlington Hydro Inc.	10,134	9,906	10,286
Hydro Ottawa Limited	6,541	6,118	5,666
Veridian Connections Inc.	3,543	4,807	5,137
Horizon Utilities Corporation	4,323	4,252	4,272
Kitchener-Wilmot Hydro Inc.	2,407	2,741	2,870
Hydro One Brampton Networks	871	1,228	2,250
Waterloo North Hydro Inc.	1,527	1,244	2,125
Cambridge and North Dumfries	1,924	2,268	1,774
Oakville Hydro Electricity	586	1,645	1,150
Whitby Hydro Electric	750	682	946
EnWin Utilities Ltd.	47	20	1
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>3,989.6</b>	<b>4,020.5</b>	<b>4,184.1</b>
<b>Median</b>	<b>2,166</b>	<b>2,505</b>	<b>2,560</b>
<b>1st &amp; 3rd quartiles</b>	<b>841 &amp; 4,878</b>	<b>1,240 &amp; 5,135</b>	<b>1,618 &amp; 5,269</b>
<b>Range (min, max)</b>	<b>47 to 15,222</b>	<b>20 to 13,335</b>	<b>1 to 13,732</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kingston Hydro Corporation			3,963
Bluewater Power Distribution			1,729
Haldimand County Hydro Inc.	917	1,185	1,504
Halton Hills Hydro Inc.	865	1,075	792
PUC Distribution Inc.	114	303	619
Lakefront Utilities Inc.	340		459
Grimsby Power Incorporated	268		432
Lakeland Power Distribution Ltd	2,087	404	387
Entegrus Powerlines Inc.	274	296	345
Orangeville Hydro Limited	181	147	342
Peterborough Distribution Inc.	427	313	277
Festival Hydro Inc.	103	64	237
St. Thomas Energy Inc.	212	126	86
Woodstock Hydro Services Inc.	29	19	78



**S128** Number of Requests for Written Responses

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	484.8	393.2	803.6
Median	271	300	410
1st & 3rd quartiles	164 & 537	131 & 381	293 & 749
Range (min, max)	29 to 2,087	19 to 1,185	78 to 3,963
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	923	1,440	6,677
Sioux Lookout Hydro Inc.	10	11	16
Kenora Hydro Electric			4
Count	2	2	3
Average	466.5	725.5	2,232.3
Median	467	726	16
1st & 3rd quartiles	238 & 695	368 & 1,083	10 & 3,347
Range (min, max)	10 to 923	11 to 1,440	4 to 6,677
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	2,101.0	2,234.5	2,350.2
Median	808	1,130	946
1st & 3rd quartiles	226 & 2,046	259 & 2,386	342 & 2,870
Range (min, max)	10 to 15,222	11 to 13,335	1 to 13,732



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	15,121	13,221	13,562
Burlington Hydro Inc.	10,134	9,906	10,286
Hydro Ottawa Limited	6,529	6,113	5,662
Veridian Connections Inc.	3,543	4,802	5,137
Horizon Utilities Corporation	4,274	4,209	3,920
Kitchener-Wilmot Hydro Inc.	2,388	2,728	2,858
Hydro One Brampton Networks	871	1,228	2,249
Waterloo North Hydro Inc.	1,527	1,244	2,120
Cambridge and North Dumfries	1,908	2,252	1,763
Oakville Hydro Electricity	581	1,624	1,144
Whitby Hydro Electric	750	682	946
EnWin Utilities Ltd.	47	20	1
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>3,972.8</b>	<b>4,002.4</b>	<b>4,137.3</b>
<b>Median</b>	<b>2,148</b>	<b>2,490</b>	<b>2,554</b>
<b>1st &amp; 3rd quartiles</b>	<b>841 &amp; 4,838</b>	<b>1,240 &amp; 5,130</b>	<b>1,608 &amp; 5,268</b>
<b>Range (min, max)</b>	<b>47 to 15,121</b>	<b>20 to 13,221</b>	<b>1 to 13,562</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kingston Hydro Corporation			3,963
Bluewater Power Distribution			1,729
Haldimand County Hydro Inc.	871	1,177	1,480
Halton Hills Hydro Inc.	865	1,075	792
PUC Distribution Inc.	104	301	617
Lakefront Utilities Inc.	340		459
Grimsby Power Incorporated	268		432
Lakeland Power Distribution Ltd	2,069	397	383
Entegrus Powerlines Inc.	274	296	345
Orangeville Hydro Limited	181	134	341
Peterborough Distribution Inc.	423	312	275
Festival Hydro Inc.	102	64	237
St. Thomas Energy Inc.	212	124	82
Woodstock Hydro Services Inc.	29	19	78



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

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	478.2	389.9	800.9
Median	271	299	408
1st & 3rd quartiles	162 & 534	127 & 376	292 & 748
Range (min, max)	29 to 2,069	19 to 1,177	78 to 3,963
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	923	1,440	6,677
Sioux Lookout Hydro Inc.	10	11	16
Kenora Hydro Electric			4
Count	2	2	3
Average	466.5	725.5	2,232.3
Median	467	726	16
1st & 3rd quartiles	238 & 695	368 & 1,083	10 & 3,347
Range (min, max)	10 to 923	11 to 1,440	4 to 6,677
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	2,090.2	2,224.1	2,329.6
Median	808	1,126	946
1st & 3rd quartiles	226 & 2,029	256 & 2,371	341 & 2,858
Range (min, max)	10 to 15,121	11 to 13,221	1 to 13,562



## \$115 Number of Emergency Calls for Urban Customers

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Burlington Hydro Inc.	1,094	976	966
EnWin Utilities Ltd.	307	325	352
PowerStream Inc.	166	246	277
Horizon Utilities Corporation	246	239	250
Hydro Ottawa Limited	171	134	172
Hydro One Brampton Networks	136	99	118
Veridian Connections Inc.	89	77	73
Waterloo North Hydro Inc.	23	38	67
Kitchener-Wilmot Hydro Inc.	47	74	67
Cambridge and North Dumfries	590	643	64
Whitby Hydro Electric	30	20	45
Oakville Hydro Electricity			9
<b>Count</b>	<b>11</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>263.5</b>	<b>261.0</b>	<b>205.0</b>
<b>Median</b>	<b>166</b>	<b>134</b>	<b>96</b>
<b>1st &amp; 3rd quartiles</b>	<b>68 &amp; 277</b>	<b>76 &amp; 286</b>	<b>66 &amp; 257</b>
<b>Range (min, max)</b>	<b>23 to 1,094</b>	<b>20 to 976</b>	<b>9 to 966</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	432	265	531
PUC Distribution Inc.	51	76	83
Kingston Hydro Corporation			76
Halton Hills Hydro Inc.	45	63	66
Peterborough Distribution Inc.	37	38	39
Festival Hydro Inc.	9	9	25
St. Thomas Energy Inc.	16	25	22
Haldimand County Hydro Inc.	14	20	16
Woodstock Hydro Services Inc.	8	7	14
Bluewater Power Distribution			13
Lakefront Utilities Inc.	89		11
Orangeville Hydro Limited	9	18	10
Grimsby Power Incorporated	8		8
Lakeland Power Distribution Ltd	4	8	6



**S115** Number of Emergency Calls for Urban Customers

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	60.2	52.9	65.7
Median	15	23	19
1st & 3rd quartiles	9 & 47	11 & 57	12 & 59
Range (min, max)	4 to 432	7 to 265	6 to 531
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			5
Niagara-on-the-Lake Hydro Inc.	2	1	3
Sioux Lookout Hydro Inc.	29	2	1
Count	2	2	3
Average	15.5	1.5	3.0
Median	16	2	3
1st & 3rd quartiles	9 & 22	1 & 2	2 & 4
Range (min, max)	2 to 29	1 to 2	1 to 5
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	23	29
Average	146.1	148.0	116.9
Median	45	63	45
1st & 3rd quartiles	14 & 166	19 & 187	11 & 83
Range (min, max)	2 to 1,094	1 to 976	1 to 966





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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Burlington Hydro Inc.	978	827	844
EnWin Utilities Ltd.	300	315	301
PowerStream Inc.	157	234	261
Horizon Utilities Corporation	244	228	240
Hydro Ottawa Limited	163	130	142
Hydro One Brampton Networks	134	99	117
Veridian Connections Inc.	86	76	73
Waterloo North Hydro Inc.	21	34	65
Cambridge and North Dumfries	578	632	64
Kitchener-Wilmot Hydro Inc.	46	67	61
Whitby Hydro Electric	30	20	45
<b>Count</b>	<b>11</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>248.8</b>	<b>242.0</b>	<b>201.2</b>
<b>Median</b>	<b>157</b>	<b>130</b>	<b>117</b>
<b>1st &amp; 3rd quartiles</b>	<b>66 &amp; 272</b>	<b>72 &amp; 275</b>	<b>65 &amp; 251</b>
<b>Range (min, max)</b>	<b>21 to 978</b>	<b>20 to 827</b>	<b>45 to 844</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	395	233	478
PUC Distribution Inc.	46	70	74
Kingston Hydro Corporation			69
Halton Hills Hydro Inc.	45	63	66
Peterborough Distribution Inc.	34	38	37
Festival Hydro Inc.	9	9	24
St. Thomas Energy Inc.	16	25	22
Woodstock Hydro Services Inc.	8	7	14
Haldimand County Hydro Inc.	14	19	14
Bluewater Power Distribution			13
Lakefront Utilities Inc.	87		11
Orangeville Hydro Limited	9	18	10
Grimsby Power Incorporated	8		8
Lakeland Power Distribution Ltd	4	8	6



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

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	56.3	49.0	60.4
Median	15	22	18
1st & 3rd quartiles	9 & 45	11 & 57	12 & 59
Range (min, max)	4 to 395	7 to 233	6 to 478
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			5
Niagara-on-the-Lake Hydro Inc.	2	1	3
Sioux Lookout Hydro Inc.	29	2	1
Count	2	2	3
Average	15.5	1.5	3.0
Median	16	2	3
1st & 3rd quartiles	9 & 22	1 & 2	2 & 4
Range (min, max)	2 to 29	1 to 2	1 to 5
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	23	28
Average	137.7	137.2	109.6
Median	45	63	53
1st & 3rd quartiles	14 & 157	19 & 179	13 & 85
Range (min, max)	2 to 978	1 to 827	1 to 844



**S138** Number of Emergency Calls for Rural Customers

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Waterloo North Hydro Inc.	19	27	52
Kitchener-Wilmot Hydro Inc.	9	15	18
Cambridge and North Dumfries	107	57	10
Veridian Connections Inc.	1	1	0
Whitby Hydro Electric	5	0	0
PowerStream Inc.			0
Horizon Utilities Corporation	0	0	0
Burlington Hydro Inc.	0	0	
<b>Count</b>	<b>7</b>	<b>7</b>	<b>7</b>
<b>Average</b>	<b>20.1</b>	<b>14.3</b>	<b>11.4</b>
<b>Median</b>	<b>5</b>	<b>1</b>	<b>0</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 14</b>	<b>0 &amp; 21</b>	<b>0 &amp; 14</b>
<b>Range (min, max)</b>	<b>0 to 107</b>	<b>0 to 57</b>	<b>0 to 52</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Halton Hills Hydro Inc.	72	92	98
Haldimand County Hydro Inc.	32	30	29
Grimsby Power Incorporated	7		12
Bluewater Power Distribution			1
Lakeland Power Distribution Ltd	1	1	0
PUC Distribution Inc.	0	0	0
<b>Count</b>	<b>5</b>	<b>4</b>	<b>6</b>
<b>Average</b>	<b>22.4</b>	<b>30.8</b>	<b>23.3</b>
<b>Median</b>	<b>7</b>	<b>16</b>	<b>7</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 32</b>	<b>1 &amp; 46</b>	<b>0 &amp; 25</b>
<b>Range (min, max)</b>	<b>0 to 72</b>	<b>0 to 92</b>	<b>0 to 98</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	2	6	8
Sioux Lookout Hydro Inc.	37	2	1
<b>Count</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Average</b>	<b>19.5</b>	<b>4.0</b>	<b>4.5</b>
<b>Median</b>	<b>20</b>	<b>4</b>	<b>5</b>
<b>1st &amp; 3rd quartiles</b>	<b>11 &amp; 28</b>	<b>3 &amp; 5</b>	<b>3 &amp; 6</b>
<b>Range (min, max)</b>	<b>2 to 37</b>	<b>2 to 6</b>	<b>1 to 8</b>



**S138** Number of Emergency Calls for Rural Customers

**Totals over Large, Medium and Small Utility Classes**

Count	14	13	15
Average	20.9	17.8	15.3
Median	6	2	1
1st & 3rd quartiles	1 & 29	0 & 27	0 & 15
Range (min, max)	0 to 107	0 to 92	0 to 98



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Waterloo North Hydro Inc.	18	27	52
Kitchener-Wilmot Hydro Inc.	9	15	16
Cambridge and North Dumfries	99	53	10
Whitby Hydro Electric	5	0	0
Veridian Connections Inc.	1	1	0
Horizon Utilities Corporation	0	0	0
PowerStream Inc.			0
Burlington Hydro Inc.		0	
<b>Count</b>	<b>6</b>	<b>7</b>	<b>7</b>
<b>Average</b>	<b>22.0</b>	<b>13.7</b>	<b>11.1</b>
<b>Median</b>	<b>7</b>	<b>1</b>	<b>0</b>
<b>1st &amp; 3rd quartiles</b>	<b>2 &amp; 16</b>	<b>0 &amp; 21</b>	<b>0 &amp; 13</b>
<b>Range (min, max)</b>	<b>0 to 99</b>	<b>0 to 53</b>	<b>0 to 52</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Halton Hills Hydro Inc.	72	92	98
Haldimand County Hydro Inc.	30	30	28
Grimsby Power Incorporated	7		12
Bluewater Power Distribution			1
Lakeland Power Distribution Ltd	1	1	0
PUC Distribution Inc.	0	0	0
<b>Count</b>	<b>5</b>	<b>4</b>	<b>6</b>
<b>Average</b>	<b>22.0</b>	<b>30.8</b>	<b>23.2</b>
<b>Median</b>	<b>7</b>	<b>16</b>	<b>7</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 30</b>	<b>1 &amp; 46</b>	<b>0 &amp; 24</b>
<b>Range (min, max)</b>	<b>0 to 72</b>	<b>0 to 92</b>	<b>0 to 98</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	2	6	8
Sioux Lookout Hydro Inc.	37	2	1
<b>Count</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Average</b>	<b>19.5</b>	<b>4.0</b>	<b>4.5</b>
<b>Median</b>	<b>20</b>	<b>4</b>	<b>5</b>
<b>1st &amp; 3rd quartiles</b>	<b>11 &amp; 28</b>	<b>3 &amp; 5</b>	<b>3 &amp; 6</b>
<b>Range (min, max)</b>	<b>2 to 37</b>	<b>2 to 6</b>	<b>1 to 8</b>



**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	13	13	15
Average	21.6	17.5	15.1
Median	7	2	1
1st & 3rd quartiles	1 & 30	0 & 27	0 & 14
Range (min, max)	0 to 99	0 to 92	0 to 98



## S227 Total Number of Bills Issued

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	2,532,596	2,283,443	2,244,238
Hydro Ottawa Limited	1,859,950	1,935,052	1,858,042
Horizon Utilities Corporation	1,592,029	1,592,302	1,826,492
Hydro One Brampton Networks	1,572,348	1,606,950	1,649,920
EnWin Utilities Ltd.	1,120,128	1,112,465	1,139,139
Veridian Connections Inc.	518,398	571,498	756,412
Kitchener-Wilmot Hydro Inc.	554,669	561,954	570,733
Burlington Hydro Inc.	429,878	437,665	441,786
Oakville Hydro Electricity	435,889	402,609	407,264
Waterloo North Hydro Inc.	320,200	318,653	323,814
Cambridge and North Dumfries	324,685	322,889	321,441
<b>Count</b>	<b>11</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>1,023,706.4</b>	<b>1,013,225.5</b>	<b>1,049,025.5</b>
<b>Median</b>	<b>554,669</b>	<b>571,498</b>	<b>756,412</b>
<b>1st &amp; 3rd quartiles</b>	<b>432,884 &amp; 1,582,189</b>	<b>420,137 &amp; 1,599,626</b>	<b>424,525 &amp; 1,738,206</b>
<b>Range (min, max)</b>	<b>320,200 to 2,532,596</b>	<b>318,653 to 2,283,443</b>	<b>321,441 to 2,244,238</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	246,637	359,420	482,688
PUC Distribution Inc.	405,493		402,725
Peterborough Distribution Inc.	398,131	398,418	380,553
Kingston Hydro Corporation			354,000
Bluewater Power Distribution			281,488
Haldimand County Hydro Inc.	249,872	257,447	257,929
Festival Hydro Inc.	234,372	235,248	238,896
St. Thomas Energy Inc.	194,020	196,852	212,655
Woodstock Hydro Services Inc.	158,457	182,519	195,545
Halton Hills Hydro Inc.	139,036	138,714	137,776
Grimsby Power Incorporated	121,178		125,868
Orangeville Hydro Limited	125,136	125,339	119,481
Lakeland Power Distribution Ltd	112,663	114,153	115,393
Lakefront Utilities Inc.			0



**S227 Total Number of Bills Issued**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	9	14
Average	216,817.7	223,123.3	236,071.2
Median	194,020	196,852	225,776
1st & 3rd quartiles	132,086 & 248,255	138,714 & 257,447	128,845 & 335,872
Range (min, max)	112,663 to 405,493	114,153 to 398,418	0 to 482,688
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	90,180		96,000
Kenora Hydro Electric			66,900
Sioux Lookout Hydro Inc.	35,131	33,145	33,262
Count	2	1	3
Average	62,655.5	33,145.0	65,387.3
Median	62,656	33,145	66,900
1st & 3rd quartiles	48,893 & 76,418	33,145 & 33,145	50,081 & 81,450
Range (min, max)	35,131 to 90,180	33,145 to 33,145	33,262 to 96,000
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	24	21	28
Average	573,794.8	627,939.8	537,158.6
Median	322,443	359,420	322,628
1st & 3rd quartiles	153,602 & 527,466	196,852 & 571,498	134,799 & 504,699
Range (min, max)	35,131 to 2,532,596	33,145 to 2,283,443	0 to 2,244,238





## S228 Number of Bills Cancelled & Reissued

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	57,446	54,593	59,162
EnWin Utilities Ltd.	58,508	47,337	51,164
PowerStream Inc.	8,449	9,992	8,147
Hydro One Brampton Networks	4,340	3,931	7,671
Hydro Ottawa Limited	11,772	8,657	7,186
Burlington Hydro Inc.		520	5,978
Kitchener-Wilmot Hydro Inc.	1,359	1,571	1,303
Veridian Connections Inc.	836	908	765
Waterloo North Hydro Inc.		402	248
Cambridge and North Dumfries	954	1,014	234
<b>Count</b>	<b>8</b>	<b>10</b>	<b>10</b>
<b>Average</b>	<b>17,958.0</b>	<b>12,892.5</b>	<b>14,185.8</b>
<b>Median</b>	<b>6,395</b>	<b>2,751</b>	<b>6,582</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,258 &amp; 23,191</b>	<b>935 &amp; 9,658</b>	<b>900 &amp; 8,028</b>
<b>Range (min, max)</b>	<b>836 to 58,508</b>	<b>402 to 54,593</b>	<b>234 to 59,162</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	1,388	1,241	1,997
Bluewater Power Distribution			1,500
St. Thomas Energy Inc.	2,598	4,433	1,344
Grimsby Power Incorporated	1,184		926
Peterborough Distribution Inc.	1,337	999	756
Halton Hills Hydro Inc.	331	1,041	652
PUC Distribution Inc.	1,457		537
Haldimand County Hydro Inc.	171	497	486
Orangeville Hydro Limited	1,293	6,892	467
Woodstock Hydro Services Inc.	178	284	322
Lakeland Power Distribution Ltd	129	114	171
Lakefront Utilities Inc.			0
Kingston Hydro Corporation			0
Festival Hydro Inc.		0	
<b>Count</b>	<b>10</b>	<b>9</b>	<b>13</b>
<b>Average</b>	<b>1,006.6</b>	<b>1,722.3</b>	<b>704.5</b>
<b>Median</b>	<b>1,239</b>	<b>999</b>	<b>537</b>
<b>1st &amp; 3rd quartiles</b>	<b>216 &amp; 1,375</b>	<b>284 &amp; 1,241</b>	<b>322 &amp; 926</b>
<b>Range (min, max)</b>	<b>129 to 2,598</b>	<b>0 to 6,892</b>	<b>0 to 1,997</b>



**S228** Number of Bills Cancelled & Reissued

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	4,641		2,400
Kenora Hydro Electric			60
<b>Count</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>Average</b>	<b>4,641.0</b>		<b>1,230.0</b>
<b>Median</b>	<b>4,641</b>		<b>1,230</b>
<b>1st &amp; 3rd quartiles</b>	<b>4,641 &amp; 4,641</b>		<b>645 &amp; 1,815</b>
<b>Range (min, max)</b>	<b>4,641 to 4,641</b>		<b>60 to 2,400</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>19</b>	<b>19</b>	<b>25</b>
<b>Average</b>	<b>8,335.3</b>	<b>7,601.4</b>	<b>6,139.0</b>
<b>Median</b>	<b>1,359</b>	<b>1,041</b>	<b>765</b>
<b>1st &amp; 3rd quartiles</b>	<b>895 &amp; 4,491</b>	<b>509 &amp; 5,663</b>	<b>322 &amp; 2,400</b>
<b>Range (min, max)</b>	<b>129 to 58,508</b>	<b>0 to 54,593</b>	<b>0 to 59,162</b>



**S102 Total Customer Hours of Interruptions (Include Code 2)**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	441,018.00	404,077.00	786,220.00
Horizon Utilities Corporation	277,411.06	291,957.00	533,680.00
PowerStream Inc.	626,248.30	264,505.00	399,083.00
Veridian Connections Inc.	281,917.00	103,794.00	256,039.00
EnWin Utilities Ltd.	48,153.00	86,371.00	220,178.69
Kitchener-Wilmot Hydro Inc.	120,456.30	64,710.96	133,758.83
Hydro One Brampton Networks	103,542.27	87,968.58	98,833.81
Burlington Hydro Inc.	67,928.00	72,158.40	68,549.00
Whitby Hydro Electric	88,080.00	19,288.00	59,194.00
Waterloo North Hydro Inc.	52,744.00	40,913.00	54,355.00
Cambridge and North Dumfries	26,064.00	49,195.00	37,933.20
Oakville Hydro Electricity	48,344.00	46,869.00	29,769.00
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>181,825.494</b>	<b>127,650.578</b>	<b>223,132.794</b>
<b>Median</b>	<b>95,811.14</b>	<b>79,264.70</b>	<b>116,296.32</b>
<b>1st &amp; 3rd quartiles</b>	<b>51,644.00 &amp; 278,537.55</b>	<b>48,613.50 &amp; 143,971.75</b>	<b>57,984.25 &amp; 291,800.00</b>
<b>Range (min, max)</b>	<b>26,064.00 to 626,248.30</b>	<b>19,288.00 to 404,077.00</b>	<b>29,769.00 to 786,220.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	70,011.00	69,287.00	277,647.00
Bluewater Power Distribution			206,305.00
Peterborough Distribution Inc.	158,971.00	77,596.00	182,120.00
Haldimand County Hydro Inc.	89,737.00	62,605.00	179,106.00
Orangeville Hydro Limited	9,241.00	31,930.00	61,639.00
Entegrus Powerlines Inc.	52,931.00	51,340.00	61,018.00
Lakeland Power Distribution Ltd	31,774.00	34,154.00	40,199.00
Kingston Hydro Corporation			39,399.00
Halton Hills Hydro Inc.	42,141.00	37,701.00	32,894.00
Festival Hydro Inc.	34,075.23	38,744.85	29,513.22
St. Thomas Energy Inc.	4,476.00	5,604.00	28,337.00
Grimsby Power Incorporated	3,784.00		21,529.00
Lakefront Utilities Inc.	13,792.00		21,253.00
Woodstock Hydro Services Inc.	24,207.00	4,470.00	7,751.00



**S102 Total Customer Hours of Interruptions (Include Code 2)**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	44,595.019	41,343.185	84,907.873
Median	32,924.62	38,222.93	39,799.00
1st & 3rd quartiles	12,654.25 & 57,201.00	32,486.00 & 59,788.75	28,631.06 & 149,739.25
Range (min, max)	3,784.00 to 158,971.00	4,470.00 to 77,596.00	7,751.00 to 277,647.00
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	2,614.00	440.00	123,244.00
Kenora Hydro Electric			54,474.00
Sioux Lookout Hydro Inc.	888.00	30,164.00	21,281.00
Count	2	2	3
Average	1,751.000	15,302.000	66,333.000
Median	1,751.00	15,302.00	54,474.00
1st & 3rd quartiles	1,319.50 & 2,182.50	7,871.00 & 22,733.00	37,877.50 & 88,859.00
Range (min, max)	888.00 to 2,614.00	440.00 to 30,164.00	21,281.00 to 123,244.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	104,636.468	82,326.783	140,182.853
Median	50,544.00	50,267.50	61,018.00
1st & 3rd quartiles	24,671.25 & 100,090.95	33,598.00 & 79,789.75	32,894.00 & 182,120.00
Range (min, max)	888.00 to 626,248.30	440.00 to 404,077.00	7,751.00 to 786,220.00



**S272 Total Customer Hours of Interruption (Exclude Code 2)**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	308,350.00	312,452.00	737,405.00
Horizon Utilities Corporation	162,669.32	271,298.00	529,371.00
PowerStream Inc.	502,791.80	174,516.00	347,511.00
EnWin Utilities Ltd.	47,759.50	86,371.00	217,838.16
Veridian Connections Inc.	201,609.00	86,416.00	201,555.00
Hydro One Brampton Networks	94,126.42	60,699.81	92,504.65
Kitchener-Wilmot Hydro Inc.	117,627.00	62,116.98	86,949.78
Burlington Hydro Inc.	67,928.00	70,120.00	63,438.00
Whitby Hydro Electric	26,593.00	18,836.00	59,194.00
Waterloo North Hydro Inc.	48,171.00	39,001.00	39,019.00
Cambridge and North Dumfries	25,356.00	49,154.00	35,753.80
Oakville Hydro Electricity	48,344.00	46,179.00	29,616.00
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>137,610.420</b>	<b>106,429.983</b>	<b>203,346.283</b>
<b>Median</b>	<b>81,027.21</b>	<b>66,118.49</b>	<b>89,727.22</b>
<b>1st &amp; 3rd quartiles</b>	<b>48,068.13 &amp; 172,404.24</b>	<b>48,410.25 &amp; 108,441.00</b>	<b>54,150.25 &amp; 250,256.37</b>
<b>Range (min, max)</b>	<b>25,356.00 to 502,791.80</b>	<b>18,836.00 to 312,452.00</b>	<b>29,616.00 to 737,405.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.	148,275.00	73,841.00	176,562.00
Haldimand County Hydro Inc.	83,186.00	57,939.00	175,115.00
Bluewater Power Distribution			97,393.00
PUC Distribution Inc.	70,011.00	69,287.00	96,171.00
Kingston Hydro Corporation			38,999.00
Entegrus Powerlines Inc.	21,923.00	43,870.00	35,995.00
Halton Hills Hydro Inc.	36,761.00	37,701.00	29,303.00
Grimsby Power Incorporated	3,784.00		21,529.00
Festival Hydro Inc.	10,789.76	36,412.65	21,410.07
Lakefront Utilities Inc.	9,292.00		18,253.00
Lakeland Power Distribution Ltd	18,293.00	30,858.00	17,689.00
Orangeville Hydro Limited	4,980.00	11,289.00	17,321.00
St. Thomas Energy Inc.	2,039.00	5,604.00	16,228.00
Woodstock Hydro Services Inc.	8,586.00	4,470.00	5,979.00



**S272 Total Customer Hours of Interruption (Exclude Code 2)**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	34,826.647	37,127.165	54,853.362
Median	14,541.38	37,056.83	25,416.00
1st & 3rd quartiles	7,684.50 & 45,073.50	16,181.25 & 54,421.75	17,830.00 & 81,878.00
Range (min, max)	2,039.00 to 148,275.00	4,470.00 to 73,841.00	5,979.00 to 176,562.00
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	1,618.00	440.00	123,244.00
Kenora Hydro Electric			50,194.00
Sioux Lookout Hydro Inc.	888.00	2,464.00	4,695.00
Count	2	2	3
Average	1,253.000	1,452.000	59,377.667
Median	1,253.00	1,452.00	50,194.00
1st & 3rd quartiles	1,070.50 & 1,435.50	946.00 & 1,958.00	27,444.50 & 86,719.00
Range (min, max)	888.00 to 1,618.00	440.00 to 2,464.00	4,695.00 to 123,244.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	79,682.723	68,805.643	116,766.740
Median	42,260.25	47,666.50	50,194.00
1st & 3rd quartiles	9,666.44 & 91,391.32	27,852.50 & 71,050.25	21,529.00 & 123,244.00
Range (min, max)	888.00 to 502,791.80	440.00 to 312,452.00	4,695.00 to 737,405.00



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	80,308.00	17,378.00	54,484.00
PowerStream Inc.	123,456.50	89,989.00	51,572.00
Hydro Ottawa Limited	132,668.00	91,625.00	48,815.00
Kitchener-Wilmot Hydro Inc.	2,829.30	2,593.98	46,809.05
Waterloo North Hydro Inc.	4,573.00	1,912.00	15,336.00
Hydro One Brampton Networks	9,415.85	27,268.80	6,329.17
Horizon Utilities Corporation	114,741.72	20,659.00	4,309.00
EnWin Utilities Ltd.	393.50	0.00	2,340.53
Cambridge and North Dumfries	708.00	41.00	2,179.50
Burlington Hydro Inc.	0.00	2,038.40	111.00
Whitby Hydro Electric	61,487.00	452.00	0.00
Oakville Hydro Electricity	0.00	0.00	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>44,215.073</b>	<b>21,163.098</b>	<b>21,116.841</b>
<b>Median</b>	<b>6,994.43</b>	<b>2,316.19</b>	<b>6,329.17</b>
<b>1st &amp; 3rd quartiles</b>	<b>629.38 &amp; 88,916.43</b>	<b>349.25 &amp; 22,311.45</b>	<b>2,260.02 &amp; 47,812.03</b>
<b>Range (min, max)</b>	<b>0.00 to 132,668.00</b>	<b>0.00 to 91,625.00</b>	<b>0.00 to 54,484.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			108,912.00
Orangeville Hydro Limited	4,261.00	20,641.00	44,318.00
Entegrus Powerlines Inc.	31,009.00	7,470.00	28,026.34
Lakeland Power Distribution Ltd	13,481.00	3,296.00	22,510.00
St. Thomas Energy Inc.	2,437.00	0.00	12,109.00
Festival Hydro Inc.	23,285.47	2,332.20	8,103.15
Peterborough Distribution Inc.	10,696.00	3,755.00	5,558.00
Haldimand County Hydro Inc.	6,551.00	4,666.00	3,991.00
Halton Hills Hydro Inc.	5,380.00	0.00	3,591.00
Lakefront Utilities Inc.	4,500.00		3,000.00
Woodstock Hydro Services Inc.	15,621.00	0.00	1,772.00
Kingston Hydro Corporation			400.00
PUC Distribution Inc.	0.00	0.00	0.00
Grimsby Power Incorporated	1.00		0.00



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

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	9,768.539	4,216.020	17,306.464
Median	5,965.50	2,814.10	4,774.50
1st & 3rd quartiles	3,805.00 & 14,016.00	0.00 & 4,438.25	2,079.00 & 19,909.75
Range (min, max)	0.00 to 31,009.00	0.00 to 20,641.00	0.00 to 108,912.00
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	0.00	27,700.00	16,586.00
Kenora Hydro Electric			4,280.00
Niagara-on-the-Lake Hydro Inc.	996.00	0.00	0.00
Count	2	2	3
Average	498.000	13,850.000	6,955.333
Median	498.00	13,850.00	4,280.00
1st & 3rd quartiles	249.00 & 747.00	6,925.00 & 20,775.00	2,140.00 & 10,433.00
Range (min, max)	0.00 to 996.00	0.00 to 27,700.00	0.00 to 16,586.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	28
Average	24,953.821	13,492.391	17,694.348
Median	4,976.50	2,463.09	4,933.50
1st & 3rd quartiles	780.00 & 21,369.35	0.00 & 18,193.75	2,077.63 & 23,889.09
Range (min, max)	0.00 to 132,668.00	0.00 to 91,625.00	0.00 to 108,912.00





**S104 Total Customer Interruptions (Include Code 2)**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	338,270.00	415,305.00	510,470.00
Horizon Utilities Corporation	425,272.00	425,684.00	413,378.00
PowerStream Inc.	391,193.00	300,291.00	409,021.00
Veridian Connections Inc.	272,634.00	178,561.00	276,746.00
EnWin Utilities Ltd.	102,718.00	158,343.00	241,578.00
Hydro One Brampton Networks	165,931.00	195,185.00	161,794.00
Kitchener-Wilmot Hydro Inc.	143,507.00	110,862.00	116,924.00
Cambridge and North Dumfries	49,000.00	43,099.00	72,405.00
Oakville Hydro Electricity	98,203.00	72,511.00	66,392.00
Whitby Hydro Electric	61,494.00	24,533.00	65,053.00
Burlington Hydro Inc.	73,668.00	109,987.00	64,868.00
Waterloo North Hydro Inc.	52,313.00	47,004.00	48,880.00
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>181,183.583</b>	<b>173,447.083</b>	<b>203,959.083</b>
<b>Median</b>	<b>123,112.50</b>	<b>134,602.50</b>	<b>139,359.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>70,624.50 &amp; 289,043.00</b>	<b>66,134.25 &amp; 221,461.50</b>	<b>66,057.25 &amp; 309,814.75</b>
<b>Range (min, max)</b>	<b>49,000.00 to 425,272.00</b>	<b>24,533.00 to 425,684.00</b>	<b>48,880.00 to 510,470.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	97,085.00	92,812.00	151,563.00
Bluewater Power Distribution			149,979.00
Peterborough Distribution Inc.	61,242.00	55,747.00	96,316.00
Haldimand County Hydro Inc.	32,936.00	36,585.00	81,714.00
Entegrus Powerlines Inc.	43,276.00	37,283.00	51,451.00
Kingston Hydro Corporation			47,166.00
Festival Hydro Inc.	38,956.00	48,633.00	43,275.00
Orangeville Hydro Limited	7,807.00	20,517.00	35,597.00
Halton Hills Hydro Inc.	31,256.00	58,216.00	35,526.00
St. Thomas Energy Inc.	10,510.00	9,386.00	27,858.00
Woodstock Hydro Services Inc.	26,947.00	10,379.00	23,869.00
Lakefront Utilities Inc.	10,824.00		15,193.00
Lakeland Power Distribution Ltd	13,101.00	7,826.00	12,959.00
Grimsby Power Incorporated	2,680.00		12,780.00



**S104 Total Customer Interruptions (Include Code 2)**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	31,385.000	37,738.400	56,089.000
Median	29,101.50	36,934.00	39,436.00
1st & 3rd quartiles	10,745.50 & 40,036.00	12,913.50 & 53,968.50	24,866.25 & 74,148.25
Range (min, max)	2,680.00 to 97,085.00	7,826.00 to 92,812.00	12,780.00 to 151,563.00
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			46,487.00
Niagara-on-the-Lake Hydro Inc.	2,175.00	271.00	34,934.00
Sioux Lookout Hydro Inc.	897.00	9,798.00	4,850.00
Count	2	2	3
Average	1,536.000	5,034.500	28,757.000
Median	1,536.00	5,034.50	34,934.00
1st & 3rd quartiles	1,216.50 & 1,855.50	2,652.75 & 7,416.25	19,892.00 & 40,710.50
Range (min, max)	897.00 to 2,175.00	271.00 to 9,798.00	4,850.00 to 46,487.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	98,226.731	102,867.417	114,449.172
Median	50,656.50	52,190.00	64,868.00
1st & 3rd quartiles	16,562.50 & 101,589.25	23,529.00 & 122,732.25	35,526.00 & 149,979.00
Range (min, max)	897.00 to 425,272.00	271.00 to 425,684.00	4,850.00 to 510,470.00



**S274 Total Customer Interruptions (Exclude Code 2)**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	241,307.00	228,804.00	424,609.00
Horizon Utilities Corporation	263,494.00	366,021.00	413,365.00
PowerStream Inc.	339,389.00	260,486.00	333,280.00
EnWin Utilities Ltd.	96,816.00	158,343.00	238,785.00
Veridian Connections Inc.	198,349.00	128,738.00	233,325.00
Hydro One Brampton Networks	134,532.00	101,185.00	142,728.00
Kitchener-Wilmot Hydro Inc.	113,438.00	95,572.00	77,923.00
Cambridge and North Dumfries	48,466.00	43,083.00	66,851.00
Whitby Hydro Electric	45,644.00	21,514.00	65,053.00
Oakville Hydro Electricity	98,203.00	67,910.00	64,078.00
Burlington Hydro Inc.	73,668.00	98,521.00	61,533.00
Waterloo North Hydro Inc.	48,084.00	43,864.00	44,240.00
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>141,782.500</b>	<b>134,503.417</b>	<b>180,480.833</b>
<b>Median</b>	<b>105,820.50</b>	<b>99,853.00</b>	<b>110,325.50</b>
<b>1st &amp; 3rd quartiles</b>	<b>67,367.50 &amp; 209,088.50</b>	<b>61,898.50 &amp; 175,958.25</b>	<b>64,809.25 &amp; 262,408.75</b>
<b>Range (min, max)</b>	<b>45,644.00 to 339,389.00</b>	<b>21,514.00 to 366,021.00</b>	<b>44,240.00 to 424,609.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	97,085.00	92,812.00	118,687.00
Bluewater Power Distribution			105,320.00
Peterborough Distribution Inc.	51,155.00	52,753.00	94,160.00
Haldimand County Hydro Inc.	28,899.00	25,032.00	69,334.00
Kingston Hydro Corporation			37,666.00
Festival Hydro Inc.	23,058.00	37,907.00	34,255.00
Halton Hills Hydro Inc.	25,762.00	58,216.00	31,693.00
Entegrus Powerlines Inc.	23,737.00	29,892.00	28,463.00
Orangeville Hydro Limited	3,890.00	9,914.00	22,292.00
St. Thomas Energy Inc.	6,331.00	9,386.00	16,506.00
Woodstock Hydro Services Inc.	16,246.00	10,379.00	14,246.00
Lakefront Utilities Inc.	7,824.00		14,193.00
Grimsby Power Incorporated	2,680.00		12,780.00
Lakeland Power Distribution Ltd	5,235.00	6,218.00	3,316.00



**S274 Total Customer Interruptions (Exclude Code 2)**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	24,325.167	33,250.900	43,065.071
Median	19,652.00	27,462.00	30,078.00
1st & 3rd quartiles	6,057.00 & 26,546.25	10,030.25 & 49,041.50	14,811.00 & 61,417.00
Range (min, max)	2,680.00 to 97,085.00	6,218.00 to 92,812.00	3,316.00 to 118,687.00
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			40,904.00
Niagara-on-the-Lake Hydro Inc.	1,025.00	271.00	34,934.00
Sioux Lookout Hydro Inc.	897.00	1,538.00	2,104.00
Count	2	2	3
Average	961.000	904.500	25,980.667
Median	961.00	904.50	34,934.00
1st & 3rd quartiles	929.00 & 993.00	587.75 & 1,221.25	18,519.00 & 37,919.00
Range (min, max)	897.00 to 1,025.00	271.00 to 1,538.00	2,104.00 to 40,904.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	76,739.000	81,181.625	98,159.414
Median	46,864.00	48,308.50	61,533.00
1st & 3rd quartiles	9,929.50 & 97,923.50	18,730.25 & 99,187.00	28,463.00 & 105,320.00
Range (min, max)	897.00 to 339,389.00	271.00 to 366,021.00	2,104.00 to 424,609.00



**S105 Total Customer Interruptions Due to Supply (Code 2)**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	96,963.00	186,501.00	85,861.00
PowerStream Inc.	51,804.00	39,805.00	75,741.00
Veridian Connections Inc.	74,285.00	49,823.00	43,421.00
Kitchener-Wilmot Hydro Inc.	30,069.00	15,290.00	39,001.00
Hydro One Brampton Networks	31,399.00	94,000.00	31,664.00
Cambridge and North Dumfries	534.00	16.00	5,554.00
Waterloo North Hydro Inc.	4,229.00	3,140.00	4,640.00
Burlington Hydro Inc.	0.00	11,466.00	3,335.00
EnWin Utilities Ltd.	5,902.00	0.00	2,793.00
Horizon Utilities Corporation	161,778.00	59,663.00	13.00
Whitby Hydro Electric	15,850.00	3,019.00	0.00
Oakville Hydro Electricity	0.00	0.00	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>39,401.083</b>	<b>38,560.250</b>	<b>26,547.545</b>
<b>Median</b>	<b>22,959.50</b>	<b>13,378.00</b>	<b>5,554.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>3,305.25 &amp; 57,424.25</b>	<b>2,268.25 &amp; 52,283.00</b>	<b>3,064.00 &amp; 41,211.00</b>
<b>Range (min, max)</b>	<b>0.00 to 161,778.00</b>	<b>0.00 to 186,501.00</b>	<b>0.00 to 85,861.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			44,659.00
Entegrus Powerlines Inc.	19,539.00	7,391.00	24,613.00
Orangeville Hydro Limited	3,917.00	11,603.00	13,305.00
Haldimand County Hydro Inc.	4,037.00	11,553.00	12,380.00
St. Thomas Energy Inc.	4,179.00	0.00	11,352.00
Lakeland Power Distribution Ltd	7,866.00	1,608.00	9,643.00
Woodstock Hydro Services Inc.	10,701.00	0.00	9,623.00
Kingston Hydro Corporation			9,500.00
Festival Hydro Inc.	15,898.00	10,726.00	9,020.00
Halton Hills Hydro Inc.	5,494.00	0.00	3,833.00
Peterborough Distribution Inc.	10,087.00	2,994.00	2,156.00
Lakefront Utilities Inc.	3,000.00		1,000.00
PUC Distribution Inc.	0.00	0.00	0.00
Grimsby Power Incorporated			0.00



**S105 Total Customer Interruptions Due to Supply (Code 2)**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	14
Average	7,701.636	4,587.500	10,791.714
Median	5,494.00	2,301.00	9,561.50
1st & 3rd quartiles	3,977.00 & 10,394.00	0.00 & 9,892.25	2,575.25 & 12,123.00
Range (min, max)	0.00 to 19,539.00	0.00 to 11,603.00	0.00 to 44,659.00
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			5,583.00
Sioux Lookout Hydro Inc.	0.00	8,260.00	2,746.00
Niagara-on-the-Lake Hydro Inc.	1,150.00	0.00	0.00
Count	2	2	3
Average	575.000	4,130.000	2,776.333
Median	575.00	4,130.00	2,746.00
1st & 3rd quartiles	287.50 & 862.50	2,065.00 & 6,195.00	1,373.00 & 4,164.50
Range (min, max)	0.00 to 1,150.00	0.00 to 8,260.00	0.00 to 5,583.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	24	28
Average	22,347.240	21,535.750	16,122.714
Median	5,902.00	5,265.50	7,301.50
1st & 3rd quartiles	3,000.00 & 19,539.00	0.00 & 12,524.75	2,598.50 & 16,132.00
Range (min, max)	0.00 to 161,778.00	0.00 to 186,501.00	0.00 to 85,861.00



**S106 Total Momentary Customer Interruptions (Include code 2)**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	776,107.00	631,744.00	1,178,096.00
EnWin Utilities Ltd.	430,558.00	474,477.00	603,914.00
Horizon Utilities Corporation	348,398.00	431,201.00	451,329.00
Hydro One Brampton Networks	590,038.00	369,714.00	430,965.00
Kitchener-Wilmot Hydro Inc.	324.00	246,724.00	406,628.00
Oakville Hydro Electricity	250,358.00	191,704.00	288,753.00
Burlington Hydro Inc.	370,334.00	232,344.00	169,240.00
Whitby Hydro Electric			135,701.00
Waterloo North Hydro Inc.	284.00	203.00	294.00
Veridian Connections Inc.	615,896.00		
<b>Count</b>	<b>9</b>	<b>8</b>	<b>9</b>
<b>Average</b>	<b>375,810.778</b>	<b>322,263.875</b>	<b>407,213.333</b>
<b>Median</b>	<b>370,334.00</b>	<b>308,219.00</b>	<b>406,628.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>250,358.00 &amp; 590,038.00</b>	<b>222,184.00 &amp; 442,020.00</b>	<b>169,240.00 &amp; 451,329.00</b>
<b>Range (min, max)</b>	<b>284.00 to 776,107.00</b>	<b>203.00 to 631,744.00</b>	<b>294.00 to 1,178,096.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.		211,193.00	304,994.00
Entegrus Powerlines Inc.	151,224.00	96,643.00	194,324.00
Festival Hydro Inc.	194,158.00	131,593.00	192,288.00
Bluewater Power Distribution			195.00
Woodstock Hydro Services Inc.	49.00	32.00	39.00
St. Thomas Energy Inc.	18.00	20.00	24.00
<b>Count</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>Average</b>	<b>86,362.250</b>	<b>87,896.200</b>	<b>115,310.667</b>
<b>Median</b>	<b>75,636.50</b>	<b>96,643.00</b>	<b>96,241.50</b>
<b>1st &amp; 3rd quartiles</b>	<b>41.25 &amp; 161,957.50</b>	<b>32.00 &amp; 131,593.00</b>	<b>78.00 &amp; 193,815.00</b>
<b>Range (min, max)</b>	<b>18.00 to 194,158.00</b>	<b>20.00 to 211,193.00</b>	<b>24.00 to 304,994.00</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>13</b>	<b>13</b>	<b>15</b>
<b>Average</b>	<b>286,749.692</b>	<b>232,122.462</b>	<b>290,452.267</b>
<b>Median</b>	<b>250,358.00</b>	<b>211,193.00</b>	<b>194,324.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>324.00 &amp; 430,558.00</b>	<b>96,643.00 &amp; 369,714.00</b>	<b>67,997.50 &amp; 418,796.50</b>
<b>Range (min, max)</b>	<b>18.00 to 776,107.00</b>	<b>20.00 to 631,744.00</b>	<b>24.00 to 1,178,096.00</b>



## S275 Total Momentary Customer Interruptions (Exclude Code 2)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	776,107.00	608,892.00	1,114,312.00
EnWin Utilities Ltd.	430,558.00	474,477.00	603,914.00
Hydro One Brampton Networks	569,803.00	369,714.00	418,367.00
Kitchener-Wilmot Hydro Inc.	316.00	217,826.00	367,010.00
Oakville Hydro Electricity	250,358.00	191,704.00	288,753.00
Burlington Hydro Inc.	370,334.00	232,344.00	169,240.00
Waterloo North Hydro Inc.	263.00	202.00	287.00
Horizon Utilities Corporation	348,398.00		
Veridian Connections Inc.	576,516.00		
<b>Count</b>	<b>9</b>	<b>7</b>	<b>7</b>
<b>Average</b>	<b>369,183.667</b>	<b>299,308.429</b>	<b>423,126.143</b>
<b>Median</b>	<b>370,334.00</b>	<b>232,344.00</b>	<b>367,010.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>250,358.00 &amp; 569,803.00</b>	<b>204,765.00 &amp; 422,095.50</b>	<b>228,996.50 &amp; 511,140.50</b>
<b>Range (min, max)</b>	<b>263.00 to 776,107.00</b>	<b>202.00 to 608,892.00</b>	<b>287.00 to 1,114,312.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.	175,770.00	122,045.00	184,169.00
Bluewater Power Distribution			187.00
Woodstock Hydro Services Inc.	47.00	32.00	39.00
St. Thomas Energy Inc.	14.00	20.00	11.00
Entegrus Powerlines Inc.	2,076.00		0.00
<b>Count</b>	<b>4</b>	<b>3</b>	<b>5</b>
<b>Average</b>	<b>44,476.750</b>	<b>40,699.000</b>	<b>36,881.200</b>
<b>Median</b>	<b>1,061.50</b>	<b>32.00</b>	<b>39.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>38.75 &amp; 45,499.50</b>	<b>26.00 &amp; 61,038.50</b>	<b>11.00 &amp; 187.00</b>
<b>Range (min, max)</b>	<b>14.00 to 175,770.00</b>	<b>20.00 to 122,045.00</b>	<b>0.00 to 184,169.00</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>13</b>	<b>10</b>	<b>12</b>
<b>Average</b>	<b>269,273.846</b>	<b>221,725.600</b>	<b>262,190.750</b>
<b>Median</b>	<b>250,358.00</b>	<b>204,765.00</b>	<b>176,704.50</b>
<b>1st &amp; 3rd quartiles</b>	<b>316.00 &amp; 430,558.00</b>	<b>30,662.75 &amp; 335,371.50</b>	<b>150.00 &amp; 379,849.25</b>
<b>Range (min, max)</b>	<b>14.00 to 776,107.00</b>	<b>20.00 to 608,892.00</b>	<b>0.00 to 1,114,312.00</b>





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

Large Utilities	2009	2010	2011
PowerStream Inc.	0.00	22,852.00	63,784.00
Kitchener-Wilmot Hydro Inc.	8.00	28,898.00	39,618.00
Hydro One Brampton Networks	20,235.00	0.00	12,598.00
Waterloo North Hydro Inc.	21.00	1.00	7.00
EnWin Utilities Ltd.	0.00	0.00	0.00
Horizon Utilities Corporation	0.00		
Oakville Hydro Electricity	0.00	0.00	
Burlington Hydro Inc.	0.00	0.00	
Veridian Connections Inc.	48,380.00		
<b>Count</b>	<b>9</b>	<b>7</b>	<b>5</b>
<b>Average</b>	<b>7,627.111</b>	<b>7,393.000</b>	<b>23,201.400</b>
<b>Median</b>	<b>0.00</b>	<b>0.00</b>	<b>12,598.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 21.00</b>	<b>0.00 &amp; 11,426.50</b>	<b>7.00 &amp; 39,618.00</b>
<b>Range (min, max)</b>	<b>0.00 to 48,380.00</b>	<b>0.00 to 28,898.00</b>	<b>0.00 to 63,784.00</b>
Medium Utilities	2009	2010	2011
Entegrus Powerlines Inc.	149,148.00	96,643.00	77,904.00
Festival Hydro Inc.	18,388.00	9,548.00	8,119.00
St. Thomas Energy Inc.	4.00	0.00	13.00
Bluewater Power Distribution			8.00
Woodstock Hydro Services Inc.	2.00	0.00	0.00
<b>Count</b>	<b>4</b>	<b>4</b>	<b>5</b>
<b>Average</b>	<b>41,885.500</b>	<b>26,547.750</b>	<b>17,208.800</b>
<b>Median</b>	<b>9,196.00</b>	<b>4,774.00</b>	<b>13.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>3.50 &amp; 51,078.00</b>	<b>0.00 &amp; 31,321.75</b>	<b>8.00 &amp; 8,119.00</b>
<b>Range (min, max)</b>	<b>2.00 to 149,148.00</b>	<b>0.00 to 96,643.00</b>	<b>0.00 to 77,904.00</b>
Totals over Large, Medium and Small Utility Classes			
<b>Count</b>	<b>13</b>	<b>11</b>	<b>10</b>
<b>Average</b>	<b>18,168.154</b>	<b>14,358.364</b>	<b>20,205.100</b>
<b>Median</b>	<b>4.00</b>	<b>0.00</b>	<b>4,066.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 18,388.00</b>	<b>0.00 &amp; 16,200.00</b>	<b>7.25 &amp; 32,863.00</b>
<b>Range (min, max)</b>	<b>0.00 to 149,148.00</b>	<b>0.00 to 96,643.00</b>	<b>0.00 to 77,904.00</b>



## S229 Total Number of Customers Experiencing 4 or More Interruptions

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	0	41,713	51,004
Cambridge and North Dumfries			462
Oakville Hydro Electricity	174	0	284
Hydro One Brampton Networks	19,041	0	2
Kitchener-Wilmot Hydro Inc.	49	1,678	
Burlington Hydro Inc.		8,043	
Hydro Ottawa Limited	5,596		
<b>Count</b>	<b>5</b>	<b>5</b>	<b>4</b>
<b>Average</b>	<b>4,972.0</b>	<b>10,286.8</b>	<b>12,938.0</b>
<b>Median</b>	<b>174</b>	<b>1,678</b>	<b>373</b>
<b>1st &amp; 3rd quartiles</b>	<b>49 &amp; 5,596</b>	<b>0 &amp; 8,043</b>	<b>214 &amp; 13,098</b>
<b>Range (min, max)</b>	<b>0 to 19,041</b>	<b>0 to 41,713</b>	<b>2 to 51,004</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.	1,043	13,750	1,900
Entegrus Powerlines Inc.			0
Haldimand County Hydro Inc.	5	1	0
Lakefront Utilities Inc.	2,696		
<b>Count</b>	<b>3</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>1,248.0</b>	<b>6,875.5</b>	<b>633.3</b>
<b>Median</b>	<b>1,043</b>	<b>6,876</b>	<b>0</b>
<b>1st &amp; 3rd quartiles</b>	<b>524 &amp; 1,870</b>	<b>3,438 &amp; 10,313</b>	<b>0 &amp; 950</b>
<b>Range (min, max)</b>	<b>5 to 2,696</b>	<b>1 to 13,750</b>	<b>0 to 1,900</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			5,575
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>5,575.0</b>
<b>Median</b>			<b>5,575</b>
<b>1st &amp; 3rd quartiles</b>			<b>5,575 &amp; 5,575</b>
<b>Range (min, max)</b>			<b>5,575 to 5,575</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>8</b>	<b>7</b>	<b>8</b>
<b>Average</b>	<b>3,575.5</b>	<b>9,312.1</b>	<b>7,403.4</b>
<b>Median</b>	<b>609</b>	<b>1,678</b>	<b>373</b>
<b>1st &amp; 3rd quartiles</b>	<b>38 &amp; 3,421</b>	<b>1 &amp; 10,897</b>	<b>2 &amp; 2,819</b>
<b>Range (min, max)</b>	<b>0 to 19,041</b>	<b>0 to 41,713</b>	<b>0 to 51,004</b>



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	115	6,003	18,465
Waterloo North Hydro Inc.		1,111	7,839
PowerStream Inc.	21,811	3,210	5,913
EnWin Utilities Ltd.	592	863	5,600
Veridian Connections Inc.	6,013	800	4,264
Cambridge and North Dumfries	225	282	784
Hydro One Brampton Networks	24,463	215	417
Oakville Hydro Electricity	216	10	216
Kitchener-Wilmot Hydro Inc.	0	972	
Hydro Ottawa Limited	13,572		
<b>Count</b>	<b>9</b>	<b>9</b>	<b>8</b>
<b>Average</b>	<b>7,445.2</b>	<b>1,496.2</b>	<b>5,437.3</b>
<b>Median</b>	<b>592</b>	<b>863</b>	<b>4,932</b>
<b>1st &amp; 3rd quartiles</b>	<b>216 &amp; 13,572</b>	<b>282 &amp; 1,111</b>	<b>692 &amp; 6,395</b>
<b>Range (min, max)</b>	<b>0 to 24,463</b>	<b>10 to 6,003</b>	<b>216 to 18,465</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			4,589
Haldimand County Hydro Inc.	3,647	2,806	2,461
Festival Hydro Inc.	6	0	556
Kingston Hydro Corporation			365
St. Thomas Energy Inc.		8	
Peterborough Distribution Inc.	8,517	935	
Grimsby Power Incorporated	62		
Entegrus Powerlines Inc.	3,351		
Lakefront Utilities Inc.	0		
<b>Count</b>	<b>6</b>	<b>4</b>	<b>4</b>
<b>Average</b>	<b>2,597.2</b>	<b>937.3</b>	<b>1,992.8</b>
<b>Median</b>	<b>1,707</b>	<b>472</b>	<b>1,509</b>
<b>1st &amp; 3rd quartiles</b>	<b>20 &amp; 3,573</b>	<b>6 &amp; 1,403</b>	<b>508 &amp; 2,993</b>
<b>Range (min, max)</b>	<b>0 to 8,517</b>	<b>0 to 2,806</b>	<b>365 to 4,589</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.			2,776
Kenora Hydro Electric			1,685



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

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	0	0	2
Average			2,230.5
Median			2,231
1st & 3rd quartiles			1,958 & 2,503
Range (min, max)			1,685 to 2,776
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	15	13	14
Average	5,506.0	1,324.2	3,995.0
Median	592	863	2,619
1st & 3rd quartiles	89 & 7,265	215 & 1,111	613 & 5,347
Range (min, max)	0 to 24,463	0 to 6,003	216 to 18,465



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	0	0	1,295
Horizon Utilities Corporation	0	732	554
PowerStream Inc.	3,077	2,838	189
Hydro One Brampton Networks Cambridge and North Dumfries	0	0	55 18
EnWin Utilities Ltd.	0	0	0
Waterloo North Hydro Inc.		0	0
Burlington Hydro Inc.	0		
Oakville Hydro Electricity	54	0	
Kitchener-Wilmot Hydro Inc.		0	
Hydro Ottawa Limited	1,874		
<b>Count</b>	<b>8</b>	<b>8</b>	<b>7</b>
<b>Average</b>	<b>625.6</b>	<b>446.3</b>	<b>301.6</b>
<b>Median</b>	<b>0</b>	<b>0</b>	<b>55</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 509</b>	<b>0 &amp; 183</b>	<b>9 &amp; 372</b>
<b>Range (min, max)</b>	<b>0 to 3,077</b>	<b>0 to 2,838</b>	<b>0 to 1,295</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	0	22	1
Bluewater Power Distribution			0
Festival Hydro Inc.	0	0	0
St. Thomas Energy Inc.		8	
Peterborough Distribution Inc.	0	0	
Entegrus Powerlines Inc.	2,049		
<b>Count</b>	<b>4</b>	<b>4</b>	<b>3</b>
<b>Average</b>	<b>512.3</b>	<b>7.5</b>	<b>0.3</b>
<b>Median</b>	<b>0</b>	<b>4</b>	<b>0</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 512</b>	<b>0 &amp; 12</b>	<b>0 &amp; 1</b>
<b>Range (min, max)</b>	<b>0 to 2,049</b>	<b>0 to 22</b>	<b>0 to 1</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.			2,746
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>2,746.0</b>
<b>Median</b>			<b>2,746</b>
<b>1st &amp; 3rd quartiles</b>			<b>2,746 &amp; 2,746</b>
<b>Range (min, max)</b>			<b>2,746 to 2,746</b>



**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	12	12	11
Average	587.8	300.0	441.6
Median	0	0	18
1st & 3rd quartiles	0 & 509	0 & 12	0 & 372
Range (min, max)	0 to 3,077	0 to 2,838	0 to 2,746



## S78 Residential Rates - Customer Charge (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	14.80	14.80	17.24
Waterloo North Hydro Inc.	15.81	14.56	14.56
Horizon Utilities Corporation	14.22	12.68	14.45
PowerStream Inc.	12.89	14.38	13.61
Oakville Hydro Electricity	13.72	13.25	13.10
Burlington Hydro Inc.	12.55	12.15	12.12
Veridian Connections Inc.	10.46	11.29	11.32
EnWin Utilities Ltd.	10.70	10.70	10.77
Cambridge and North Dumfries	8.73	9.93	9.95
Hydro One Brampton Networks	10.67	10.48	9.75
Kitchener-Wilmot Hydro Inc.	10.55	9.55	9.59
Hydro Ottawa Limited	10.18	8.52	8.54
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>12.107</b>	<b>11.858</b>	<b>12.083</b>
<b>Median</b>	<b>11.63</b>	<b>11.72</b>	<b>11.72</b>
<b>1st &amp; 3rd quartiles</b>	<b>10.53 &amp; 13.85</b>	<b>10.34 &amp; 13.53</b>	<b>9.90 &amp; 13.82</b>
<b>Range (min, max)</b>	<b>8.73 to 15.81</b>	<b>8.52 to 14.80</b>	<b>8.54 to 17.24</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakeland Power Distribution Ltd	16.48	17.19	17.72
Entegrus Powerlines Inc.	11.79	18.03	17.23
Orangeville Hydro Limited	16.07	16.18	16.08
Grimsby Power Incorporated	15.46		15.11
Festival Hydro Inc.	15.09	14.75	14.78
Haldimand County Hydro Inc.	10.85	12.23	14.10
Bluewater Power Distribution			13.68
Halton Hills Hydro Inc.	12.94	12.92	12.94
Woodstock Hydro Services Inc.	11.19	11.10	12.72
Kingston Hydro Corporation			12.06
Peterborough Distribution Inc.	13.29	11.79	11.81
St. Thomas Energy Inc.	12.02	11.45	11.50
Lakefront Utilities Inc.	10.32		9.29
PUC Distribution Inc.	8.72	8.71	8.73



**S78 Residential Rates - Customer Charge (\$)**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	12.852	13.435	13.411
Median	12.48	12.58	13.31
1st & 3rd quartiles	11.11 & 15.18	11.54 & 15.82	11.87 & 15.03
Range (min, max)	8.72 to 16.48	8.71 to 18.03	8.73 to 17.72
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	23.73	24.01	24.05
Kenora Hydro Electric			18.77
Niagara-on-the-Lake Hydro Inc.	18.05	18.03	18.06
Count	2	2	3
Average	20.890	21.020	20.293
Median	20.89	21.02	18.77
1st & 3rd quartiles	19.47 & 22.31	19.53 & 22.52	18.42 & 21.41
Range (min, max)	18.05 to 23.73	18.03 to 24.01	18.06 to 24.05
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	13.126	13.278	13.573
Median	12.72	12.46	13.10
1st & 3rd quartiles	10.68 & 15.02	11.00 & 14.76	11.32 & 15.11
Range (min, max)	8.72 to 23.73	8.52 to 24.01	8.54 to 24.05





## S79 Residential Rates - Distribution Charge (\$/kWh)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	0.0207	0.0207	0.0207
EnWin Utilities Ltd.	0.0195	0.0199	0.0201
Waterloo North Hydro Inc.	0.0134	0.0131	0.0184
Kitchener-Wilmot Hydro Inc.	0.0123	0.0169	0.0170
Veridian Connections Inc.	0.0176	0.0160	0.0167
Burlington Hydro Inc.	0.0159	0.0166	0.0165
Cambridge and North Dumfries	0.0142	0.0161	0.0161
Oakville Hydro Electricity	0.0150	0.0145	0.0143
Hydro One Brampton Networks	0.0157	0.0154	0.0142
Horizon Utilities Corporation	0.0127	0.0127	0.0142
Whitby Hydro Electric	0.0115	0.0115	0.0141
PowerStream Inc.	0.0135	0.0137	0.0137
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.01517</b>	<b>0.01559</b>	<b>0.01633</b>
<b>Median</b>	<b>0.0146</b>	<b>0.0157</b>	<b>0.0163</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.0132 &amp; 0.0163</b>	<b>0.0136 &amp; 0.0167</b>	<b>0.0142 &amp; 0.0174</b>
<b>Range (min, max)</b>	<b>0.0115 to 0.0207</b>	<b>0.0115 to 0.0207</b>	<b>0.0137 to 0.0207</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	0.0313	0.0334	0.0311
Woodstock Hydro Services Inc.	0.0192	0.0190	0.0218
Bluewater Power Distribution			0.0186
Festival Hydro Inc.	0.0158	0.0163	0.0164
Lakeland Power Distribution Ltd	0.0172	0.0161	0.0161
St. Thomas Energy Inc.	0.0157	0.0156	0.0160
PUC Distribution Inc.	0.0151	0.0151	0.0151
Kingston Hydro Corporation			0.0148
Orangeville Hydro Limited	0.0135	0.0140	0.0140
Lakefront Utilities Inc.	0.0147		0.0134
Halton Hills Hydro Inc.	0.0133	0.0133	0.0121
Peterborough Distribution Inc.	0.0125	0.0115	0.0115
Entegrus Powerlines Inc.	0.0139	0.0084	0.0094
Grimsby Power Incorporated	0.0086		0.0086



**S79 Residential Rates - Distribution Charge (\$/kWh)**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.01590	0.01627	0.01564
Median	0.0149	0.0154	0.0150
1st & 3rd quartiles	0.0135 & 0.0162	0.0135 & 0.0163	0.0124 & 0.0163
Range (min, max)	0.0086 to 0.0313	0.0084 to 0.0334	0.0086 to 0.0311
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			0.0137
Niagara-on-the-Lake Hydro Inc.	0.0127	0.0127	0.0127
Sioux Lookout Hydro Inc.	0.0132	0.0103	0.0103
Count	2	2	3
Average	0.01295	0.01150	0.01223
Median	0.0130	0.0115	0.0127
1st & 3rd quartiles	0.0128 & 0.0131	0.0109 & 0.0121	0.0115 & 0.0132
Range (min, max)	0.0127 to 0.0132	0.0103 to 0.0127	0.0103 to 0.0137
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	0.01533	0.01553	0.01557
Median	0.0145	0.0153	0.0148
1st & 3rd quartiles	0.0132 & 0.0159	0.0130 & 0.0164	0.0137 & 0.0167
Range (min, max)	0.0086 to 0.0313	0.0084 to 0.0334	0.0086 to 0.0311



**\$172 Monthly Bill for 1,000 kWh Residential Customers (\$)**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Waterloo North Hydro Inc.	29.21	27.66	32.96
Whitby Hydro Electric	26.30	26.30	31.34
EnWin Utilities Ltd.	30.20	30.60	30.87
Hydro Ottawa Limited	30.88	29.22	29.24
Horizon Utilities Corporation	26.92	25.38	28.65
Burlington Hydro Inc.	28.45	28.75	28.62
Veridian Connections Inc.	28.11	27.30	28.02
Oakville Hydro Electricity	28.72	27.75	27.40
PowerStream Inc.	26.39	28.08	27.31
Kitchener-Wilmot Hydro Inc.	22.85	26.45	26.59
Cambridge and North Dumfries	22.93	26.03	26.05
Hydro One Brampton Networks	26.37	25.88	23.95
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>27.278</b>	<b>27.450</b>	<b>28.417</b>
<b>Median</b>	<b>27.52</b>	<b>27.48</b>	<b>28.32</b>
<b>1st &amp; 3rd quartiles</b>	<b>26.35 &amp; 28.84</b>	<b>26.23 &amp; 28.25</b>	<b>27.13 &amp; 29.65</b>
<b>Range (min, max)</b>	<b>22.85 to 30.88</b>	<b>25.38 to 30.60</b>	<b>23.95 to 32.96</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	42.15	45.63	45.20
Woodstock Hydro Services Inc.	30.39	30.10	34.52
Lakeland Power Distribution Ltd	33.68	33.29	33.82
Bluewater Power Distribution			32.28
Festival Hydro Inc.	30.89	31.05	31.18
Orangeville Hydro Limited	29.57	30.18	30.11
St. Thomas Energy Inc.	27.72	27.05	27.50
Kingston Hydro Corporation			26.86
Entegrus Powerlines Inc.	25.69	26.43	26.67
Halton Hills Hydro Inc.	26.24	26.22	25.04
PUC Distribution Inc.	23.82	23.81	23.83
Grimsby Power Incorporated	24.06		23.71
Peterborough Distribution Inc.	25.79	23.29	23.31
Lakefront Utilities Inc.	25.02		22.69



**\$172 Monthly Bill for 1,000 kWh Residential Customers (\$)**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	28.752	29.705	29.051
Median	26.98	28.58	27.18
1st & 3rd quartiles	25.52 & 30.52	26.27 & 30.83	24.13 & 32.01
Range (min, max)	23.82 to 42.15	23.29 to 45.63	22.69 to 45.20
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	36.93	34.31	34.35
Kenora Hydro Electric			32.47
Niagara-on-the-Lake Hydro Inc.	30.75	30.73	30.76
Count	2	2	3
Average	33.840	32.520	32.527
Median	33.84	32.52	32.47
1st & 3rd quartiles	32.30 & 35.39	31.63 & 33.42	31.62 & 33.41
Range (min, max)	30.75 to 36.93	30.73 to 34.31	30.76 to 34.35
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	28.463	28.812	29.148
Median	27.92	27.71	28.62
1st & 3rd quartiles	25.90 & 30.34	26.28 & 30.29	26.59 & 31.34
Range (min, max)	22.85 to 42.15	23.29 to 45.63	22.69 to 45.20



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Oakville Hydro Electricity	30.09	32.54	32.20
Horizon Utilities Corporation	28.96	27.45	32.16
Waterloo North Hydro Inc.	32.15	30.63	30.63
PowerStream Inc.	29.33	27.44	26.51
EnWin Utilities Ltd.	25.18	25.17	25.39
Kitchener-Wilmot Hydro Inc.	26.17	25.17	25.27
Burlington Hydro Inc.	21.98	25.24	25.19
Whitby Hydro Electric	16.52	16.52	19.80
Hydro One Brampton Networks	20.52	20.15	17.61
Hydro Ottawa Limited	16.38	14.73	14.76
Veridian Connections Inc.	12.61	13.52	13.46
Cambridge and North Dumfries	12.27	12.33	11.76
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>22.680</b>	<b>22.574</b>	<b>22.895</b>
<b>Median</b>	<b>23.58</b>	<b>25.17</b>	<b>25.23</b>
<b>1st &amp; 3rd quartiles</b>	<b>16.48 &amp; 29.05</b>	<b>16.07 &amp; 27.44</b>	<b>16.90 &amp; 27.54</b>
<b>Range (min, max)</b>	<b>12.27 to 32.15</b>	<b>12.33 to 32.54</b>	<b>11.76 to 32.20</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakeland Power Distribution Ltd	38.76	38.26	38.83
Orangeville Hydro Limited	29.78	32.76	32.88
Entegrus Powerlines Inc.	30.47	33.10	30.43
Peterborough Distribution Inc.	30.59	29.59	29.64
Festival Hydro Inc.	29.11	29.05	28.87
Haldimand County Hydro Inc.	18.07	28.60	28.65
Halton Hills Hydro Inc.	28.26	28.23	28.28
Grimsby Power Incorporated	25.96		25.56
Kingston Hydro Corporation			24.83
Woodstock Hydro Services Inc.	21.63	21.45	24.58
Bluewater Power Distribution			24.01
Lakefront Utilities Inc.	25.62		22.50
St. Thomas Energy Inc.	16.62	16.02	17.00
PUC Distribution Inc.	15.12	14.84	14.87



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

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	25.833	27.190	26.495
Median	27.11	28.83	26.92
1st & 3rd quartiles	20.74 & 29.95	23.15 & 31.97	24.15 & 29.45
Range (min, max)	15.12 to 38.76	14.84 to 38.26	14.87 to 38.83
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	45.33	45.27	45.35
Sioux Lookout Hydro Inc.	42.15	42.65	42.73
Kenora Hydro Electric			36.86
Count	2	2	3
Average	43.740	43.960	41.647
Median	43.74	43.96	42.73
1st & 3rd quartiles	42.95 & 44.54	43.31 & 44.62	39.80 & 44.04
Range (min, max)	42.15 to 45.33	42.65 to 45.27	36.86 to 45.35
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	25.755	26.280	26.573
Median	26.07	27.45	25.56
1st & 3rd quartiles	18.68 & 30.01	19.24 & 31.11	22.50 & 30.63
Range (min, max)	12.27 to 45.33	12.33 to 45.27	11.76 to 45.35



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

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	0.0155	0.0155	0.0194
Hydro Ottawa Limited	0.0185	0.0185	0.0185
Veridian Connections Inc.	0.0184	0.0171	0.0177
EnWin Utilities Ltd.	0.0162	0.0162	0.0163
Hydro One Brampton Networks	0.0181	0.0178	0.0155
Oakville Hydro Electricity	0.0131	0.0143	0.0141
Waterloo North Hydro Inc.	0.0107	0.0104	0.0137
Burlington Hydro Inc.	0.0147	0.0136	0.0135
PowerStream Inc.	0.0116	0.0128	0.0128
Cambridge and North Dumfries	0.0131	0.0131	0.0125
Kitchener-Wilmot Hydro Inc.	0.0090	0.0122	0.0122
Horizon Utilities Corporation	0.0073	0.0072	0.0084
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.01385</b>	<b>0.01406</b>	<b>0.01455</b>
<b>Median</b>	<b>0.0139</b>	<b>0.0140</b>	<b>0.0139</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.0114 &amp; 0.0167</b>	<b>0.0127 &amp; 0.0164</b>	<b>0.0127 &amp; 0.0167</b>
<b>Range (min, max)</b>	<b>0.0073 to 0.0185</b>	<b>0.0072 to 0.0185</b>	<b>0.0084 to 0.0194</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	0.0228	0.0202	0.0202
PUC Distribution Inc.	0.0182	0.0178	0.0178
Bluewater Power Distribution			0.0169
St. Thomas Energy Inc.	0.0143	0.0142	0.0147
Festival Hydro Inc.	0.0142	0.0145	0.0145
Woodstock Hydro Services Inc.	0.0124	0.0123	0.0141
Lakeland Power Distribution Ltd	0.0108	0.0104	0.0104
Kingston Hydro Corporation			0.0103
Grimsby Power Incorporated	0.0100		0.0100
Entegrus Powerlines Inc.	0.0092	0.0112	0.0100
Orangeville Hydro Limited	0.0101	0.0100	0.0100
Peterborough Distribution Inc.	0.0094	0.0089	0.0089
Halton Hills Hydro Inc.	0.0100	0.0100	0.0089
Lakefront Utilities Inc.	0.0103		0.0081



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

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.01264	0.01295	0.01249
Median	0.0106	0.0118	0.0104
1st & 3rd quartiles	0.0100 & 0.0142	0.0101 & 0.0144	0.0100 & 0.0147
Range (min, max)	0.0092 to 0.0228	0.0089 to 0.0202	0.0081 to 0.0202
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0.0136	0.0136	0.0136
Sioux Lookout Hydro Inc.	0.0107	0.0081	0.0081
Kenora Hydro Electric			0.0057
Count	2	2	3
Average	0.01215	0.01085	0.00913
Median	0.0122	0.0109	0.0081
1st & 3rd quartiles	0.0114 & 0.0129	0.0095 & 0.0122	0.0069 & 0.0109
Range (min, max)	0.0107 to 0.0136	0.0081 to 0.0136	0.0057 to 0.0136
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	0.01316	0.01333	0.01299
Median	0.0128	0.0134	0.0135
1st & 3rd quartiles	0.0102 & 0.0153	0.0104 & 0.0157	0.0100 & 0.0155
Range (min, max)	0.0073 to 0.0228	0.0072 to 0.0202	0.0057 to 0.0202





**S83** General Service Monthly Demand 50-1,000 kW - Non-Interval Meter  
Customer Charge (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	251.44	250.33	293.26
Hydro Ottawa Limited	251.99	250.76	251.21
Kitchener-Wilmot Hydro Inc.	233.71	232.71	233.59
Whitby Hydro Electric	169.48	169.48	191.34
Waterloo North Hydro Inc.	191.20	187.01	162.82
PowerStream Inc.	84.45	151.74	150.25
Veridian Connections Inc.	133.75	134.72	133.64
Oakville Hydro Electricity	198.71	116.64	116.85
Cambridge and North Dumfries	99.19	112.20	107.88
Hydro One Brampton Networks	103.41	101.56	107.48
EnWin Utilities Ltd.	104.09	101.96	100.81
Burlington Hydro Inc.	66.82	71.66	71.79
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>157.353</b>	<b>156.731</b>	<b>160.077</b>
<b>Median</b>	<b>151.61</b>	<b>143.23</b>	<b>141.95</b>
<b>1st &amp; 3rd quartiles</b>	<b>102.36 &amp; 207.46</b>	<b>109.64 &amp; 198.44</b>	<b>107.78 &amp; 201.90</b>
<b>Range (min, max)</b>	<b>66.82 to 251.99</b>	<b>71.66 to 250.76</b>	<b>71.79 to 293.26</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakeland Power Distribution Ltd	518.48	499.95	485.70
Peterborough Distribution Inc.	255.10	244.89	245.33
Festival Hydro Inc.	210.76	220.21	221.05
Orangeville Hydro Limited	183.39	183.39	184.05
Lakefront Utilities Inc.	197.93		183.85
Grimsby Power Incorporated	166.19		165.08
Woodstock Hydro Services Inc.	297.28	294.82	149.36
PUC Distribution Inc.	148.59	145.20	145.46
Bluewater Power Distribution			140.76
Haldimand County Hydro Inc.	33.65	102.48	102.66
Entegrus Powerlines Inc.	158.83	94.43	95.48
Halton Hills Hydro Inc.	79.35	77.72	76.18
St. Thomas Energy Inc.	74.99	73.43	70.35



**S83** General Service Monthly Demand 50-1,000 kW - Non-Interval Meter  
Customer Charge (\$)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	13
Average	193.712	193.652	174.255
Median	174.79	164.30	149.36
1st & 3rd quartiles	131.28 & 221.85	96.44 & 238.72	102.66 & 184.05
Range (min, max)	33.65 to 518.48	73.43 to 499.95	70.35 to 485.70
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			509.19
Sioux Lookout Hydro Inc.	426.16	394.69	395.40
Niagara-on-the-Lake Hydro Inc.	346.25	334.60	323.99
Count	2	2	3
Average	386.205	364.645	409.527
Median	386.21	364.65	395.40
1st & 3rd quartiles	366.23 & 406.18	349.62 & 379.67	359.70 & 452.30
Range (min, max)	346.25 to 426.16	334.60 to 394.69	323.99 to 509.19
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	28
Average	191.738	189.441	193.386
Median	176.43	160.61	156.54
1st & 3rd quartiles	103.58 & 247.01	102.35 & 246.25	107.78 & 236.53
Range (min, max)	33.65 to 518.48	71.66 to 499.95	70.35 to 509.19



**S84** General Service Monthly Demand 50-1,000 kW - Non-Interval Meter  
Distribution Charge (\$/kWh)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	4.8058	4.7075	4.6543
Waterloo North Hydro Inc.	3.6325	3.5420	4.3073
Kitchener-Wilmot Hydro Inc.	3.5202	3.9737	3.9888
Whitby Hydro Electric	2.7841	2.7841	3.9178
Cambridge and North Dumfries	3.3445	3.7792	3.6338
Oakville Hydro Electricity	1.9365	3.6216	3.6281
Veridian Connections Inc.	3.2221	3.0172	3.3372
PowerStream Inc.	3.5078	3.2125	3.2180
Hydro Ottawa Limited	3.0271	3.0325	3.0380
Burlington Hydro Inc.	2.5994	2.8286	2.8337
Hydro One Brampton Networks	2.3354	2.2935	2.4192
Horizon Utilities Corporation	1.8180	1.7875	2.0341
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>3.04445</b>	<b>3.21499</b>	<b>3.41753</b>
<b>Median</b>	<b>3.1246</b>	<b>3.1225</b>	<b>3.4827</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.5334 &amp; 3.5109</b>	<b>2.8175 &amp; 3.6610</b>	<b>2.9869 &amp; 3.9356</b>
<b>Range (min, max)</b>	<b>1.8180 to 4.8058</b>	<b>1.7875 to 4.7075</b>	<b>2.0341 to 4.6543</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	6.0333	5.3113	4.7636
PUC Distribution Inc.	4.4738	4.3769	4.3848
Bluewater Power Distribution			3.5306
Lakefront Utilities Inc.	4.1314		3.4201
Halton Hills Hydro Inc.	3.9568	3.8964	3.3939
St. Thomas Energy Inc.	2.9846	2.9610	3.1490
Woodstock Hydro Services Inc.	1.8199	1.8048	2.7507
Entegrus Powerlines Inc.	1.5717	2.6761	2.6942
Peterborough Distribution Inc.	2.6934	2.4099	2.4142
Festival Hydro Inc.	2.2603	2.2579	2.2665
Lakeland Power Distribution Ltd	2.3241	2.2810	2.2383
Orangeville Hydro Limited	1.8266	2.1593	2.1671
Grimsby Power Incorporated	1.4300		1.4136



**S84** General Service Monthly Demand 50-1,000 kW - Non-Interval Meter  
Distribution Charge (\$/kWh)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	13
Average	2.95883	3.01346	2.96820
Median	2.5088	2.5430	2.7507
1st & 3rd quartiles	1.8249 & 4.0005	2.2637 & 3.6626	2.2665 & 3.4201
Range (min, max)	1.4300 to 6.0333	1.8048 to 5.3113	1.4136 to 4.7636
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	2.7058	2.6148	2.5318
Kenora Hydro Electric			1.6224
Sioux Lookout Hydro Inc.	2.6908	1.3686	1.3711
Count	2	2	3
Average	2.69830	1.99170	1.84177
Median	2.6983	1.9917	1.6224
1st & 3rd quartiles	2.6946 & 2.7021	1.6802 & 2.3033	1.4968 & 2.0771
Range (min, max)	2.6908 to 2.7058	1.3686 to 2.6148	1.3711 to 2.5318
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	28
Average	2.97830	3.02908	3.04008
Median	2.7450	2.8948	3.0935
1st & 3rd quartiles	2.2763 & 3.5171	2.2904 & 3.6610	2.3773 & 3.6295
Range (min, max)	1.4300 to 6.0333	1.3686 to 5.3113	1.3711 to 4.7636



**S85** General Service Monthly Demand 50-1,000 kW - Interval Meter  
Customer Charge (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	251.44	250.33	293.26
Hydro Ottawa Limited	251.99	250.76	251.21
Kitchener-Wilmot Hydro Inc.	233.71	232.71	233.59
Whitby Hydro Electric	169.48	169.48	191.34
Waterloo North Hydro Inc.	191.20	187.01	162.82
Veridian Connections Inc.	133.75	134.72	133.64
Oakville Hydro Electricity	198.71	116.64	116.85
Cambridge and North Dumfries	99.19	112.20	107.88
EnWin Utilities Ltd.	104.09	101.96	100.81
Burlington Hydro Inc.			71.79
<b>Count</b>	<b>9</b>	<b>9</b>	<b>10</b>
<b>Average</b>	<b>181.507</b>	<b>172.868</b>	<b>166.319</b>
<b>Median</b>	<b>191.20</b>	<b>169.48</b>	<b>148.23</b>
<b>1st &amp; 3rd quartiles</b>	<b>133.75 &amp; 233.71</b>	<b>116.64 &amp; 232.71</b>	<b>110.12 &amp; 223.03</b>
<b>Range (min, max)</b>	<b>99.19 to 251.99</b>	<b>101.96 to 250.76</b>	<b>71.79 to 293.26</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakeland Power Distribution Ltd	518.48	499.95	485.70
Peterborough Distribution Inc.	255.10	244.89	245.33
Festival Hydro Inc.	210.76	220.21	221.05
Orangeville Hydro Limited	2,141.44	183.39	184.05
Lakefront Utilities Inc.	197.93		183.85
Grimsby Power Incorporated	165.92		165.08
Woodstock Hydro Services Inc.			149.36
PUC Distribution Inc.	148.59	145.20	145.46
Bluewater Power Distribution			140.76
Haldimand County Hydro Inc.	33.65	102.48	102.66
Entegrus Powerlines Inc.	4,705.04	94.43	95.48
Halton Hills Hydro Inc.	79.35		76.18
St. Thomas Energy Inc.	74.99	73.43	70.35
<b>Count</b>	<b>11</b>	<b>8</b>	<b>13</b>
<b>Average</b>	<b>775.568</b>	<b>195.498</b>	<b>174.255</b>
<b>Median</b>	<b>197.93</b>	<b>164.30</b>	<b>149.36</b>
<b>1st &amp; 3rd quartiles</b>	<b>113.97 &amp; 386.79</b>	<b>100.47 &amp; 226.38</b>	<b>102.66 &amp; 184.05</b>
<b>Range (min, max)</b>	<b>33.65 to 4,705.04</b>	<b>73.43 to 499.95</b>	<b>70.35 to 485.70</b>



**S85** General Service Monthly Demand 50-1,000 kW - Interval Meter  
Customer Charge (\$)

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			509.19
Niagara-on-the-Lake Hydro Inc.	346.25	334.60	323.99
<b>Count</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Average</b>	<b>346.250</b>	<b>334.600</b>	<b>416.590</b>
<b>Median</b>	<b>346.25</b>	<b>334.60</b>	<b>416.59</b>
<b>1st &amp; 3rd quartiles</b>	<b>346.25 &amp; 346.25</b>	<b>334.60 &amp; 334.60</b>	<b>370.29 &amp; 462.89</b>
<b>Range (min, max)</b>	<b>346.25 to 346.25</b>	<b>334.60 to 334.60</b>	<b>323.99 to 509.19</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>21</b>	<b>18</b>	<b>25</b>
<b>Average</b>	<b>500.527</b>	<b>191.911</b>	<b>190.467</b>
<b>Median</b>	<b>197.93</b>	<b>176.44</b>	<b>162.82</b>
<b>1st &amp; 3rd quartiles</b>	<b>133.75 &amp; 251.99</b>	<b>113.31 &amp; 241.85</b>	<b>107.88 &amp; 233.59</b>
<b>Range (min, max)</b>	<b>33.65 to 4,705.04</b>	<b>73.43 to 499.95</b>	<b>70.35 to 509.19</b>



**S86** General Service Monthly Demand 50-1,000 kW - Interval Meter  
Distribution Charge (\$/kWh)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	4.8058	4.7075	4.6543
Waterloo North Hydro Inc.	3.6325	3.5420	4.3073
Kitchener-Wilmot Hydro Inc.	3.5202	3.9737	3.9888
Whitby Hydro Electric	2.7841	2.7841	3.9178
Cambridge and North Dumfries	3.3445	3.7792	3.6338
Oakville Hydro Electricity	1.9365	3.6216	3.6281
Veridian Connections Inc.	3.2221	3.0172	3.3372
Hydro Ottawa Limited	3.0271	3.0325	3.0380
Burlington Hydro Inc.			2.8337
Horizon Utilities Corporation	1.8180	1.7875	2.0341
<b>Count</b>	<b>9</b>	<b>9</b>	<b>10</b>
<b>Average</b>	<b>3.12120</b>	<b>3.36059</b>	<b>3.53731</b>
<b>Median</b>	<b>3.2221</b>	<b>3.5420</b>	<b>3.6310</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.7841 &amp; 3.5202</b>	<b>3.0172 &amp; 3.7792</b>	<b>3.1128 &amp; 3.9711</b>
<b>Range (min, max)</b>	<b>1.8180 to 4.8058</b>	<b>1.7875 to 4.7075</b>	<b>2.0341 to 4.6543</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	6.0333	5.3113	4.7636
PUC Distribution Inc.	4.4738	4.3769	4.3848
Bluewater Power Distribution			3.5306
Lakefront Utilities Inc.	4.1314		3.4201
Halton Hills Hydro Inc.	3.9568		3.3939
St. Thomas Energy Inc.	2.9846	2.9610	3.1490
Woodstock Hydro Services Inc.			2.7507
Entegrus Powerlines Inc.	2.3623	2.6761	2.6942
Peterborough Distribution Inc.	2.6934	2.4099	2.4142
Festival Hydro Inc.	2.2603	2.2579	2.2665
Lakeland Power Distribution Ltd	2.3241	2.2810	2.2383
Orangeville Hydro Limited	1.7580	2.1593	2.1671
Grimsby Power Incorporated	1.4300		1.4136
<b>Count</b>	<b>11</b>	<b>8</b>	<b>13</b>
<b>Average</b>	<b>3.12800</b>	<b>3.05418</b>	<b>2.96820</b>
<b>Median</b>	<b>2.6934</b>	<b>2.5430</b>	<b>2.7507</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.2922 &amp; 4.0441</b>	<b>2.2752 &amp; 3.3150</b>	<b>2.2665 &amp; 3.4201</b>
<b>Range (min, max)</b>	<b>1.4300 to 6.0333</b>	<b>2.1593 to 5.3113</b>	<b>1.4136 to 4.7636</b>



**S86** General Service Monthly Demand 50-1,000 kW - Interval Meter  
Distribution Charge (\$/kWh)

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	2.7058	2.6148	2.5318
Kenora Hydro Electric			1.6224
<b>Count</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Average</b>	<b>2.70580</b>	<b>2.61480</b>	<b>2.07710</b>
<b>Median</b>	<b>2.7058</b>	<b>2.6148</b>	<b>2.0771</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.7058 &amp; 2.7058</b>	<b>2.6148 &amp; 2.6148</b>	<b>1.8498 &amp; 2.3045</b>
<b>Range (min, max)</b>	<b>2.7058 to 2.7058</b>	<b>2.6148 to 2.6148</b>	<b>1.6224 to 2.5318</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>21</b>	<b>18</b>	<b>25</b>
<b>Average</b>	<b>3.10498</b>	<b>3.18297</b>	<b>3.12456</b>
<b>Median</b>	<b>2.9846</b>	<b>2.9891</b>	<b>3.1490</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.3241 &amp; 3.6325</b>	<b>2.4611 &amp; 3.7398</b>	<b>2.4142 &amp; 3.6338</b>
<b>Range (min, max)</b>	<b>1.4300 to 6.0333</b>	<b>1.7875 to 5.3113</b>	<b>1.4136 to 4.7636</b>





**S87** General Service Monthly Demand 1,000-5,000 kW - Customer Charge  
(\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	5,333.07	5,333.07	5,342.67
Hydro Ottawa Limited	4,026.51	4,032.07	4,039.33
Oakville Hydro Electricity	3,159.88	3,417.13	3,388.41
EnWin Utilities Ltd.	2,088.71	2,088.29	2,106.28
Hydro One Brampton Networks	1,436.09	1,410.33	1,227.95
Cambridge and North Dumfries	787.13	894.91	896.52
Horizon Utilities Corporation	251.44	250.33	293.26
Whitby Hydro Electric	169.48	169.48	191.34
Waterloo North Hydro Inc.	191.20	187.01	162.82
Burlington Hydro Inc.			71.79
Kitchener-Wilmot Hydro Inc.	233.71		
<b>Count</b>	<b>10</b>	<b>9</b>	<b>10</b>
<b>Average</b>	<b>1,767.722</b>	<b>1,975.847</b>	<b>1,772.037</b>
<b>Median</b>	<b>1,111.61</b>	<b>1,410.33</b>	<b>1,062.24</b>
<b>1st &amp; 3rd quartiles</b>	<b>238.14 &amp; 2,892.09</b>	<b>250.33 &amp; 3,417.13</b>	<b>216.82 &amp; 3,067.88</b>
<b>Range (min, max)</b>	<b>169.48 to 5,333.07</b>	<b>169.48 to 5,333.07</b>	<b>71.79 to 5,342.67</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			3,094.40
Lakefront Utilities Inc.	1,774.94		1,766.90
Lakeland Power Distribution Ltd	518.48	499.95	485.70
Woodstock Hydro Services Inc.			441.03
Kingston Hydro Corporation			269.01
Festival Hydro Inc.	210.76	220.21	221.05
Halton Hills Hydro Inc.	186.55	177.46	173.31
Grimsby Power Incorporated			165.08
Entegrus Powerlines Inc.		123.54	109.57
Haldimand County Hydro Inc.	33.65	102.48	102.66
St. Thomas Energy Inc.	74.99	73.43	70.35
<b>Count</b>	<b>6</b>	<b>6</b>	<b>11</b>
<b>Average</b>	<b>466.562</b>	<b>199.512</b>	<b>627.187</b>
<b>Median</b>	<b>198.66</b>	<b>150.50</b>	<b>221.05</b>
<b>1st &amp; 3rd quartiles</b>	<b>102.88 &amp; 441.55</b>	<b>107.75 &amp; 209.52</b>	<b>137.33 &amp; 463.37</b>
<b>Range (min, max)</b>	<b>33.65 to 1,774.94</b>	<b>73.43 to 499.95</b>	<b>70.35 to 3,094.40</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.			395.40



**S87** General Service Monthly Demand 1,000-5,000 kW - Customer Charge (\$)

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	346.25	334.60	323.99
<b>Count</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Average</b>	<b>346.250</b>	<b>334.600</b>	<b>359.695</b>
<b>Median</b>	<b>346.25</b>	<b>334.60</b>	<b>359.70</b>
<b>1st &amp; 3rd quartiles</b>	<b>346.25 &amp; 346.25</b>	<b>334.60 &amp; 334.60</b>	<b>341.84 &amp; 377.55</b>
<b>Range (min, max)</b>	<b>346.25 to 346.25</b>	<b>334.60 to 334.60</b>	<b>323.99 to 395.40</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>17</b>	<b>16</b>	<b>23</b>
<b>Average</b>	<b>1,224.873</b>	<b>1,207.143</b>	<b>1,101.688</b>
<b>Median</b>	<b>346.25</b>	<b>292.47</b>	<b>323.99</b>
<b>1st &amp; 3rd quartiles</b>	<b>191.20 &amp; 1,774.94</b>	<b>175.47 &amp; 1,579.82</b>	<b>169.20 &amp; 1,497.43</b>
<b>Range (min, max)</b>	<b>33.65 to 5,333.07</b>	<b>73.43 to 5,333.07</b>	<b>70.35 to 5,342.67</b>



**S88** General Service Monthly Demand 1,000-5,000 kW - Distribution Charge (\$/kWh)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Waterloo North Hydro Inc.	3.6325	3.5420	4.3073
Whitby Hydro Electric	2.7841	2.7841	3.9178
Hydro One Brampton Networks	3.8037	3.7355	3.5321
Cambridge and North Dumfries	2.8399	3.1597	3.1654
Hydro Ottawa Limited	2.8910	2.8962	2.9014
Burlington Hydro Inc.			2.8337
Horizon Utilities Corporation	1.8180	1.7875	2.0341
EnWin Utilities Ltd.	1.9310	1.9306	1.9473
Oakville Hydro Electricity	1.7259	1.8664	1.8507
Veridian Connections Inc.	1.6112	1.4111	1.6846
Kitchener-Wilmot Hydro Inc.	3.5202		
<b>Count</b>	<b>10</b>	<b>9</b>	<b>10</b>
<b>Average</b>	<b>2.65575</b>	<b>2.56812</b>	<b>2.81744</b>
<b>Median</b>	<b>2.8120</b>	<b>2.7841</b>	<b>2.8676</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.8463 &amp; 3.3629</b>	<b>1.8664 &amp; 3.1597</b>	<b>1.9690 &amp; 3.4404</b>
<b>Range (min, max)</b>	<b>1.6112 to 3.8037</b>	<b>1.4111 to 3.7355</b>	<b>1.6846 to 4.3073</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.		5.8603	5.1971
Haldimand County Hydro Inc.	6.0333	5.3113	4.7636
Halton Hills Hydro Inc.	4.3450	4.1595	3.6055
St. Thomas Energy Inc.	2.9846	2.9610	3.1490
Woodstock Hydro Services Inc.			2.3290
Festival Hydro Inc.	2.2603	2.2579	2.2665
Lakeland Power Distribution Ltd	2.3241	2.2810	2.2383
Kingston Hydro Corporation			1.9270
Grimsby Power Incorporated			1.4136
Bluewater Power Distribution			1.2678
Lakefront Utilities Inc.	1.5835		1.0268
<b>Count</b>	<b>6</b>	<b>6</b>	<b>11</b>
<b>Average</b>	<b>3.25513</b>	<b>3.80517</b>	<b>2.65311</b>
<b>Median</b>	<b>2.6544</b>	<b>3.5603</b>	<b>2.2665</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.2763 &amp; 4.0049</b>	<b>2.4510 &amp; 5.0234</b>	<b>1.6703 &amp; 3.3773</b>
<b>Range (min, max)</b>	<b>1.5835 to 6.0333</b>	<b>2.2579 to 5.8603</b>	<b>1.0268 to 5.1971</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	2.7058	2.6148	2.5318



**S88** General Service Monthly Demand 1,000-5,000 kW - Distribution Charge (\$/kWh)

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.			1.3711
<b>Count</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Average</b>	<b>2.70580</b>	<b>2.61480</b>	<b>1.95145</b>
<b>Median</b>	<b>2.7058</b>	<b>2.6148</b>	<b>1.9515</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.7058 &amp; 2.7058</b>	<b>2.6148 &amp; 2.6148</b>	<b>1.6613 &amp; 2.2416</b>
<b>Range (min, max)</b>	<b>2.7058 to 2.7058</b>	<b>2.6148 to 2.6148</b>	<b>1.3711 to 2.5318</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>17</b>	<b>16</b>	<b>23</b>
<b>Average</b>	<b>2.87024</b>	<b>3.03493</b>	<b>2.66354</b>
<b>Median</b>	<b>2.7841</b>	<b>2.8402</b>	<b>2.3290</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.9310 &amp; 3.5202</b>	<b>2.1761 &amp; 3.5904</b>	<b>1.8889 &amp; 3.3488</b>
<b>Range (min, max)</b>	<b>1.5835 to 6.0333</b>	<b>1.4111 to 5.8603</b>	<b>1.0268 to 5.1971</b>



**S89** General Service Monthly Demand Greater Than 5,000 kW - Customer Charge (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	11,132.84	11,151.32	22,642.10
Hydro Ottawa Limited	14,618.83	14,643.46	14,669.82
Kitchener-Wilmot Hydro Inc.	14,196.83	14,195.83	14,249.77
Veridian Connections Inc.	8,011.37	8,011.37	8,025.79
Cambridge and North Dumfries	4,382.74	6,324.41	7,680.31
EnWin Utilities Ltd.	7,571.77	7,570.26	7,635.46
Waterloo North Hydro Inc.	6,801.66	6,686.47	6,686.47
Hydro One Brampton Networks	4,808.45	4,722.21	4,395.85
PowerStream Inc.	2,147.98	3,751.44	3,756.42
Oakville Hydro Electricity	14,796.51		
<b>Count</b>	<b>10</b>	<b>9</b>	<b>9</b>
<b>Average</b>	<b>8,846.898</b>	<b>8,561.863</b>	<b>9,971.332</b>
<b>Median</b>	<b>7,791.57</b>	<b>7,570.26</b>	<b>7,680.31</b>
<b>1st &amp; 3rd quartiles</b>	<b>5,306.75 &amp; 13,430.83</b>	<b>6,324.41 &amp; 11,151.32</b>	<b>6,686.47 &amp; 14,249.77</b>
<b>Range (min, max)</b>	<b>2,147.98 to 14,796.51</b>	<b>3,751.44 to 14,643.46</b>	<b>3,756.42 to 22,642.10</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			24,647.31
Festival Hydro Inc.	10,448.04	10,692.01	10,648.16
Peterborough Distribution Inc.	4,523.22	6,245.49	6,256.73
Kingston Hydro Corporation			4,959.68
Entegrus Powerlines Inc.	12,945.15		3,667.79
St. Thomas Energy Inc.	610.87	605.57	
Woodstock Hydro Services Inc.	13,992.06		
<b>Count</b>	<b>5</b>	<b>3</b>	<b>5</b>
<b>Average</b>	<b>8,503.868</b>	<b>5,847.690</b>	<b>10,035.934</b>
<b>Median</b>	<b>10,448.04</b>	<b>6,245.49</b>	<b>6,256.73</b>
<b>1st &amp; 3rd quartiles</b>	<b>4,523.22 &amp; 12,945.15</b>	<b>3,425.53 &amp; 8,468.75</b>	<b>4,959.68 &amp; 10,648.16</b>
<b>Range (min, max)</b>	<b>610.87 to 13,992.06</b>	<b>605.57 to 10,692.01</b>	<b>3,667.79 to 24,647.31</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>15</b>	<b>12</b>	<b>14</b>
<b>Average</b>	<b>8,732.555</b>	<b>7,883.320</b>	<b>9,994.404</b>
<b>Median</b>	<b>8,011.37</b>	<b>7,128.37</b>	<b>7,657.89</b>
<b>1st &amp; 3rd quartiles</b>	<b>4,665.84 &amp; 13,468.61</b>	<b>5,864.67 &amp; 10,806.84</b>	<b>5,283.94 &amp; 13,349.37</b>
<b>Range (min, max)</b>	<b>610.87 to 14,796.51</b>	<b>605.57 to 14,643.46</b>	<b>3,667.79 to 24,647.31</b>



**S90** General Service Monthly Demand Greater than 5,000 kW - Distribution Charge (\$/kWh)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Waterloo North Hydro Inc.	2.7793	2.6959	3.1991
Hydro Ottawa Limited	2.7675	2.7725	2.7775
EnWin Utilities Ltd.	2.1828	2.1824	2.2012
Cambridge and North Dumfries	1.8171	1.7563	2.1328
Hydro One Brampton Networks	2.9553	2.9023	2.1293
Veridian Connections Inc.	1.7328	1.6807	1.9547
Kitchener-Wilmot Hydro Inc.	1.4316	1.3529	1.3580
Horizon Utilities Corporation	1.0339	1.0123	1.3359
PowerStream Inc.	1.0913	1.0676	1.0698
Oakville Hydro Electricity	4.7322		
<b>Count</b>	<b>10</b>	<b>9</b>	<b>9</b>
<b>Average</b>	<b>2.25238</b>	<b>1.93588</b>	<b>2.01759</b>
<b>Median</b>	<b>2.0000</b>	<b>1.7563</b>	<b>2.1293</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.5069 &amp; 2.7764</b>	<b>1.3529 &amp; 2.6959</b>	<b>1.3580 &amp; 2.2012</b>
<b>Range (min, max)</b>	<b>1.0339 to 4.7322</b>	<b>1.0123 to 2.9023</b>	<b>1.0698 to 3.1991</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			1.4742
Kingston Hydro Corporation			1.0118
Festival Hydro Inc.	1.0931	0.9922	0.9881
Peterborough Distribution Inc.	0.7647	0.7296	0.7309
Entegrus Powerlines Inc.	3.0357		0.0540
Woodstock Hydro Services Inc.	2.4771		
St. Thomas Energy Inc.	0.7119	0.7063	
<b>Count</b>	<b>5</b>	<b>3</b>	<b>5</b>
<b>Average</b>	<b>1.61650</b>	<b>0.80937</b>	<b>0.85180</b>
<b>Median</b>	<b>1.0931</b>	<b>0.7296</b>	<b>0.9881</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.7647 &amp; 2.4771</b>	<b>0.7180 &amp; 0.8609</b>	<b>0.7309 &amp; 1.0118</b>
<b>Range (min, max)</b>	<b>0.7119 to 3.0357</b>	<b>0.7063 to 0.9922</b>	<b>0.0540 to 1.4742</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>15</b>	<b>12</b>	<b>14</b>
<b>Average</b>	<b>2.04042</b>	<b>1.65425</b>	<b>1.60124</b>
<b>Median</b>	<b>1.8171</b>	<b>1.5168</b>	<b>1.4161</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.0922 &amp; 2.7734</b>	<b>1.0073 &amp; 2.3108</b>	<b>1.0263 &amp; 2.1319</b>
<b>Range (min, max)</b>	<b>0.7119 to 4.7322</b>	<b>0.7063 to 2.9023</b>	<b>0.0540 to 3.1991</b>



## S95 Total Residential kWh Billed

Large Utilities	2009	2010	2011
PowerStream Inc.	2,579,977,829	2,727,096,928	2,727,580,225
Hydro Ottawa Limited	2,252,942,806	2,291,661,273	2,234,649,169
Horizon Utilities Corporation	1,664,343,351	1,756,713,577	1,726,152,066
Hydro One Brampton Networks	1,121,021,100	1,202,819,803	1,212,303,072
Veridian Connections Inc.	942,342,339	972,134,187	955,895,335
Kitchener-Wilmot Hydro Inc.	650,811,541	668,390,323	675,694,387
EnWin Utilities Ltd.	608,088,215	647,461,708	639,713,622
Oakville Hydro Electricity	583,830,856	619,331,636	610,764,307
Burlington Hydro Inc.	544,341,574	579,116,811	580,143,817
Waterloo North Hydro Inc.	421,991,566	430,890,325	433,474,481
Cambridge and North Dumfries	382,507,290	395,342,413	401,509,896
Whitby Hydro Electric	347,011,249	364,548,865	361,978,770
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1,008,267,476.3</b>	<b>1,054,625,654.1</b>	<b>1,046,654,928.9</b>
<b>Median</b>	<b>629,449,878</b>	<b>657,926,016</b>	<b>657,704,004</b>
<b>1st &amp; 3rd quartiles</b>	<b>513,754,072 &amp; 1,256,851,663</b>	<b>542,060,190 &amp; 1,341,293,247</b>	<b>543,476,483 &amp; 1,340,765,321</b>
<b>Range (min, max)</b>	<b>347,011,249 to 2,579,977,829</b>	<b>364,548,865 to 2,727,096,928</b>	<b>361,978,770 to 2,727,580,225</b>
Medium Utilities	2009	2010	2011
PUC Distribution Inc.	348,619,359	326,493,714	331,996,914
Entegrus Powerlines Inc.	229,006,740	236,272,579	299,495,986
Peterborough Distribution Inc.	284,464,850	287,709,081	293,541,685
Bluewater Power Distribution			262,832,708
Halton Hills Hydro Inc.	217,916,715	224,697,945	213,773,795
Kingston Hydro Corporation			189,907,882
Haldimand County Hydro Inc.	169,075,558	171,293,938	172,049,443
Festival Hydro Inc.	139,254,714	141,316,645	140,929,999
St. Thomas Energy Inc.	115,181,982	120,949,829	118,988,254
Woodstock Hydro Services Inc.	110,198,602	114,946,119	115,339,231
Grimsby Power Incorporated	91,249,172		92,957,574
Orangeville Hydro Limited	84,392,286	86,211,880	89,923,824
Lakeland Power Distribution Ltd	82,722,597	77,894,336	77,905,420
Lakefront Utilities Inc.	77,155,275		52,183,168



## S95 Total Residential kWh Billed

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	162,436,487.5	178,778,606.6	175,130,420.2
Median	127,218,348	156,305,292	156,489,721
1st & 3rd quartiles	89,534,950 & 220,689,221	116,447,047 & 233,378,920	98,552,988 & 250,567,980
Range (min, max)	77,155,275 to 348,619,359	77,894,336 to 326,493,714	52,183,168 to 331,996,914
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	63,529,367	67,066,095	67,755,761
Kenora Hydro Electric			39,941,836
Sioux Lookout Hydro Inc.	33,747,939	33,180,435	32,694,600
Count	2	2	3
Average	48,638,653.0	50,123,265.0	46,797,399.0
Median	48,638,653	50,123,265	39,941,836
1st & 3rd quartiles	41,193,296 & 56,084,010	41,651,850 & 58,594,680	36,318,218 & 53,848,799
Range (min, max)	33,747,939 to 63,529,367	33,180,435 to 67,066,095	32,694,600 to 67,755,761
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	544,066,341.2	605,980,851.9	522,485,421.6
Median	315,738,050	345,521,290	293,541,685
1st & 3rd quartiles	111,444,447 & 602,023,875	136,224,941 & 652,693,862	115,339,231 & 610,764,307
Range (min, max)	33,747,939 to 2,579,977,829	33,180,435 to 2,727,096,928	32,694,600 to 2,727,580,225





## S4 Average Monthly Residential Consumption (kWh)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Oakville Hydro Electricity	862	907	935
Veridian Connections Inc.	773	787	858
Burlington Hydro Inc.	788	829	823
Whitby Hydro Electric	787	815	795
Hydro One Brampton Networks	768	805	790
Waterloo North Hydro Inc.	780	783	776
EnWin Utilities Ltd.	662	703	769
PowerStream Inc.	758	781	763
Cambridge and North Dumfries	711	724	725
Hydro Ottawa Limited	697	698	725
Kitchener-Wilmot Hydro Inc.	707	713	709
Horizon Utilities Corporation	652	684	669
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>745.4</b>	<b>769.1</b>	<b>778.1</b>
<b>Median</b>	<b>763</b>	<b>782</b>	<b>773</b>
<b>1st &amp; 3rd quartiles</b>	<b>704 &amp; 781</b>	<b>710 &amp; 807</b>	<b>725 &amp; 802</b>
<b>Range (min, max)</b>	<b>652 to 862</b>	<b>684 to 907</b>	<b>669 to 935</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	1,001	935	952
Halton Hills Hydro Inc.	866	984	920
Peterborough Distribution Inc.	773	772	850
Lakeland Power Distribution Ltd	896	834	819
Grimsby Power Incorporated	825		813
Entegrus Powerlines Inc.	670	689	800
Haldimand County Hydro Inc.	770	773	773
Festival Hydro Inc.	670	678	772
Orangeville Hydro Limited	715	721	747
Woodstock Hydro Services Inc.	684	699	697
Bluewater Power Distribution			688
Kingston Hydro Corporation			681
St. Thomas Energy Inc.	668	693	680
Lakefront Utilities Inc.	780		515



#### S4 Average Monthly Residential Consumption (kWh)

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	776.5	777.8	764.8
Median	771	747	772
1st & 3rd quartiles	680 & 835	695 & 819	690 & 817
Range (min, max)	668 to 1,001	678 to 984	515 to 952
Small Utilities	2009	2010	2011
Sioux Lookout Hydro Inc.	1,225	1,196	1,172
Niagara-on-the-Lake Hydro Inc.	814	855	849
Kenora Hydro Electric			700
Count	2	2	3
Average	1,019.5	1,025.5	907.0
Median	1,019	1,025	849
1st & 3rd quartiles	916 & 1,122	940 & 1,111	774 & 1,011
Range (min, max)	814 to 1,225	855 to 1,196	700 to 1,172
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	780.8	794.1	785.0
Median	771	777	773
1st & 3rd quartiles	700 & 807	702 & 830	709 & 823
Range (min, max)	652 to 1,225	678 to 1,196	515 to 1,172



**S234 Total General Service (<50kW) kWh Billed**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	997,499,743	1,046,652,413	1,052,239,920
Hydro Ottawa Limited	745,461,741	729,876,637	739,010,962
Horizon Utilities Corporation	602,599,707	619,549,418	624,626,431
Hydro One Brampton Networks	296,385,514	306,235,141	322,100,816
Veridian Connections Inc.	308,846,559	309,052,009	312,374,865
Kitchener-Wilmot Hydro Inc.	241,682,602	245,805,430	249,232,671
EnWin Utilities Ltd.	221,722,944	223,701,633	222,403,346
Waterloo North Hydro Inc.	192,447,335	197,270,315	199,195,672
Burlington Hydro Inc.	184,391,923	181,780,372	186,464,680
Oakville Hydro Electricity	183,340,614	176,732,013	173,410,226
Cambridge and North Dumfries	163,475,337	163,489,557	168,900,137
Whitby Hydro Electric	74,119,383	75,513,331	83,412,582
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>350,997,783.5</b>	<b>356,304,855.8</b>	<b>361,114,359.0</b>
<b>Median</b>	<b>231,702,773</b>	<b>234,753,531</b>	<b>235,818,009</b>
<b>1st &amp; 3rd quartiles</b>	<b>184,129,096 &amp; 382,284,846</b>	<b>180,518,282 &amp; 386,676,361</b>	<b>183,201,067 &amp; 397,732,220</b>
<b>Range (min, max)</b>	<b>74,119,383 to 997,499,743</b>	<b>75,513,331 to 1,046,652,413</b>	<b>83,412,582 to 1,052,239,920</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	94,048,513	95,572,850	117,915,433
Peterborough Distribution Inc.	118,807,925	119,071,914	116,369,522
Bluewater Power Distribution			110,349,620
PUC Distribution Inc.	92,273,669	92,214,593	100,408,877
Kingston Hydro Corporation			92,825,664
Festival Hydro Inc.	65,362,603	65,852,707	63,567,429
Halton Hills Hydro Inc.	54,916,651	57,461,968	58,293,204
Haldimand County Hydro Inc.	57,969,534	57,931,037	57,572,871
Woodstock Hydro Services Inc.	43,964,570	44,489,967	44,758,658
Lakeland Power Distribution Ltd	44,838,525	41,809,893	42,830,225
Orangeville Hydro Limited	35,839,727	36,470,389	37,896,062
St. Thomas Energy Inc.	37,219,865	36,679,270	36,524,408
Lakefront Utilities Inc.	36,853,092		36,235,356
Grimsby Power Incorporated	19,691,231		18,539,615



**S234 Total General Service (<50kW) kWh Billed**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	58,482,158.8	64,755,458.8	66,720,496.0
Median	49,877,588	57,696,502	57,933,038
1st & 3rd quartiles	37,128,172 & 72,090,370	42,479,912 & 85,624,122	39,129,603 & 98,513,074
Range (min, max)	19,691,231 to 118,807,925	36,470,389 to 119,071,914	18,539,615 to 117,915,433
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	34,121,832	33,768,545	34,374,116
Kenora Hydro Electric			24,815,065
Sioux Lookout Hydro Inc.	16,215,418	15,139,849	12,639,600
Count	2	2	3
Average	25,168,625.0	24,454,197.0	23,942,927.0
Median	25,168,625	24,454,197	24,815,065
1st & 3rd quartiles	20,692,022 & 29,645,229	19,797,023 & 29,111,371	18,727,332 & 29,594,591
Range (min, max)	16,215,418 to 34,121,832	15,139,849 to 33,768,545	12,639,600 to 34,374,116
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	190,926,790.7	207,171,718.8	184,113,380.4
Median	93,161,091	107,322,382	100,408,877
1st & 3rd quartiles	44,183,059 & 214,404,042	54,218,967 & 229,227,582	42,830,225 & 199,195,672
Range (min, max)	16,215,418 to 997,499,743	15,139,849 to 1,046,652,413	12,639,600 to 1,052,239,920



**S231** Total General Service (<50kW) kW Billed

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Oakville Hydro Electricity			130,611
<b>Count</b>	0	0	1
<b>Average</b>			130,611.0
<b>Median</b>			130,611
<b>1st &amp; 3rd quartiles</b>			130,611 & 130,611
<b>Range (min, max)</b>			130,611 to 130,611
<hr/>			
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	0	0	1
<b>Average</b>			130,611.0
<b>Median</b>			130,611
<b>1st &amp; 3rd quartiles</b>			130,611 & 130,611
<b>Range (min, max)</b>			130,611 to 130,611



**S232 Total General Service (>=50kW <=4,999kW) kWh Billed**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	4,349,273,091	4,474,584,664	4,528,259,650
Hydro Ottawa Limited	3,889,480,147	3,854,492,144	3,907,096,046
Hydro One Brampton Networks	1,931,665,978	1,996,212,848	1,972,904,999
Horizon Utilities Corporation	1,887,001,777	1,921,677,796	1,924,853,988
Veridian Connections Inc.	1,010,864,596	1,025,845,650	1,064,454,637
EnWin Utilities Ltd.	960,361,856	997,089,392	996,056,804
Burlington Hydro Inc.	915,813,870	943,596,172	947,118,756
Kitchener-Wilmot Hydro Inc.	845,469,822	902,826,304	877,419,481
Waterloo North Hydro Inc.	715,426,830	770,926,654	779,716,274
Oakville Hydro Electricity	768,596,138	781,838,426	779,598,542
Cambridge and North Dumfries	683,149,820	702,408,601	726,550,419
Whitby Hydro Electric	411,691,886	410,991,175	416,553,767
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1,530,732,984.3</b>	<b>1,565,207,485.5</b>	<b>1,576,715,280.3</b>
<b>Median</b>	<b>938,087,863</b>	<b>970,342,782</b>	<b>971,587,780</b>
<b>1st &amp; 3rd quartiles</b>	<b>755,303,811 &amp; 1,898,167,827</b>	<b>779,110,483 &amp; 1,940,311,559</b>	<b>779,686,841 &amp; 1,936,866,741</b>
<b>Range (min, max)</b>	<b>411,691,886 to 4,349,273,091</b>	<b>410,991,175 to 4,474,584,664</b>	<b>416,553,767 to 4,528,259,650</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	344,365,172	286,767,502	476,644,212
Bluewater Power Distribution			388,840,448
Peterborough Distribution Inc.	327,169,222	331,296,295	345,543,415
Festival Hydro Inc.	290,802,255	308,853,484	342,397,426
Kingston Hydro Corporation			275,468,270
PUC Distribution Inc.	258,998,141	257,036,820	261,981,089
Woodstock Hydro Services Inc.	208,176,601	228,556,316	228,256,717
Halton Hills Hydro Inc.	217,456,217	228,049,777	220,466,681
Haldimand County Hydro Inc.	159,770,478	188,471,961	193,211,396
Lakefront Utilities Inc.	144,257,386		143,297,166
St. Thomas Energy Inc.	127,173,724	137,249,474	136,380,632
Orangeville Hydro Limited	121,491,113	123,390,551	127,403,144
Lakeland Power Distribution Ltd	84,181,833	82,034,432	83,774,463
Grimsby Power Incorporated	67,099,441		69,694,186



**S232 Total General Service (>=50kW <=4,999kW) kWh Billed**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	195,911,798.6	217,170,661.2	235,239,946.1
Median	183,973,540	228,303,047	224,361,699
1st & 3rd quartiles	125,753,071 & 266,949,170	150,055,096 & 279,334,832	138,109,766 & 325,665,137
Range (min, max)	67,099,441 to 344,365,172	82,034,432 to 331,296,295	69,694,186 to 476,644,212
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	74,700,317	76,691,746	80,550,385
Kenora Hydro Electric			45,396,739
Sioux Lookout Hydro Inc.	21,993,284	26,783,787	27,265,781
Count	2	2	3
Average	48,346,800.5	51,737,766.5	51,070,968.3
Median	48,346,801	51,737,766	45,396,739
1st & 3rd quartiles	35,170,042 & 61,523,559	39,260,777 & 64,214,756	36,331,260 & 62,973,562
Range (min, max)	21,993,284 to 74,700,317	26,783,787 to 76,691,746	27,265,781 to 80,550,385
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	800,631,961.3	877,402,998.8	771,281,224.6
Median	335,767,197	371,143,735	345,543,415
1st & 3rd quartiles	148,135,659 & 898,227,858	218,155,323 & 956,969,477	143,297,166 & 877,419,481
Range (min, max)	21,993,284 to 4,349,273,091	26,783,787 to 4,474,584,664	27,265,781 to 4,528,259,650



**S233 Total General Service (>=50kW <=4,999kW) kW Billed**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	11,481,216	11,933,191	12,056,896
Hydro Ottawa Limited	9,058,797	9,141,187	9,092,735
Horizon Utilities Corporation	5,231,608	5,309,024	5,289,672
Hydro One Brampton Networks	4,885,794	4,949,695	4,942,723
EnWin Utilities Ltd.	2,541,757	2,542,594	2,566,544
Veridian Connections Inc.	2,462,324	2,497,124	2,557,875
Burlington Hydro Inc.	2,360,556	2,405,197	2,414,370
Kitchener-Wilmot Hydro Inc.	2,169,096	2,260,312	2,244,883
Oakville Hydro Electricity	1,922,592	1,965,914	2,001,720
Cambridge and North Dumfries	1,867,611	1,961,798	1,958,282
Waterloo North Hydro Inc.	1,651,038	1,762,455	1,815,441
Whitby Hydro Electric	981,247	975,051	966,654
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>3,884,469.7</b>	<b>3,975,295.2</b>	<b>3,992,316.3</b>
<b>Median</b>	<b>2,411,440</b>	<b>2,451,161</b>	<b>2,486,123</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,908,847 &amp; 4,972,248</b>	<b>1,964,885 &amp; 5,039,527</b>	<b>1,990,861 &amp; 5,029,460</b>
<b>Range (min, max)</b>	<b>981,247 to 11,481,216</b>	<b>975,051 to 11,933,191</b>	<b>966,654 to 12,056,896</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	986,256	798,376	1,265,998
Bluewater Power Distribution			959,890
Festival Hydro Inc.	829,669	829,669	893,506
Peterborough Distribution Inc.	818,800	825,019	848,381
PUC Distribution Inc.	637,622	635,104	629,024
Halton Hills Hydro Inc.	590,285	606,534	613,138
Woodstock Hydro Services Inc.	554,389	573,152	571,514
Haldimand County Hydro Inc.	747,366	513,453	527,184
St. Thomas Energy Inc.	343,044	353,239	340,694
Orangeville Hydro Limited	306,995	298,437	298,210
Lakeland Power Distribution Ltd	208,067	203,252	202,946
Grimsby Power Incorporated			180,394
Lakefront Utilities Inc.	341,310		





**S233 Total General Service (>=50kW <=4,999kW) kW Billed**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	12
Average	578,527.5	563,623.5	610,906.6
Median	590,285	589,843	592,326
1st & 3rd quartiles	342,177 & 783,083	393,293 & 757,558	330,073 & 859,662
Range (min, max)	208,067 to 986,256	203,252 to 829,669	180,394 to 1,265,998
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	194,671	216,924	191,907
Kenora Hydro Electric			104,670
Sioux Lookout Hydro Inc.	56,741	71,492	66,653
Count	2	2	3
Average	125,706.0	144,208.0	121,076.7
Median	125,706	144,208	104,670
1st & 3rd quartiles	91,224 & 160,189	107,850 & 180,566	85,662 & 148,289
Range (min, max)	56,741 to 194,671	71,492 to 216,924	66,653 to 191,907
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	24	27
Average	2,129,154.0	2,234,508.0	2,059,329.8
Median	981,247	902,360	959,890
1st & 3rd quartiles	554,389 & 2,360,556	558,227 & 2,428,179	433,939 & 2,329,626
Range (min, max)	56,741 to 11,481,216	71,492 to 11,933,191	66,653 to 12,056,896



## S97 Total Large User (>5,000kWh) kWh Billed

Large Utilities	2009	2010	2011
Hydro Ottawa Limited	638,385,897	683,489,329	662,045,474
Horizon Utilities Corporation	558,050,242	708,851,740	533,588,039
Hydro One Brampton Networks	346,844,617	367,761,156	399,601,013
EnWin Utilities Ltd.	404,733,663	446,259,625	396,268,190
Veridian Connections Inc.	195,024,100	216,767,853	199,771,107
Cambridge and North Dumfries	179,655,218	196,439,624	193,617,710
Waterloo North Hydro Inc.	90,746,606	82,669,216	84,663,591
Kitchener-Wilmot Hydro Inc.	82,304,973	48,275,885	52,933,256
PowerStream Inc.	27,312,334	27,609,737	27,116,405
Oakville Hydro Electricity	0		
<b>Count</b>	<b>10</b>	<b>9</b>	<b>9</b>
<b>Average</b>	<b>252,305,765.0</b>	<b>308,680,462.8</b>	<b>283,289,420.6</b>
<b>Median</b>	<b>187,339,659</b>	<b>216,767,853</b>	<b>199,771,107</b>
<b>1st &amp; 3rd quartiles</b>	<b>84,415,381 &amp; 390,261,402</b>	<b>82,669,216 &amp; 446,259,625</b>	<b>84,663,591 &amp; 399,601,013</b>
<b>Range (min, max)</b>	<b>0 to 638,385,897</b>	<b>27,609,737 to 708,851,740</b>	<b>27,116,405 to 662,045,474</b>
Medium Utilities	2009	2010	2011
Bluewater Power Distribution			253,616,043
Kingston Hydro Corporation			154,329,910
Peterborough Distribution Inc.	58,518,017	55,529,141	56,661,880
Entegrus Powerlines Inc.	22,651,157	6,535,793	34,298,990
Festival Hydro Inc.	50,273,064	52,043,067	30,589,560
St. Thomas Energy Inc.	6,504,824	0	
Woodstock Hydro Services Inc.	4,575,038		
<b>Count</b>	<b>5</b>	<b>4</b>	<b>5</b>
<b>Average</b>	<b>28,504,420.0</b>	<b>28,527,000.3</b>	<b>105,899,276.6</b>
<b>Median</b>	<b>22,651,157</b>	<b>29,289,430</b>	<b>56,661,880</b>
<b>1st &amp; 3rd quartiles</b>	<b>6,504,824 &amp; 50,273,064</b>	<b>4,901,845 &amp; 52,914,586</b>	<b>34,298,990 &amp; 154,329,910</b>
<b>Range (min, max)</b>	<b>4,575,038 to 58,518,017</b>	<b>0 to 55,529,141</b>	<b>30,589,560 to 253,616,043</b>
Totals over Large, Medium and Small Utility Classes			
<b>Count</b>	<b>15</b>	<b>13</b>	<b>14</b>
<b>Average</b>	<b>177,705,316.7</b>	<b>222,479,397.4</b>	<b>219,935,797.7</b>
<b>Median</b>	<b>82,304,973</b>	<b>82,669,216</b>	<b>173,973,810</b>
<b>1st &amp; 3rd quartiles</b>	<b>24,981,746 &amp; 270,934,359</b>	<b>48,275,885 &amp; 367,761,156</b>	<b>53,865,412 &amp; 360,605,153</b>
<b>Range (min, max)</b>	<b>0 to 638,385,897</b>	<b>0 to 708,851,740</b>	<b>27,116,405 to 662,045,474</b>



**S235 Total Large User (>5,000kW) kW billed**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	2,474,130	2,884,523	2,276,683
Hydro Ottawa Limited	1,150,805	1,221,869	1,182,395
EnWin Utilities Ltd.	898,383	881,104	762,920
Hydro One Brampton Networks	696,852	684,430	716,741
Cambridge and North Dumfries	414,778	420,805	429,511
Veridian Connections Inc.	358,799	387,405	350,197
Waterloo North Hydro Inc.	175,676	155,421	160,630
Kitchener-Wilmot Hydro Inc.	171,311	95,621	105,771
PowerStream Inc.	83,090	80,806	80,298
Oakville Hydro Electricity	2,363		
<b>Count</b>	<b>10</b>	<b>9</b>	<b>9</b>
<b>Average</b>	<b>642,618.7</b>	<b>756,887.1</b>	<b>673,905.1</b>
<b>Median</b>	<b>386,789</b>	<b>420,805</b>	<b>429,511</b>
<b>1st &amp; 3rd quartiles</b>	<b>172,402 &amp; 848,000</b>	<b>155,421 &amp; 881,104</b>	<b>160,630 &amp; 762,920</b>
<b>Range (min, max)</b>	<b>2,363 to 2,474,130</b>	<b>80,806 to 2,884,523</b>	<b>80,298 to 2,276,683</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			401,335
Peterborough Distribution Inc.	126,986	121,690	121,779
Entegrus Powerlines Inc.	77,988	27,746	63,856
Festival Hydro Inc.	109,729	109,729	59,443
St. Thomas Energy Inc.	15,788	0	
Woodstock Hydro Services Inc.	16,618		
<b>Count</b>	<b>5</b>	<b>4</b>	<b>4</b>
<b>Average</b>	<b>69,421.8</b>	<b>64,791.3</b>	<b>161,603.3</b>
<b>Median</b>	<b>77,988</b>	<b>68,738</b>	<b>92,818</b>
<b>1st &amp; 3rd quartiles</b>	<b>16,618 &amp; 109,729</b>	<b>20,810 &amp; 112,719</b>	<b>62,753 &amp; 191,668</b>
<b>Range (min, max)</b>	<b>15,788 to 126,986</b>	<b>0 to 121,690</b>	<b>59,443 to 401,335</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>15</b>	<b>13</b>	<b>13</b>
<b>Average</b>	<b>451,553.1</b>	<b>543,934.5</b>	<b>516,273.8</b>
<b>Median</b>	<b>171,311</b>	<b>155,421</b>	<b>350,197</b>
<b>1st &amp; 3rd quartiles</b>	<b>80,539 &amp; 555,815</b>	<b>95,621 &amp; 684,430</b>	<b>105,771 &amp; 716,741</b>
<b>Range (min, max)</b>	<b>2,363 to 2,474,130</b>	<b>0 to 2,884,523</b>	<b>59,443 to 2,276,683</b>



## S98 Total Street Lighting kWh Billed

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	54,156,235	58,367,181	59,196,079
Hydro Ottawa Limited	38,712,067	43,360,972	43,718,587
Horizon Utilities Corporation	41,121,603	42,021,645	40,998,533
Hydro One Brampton Networks	28,300,000	29,344,889	30,800,078
Veridian Connections Inc.	19,729,435	18,601,464	20,074,896
EnWin Utilities Ltd.	16,930,328	16,997,069	17,061,701
Kitchener-Wilmot Hydro Inc.	16,356,473	16,567,456	15,876,434
Oakville Hydro Electricity	11,667,574	11,784,930	12,033,504
Burlington Hydro Inc.	9,661,679	9,886,279	10,234,555
Cambridge and North Dumfries	9,462,131	9,523,510	10,044,985
Whitby Hydro Electric	8,007,322	9,905,253	8,190,912
Waterloo North Hydro Inc.	7,911,917	7,956,638	7,915,355
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>21,834,730.3</b>	<b>22,859,773.8</b>	<b>23,012,134.9</b>
<b>Median</b>	<b>16,643,401</b>	<b>16,782,262</b>	<b>16,469,068</b>
<b>1st &amp; 3rd quartiles</b>	<b>9,611,792 &amp; 30,903,017</b>	<b>9,900,510 &amp; 32,514,078</b>	<b>10,187,163 &amp; 33,349,692</b>
<b>Range (min, max)</b>	<b>7,911,917 to 54,156,235</b>	<b>7,956,638 to 58,367,181</b>	<b>7,915,355 to 59,196,079</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			9,005,139
Entegrus Powerlines Inc.	6,592,774	6,592,641	8,221,874
PUC Distribution Inc.	7,603,009	7,754,588	7,718,711
Peterborough Distribution Inc.	5,539,999	5,582,044	5,614,215
Festival Hydro Inc.	3,588,301	4,058,593	4,206,123
Kingston Hydro Corporation			4,142,242
St. Thomas Energy Inc.	3,047,943	3,065,784	3,083,850
Halton Hills Hydro Inc.	2,797,244	2,843,420	2,743,202
Woodstock Hydro Services Inc.	2,622,608	2,631,135	2,670,080
Haldimand County Hydro Inc.	2,312,395	2,263,700	2,279,568
Lakeland Power Distribution Ltd	1,872,584	1,874,279	1,874,274
Orangeville Hydro Limited	1,770,107	1,777,519	1,661,238
Grimsby Power Incorporated	1,632,172		1,591,659
Lakefront Utilities Inc.	1,463,974		1,156,274



## S98 Total Street Lighting kWh Billed

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	3,403,592.5	3,844,370.3	3,997,746.4
Median	2,709,926	2,954,602	2,913,526
1st & 3rd quartiles	1,846,965 & 4,076,226	2,355,559 & 5,201,181	1,975,598 & 5,262,192
Range (min, max)	1,463,974 to 7,603,009	1,777,519 to 7,754,588	1,156,274 to 9,005,139
Small Utilities	2009	2010	2011
Kenora Hydro Electric			1,571,679
Niagara-on-the-Lake Hydro Inc.	1,124,575	1,184,010	1,152,321
Sioux Lookout Hydro Inc.	471,711	498,515	498,452
Count	2	2	3
Average	798,143.0	841,262.5	1,074,150.7
Median	798,143	841,262	1,152,321
1st & 3rd quartiles	634,927 & 961,359	669,889 & 1,012,636	825,387 & 1,362,000
Range (min, max)	471,711 to 1,124,575	498,515 to 1,184,010	498,452 to 1,571,679
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	11,709,852.3	13,101,813.1	11,563,328.3
Median	7,097,892	7,855,613	7,718,711
1st & 3rd quartiles	2,389,948 & 15,184,248	2,790,348 & 16,674,859	2,279,568 & 12,033,504
Range (min, max)	471,711 to 54,156,235	498,515 to 58,367,181	498,452 to 59,196,079



## S80 Total Sentinel Lighting kWh Billed

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	1,013,069.00	969,374.90	930,144.00
Veridian Connections Inc.	854,965.00	640,551.00	557,873.00
Horizon Utilities Corporation	556,595.00	557,805.00	515,080.00
PowerStream Inc.	441,533.00	466,537.00	429,377.00
Oakville Hydro Electricity	141,813.00	131,584.00	126,614.00
Hydro One Brampton Networks	81,921.00	84,894.00	90,235.00
Hydro Ottawa Limited	79,588.00	74,233.00	64,267.00
Whitby Hydro Electric	45,177.00	36,880.00	33,556.00
Burlington Hydro Inc.			27,304.00
<b>Count</b>	<b>8</b>	<b>8</b>	<b>9</b>
<b>Average</b>	<b>401,832.625</b>	<b>370,232.363</b>	<b>308,272.222</b>
<b>Median</b>	<b>291,673.00</b>	<b>299,060.50</b>	<b>126,614.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>81,337.75 &amp; 631,187.50</b>	<b>82,228.75 &amp; 578,491.50</b>	<b>64,267.00 &amp; 515,080.00</b>
<b>Range (min, max)</b>	<b>45,177.00 to 1,013,069.00</b>	<b>36,880.00 to 969,374.90</b>	<b>27,304.00 to 930,144.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.	796,437.00	788,609.00	768,503.00
Bluewater Power Distribution			608,868.00
Halton Hills Hydro Inc.	627,173.00	723,118.70	503,097.00
Haldimand County Hydro Inc.	470,287.00	403,632.00	384,819.00
PUC Distribution Inc.	262,522.00	258,147.00	251,375.00
Festival Hydro Inc.	225,678.00	202,236.00	200,336.00
Orangeville Hydro Limited	128,510.00	127,445.00	103,755.68
St. Thomas Energy Inc.	56,665.00	61,318.00	61,199.00
Lakeland Power Distribution Ltd	41,068.00	40,155.00	40,324.00
Lakefront Utilities Inc.	48,641.00		29,766.00
Entegrus Powerlines Inc.	396,774.00	390,325.00	24,338.00
<b>Count</b>	<b>10</b>	<b>9</b>	<b>11</b>
<b>Average</b>	<b>305,375.500</b>	<b>332,776.189</b>	<b>270,580.062</b>
<b>Median</b>	<b>244,100.00</b>	<b>258,147.00</b>	<b>200,336.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>74,626.25 &amp; 451,908.75</b>	<b>127,445.00 &amp; 403,632.00</b>	<b>50,761.50 &amp; 443,958.00</b>
<b>Range (min, max)</b>	<b>41,068.00 to 796,437.00</b>	<b>40,155.00 to 788,609.00</b>	<b>24,338.00 to 768,503.00</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	5,467.00		0.00



**S80** Total Sentinel Lighting kWh Billed

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	1	0	1
Average	5,467.000		0.000
Median	5,467.00		0.00
1st & 3rd quartiles	5,467.00 & 5,467.00		0.00 & 0.00
Range (min, max)	5,467.00 to 5,467.00		0.00 to 0.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	19	17	21
Average	330,204.368	350,402.624	273,849.080
Median	225,678.00	258,147.00	126,614.00
1st & 3rd quartiles	68,126.50 & 513,441.00	84,894.00 & 557,805.00	40,324.00 & 503,097.00
Range (min, max)	5,467.00 to 1,013,069.00	36,880.00 to 969,374.90	0.00 to 930,144.00



## \$237 Total kWh Billed

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	8,008,660,765	8,334,777,460	8,394,821,656
Hydro Ottawa Limited	7,565,095,761	7,602,954,588	7,586,584,505
Horizon Utilities Corporation	4,753,673,275	5,049,371,981	4,850,734,137
Hydro One Brampton Networks	3,724,299,130	3,902,458,731	3,937,800,213
Veridian Connections Inc.	2,477,661,994	2,543,041,714	2,553,128,713
EnWin Utilities Ltd.	2,212,850,075	2,332,478,801	2,272,433,807
Kitchener-Wilmot Hydro Inc.	1,836,625,411	1,881,865,398	1,871,156,230
Burlington Hydro Inc.	1,654,209,046	1,714,379,634	1,723,989,112
Oakville Hydro Electricity	1,547,576,995	1,589,818,589	1,575,933,193
Waterloo North Hydro Inc.	1,428,524,254	1,489,713,148	1,504,965,373
Cambridge and North Dumfries	1,418,249,796	1,467,203,705	1,500,623,147
Whitby Hydro Electric	840,875,017	860,995,504	870,169,587
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>3,122,358,459.9</b>	<b>3,230,754,937.8</b>	<b>3,220,194,972.8</b>
<b>Median</b>	<b>2,024,737,743</b>	<b>2,107,172,099</b>	<b>2,071,795,018</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,517,813,810 &amp; 3,981,642,666</b>	<b>1,564,792,229 &amp; 4,189,187,044</b>	<b>1,558,191,238 &amp; 4,166,033,694</b>
<b>Range (min, max)</b>	<b>840,875,017 to 8,008,660,765</b>	<b>860,995,504 to 8,334,777,460</b>	<b>870,169,587 to 8,394,821,656</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			1,025,252,826
Entegrus Powerlines Inc.	697,061,130	632,131,690	936,600,833
Peterborough Distribution Inc.	795,296,450	799,977,084	818,499,220
Kingston Hydro Corporation			716,673,968
PUC Distribution Inc.	707,756,700	683,757,862	702,356,966
Festival Hydro Inc.	549,506,615	572,326,732	581,890,873
Halton Hills Hydro Inc.	493,714,000	513,776,228	495,779,979
Haldimand County Hydro Inc.	389,598,252	420,364,268	425,498,097
Woodstock Hydro Services Inc.	369,537,419	390,623,537	391,024,686
St. Thomas Energy Inc.	289,185,003	298,005,675	295,038,343
Orangeville Hydro Limited	243,621,743	247,977,784	256,988,023
Lakefront Utilities Inc.	259,778,368		232,901,730
Lakeland Power Distribution Ltd	213,656,607	203,653,095	206,424,706
Grimsby Power Incorporated	179,672,015		182,783,034





**S237 Total kWh Billed**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	432,365,358.5	476,259,395.5	519,122,377.4
Median	379,567,836	467,070,248	460,639,038
1st & 3rd quartiles	255,739,212 & 586,395,244	321,160,141 & 617,180,451	266,500,603 & 713,094,718
Range (min, max)	179,672,015 to 795,296,450	203,653,095 to 799,977,084	182,783,034 to 1,025,252,826
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	173,481,558	178,710,396	183,832,583
Kenora Hydro Electric			111,725,319
Sioux Lookout Hydro Inc.	72,428,352	75,602,586	73,098,434
Count	2	2	3
Average	122,954,955.0	127,156,491.0	122,885,445.3
Median	122,954,955	127,156,491	111,725,319
1st & 3rd quartiles	97,691,654 & 148,218,257	101,379,539 & 152,933,444	92,411,876 & 147,778,951
Range (min, max)	72,428,352 to 173,481,558	75,602,586 to 178,710,396	73,098,434 to 183,832,583
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	1,650,099,835.8	1,824,415,257.9	1,595,817,561.8
Median	751,526,575	830,486,294	818,499,220
1st & 3rd quartiles	309,273,107 & 1,791,021,320	412,929,085 & 1,994,518,749	295,038,343 & 1,723,989,112
Range (min, max)	72,428,352 to 8,008,660,765	75,602,586 to 8,334,777,460	73,098,434 to 8,394,821,656



**S99 Current Year (2011) Unbilled in kWh**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
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
Hydro One Brampton Networks	325,198,419	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	179,394,535	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
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
<b>Count</b>	<b>11</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>340,458,087.2</b>	<b>339,236,725.0</b>	<b>332,092,207.1</b>
<b>Median</b>	<b>199,443,178</b>	<b>204,913,918</b>	<b>221,402,651</b>
<b>1st &amp; 3rd quartiles</b>	<b>158,815,940 &amp; 426,324,473</b>	<b>163,927,818 &amp; 415,088,578</b>	<b>160,939,705 &amp; 387,938,434</b>
<b>Range (min, max)</b>	<b>95,426,076 to 857,077,122</b>	<b>97,062,132 to 874,541,501</b>	<b>97,958,641 to 864,540,787</b>

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			99,277,851
Peterborough Distribution Inc.	77,719,000	78,800,000	73,903,000
Kingston Hydro Corporation			68,709,420
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
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.	23,647,360		23,315,183
Orangeville Hydro Limited	21,446,121	23,276,882	21,604,683
Lakeland Power Distribution Ltd	24,540,958	21,117,332	19,166,850
Grimsby Power Incorporated	17,368,778		16,085,146
Entegrus Powerlines Inc.	98,237,332	-5,594,530	8,375,960
Halton Hills Hydro Inc.	53,154,999		
<b>Count</b>	<b>11</b>	<b>8</b>	<b>12</b>
<b>Average</b>	<b>43,995,653.4</b>	<b>36,327,135.6</b>	<b>41,613,365.4</b>
<b>Median</b>	<b>35,023,383</b>	<b>32,312,617</b>	<b>30,659,237</b>
<b>1st &amp; 3rd quartiles</b>	<b>24,094,159 &amp; 58,597,889</b>	<b>22,736,995 &amp; 48,801,096</b>	<b>20,995,224 &amp; 66,334,948</b>
<b>Range (min, max)</b>	<b>17,368,778 to 98,237,332</b>	<b>-5,594,530 to 78,800,000</b>	<b>8,375,960 to 99,277,851</b>



**S99** Current Year (2011) Unbilled in kWh

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	14,363,350	13,661,566	13,717,390
Kenora Hydro Electric			11,149,144
Sioux Lookout Hydro Inc.	10,187,590	10,174,197	10,007,517
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>12,275,470.0</b>	<b>11,917,881.5</b>	<b>11,624,683.7</b>
<b>Median</b>	<b>12,275,470</b>	<b>11,917,881</b>	<b>11,149,144</b>
<b>1st &amp; 3rd quartiles</b>	<b>11,231,530 &amp; 13,319,410</b>	<b>11,046,039 &amp; 12,789,724</b>	<b>10,578,331 &amp; 12,433,267</b>
<b>Range (min, max)</b>	<b>10,187,590 to 14,363,350</b>	<b>10,174,197 to 13,661,566</b>	<b>10,007,517 to 13,717,390</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>21</b>	<b>26</b>
<b>Average</b>	<b>177,230,920.3</b>	<b>192,669,372.5</b>	<b>161,048,027.5</b>
<b>Median</b>	<b>86,572,538</b>	<b>97,062,132</b>	<b>71,306,210</b>
<b>1st &amp; 3rd quartiles</b>	<b>26,603,973 &amp; 178,794,777</b>	<b>28,538,453 &amp; 204,913,918</b>	<b>22,032,308 &amp; 174,332,499</b>
<b>Range (min, max)</b>	<b>10,187,590 to 857,077,122</b>	<b>-5,594,530 to 874,541,501</b>	<b>8,375,960 to 864,540,787</b>



**\$100** Prior Year Unbilled in kWh

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	825,854,847	857,077,122	874,541,501
Hydro Ottawa Limited	848,664,059	821,036,508	792,743,118
Horizon Utilities Corporation	523,041,126	527,450,527	524,199,395
Hydro One Brampton Networks	320,239,393	320,239,393	305,977,760
Veridian Connections Inc.	301,566,461	296,973,755	288,787,961
Kitchener-Wilmot Hydro Inc.	202,393,952	199,443,178	204,913,918
Burlington Hydro Inc.	174,928,572	171,911,976	186,660,014
Oakville Hydro Electricity	164,659,850	164,134,321	167,833,667
Waterloo North Hydro Inc.	149,060,031	153,497,558	160,021,969
Cambridge and North Dumfries	140,707,836	132,889,519	136,128,019
Whitby Hydro Electric	98,529,011	95,426,076	97,062,132
<b>Count</b>	<b>11</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>340,876,830.7</b>	<b>340,007,266.6</b>	<b>339,897,223.1</b>
<b>Median</b>	<b>202,393,952</b>	<b>199,443,178</b>	<b>204,913,918</b>
<b>1st &amp; 3rd quartiles</b>	<b>156,859,941 &amp; 421,640,260</b>	<b>158,815,940 &amp; 423,844,960</b>	<b>163,927,818 &amp; 415,088,578</b>
<b>Range (min, max)</b>	<b>98,529,011 to 848,664,059</b>	<b>95,426,076 to 857,077,122</b>	<b>97,062,132 to 874,541,501</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			107,988,431
Peterborough Distribution Inc.	81,437,000	77,719,000	78,800,000
Kingston Hydro Corporation			75,213,569
Festival Hydro Inc.	63,699,035	64,040,778	64,986,059
Haldimand County Hydro Inc.	36,507,222	41,481,833	43,406,108
Woodstock Hydro Services Inc.	35,086,360	35,023,383	36,086,781
Lakefront Utilities Inc.	31,432,764		33,858,104
St. Thomas Energy Inc.	30,407,802	27,291,645	28,538,453
Orangeville Hydro Limited	16,352,630	21,446,121	24,362,910
Lakeland Power Distribution Ltd	21,533,402	24,540,958	21,117,332
Grimsby Power Incorporated	17,330,361		17,643,039
Entegrus Powerlines Inc.	98,781,868	98,237,332	5,594,530
Halton Hills Hydro Inc.	57,375,855		
<b>Count</b>	<b>11</b>	<b>8</b>	<b>12</b>
<b>Average</b>	<b>44,540,390.8</b>	<b>48,722,631.3</b>	<b>44,799,609.7</b>
<b>Median</b>	<b>35,086,360</b>	<b>38,252,608</b>	<b>34,972,443</b>
<b>1st &amp; 3rd quartiles</b>	<b>25,970,602 &amp; 60,537,445</b>	<b>26,603,973 &amp; 67,460,334</b>	<b>23,551,515 &amp; 67,542,937</b>
<b>Range (min, max)</b>	<b>16,352,630 to 98,781,868</b>	<b>21,446,121 to 98,237,332</b>	<b>5,594,530 to 107,988,431</b>



**\$100** Prior Year Unbilled in kWh

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	15,471,341	14,363,350	13,661,566
Kenora Hydro Electric			12,311,553
Sioux Lookout Hydro Inc.	10,837,433	10,837,433	10,174,197
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>13,154,387.0</b>	<b>12,600,391.5</b>	<b>12,049,105.3</b>
<b>Median</b>	<b>13,154,387</b>	<b>12,600,392</b>	<b>12,311,553</b>
<b>1st &amp; 3rd quartiles</b>	<b>11,995,910 &amp; 14,312,864</b>	<b>11,718,912 &amp; 13,481,871</b>	<b>11,242,875 &amp; 12,986,559</b>
<b>Range (min, max)</b>	<b>10,837,433 to 15,471,341</b>	<b>10,837,433 to 14,363,350</b>	<b>10,174,197 to 13,661,566</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>21</b>	<b>26</b>
<b>Average</b>	<b>177,745,758.8</b>	<b>197,860,084.1</b>	<b>165,869,695.6</b>
<b>Median</b>	<b>89,983,006</b>	<b>98,237,332</b>	<b>77,006,785</b>
<b>1st &amp; 3rd quartiles</b>	<b>31,176,524 &amp; 181,794,917</b>	<b>35,023,383 &amp; 199,443,178</b>	<b>25,406,795 &amp; 181,953,427</b>
<b>Range (min, max)</b>	<b>10,837,433 to 848,664,059</b>	<b>10,837,433 to 857,077,122</b>	<b>5,594,530 to 874,541,501</b>



## S101 Total Wholesale kWh - Purchased and Generated

Large Utilities	2009	2010	2011
PowerStream Inc.	8,292,914,586	8,648,559,116	8,697,299,494
Hydro Ottawa Limited	7,784,723,201	7,719,713,050	7,734,944,448
Horizon Utilities Corporation	4,766,404,946	5,036,440,702	4,836,018,551
Hydro One Brampton Networks	3,724,200,000	3,902,373,837	3,937,709,979
Veridian Connections Inc.	2,568,464,313	2,657,924,981	2,671,077,495
EnWin Utilities Ltd.	2,528,207,711	2,404,274,341	2,342,126,140
Kitchener-Wilmot Hydro Inc.	1,837,479,140	1,894,296,405	1,895,134,174
Burlington Hydro Inc.	1,646,448,368	1,708,945,765	1,713,430,664
Oakville Hydro Electricity	1,530,762,238	1,598,703,670	1,581,886,719
Cambridge and North Dumfries	1,450,835,586	1,513,165,803	1,515,539,433
Waterloo North Hydro Inc.	1,411,767,662	1,479,508,229	1,488,712,922
Whitby Hydro Electric	876,959,953	903,833,545	913,324,973
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>3,201,597,308.7</b>	<b>3,288,978,287.0</b>	<b>3,277,267,082.7</b>
<b>Median</b>	<b>2,182,843,425</b>	<b>2,149,285,373</b>	<b>2,118,630,157</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,510,780,575 &amp; 3,984,751,237</b>	<b>1,577,319,203 &amp; 4,185,890,553</b>	<b>1,565,299,898 &amp; 4,162,287,122</b>
<b>Range (min, max)</b>	<b>876,959,953 to 8,292,914,586</b>	<b>903,833,545 to 8,648,559,116</b>	<b>913,324,973 to 8,697,299,494</b>
Medium Utilities	2009	2010	2011
Bluewater Power Distribution			1,051,339,006
Entegrus Powerlines Inc.	726,327,511	748,985,540	974,398,126
Peterborough Distribution Inc.	834,049,383	838,046,263	854,154,687
Kingston Hydro Corporation			748,567,272
PUC Distribution Inc.	732,869,986	711,718,501	730,336,479
Festival Hydro Inc.	567,008,711	588,760,782	599,973,850
Halton Hills Hydro Inc.	454,671,158	520,540,577	523,511,782
Haldimand County Hydro Inc.	415,132,606	446,510,152	448,790,553
Woodstock Hydro Services Inc.	368,699,493	389,940,075	384,401,649
St. Thomas Energy Inc.	300,979,646	306,541,879	306,508,299
Lakefront Utilities Inc.	261,058,008		259,258,902
Orangeville Hydro Limited	250,702,013	257,326,902	257,780,980
Lakeland Power Distribution Ltd	220,987,999	217,000,157	218,613,333
Grimsby Power Incorporated	175,823,596		187,755,494



**S101** Total Wholesale kWh - Purchased and Generated

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	442,359,175.8	502,537,082.8	538,956,458.0
Median	391,916,050	483,525,365	486,151,168
1st & 3rd quartiles	258,469,009 & 606,838,411	327,391,428 & 680,979,071	271,071,251 & 744,009,574
Range (min, max)	175,823,596 to 834,049,383	217,000,157 to 838,046,263	187,755,494 to 1,051,339,006
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	178,339,514	186,276,967	188,301,523
Kenora Hydro Electric			109,552,360
Sioux Lookout Hydro Inc.	76,016,629	74,989,583	76,399,313
Count	2	2	3
Average	127,178,071.5	130,633,275.0	124,751,065.3
Median	127,178,072	130,633,275	109,552,360
1st & 3rd quartiles	101,597,350 & 152,758,793	102,811,429 & 158,455,121	92,975,837 & 148,926,942
Range (min, max)	76,016,629 to 178,339,514	74,989,583 to 186,276,967	76,399,313 to 188,301,523
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	1,691,608,998.3	1,864,765,700.9	1,629,201,675.9
Median	783,459,685	870,939,904	854,154,687
1st & 3rd quartiles	317,909,608 & 1,789,721,447	432,367,633 & 2,021,790,889	306,508,299 & 1,713,430,664
Range (min, max)	76,016,629 to 8,292,914,586	74,989,583 to 8,648,559,116	76,399,313 to 8,697,299,494



**\$136 Total Cost of Meter Reading**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	2,931,256.00	4,163,571.00	2,741,828.00
Horizon Utilities Corporation	697,659.49	1,738,256.70	1,240,171.44
EnWin Utilities Ltd.	705,332.00	788,495.00	718,720.00
Oakville Hydro Electricity	546,202.03	595,350.23	695,785.00
Cambridge and North Dumfries	538,414.00	528,911.00	371,038.00
Kitchener-Wilmot Hydro Inc.	478,758.65	373,511.52	362,025.24
Hydro One Brampton Networks	683,555.00	292,804.00	316,521.00
Whitby Hydro Electric	244,269.00	261,061.98	286,264.84
Hydro Ottawa Limited	462,470.50	299,938.00	260,000.00
Burlington Hydro Inc.	429,992.00	388,519.00	240,008.00
Waterloo North Hydro Inc.	315,102.96	256,009.39	167,960.00
Veridian Connections Inc.	257,682.40	232,522.00	92,524.00
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>690,891.169</b>	<b>826,579.152</b>	<b>624,403.793</b>
<b>Median</b>	<b>508,586.33</b>	<b>381,015.26</b>	<b>339,273.12</b>
<b>1st &amp; 3rd quartiles</b>	<b>401,269.74 &amp; 687,081.12</b>	<b>284,868.50 &amp; 643,636.42</b>	<b>255,002.00 &amp; 701,518.75</b>
<b>Range (min, max)</b>	<b>244,269.00 to 2,931,256.00</b>	<b>232,522.00 to 4,163,571.00</b>	<b>92,524.00 to 2,741,828.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	204,315.00	190,616.00	210,690.00
Peterborough Distribution Inc.	280,414.00	212,516.00	168,635.00
Bluewater Power Distribution			135,966.00
Festival Hydro Inc.	169,256.00	128,460.93	125,467.41
Woodstock Hydro Services Inc.	113,547.18	132,476.55	124,361.67
Lakeland Power Distribution Ltd	116,926.00	122,421.66	94,589.00
Kingston Hydro Corporation			88,020.50
St. Thomas Energy Inc.	127,672.40	138,962.35	86,127.65
Lakefront Utilities Inc.	63,777.88		85,895.00
Orangeville Hydro Limited	104,389.98	100,046.29	84,320.27
Grimsby Power Incorporated	66,442.05		54,959.78
Halton Hills Hydro Inc.	149,569.00	131,177.00	26,798.64
Haldimand County Hydro Inc.	278,197.00	291,013.00	13,132.45





**S136 Total Cost of Meter Reading**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	9	13
Average	152,227.863	160,854.420	99,920.259
Median	127,672.40	132,476.55	88,020.50
1st & 3rd quartiles	108,968.58 & 186,785.50	128,460.93 & 190,616.00	84,320.27 & 125,467.41
Range (min, max)	63,777.88 to 280,414.00	100,046.29 to 291,013.00	13,132.45 to 210,690.00
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			101,087.00
Sioux Lookout Hydro Inc.	71,070.14	73,344.25	49,375.38
Niagara-on-the-Lake Hydro Inc.	50,360.54	49,824.10	24,685.32
Count	2	2	3
Average	60,715.340	61,584.175	58,382.567
Median	60,715.34	61,584.18	49,375.38
1st & 3rd quartiles	55,537.94 & 65,892.74	55,704.14 & 67,464.21	37,030.35 & 75,231.19
Range (min, max)	50,360.54 to 71,070.14	49,824.10 to 73,344.25	24,685.32 to 101,087.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	23	28
Average	403,465.248	499,556.867	320,248.450
Median	257,682.40	256,009.39	130,716.71
1st & 3rd quartiles	116,926.00 & 478,758.65	131,826.78 & 381,015.26	86,069.49 & 293,828.88
Range (min, max)	50,360.54 to 2,931,256.00	49,824.10 to 4,163,571.00	13,132.45 to 2,741,828.00



**S169** Total Number of Customer Reads (for meters)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	2,588,444	2,341,576	2,920,401
Horizon Utilities Corporation	1,532,394		2,214,311
EnWin Utilities Ltd.	1,039,005	1,164,931	1,078,740
Burlington Hydro Inc.	429,878	437,665	441,786
Oakville Hydro Electricity	435,889	402,609	407,264
Cambridge and North Dumfries	324,685	416,411	321,441
Hydro Ottawa Limited	168,712	42,550	304,512
Whitby Hydro Electric	250,020	252,894	256,848
Hydro One Brampton Networks	130,501	130,786	138,965
Veridian Connections Inc.	514,798	287,726	113,751
Kitchener-Wilmot Hydro Inc.	521,825	543,350	88,201
Waterloo North Hydro Inc.	324,428	319,744	52,863
<b>Count</b>	<b>12</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>688,381.6</b>	<b>576,385.6</b>	<b>694,923.6</b>
<b>Median</b>	<b>432,884</b>	<b>402,609</b>	<b>312,977</b>
<b>1st &amp; 3rd quartiles</b>	<b>305,826 &amp; 651,120</b>	<b>270,310 &amp; 490,508</b>	<b>132,662 &amp; 601,025</b>
<b>Range (min, max)</b>	<b>130,501 to 2,588,444</b>	<b>42,550 to 2,341,576</b>	<b>52,863 to 2,920,401</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.	415,848	420,240	425,232
PUC Distribution Inc.	393,696	394,440	329,068
Bluewater Power Distribution			280,300
Festival Hydro Inc.	234,372	235,248	238,896
St. Thomas Energy Inc.	194,455	196,752	212,655
Woodstock Hydro Services Inc.	154,904	206,407	182,168
Lakeland Power Distribution Ltd	112,728	113,844	115,716
Orangeville Hydro Limited	121,912	126,941	99,902
Haldimand County Hydro Inc.	249,348	250,872	21,078
Kingston Hydro Corporation			19,155
Grimsby Power Incorporated	116,565		10,323
Halton Hills Hydro Inc.	135,219		
<b>Count</b>	<b>10</b>	<b>8</b>	<b>11</b>
<b>Average</b>	<b>212,904.7</b>	<b>243,093.0</b>	<b>175,863.0</b>
<b>Median</b>	<b>174,680</b>	<b>220,828</b>	<b>182,168</b>
<b>1st &amp; 3rd quartiles</b>	<b>125,239 &amp; 245,604</b>	<b>179,299 &amp; 286,764</b>	<b>60,490 &amp; 259,598</b>
<b>Range (min, max)</b>	<b>112,728 to 415,848</b>	<b>113,844 to 420,240</b>	<b>10,323 to 425,232</b>



**S169** Total Number of Customer Reads (for meters)

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			66,900
Sioux Lookout Hydro Inc.	33,365	33,614	33,672
Niagara-on-the-Lake Hydro Inc.	48,852	49,000	4,400
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>41,108.5</b>	<b>41,307.0</b>	<b>34,990.7</b>
<b>Median</b>	<b>41,109</b>	<b>41,307</b>	<b>33,672</b>
<b>1st &amp; 3rd quartiles</b>	<b>37,237 &amp; 44,980</b>	<b>37,461 &amp; 45,154</b>	<b>19,036 &amp; 50,286</b>
<b>Range (min, max)</b>	<b>33,365 to 48,852</b>	<b>33,614 to 49,000</b>	<b>4,400 to 66,900</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>21</b>	<b>26</b>
<b>Average</b>	<b>436,326.8</b>	<b>398,457.1</b>	<b>399,174.9</b>
<b>Median</b>	<b>249,684</b>	<b>252,894</b>	<b>197,412</b>
<b>1st &amp; 3rd quartiles</b>	<b>134,040 &amp; 431,381</b>	<b>130,786 &amp; 416,411</b>	<b>72,225 &amp; 327,161</b>
<b>Range (min, max)</b>	<b>33,365 to 2,588,444</b>	<b>33,614 to 2,341,576</b>	<b>4,400 to 2,920,401</b>



**S322** Of The Number of Customer Reads In S169, How Many Are Done Manually?

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.			993,106.00
PowerStream Inc.			146,739.00
Cambridge and North Dumfries			104,500.00
Horizon Utilities Corporation			97,137.00
Oakville Hydro Electricity			23,466.00
Hydro One Brampton Networks			7,921.00
Veridian Connections Inc.			1,697.00
Waterloo North Hydro Inc.			1,048.00
Hydro Ottawa Limited		72,593.00	1,000.00
Kitchener-Wilmot Hydro Inc.			552.00
<b>Count</b>	<b>0</b>	<b>1</b>	<b>10</b>
<b>Average</b>		<b>72,593.000</b>	<b>137,716.600</b>
<b>Median</b>		<b>72,593.00</b>	<b>15,693.50</b>
<b>1st &amp; 3rd quartiles</b>		<b>72,593.00 &amp; 72,593.00</b>	<b>1,210.25 &amp; 102,659.25</b>
<b>Range (min, max)</b>		<b>72,593.00 to 72,593.00</b>	<b>552.00 to 993,106.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			280,300.00
Festival Hydro Inc.			235,248.00
St. Thomas Energy Inc.			159,491.25
Woodstock Hydro Services Inc.			111,217.00
Kingston Hydro Corporation			19,155.00
Haldimand County Hydro Inc.			143.00
Grimsby Power Incorporated			72.00
Peterborough Distribution Inc.			0.00
Lakeland Power Distribution Ltd			0.00
<b>Count</b>	<b>0</b>	<b>0</b>	<b>9</b>
<b>Average</b>			<b>89,514.028</b>
<b>Median</b>			<b>19,155.00</b>
<b>1st &amp; 3rd quartiles</b>			<b>72.00 &amp; 159,491.25</b>
<b>Range (min, max)</b>			<b>0.00 to 280,300.00</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			50,330.00
Niagara-on-the-Lake Hydro Inc.			4,400.00
Sioux Lookout Hydro Inc.			689.00



**S322** Of The Number of Customer Reads In S169, How Many Are Done Manually?

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	0	0	3
Average			18,473.000
Median			4,400.00
1st & 3rd quartiles			2,544.50 & 27,365.00
Range (min, max)			689.00 to 50,330.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	0	1	22
Average		72,593.000	101,736.875
Median		72,593.00	13,538.00
1st & 3rd quartiles			766.75 & 109,537.75
Range (min, max)		72,593.00 to 72,593.00	0.00 to 993,106.00



**S238** Distribution System Losses (%)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	4.191	4.344	4.447
Veridian Connections Inc.	3.710	4.322	4.270
Oakville Hydro Electricity	3.637	3.713	3.901
PowerStream Inc.	3.150	3.760	3.600
Burlington Hydro Inc.	3.761	3.661	3.537
Hydro One Brampton Networks	3.560	3.560	3.490
Waterloo North Hydro Inc.	3.665	3.679	3.479
Kitchener-Wilmot Hydro Inc.	3.270	3.420	3.230
Hydro Ottawa Limited	2.880	3.170	3.130
EnWin Utilities Ltd.	2.577	2.871	2.864
Horizon Utilities Corporation	3.195	2.786	2.824
Cambridge and North Dumfries	2.785	2.683	2.189
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>3.3651</b>	<b>3.4974</b>	<b>3.4134</b>
<b>Median</b>	<b>3.415</b>	<b>3.611</b>	<b>3.485</b>
<b>1st &amp; 3rd quartiles</b>	<b>3.083 &amp; 3.676</b>	<b>3.095 &amp; 3.725</b>	<b>3.064 &amp; 3.675</b>
<b>Range (min, max)</b>	<b>2.577 to 4.191</b>	<b>2.683 to 4.344</b>	<b>2.189 to 4.447</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakeland Power Distribution Ltd	3.318	6.151	5.575
Haldimand County Hydro Inc.	4.953	5.425	5.490
Lakefront Utilities Inc.	5.410		5.410
Halton Hills Hydro Inc.	4.990	4.990	5.297
Kingston Hydro Corporation			4.900
Grimsby Power Incorporated	2.607		4.820
Peterborough Distribution Inc.	5.090	4.410	4.748
St. Thomas Energy Inc.	3.920	2.864	3.890
Entegrus Powerlines Inc.	4.030	3.789	3.840
PUC Distribution Inc.	3.427	3.923	3.831
Orangeville Hydro Limited	1.031	3.770	3.260
Festival Hydro Inc.	3.087	2.791	2.968
Woodstock Hydro Services Inc.	3.962	4.047	2.635
Bluewater Power Distribution			2.480



**S238** Distribution System Losses (%)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	3.8188	4.2160	4.2246
Median	3.941	3.985	4.319
1st & 3rd quartiles	3.260 & 4.962	3.775 & 4.845	3.403 & 5.198
Range (min, max)	1.031 to 5.410	2.791 to 6.151	2.480 to 5.575
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	5.580	5.760	4.539
Kenora Hydro Electric			3.310
Niagara-on-the-Lake Hydro Inc.	4.203	4.234	2.431
Count	2	2	3
Average	4.8915	4.9970	3.4267
Median	4.892	4.997	3.310
1st & 3rd quartiles	4.547 & 5.236	4.616 & 5.379	2.870 & 3.924
Range (min, max)	4.203 to 5.580	4.234 to 5.760	2.431 to 4.539
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	3.6919	3.9218	3.8064
Median	3.651	3.765	3.600
1st & 3rd quartiles	3.161 & 4.151	3.358 & 4.328	3.130 & 4.539
Range (min, max)	1.031 to 5.580	2.683 to 6.151	2.189 to 5.575



**S3** Number of FTEs - Full Time Equivalents (Including Those in Affiliate That are Dedicated to LDC Work)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	559.0	559.7	571.6
PowerStream Inc.	484.4	497.2	513.4
Horizon Utilities Corporation	396.0	392.0	396.0
Veridian Connections Inc.	198.0	210.0	219.0
Hydro One Brampton Networks	204.0	211.0	207.0
EnWin Utilities Ltd.	194.5	192.0	190.8
Kitchener-Wilmot Hydro Inc.	174.0	172.0	170.0
Waterloo North Hydro Inc.	110.0	116.0	116.5
Oakville Hydro Electricity	110.0	118.0	104.0
Cambridge and North Dumfries	86.0	93.0	94.0
Burlington Hydro Inc.	96.0	93.0	89.0
Whitby Hydro Electric	60.0	61.5	65.5
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>222.66</b>	<b>226.28</b>	<b>228.07</b>
<b>Median</b>	<b>184.3</b>	<b>182.0</b>	<b>180.4</b>
<b>1st &amp; 3rd quartiles</b>	<b>106.5 &amp; 252.0</b>	<b>110.3 &amp; 256.3</b>	<b>101.5 &amp; 263.3</b>
<b>Range (min, max)</b>	<b>60.0 to 559.0</b>	<b>61.5 to 559.7</b>	<b>65.5 to 571.6</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			109.0
Entegrus Powerlines Inc.	57.0	65.0	80.0
Kingston Hydro Corporation			54.0
Halton Hills Hydro Inc.	43.0	48.0	49.0
Haldimand County Hydro Inc.	46.0	48.0	48.0
Festival Hydro Inc.	45.0	46.0	45.8
Woodstock Hydro Services Inc.	40.0	38.6	38.1
St. Thomas Energy Inc.	24.5	26.7	26.9
Lakeland Power Distribution Ltd	23.0	22.0	20.8
Orangeville Hydro Limited	19.0	20.0	20.0
Lakefront Utilities Inc.	16.0		19.5
Grimsby Power Incorporated	16.5		18.5
PUC Distribution Inc.	78.0		





**S3** Number of FTEs - Full Time Equivalents (Including Those in Affiliate That are Dedicated to LDC Work)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	8	12
Average	37.09	39.29	44.13
Median	40.0	42.3	41.9
1st & 3rd quartiles	21.0 & 45.5	25.5 & 48.0	20.6 & 50.3
Range (min, max)	16.0 to 78.0	20.0 to 65.0	18.5 to 109.0
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	18.0	19.0	21.0
Kenora Hydro Electric			15.0
Sioux Lookout Hydro Inc.	8.0	8.0	8.0
Count	2	2	3
Average	13.00	13.50	14.67
Median	13.0	13.5	15.0
1st & 3rd quartiles	10.5 & 15.5	10.8 & 16.3	11.5 & 18.0
Range (min, max)	8.0 to 18.0	8.0 to 19.0	8.0 to 21.0
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	22	27
Average	124.24	138.94	122.61
Median	60.0	79.0	65.5
1st & 3rd quartiles	24.5 & 174.0	40.4 & 187.0	24.0 & 143.3
Range (min, max)	8.0 to 559.0	8.0 to 559.7	8.0 to 571.6



**S241** Of FTEs, Number That Are Front Line Staff

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	461	409	452
PowerStream Inc.	337	338	353
Horizon Utilities Corporation	293	319	322
Veridian Connections Inc.	155	172	179
Hydro One Brampton Networks	171	171	173
EnWin Utilities Ltd.	126	129	132
Waterloo North Hydro Inc.	91	93	91
Cambridge and North Dumfries	66	73	73
Burlington Hydro Inc.	74	75	69
Oakville Hydro Electricity	66	68	66
Whitby Hydro Electric	47	48	51
Kitchener-Wilmot Hydro Inc.	128	142	25
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>167.9</b>	<b>169.8</b>	<b>165.5</b>
<b>Median</b>	<b>127</b>	<b>136</b>	<b>111</b>
<b>1st &amp; 3rd quartiles</b>	<b>72 &amp; 202</b>	<b>75 &amp; 209</b>	<b>68 &amp; 215</b>
<b>Range (min, max)</b>	<b>47 to 461</b>	<b>48 to 409</b>	<b>25 to 452</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			91
Entegrus Powerlines Inc.	45	50	61
Kingston Hydro Corporation			52
Haldimand County Hydro Inc.	36	38	38
Halton Hills Hydro Inc.	33	36	37
Festival Hydro Inc.	34	34	34
Woodstock Hydro Services Inc.	33	33	32
St. Thomas Energy Inc.	19	19	18
Lakeland Power Distribution Ltd	17	15	16
Grimsby Power Incorporated	10		14
Orangeville Hydro Limited	12	12	12
Lakefront Utilities Inc.	10		10
PUC Distribution Inc.	66		



**S241** Of FTEs, Number That Are Front Line Staff

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	8	12
Average	28.6	29.6	34.6
Median	33	33	33
1st & 3rd quartiles	15 & 35	18 & 37	16 & 42
Range (min, max)	10 to 66	12 to 50	10 to 91
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	13	13	15
Kenora Hydro Electric			12
Sioux Lookout Hydro Inc.	6	6	6
Count	2	2	3
Average	9.5	9.5	11.0
Median	10	10	12
1st & 3rd quartiles	8 & 11	8 & 11	9 & 14
Range (min, max)	6 to 13	6 to 13	6 to 15
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	22	27
Average	94.0	104.2	90.1
Median	47	59	51
1st & 3rd quartiles	19 & 126	33 & 139	17 & 91
Range (min, max)	6 to 461	6 to 409	6 to 452



**\$288** Of FTEs, Number That Are Union

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	407	409	411
PowerStream Inc.	305	312	315
Horizon Utilities Corporation	265	277	283
Hydro One Brampton Networks	149	155	156
Veridian Connections Inc.	138	138	139
EnWin Utilities Ltd.		129	132
Kitchener-Wilmot Hydro Inc.	115	115	113
Waterloo North Hydro Inc.	77	80	78
Cambridge and North Dumfries	66	69	70
Oakville Hydro Electricity	66	68	66
Burlington Hydro Inc.	70	70	63
Whitby Hydro Electric	45	47	48
<b>Count</b>	<b>11</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>154.8</b>	<b>155.8</b>	<b>156.2</b>
<b>Median</b>	<b>115</b>	<b>122</b>	<b>122</b>
<b>1st &amp; 3rd quartiles</b>	<b>68 &amp; 207</b>	<b>70 &amp; 186</b>	<b>69 &amp; 188</b>
<b>Range (min, max)</b>	<b>45 to 407</b>	<b>47 to 409</b>	<b>48 to 411</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	45	50	55
Bluewater Power Distribution			53
Kingston Hydro Corporation			42
Halton Hills Hydro Inc.	33	36	37
Haldimand County Hydro Inc.	33	33	33
Woodstock Hydro Services Inc.	33	33	32
Festival Hydro Inc.	21	21	19
St. Thomas Energy Inc.	19	17	18
Orangeville Hydro Limited	12	12	12
Grimsby Power Incorporated	9		11
Lakefront Utilities Inc.	10		10
Lakeland Power Distribution Ltd	9	10	9
PUC Distribution Inc.	64		



**S288** Of FTEs, Number That Are Union

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	8	12
Average	26.2	26.5	27.6
Median	21	27	26
1st & 3rd quartiles	11 & 33	16 & 34	12 & 38
Range (min, max)	9 to 64	10 to 50	9 to 55
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	13	13	12
Kenora Hydro Electric			11
Sioux Lookout Hydro Inc.	6	6	6
Count	2	2	3
Average	9.5	9.5	9.7
Median	10	10	11
1st & 3rd quartiles	8 & 11	8 & 11	9 & 12
Range (min, max)	6 to 13	6 to 13	6 to 12
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	24	22	27
Average	83.8	95.5	82.7
Median	45	59	48
1st & 3rd quartiles	18 & 87	24 & 126	15 & 96
Range (min, max)	6 to 407	6 to 409	6 to 411



## S16 Number of Customers per Employee

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Burlington Hydro Inc.	662.1	691.4	728.5
Hydro One Brampton Networks	642.3	636.2	666.3
PowerStream Inc.	662.4	660.9	654.3
Oakville Hydro Electricity	571.7	537.1	618.4
Whitby Hydro Electric	652.6	645.6	616.3
Horizon Utilities Corporation	593.2	603.4	599.6
Cambridge and North Dumfries	583.8	548.0	549.5
Hydro Ottawa Limited	529.7	537.3	534.2
Veridian Connections Inc.	562.5	537.2	526.7
Kitchener-Wilmot Hydro Inc.	489.7	503.7	517.5
Waterloo North Hydro Inc.	464.5	447.7	451.8
EnWin Utilities Ltd.	437.1	443.8	447.5
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>570.97</b>	<b>566.03</b>	<b>575.88</b>
<b>Median</b>	<b>577.8</b>	<b>542.6</b>	<b>574.5</b>
<b>1st &amp; 3rd quartiles</b>	<b>519.7 &amp; 644.9</b>	<b>528.8 &amp; 638.5</b>	<b>524.4 &amp; 627.4</b>
<b>Range (min, max)</b>	<b>437.1 to 662.4</b>	<b>443.8 to 691.4</b>	<b>447.5 to 728.5</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
St. Thomas Energy Inc.	664.9	617.0	611.9
Orangeville Hydro Limited	589.6	567.0	564.5
Grimsby Power Incorporated	610.6		562.5
Kingston Hydro Corporation			499.5
Lakefront Utilities Inc.	592.3		498.4
Lakeland Power Distribution Ltd	410.4	433.3	465.8
Haldimand County Hydro Inc.	466.1	448.9	450.7
Entegrus Powerlines Inc.	561.8	494.6	443.6
Halton Hills Hydro Inc.	544.5	442.4	439.9
Festival Hydro Inc.	435.6	401.5	436.9
Woodstock Hydro Services Inc.	371.0	394.5	399.9
Bluewater Power Distribution			331.5
PUC Distribution Inc.	420.7		



## S16 Number of Customers per Employee

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	8	12
Average	515.23	474.90	475.43
Median	544.5	445.7	458.2
1st & 3rd quartiles	428.2 & 590.9	425.3 & 512.7	439.2 & 515.2
Range (min, max)	371.0 to 664.9	394.5 to 617.0	331.5 to 611.9
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	438.1	415.1	382.1
Kenora Hydro Electric			371.7
Sioux Lookout Hydro Inc.	341.6	344.5	345.0
Count	2	2	3
Average	389.85	379.80	366.27
Median	389.8	379.8	371.7
1st & 3rd quartiles	365.7 & 413.9	362.2 & 397.5	358.3 & 376.9
Range (min, max)	341.6 to 438.1	344.5 to 415.1	345.0 to 382.1
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	22	27
Average	531.95	515.96	507.94
Median	561.8	520.4	499.5
1st & 3rd quartiles	438.1 & 593.2	442.8 & 594.3	441.7 & 582.0
Range (min, max)	341.6 to 664.9	344.5 to 691.4	331.5 to 728.5



## S242 Total Cost of Compensation Packages

Large Utilities	2009	2010	2011
Hydro Ottawa Limited	42,157,436	43,336,823	49,357,878
PowerStream Inc.		46,311,102	49,182,145
Horizon Utilities Corporation	32,177,255	32,753,161	35,764,611
Veridian Connections Inc.	18,176,431	18,007,482	19,551,886
Hydro One Brampton Networks	17,011,910	18,417,892	18,012,685
EnWin Utilities Ltd.	15,865,454	16,015,450	16,953,849
Kitchener-Wilmot Hydro Inc.	15,134,814	14,332,941	14,840,656
Oakville Hydro Electricity			11,523,806
Waterloo North Hydro Inc.	9,331,158	11,424,979	11,094,300
Burlington Hydro Inc.	7,990,705	9,030,200	9,233,524
Cambridge and North Dumfries	6,530,153	6,145,948	7,639,141
<b>Count</b>	<b>9</b>	<b>10</b>	<b>11</b>
<b>Average</b>	<b>18,263,924.0</b>	<b>21,577,597.8</b>	<b>22,104,952.8</b>
<b>Median</b>	<b>15,865,454</b>	<b>17,011,466</b>	<b>16,953,849</b>
<b>1st &amp; 3rd quartiles</b>	<b>9,331,158 &amp; 18,176,431</b>	<b>12,151,969 &amp; 29,169,344</b>	<b>11,309,053 &amp; 27,658,248</b>
<b>Range (min, max)</b>	<b>6,530,153 to 42,157,436</b>	<b>6,145,948 to 46,311,102</b>	<b>7,639,141 to 49,357,878</b>
Medium Utilities	2009	2010	2011
Bluewater Power Distribution			9,112,509
Entegrus Powerlines Inc.	4,057,566	4,573,873	6,143,052
Halton Hills Hydro Inc.	3,751,437	3,294,189	3,970,613
Festival Hydro Inc.	3,418,585	3,582,315	3,772,733
Haldimand County Hydro Inc.	3,293,726	3,387,870	3,679,655
Woodstock Hydro Services Inc.	3,111,657	2,849,758	2,898,450
St. Thomas Energy Inc.	1,812,408	2,141,468	2,356,958
Lakefront Utilities Inc.	1,175,938		1,768,145
Orangeville Hydro Limited	1,560,414	1,633,831	1,752,518
Lakeland Power Distribution Ltd	1,759,422	1,694,943	1,685,142
Grimsby Power Incorporated	1,049,263		1,468,232
PUC Distribution Inc.	5,078,731		
<b>Count</b>	<b>11</b>	<b>8</b>	<b>11</b>
<b>Average</b>	<b>2,733,558.8</b>	<b>2,894,780.9</b>	<b>3,509,818.8</b>
<b>Median</b>	<b>3,111,657</b>	<b>3,071,974</b>	<b>2,898,450</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,659,918 &amp; 3,585,011</b>	<b>2,029,837 &amp; 3,436,481</b>	<b>1,760,331 &amp; 3,871,673</b>
<b>Range (min, max)</b>	<b>1,049,263 to 5,078,731</b>	<b>1,633,831 to 4,573,873</b>	<b>1,468,232 to 9,112,509</b>





**S242 Total Cost of Compensation Packages**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	1,331,370	1,465,746	1,548,017
Kenora Hydro Electric			1,193,871
Sioux Lookout Hydro Inc.	620,595	642,722	660,458
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>975,982.5</b>	<b>1,054,234.0</b>	<b>1,134,115.3</b>
<b>Median</b>	<b>975,983</b>	<b>1,054,234</b>	<b>1,193,871</b>
<b>1st &amp; 3rd quartiles</b>	<b>798,289 &amp; 1,153,677</b>	<b>848,478 &amp; 1,259,990</b>	<b>927,164 &amp; 1,370,944</b>
<b>Range (min, max)</b>	<b>620,595 to 1,331,370</b>	<b>642,722 to 1,465,746</b>	<b>660,458 to 1,548,017</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>22</b>	<b>20</b>	<b>25</b>
<b>Average</b>	<b>8,927,110.4</b>	<b>12,052,134.7</b>	<b>11,406,593.4</b>
<b>Median</b>	<b>3,904,502</b>	<b>5,359,911</b>	<b>6,143,052</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,772,668 &amp; 13,683,900</b>	<b>2,672,686 &amp; 16,513,458</b>	<b>1,768,145 &amp; 14,840,656</b>
<b>Range (min, max)</b>	<b>620,595 to 42,157,436</b>	<b>642,722 to 46,311,102</b>	<b>660,458 to 49,357,878</b>



**S108** Number of Occurrences of Short Term Absenteeism (5 Days or Less)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	1,631.00	1,438.00	1,470.00
PowerStream Inc.	580.00	669.00	749.00
Kitchener-Wilmot Hydro Inc.	865.00	838.00	694.00
Veridian Connections Inc.	535.00	502.00	547.00
Whitby Hydro Electric	234.00	516.00	506.00
Hydro One Brampton Networks	336.00	311.00	341.00
Burlington Hydro Inc.	51.00	529.74	298.00
Waterloo North Hydro Inc.	215.00	231.00	253.00
Cambridge and North Dumfries	177.00	210.00	150.00
Oakville Hydro Electricity			29.00
<b>Count</b>	<b>9</b>	<b>9</b>	<b>10</b>
<b>Average</b>	<b>513.778</b>	<b>582.749</b>	<b>503.700</b>
<b>Median</b>	<b>336.00</b>	<b>516.00</b>	<b>423.50</b>
<b>1st &amp; 3rd quartiles</b>	<b>215.00 &amp; 580.00</b>	<b>311.00 &amp; 669.00</b>	<b>264.25 &amp; 657.25</b>
<b>Range (min, max)</b>	<b>51.00 to 1,631.00</b>	<b>210.00 to 1,438.00</b>	<b>29.00 to 1,470.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			266.00
Entegrus Powerlines Inc.	230.00	177.00	251.00
Festival Hydro Inc.	119.00	140.00	189.00
Haldimand County Hydro Inc.	167.00	162.00	150.00
St. Thomas Energy Inc.	100.00	86.00	138.00
Woodstock Hydro Services Inc.	61.00	71.00	89.00
Orangeville Hydro Limited	31.00	100.00	81.00
Lakefront Utilities Inc.	68.00		62.00
Lakeland Power Distribution Ltd	37.00	30.00	39.00
Halton Hills Hydro Inc.	76.00		27.00
Grimsby Power Incorporated	37.00		20.00
PUC Distribution Inc.	223.00		
<b>Count</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>104.455</b>	<b>109.429</b>	<b>119.273</b>
<b>Median</b>	<b>76.00</b>	<b>100.00</b>	<b>89.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>49.00 &amp; 143.00</b>	<b>78.50 &amp; 151.00</b>	<b>50.50 &amp; 169.50</b>
<b>Range (min, max)</b>	<b>31.00 to 230.00</b>	<b>30.00 to 177.00</b>	<b>20.00 to 266.00</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			46.00



**S108** Number of Occurrences of Short Term Absenteeism (5 Days or Less)

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	24.00	34.00	39.00
Sioux Lookout Hydro Inc.	7.00	10.00	23.00
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>15.500</b>	<b>22.000</b>	<b>36.000</b>
<b>Median</b>	<b>15.50</b>	<b>22.00</b>	<b>39.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>11.25 &amp; 19.75</b>	<b>16.00 &amp; 28.00</b>	<b>31.00 &amp; 42.50</b>
<b>Range (min, max)</b>	<b>7.00 to 24.00</b>	<b>10.00 to 34.00</b>	<b>23.00 to 46.00</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>22</b>	<b>18</b>	<b>24</b>
<b>Average</b>	<b>263.818</b>	<b>336.374</b>	<b>269.042</b>
<b>Median</b>	<b>143.00</b>	<b>193.50</b>	<b>150.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>53.50 &amp; 233.00</b>	<b>89.50 &amp; 512.50</b>	<b>44.25 &amp; 308.75</b>
<b>Range (min, max)</b>	<b>7.00 to 1,631.00</b>	<b>10.00 to 1,438.00</b>	<b>20.00 to 1,470.00</b>



## \$109 Work Days Lost Due to Short Term Absenteeism (5 Days or Less)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	2,140.30	2,071.00	2,079.00
PowerStream Inc.	1,463.00	1,558.00	1,682.00
Horizon Utilities Corporation	1,843.22	1,422.00	1,605.00
EnWin Utilities Ltd.			962.68
Kitchener-Wilmot Hydro Inc.	1,203.00	1,215.00	962.00
Hydro One Brampton Networks	767.00	748.00	768.00
Veridian Connections Inc.	705.40	690.42	744.33
Waterloo North Hydro Inc.	343.73	349.11	442.00
Burlington Hydro Inc.	36.00	610.09	436.00
Whitby Hydro Electric	287.07	437.08	398.00
Cambridge and North Dumfries	398.00	403.00	373.87
Oakville Hydro Electricity			102.00
<b>Count</b>	<b>10</b>	<b>10</b>	<b>12</b>
<b>Average</b>	<b>918.672</b>	<b>950.370</b>	<b>879.573</b>
<b>Median</b>	<b>736.20</b>	<b>719.21</b>	<b>756.17</b>
<b>1st &amp; 3rd quartiles</b>	<b>357.30 &amp; 1,398.00</b>	<b>480.33 &amp; 1,370.25</b>	<b>426.50 &amp; 1,123.26</b>
<b>Range (min, max)</b>	<b>36.00 to 2,140.30</b>	<b>349.11 to 2,071.00</b>	<b>102.00 to 2,079.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			555.81
Entegrus Powerlines Inc.	233.50	297.00	304.20
Festival Hydro Inc.	148.00	163.00	210.50
Haldimand County Hydro Inc.	184.00	189.00	194.00
St. Thomas Energy Inc.	131.50	115.00	133.00
Woodstock Hydro Services Inc.	84.00	96.50	120.00
Lakefront Utilities Inc.	96.25		81.25
Halton Hills Hydro Inc.	130.00		57.25
Lakeland Power Distribution Ltd	68.00	42.50	49.50
Orangeville Hydro Limited	39.30	47.49	41.93
Grimsby Power Incorporated	47.00		27.00
PUC Distribution Inc.	422.00		
<b>Count</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>143.959</b>	<b>135.784</b>	<b>161.313</b>
<b>Median</b>	<b>130.00</b>	<b>115.00</b>	<b>120.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>76.00 &amp; 166.00</b>	<b>72.00 &amp; 176.00</b>	<b>53.38 &amp; 202.25</b>
<b>Range (min, max)</b>	<b>39.30 to 422.00</b>	<b>42.50 to 297.00</b>	<b>27.00 to 555.81</b>



**S109** Work Days Lost Due to Short Term Absenteeism (5 Days or Less)

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	42.10	41.40	74.70
Kenora Hydro Electric			66.00
Sioux Lookout Hydro Inc.	7.00	11.75	25.57
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>24.550</b>	<b>26.575</b>	<b>55.423</b>
<b>Median</b>	<b>24.55</b>	<b>26.58</b>	<b>66.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>15.78 &amp; 33.33</b>	<b>19.16 &amp; 33.99</b>	<b>45.79 &amp; 70.35</b>
<b>Range (min, max)</b>	<b>7.00 to 42.10</b>	<b>11.75 to 41.40</b>	<b>25.57 to 74.70</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>23</b>	<b>19</b>	<b>26</b>
<b>Average</b>	<b>470.407</b>	<b>553.018</b>	<b>480.600</b>
<b>Median</b>	<b>184.00</b>	<b>349.11</b>	<b>257.35</b>
<b>1st &amp; 3rd quartiles</b>	<b>76.00 &amp; 563.70</b>	<b>105.75 &amp; 719.21</b>	<b>76.34 &amp; 697.20</b>
<b>Range (min, max)</b>	<b>7.00 to 2,140.30</b>	<b>11.75 to 2,071.00</b>	<b>25.57 to 2,079.00</b>



**S243** Number of Long Term Absences (Over 5 Days)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	56.0	46.0	75.0
Hydro One Brampton Networks	32.0	27.0	42.0
EnWin Utilities Ltd.			40.3
Veridian Connections Inc.	10.0	15.0	35.0
PowerStream Inc.	27.0	19.0	29.0
Kitchener-Wilmot Hydro Inc.	32.0	21.0	28.0
Cambridge and North Dumfries	10.0	10.0	15.0
Waterloo North Hydro Inc.	15.0	13.0	15.0
Oakville Hydro Electricity			14.0
Whitby Hydro Electric	1.0	7.0	10.0
Burlington Hydro Inc.	4.0	10.0	9.0
<b>Count</b>	<b>9</b>	<b>9</b>	<b>11</b>
<b>Average</b>	<b>20.78</b>	<b>18.67</b>	<b>28.39</b>
<b>Median</b>	<b>15.0</b>	<b>15.0</b>	<b>28.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>10.0 &amp; 32.0</b>	<b>10.0 &amp; 21.0</b>	<b>14.5 &amp; 37.7</b>
<b>Range (min, max)</b>	<b>1.0 to 56.0</b>	<b>7.0 to 46.0</b>	<b>9.0 to 75.0</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			8.0
Haldimand County Hydro Inc.	5.0	3.0	6.0
Lakefront Utilities Inc.	0.0		6.0
Lakeland Power Distribution Ltd	2.0	9.0	5.0
Woodstock Hydro Services Inc.	6.0	5.0	5.0
Halton Hills Hydro Inc.	3.0		3.0
St. Thomas Energy Inc.	1.0	1.0	2.0
Entegrus Powerlines Inc.	5.0	4.0	1.0
Festival Hydro Inc.	3.0	4.0	1.0
Orangeville Hydro Limited	2.0	1.0	1.0
Grimsby Power Incorporated	1.0		1.0
PUC Distribution Inc.	3.0		
<b>Count</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>2.82</b>	<b>3.86</b>	<b>3.55</b>
<b>Median</b>	<b>3.0</b>	<b>4.0</b>	<b>3.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.5 &amp; 4.0</b>	<b>2.0 &amp; 4.5</b>	<b>1.0 &amp; 5.5</b>
<b>Range (min, max)</b>	<b>0.0 to 6.0</b>	<b>1.0 to 9.0</b>	<b>1.0 to 8.0</b>



**S243** Number of Long Term Absences (Over 5 Days)

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			7.0
Sioux Lookout Hydro Inc.	1.0	0.0	0.0
Niagara-on-the-Lake Hydro Inc.	3.0	3.0	0.0
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>2.00</b>	<b>1.50</b>	<b>2.33</b>
<b>Median</b>	<b>2.0</b>	<b>1.5</b>	<b>0.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.5 &amp; 2.5</b>	<b>0.8 &amp; 2.3</b>	<b>0.0 &amp; 3.5</b>
<b>Range (min, max)</b>	<b>1.0 to 3.0</b>	<b>0.0 to 3.0</b>	<b>0.0 to 7.0</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>22</b>	<b>18</b>	<b>25</b>
<b>Average</b>	<b>10.09</b>	<b>11.00</b>	<b>14.33</b>
<b>Median</b>	<b>3.5</b>	<b>8.0</b>	<b>7.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.0 &amp; 10.0</b>	<b>3.3 &amp; 14.5</b>	<b>2.0 &amp; 15.0</b>
<b>Range (min, max)</b>	<b>0.0 to 56.0</b>	<b>0.0 to 46.0</b>	<b>0.0 to 75.0</b>



## S244 Work Days Lost Due to Long Term Absenteeism (Over 5 Days)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	1,638.7	2,459.0	1,671.0
PowerStream Inc.	681.0	971.0	1,248.0
Hydro One Brampton Networks	591.0	506.0	903.0
Hydro Ottawa Limited	1,035.5	975.0	883.0
Veridian Connections Inc.	356.3	524.7	790.1
EnWin Utilities Ltd.			732.6
Oakville Hydro Electricity			465.0
Whitby Hydro Electric	9.0	93.7	338.0
Kitchener-Wilmot Hydro Inc.	322.0	338.0	297.0
Burlington Hydro Inc.	76.0	326.0	227.0
Waterloo North Hydro Inc.	409.4	281.1	200.0
Cambridge and North Dumfries	396.0	389.0	155.6
<b>Count</b>	<b>10</b>	<b>10</b>	<b>12</b>
<b>Average</b>	<b>551.49</b>	<b>686.35</b>	<b>659.19</b>
<b>Median</b>	<b>402.7</b>	<b>447.5</b>	<b>598.8</b>
<b>1st &amp; 3rd quartiles</b>	<b>330.6 &amp; 658.5</b>	<b>329.0 &amp; 859.4</b>	<b>279.5 &amp; 888.0</b>
<b>Range (min, max)</b>	<b>9.0 to 1,638.7</b>	<b>93.7 to 2,459.0</b>	<b>155.6 to 1,671.0</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			242.0
Lakefront Utilities Inc.	0.0		216.3
Haldimand County Hydro Inc.	45.0	227.0	88.0
Woodstock Hydro Services Inc.	57.0	78.0	68.5
Halton Hills Hydro Inc.	128.0		57.0
Festival Hydro Inc.	175.5	56.0	57.0
St. Thomas Energy Inc.	44.5	41.0	44.0
Lakeland Power Distribution Ltd	10.0	45.0	30.0
Entegrus Powerlines Inc.	161.5	133.0	17.0
Grimsby Power Incorporated	10.0		15.0
Orangeville Hydro Limited	32.0	5.0	7.0
PUC Distribution Inc.	90.0		
<b>Count</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>68.50</b>	<b>83.57</b>	<b>76.53</b>
<b>Median</b>	<b>45.0</b>	<b>56.0</b>	<b>57.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>21.0 &amp; 109.0</b>	<b>43.0 &amp; 105.5</b>	<b>23.5 &amp; 78.3</b>
<b>Range (min, max)</b>	<b>0.0 to 175.5</b>	<b>5.0 to 227.0</b>	<b>7.0 to 242.0</b>





**S244** Work Days Lost Due to Long Term Absenteeism (Over 5 Days)

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			43.5
Niagara-on-the-Lake Hydro Inc.	66.5	54.4	0.0
Sioux Lookout Hydro Inc.	15.0	0.0	0.0
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>40.75</b>	<b>27.20</b>	<b>14.50</b>
<b>Median</b>	<b>40.8</b>	<b>27.2</b>	<b>0.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>27.9 &amp; 53.6</b>	<b>13.6 &amp; 40.8</b>	<b>0.0 &amp; 21.8</b>
<b>Range (min, max)</b>	<b>15.0 to 66.5</b>	<b>0.0 to 54.4</b>	<b>0.0 to 43.5</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>23</b>	<b>19</b>	<b>26</b>
<b>Average</b>	<b>276.08</b>	<b>394.89</b>	<b>338.29</b>
<b>Median</b>	<b>90.0</b>	<b>227.0</b>	<b>177.8</b>
<b>1st &amp; 3rd quartiles</b>	<b>38.3 &amp; 376.1</b>	<b>55.2 &amp; 447.5</b>	<b>43.6 &amp; 433.3</b>
<b>Range (min, max)</b>	<b>0.0 to 1,638.7</b>	<b>0.0 to 2,459.0</b>	<b>0.0 to 1,671.0</b>



## S110 Actual Overtime Hours Worked

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	39,650.05	51,141.75	59,228.00
Hydro Ottawa Limited	30,568.85	29,114.31	44,460.60
Horizon Utilities Corporation	30,152.19	33,972.00	38,463.00
Kitchener-Wilmot Hydro Inc.	17,998.00	16,169.00	18,374.00
Waterloo North Hydro Inc.	11,937.00	12,587.25	15,196.00
Veridian Connections Inc.	14,961.75	14,042.00	14,469.90
Hydro One Brampton Networks	12,967.00	13,716.00	13,772.00
Cambridge and North Dumfries	10,215.00	9,676.00	12,759.00
Burlington Hydro Inc.	13,065.00	11,926.00	11,488.00
Oakville Hydro Electricity			8,506.50
EnWin Utilities Ltd.	5,204.01	5,904.63	7,838.80
Whitby Hydro Electric	3,806.00	3,759.00	3,915.00
<b>Count</b>	<b>11</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>17,320.441</b>	<b>18,364.358</b>	<b>20,705.900</b>
<b>Median</b>	<b>13,065.00</b>	<b>13,716.00</b>	<b>14,120.95</b>
<b>1st &amp; 3rd quartiles</b>	<b>11,076.00 &amp; 24,075.10</b>	<b>10,801.00 &amp; 22,641.66</b>	<b>10,742.63 &amp; 23,396.25</b>
<b>Range (min, max)</b>	<b>3,806.00 to 39,650.05</b>	<b>3,759.00 to 51,141.75</b>	<b>3,915.00 to 59,228.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			7,856.25
Haldimand County Hydro Inc.	5,716.00	5,114.25	6,563.25
Entegrus Powerlines Inc.	2,636.00	4,401.00	3,964.08
Kingston Hydro Corporation			3,300.00
Festival Hydro Inc.	2,537.00	1,966.25	3,147.00
Halton Hills Hydro Inc.	2,463.25		2,812.50
Woodstock Hydro Services Inc.	1,333.00	970.75	1,154.75
St. Thomas Energy Inc.	372.00	498.00	794.00
Lakeland Power Distribution Ltd	1,396.00	784.00	754.00
Grimsby Power Incorporated	668.00		708.75
Orangeville Hydro Limited	948.50	556.75	506.25
Lakefront Utilities Inc.	515.00		502.50
PUC Distribution Inc.	7,928.00		



**S110** Actual Overtime Hours Worked

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	7	12
Average	2,410.250	2,041.571	2,671.944
Median	1,396.00	970.75	1,983.63
1st & 3rd quartiles	808.25 & 2,586.50	670.38 & 3,183.63	742.69 & 3,466.02
Range (min, max)	372.00 to 7,928.00	498.00 to 5,114.25	502.50 to 7,856.25
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	850.75	1,658.75	1,779.25
Sioux Lookout Hydro Inc.	293.00	341.00	330.50
Kenora Hydro Electric			149.50
Count	2	2	3
Average	571.875	999.875	753.083
Median	571.88	999.88	330.50
1st & 3rd quartiles	432.44 & 711.31	670.44 & 1,329.31	240.00 & 1,054.88
Range (min, max)	293.00 to 850.75	341.00 to 1,658.75	149.50 to 1,779.25
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	24	20	27
Average	9,090.890	10,914.935	10,473.829
Median	4,505.01	5,509.44	3,964.08
1st & 3rd quartiles	1,236.88 & 12,991.50	1,486.75 & 13,797.50	974.38 & 13,265.50
Range (min, max)	293.00 to 39,650.05	341.00 to 51,141.75	149.50 to 59,228.00



**S111 Total Paid Regular Hours (Including Vacations, Holidays, Sick Leave, etc)**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	1,131,974.90	1,136,576.33	1,160,971.07
PowerStream Inc.	907,666.26	1,022,314.25	1,113,281.00
Horizon Utilities Corporation	741,330.00	753,143.00	797,557.80
Veridian Connections Inc.	397,397.75	429,447.75	440,406.25
Hydro One Brampton Networks	413,112.02	435,815.00	417,630.75
EnWin Utilities Ltd.	397,898.35	365,640.85	384,184.00
Kitchener-Wilmot Hydro Inc.	343,036.00	346,934.00	349,004.00
Waterloo North Hydro Inc.	242,500.50	253,723.25	249,265.75
Oakville Hydro Electricity			216,913.00
Cambridge and North Dumfries	177,676.00	176,022.00	184,402.00
Burlington Hydro Inc.	187,687.00	185,250.00	125,583.00
Whitby Hydro Electric	121,730.00	124,301.00	124,129.00
<b>Count</b>	<b>11</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>460,182.616</b>	<b>475,378.857</b>	<b>463,610.635</b>
<b>Median</b>	<b>397,397.75</b>	<b>365,640.85</b>	<b>366,594.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>215,093.75 &amp; 577,221.01</b>	<b>219,486.63 &amp; 594,479.00</b>	<b>208,785.25 &amp; 529,694.14</b>
<b>Range (min, max)</b>	<b>121,730.00 to 1,131,974.90</b>	<b>124,301.00 to 1,136,576.33</b>	<b>124,129.00 to 1,160,971.07</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			211,382.85
Entegrus Powerlines Inc.	120,875.00	133,631.00	167,186.00
Halton Hills Hydro Inc.	93,047.00		96,318.00
Haldimand County Hydro Inc.	93,899.25	92,865.50	95,380.00
Festival Hydro Inc.	90,159.67	96,360.28	94,026.36
Woodstock Hydro Services Inc.	78,938.75	78,104.50	76,265.13
St. Thomas Energy Inc.	49,861.00	55,068.00	61,847.00
Orangeville Hydro Limited	40,001.50	39,780.00	41,928.25
Lakeland Power Distribution Ltd	42,631.00	42,287.00	40,196.00
Lakefront Utilities Inc.	42,208.50		36,669.50
Grimsby Power Incorporated	31,033.00		34,108.00
PUC Distribution Inc.	112,617.00		
<b>Count</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>72,297.425</b>	<b>76,870.897</b>	<b>86,846.099</b>
<b>Median</b>	<b>78,938.75</b>	<b>78,104.50</b>	<b>76,265.13</b>
<b>1st &amp; 3rd quartiles</b>	<b>42,419.75 &amp; 93,473.13</b>	<b>48,677.50 &amp; 94,612.89</b>	<b>41,062.13 &amp; 95,849.00</b>
<b>Range (min, max)</b>	<b>31,033.00 to 120,875.00</b>	<b>39,780.00 to 133,631.00</b>	<b>34,108.00 to 211,382.85</b>



**S111 Total Paid Regular Hours (Including Vacations, Holidays, Sick Leave, etc)**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	35,828.25	38,607.02	40,484.49
Kenora Hydro Electric			30,420.00
Sioux Lookout Hydro Inc.	17,460.00	16,688.00	16,250.00
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>26,644.125</b>	<b>27,647.510</b>	<b>29,051.497</b>
<b>Median</b>	<b>26,644.13</b>	<b>27,647.51</b>	<b>30,420.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>22,052.06 &amp; 31,236.19</b>	<b>22,167.76 &amp; 33,127.27</b>	<b>23,335.00 &amp; 35,452.25</b>
<b>Range (min, max)</b>	<b>17,460.00 to 35,828.25</b>	<b>16,688.00 to 38,607.02</b>	<b>16,250.00 to 40,484.49</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>20</b>	<b>26</b>
<b>Average</b>	<b>246,273.696</b>	<b>291,127.937</b>	<b>254,068.815</b>
<b>Median</b>	<b>116,746.00</b>	<b>154,826.50</b>	<b>124,856.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>48,053.50 &amp; 356,626.44</b>	<b>72,345.38 &amp; 381,592.58</b>	<b>46,907.94 &amp; 324,069.44</b>
<b>Range (min, max)</b>	<b>17,460.00 to 1,131,974.90</b>	<b>16,688.00 to 1,136,576.33</b>	<b>16,250.00 to 1,160,971.07</b>



## S112 Total Number of Payable Employee Hours

Large Utilities	2009	2010	2011
Hydro Ottawa Limited	1,162,543.75	1,165,690.64	1,205,431.67
PowerStream Inc.	947,316.31	1,073,456.00	1,172,509.00
Horizon Utilities Corporation	771,482.19	787,115.00	836,020.80
Veridian Connections Inc.	412,359.50	443,489.75	454,876.15
Hydro One Brampton Networks	423,577.00	449,531.00	431,402.75
EnWin Utilities Ltd.	403,102.36	371,545.48	392,023.00
Kitchener-Wilmot Hydro Inc.	361,034.00	363,104.00	367,378.00
Waterloo North Hydro Inc.	254,437.50	266,310.50	264,461.75
Oakville Hydro Electricity			225,419.50
Cambridge and North Dumfries	187,891.00	185,697.00	197,161.00
Burlington Hydro Inc.	200,752.00	197,176.00	137,071.00
Whitby Hydro Electric	125,536.00	128,060.00	128,044.00
<b>Count</b>	<b>11</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>477,275.601</b>	<b>493,743.215</b>	<b>484,316.552</b>
<b>Median</b>	<b>403,102.36</b>	<b>371,545.48</b>	<b>379,700.50</b>
<b>1st &amp; 3rd quartiles</b>	<b>227,594.75 &amp; 597,529.60</b>	<b>231,743.25 &amp; 618,323.00</b>	<b>218,354.88 &amp; 550,162.31</b>
<b>Range (min, max)</b>	<b>125,536.00 to 1,162,543.75</b>	<b>128,060.00 to 1,165,690.64</b>	<b>128,044.00 to 1,205,431.67</b>
Medium Utilities	2009	2010	2011
Bluewater Power Distribution			219,239.10
Entegrus Powerlines Inc.	123,511.00	138,032.00	171,150.08
Haldimand County Hydro Inc.	99,615.25	97,979.75	101,943.25
Halton Hills Hydro Inc.	95,510.25		99,130.50
Festival Hydro Inc.	92,696.67	98,326.53	97,173.36
Woodstock Hydro Services Inc.	80,271.75	79,075.25	77,419.88
St. Thomas Energy Inc.	50,233.00	55,566.00	62,641.00
Orangeville Hydro Limited	40,950.00	40,337.00	42,434.50
Lakeland Power Distribution Ltd	44,027.00	43,071.00	40,950.00
Lakefront Utilities Inc.	4,611.90		37,172.00
Grimsby Power Incorporated	31,701.00		34,816.75
PUC Distribution Inc.	120,545.00		
<b>Count</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>71,242.984</b>	<b>78,912.504</b>	<b>89,460.947</b>
<b>Median</b>	<b>80,271.75</b>	<b>79,075.25</b>	<b>77,419.88</b>
<b>1st &amp; 3rd quartiles</b>	<b>42,488.50 &amp; 97,562.75</b>	<b>49,318.50 &amp; 98,153.14</b>	<b>41,692.25 &amp; 100,536.88</b>
<b>Range (min, max)</b>	<b>4,611.90 to 123,511.00</b>	<b>40,337.00 to 138,032.00</b>	<b>34,816.75 to 219,239.10</b>



**S112** Total Number of Payable Employee Hours

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	36,679.00	40,265.77	42,263.74
Kenora Hydro Electric			30,420.00
Sioux Lookout Hydro Inc.	17,753.00	17,029.00	16,580.50
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>27,216.000</b>	<b>28,647.385</b>	<b>29,754.747</b>
<b>Median</b>	<b>27,216.00</b>	<b>28,647.39</b>	<b>30,420.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>22,484.50 &amp; 31,947.50</b>	<b>22,838.19 &amp; 34,456.58</b>	<b>23,500.25 &amp; 36,341.87</b>
<b>Range (min, max)</b>	<b>17,753.00 to 36,679.00</b>	<b>17,029.00 to 40,265.77</b>	<b>16,580.50 to 42,263.74</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>20</b>	<b>26</b>
<b>Average</b>	<b>253,672.351</b>	<b>302,042.884</b>	<b>264,812.818</b>
<b>Median</b>	<b>122,028.00</b>	<b>161,864.50</b>	<b>132,557.50</b>
<b>1st &amp; 3rd quartiles</b>	<b>48,681.50 &amp; 371,551.09</b>	<b>73,197.94 &amp; 389,531.55</b>	<b>47,486.13 &amp; 341,648.94</b>
<b>Range (min, max)</b>	<b>4,611.90 to 1,162,543.75</b>	<b>17,029.00 to 1,165,690.64</b>	<b>16,580.50 to 1,205,431.67</b>



**S113 Total Number of Compensable Injuries (Where Compensation Is Paid)**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	0	0	8
Hydro One Brampton Networks	6	6	7
PowerStream Inc.	3	1	3
Oakville Hydro Electricity	2	3	3
Kitchener-Wilmot Hydro Inc.	1	0	2
Burlington Hydro Inc.	0	2	2
Hydro Ottawa Limited	7	7	1
Cambridge and North Dumfries	1	0	1
Horizon Utilities Corporation	0	3	0
EnWin Utilities Ltd.	0	0	0
Waterloo North Hydro Inc.	1	1	0
Whitby Hydro Electric	1	0	0
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1.8</b>	<b>1.9</b>	<b>2.3</b>
<b>Median</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 2</b>	<b>0 &amp; 3</b>	<b>0 &amp; 3</b>
<b>Range (min, max)</b>	<b>0 to 7</b>	<b>0 to 7</b>	<b>0 to 8</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	0	1	3
Woodstock Hydro Services Inc.	0	0	2
Halton Hills Hydro Inc.	0		1
Entegrus Powerlines Inc.	1	3	1
Lakefront Utilities Inc.	0		1
Orangeville Hydro Limited	1	0	0
Bluewater Power Distribution			0
St. Thomas Energy Inc.	0	0	0
Lakeland Power Distribution Ltd	0	1	0
Festival Hydro Inc.	0	0	0
Grimsby Power Incorporated	0		0
PUC Distribution Inc.	0		
<b>Count</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>0.2</b>	<b>0.7</b>	<b>0.7</b>
<b>Median</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>0 &amp; 1</b>	<b>0 &amp; 1</b>
<b>Range (min, max)</b>	<b>0 to 1</b>	<b>0 to 3</b>	<b>0 to 3</b>





**S113** Total Number of Compensable Injuries (Where Compensation Is Paid)

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0	0	0
Sioux Lookout Hydro Inc.	0	0	0
<b>Count</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Average</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Median</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>0 &amp; 0</b>	<b>0 &amp; 0</b>
<b>Range (min, max)</b>	<b>0 to 0</b>	<b>0 to 0</b>	<b>0 to 0</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>25</b>	<b>21</b>	<b>25</b>
<b>Average</b>	<b>1.0</b>	<b>1.3</b>	<b>1.4</b>
<b>Median</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 1</b>	<b>0 &amp; 2</b>	<b>0 &amp; 2</b>
<b>Range (min, max)</b>	<b>0 to 7</b>	<b>0 to 7</b>	<b>0 to 8</b>



## S114 Number of Days Lost

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Burlington Hydro Inc.	0.0	24.5	129.0
Hydro One Brampton Networks	0.0	0.0	109.5
Veridian Connections Inc.	0.0	0.0	109.0
PowerStream Inc.	9.0	10.0	88.0
EnWin Utilities Ltd.	0.0	9.0	17.2
Cambridge and North Dumfries	6.0	0.0	5.0
Kitchener-Wilmot Hydro Inc.	7.0	0.0	4.0
Hydro Ottawa Limited	76.0	45.0	2.0
Oakville Hydro Electricity	18.0	3.0	0.0
Horizon Utilities Corporation	0.0		0.0
Waterloo North Hydro Inc.	6.0	24.0	0.0
Whitby Hydro Electric	5.0	0.0	0.0
<b>Count</b>	<b>12</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>10.58</b>	<b>10.50</b>	<b>38.64</b>
<b>Median</b>	<b>5.5</b>	<b>3.0</b>	<b>4.5</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.0 &amp; 7.5</b>	<b>0.0 &amp; 17.0</b>	<b>0.0 &amp; 93.3</b>
<b>Range (min, max)</b>	<b>0.0 to 76.0</b>	<b>0.0 to 45.0</b>	<b>0.0 to 129.0</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakefront Utilities Inc.	0.0		81.5
Entegrus Powerlines Inc.	62.0	45.0	47.9
Halton Hills Hydro Inc.	0.0		23.0
Haldimand County Hydro Inc.	0.0	77.0	19.0
Woodstock Hydro Services Inc.	0.0	0.0	3.0
Grimsby Power Incorporated	0.0		0.0
Festival Hydro Inc.	0.0	0.0	0.0
Lakeland Power Distribution Ltd	0.0	6.0	0.0
Orangeville Hydro Limited	13.0	0.0	0.0
St. Thomas Energy Inc.	0.0	0.0	0.0
Bluewater Power Distribution			0.0
PUC Distribution Inc.	0.0		
<b>Count</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>6.82</b>	<b>18.29</b>	<b>15.85</b>
<b>Median</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.0 &amp; 0.0</b>	<b>0.0 &amp; 25.5</b>	<b>0.0 &amp; 21.0</b>
<b>Range (min, max)</b>	<b>0.0 to 62.0</b>	<b>0.0 to 77.0</b>	<b>0.0 to 81.5</b>



**S114** Number of Days Lost

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	0.0	0.0	0.0
Niagara-on-the-Lake Hydro Inc.	0.0	0.0	0.0
<b>Count</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Average</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Median</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.0 &amp; 0.0</b>	<b>0.0 &amp; 0.0</b>	<b>0.0 &amp; 0.0</b>
<b>Range (min, max)</b>	<b>0.0 to 0.0</b>	<b>0.0 to 0.0</b>	<b>0.0 to 0.0</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>25</b>	<b>20</b>	<b>25</b>
<b>Average</b>	<b>8.08</b>	<b>12.18</b>	<b>25.52</b>
<b>Median</b>	<b>0.0</b>	<b>0.0</b>	<b>2.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.0 &amp; 6.0</b>	<b>0.0 &amp; 13.5</b>	<b>0.0 &amp; 23.0</b>
<b>Range (min, max)</b>	<b>0.0 to 76.0</b>	<b>0.0 to 77.0</b>	<b>0.0 to 129.0</b>



## S245 Total Third Party Costs for Staff Development

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	219,200	297,725	785,354
Veridian Connections Inc.	297,300	309,781	239,730
Hydro One Brampton Networks	113,932	116,980	190,349
Cambridge and North Dumfries	71,299	76,067	188,303
Horizon Utilities Corporation	536,168	635,424	169,685
Waterloo North Hydro Inc.	28,482	214,624	164,501
Oakville Hydro Electricity			124,865
Kitchener-Wilmot Hydro Inc.	119,360	122,666	113,557
Burlington Hydro Inc.	19,000	31,000	56,000
Whitby Hydro Electric	41,650	39,894	31,925
<b>Count</b>	<b>9</b>	<b>9</b>	<b>10</b>
<b>Average</b>	<b>160,710.1</b>	<b>204,906.8</b>	<b>206,426.9</b>
<b>Median</b>	<b>113,932</b>	<b>122,666</b>	<b>167,093</b>
<b>1st &amp; 3rd quartiles</b>	<b>41,650 &amp; 219,200</b>	<b>76,067 &amp; 297,725</b>	<b>116,384 &amp; 189,838</b>
<b>Range (min, max)</b>	<b>19,000 to 536,168</b>	<b>31,000 to 635,424</b>	<b>31,925 to 785,354</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.	74,354	80,582	88,195
Entegrus Powerlines Inc.	44,351	61,558	80,098
Bluewater Power Distribution			60,126
St. Thomas Energy Inc.	83,247	89,437	29,468
Woodstock Hydro Services Inc.	27,045	24,427	24,809
Halton Hills Hydro Inc.	56,129		24,803
Haldimand County Hydro Inc.	22,923	11,902	16,235
Grimsby Power Incorporated			13,771
Lakeland Power Distribution Ltd	23,635	18,260	7,692
Orangeville Hydro Limited	48,668		
Lakefront Utilities Inc.	10,185		
<b>Count</b>	<b>9</b>	<b>6</b>	<b>9</b>
<b>Average</b>	<b>43,393.0</b>	<b>47,694.3</b>	<b>38,355.2</b>
<b>Median</b>	<b>44,351</b>	<b>42,993</b>	<b>24,809</b>
<b>1st &amp; 3rd quartiles</b>	<b>23,635 &amp; 56,129</b>	<b>19,802 &amp; 75,826</b>	<b>16,235 &amp; 60,126</b>
<b>Range (min, max)</b>	<b>10,185 to 83,247</b>	<b>11,902 to 89,437</b>	<b>7,692 to 88,195</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	34,314	34,787	35,621
Sioux Lookout Hydro Inc.	13,570	25,773	23,406



**S245** Total Third Party Costs for Staff Development

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			9,237
<b>Count</b>	2	2	3
<b>Average</b>	23,942.0	30,280.0	22,754.7
<b>Median</b>	23,942	30,280	23,406
<b>1st &amp; 3rd quartiles</b>	18,756 & 29,128	28,027 & 32,534	16,321 & 29,513
<b>Range (min, max)</b>	13,570 to 34,314	25,773 to 34,787	9,237 to 35,621
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	20	17	22
<b>Average</b>	94,240.6	128,875.7	112,624.1
<b>Median</b>	46,510	76,067	58,063
<b>1st &amp; 3rd quartiles</b>	26,192 & 90,918	31,000 & 122,666	24,805 & 154,592
<b>Range (min, max)</b>	10,185 to 536,168	11,902 to 635,424	7,692 to 785,354



**S246 Total Internal Costs for Staff Development (Include Internal Labour Costs of Participating)**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks	172,497	239,580	450,164
Horizon Utilities Corporation			408,818
PowerStream Inc.	535,017	698,256	331,745
Veridian Connections Inc.	210,156	271,482	280,738
Oakville Hydro Electricity			154,133
Waterloo North Hydro Inc.	135,219	186,202	137,931
Cambridge and North Dumfries	60,115	80,867	76,831
Burlington Hydro Inc.	25,200	21,500	18,588
Kitchener-Wilmot Hydro Inc.		0	
<b>Count</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>Average</b>	<b>189,700.7</b>	<b>213,983.9</b>	<b>232,368.5</b>
<b>Median</b>	<b>153,858</b>	<b>186,202</b>	<b>217,436</b>
<b>1st &amp; 3rd quartiles</b>	<b>78,891 &amp; 200,741</b>	<b>51,184 &amp; 255,531</b>	<b>122,656 &amp; 351,013</b>
<b>Range (min, max)</b>	<b>25,200 to 535,017</b>	<b>0 to 698,256</b>	<b>18,588 to 450,164</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	66,877	66,505	102,936
Orangeville Hydro Limited		79,207	65,534
Festival Hydro Inc.	57,177	52,217	54,342
Halton Hills Hydro Inc.	22,038		45,014
St. Thomas Energy Inc.	57,986	44,306	25,335
Woodstock Hydro Services Inc.	31,814	33,116	18,120
Grimsby Power Incorporated			16,183
Lakeland Power Distribution Ltd	17,245	13,480	11,359
Haldimand County Hydro Inc.	15,322	21,431	9,725
Lakefront Utilities Inc.	6,063		
<b>Count</b>	<b>8</b>	<b>7</b>	<b>9</b>
<b>Average</b>	<b>34,315.3</b>	<b>44,323.1</b>	<b>38,727.6</b>
<b>Median</b>	<b>26,926</b>	<b>44,306</b>	<b>25,335</b>
<b>1st &amp; 3rd quartiles</b>	<b>16,764 &amp; 57,380</b>	<b>27,274 &amp; 59,361</b>	<b>16,183 &amp; 54,342</b>
<b>Range (min, max)</b>	<b>6,063 to 66,877</b>	<b>13,480 to 79,207</b>	<b>9,725 to 102,936</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	37,914	35,318	50,614
Sioux Lookout Hydro Inc.	7,606	7,214	15,200
Kenora Hydro Electric			11,433



**S246** Total Internal Costs for Staff Development (Include Internal Labour Costs of Participating)

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	2	2	3
Average	22,760.0	21,266.0	25,749.0
Median	22,760	21,266	15,200
1st & 3rd quartiles	15,183 & 30,337	14,240 & 28,292	13,316 & 32,907
Range (min, max)	7,606 to 37,914	7,214 to 35,318	11,433 to 50,614
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	16	16	20
Average	91,140.4	115,667.6	114,237.2
Median	47,546	48,262	52,478
1st & 3rd quartiles	20,840 & 83,963	21,483 & 107,201	17,635 & 141,982
Range (min, max)	6,063 to 535,017	0 to 698,256	9,725 to 450,164



## S14 Total Costs of Staff Development

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	754,217	995,981	1,117,099
Hydro One Brampton Networks	286,429	356,560	640,513
Horizon Utilities Corporation	140,601	635,424	578,503
Veridian Connections Inc.	507,456	581,263	520,468
Waterloo North Hydro Inc.	163,701	400,825	302,432
Oakville Hydro Electricity	0		278,998
Cambridge and North Dumfries	131,414	156,934	265,134
Kitchener-Wilmot Hydro Inc.	119,360	122,666	113,557
Burlington Hydro Inc.	44,200	52,500	74,588
Whitby Hydro Electric	41,650	39,894	31,925
EnWin Utilities Ltd.	0		0
Hydro Ottawa Limited	0		0
<b>Count</b>	<b>12</b>	<b>9</b>	<b>12</b>
<b>Average</b>	<b>182,419.0</b>	<b>371,338.6</b>	<b>326,934.8</b>
<b>Median</b>	<b>125,387</b>	<b>356,560</b>	<b>272,066</b>
<b>1st &amp; 3rd quartiles</b>	<b>31,238 &amp; 194,383</b>	<b>122,666 &amp; 581,263</b>	<b>63,922 &amp; 534,977</b>
<b>Range (min, max)</b>	<b>0 to 754,217</b>	<b>39,894 to 995,981</b>	<b>0 to 1,117,099</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	111,228	128,063	183,034
Festival Hydro Inc.	131,531	132,799	142,537
Halton Hills Hydro Inc.	78,167		69,817
Orangeville Hydro Limited	48,668	79,207	65,534
Bluewater Power Distribution			60,126
St. Thomas Energy Inc.	141,233	133,743	54,803
Woodstock Hydro Services Inc.	58,859	57,543	42,929
Grimsby Power Incorporated	0		29,954
Haldimand County Hydro Inc.	38,245	33,333	25,960
Lakeland Power Distribution Ltd	40,880	31,740	19,051
Kingston Hydro Corporation			0
Peterborough Distribution Inc.	0		0
PUC Distribution Inc.	0		0
Lakefront Utilities Inc.	16,248		0





## S14 Total Costs of Staff Development

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	7	14
Average	55,421.6	85,204.0	49,553.2
Median	44,774	79,207	36,442
1st & 3rd quartiles	12,186 & 86,433	45,438 & 130,431	4,763 & 64,182
Range (min, max)	0 to 141,233	31,740 to 133,743	0 to 183,034
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	72,228	70,105	86,235
Sioux Lookout Hydro Inc.	21,176	32,988	38,605
Kenora Hydro Electric			20,670
Count	2	2	3
Average	46,702.0	51,546.5	48,503.3
Median	46,702	51,546	38,605
1st & 3rd quartiles	33,939 & 59,465	42,267 & 60,825	29,637 & 62,420
Range (min, max)	21,176 to 72,228	32,988 to 70,105	20,670 to 86,235
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	18	29
Average	113,365.0	224,531.6	164,223.2
Median	53,764	125,364	60,126
1st & 3rd quartiles	17,480 & 131,502	53,761 & 306,654	20,670 & 183,034
Range (min, max)	0 to 754,217	31,740 to 995,981	0 to 1,117,099



## \$155 Total Cost of Training on Safe Work Practices

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	340,718	850,845	1,088,484
Horizon Utilities Corporation			943,470
Hydro One Brampton Networks	265,987	282,363	547,786
Kitchener-Wilmot Hydro Inc.	264,468	244,502	293,317
Veridian Connections Inc.	275,267	163,568	258,614
Hydro Ottawa Limited	232,292	202,860	223,395
Waterloo North Hydro Inc.	106,636	192,208	167,548
Whitby Hydro Electric	73,807	74,567	101,536
Burlington Hydro Inc.	44,000	110,000	77,694
Oakville Hydro Electricity			75,237
Cambridge and North Dumfries	72,007	59,238	55,983
<b>Count</b>	<b>9</b>	<b>9</b>	<b>11</b>
<b>Average</b>	<b>186,131.3</b>	<b>242,239.0</b>	<b>348,460.4</b>
<b>Median</b>	<b>232,292</b>	<b>192,208</b>	<b>223,395</b>
<b>1st &amp; 3rd quartiles</b>	<b>73,807 &amp; 265,987</b>	<b>110,000 &amp; 244,502</b>	<b>89,615 &amp; 420,552</b>
<b>Range (min, max)</b>	<b>44,000 to 340,718</b>	<b>59,238 to 850,845</b>	<b>55,983 to 1,088,484</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	125,651	87,749	129,221
Bluewater Power Distribution			84,520
Entegrus Powerlines Inc.	34,920	84,005	62,877
Orangeville Hydro Limited	41,193	46,551	53,639
Woodstock Hydro Services Inc.	42,536	39,401	51,278
Lakefront Utilities Inc.	13,602		42,437
Grimsby Power Incorporated	5,798		28,589
St. Thomas Energy Inc.	13,967	9,495	25,206
Halton Hills Hydro Inc.	20,578		21,116
Lakeland Power Distribution Ltd	17,245	13,480	11,359
Festival Hydro Inc.	3,967	8,496	6,318
<b>Count</b>	<b>10</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>31,945.7</b>	<b>41,311.0</b>	<b>46,960.0</b>
<b>Median</b>	<b>18,912</b>	<b>39,401</b>	<b>42,437</b>
<b>1st &amp; 3rd quartiles</b>	<b>13,694 &amp; 39,625</b>	<b>11,488 &amp; 65,278</b>	<b>23,161 &amp; 58,258</b>
<b>Range (min, max)</b>	<b>3,967 to 125,651</b>	<b>8,496 to 87,749</b>	<b>6,318 to 129,221</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	14,214	10,946	26,194



**\$155** Total Cost of Training on Safe Work Practices

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	17,462	18,726	17,761
Kenora Hydro Electric			3,691
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>15,838.0</b>	<b>14,836.0</b>	<b>15,882.0</b>
<b>Median</b>	<b>15,838</b>	<b>14,836</b>	<b>17,761</b>
<b>1st &amp; 3rd quartiles</b>	<b>15,026 &amp; 16,650</b>	<b>12,891 &amp; 16,781</b>	<b>10,726 &amp; 21,978</b>
<b>Range (min, max)</b>	<b>14,214 to 17,462</b>	<b>10,946 to 18,726</b>	<b>3,691 to 26,194</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>21</b>	<b>18</b>	<b>25</b>
<b>Average</b>	<b>96,491.2</b>	<b>138,833.3</b>	<b>175,890.8</b>
<b>Median</b>	<b>42,536</b>	<b>79,286</b>	<b>62,877</b>
<b>1st &amp; 3rd quartiles</b>	<b>17,245 &amp; 125,651</b>	<b>23,895 &amp; 185,048</b>	<b>26,194 &amp; 167,548</b>
<b>Range (min, max)</b>	<b>3,967 to 340,718</b>	<b>8,496 to 850,845</b>	<b>3,691 to 1,088,484</b>



**S168** Total Number of Hours of Staff Training on Safe Work Practices

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	14,371.0	10,635.0	13,389.5
Kitchener-Wilmot Hydro Inc.	5,809.0	5,599.5	7,073.5
Veridian Connections Inc.	5,612.0	4,024.0	6,039.0
Burlington Hydro Inc.	1,784.0	4,673.0	3,764.0
Waterloo North Hydro Inc.	2,914.3	4,374.0	3,594.0
Whitby Hydro Electric	1,656.0	1,559.0	2,250.0
Horizon Utilities Corporation	5,779.0	12,307.0	2,228.5
Hydro One Brampton Networks	2,087.0	2,571.0	2,137.0
Cambridge and North Dumfries	1,874.0	1,892.0	1,788.0
<b>Count</b>	<b>9</b>	<b>9</b>	<b>9</b>
<b>Average</b>	<b>4,654.03</b>	<b>5,292.72</b>	<b>4,695.94</b>
<b>Median</b>	<b>2,914.3</b>	<b>4,374.0</b>	<b>3,594.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,874.0 &amp; 5,779.0</b>	<b>2,571.0 &amp; 5,599.5</b>	<b>2,228.5 &amp; 6,039.0</b>
<b>Range (min, max)</b>	<b>1,656.0 to 14,371.0</b>	<b>1,559.0 to 12,307.0</b>	<b>1,788.0 to 13,389.5</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	1,164.0	2,601.0	1,971.0
Festival Hydro Inc.	2,208.0	2,100.7	1,805.6
Bluewater Power Distribution			1,547.0
Haldimand County Hydro Inc.	1,584.5	1,027.5	1,537.5
Woodstock Hydro Services Inc.	625.3	499.5	1,243.5
Orangeville Hydro Limited	498.0	786.0	874.0
Lakefront Utilities Inc.	260.0		747.8
St. Thomas Energy Inc.	421.0	454.0	702.0
Halton Hills Hydro Inc.	734.0		613.3
Grimsby Power Incorporated	138.0		474.0
Lakeland Power Distribution Ltd	400.0	452.0	321.0
<b>Count</b>	<b>10</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>803.28</b>	<b>1,131.53</b>	<b>1,076.06</b>
<b>Median</b>	<b>561.6</b>	<b>786.0</b>	<b>874.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>405.3 &amp; 1,056.5</b>	<b>476.8 &amp; 1,564.1</b>	<b>657.6 &amp; 1,542.3</b>
<b>Range (min, max)</b>	<b>138.0 to 2,208.0</b>	<b>452.0 to 2,601.0</b>	<b>321.0 to 1,971.0</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	2,653.5	1,586.8	1,131.5
Sioux Lookout Hydro Inc.	167.0	80.0	251.0
Kenora Hydro Electric			80.0



**S168** Total Number of Hours of Staff Training on Safe Work Practices

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	2	2	3
Average	1,410.25	833.40	487.50
Median	1,410.3	833.4	251.0
1st & 3rd quartiles	788.6 & 2,031.9	456.7 & 1,210.1	165.5 & 691.3
Range (min, max)	167.0 to 2,653.5	80.0 to 1,586.8	80.0 to 1,131.5
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	21	18	23
Average	2,511.41	3,179.00	2,415.77
Median	1,656.0	1,996.4	1,547.0
1st & 3rd quartiles	498.0 & 2,653.5	846.4 & 4,286.5	724.9 & 2,239.3
Range (min, max)	138.0 to 14,371.0	80.0 to 12,307.0	80.0 to 13,389.5



## S247 Average Age of Employees

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	48	49	48
Hydro One Brampton Networks	46	46	47
Veridian Connections Inc.	47	47	47
EnWin Utilities Ltd.	46	46	47
Burlington Hydro Inc.	47	46	46
PowerStream Inc.	45	46	46
Cambridge and North Dumfries	45	46	44
Kitchener-Wilmot Hydro Inc.	45	44	44
Waterloo North Hydro Inc.	45	43	44
Oakville Hydro Electricity			44
Horizon Utilities Corporation	44		44
Hydro Ottawa Limited	44	44	43
<b>Count</b>	<b>11</b>	<b>10</b>	<b>12</b>
<b>Average</b>	<b>45.6</b>	<b>45.7</b>	<b>45.3</b>
<b>Median</b>	<b>45</b>	<b>46</b>	<b>45</b>
<b>1st &amp; 3rd quartiles</b>	<b>45 &amp; 47</b>	<b>45 &amp; 46</b>	<b>44 &amp; 47</b>
<b>Range (min, max)</b>	<b>44 to 48</b>	<b>43 to 49</b>	<b>43 to 48</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakeland Power Distribution Ltd	46	47	48
Lakefront Utilities Inc.	50		47
Halton Hills Hydro Inc.	44		46
Festival Hydro Inc.	46	46	46
Woodstock Hydro Services Inc.	44	45	45
Entegrus Powerlines Inc.	46	46	45
Orangeville Hydro Limited	43	44	43
Bluewater Power Distribution			43
Grimsby Power Incorporated	46		43
Kingston Hydro Corporation			42
Haldimand County Hydro Inc.	41	40	41
St. Thomas Energy Inc.	44	44	39
<b>Count</b>	<b>10</b>	<b>7</b>	<b>12</b>
<b>Average</b>	<b>45.0</b>	<b>44.6</b>	<b>44.0</b>
<b>Median</b>	<b>45</b>	<b>45</b>	<b>44</b>
<b>1st &amp; 3rd quartiles</b>	<b>44 &amp; 46</b>	<b>44 &amp; 46</b>	<b>43 &amp; 46</b>
<b>Range (min, max)</b>	<b>41 to 50</b>	<b>40 to 47</b>	<b>39 to 48</b>



**S247** Average Age of Employees

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			47
Sioux Lookout Hydro Inc.	40	41	42
Niagara-on-the-Lake Hydro Inc.	39	40	37
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>39.5</b>	<b>40.5</b>	<b>42.0</b>
<b>Median</b>	<b>39</b>	<b>40</b>	<b>42</b>
<b>1st &amp; 3rd quartiles</b>	<b>39 &amp; 40</b>	<b>40 &amp; 41</b>	<b>40 &amp; 45</b>
<b>Range (min, max)</b>	<b>39 to 40</b>	<b>40 to 41</b>	<b>37 to 47</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>23</b>	<b>19</b>	<b>27</b>
<b>Average</b>	<b>44.8</b>	<b>44.7</b>	<b>44.4</b>
<b>Median</b>	<b>45</b>	<b>46</b>	<b>44</b>
<b>1st &amp; 3rd quartiles</b>	<b>44 &amp; 46</b>	<b>44 &amp; 46</b>	<b>43 &amp; 47</b>
<b>Range (min, max)</b>	<b>39 to 50</b>	<b>40 to 49</b>	<b>37 to 48</b>



**S248 # Of Staff <=25**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	36	53	53
PowerStream Inc.	29	33	31
Horizon Utilities Corporation	14	19	22
Waterloo North Hydro Inc.	9	13	11
Veridian Connections Inc.	5	9	10
Hydro One Brampton Networks	8	10	8
Kitchener-Wilmot Hydro Inc.	3	9	8
Oakville Hydro Electricity	7	5	7
Cambridge and North Dumfries	5	3	7
EnWin Utilities Ltd.	0	5	4
Burlington Hydro Inc.	2	4	2
Whitby Hydro Electric	1	0	2
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>9.9</b>	<b>13.6</b>	<b>13.8</b>
<b>Median</b>	<b>6</b>	<b>9</b>	<b>8</b>
<b>1st &amp; 3rd quartiles</b>	<b>3 &amp; 10</b>	<b>5 &amp; 15</b>	<b>6 &amp; 14</b>
<b>Range (min, max)</b>	<b>0 to 36</b>	<b>0 to 53</b>	<b>2 to 53</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			10
Kingston Hydro Corporation			9
St. Thomas Energy Inc.	2	3	3
Haldimand County Hydro Inc.	2	2	2
Orangeville Hydro Limited	2	2	2
Festival Hydro Inc.	3	2	1
Grimsby Power Incorporated	0		1
Lakefront Utilities Inc.	0		1
Halton Hills Hydro Inc.	2		1
Entegrus Powerlines Inc.		1	1
Woodstock Hydro Services Inc.	3	2	0
Lakeland Power Distribution Ltd	1	0	0
<b>Count</b>	<b>9</b>	<b>7</b>	<b>12</b>
<b>Average</b>	<b>1.7</b>	<b>1.7</b>	<b>2.6</b>
<b>Median</b>	<b>2</b>	<b>2</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 2</b>	<b>2 &amp; 2</b>	<b>1 &amp; 2</b>
<b>Range (min, max)</b>	<b>0 to 3</b>	<b>0 to 3</b>	<b>0 to 10</b>





**S248 # Of Staff <=25**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	2	2	5
Sioux Lookout Hydro Inc.	1	1	1
<b>Count</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Average</b>	<b>1.5</b>	<b>1.5</b>	<b>3.0</b>
<b>Median</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 2</b>	<b>1 &amp; 2</b>	<b>2 &amp; 4</b>
<b>Range (min, max)</b>	<b>1 to 2</b>	<b>1 to 2</b>	<b>1 to 5</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>23</b>	<b>21</b>	<b>26</b>
<b>Average</b>	<b>6.0</b>	<b>8.5</b>	<b>7.8</b>
<b>Median</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>1st &amp; 3rd quartiles</b>	<b>2 &amp; 6</b>	<b>2 &amp; 9</b>	<b>1 &amp; 9</b>
<b>Range (min, max)</b>	<b>0 to 36</b>	<b>0 to 53</b>	<b>0 to 53</b>



**S249 # Of Staff 26<=35**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	82	87	99
Horizon Utilities Corporation	55	60	77
PowerStream Inc.	49	60	76
Veridian Connections Inc.	25	29	31
EnWin Utilities Ltd.	28	33	30
Kitchener-Wilmot Hydro Inc.	31	27	26
Hydro One Brampton Networks	21	23	23
Oakville Hydro Electricity	18	23	22
Waterloo North Hydro Inc.	11	16	21
Burlington Hydro Inc.	12	14	13
Cambridge and North Dumfries	9	10	10
Whitby Hydro Electric	7	8	7
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>29.0</b>	<b>32.5</b>	<b>36.3</b>
<b>Median</b>	<b>23</b>	<b>25</b>	<b>25</b>
<b>1st &amp; 3rd quartiles</b>	<b>12 &amp; 36</b>	<b>16 &amp; 40</b>	<b>19 &amp; 42</b>
<b>Range (min, max)</b>	<b>7 to 82</b>	<b>8 to 87</b>	<b>7 to 99</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	9	13	17
Haldimand County Hydro Inc.	14	15	14
Kingston Hydro Corporation			12
Bluewater Power Distribution			11
Woodstock Hydro Services Inc.	7	7	9
Festival Hydro Inc.	3	4	8
Halton Hills Hydro Inc.	7		8
St. Thomas Energy Inc.	4	4	7
Orangeville Hydro Limited	2	3	3
Grimsby Power Incorporated	4		2
Lakefront Utilities Inc.	3		2
Lakeland Power Distribution Ltd	0	1	1
<b>Count</b>	<b>10</b>	<b>7</b>	<b>12</b>
<b>Average</b>	<b>5.3</b>	<b>6.7</b>	<b>7.8</b>
<b>Median</b>	<b>4</b>	<b>4</b>	<b>8</b>
<b>1st &amp; 3rd quartiles</b>	<b>3 &amp; 7</b>	<b>4 &amp; 10</b>	<b>3 &amp; 11</b>
<b>Range (min, max)</b>	<b>0 to 14</b>	<b>1 to 15</b>	<b>1 to 17</b>



**S249 # Of Staff 26<=35**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	7	7	10
Kenora Hydro Electric			3
Sioux Lookout Hydro Inc.	2	2	2
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>4.5</b>	<b>4.5</b>	<b>5.0</b>
<b>Median</b>	<b>5</b>	<b>5</b>	<b>3</b>
<b>1st &amp; 3rd quartiles</b>	<b>3 &amp; 6</b>	<b>3 &amp; 6</b>	<b>3 &amp; 7</b>
<b>Range (min, max)</b>	<b>2 to 7</b>	<b>2 to 7</b>	<b>2 to 10</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>21</b>	<b>27</b>
<b>Average</b>	<b>17.1</b>	<b>21.2</b>	<b>20.1</b>
<b>Median</b>	<b>9</b>	<b>14</b>	<b>11</b>
<b>1st &amp; 3rd quartiles</b>	<b>4 &amp; 22</b>	<b>7 &amp; 27</b>	<b>7 &amp; 23</b>
<b>Range (min, max)</b>	<b>0 to 82</b>	<b>1 to 87</b>	<b>1 to 99</b>



**S250 # Of Staff 36<=45**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	171	157	141
PowerStream Inc.	125	105	99
Horizon Utilities Corporation	107	107	93
Kitchener-Wilmot Hydro Inc.	50	48	48
Hydro One Brampton Networks	48	47	46
EnWin Utilities Ltd.	45	42	40
Veridian Connections Inc.	42	39	35
Oakville Hydro Electricity	28	32	32
Cambridge and North Dumfries	24	26	27
Burlington Hydro Inc.	38	25	22
Waterloo North Hydro Inc.	28	20	20
Whitby Hydro Electric	16	16	16
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>60.2</b>	<b>55.3</b>	<b>51.6</b>
<b>Median</b>	<b>44</b>	<b>41</b>	<b>38</b>
<b>1st &amp; 3rd quartiles</b>	<b>28 &amp; 64</b>	<b>26 &amp; 62</b>	<b>26 &amp; 59</b>
<b>Range (min, max)</b>	<b>16 to 171</b>	<b>16 to 157</b>	<b>16 to 141</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			36
Haldimand County Hydro Inc.	15	16	19
Entegrus Powerlines Inc.	10	14	15
St. Thomas Energy Inc.	11	13	14
Halton Hills Hydro Inc.	13		12
Lakeland Power Distribution Ltd	13	13	11
Kingston Hydro Corporation			11
Lakefront Utilities Inc.	2		10
Woodstock Hydro Services Inc.	13	11	10
Festival Hydro Inc.	13	12	9
Grimsby Power Incorporated	4		8
Orangeville Hydro Limited	4	4	4
<b>Count</b>	<b>10</b>	<b>7</b>	<b>12</b>
<b>Average</b>	<b>9.8</b>	<b>11.9</b>	<b>13.3</b>
<b>Median</b>	<b>12</b>	<b>13</b>	<b>11</b>
<b>1st &amp; 3rd quartiles</b>	<b>6 &amp; 13</b>	<b>12 &amp; 14</b>	<b>10 &amp; 14</b>
<b>Range (min, max)</b>	<b>2 to 15</b>	<b>4 to 16</b>	<b>4 to 36</b>



**S250 # Of Staff 36<=45**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	5	5	5
Kenora Hydro Electric			3
Sioux Lookout Hydro Inc.	2	2	1
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>3.5</b>	<b>3.5</b>	<b>3.0</b>
<b>Median</b>	<b>4</b>	<b>4</b>	<b>3</b>
<b>1st &amp; 3rd quartiles</b>	<b>3 &amp; 4</b>	<b>3 &amp; 4</b>	<b>2 &amp; 4</b>
<b>Range (min, max)</b>	<b>2 to 5</b>	<b>2 to 5</b>	<b>1 to 5</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>21</b>	<b>27</b>
<b>Average</b>	<b>34.5</b>	<b>35.9</b>	<b>29.1</b>
<b>Median</b>	<b>16</b>	<b>20</b>	<b>16</b>
<b>1st &amp; 3rd quartiles</b>	<b>11 &amp; 43</b>	<b>13 &amp; 42</b>	<b>10 &amp; 36</b>
<b>Range (min, max)</b>	<b>2 to 171</b>	<b>2 to 157</b>	<b>1 to 141</b>



**S251 # Of Staff 46<=55**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	245	259	251
PowerStream Inc.	217	219	221
Horizon Utilities Corporation	167	167	171
Veridian Connections Inc.	89	90	94
Hydro One Brampton Networks	95	97	92
EnWin Utilities Ltd.	94	87	87
Kitchener-Wilmot Hydro Inc.	70	69	70
Cambridge and North Dumfries	41	42	46
Waterloo North Hydro Inc.	48	48	45
Oakville Hydro Electricity	38	38	44
Burlington Hydro Inc.	33	36	27
Whitby Hydro Electric	28	26	27
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>97.1</b>	<b>98.2</b>	<b>97.9</b>
<b>Median</b>	<b>80</b>	<b>78</b>	<b>79</b>
<b>1st &amp; 3rd quartiles</b>	<b>40 &amp; 113</b>	<b>41 &amp; 115</b>	<b>45 &amp; 113</b>
<b>Range (min, max)</b>	<b>28 to 245</b>	<b>26 to 259</b>	<b>27 to 251</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	36	36	39
Bluewater Power Distribution			35
Kingston Hydro Corporation			20
Festival Hydro Inc.	21	21	20
Halton Hills Hydro Inc.	14		19
Woodstock Hydro Services Inc.	13	15	13
St. Thomas Energy Inc.	14	14	13
Orangeville Hydro Limited	10	10	10
Lakefront Utilities Inc.	10		9
Grimsby Power Incorporated	8		8
Lakeland Power Distribution Ltd	10	9	8
Haldimand County Hydro Inc.	10	8	7
<b>Count</b>	<b>10</b>	<b>7</b>	<b>12</b>
<b>Average</b>	<b>14.6</b>	<b>16.1</b>	<b>16.8</b>
<b>Median</b>	<b>12</b>	<b>14</b>	<b>13</b>
<b>1st &amp; 3rd quartiles</b>	<b>10 &amp; 14</b>	<b>10 &amp; 18</b>	<b>9 &amp; 20</b>
<b>Range (min, max)</b>	<b>8 to 36</b>	<b>8 to 36</b>	<b>7 to 39</b>



**S251 # Of Staff 46<=55**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			6
Niagara-on-the-Lake Hydro Inc.	2	2	3
Sioux Lookout Hydro Inc.	2	2	3
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>2.0</b>	<b>2.0</b>	<b>4.0</b>
<b>Median</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>1st &amp; 3rd quartiles</b>	<b>2 &amp; 2</b>	<b>2 &amp; 2</b>	<b>3 &amp; 5</b>
<b>Range (min, max)</b>	<b>2 to 2</b>	<b>2 to 2</b>	<b>3 to 6</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>21</b>	<b>27</b>
<b>Average</b>	<b>54.8</b>	<b>61.7</b>	<b>51.4</b>
<b>Median</b>	<b>31</b>	<b>36</b>	<b>27</b>
<b>1st &amp; 3rd quartiles</b>	<b>10 &amp; 75</b>	<b>14 &amp; 87</b>	<b>10 &amp; 58</b>
<b>Range (min, max)</b>	<b>2 to 245</b>	<b>2 to 259</b>	<b>3 to 251</b>



**S252 # Of Staff 56<=65**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	64	82	87
Hydro Ottawa Limited	39	53	56
Veridian Connections Inc.	37	40	49
Hydro One Brampton Networks	31	34	38
Horizon Utilities Corporation	22	27	33
EnWin Utilities Ltd.	27	25	26
Waterloo North Hydro Inc.	15	19	20
Kitchener-Wilmot Hydro Inc.	18	18	18
Burlington Hydro Inc.	11	14	16
Whitby Hydro Electric	14	14	16
Oakville Hydro Electricity	19	17	12
Cambridge and North Dumfries	5	11	8
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>25.2</b>	<b>29.5</b>	<b>31.6</b>
<b>Median</b>	<b>21</b>	<b>22</b>	<b>23</b>
<b>1st &amp; 3rd quartiles</b>	<b>15 &amp; 33</b>	<b>16 &amp; 36</b>	<b>16 &amp; 41</b>
<b>Range (min, max)</b>	<b>5 to 64</b>	<b>11 to 82</b>	<b>8 to 87</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			11
Halton Hills Hydro Inc.	7		9
Entegrus Powerlines Inc.	2	2	8
Lakefront Utilities Inc.	2		7
Festival Hydro Inc.	4	6	6
Woodstock Hydro Services Inc.	4	4	6
Haldimand County Hydro Inc.	5	5	6
St. Thomas Energy Inc.	3	3	4
Lakeland Power Distribution Ltd	2	4	3
Kingston Hydro Corporation			2
Orangeville Hydro Limited	1	1	1
Grimsby Power Incorporated	1		0
<b>Count</b>	<b>10</b>	<b>7</b>	<b>12</b>
<b>Average</b>	<b>3.1</b>	<b>3.6</b>	<b>5.3</b>
<b>Median</b>	<b>3</b>	<b>4</b>	<b>6</b>
<b>1st &amp; 3rd quartiles</b>	<b>2 &amp; 4</b>	<b>3 &amp; 5</b>	<b>3 &amp; 7</b>
<b>Range (min, max)</b>	<b>1 to 7</b>	<b>1 to 6</b>	<b>0 to 11</b>





**S252 # Of Staff 56<=65**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			3
Niagara-on-the-Lake Hydro Inc.	3	3	2
Sioux Lookout Hydro Inc.	1	1	1
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>
<b>Median</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>1st &amp; 3rd quartiles</b>	<b>2 &amp; 3</b>	<b>2 &amp; 3</b>	<b>2 &amp; 3</b>
<b>Range (min, max)</b>	<b>1 to 3</b>	<b>1 to 3</b>	<b>1 to 3</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>21</b>	<b>27</b>
<b>Average</b>	<b>14.0</b>	<b>18.2</b>	<b>16.6</b>
<b>Median</b>	<b>6</b>	<b>14</b>	<b>8</b>
<b>1st &amp; 3rd quartiles</b>	<b>3 &amp; 20</b>	<b>4 &amp; 25</b>	<b>4 &amp; 19</b>
<b>Range (min, max)</b>	<b>1 to 64</b>	<b>1 to 82</b>	<b>0 to 87</b>



**S253 # Of Staff >65**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	0	3	4
Whitby Hydro Electric	3	2	3
Hydro Ottawa Limited	1	2	3
EnWin Utilities Ltd.	1	0	3
Hydro One Brampton Networks	1	0	1
Burlington Hydro Inc.	0	0	1
PowerStream Inc.	1	1	1
Oakville Hydro Electricity	1	3	1
Waterloo North Hydro Inc.	0	0	0
Horizon Utilities Corporation	0	0	0
Kitchener-Wilmot Hydro Inc.	0	0	0
Cambridge and North Dumfries	2	2	0
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.8</b>	<b>1.1</b>	<b>1.4</b>
<b>Median</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 1</b>	<b>0 &amp; 2</b>	<b>0 &amp; 3</b>
<b>Range (min, max)</b>	<b>0 to 3</b>	<b>0 to 3</b>	<b>0 to 4</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakeland Power Distribution Ltd	0	0	1
Entegrus Powerlines Inc.			0
Bluewater Power Distribution			0
Lakefront Utilities Inc.	0		0
Woodstock Hydro Services Inc.	0	0	0
St. Thomas Energy Inc.	0	0	0
Orangeville Hydro Limited		0	0
Kingston Hydro Corporation			0
Halton Hills Hydro Inc.	0		0
Grimsby Power Incorporated			0
Festival Hydro Inc.	0	0	0
Haldimand County Hydro Inc.	0		
<b>Count</b>	<b>7</b>	<b>5</b>	<b>11</b>
<b>Average</b>	<b>0.0</b>	<b>0.0</b>	<b>0.1</b>
<b>Median</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>0 &amp; 0</b>	<b>0 &amp; 0</b>
<b>Range (min, max)</b>	<b>0 to 0</b>	<b>0 to 0</b>	<b>0 to 1</b>



**S253 # Of Staff >65**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0	0	1
Sioux Lookout Hydro Inc.			0
<b>Count</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Average</b>	<b>0.0</b>	<b>0.0</b>	<b>0.5</b>
<b>Median</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 0</b>	<b>0 &amp; 0</b>	<b>0 &amp; 1</b>
<b>Range (min, max)</b>	<b>0 to 0</b>	<b>0 to 0</b>	<b>0 to 1</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>20</b>	<b>18</b>	<b>25</b>
<b>Average</b>	<b>0.5</b>	<b>0.7</b>	<b>0.8</b>
<b>Median</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 1</b>	<b>0 &amp; 2</b>	<b>0 &amp; 1</b>
<b>Range (min, max)</b>	<b>0 to 3</b>	<b>0 to 3</b>	<b>0 to 4</b>



**S254** Number of Customer Satisfaction Surveys in Year

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	1	2	2
Hydro Ottawa Limited	1	2	1
Horizon Utilities Corporation	1		1
Waterloo North Hydro Inc.			1
Oakville Hydro Electricity			1
Hydro One Brampton Networks		1	1
Veridian Connections Inc.	1	1	1
Burlington Hydro Inc.			1
Cambridge and North Dumfries	1		1
<b>Count</b>	<b>5</b>	<b>4</b>	<b>9</b>
<b>Average</b>	<b>1.0</b>	<b>1.5</b>	<b>1.1</b>
<b>Median</b>	<b>1</b>	<b>2</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 1</b>	<b>1 &amp; 2</b>	<b>1 &amp; 1</b>
<b>Range (min, max)</b>	<b>1 to 1</b>	<b>1 to 2</b>	<b>1 to 2</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.			1
Halton Hills Hydro Inc.			1
St. Thomas Energy Inc.		1	
<b>Count</b>	<b>0</b>	<b>1</b>	<b>2</b>
<b>Average</b>		<b>1.0</b>	<b>1.0</b>
<b>Median</b>		<b>1</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>		<b>1 &amp; 1</b>	<b>1 &amp; 1</b>
<b>Range (min, max)</b>		<b>1 to 1</b>	<b>1 to 1</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>5</b>	<b>5</b>	<b>11</b>
<b>Average</b>	<b>1.0</b>	<b>1.4</b>	<b>1.1</b>
<b>Median</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 1</b>	<b>1 &amp; 2</b>	<b>1 &amp; 1</b>
<b>Range (min, max)</b>	<b>1 to 1</b>	<b>1 to 2</b>	<b>1 to 2</b>



**S255** Number of Employee Satisfaction Surveys in Year

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	1		1
PowerStream Inc.	1		1
Oakville Hydro Electricity			1
Burlington Hydro Inc.			1
Hydro Ottawa Limited			1
<b>Count</b>	<b>2</b>	<b>0</b>	<b>5</b>
<b>Average</b>	<b>1.0</b>		<b>1.0</b>
<b>Median</b>	<b>1</b>		<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 1</b>		<b>1 &amp; 1</b>
<b>Range (min, max)</b>	<b>1 to 1</b>		<b>1 to 1</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.		1	1
Festival Hydro Inc.	44		
<b>Count</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>Average</b>	<b>44.0</b>	<b>1.0</b>	<b>1.0</b>
<b>Median</b>	<b>44</b>	<b>1</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>44 &amp; 44</b>	<b>1 &amp; 1</b>	<b>1 &amp; 1</b>
<b>Range (min, max)</b>	<b>44 to 44</b>	<b>1 to 1</b>	<b>1 to 1</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	1		1
<b>Count</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Average</b>	<b>1.0</b>		<b>1.0</b>
<b>Median</b>	<b>1</b>		<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 1</b>		<b>1 &amp; 1</b>
<b>Range (min, max)</b>	<b>1 to 1</b>		<b>1 to 1</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>4</b>	<b>1</b>	<b>7</b>
<b>Average</b>	<b>11.8</b>	<b>1.0</b>	<b>1.0</b>
<b>Median</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 12</b>	<b>1 &amp; 1</b>	<b>1 &amp; 1</b>
<b>Range (min, max)</b>	<b>1 to 44</b>	<b>1 to 1</b>	<b>1 to 1</b>



**S256** Number of Employees (FTEs) That Retired or Resigned During Year

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	59	67	61
Horizon Utilities Corporation	32	23	23
Oakville Hydro Electricity	5	3	14
Hydro One Brampton Networks	7	7	11
Hydro Ottawa Limited	24	8	11
Waterloo North Hydro Inc.	9	8	9
Kitchener-Wilmot Hydro Inc.	4	12	7
Burlington Hydro Inc.	2	3	6
Veridian Connections Inc.	4	7	6
Cambridge and North Dumfries	5	1	4
Whitby Hydro Electric		2	2
EnWin Utilities Ltd.		5	
<b>Count</b>	<b>10</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>15.1</b>	<b>12.2</b>	<b>14.0</b>
<b>Median</b>	<b>6</b>	<b>7</b>	<b>9</b>
<b>1st &amp; 3rd quartiles</b>	<b>4 &amp; 20</b>	<b>3 &amp; 9</b>	<b>6 &amp; 13</b>
<b>Range (min, max)</b>	<b>2 to 59</b>	<b>1 to 67</b>	<b>2 to 61</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			7
Grimsby Power Incorporated	1		2
Festival Hydro Inc.	0	2	2
Haldimand County Hydro Inc.	2	4	2
Lakeland Power Distribution Ltd	1	3	1
Lakefront Utilities Inc.	0		1
Entegrus Powerlines Inc.	2		1
Woodstock Hydro Services Inc.	2	1	0
St. Thomas Energy Inc.	0	2	0
Orangeville Hydro Limited	0	0	0
Kingston Hydro Corporation			0
Halton Hills Hydro Inc.	3		0
PUC Distribution Inc.	3		



**S256** Number of Employees (FTEs) That Retired or Resigned During Year

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	6	12
Average	1.3	2.0	1.3
Median	1	2	1
1st & 3rd quartiles	0 & 2	1 & 3	0 & 2
Range (min, max)	0 to 3	0 to 4	0 to 7
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	1	0	4
Kenora Hydro Electric			1
Sioux Lookout Hydro Inc.			0
Count	1	1	3
Average	1.0	0.0	1.7
Median	1	0	1
1st & 3rd quartiles	1 & 1	0 & 0	1 & 2
Range (min, max)	1 to 1	0 to 0	0 to 4
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	22	19	26
Average	7.5	8.3	6.7
Median	2	3	2
1st & 3rd quartiles	1 & 5	2 & 7	1 & 7
Range (min, max)	0 to 59	0 to 67	0 to 61



## \$260 Net Assets

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	949,043,000	950,577,000	987,164,000
Hydro Ottawa Limited	681,676,707	697,338,867	711,994,382
Horizon Utilities Corporation	407,572,282	456,292,062	607,093,621
Hydro One Brampton Networks	315,686,812	330,758,931	356,011,559
Veridian Connections Inc.	220,479,040	229,456,878	255,582,614
Kitchener-Wilmot Hydro Inc.	231,140,844	224,728,396	233,624,856
EnWin Utilities Ltd.	233,425,899	233,756,631	231,523,109
Waterloo North Hydro Inc.	129,164,101	151,811,044	181,485,763
Oakville Hydro Electricity	186,797,065	162,713,500	171,236,695
Burlington Hydro Inc.	136,268,543	146,578,872	152,004,589
Cambridge and North Dumfries	133,167,408	138,314,242	140,635,092
Whitby Hydro Electric	78,288,291	80,577,898	87,374,852
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>308,559,166.0</b>	<b>316,908,693.4</b>	<b>342,977,594.3</b>
<b>Median</b>	<b>225,809,942</b>	<b>227,092,637</b>	<b>232,573,983</b>
<b>1st &amp; 3rd quartiles</b>	<b>135,493,259 &amp; 338,658,180</b>	<b>150,503,001 &amp; 362,142,214</b>	<b>166,428,669 &amp; 418,782,074</b>
<b>Range (min, max)</b>	<b>78,288,291 to 949,043,000</b>	<b>80,577,898 to 950,577,000</b>	<b>87,374,852 to 987,164,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	72,362,870	74,622,072	92,720,844
Peterborough Distribution Inc.	79,134,505	102,076,204	90,880,145
PUC Distribution Inc.	69,029,344	70,974,390	78,765,886
Bluewater Power Distribution			74,502,143
Haldimand County Hydro Inc.	50,876,296	50,304,811	55,049,607
Kingston Hydro Corporation			54,876,735
Halton Hills Hydro Inc.	48,198,691	50,881,436	52,004,562
Festival Hydro Inc.	40,372,745	43,356,562	45,178,737
Woodstock Hydro Services Inc.	31,063,434	33,393,857	36,609,515
St. Thomas Energy Inc.	24,559,546	28,409,247	29,813,240
Lakeland Power Distribution Ltd	18,992,901	20,380,289	22,822,168
Orangeville Hydro Limited	20,197,553	22,080,415	22,384,884
Lakefront Utilities Inc.	19,874,130		21,128,540
Grimsby Power Incorporated	13,359,623		16,946,072





**\$260 Net Assets**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	40,668,469.8	49,647,928.3	49,548,791.3
Median	35,718,090	46,830,686	48,591,650
1st & 3rd quartiles	20,116,697 & 55,414,558	29,655,400 & 65,951,152	24,569,936 & 69,639,009
Range (min, max)	13,359,623 to 79,134,505	20,380,289 to 102,076,204	16,946,072 to 92,720,844
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	24,964,561	26,423,588	27,742,831
Kenora Hydro Electric			12,227,352
Sioux Lookout Hydro Inc.	8,249,290	7,907,310	7,959,921
Count	2	2	3
Average	16,606,925.5	17,165,449.0	15,976,701.3
Median	16,606,925	17,165,449	12,227,352
1st & 3rd quartiles	12,428,107 & 20,785,743	12,536,380 & 21,794,519	10,093,636 & 19,985,092
Range (min, max)	8,249,290 to 24,964,561	7,907,310 to 26,423,588	7,959,921 to 27,742,831
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	162,459,441.6	180,571,437.6	167,494,631.5
Median	75,325,581	91,327,051	78,765,886
1st & 3rd quartiles	26,489,279 & 212,058,546	40,865,886 & 225,910,517	29,813,240 & 181,485,763
Range (min, max)	8,249,290 to 949,043,000	7,907,310 to 950,577,000	7,959,921 to 987,164,000



## \$276 Net Book Value of In-Service Assets

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	601,764,000	642,059,000	649,804,000
Hydro Ottawa Limited	458,302,567	512,173,126	528,699,197
Horizon Utilities Corporation	303,499,441	314,048,563	347,041,206
Hydro One Brampton Networks	261,517,111	271,448,612	284,055,902
EnWin Utilities Ltd.	222,656,324	230,080,357	226,876,561
Veridian Connections Inc.	144,155,020	158,271,094	165,455,429
Kitchener-Wilmot Hydro Inc.	158,748,271	143,352,364	152,037,099
Waterloo North Hydro Inc.	123,012,604	135,733,127	151,806,614
Cambridge and North Dumfries	133,167,408	137,835,750	140,015,796
Oakville Hydro Electricity	106,155,908	109,979,097	138,746,635
Burlington Hydro Inc.	83,346,276	83,944,947	85,903,961
Whitby Hydro Electric	62,493,017	62,868,699	62,904,679
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>221,568,162.3</b>	<b>233,482,894.7</b>	<b>244,445,589.9</b>
<b>Median</b>	<b>151,451,646</b>	<b>150,811,729</b>	<b>158,746,264</b>
<b>1st &amp; 3rd quartiles</b>	<b>118,798,430 &amp; 272,012,694</b>	<b>129,294,619 &amp; 282,098,600</b>	<b>139,698,506 &amp; 299,802,228</b>
<b>Range (min, max)</b>	<b>62,493,017 to 601,764,000</b>	<b>62,868,699 to 642,059,000</b>	<b>62,904,679 to 649,804,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	46,262,465	48,345,411	57,894,758
Peterborough Distribution Inc.	43,610,277	44,524,520	45,957,312
Festival Hydro Inc.	40,372,745	43,356,562	44,624,814
PUC Distribution Inc.	39,691,538	40,572,647	44,444,905
Bluewater Power Distribution			42,443,147
Haldimand County Hydro Inc.	34,326,981	34,720,579	36,686,576
Kingston Hydro Corporation			30,473,388
Halton Hills Hydro Inc.	48,198,691	30,104,606	30,452,063
St. Thomas Energy Inc.	24,559,546	28,409,247	29,813,240
Woodstock Hydro Services Inc.	20,524,120	20,937,156	25,335,360
Lakeland Power Distribution Ltd		13,670,798	14,979,007
Orangeville Hydro Limited		13,876,389	14,330,776
Grimsby Power Incorporated	11,405,281		11,334,277
Lakefront Utilities Inc.	10,253,246		11,229,219



**S276** Net Book Value of In-Service Assets

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	10	10	14
Average	31,920,489.0	31,851,791.5	31,428,488.7
Median	37,009,260	32,412,593	30,462,726
1st & 3rd quartiles	21,532,976 & 42,800,894	22,805,179 & 42,660,583	17,568,095 & 43,944,466
Range (min, max)	10,253,246 to 48,198,691	13,670,798 to 48,345,411	11,229,219 to 57,894,758
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	20,045,103	19,812,281	19,362,288
Kenora Hydro Electric			8,072,612
Sioux Lookout Hydro Inc.	4,572,870	4,499,684	4,447,225
Count	2	2	3
Average	12,308,986.5	12,155,982.5	10,627,375.0
Median	12,308,987	12,155,982	8,072,612
1st & 3rd quartiles	8,440,929 & 16,177,045	8,327,833 & 15,984,132	6,259,919 & 13,717,450
Range (min, max)	4,572,870 to 20,045,103	4,499,684 to 19,812,281	4,447,225 to 19,362,288
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	24	24	29
Average	125,110,033.8	131,026,025.7	117,421,656.8
Median	55,345,854	55,607,055	44,624,814
1st & 3rd quartiles	31,885,122 & 147,803,333	29,680,766 & 147,082,047	25,335,360 & 151,806,614
Range (min, max)	4,572,870 to 601,764,000	4,499,684 to 642,059,000	4,447,225 to 649,804,000



## \$277 Total Value of Work-in-Progress

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	27,287,104	20,599,143	36,678,893
PowerStream Inc.	59,227,000	26,786,000	31,958,000
Veridian Connections Inc.	4,846,859	8,774,531	12,486,975
Horizon Utilities Corporation	6,315,953	9,157,146	8,694,355
Hydro One Brampton Networks	798,274	7,682,718	7,071,949
EnWin Utilities Ltd.	10,769,575	3,676,274	4,646,549
Kitchener-Wilmot Hydro Inc.	9,172,208	3,794,140	4,545,881
Oakville Hydro Electricity	4,843,539	15,237,371	2,694,853
Waterloo North Hydro Inc.	6,151,497	12,024,820	1,642,282
Burlington Hydro Inc.	1,200,408	1,175,236	209,783
Cambridge and North Dumfries	117,944	215,252	197,132
<b>Count</b>	<b>11</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>11,884,578.3</b>	<b>9,920,239.2</b>	<b>10,075,150.2</b>
<b>Median</b>	<b>6,151,497</b>	<b>8,774,531</b>	<b>4,646,549</b>
<b>1st &amp; 3rd quartiles</b>	<b>3,021,974 &amp; 9,970,891</b>	<b>3,735,207 &amp; 13,631,095</b>	<b>2,168,568 &amp; 10,590,665</b>
<b>Range (min, max)</b>	<b>117,944 to 59,227,000</b>	<b>215,252 to 26,786,000</b>	<b>197,132 to 36,678,893</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.		1,716,254	4,099,830
Peterborough Distribution Inc.	4,790,095	3,481,414	3,416,629
Halton Hills Hydro Inc.	1,332,268	2,586,636	1,078,756
Bluewater Power Distribution			472,106
Festival Hydro Inc.			312,730
Kingston Hydro Corporation			265,239
St. Thomas Energy Inc.		0	150,101
Orangeville Hydro Limited			80,295
Woodstock Hydro Services Inc.	87,708	46,961	58,437
Grimsby Power Incorporated			0
Lakeland Power Distribution Ltd		255,271	0
Lakefront Utilities Inc.	0		
<b>Count</b>	<b>4</b>	<b>6</b>	<b>11</b>
<b>Average</b>	<b>1,552,517.8</b>	<b>1,347,756.0</b>	<b>903,102.1</b>
<b>Median</b>	<b>709,988</b>	<b>985,763</b>	<b>265,239</b>
<b>1st &amp; 3rd quartiles</b>	<b>65,781 &amp; 2,196,725</b>	<b>99,039 &amp; 2,369,041</b>	<b>69,366 &amp; 775,431</b>
<b>Range (min, max)</b>	<b>0 to 4,790,095</b>	<b>0 to 3,481,414</b>	<b>0 to 4,099,830</b>



**S277 Total Value of Work-in-Progress**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	230,889	9,815	711,704
Sioux Lookout Hydro Inc.	2,291	28,592	20,502
<b>Count</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Average</b>	<b>116,590.0</b>	<b>19,203.5</b>	<b>366,103.0</b>
<b>Median</b>	<b>116,590</b>	<b>19,204</b>	<b>366,103</b>
<b>1st &amp; 3rd quartiles</b>	<b>59,441 &amp; 173,739</b>	<b>14,509 &amp; 23,898</b>	<b>193,302 &amp; 538,904</b>
<b>Range (min, max)</b>	<b>2,291 to 230,889</b>	<b>9,815 to 28,592</b>	<b>20,502 to 711,704</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>17</b>	<b>19</b>	<b>24</b>
<b>Average</b>	<b>8,069,036.0</b>	<b>6,170,924.9</b>	<b>5,062,207.5</b>
<b>Median</b>	<b>4,790,095</b>	<b>3,481,414</b>	<b>895,230</b>
<b>1st &amp; 3rd quartiles</b>	<b>230,889 &amp; 6,315,953</b>	<b>235,262 &amp; 8,965,838</b>	<b>185,374 &amp; 4,571,048</b>
<b>Range (min, max)</b>	<b>0 to 59,227,000</b>	<b>0 to 26,786,000</b>	<b>0 to 36,678,893</b>



## S54 Current Assets

Large Utilities	2009	2010	2011
Horizon Utilities Corporation	80,830,796	120,289,473	253,657,261
PowerStream Inc.	212,380,000	175,909,000	176,807,000
Hydro Ottawa Limited	146,980,148	155,852,786	162,522,837
Kitchener-Wilmot Hydro Inc.	62,258,671	64,169,787	60,846,567
Burlington Hydro Inc.	47,897,363	53,103,437	56,854,188
Veridian Connections Inc.	57,731,788	55,468,166	54,437,882
Hydro One Brampton Networks	41,782,500	41,433,329	53,110,066
Cambridge and North Dumfries	42,335,079	45,515,822	36,746,351
Waterloo North Hydro Inc.	25,859,428	28,526,499	29,968,120
EnWin Utilities Ltd.	37,367,902	24,887,467	26,222,079
Whitby Hydro Electric	20,173,928	18,633,737	23,156,615
Oakville Hydro Electricity	40,377,797	28,973,612	17,198,084
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>67,997,950.0</b>	<b>67,730,259.6</b>	<b>79,293,920.8</b>
<b>Median</b>	<b>45,116,221</b>	<b>49,309,630</b>	<b>53,773,974</b>
<b>1st &amp; 3rd quartiles</b>	<b>39,625,323 &amp; 66,901,702</b>	<b>28,861,834 &amp; 78,199,708</b>	<b>29,031,610 &amp; 86,265,635</b>
<b>Range (min, max)</b>	<b>20,173,928 to 212,380,000</b>	<b>18,633,737 to 175,909,000</b>	<b>17,198,084 to 253,657,261</b>
Medium Utilities	2009	2010	2011
Peterborough Distribution Inc.	19,753,985	43,970,699	31,555,428
Entegrus Powerlines Inc.	19,870,362	20,170,525	25,432,088
PUC Distribution Inc.	22,942,677	21,443,430	23,757,779
Bluewater Power Distribution			22,728,658
Haldimand County Hydro Inc.	12,659,564	10,684,575	14,806,902
Kingston Hydro Corporation			14,314,578
Halton Hills Hydro Inc.	11,712,561	12,937,442	12,928,170
Woodstock Hydro Services Inc.	9,570,346	11,624,918	11,946,928
Festival Hydro Inc.	11,798,368	10,926,575	11,366,198
Lakefront Utilities Inc.	6,591,915		8,698,791
St. Thomas Energy Inc.	5,342,924	7,798,406	8,364,035
Orangeville Hydro Limited	6,751,114	7,203,814	6,425,386
Lakeland Power Distribution Ltd	4,294,259	4,625,686	5,204,277
Grimsby Power Incorporated	3,684,168		3,411,925



## S54 Current Assets

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	11,247,686.9	15,138,607.0	14,352,938.8
Median	10,641,453	11,275,747	12,437,549
1st & 3rd quartiles	6,279,667 & 14,433,169	8,519,949 & 18,362,254	8,447,724 & 20,748,219
Range (min, max)	3,684,168 to 22,942,677	4,625,686 to 43,970,699	3,411,925 to 31,555,428
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	4,700,738	4,803,427	4,076,644
Kenora Hydro Electric			3,689,067
Sioux Lookout Hydro Inc.	2,925,529	3,108,461	3,302,637
Count	2	2	3
Average	3,813,133.5	3,955,944.0	3,689,449.3
Median	3,813,133	3,955,944	3,689,067
1st & 3rd quartiles	3,369,331 & 4,256,936	3,532,202 & 4,379,685	3,495,852 & 3,882,856
Range (min, max)	2,925,529 to 4,700,738	3,108,461 to 4,803,427	3,302,637 to 4,076,644
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	36,868,227.3	40,502,544.7	40,121,949.7
Median	20,022,145	23,165,449	22,728,658
1st & 3rd quartiles	7,455,922 & 42,196,934	10,866,075 & 47,412,726	8,698,791 & 36,746,351
Range (min, max)	2,925,529 to 212,380,000	3,108,461 to 175,909,000	3,302,637 to 253,657,261



## S55 Inventory (End of Year Level)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	7,088,436	8,531,998	8,383,370
Horizon Utilities Corporation	6,340,625	6,041,590	6,256,400
Oakville Hydro Electricity	4,748,786	3,631,581	4,068,466
Kitchener-Wilmot Hydro Inc.	3,284,381	3,668,935	3,421,943
PowerStream Inc.	3,869,000	3,050,000	3,267,000
EnWin Utilities Ltd.	2,244,097	4,009,420	2,616,911
Waterloo North Hydro Inc.	2,410,081	2,496,403	2,408,668
Burlington Hydro Inc.	1,179,152	1,130,332	1,904,397
Veridian Connections Inc.	1,846,231	1,445,419	1,665,219
Cambridge and North Dumfries	1,311,333	1,366,167	1,435,164
Hydro One Brampton Networks	1,159,393	1,086,804	1,144,188
Whitby Hydro Electric	907,556	924,184	981,726
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>3,032,422.6</b>	<b>3,115,236.1</b>	<b>3,129,454.3</b>
<b>Median</b>	<b>2,327,089</b>	<b>2,773,201</b>	<b>2,512,789</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,278,288 &amp; 4,088,947</b>	<b>1,307,208 &amp; 3,754,056</b>	<b>1,607,705 &amp; 3,583,574</b>
<b>Range (min, max)</b>	<b>907,556 to 7,088,436</b>	<b>924,184 to 8,531,998</b>	<b>981,726 to 8,383,370</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kingston Hydro Corporation			1,465,887
Peterborough Distribution Inc.	1,256,379	1,209,115	1,361,916
PUC Distribution Inc.	1,176,154	1,306,185	1,267,795
Haldimand County Hydro Inc.	843,516	1,113,623	1,254,484
Entegrus Powerlines Inc.	631,201	618,109	774,224
Halton Hills Hydro Inc.	543,797	493,907	703,545
Bluewater Power Distribution			617,875
Woodstock Hydro Services Inc.	943,213	610,043	504,576
Lakefront Utilities Inc.	238,012		271,618
Grimsby Power Incorporated	181,885		232,815
Orangeville Hydro Limited	270,823	273,873	227,238
Lakeland Power Distribution Ltd	262,181	238,322	184,200
Festival Hydro Inc.	243,805	94,980	124,781
St. Thomas Energy Inc.	0	0	





**S55 Inventory (End of Year Level)**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	13
Average	549,247.2	595,815.7	691,611.8
Median	407,310	551,975	617,875
1st & 3rd quartiles	242,357 & 868,440	247,210 & 989,745	232,815 & 1,254,484
Range (min, max)	0 to 1,256,379	0 to 1,306,185	124,781 to 1,465,887
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	218,184	218,510	403,257
Kenora Hydro Electric			244,385
Sioux Lookout Hydro Inc.	52,707	44,830	61,659
Count	2	2	3
Average	135,445.5	131,670.0	236,433.7
Median	135,446	131,670	244,385
1st & 3rd quartiles	94,076 & 176,815	88,250 & 175,090	153,022 & 323,821
Range (min, max)	52,707 to 218,184	44,830 to 218,510	61,659 to 403,257
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	28
Average	1,663,497.2	1,816,847.1	1,687,632.4
Median	1,051,303	1,121,978	1,199,336
1st & 3rd quartiles	264,341 & 2,144,630	438,898 & 2,634,802	370,347 & 2,030,465
Range (min, max)	0 to 7,088,436	0 to 8,531,998	61,659 to 8,383,370



## \$257 Non-Current Assets

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	736,663,000	774,668,000	810,357,000
Burlington Hydro Inc.	88,371,180	93,475,435	95,150,401
EnWin Utilities Ltd.	20,089,168	19,420,123	16,708,046
Kitchener-Wilmot Hydro Inc.	27,428,091	9,743,171	12,773,366
Veridian Connections Inc.	10,880,327	12,072,755	11,786,903
Hydro One Brampton Networks	16,739,338	13,227,522	10,938,055
Cambridge and North Dumfries	11,678,102	4,343,662	3,426,006
Oakville Hydro Electricity		2,824,068	136,687
Waterloo North Hydro Inc.	50,779	50,779	0
Horizon Utilities Corporation	0	99,900	0
Hydro Ottawa Limited	155,668	0	
<b>Count</b>	<b>10</b>	<b>11</b>	<b>10</b>
<b>Average</b>	<b>91,205,565.3</b>	<b>84,538,674.1</b>	<b>96,127,646.4</b>
<b>Median</b>	<b>14,208,720</b>	<b>9,743,171</b>	<b>11,362,479</b>
<b>1st &amp; 3rd quartiles</b>	<b>2,836,833 &amp; 25,593,360</b>	<b>1,461,984 &amp; 16,323,822</b>	<b>959,017 &amp; 15,724,376</b>
<b>Range (min, max)</b>	<b>0 to 736,663,000</b>	<b>0 to 774,668,000</b>	<b>0 to 810,357,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	3,455,129	4,805,059	4,933,372
Peterborough Distribution Inc.	1,845,000	1,930,000	1,810,000
Bluewater Power Distribution			1,725,833
Haldimand County Hydro Inc.			1,271,300
Orangeville Hydro Limited	605,000	595,000	580,000
St. Thomas Energy Inc.	802,279	691,006	415,607
Grimsby Power Incorporated	94,500		94,500
Festival Hydro Inc.	33,184	16,593	2
Halton Hills Hydro Inc.		1	0
Lakeland Power Distribution Ltd	0		0
Woodstock Hydro Services Inc.	169,500	162,000	
Lakefront Utilities Inc.	0		
<b>Count</b>	<b>9</b>	<b>7</b>	<b>10</b>
<b>Average</b>	<b>778,288.0</b>	<b>1,171,379.9</b>	<b>1,083,061.4</b>
<b>Median</b>	<b>169,500</b>	<b>595,000</b>	<b>497,804</b>
<b>1st &amp; 3rd quartiles</b>	<b>33,184 &amp; 802,279</b>	<b>89,296 &amp; 1,310,503</b>	<b>23,627 &amp; 1,612,200</b>
<b>Range (min, max)</b>	<b>0 to 3,455,129</b>	<b>1 to 4,805,059</b>	<b>0 to 4,933,372</b>



**\$257 Non-Current Assets**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			632,247
Niagara-on-the-Lake Hydro Inc.	369,711	359,878	359,661
<b>Count</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Average</b>	<b>369,711.0</b>	<b>359,878.0</b>	<b>495,954.0</b>
<b>Median</b>	<b>369,711</b>	<b>359,878</b>	<b>495,954</b>
<b>1st &amp; 3rd quartiles</b>	<b>369,711 &amp; 369,711</b>	<b>359,878 &amp; 359,878</b>	<b>427,808 &amp; 564,100</b>
<b>Range (min, max)</b>	<b>369,711 to 369,711</b>	<b>359,878 to 359,878</b>	<b>359,661 to 632,247</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>20</b>	<b>19</b>	<b>22</b>
<b>Average</b>	<b>45,971,497.8</b>	<b>49,393,944.8</b>	<b>44,231,772.1</b>
<b>Median</b>	<b>703,639</b>	<b>1,930,000</b>	<b>951,773</b>
<b>1st &amp; 3rd quartiles</b>	<b>83,570 &amp; 12,943,411</b>	<b>130,950 &amp; 10,907,963</b>	<b>105,047 &amp; 9,436,884</b>
<b>Range (min, max)</b>	<b>0 to 736,663,000</b>	<b>0 to 774,668,000</b>	<b>0 to 810,357,000</b>



## \$258 Other Assets and Deferred Charges

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Cambridge and North Dumfries	-5,960,911	5,728,663	13,638,013
Veridian Connections Inc.	1,018,815	-6,575,088	9,750,107
Burlington Hydro Inc.	5,024,904	9,532,488	9,246,440
Oakville Hydro Electricity	35,419,820	2,067,770	8,391,970
Hydro One Brampton Networks	11,534,894	16,172,245	6,855,191
EnWin Utilities Ltd.	-6,134,987	2,467,647	5,074,837
Horizon Utilities Corporation	-2,021,419	-3,097,153	2,844,801
Whitby Hydro Electric	-5,286,210	-1,848,722	331,832
Waterloo North Hydro Inc.	-9,187,139	-7,048,928	-5,174,578
Hydro Ottawa Limited	14,862,783	181,815	-24,289,914
<b>Count</b>	<b>10</b>	<b>10</b>	<b>10</b>
<b>Average</b>	<b>3,927,055.0</b>	<b>1,758,073.7</b>	<b>2,666,869.9</b>
<b>Median</b>	<b>-501,302</b>	<b>1,124,793</b>	<b>5,965,014</b>
<b>1st &amp; 3rd quartiles</b>	<b>-5,792,236 &amp; 9,907,397</b>	<b>-2,785,045 &amp; 4,913,409</b>	<b>960,074 &amp; 9,032,823</b>
<b>Range (min, max)</b>	<b>-9,187,139 to 35,419,820</b>	<b>-7,048,928 to 16,172,245</b>	<b>-24,289,914 to 13,638,013</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	6,230,043	6,106,136	9,393,998
Kingston Hydro Corporation			8,622,878
Peterborough Distribution Inc.	7,878,770	6,960,457	7,178,860
Halton Hills Hydro Inc.	5,603,303	7,345,481	6,842,029
Bluewater Power Distribution			6,514,522
Lakeland Power Distribution Ltd	1,381,177	1,590,212	2,454,685
Haldimand County Hydro Inc.	3,046,235	3,758,903	2,284,829
St. Thomas Energy Inc.	-541,024	1,172,463	1,912,572
Grimsby Power Incorporated	-2,006,211		1,679,400
Lakefront Utilities Inc.	2,190,895		928,911
Orangeville Hydro Limited	1,116,587	-15,041	681,533
Festival Hydro Inc.	-4,413,529	-1,193,913	-446,040
Woodstock Hydro Services Inc.	-231,452	-54,527	-1,235,785
<b>Count</b>	<b>11</b>	<b>9</b>	<b>13</b>
<b>Average</b>	<b>1,841,344.9</b>	<b>2,852,241.2</b>	<b>3,600,953.2</b>
<b>Median</b>	<b>1,381,177</b>	<b>1,590,212</b>	<b>2,284,829</b>
<b>1st &amp; 3rd quartiles</b>	<b>-386,238 &amp; 4,324,769</b>	<b>-15,041 &amp; 6,106,136</b>	<b>928,911 &amp; 6,842,029</b>
<b>Range (min, max)</b>	<b>-4,413,529 to 7,878,770</b>	<b>-1,193,913 to 7,345,481</b>	<b>-1,235,785 to 9,393,998</b>



**S258 Other Assets and Deferred Charges**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	-369,176	1,219,676	2,829,276
Kenora Hydro Electric			342,465
Sioux Lookout Hydro Inc.	695,892	225,744	127,897
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>163,358.0</b>	<b>722,710.0</b>	<b>1,099,879.3</b>
<b>Median</b>	<b>163,358</b>	<b>722,710</b>	<b>342,465</b>
<b>1st &amp; 3rd quartiles</b>	<b>-102,909 &amp; 429,625</b>	<b>474,227 &amp; 971,193</b>	<b>235,181 &amp; 1,585,871</b>
<b>Range (min, max)</b>	<b>-369,176 to 695,892</b>	<b>225,744 to 1,219,676</b>	<b>127,897 to 2,829,276</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>23</b>	<b>21</b>	<b>26</b>
<b>Average</b>	<b>2,602,263.5</b>	<b>2,128,396.6</b>	<b>2,953,105.0</b>
<b>Median</b>	<b>1,018,815</b>	<b>1,219,676</b>	<b>2,641,981</b>
<b>1st &amp; 3rd quartiles</b>	<b>-2,013,815 &amp; 5,314,104</b>	<b>-54,527 &amp; 5,728,663</b>	<b>427,232 &amp; 7,097,943</b>
<b>Range (min, max)</b>	<b>-9,187,139 to 35,419,820</b>	<b>-7,048,928 to 16,172,245</b>	<b>-24,289,914 to 13,638,013</b>



## \$259 Other Capital Assets

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	938,572,439	975,061,707	1,004,535,626
Horizon Utilities Corporation	634,890,680	660,045,097	670,042,169
Hydro One Brampton Networks	473,087,722	503,721,667	542,787,800
Veridian Connections Inc.	320,602,200	352,694,214	376,186,005
EnWin Utilities Ltd.			311,765,961
Waterloo North Hydro Inc.	207,953,561	233,036,893	268,022,724
Cambridge and North Dumfries	168,517,507	168,139,327	176,338,019
Whitby Hydro Electric	126,600,841	128,917,771	133,315,613
Burlington Hydro Inc.	0	0	
<b>Count</b>	<b>8</b>	<b>8</b>	<b>8</b>
<b>Average</b>	<b>358,778,118.8</b>	<b>377,702,084.5</b>	<b>435,374,239.6</b>
<b>Median</b>	<b>264,277,881</b>	<b>292,865,554</b>	<b>343,975,983</b>
<b>1st &amp; 3rd quartiles</b>	<b>158,038,341 &amp; 513,538,461</b>	<b>158,333,938 &amp; 542,802,524</b>	<b>245,101,548 &amp; 574,601,392</b>
<b>Range (min, max)</b>	<b>0 to 938,572,439</b>	<b>0 to 975,061,707</b>	<b>133,315,613 to 1,004,535,626</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			108,031,619
Peterborough Distribution Inc.	74,968,628	77,625,384	82,417,852
Festival Hydro Inc.	73,954,187	77,484,151	80,753,586
Haldimand County Hydro Inc.	54,531,593	57,525,586	62,226,258
Kingston Hydro Corporation			50,017,174
St. Thomas Energy Inc.	38,229,411	39,362,298	41,122,288
Halton Hills Hydro Inc.		49,227,467	31,530,818
Grimsby Power Incorporated			25,132,850
Lakefront Utilities Inc.	17,756,451		19,567,719
Lakeland Power Distribution Ltd	469,218	540,138	602,840
Orangeville Hydro Limited	29,378,796	30,611,560	149,680
Woodstock Hydro Services Inc.	87,708	70,848	
<b>Count</b>	<b>8</b>	<b>8</b>	<b>11</b>
<b>Average</b>	<b>36,171,999.0</b>	<b>41,555,929.0</b>	<b>45,595,698.5</b>
<b>Median</b>	<b>33,804,103</b>	<b>44,294,882</b>	<b>41,122,288</b>
<b>1st &amp; 3rd quartiles</b>	<b>13,434,643 &amp; 59,387,242</b>	<b>23,093,705 &amp; 62,515,227</b>	<b>22,350,284 &amp; 71,489,922</b>
<b>Range (min, max)</b>	<b>87,708 to 74,968,628</b>	<b>70,848 to 77,625,384</b>	<b>149,680 to 108,031,619</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	38,530,703	39,717,803	41,245,338
Sioux Lookout Hydro Inc.	7,163,515	7,460,625	7,704,379



**S259 Other Capital Assets**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	2	2	2
Average	22,847,109.0	23,589,214.0	24,474,858.5
Median	22,847,109	23,589,214	24,474,858
1st & 3rd quartiles	15,005,312 & 30,688,906	15,524,919 & 31,653,508	16,089,618 & 32,860,098
Range (min, max)	7,163,515 to 38,530,703	7,460,625 to 39,717,803	7,704,379 to 41,245,338
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	18	18	21
Average	178,071,953.3	188,957,918.7	192,071,253.2
Median	64,242,890	67,504,869	80,753,586
1st & 3rd quartiles	20,662,038 & 198,094,548	32,799,245 & 216,812,502	31,530,818 & 268,022,724
Range (min, max)	0 to 938,572,439	0 to 975,061,707	149,680 to 1,004,535,626



## \$57 Gross Fixed Assets (Include all Work-in-Progress)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	1,185,602,000	1,246,432,000	1,335,735,000
Hydro Ottawa Limited	938,572,439	975,061,707	1,004,535,626
Horizon Utilities Corporation	615,967,841	641,127,531	681,501,713
Hydro One Brampton Networks	492,543,339	526,985,492	550,554,608
Veridian Connections Inc.	369,274,333	369,274,333	428,631,000
EnWin Utilities Ltd.	290,485,312	300,417,625	311,765,961
Kitchener-Wilmot Hydro Inc.	300,919,524	277,562,809	289,651,361
Waterloo North Hydro Inc.	207,898,406	232,901,480	268,022,724
Oakville Hydro Electricity	189,667,903	210,581,961	234,355,434
Burlington Hydro Inc.	84,546,684	85,120,183	205,897,591
Cambridge and North Dumfries	168,517,507	168,139,327	176,338,019
Whitby Hydro Electric	149,018,387	154,523,239	161,115,416
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>416,084,472.9</b>	<b>432,343,973.9</b>	<b>470,675,371.1</b>
<b>Median</b>	<b>295,702,418</b>	<b>288,990,217</b>	<b>300,708,661</b>
<b>1st &amp; 3rd quartiles</b>	<b>184,380,304 &amp; 523,399,465</b>	<b>199,971,303 &amp; 555,521,002</b>	<b>227,240,973 &amp; 583,291,384</b>
<b>Range (min, max)</b>	<b>84,546,684 to 1,185,602,000</b>	<b>85,120,183 to 1,246,432,000</b>	<b>161,115,416 to 1,335,735,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			113,106,531
Entegrus Powerlines Inc.	75,027,102	85,609,843	110,144,347
PUC Distribution Inc.	85,950,381	89,978,517	96,776,288
Peterborough Distribution Inc.	74,968,628	77,625,384	82,417,852
Festival Hydro Inc.	73,366,237	76,940,591	80,200,026
Haldimand County Hydro Inc.	54,531,593	57,525,586	62,226,258
Halton Hills Hydro Inc.	46,102,472	49,217,374	52,830,533
Kingston Hydro Corporation			49,838,971
Woodstock Hydro Services Inc.	35,826,147	38,145,414	44,661,813
St. Thomas Energy Inc.	44,756,021	46,273,436	41,122,288
Orangeville Hydro Limited	29,378,796	30,611,560	32,219,582
Grimsby Power Incorporated	23,814,394		25,132,850
Lakeland Power Distribution Ltd	20,938,921	22,620,946	24,743,037
Lakefront Utilities Inc.	19,358,430		21,967,783





**\$57 Gross Fixed Assets (Include all Work-in-Progress)**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	48,668,260.2	57,454,865.1	59,813,439.9
Median	45,429,246	53,371,480	51,334,752
1st & 3rd quartiles	27,987,695 & 73,766,835	40,177,420 & 77,454,186	34,445,259 & 81,863,396
Range (min, max)	19,358,430 to 85,950,381	22,620,946 to 89,978,517	21,967,783 to 113,106,531
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	38,530,703	39,717,803	41,245,338
Kenora Hydro Electric			14,852,672
Sioux Lookout Hydro Inc.	7,161,224	7,432,033	7,683,877
Count	2	2	3
Average	22,845,963.5	23,574,918.0	21,260,629.0
Median	22,845,963	23,574,918	14,852,672
1st & 3rd quartiles	15,003,594 & 30,688,333	15,503,475 & 31,646,360	11,268,275 & 28,049,005
Range (min, max)	7,161,224 to 38,530,703	7,432,033 to 39,717,803	7,683,877 to 41,245,338
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	216,258,643.2	242,076,090.6	225,837,051.7
Median	79,786,893	87,794,180	96,776,288
1st & 3rd quartiles	40,087,033 & 269,838,585	48,481,390 & 283,276,513	41,245,338 & 268,022,724
Range (min, max)	7,161,224 to 1,185,602,000	7,432,033 to 1,246,432,000	7,683,877 to 1,335,735,000



## S58 Accumulated Depreciation/Accumulated Amortization

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	583,838,000	604,373,000	645,694,000
Hydro Ottawa Limited	425,982,766	442,289,438	439,157,536
Horizon Utilities Corporation	312,468,400	327,086,844	325,707,010
Hydro One Brampton Networks	228,617,035	244,882,636	258,823,741
Veridian Connections Inc.	173,057,044	173,057,044	213,756,000
Kitchener-Wilmot Hydro Inc.	132,999,045	130,416,305	133,068,380
EnWin Utilities Ltd.	110,625,593	117,445,651	130,864,724
Burlington Hydro Inc.	114,390,671	119,192,445	122,551,334
Waterloo North Hydro Inc.	97,917,415	105,244,363	113,739,171
Oakville Hydro Electricity	78,668,456	85,365,493	92,913,946
Cambridge and North Dumfries	84,713,702	84,779,399	90,948,461
Whitby Hydro Electric	64,107,824	66,049,072	70,410,934
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>200,615,495.9</b>	<b>208,348,474.2</b>	<b>219,802,936.4</b>
<b>Median</b>	<b>123,694,858</b>	<b>124,804,375</b>	<b>131,966,552</b>
<b>1st &amp; 3rd quartiles</b>	<b>94,616,486 &amp; 249,579,876</b>	<b>100,274,645 &amp; 265,433,688</b>	<b>108,532,865 &amp; 275,544,559</b>
<b>Range (min, max)</b>	<b>64,107,824 to 583,838,000</b>	<b>66,049,072 to 604,373,000</b>	<b>70,410,934 to 645,694,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			65,116,364
Entegrus Powerlines Inc.	28,764,637	37,264,432	52,480,237
PUC Distribution Inc.	46,258,843	47,689,616	48,231,553
Festival Hydro Inc.	41,243,269	43,971,825	46,619,789
Peterborough Distribution Inc.	26,568,257	29,619,450	33,043,911
Haldimand County Hydro Inc.	20,204,612	22,805,007	25,539,682
St. Thomas Energy Inc.	19,274,043	20,614,926	22,001,262
Halton Hills Hydro Inc.	16,360,967	19,112,768	21,299,714
Kingston Hydro Corporation			19,543,782
Woodstock Hydro Services Inc.	15,214,319	17,164,840	19,268,016
Orangeville Hydro Limited	15,691,593	16,588,792	17,748,855
Grimsby Power Incorporated	12,409,113		13,605,417
Lakeland Power Distribution Ltd	8,352,856	9,235,016	10,366,871
Lakefront Utilities Inc.	6,903,142		8,338,498



## S58 Accumulated Depreciation/Accumulated Amortization

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	21,437,137.6	26,406,667.2	28,800,282.2
Median	17,817,505	21,709,967	21,650,488
1st & 3rd quartiles	14,513,018 & 27,117,352	17,651,822 & 35,353,186	18,128,645 & 43,225,820
Range (min, max)	6,903,142 to 46,258,843	9,235,016 to 47,689,616	8,338,498 to 65,116,364
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	18,485,600	19,895,705	21,171,345
Kenora Hydro Electric			6,780,061
Sioux Lookout Hydro Inc.	2,588,353	2,932,349	3,236,652
Count	2	2	3
Average	10,536,976.5	11,414,027.0	10,396,019.3
Median	10,536,977	11,414,027	6,780,061
1st & 3rd quartiles	6,562,665 & 14,511,288	7,173,188 & 15,654,866	5,008,356 & 13,975,703
Range (min, max)	2,588,353 to 18,485,600	2,932,349 to 19,895,705	3,236,652 to 21,171,345
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	103,296,367.5	116,128,184.0	105,931,974.0
Median	43,751,056	56,869,344	48,231,553
1st & 3rd quartiles	16,892,125 & 113,449,401	20,435,121 & 121,998,410	19,543,782 & 122,551,334
Range (min, max)	2,588,353 to 583,838,000	2,932,349 to 604,373,000	3,236,652 to 645,694,000



## S261 Non Current Liabilities

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	508,933,000	493,083,000	495,593,000
Kitchener-Wilmot Hydro Inc.	104,726,880	94,659,033	93,748,886
Burlington Hydro Inc.	50,695,650	50,866,674	60,201,152
EnWin Utilities Ltd.	58,679,750	59,093,131	56,948,604
Horizon Utilities Corporation	109,430,452	161,798,144	53,437,875
Veridian Connections Inc.	19,543,250	20,840,901	22,680,191
Hydro Ottawa Limited	16,767,710	17,240,945	19,130,854
Oakville Hydro Electricity		16,771,756	17,559,746
Cambridge and North Dumfries	8,015,857	14,158,735	13,533,389
Hydro One Brampton Networks	50,604,049	14,118,850	11,769,922
Waterloo North Hydro Inc.	5,835,466	6,252,330	6,526,345
Whitby Hydro Electric	-1,177,720	-3,880,187	-3,800,271
<b>Count</b>	<b>11</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>84,732,213.1</b>	<b>78,750,276.0</b>	<b>70,610,807.8</b>
<b>Median</b>	<b>50,604,049</b>	<b>19,040,923</b>	<b>20,905,523</b>
<b>1st &amp; 3rd quartiles</b>	<b>12,391,784 &amp; 81,703,315</b>	<b>14,148,764 &amp; 67,984,607</b>	<b>13,092,522 &amp; 57,761,741</b>
<b>Range (min, max)</b>	<b>-1,177,720 to 508,933,000</b>	<b>-3,880,187 to 493,083,000</b>	<b>-3,800,271 to 495,593,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	29,523,758	36,378,179	43,650,194
PUC Distribution Inc.	35,829,477	36,818,005	38,169,549
Festival Hydro Inc.	14,248,053	14,958,680	15,318,660
Bluewater Power Distribution			9,051,044
Kingston Hydro Corporation			1,860,840
Peterborough Distribution Inc.	11,555,716	747,699	993,941
Orangeville Hydro Limited	766,458	733,975	927,380
Halton Hills Hydro Inc.	994,164	951,304	766,662
Grimsby Power Incorporated	-698,107		452,162
Haldimand County Hydro Inc.	365,942	333,740	438,321
Lakefront Utilities Inc.	478,219		391,411
St. Thomas Energy Inc.	737,548	684,860	296,960
Lakeland Power Distribution Ltd	-531,364	-654,276	-738,691
Woodstock Hydro Services Inc.	-187,904	353,632	-948,995



## S261 Non Current Liabilities

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	7,756,830.0	9,130,579.8	7,902,102.7
Median	752,003	740,837	847,021
1st & 3rd quartiles	227,480 & 12,228,800	436,439 & 11,456,836	403,139 & 7,253,493
Range (min, max)	-698,107 to 35,829,477	-654,276 to 36,818,005	-948,995 to 43,650,194
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	-226,816	-35,594	992,422
Kenora Hydro Electric			296,796
Sioux Lookout Hydro Inc.	87,369	76,321	70,062
Count	2	2	3
Average	-69,723.5	20,363.5	453,093.3
Median	-69,724	20,364	296,796
1st & 3rd quartiles	-148,270 & 8,822	-7,615 & 48,342	183,429 & 644,609
Range (min, max)	-226,816 to 87,369	-35,594 to 76,321	70,062 to 992,422
Totals over Large, Medium and Small Utility Classes			
Count	25	24	29
Average	40,999,874.3	43,181,243.2	33,079,945.2
Median	8,015,857	14,138,792	6,526,345
1st & 3rd quartiles	365,942 & 35,829,477	602,053 & 36,488,136	438,321 & 22,680,191
Range (min, max)	-1,177,720 to 508,933,000	-3,880,187 to 493,083,000	-3,800,271 to 495,593,000



## S56 Current Liabilities

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	122,383,017	116,019,060	369,170,052
PowerStream Inc.	171,863,000	170,877,000	186,168,000
Hydro Ottawa Limited	123,437,041	111,306,556	118,097,016
Hydro One Brampton Networks	14,169,648	62,186,542	62,899,280
Veridian Connections Inc.	46,966,910	53,167,265	50,536,293
Waterloo North Hydro Inc.	26,699,048	32,866,993	33,702,410
EnWin Utilities Ltd.	52,905,676	39,419,130	31,616,257
Kitchener-Wilmot Hydro Inc.	27,105,975	28,743,350	30,001,924
Burlington Hydro Inc.	28,993,535	36,446,245	29,870,154
Oakville Hydro Electricity	34,122,261	31,643,578	28,906,464
Cambridge and North Dumfries	20,464,782	18,788,734	19,739,713
Whitby Hydro Electric	10,098,362	12,541,464	12,245,366
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>56,600,771.3</b>	<b>59,500,493.1</b>	<b>81,079,410.8</b>
<b>Median</b>	<b>31,557,898</b>	<b>37,932,688</b>	<b>32,659,333</b>
<b>1st &amp; 3rd quartiles</b>	<b>25,140,482 &amp; 70,275,011</b>	<b>30,918,521 &amp; 74,466,546</b>	<b>29,629,232 &amp; 76,698,714</b>
<b>Range (min, max)</b>	<b>10,098,362 to 171,863,000</b>	<b>12,541,464 to 170,877,000</b>	<b>12,245,366 to 369,170,052</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	13,531,168	14,395,562	19,814,515
PUC Distribution Inc.	13,425,874	13,567,738	17,950,884
Kingston Hydro Corporation			16,665,694
Bluewater Power Distribution			15,250,488
Peterborough Distribution Inc.	1,098,524	12,396,874	12,621,965
Haldimand County Hydro Inc.	15,964,094	8,562,973	9,364,021
Festival Hydro Inc.	7,664,161	7,214,407	8,082,644
Halton Hills Hydro Inc.	26,030,385	11,645,937	7,996,271
Lakeland Power Distribution Ltd	4,957,127	5,679,347	7,519,172
Woodstock Hydro Services Inc.	6,017,486	6,000,037	6,387,285
St. Thomas Energy Inc.	4,705,256	5,168,751	6,045,855
Orangeville Hydro Limited	4,198,638	4,089,826	4,117,921
Grimsby Power Incorporated	2,383,826		2,848,594
Lakefront Utilities Inc.	2,758,395		2,330,179



## S56 Current Liabilities

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	8,561,244.5	8,872,145.2	9,785,392.0
Median	5,487,307	7,888,690	8,039,457
1st & 3rd quartiles	3,838,577 & 13,452,198	5,759,519 & 12,209,140	6,131,212 & 14,593,357
Range (min, max)	1,098,524 to 26,030,385	4,089,826 to 14,395,562	2,330,179 to 19,814,515
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	7,298,780	7,030,874	7,486,858
Sioux Lookout Hydro Inc.	2,394,324	2,221,488	2,462,382
Kenora Hydro Electric			2,069,531
Count	2	2	3
Average	4,846,552.0	4,626,181.0	4,006,257.0
Median	4,846,552	4,626,181	2,462,382
1st & 3rd quartiles	3,620,438 & 6,072,666	3,423,834 & 5,828,527	2,265,956 & 4,974,620
Range (min, max)	2,394,324 to 7,298,780	2,221,488 to 7,030,874	2,069,531 to 7,486,858
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	30,447,588.2	33,832,488.8	38,688,523.7
Median	13,850,408	13,981,650	15,250,488
1st & 3rd quartiles	5,222,217 & 28,521,645	7,168,524 & 37,189,466	7,486,858 & 30,001,924
Range (min, max)	1,098,524 to 171,863,000	2,221,488 to 170,877,000	2,069,531 to 369,170,052



## S262 Other Liabilities

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	298,584,276	313,532,651	327,176,385
Hydro One Brampton Networks	143,804,057	143,861,107	163,942,476
Veridian Connections Inc.	84,390,366	82,413,800	107,044,759
Waterloo North Hydro Inc.	33,513,211	45,092,378	66,654,447
Oakville Hydro Electricity	113,338,012	74,577,504	58,094,516
EnWin Utilities Ltd.	50,362,034	50,452,500	52,295,610
Cambridge and North Dumfries	41,684,703	41,742,415	41,585,522
Whitby Hydro Electric	28,337,942	28,337,942	33,937,942
Horizon Utilities Corporation	-167,407	-1,909	220,000
<b>Count</b>	<b>9</b>	<b>9</b>	<b>9</b>
<b>Average</b>	<b>88,205,243.8</b>	<b>86,667,598.7</b>	<b>94,550,184.1</b>
<b>Median</b>	<b>50,362,034</b>	<b>50,452,500</b>	<b>58,094,516</b>
<b>1st &amp; 3rd quartiles</b>	<b>33,513,211 &amp; 113,338,012</b>	<b>41,742,415 &amp; 82,413,800</b>	<b>41,585,522 &amp; 107,044,759</b>
<b>Range (min, max)</b>	<b>-167,407 to 298,584,276</b>	<b>-1,909 to 313,532,651</b>	<b>220,000 to 327,176,385</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.	38,734,643	60,648,568	48,791,753
Bluewater Power Distribution			27,205,098
Woodstock Hydro Services Inc.	10,941,862	12,653,654	20,480,049
Halton Hills Hydro Inc.		16,141,969	20,066,322
Kingston Hydro Corporation			14,574,713
St. Thomas Energy Inc.	7,714,426	10,214,426	11,214,426
Haldimand County Hydro Inc.	4,005,730	8,770,604	10,947,837
Lakefront Utilities Inc.	8,605,677		10,491,591
Orangeville Hydro Limited	6,378,903	7,976,118	7,787,872
Grimsby Power Incorporated	5,782,746		7,263,435
Lakeland Power Distribution Ltd	3,487,500	3,487,500	3,487,500
Festival Hydro Inc.	-33,449	2,286,624	2,149,876
<b>Count</b>	<b>9</b>	<b>8</b>	<b>12</b>
<b>Average</b>	<b>9,513,115.3</b>	<b>15,272,432.9</b>	<b>15,371,706.0</b>
<b>Median</b>	<b>6,378,903</b>	<b>9,492,515</b>	<b>11,081,132</b>
<b>1st &amp; 3rd quartiles</b>	<b>4,005,730 &amp; 8,605,677</b>	<b>6,853,963 &amp; 13,525,732</b>	<b>7,656,762 &amp; 20,169,754</b>
<b>Range (min, max)</b>	<b>-33,449 to 38,734,643</b>	<b>2,286,624 to 60,648,568</b>	<b>2,149,876 to 48,791,753</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	6,296,714	7,097,300	6,646,521
Sioux Lookout Hydro Inc.	2,889,720	2,647,680	2,407,488





**S262 Other Liabilities**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	2	2	2
Average	4,593,217.0	4,872,490.0	4,527,004.5
Median	4,593,217	4,872,490	4,527,005
1st & 3rd quartiles	3,741,468 & 5,444,966	3,760,085 & 5,984,895	3,467,246 & 5,586,763
Range (min, max)	2,889,720 to 6,296,714	2,647,680 to 7,097,300	2,407,488 to 6,646,521
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	20	19	23
Average	44,432,583.3	47,996,464.8	45,411,571.2
Median	9,773,770	16,141,969	20,066,322
1st & 3rd quartiles	5,338,492 & 43,854,036	7,536,709 & 55,550,534	7,525,653 & 50,543,681
Range (min, max)	-167,407 to 298,584,276	-1,909 to 313,532,651	220,000 to 327,176,385



## \$53 Total Equity

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	268,247,000	286,617,000	305,403,000
Hydro Ottawa Limited	242,887,680	255,258,715	247,590,127
Horizon Utilities Corporation	175,926,220	178,476,768	184,265,694
Hydro One Brampton Networks	107,109,058	110,592,432	117,399,881
Kitchener-Wilmot Hydro Inc.	99,307,989	101,326,013	109,874,046
EnWin Utilities Ltd.	71,478,440	84,791,870	90,662,639
Veridian Connections Inc.	69,578,514	73,034,912	75,321,372
Waterloo North Hydro Inc.	63,116,376	67,599,343	74,602,561
Oakville Hydro Electricity	39,336,792	39,720,662	66,675,969
Cambridge and North Dumfries	63,002,066	63,624,358	65,776,468
Burlington Hydro Inc.	56,579,358	59,265,953	61,933,283
Whitby Hydro Electric	41,029,707	43,578,679	44,991,815
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>108,133,266.7</b>	<b>113,657,225.4</b>	<b>120,374,737.9</b>
<b>Median</b>	<b>70,528,477</b>	<b>78,913,391</b>	<b>82,992,005</b>
<b>1st &amp; 3rd quartiles</b>	<b>61,396,389 &amp; 124,313,349</b>	<b>62,534,757 &amp; 127,563,516</b>	<b>66,451,094 &amp; 134,116,334</b>
<b>Range (min, max)</b>	<b>39,336,792 to 268,247,000</b>	<b>39,720,662 to 286,617,000</b>	<b>44,991,815 to 305,403,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	30,540,530	32,637,493	34,299,428
Entegrus Powerlines Inc.	29,307,944	23,848,331	29,256,135
Peterborough Distribution Inc.	27,745,622	28,283,064	28,472,487
Halton Hills Hydro Inc.	21,174,142	22,142,226	23,175,307
Bluewater Power Distribution			22,995,513
PUC Distribution Inc.	19,773,993	20,588,647	22,645,453
Kingston Hydro Corporation			21,775,488
Festival Hydro Inc.	18,493,980	18,896,850	19,627,557
Lakeland Power Distribution Ltd	11,079,638	11,867,718	12,554,187
St. Thomas Energy Inc.	11,402,317	12,341,211	12,256,000
Woodstock Hydro Services Inc.	14,291,990	14,386,534	10,691,176
Orangeville Hydro Limited	8,853,554	9,280,496	9,551,712
Lakefront Utilities Inc.	8,031,839		7,915,359
Grimsby Power Incorporated	5,891,159		6,381,881



## \$53 Total Equity

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	17,215,559.0	19,427,257.0	18,685,548.8
Median	16,392,985	19,742,749	20,701,523
1st & 3rd quartiles	10,523,117 & 22,817,012	12,852,542 & 23,421,805	11,082,382 & 23,130,359
Range (min, max)	5,891,159 to 30,540,530	9,280,496 to 32,637,493	6,381,881 to 34,299,428
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	11,595,882	12,331,008	12,617,029
Kenora Hydro Electric			5,291,748
Sioux Lookout Hydro Inc.	2,877,877	2,961,821	3,019,989
Count	2	2	3
Average	7,236,879.5	7,646,414.5	6,976,255.3
Median	7,236,880	7,646,415	5,291,748
1st & 3rd quartiles	5,057,378 & 9,416,381	5,304,118 & 9,988,711	4,155,868 & 8,954,389
Range (min, max)	2,877,877 to 11,595,882	2,961,821 to 12,331,008	3,019,989 to 12,617,029
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	58,409,987.2	65,560,504.3	59,552,527.7
Median	29,924,237	36,179,078	28,472,487
1st & 3rd quartiles	12,269,909 & 67,962,980	17,769,271 & 75,974,152	12,554,187 & 74,602,561
Range (min, max)	2,877,877 to 268,247,000	2,961,821 to 286,617,000	3,019,989 to 305,403,000



## S264 Liabilities and Equity

Large Utilities	2009	2010	2011
PowerStream Inc.	949,043,000	950,577,000	987,164,000
Hydro Ottawa Limited	681,676,707	697,338,867	711,994,382
Horizon Utilities Corporation	407,572,282	456,292,062	607,093,621
Hydro One Brampton Networks	315,686,812	330,758,931	356,011,559
Veridian Connections Inc.	220,479,040	229,456,878	255,582,615
Kitchener-Wilmot Hydro Inc.	231,140,844	224,728,396	233,624,856
EnWin Utilities Ltd.	233,425,899	233,756,631	231,523,109
Waterloo North Hydro Inc.	129,164,101	151,811,044	181,485,763
Oakville Hydro Electricity	186,797,065	162,713,500	171,236,695
Burlington Hydro Inc.	136,268,543	146,578,872	152,004,589
Cambridge and North Dumfries	133,167,408	138,314,242	140,635,092
Whitby Hydro Electric	78,288,291	80,577,898	87,374,852
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>308,559,166.0</b>	<b>316,908,693.4</b>	<b>342,977,594.4</b>
<b>Median</b>	<b>225,809,942</b>	<b>227,092,637</b>	<b>232,573,983</b>
<b>1st &amp; 3rd quartiles</b>	<b>135,493,259 &amp; 338,658,180</b>	<b>150,503,001 &amp; 362,142,214</b>	<b>166,428,669 &amp; 418,782,074</b>
<b>Range (min, max)</b>	<b>78,288,291 to 949,043,000</b>	<b>80,577,898 to 950,577,000</b>	<b>87,374,852 to 987,164,000</b>
Medium Utilities	2009	2010	2011
Entegrus Powerlines Inc.	72,362,870	74,622,072	92,720,844
Peterborough Distribution Inc.	79,134,505	102,076,205	90,880,146
PUC Distribution Inc.	69,029,344	70,974,390	78,765,886
Bluewater Power Distribution			74,502,143
Haldimand County Hydro Inc.	50,876,296	50,304,810	55,049,607
Kingston Hydro Corporation			54,876,735
Halton Hills Hydro Inc.	48,198,691	50,881,436	52,004,562
Festival Hydro Inc.	40,372,745	43,356,562	45,178,737
Woodstock Hydro Services Inc.	31,063,434	33,393,857	36,609,515
St. Thomas Energy Inc.	24,559,546	28,409,247	29,813,240
Lakeland Power Distribution Ltd	18,992,901	20,380,289	22,822,168
Orangeville Hydro Limited	20,197,553	22,080,415	22,384,884
Lakefront Utilities Inc.	19,874,130		21,128,540
Grimsby Power Incorporated	13,359,623		16,946,072



## S264 Liabilities and Equity

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	40,668,469.8	49,647,928.3	49,548,791.4
Median	35,718,090	46,830,686	48,591,650
1st & 3rd quartiles	20,116,697 & 55,414,558	29,655,400 & 65,951,152	24,569,936 & 69,639,009
Range (min, max)	13,359,623 to 79,134,505	20,380,289 to 102,076,205	16,946,072 to 92,720,844
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	24,964,561	26,423,588	27,742,831
Sioux Lookout Hydro Inc.	8,249,290	7,907,310	7,959,921
Kenora Hydro Electric			7,658,075
Count	2	2	3
Average	16,606,925.5	17,165,449.0	14,453,609.0
Median	16,606,925	17,165,449	7,959,921
1st & 3rd quartiles	12,428,107 & 20,785,743	12,536,380 & 21,794,519	7,808,998 & 17,851,376
Range (min, max)	8,249,290 to 24,964,561	7,907,310 to 26,423,588	7,658,075 to 27,742,831
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	162,459,441.6	180,571,437.6	167,337,070.3
Median	75,325,581	91,327,052	78,765,886
1st & 3rd quartiles	26,489,279 & 212,058,546	40,865,886 & 225,910,517	29,813,240 & 181,485,763
Range (min, max)	8,249,290 to 949,043,000	7,907,310 to 950,577,000	7,658,075 to 987,164,000



### S39 Total Residential Distribution Revenue

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	77,327,995	79,661,790	81,026,110
Hydro Ottawa Limited	77,920,361	81,462,521	80,374,707
Horizon Utilities Corporation	52,829,919	56,999,672	57,709,410
Hydro One Brampton Networks	35,076,490	33,914,841	32,468,379
Veridian Connections Inc.	27,976,891	29,469,856	29,855,043
EnWin Utilities Ltd.	21,658,067	22,978,356	22,810,643
Kitchener-Wilmot Hydro Inc.	16,685,957	19,102,331	20,577,428
Oakville Hydro Electricity	17,558,909	17,594,797	18,241,865
Burlington Hydro Inc.	16,289,521	17,690,678	17,952,168
Waterloo North Hydro Inc.	13,521,851	13,612,900	15,023,363
Whitby Hydro Electric	11,826,831	12,252,235	12,723,081
Cambridge and North Dumfries	9,579,085	11,323,433	11,562,319
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>31,520,989.8</b>	<b>33,005,284.2</b>	<b>33,360,376.3</b>
<b>Median</b>	<b>19,608,488</b>	<b>21,040,343</b>	<b>21,694,036</b>
<b>1st &amp; 3rd quartiles</b>	<b>15,597,604 &amp; 39,514,847</b>	<b>16,599,323 &amp; 39,686,049</b>	<b>17,219,967 &amp; 38,778,637</b>
<b>Range (min, max)</b>	<b>9,579,085 to 77,920,361</b>	<b>11,323,433 to 81,462,521</b>	<b>11,562,319 to 81,026,110</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	7,985,703	7,941,291	10,349,225
Bluewater Power Distribution			10,032,358
Haldimand County Hydro Inc.	7,584,891	8,514,378	8,607,062
PUC Distribution Inc.	8,375,415	7,880,033	8,189,191
Peterborough Distribution Inc.	7,729,832	7,842,079	7,759,949
Kingston Hydro Corporation			5,796,980
Halton Hills Hydro Inc.	5,365,261	5,445,033	5,557,690
Festival Hydro Inc.	5,103,848	5,325,821	5,514,546
Lakefront Utilities Inc.	2,000,595		5,238,303
Woodstock Hydro Services Inc.	3,886,409	3,959,449	4,768,148
St. Thomas Energy Inc.	3,731,893	3,820,683	3,865,041
Orangeville Hydro Limited	2,986,225	3,120,339	3,125,258
Grimsby Power Incorporated	2,431,384		2,532,884
Lakeland Power Distribution Ltd	2,391,808	2,500,355	2,509,429



### S39 Total Residential Distribution Revenue

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	4,964,438.7	5,634,946.1	5,989,004.6
Median	4,495,128	5,385,427	5,536,118
1st & 3rd quartiles	2,847,515 & 7,621,126	3,855,375 & 7,870,545	4,090,817 & 8,081,881
Range (min, max)	2,000,595 to 8,375,415	2,500,355 to 8,514,378	2,509,429 to 10,349,225
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	2,214,849	2,266,558	2,303,062
Kenora Hydro Electric			1,381,884
Sioux Lookout Hydro Inc.	1,049,004	987,511	1,010,129
Count	2	2	3
Average	1,631,926.5	1,627,034.5	1,565,025.0
Median	1,631,926	1,627,035	1,381,884
1st & 3rd quartiles	1,340,465 & 1,923,387	1,307,273 & 1,946,796	1,196,007 & 1,842,473
Range (min, max)	1,049,004 to 2,214,849	987,511 to 2,266,558	1,010,129 to 2,303,062
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	16,964,961.3	18,986,122.5	16,857,436.4
Median	8,180,559	9,918,906	8,607,062
1st & 3rd quartiles	3,770,522 & 17,340,671	4,984,228 & 20,071,337	4,768,148 & 18,241,865
Range (min, max)	1,049,004 to 77,920,361	987,511 to 81,462,521	1,010,129 to 81,026,110



## S41 Total General Service Distribution Revenue

Large Utilities	2009	2010	2011
PowerStream Inc.	64,024,680	66,075,501	69,065,163
Hydro Ottawa Limited	58,642,743	58,939,775	59,507,149
Horizon Utilities Corporation	25,760,856	23,478,549	29,574,145
Hydro One Brampton Networks	23,846,756	23,955,383	23,128,609
EnWin Utilities Ltd.	18,295,786	18,539,260	18,337,131
Kitchener-Wilmot Hydro Inc.	14,352,187	15,724,162	16,911,948
Veridian Connections Inc.	14,818,809	15,227,419	15,592,800
Oakville Hydro Electricity	10,054,292	11,716,421	12,923,670
Waterloo North Hydro Inc.	10,773,961	11,039,373	12,595,962
Burlington Hydro Inc.	10,068,573	10,842,888	11,338,109
Cambridge and North Dumfries	9,339,203	10,115,273	10,461,182
Whitby Hydro Electric	5,606,580	5,624,624	6,443,126
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>22,132,035.5</b>	<b>22,606,552.3</b>	<b>23,823,249.5</b>
<b>Median</b>	<b>14,585,498</b>	<b>15,475,791</b>	<b>16,252,374</b>
<b>1st &amp; 3rd quartiles</b>	<b>10,065,003 &amp; 24,325,281</b>	<b>10,990,252 &amp; 23,597,757</b>	<b>12,281,499 &amp; 24,739,993</b>
<b>Range (min, max)</b>	<b>5,606,580 to 64,024,680</b>	<b>5,624,624 to 66,075,501</b>	<b>6,443,126 to 69,065,163</b>
Medium Utilities	2009	2010	2011
Entegrus Powerlines Inc.	4,426,443	5,734,159	6,882,339
Bluewater Power Distribution			6,397,158
PUC Distribution Inc.	5,933,805	5,839,382	5,787,328
Peterborough Distribution Inc.	4,959,064	5,491,147	5,481,725
Kingston Hydro Corporation			4,077,696
Festival Hydro Inc.	3,659,147	3,728,031	3,926,647
Haldimand County Hydro Inc.	5,574,474	4,295,801	3,874,250
Halton Hills Hydro Inc.	3,514,812	3,363,797	3,377,149
Lakefront Utilities Inc.	1,959,300		2,834,229
Woodstock Hydro Services Inc.	2,335,468	2,370,821	2,597,247
St. Thomas Energy Inc.	1,944,465	1,952,192	2,039,735
Lakeland Power Distribution Ltd	1,834,738	1,865,041	1,849,016
Orangeville Hydro Limited	1,415,961	1,542,654	1,650,022
Grimsby Power Incorporated	866,215		845,907





## S41 Total General Service Distribution Revenue

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	3,201,991.0	3,618,302.5	3,687,174.9
Median	2,925,140	3,545,914	3,625,700
1st & 3rd quartiles	1,917,033 & 4,559,598	2,056,849 & 5,192,311	2,179,113 & 5,130,718
Range (min, max)	866,215 to 5,933,805	1,542,654 to 5,839,382	845,907 to 6,882,339
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	2,206,951	2,125,728	2,108,280
Kenora Hydro Electric			911,837
Sioux Lookout Hydro Inc.	662,212	645,373	634,688
Count	2	2	3
Average	1,434,581.5	1,385,550.5	1,218,268.3
Median	1,434,582	1,385,551	911,837
1st & 3rd quartiles	1,048,397 & 1,820,767	1,015,462 & 1,755,639	773,263 & 1,510,059
Range (min, max)	662,212 to 2,206,951	645,373 to 2,125,728	634,688 to 2,108,280
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	11,802,980.0	12,926,364.8	11,763,939.6
Median	5,590,527	5,786,771	5,787,328
1st & 3rd quartiles	2,239,081 & 13,457,631	3,115,553 & 15,351,605	2,597,247 & 12,923,670
Range (min, max)	662,212 to 64,024,680	645,373 to 66,075,501	634,688 to 69,065,163



### S43 Total Large User Distribution Revenue

Large Utilities	2009	2010	2011
Horizon Utilities Corporation	4,591,966	3,293,001	5,488,603
EnWin Utilities Ltd.	4,879,090	5,112,462	4,754,313
Hydro Ottawa Limited	3,961,065	4,328,424	4,028,330
Hydro One Brampton Networks	1,937,968	1,926,553	1,886,845
Cambridge and North Dumfries	606,625	805,814	1,074,592
Veridian Connections Inc.	762,031	867,295	788,215
Waterloo North Hydro Inc.	506,883	410,376	551,497
Kitchener-Wilmot Hydro Inc.	653,208	302,802	365,510
PowerStream Inc.	233,984	109,469	109,527
Oakville Hydro Electricity	84,407		
<b>Count</b>	<b>10</b>	<b>9</b>	<b>9</b>
<b>Average</b>	<b>1,821,722.7</b>	<b>1,906,244.0</b>	<b>2,116,381.3</b>
<b>Median</b>	<b>707,620</b>	<b>867,295</b>	<b>1,074,592</b>
<b>1st &amp; 3rd quartiles</b>	<b>531,819 &amp; 3,455,291</b>	<b>410,376 &amp; 3,293,001</b>	<b>551,497 &amp; 4,028,330</b>
<b>Range (min, max)</b>	<b>84,407 to 4,879,090</b>	<b>109,469 to 5,112,462</b>	<b>109,527 to 5,488,603</b>
Medium Utilities	2009	2010	2011
Bluewater Power Distribution			1,290,124
Lakefront Utilities Inc.			1,116,743
Kingston Hydro Corporation			372,244
Peterborough Distribution Inc.	139,682	216,817	234,810
Festival Hydro Inc.	294,189	273,877	168,184
Entegrus Powerlines Inc.	491,155	196,191	9,335
St. Thomas Energy Inc.	4,685		
Woodstock Hydro Services Inc.	86,921		
<b>Count</b>	<b>5</b>	<b>3</b>	<b>6</b>
<b>Average</b>	<b>203,326.4</b>	<b>228,961.7</b>	<b>531,906.7</b>
<b>Median</b>	<b>139,682</b>	<b>216,817</b>	<b>303,527</b>
<b>1st &amp; 3rd quartiles</b>	<b>86,921 &amp; 294,189</b>	<b>206,504 &amp; 245,347</b>	<b>184,841 &amp; 930,618</b>
<b>Range (min, max)</b>	<b>4,685 to 491,155</b>	<b>196,191 to 273,877</b>	<b>9,335 to 1,290,124</b>
Totals over Large, Medium and Small Utility Classes			
<b>Count</b>	<b>15</b>	<b>12</b>	<b>15</b>
<b>Average</b>	<b>1,282,257.3</b>	<b>1,486,923.4</b>	<b>1,482,591.5</b>
<b>Median</b>	<b>506,883</b>	<b>608,095</b>	<b>788,215</b>
<b>1st &amp; 3rd quartiles</b>	<b>186,833 &amp; 1,350,000</b>	<b>259,612 &amp; 2,268,165</b>	<b>300,160 &amp; 1,588,485</b>
<b>Range (min, max)</b>	<b>4,685 to 4,879,090</b>	<b>109,469 to 5,112,462</b>	<b>9,335 to 5,488,603</b>



## \$46 Total Distribution Revenue

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	143,030,450	147,744,083	152,400,103
Hydro Ottawa Limited	141,212,953	143,433,789	144,649,636
Horizon Utilities Corporation	84,791,786	85,596,704	94,811,135
Hydro One Brampton Networks	61,042,529	59,984,627	57,982,269
EnWin Utilities Ltd.	45,791,981	47,952,836	47,421,407
Veridian Connections Inc.	43,939,216	46,031,606	46,742,273
Kitchener-Wilmot Hydro Inc.	32,099,514	35,568,416	38,321,592
Oakville Hydro Electricity	27,816,865	29,806,975	32,085,187
Burlington Hydro Inc.	26,398,088	28,636,084	29,486,412
Waterloo North Hydro Inc.	24,999,515	25,259,076	28,387,339
Cambridge and North Dumfries	19,610,462	22,519,964	23,654,877
Whitby Hydro Electric	17,670,321	18,116,204	19,487,633
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>55,700,306.7</b>	<b>57,554,197.0</b>	<b>59,619,155.3</b>
<b>Median</b>	<b>38,019,365</b>	<b>40,800,011</b>	<b>42,531,932</b>
<b>1st &amp; 3rd quartiles</b>	<b>26,048,445 &amp; 66,979,843</b>	<b>27,791,832 &amp; 66,387,646</b>	<b>29,211,644 &amp; 67,189,486</b>
<b>Range (min, max)</b>	<b>17,670,321 to 143,030,450</b>	<b>18,116,204 to 147,744,083</b>	<b>19,487,633 to 152,400,103</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			18,307,804
Entegrus Powerlines Inc.	13,043,007	14,068,673	17,486,048
PUC Distribution Inc.	14,782,065	14,399,662	14,570,868
Peterborough Distribution Inc.	13,090,126	14,054,634	14,047,919
Haldimand County Hydro Inc.	13,266,128	13,024,495	12,875,588
Kingston Hydro Corporation			10,345,456
Festival Hydro Inc.	9,118,827	9,413,464	9,723,954
Halton Hills Hydro Inc.	9,069,856	9,065,719	9,284,846
Lakefront Utilities Inc.	4,053,576		9,267,394
Woodstock Hydro Services Inc.	6,379,446	6,400,712	7,498,445
St. Thomas Energy Inc.	5,686,812	5,778,607	5,961,958
Orangeville Hydro Limited	4,408,424	4,700,594	4,831,020
Lakeland Power Distribution Ltd	4,332,160	4,540,343	4,553,877
Grimsby Power Incorporated	3,330,170		3,413,178



## S46 Total Distribution Revenue

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	8,380,049.8	9,544,690.3	10,154,882.5
Median	7,724,651	9,239,591	9,504,400
1st & 3rd quartiles	4,389,358 & 13,054,787	5,934,133 & 13,797,099	6,346,080 & 13,754,836
Range (min, max)	3,330,170 to 14,782,065	4,540,343 to 14,399,662	3,413,178 to 18,307,804
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	4,510,699	4,511,885	4,557,106
Kenora Hydro Electric			2,330,362
Sioux Lookout Hydro Inc.	1,776,034	1,722,868	1,744,530
Count	2	2	3
Average	3,143,366.5	3,117,376.5	2,877,332.7
Median	3,143,367	3,117,376	2,330,362
1st & 3rd quartiles	2,459,700 & 3,827,033	2,420,122 & 3,814,631	2,037,446 & 3,443,734
Range (min, max)	1,776,034 to 4,510,699	1,722,868 to 4,511,885	1,744,530 to 4,557,106
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	29,817,346.5	33,013,834.2	29,870,007.4
Median	14,024,097	16,257,933	14,570,868
1st & 3rd quartiles	5,859,970 & 31,028,852	8,399,467 & 38,184,213	7,498,445 & 32,085,187
Range (min, max)	1,776,034 to 143,030,450	1,722,868 to 147,744,083	1,744,530 to 152,400,103



## \$266 Total Other Operating & Financial Revenue

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	9,889,000	9,229,000	10,052,000
Hydro Ottawa Limited	8,340,649	10,411,488	8,283,515
Horizon Utilities Corporation	5,359,065	5,462,954	4,632,906
EnWin Utilities Ltd.	4,240,904	4,737,676	4,210,711
Veridian Connections Inc.	4,258,155	4,352,195	3,823,532
Hydro One Brampton Networks	1,830,986	5,308,382	2,801,049
Oakville Hydro Electricity	5,233,703	3,185,872	2,349,916
Burlington Hydro Inc.	2,710,063	2,176,729	2,124,527
Kitchener-Wilmot Hydro Inc.	3,549,666	2,043,580	1,886,762
Cambridge and North Dumfries	1,467,973	1,678,971	1,568,275
Waterloo North Hydro Inc.	1,112,428	1,734,176	1,312,552
Whitby Hydro Electric	1,036,183	1,233,685	1,052,080
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>4,085,731.3</b>	<b>4,296,225.7</b>	<b>3,674,818.8</b>
<b>Median</b>	<b>3,895,285</b>	<b>3,769,034</b>	<b>2,575,483</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,740,233 &amp; 5,265,044</b>	<b>1,966,229 &amp; 5,347,025</b>	<b>1,807,140 &amp; 4,316,260</b>
<b>Range (min, max)</b>	<b>1,036,183 to 9,889,000</b>	<b>1,233,685 to 10,411,488</b>	<b>1,052,080 to 10,052,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			3,536,166
PUC Distribution Inc.	1,117,078	1,304,706	1,800,486
Entegrus Powerlines Inc.	1,458,898	1,654,095	1,624,057
Peterborough Distribution Inc.	1,305,135	1,773,119	1,407,634
Halton Hills Hydro Inc.	1,301,658	1,297,828	1,285,159
Haldimand County Hydro Inc.	1,286,295	1,283,685	1,279,958
St. Thomas Energy Inc.	809,497	738,340	1,063,277
Festival Hydro Inc.	795,099	779,739	801,545
Woodstock Hydro Services Inc.	526,177	574,832	722,025
Kingston Hydro Corporation			610,848
Orangeville Hydro Limited	381,236	443,505	503,104
Lakeland Power Distribution Ltd	402,089	425,795	398,918
Grimsby Power Incorporated	339,112		348,561
Lakefront Utilities Inc.	432,674		301,521



## \$266 Total Other Operating & Financial Revenue

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	846,245.7	1,027,564.4	1,120,232.8
Median	802,298	1,031,712	932,411
1st & 3rd quartiles	425,028 & 1,290,136	615,709 & 1,302,987	530,040 & 1,377,015
Range (min, max)	339,112 to 1,458,898	425,795 to 1,773,119	301,521 to 3,536,166
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	383,306	411,935	718,768
Kenora Hydro Electric			525,698
Sioux Lookout Hydro Inc.	127,361	130,979	135,974
Count	2	2	3
Average	255,333.5	271,457.0	460,146.7
Median	255,333	271,457	525,698
1st & 3rd quartiles	191,347 & 319,319	201,218 & 341,696	330,836 & 622,233
Range (min, max)	127,361 to 383,306	130,979 to 411,935	135,974 to 718,768
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	2,295,938.1	2,598,886.1	2,109,018.1
Median	1,293,977	1,666,533	1,312,552
1st & 3rd quartiles	593,408 & 3,339,765	769,389 & 3,477,453	718,768 & 2,349,916
Range (min, max)	127,361 to 9,889,000	130,979 to 10,411,488	135,974 to 10,052,000



## S44 Total Electricity Service Revenue

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	764,749,450	839,062,496	903,857,442
Hydro Ottawa Limited	729,171,016	763,333,836	808,675,924
Horizon Utilities Corporation	447,416,438	499,055,093	516,651,051
Hydro One Brampton Networks	346,565,161	378,213,985	401,484,368
Veridian Connections Inc.	241,271,708	254,779,705	285,073,004
EnWin Utilities Ltd.	218,517,827	238,792,342	238,573,749
Kitchener-Wilmot Hydro Inc.	175,293,968	192,508,896	201,406,482
Burlington Hydro Inc.	154,618,648	169,614,691	180,615,632
Oakville Hydro Electricity	147,078,934	160,191,189	170,214,621
Cambridge and North Dumfries	124,596,648	144,093,739	155,222,857
Waterloo North Hydro Inc.	104,978,397	141,013,553	153,895,320
Whitby Hydro Electric	71,700,497	78,868,809	80,807,587
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>293,829,891.0</b>	<b>321,627,361.2</b>	<b>341,373,169.8</b>
<b>Median</b>	<b>196,905,898</b>	<b>215,650,619</b>	<b>219,990,115</b>
<b>1st &amp; 3rd quartiles</b>	<b>141,458,362 &amp; 371,777,980</b>	<b>156,166,827 &amp; 408,424,262</b>	<b>166,466,680 &amp; 430,276,039</b>
<b>Range (min, max)</b>	<b>71,700,497 to 764,749,450</b>	<b>78,868,809 to 839,062,496</b>	<b>80,807,587 to 903,857,442</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	68,587,202	76,013,183	101,271,276
Peterborough Distribution Inc.	74,156,681	78,330,137	82,983,810
Bluewater Power Distribution			79,065,501
PUC Distribution Inc.	65,566,618	67,947,307	74,687,611
Kingston Hydro Corporation			72,430,221
Festival Hydro Inc.	52,805,387	56,923,990	62,359,055
Halton Hills Hydro Inc.	45,170,603	50,507,917	55,012,355
Haldimand County Hydro Inc.	46,451,098	50,463,956	53,256,429
St. Thomas Energy Inc.	28,868,974	30,702,339	32,580,009
Lakefront Utilities Inc.	23,637,489		32,058,121
Woodstock Hydro Services Inc.	27,638,259	30,505,250	31,459,999
Orangeville Hydro Limited	23,369,926	25,366,380	26,716,566
Lakeland Power Distribution Ltd	20,652,106	21,710,795	23,154,715
Grimsby Power Incorporated	16,765,859		19,039,122



## S44 Total Electricity Service Revenue

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	41,139,183.5	48,847,125.4	53,291,056.4
Median	37,019,789	50,485,937	54,134,392
1st & 3rd quartiles	23,570,599 & 55,995,695	30,554,523 & 65,191,478	31,609,529 & 74,123,264
Range (min, max)	16,765,859 to 74,156,681	21,710,795 to 78,330,137	19,039,122 to 101,271,276
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	17,164,462	19,026,504	20,102,168
Kenora Hydro Electric			11,385,981
Sioux Lookout Hydro Inc.	5,272,478	6,945,193	7,902,292
Count	2	2	3
Average	11,218,470.0	12,985,848.5	13,130,147.0
Median	11,218,470	12,985,849	11,385,981
1st & 3rd quartiles	8,245,474 & 14,191,466	9,965,521 & 16,006,177	9,644,136 & 15,744,075
Range (min, max)	5,272,478 to 17,164,462	6,945,193 to 19,026,504	7,902,292 to 20,102,168
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	155,464,070.5	182,248,803.5	168,342,871.3
Median	70,143,850	78,599,473	79,065,501
1st & 3rd quartiles	27,945,938 & 170,125,138	45,523,552 & 204,079,758	32,058,121 & 180,615,632
Range (min, max)	5,272,478 to 764,749,450	6,945,193 to 839,062,496	7,902,292 to 903,857,442





## \$265 Revenue From Sale of Power

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	621,719,000	691,318,413	751,457,339
Hydro Ottawa Limited	587,958,063	619,900,047	664,026,288
Horizon Utilities Corporation	362,624,652	413,458,388	421,839,916
Hydro One Brampton Networks	285,522,632	318,229,358	343,502,099
Veridian Connections Inc.	197,332,492	208,748,099	238,330,731
EnWin Utilities Ltd.	172,725,846	190,839,506	191,152,342
Kitchener-Wilmot Hydro Inc.	143,194,454	156,940,481	163,084,890
Burlington Hydro Inc.	128,220,560	140,978,607	151,129,220
Oakville Hydro Electricity	119,262,069	130,384,214	138,129,434
Cambridge and North Dumfries	104,986,186	121,573,775	131,567,980
Waterloo North Hydro Inc.	79,978,882	115,754,477	125,507,981
Whitby Hydro Electric	54,030,176	60,752,605	61,319,954
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>238,129,584.3</b>	<b>264,073,164.2</b>	<b>281,754,014.5</b>
<b>Median</b>	<b>157,960,150</b>	<b>173,889,993</b>	<b>177,118,616</b>
<b>1st &amp; 3rd quartiles</b>	<b>115,693,098 &amp; 304,798,137</b>	<b>128,181,604 &amp; 342,036,616</b>	<b>136,489,071 &amp; 363,086,553</b>
<b>Range (min, max)</b>	<b>54,030,176 to 621,719,000</b>	<b>60,752,605 to 691,318,413</b>	<b>61,319,954 to 751,457,339</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	55,544,195	61,944,510	83,785,228
Peterborough Distribution Inc.	61,066,555	64,275,503	68,935,891
Kingston Hydro Corporation			62,084,765
Bluewater Power Distribution			60,757,697
PUC Distribution Inc.	50,784,553	53,547,645	60,116,743
Festival Hydro Inc.	43,686,560	47,510,526	52,635,101
Halton Hills Hydro Inc.	36,100,747	41,442,198	45,727,509
Haldimand County Hydro Inc.	33,184,970	37,439,461	40,380,841
St. Thomas Energy Inc.	23,182,162	24,923,732	26,618,052
Woodstock Hydro Services Inc.	21,258,813	24,104,539	23,961,554
Lakefront Utilities Inc.	19,583,913		22,790,727
Orangeville Hydro Limited	18,961,502	20,665,786	21,885,546
Lakeland Power Distribution Ltd	16,319,946	17,170,452	18,600,838
Grimsby Power Incorporated	13,435,689		15,625,944



## \$265 Revenue From Sale of Power

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	32,759,133.8	39,302,435.2	43,136,174.0
Median	28,183,566	39,440,830	43,054,175
1st & 3rd quartiles	19,428,310 & 45,461,058	24,309,337 & 52,038,365	23,083,434 & 60,597,459
Range (min, max)	13,435,689 to 61,066,555	17,170,452 to 64,275,503	15,625,944 to 83,785,228
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	12,653,763	14,514,619	15,545,062
Kenora Hydro Electric			9,055,619
Sioux Lookout Hydro Inc.	3,496,444	5,222,325	6,157,762
Count	2	2	3
Average	8,075,103.5	9,868,472.0	10,252,814.3
Median	8,075,104	9,868,472	9,055,619
1st & 3rd quartiles	5,785,774 & 10,364,434	7,545,399 & 12,191,546	7,606,691 & 12,300,341
Range (min, max)	3,496,444 to 12,653,763	5,222,325 to 14,514,619	6,157,762 to 15,545,062
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	125,646,724.0	149,234,969.4	138,472,863.9
Median	54,787,186	63,110,007	61,319,954
1st & 3rd quartiles	21,739,651 & 139,450,981	34,310,529 & 165,415,237	23,961,554 & 151,129,220
Range (min, max)	3,496,444 to 621,719,000	5,222,325 to 691,318,413	6,157,762 to 751,457,339



## S45 Total Revenue Including Sale of Power

Large Utilities	2009	2010	2011
PowerStream Inc.	774,638,450	855,046,823	913,909,442
Hydro Ottawa Limited	737,511,665	773,745,324	816,959,439
Horizon Utilities Corporation	452,775,503	504,518,047	521,283,957
Hydro One Brampton Networks	348,396,147	383,522,368	404,285,418
Veridian Connections Inc.	245,529,864	259,131,898	288,896,536
EnWin Utilities Ltd.	222,758,732	243,530,018	242,784,460
Kitchener-Wilmot Hydro Inc.	178,843,634	194,552,477	203,293,244
Burlington Hydro Inc.	157,328,711	171,791,420	182,740,159
Oakville Hydro Electricity	152,312,637	163,377,061	172,564,537
Cambridge and North Dumfries	126,064,621	145,772,710	156,791,132
Waterloo North Hydro Inc.	106,090,825	142,747,729	155,207,872
Whitby Hydro Electric	72,736,680	80,102,494	81,859,667
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>297,915,622.4</b>	<b>326,486,530.8</b>	<b>345,047,988.6</b>
<b>Median</b>	<b>200,801,183</b>	<b>219,041,247</b>	<b>223,038,852</b>
<b>1st &amp; 3rd quartiles</b>	<b>145,750,633 &amp; 374,490,986</b>	<b>158,975,973 &amp; 413,771,288</b>	<b>168,621,186 &amp; 433,535,052</b>
<b>Range (min, max)</b>	<b>72,736,680 to 774,638,450</b>	<b>80,102,494 to 855,046,823</b>	<b>81,859,667 to 913,909,442</b>
Medium Utilities	2009	2010	2011
Entegrus Powerlines Inc.	70,046,100	77,667,278	102,895,334
Peterborough Distribution Inc.	75,461,816	80,103,256	84,391,444
Bluewater Power Distribution			82,601,667
PUC Distribution Inc.	66,683,696	69,252,013	76,488,097
Kingston Hydro Corporation			73,041,069
Festival Hydro Inc.	53,600,486	57,703,729	63,160,600
Halton Hills Hydro Inc.	46,472,261	51,805,745	56,297,514
Haldimand County Hydro Inc.	47,737,393	51,747,641	54,536,387
St. Thomas Energy Inc.	29,678,471	31,440,679	33,643,286
Lakefront Utilities Inc.	24,070,163		32,359,641
Woodstock Hydro Services Inc.	28,164,436	31,080,082	32,182,024
Orangeville Hydro Limited	23,751,162	25,809,885	27,219,670
Lakeland Power Distribution Ltd	21,054,195	22,136,590	23,553,633
Grimsby Power Incorporated	17,104,971		19,387,683



## S45 Total Revenue Including Sale of Power

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	41,985,429.2	49,874,689.8	54,411,289.2
Median	38,075,366	51,776,693	55,416,951
1st & 3rd quartiles	23,990,413 & 56,871,289	31,170,231 & 66,364,942	32,226,429 & 75,626,340
Range (min, max)	17,104,971 to 75,461,816	22,136,590 to 80,103,256	19,387,683 to 102,895,334
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	17,547,768	19,438,439	20,820,936
Kenora Hydro Electric			11,911,679
Sioux Lookout Hydro Inc.	5,399,839	7,076,172	8,038,266
Count	2	2	3
Average	11,473,803.5	13,257,305.5	13,590,293.7
Median	11,473,803	13,257,306	11,911,679
1st & 3rd quartiles	8,436,821 & 14,510,786	10,166,739 & 16,347,873	9,974,972 & 16,366,307
Range (min, max)	5,399,839 to 17,547,768	7,076,172 to 19,438,439	8,038,266 to 20,820,936
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	157,760,008.7	185,129,161.6	170,451,889.4
Median	71,391,390	80,102,875	81,859,667
1st & 3rd quartiles	28,542,945 & 173,464,903	46,670,901 & 206,796,862	32,359,641 & 182,740,159
Range (min, max)	5,399,839 to 774,638,450	7,076,172 to 855,046,823	8,038,266 to 913,909,442



## S67 Total Operations and Maintenance Expenses

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	24,004,934	20,927,189	24,003,155
Horizon Utilities Corporation	21,965,387	18,419,759	19,653,775
Hydro Ottawa Limited	16,535,142	17,634,448	19,046,301
Hydro One Brampton Networks	6,974,266	6,937,234	8,160,588
Kitchener-Wilmot Hydro Inc.	6,714,123	6,894,330	8,114,854
Burlington Hydro Inc.	6,433,518	6,323,043	7,187,609
Veridian Connections Inc.	6,539,983	6,589,359	7,081,324
Oakville Hydro Electricity	5,851,581	6,432,982	6,936,269
Waterloo North Hydro Inc.	4,858,637	5,022,148	4,855,570
Cambridge and North Dumfries	3,375,802	3,448,483	3,768,975
EnWin Utilities Ltd.	4,534,906	4,266,117	3,709,529
Whitby Hydro Electric	3,740,795	3,625,194	3,640,024
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>9,294,089.5</b>	<b>8,876,690.5</b>	<b>9,679,831.1</b>
<b>Median</b>	<b>6,486,751</b>	<b>6,511,170</b>	<b>7,134,467</b>
<b>1st &amp; 3rd quartiles</b>	<b>4,777,704 &amp; 9,364,485</b>	<b>4,833,140 &amp; 9,611,537</b>	<b>4,583,921 &amp; 10,882,016</b>
<b>Range (min, max)</b>	<b>3,375,802 to 24,004,934</b>	<b>3,448,483 to 20,927,189</b>	<b>3,640,024 to 24,003,155</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	5,340,487	5,406,530	5,502,799
Haldimand County Hydro Inc.	3,630,751	3,685,143	4,174,024
Bluewater Power Distribution			3,822,060
Peterborough Distribution Inc.	3,047,858	2,899,559	3,524,514
Entegrus Powerlines Inc.	2,288,251	2,942,713	3,464,352
Kingston Hydro Corporation			3,415,755
Festival Hydro Inc.	1,444,173	1,446,517	1,539,820
Woodstock Hydro Services Inc.	1,349,608	1,366,622	1,482,152
Halton Hills Hydro Inc.	2,602,694	1,167,474	1,215,156
Orangeville Hydro Limited	760,276	817,795	968,437
Lakeland Power Distribution Ltd	1,028,865	926,021	965,707
St. Thomas Energy Inc.	1,056,707	1,086,209	923,289
Lakefront Utilities Inc.	645,289		750,753
Grimsby Power Incorporated	577,596		686,750



## S67 Total Operations and Maintenance Expenses

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	1,981,046.3	2,174,458.3	2,316,826.3
Median	1,396,890	1,406,569	1,510,986
1st & 3rd quartiles	961,718 & 2,713,985	1,106,525 & 2,931,925	966,389 & 3,509,474
Range (min, max)	577,596 to 5,340,487	817,795 to 5,406,530	686,750 to 5,502,799
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	839,030	745,299	816,898
Kenora Hydro Electric			667,575
Sioux Lookout Hydro Inc.	491,003	609,868	585,105
Count	2	2	3
Average	665,016.5	677,583.5	689,859.3
Median	665,017	677,584	667,575
1st & 3rd quartiles	578,010 & 752,023	643,726 & 711,442	626,340 & 742,237
Range (min, max)	491,003 to 839,030	609,868 to 745,299	585,105 to 816,898
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	5,255,063.9	5,400,834.8	5,195,280.0
Median	3,503,277	3,655,169	3,640,024
1st & 3rd quartiles	1,129,932 & 6,288,034	1,316,835 & 6,472,076	968,437 & 6,936,269
Range (min, max)	491,003 to 24,004,934	609,868 to 20,927,189	585,105 to 24,003,155



## \$267 Transformation Costs

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kitchener-Wilmot Hydro Inc.	1,207,229	1,099,008	1,382,481
PowerStream Inc.	778,890	658,825	862,738
Hydro Ottawa Limited	478,039	365,078	384,042
Oakville Hydro Electricity	325,193	287,764	301,877
Waterloo North Hydro Inc.	214,183	295,289	143,704
EnWin Utilities Ltd.	182,782	189,937	124,989
Cambridge and North Dumfries	121,197	194,695	114,224
Burlington Hydro Inc.		0	
<b>Count</b>	<b>7</b>	<b>8</b>	<b>7</b>
<b>Average</b>	<b>472,501.9</b>	<b>386,324.5</b>	<b>473,436.4</b>
<b>Median</b>	<b>325,193</b>	<b>291,527</b>	<b>301,877</b>
<b>1st &amp; 3rd quartiles</b>	<b>198,483 &amp; 628,465</b>	<b>193,506 &amp; 438,515</b>	<b>134,347 &amp; 623,390</b>
<b>Range (min, max)</b>	<b>121,197 to 1,207,229</b>	<b>0 to 1,099,008</b>	<b>114,224 to 1,382,481</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Orangeville Hydro Limited			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>0.0</b>
<b>Median</b>			<b>0</b>
<b>1st &amp; 3rd quartiles</b>			<b>0 &amp; 0</b>
<b>Range (min, max)</b>			<b>0 to 0</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	79,157		
<b>Count</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Average</b>	<b>79,157.0</b>		
<b>Median</b>	<b>79,157</b>		
<b>1st &amp; 3rd quartiles</b>	<b>79,157 &amp; 79,157</b>		
<b>Range (min, max)</b>	<b>79,157 to 79,157</b>		<b>to</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>8</b>	<b>8</b>	<b>8</b>
<b>Average</b>	<b>423,333.8</b>	<b>386,324.5</b>	<b>414,256.9</b>
<b>Median</b>	<b>269,688</b>	<b>291,527</b>	<b>222,791</b>
<b>1st &amp; 3rd quartiles</b>	<b>167,386 &amp; 553,252</b>	<b>193,506 &amp; 438,515</b>	<b>122,298 &amp; 503,716</b>
<b>Range (min, max)</b>	<b>79,157 to 1,207,229</b>	<b>0 to 1,099,008</b>	<b>0 to 1,382,481</b>



### S13 Contractor Expense (Non Capitalized)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	10,452,050	11,398,932	12,330,062
PowerStream Inc.	10,308,095	7,433,119	11,710,154
Oakville Hydro Electricity	1,432,923	1,370,534	2,097,172
Burlington Hydro Inc.	207,662	165,133	1,848,052
Hydro One Brampton Networks	1,941,639	1,938,097	1,682,248
Kitchener-Wilmot Hydro Inc.		1,493,225	1,166,116
Veridian Connections Inc.	1,394,758	1,481,397	1,128,570
Waterloo North Hydro Inc.	1,305,503	1,152,813	1,070,369
EnWin Utilities Ltd.	861,448	955,663	755,587
Cambridge and North Dumfries	854,757	804,867	697,244
<b>Count</b>	<b>9</b>	<b>10</b>	<b>10</b>
<b>Average</b>	<b>3,195,426.1</b>	<b>2,819,378.0</b>	<b>3,448,557.4</b>
<b>Median</b>	<b>1,394,758</b>	<b>1,425,966</b>	<b>1,424,182</b>
<b>1st &amp; 3rd quartiles</b>	<b>861,448 &amp; 1,941,639</b>	<b>1,004,951 &amp; 1,826,879</b>	<b>1,084,920 &amp; 2,034,892</b>
<b>Range (min, max)</b>	<b>207,662 to 10,452,050</b>	<b>165,133 to 11,398,932</b>	<b>697,244 to 12,330,062</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.	1,499,790	1,790,117	2,027,666
Haldimand County Hydro Inc.	1,604,447	1,694,539	1,613,028
St. Thomas Energy Inc.	969,337	977,218	923,289
Festival Hydro Inc.	670,237	573,216	549,160
Bluewater Power Distribution			347,108
Entegrus Powerlines Inc.	209,155	222,590	318,205
Grimsby Power Incorporated			267,299
Halton Hills Hydro Inc.	103,943	179,604	193,924
Woodstock Hydro Services Inc.	486,336	376,094	144,609
Lakeland Power Distribution Ltd	191,148	108,055	142,302
Orangeville Hydro Limited	180,248	89,301	100,210
Lakefront Utilities Inc.	189,691		84,783
<b>Count</b>	<b>10</b>	<b>9</b>	<b>12</b>
<b>Average</b>	<b>610,433.2</b>	<b>667,859.3</b>	<b>559,298.6</b>
<b>Median</b>	<b>347,745</b>	<b>376,094</b>	<b>292,752</b>
<b>1st &amp; 3rd quartiles</b>	<b>190,055 &amp; 894,562</b>	<b>179,604 &amp; 977,218</b>	<b>144,032 &amp; 642,692</b>
<b>Range (min, max)</b>	<b>103,943 to 1,604,447</b>	<b>89,301 to 1,790,117</b>	<b>84,783 to 2,027,666</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	171,312		215,364





**S13 Contractor Expense (Non Capitalized)**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	1	0	1
Average	171,312.0		215,364.0
Median	171,312		215,364
1st & 3rd quartiles	171,312 & 171,312		215,364 & 215,364
Range (min, max)	171,312 to 171,312		215,364 to 215,364
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	20	19	23
Average	1,751,724.0	1,800,237.6	1,800,544.4
Median	858,103	977,218	755,587
1st & 3rd quartiles	203,534 & 1,449,640	299,342 & 1,593,882	241,332 & 1,647,638
Range (min, max)	103,943 to 10,452,050	89,301 to 11,398,932	84,783 to 12,330,062



## S68 Labour Component of Operations and Maintenance Expenses

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	14,305,358	10,683,029	12,235,221
Horizon Utilities Corporation	11,702,766	10,109,220	11,374,519
Hydro Ottawa Limited	10,224,611	10,616,970	11,224,865
Oakville Hydro Electricity	3,322,374	3,643,206	5,217,795
Waterloo North Hydro Inc.	1,974,504	2,762,561	2,773,847
Veridian Connections Inc.	3,763,813	2,531,101	2,726,604
Burlington Hydro Inc.	1,990,983	1,770,652	2,149,607
EnWin Utilities Ltd.	2,496,580	2,324,951	2,040,341
Hydro One Brampton Networks	1,854,186	1,979,674	1,983,381
Cambridge and North Dumfries	1,575,324	1,530,043	1,766,619
Kitchener-Wilmot Hydro Inc.	4,280,331	0	
<b>Count</b>	<b>11</b>	<b>11</b>	<b>10</b>
<b>Average</b>	<b>5,226,439.1</b>	<b>4,359,218.8</b>	<b>5,349,279.9</b>
<b>Median</b>	<b>3,322,374</b>	<b>2,531,101</b>	<b>2,750,226</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,982,744 &amp; 7,252,471</b>	<b>1,875,163 &amp; 6,876,213</b>	<b>2,067,658 &amp; 9,723,098</b>
<b>Range (min, max)</b>	<b>1,575,324 to 14,305,358</b>	<b>0 to 10,683,029</b>	<b>1,766,619 to 12,235,221</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			2,805,368
PUC Distribution Inc.	1,857,415	2,031,862	1,893,159
Entegrus Powerlines Inc.	770,012	866,741	1,279,985
Kingston Hydro Corporation			1,269,861
Haldimand County Hydro Inc.	896,779	970,510	1,057,371
Festival Hydro Inc.	961,241	867,406	987,802
Halton Hills Hydro Inc.	1,083,860	887,080	880,612
Woodstock Hydro Services Inc.	539,234	580,753	638,189
Orangeville Hydro Limited	240,727	510,842	588,582
Lakeland Power Distribution Ltd	505,377	517,030	553,323
Lakefront Utilities Inc.	359,433		473,542
St. Thomas Energy Inc.	758,790	752,907	266,315
Grimsby Power Incorporated	235,931		211,380
Peterborough Distribution Inc.	0	0	0



## S68 Labour Component of Operations and Maintenance Expenses

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	684,066.6	798,513.1	921,820.6
Median	649,012	809,824	759,400
1st & 3rd quartiles	329,756 & 912,895	532,961 & 882,162	493,487 & 1,216,739
Range (min, max)	0 to 1,857,415	0 to 2,031,862	0 to 2,805,368
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	305,957	292,353	447,959
Sioux Lookout Hydro Inc.	368,986	369,064	364,595
Kenora Hydro Electric			265,267
Count	2	2	3
Average	337,471.5	330,708.5	359,273.7
Median	337,471	330,708	364,595
1st & 3rd quartiles	321,714 & 353,229	311,530 & 349,886	314,931 & 406,277
Range (min, max)	305,957 to 368,986	292,353 to 369,064	265,267 to 447,959
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	23	27
Average	2,654,982.9	2,460,780.7	2,499,115.1
Median	1,083,860	970,510	1,269,861
1st & 3rd quartiles	505,377 & 2,496,580	548,892 & 2,428,026	513,432 & 2,438,106
Range (min, max)	0 to 14,305,358	0 to 10,683,029	0 to 12,235,221



## S69 Total Billing and Collection Expenses

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	9,965,156	11,924,541	12,516,572
Hydro Ottawa Limited	10,233,637	9,142,479	10,998,089
Horizon Utilities Corporation	8,312,401	8,096,055	8,307,921
Veridian Connections Inc.	5,556,220	5,531,475	5,362,555
Hydro One Brampton Networks	4,897,921	4,701,128	5,315,737
Kitchener-Wilmot Hydro Inc.	2,729,934	2,700,114	2,850,109
Waterloo North Hydro Inc.	2,348,006	2,157,237	2,208,871
Whitby Hydro Electric	2,043,468	2,039,601	2,127,480
Burlington Hydro Inc.	2,086,785	2,396,557	2,001,083
Cambridge and North Dumfries	1,167,307	1,071,672	1,494,842
Oakville Hydro Electricity	1,420,632	1,624,611	1,334,858
EnWin Utilities Ltd.	1,265,826	652,998	1,277,901
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>4,335,607.8</b>	<b>4,336,539.0</b>	<b>4,649,668.2</b>
<b>Median</b>	<b>2,538,970</b>	<b>2,548,335</b>	<b>2,529,490</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,887,759 &amp; 6,245,265</b>	<b>1,935,854 &amp; 6,172,620</b>	<b>1,874,523 &amp; 6,098,897</b>
<b>Range (min, max)</b>	<b>1,167,307 to 10,233,637</b>	<b>652,998 to 11,924,541</b>	<b>1,277,901 to 12,516,572</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	1,571,480	1,757,562	2,578,938
Peterborough Distribution Inc.	2,132,551	1,859,141	1,900,286
Bluewater Power Distribution			1,670,839
Haldimand County Hydro Inc.	1,375,730	1,305,988	1,154,952
PUC Distribution Inc.	1,039,934	1,193,320	1,111,440
St. Thomas Energy Inc.	999,270	898,562	982,499
Festival Hydro Inc.	797,799	866,998	936,527
Halton Hills Hydro Inc.	890,356	1,111,430	903,121
Kingston Hydro Corporation			829,561
Lakeland Power Distribution Ltd	607,741	646,301	656,885
Orangeville Hydro Limited	496,246	523,585	628,892
Woodstock Hydro Services Inc.	548,428	573,902	627,362
Grimsby Power Incorporated	463,965		485,289
Lakefront Utilities Inc.	407,717		427,208



## S69 Total Billing and Collection Expenses

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	944,268.1	1,073,678.9	1,063,842.8
Median	844,078	1,004,996	919,824
1st & 3rd quartiles	535,382 & 1,123,883	701,475 & 1,277,821	635,890 & 1,144,074
Range (min, max)	407,717 to 2,132,551	523,585 to 1,859,141	427,208 to 2,578,938
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			506,316
Niagara-on-the-Lake Hydro Inc.	318,874	337,257	402,377
Sioux Lookout Hydro Inc.	381,340	310,460	267,691
Count	2	2	3
Average	350,107.0	323,858.5	392,128.0
Median	350,107	323,858	402,377
1st & 3rd quartiles	334,490 & 365,723	317,159 & 330,558	335,034 & 454,346
Range (min, max)	318,874 to 381,340	310,460 to 337,257	267,691 to 506,316
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	2,463,797.1	2,642,623.9	2,478,144.9
Median	1,320,778	1,465,299	1,277,901
1st & 3rd quartiles	655,256 & 2,294,142	813,498 & 2,472,446	656,885 & 2,208,871
Range (min, max)	318,874 to 10,233,637	310,460 to 11,924,541	267,691 to 12,516,572



## S70 Labour Component of Billing and Collection Expenses

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	5,784,068	5,965,927	6,966,996
Hydro Ottawa Limited	3,039,260	3,112,725	3,482,587
Veridian Connections Inc.	3,701,802	1,953,414	2,235,239
Hydro One Brampton Networks	1,282,327	1,396,285	1,440,244
Waterloo North Hydro Inc.	1,034,007	1,234,877	1,376,026
Oakville Hydro Electricity	935,745	561,318	1,107,195
Burlington Hydro Inc.	631,181	701,016	710,231
Cambridge and North Dumfries	303,328	535,856	550,188
EnWin Utilities Ltd.	0		0
Kitchener-Wilmot Hydro Inc.	1,138,705	0	
<b>Count</b>	<b>10</b>	<b>9</b>	<b>9</b>
<b>Average</b>	<b>1,785,042.3</b>	<b>1,717,935.3</b>	<b>1,985,411.8</b>
<b>Median</b>	<b>1,086,356</b>	<b>1,234,877</b>	<b>1,376,026</b>
<b>1st &amp; 3rd quartiles</b>	<b>707,322 &amp; 2,600,027</b>	<b>561,318 &amp; 1,953,414</b>	<b>710,231 &amp; 2,235,239</b>
<b>Range (min, max)</b>	<b>0 to 5,784,068</b>	<b>0 to 5,965,927</b>	<b>0 to 6,966,996</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			973,160
Halton Hills Hydro Inc.	688,596	686,085	696,238
Haldimand County Hydro Inc.	435,526	440,212	438,474
Kingston Hydro Corporation			339,412
Lakeland Power Distribution Ltd	316,184	323,303	324,244
Woodstock Hydro Services Inc.	236,833	327,779	323,727
PUC Distribution Inc.	370,195	338,364	315,787
Lakefront Utilities Inc.	240,627		270,647
Festival Hydro Inc.	238,632	249,522	270,167
St. Thomas Energy Inc.	404,369	331,127	252,529
Orangeville Hydro Limited	190,560	199,070	200,579
Grimsby Power Incorporated	227,881		178,203
Peterborough Distribution Inc.	0	0	0
Entegrus Powerlines Inc.	0	0	
<b>Count</b>	<b>12</b>	<b>10</b>	<b>13</b>
<b>Average</b>	<b>279,116.9</b>	<b>289,546.2</b>	<b>352,551.3</b>
<b>Median</b>	<b>239,630</b>	<b>325,541</b>	<b>315,787</b>
<b>1st &amp; 3rd quartiles</b>	<b>218,551 &amp; 378,739</b>	<b>211,683 &amp; 336,555</b>	<b>252,529 &amp; 339,412</b>
<b>Range (min, max)</b>	<b>0 to 688,596</b>	<b>0 to 686,085</b>	<b>0 to 973,160</b>



**S70** Labour Component of Billing and Collection Expenses

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	122,384	125,232	222,808
Kenora Hydro Electric			143,569
Sioux Lookout Hydro Inc.	150,479	83,216	68,533
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>136,431.5</b>	<b>104,224.0</b>	<b>144,970.0</b>
<b>Median</b>	<b>136,432</b>	<b>104,224</b>	<b>143,569</b>
<b>1st &amp; 3rd quartiles</b>	<b>129,408 &amp; 143,455</b>	<b>93,720 &amp; 114,728</b>	<b>106,051 &amp; 183,189</b>
<b>Range (min, max)</b>	<b>122,384 to 150,479</b>	<b>83,216 to 125,232</b>	<b>68,533 to 222,808</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>21</b>	<b>25</b>
<b>Average</b>	<b>894,695.4</b>	<b>884,063.2</b>	<b>915,471.3</b>
<b>Median</b>	<b>343,190</b>	<b>338,364</b>	<b>324,244</b>
<b>1st &amp; 3rd quartiles</b>	<b>218,551 &amp; 960,311</b>	<b>199,070 &amp; 701,016</b>	<b>222,808 &amp; 973,160</b>
<b>Range (min, max)</b>	<b>0 to 5,784,068</b>	<b>0 to 5,965,927</b>	<b>0 to 6,966,996</b>



## S71 Total Administration Expense

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	26,090,890	25,269,134	27,758,751
Hydro Ottawa Limited	20,607,811	23,513,764	23,386,665
EnWin Utilities Ltd.	14,108,989	16,490,654	17,285,482
Horizon Utilities Corporation	11,730,820	12,226,585	13,148,552
Veridian Connections Inc.	9,260,914	8,424,676	8,174,433
Hydro One Brampton Networks	8,244,732	7,371,778	6,971,843
Cambridge and North Dumfries	5,318,487	5,060,402	5,454,838
Burlington Hydro Inc.	4,684,323	5,281,453	5,282,246
Oakville Hydro Electricity	2,879,004	2,860,661	4,744,456
Whitby Hydro Electric	2,671,687	3,200,805	2,844,634
Waterloo North Hydro Inc.	2,345,445	2,720,700	2,490,345
Kitchener-Wilmot Hydro Inc.	4,055,538	2,464,329	2,444,036
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>9,333,220.0</b>	<b>9,573,745.1</b>	<b>9,998,856.8</b>
<b>Median</b>	<b>6,781,610</b>	<b>6,326,615</b>	<b>6,213,341</b>
<b>1st &amp; 3rd quartiles</b>	<b>3,761,405 &amp; 12,325,362</b>	<b>3,115,769 &amp; 13,292,603</b>	<b>4,269,501 &amp; 14,182,785</b>
<b>Range (min, max)</b>	<b>2,345,445 to 26,090,890</b>	<b>2,464,329 to 25,269,134</b>	<b>2,444,036 to 27,758,751</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			5,314,322
Halton Hills Hydro Inc.	1,710,240	2,100,975	2,697,590
Entegrus Powerlines Inc.	1,717,080	2,165,814	2,650,913
PUC Distribution Inc.	1,681,475	2,126,091	2,451,393
Haldimand County Hydro Inc.	1,942,155	1,832,252	2,029,381
Woodstock Hydro Services Inc.	1,428,105	1,606,567	1,826,399
St. Thomas Energy Inc.	1,191,044	1,285,684	1,785,161
Peterborough Distribution Inc.	1,382,020	1,607,059	1,578,908
Kingston Hydro Corporation			1,562,275
Festival Hydro Inc.	1,377,257	1,660,077	1,475,652
Orangeville Hydro Limited	1,109,755	1,280,256	1,332,083
Lakeland Power Distribution Ltd	1,187,963	1,367,585	1,190,266
Lakefront Utilities Inc.	855,707		1,060,391
Grimsby Power Incorporated	687,172		901,926





## S71 Total Administration Expense

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	1,355,831.1	1,703,236.0	1,989,761.4
Median	1,379,639	1,633,568	1,682,035
1st & 3rd quartiles	1,168,411 & 1,688,666	1,427,331 & 2,033,794	1,367,975 & 2,345,890
Range (min, max)	687,172 to 1,942,155	1,280,256 to 2,165,814	901,926 to 5,314,322
Small Utilities	2009	2010	2011
Kenora Hydro Electric			830,770
Niagara-on-the-Lake Hydro Inc.	659,991	686,992	679,468
Sioux Lookout Hydro Inc.	267,718	253,119	317,411
Count	2	2	3
Average	463,854.5	470,055.5	609,216.3
Median	463,854	470,055	679,468
1st & 3rd quartiles	365,786 & 561,922	361,587 & 578,523	498,439 & 755,119
Range (min, max)	267,718 to 659,991	253,119 to 686,992	317,411 to 830,770
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	4,969,089.3	5,535,725.5	5,161,054.8
Median	1,829,618	2,315,071	2,451,393
1st & 3rd quartiles	1,237,597 & 5,159,946	1,606,936 & 5,804,034	1,475,652 & 5,314,322
Range (min, max)	267,718 to 26,090,890	253,119 to 25,269,134	317,411 to 27,758,751



## S72 Labour Component of Administration Expense

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	12,403,981	11,690,537	12,561,480
Hydro Ottawa Limited	10,203,220	10,870,991	11,407,533
EnWin Utilities Ltd.	8,798,823	9,578,769	10,438,450
Horizon Utilities Corporation	4,792,230	5,533,358	6,146,447
Oakville Hydro Electricity	2,392,616	2,182,878	3,219,342
Veridian Connections Inc.	4,356,360	2,865,764	2,905,600
Cambridge and North Dumfries	2,994,302	2,473,840	2,611,671
Hydro One Brampton Networks	2,416,212	2,655,721	2,483,591
Burlington Hydro Inc.	1,808,259	1,860,402	2,123,029
Waterloo North Hydro Inc.	1,055,423	1,540,987	1,576,313
Kitchener-Wilmot Hydro Inc.	1,098,600	0	
<b>Count</b>	<b>11</b>	<b>11</b>	<b>10</b>
<b>Average</b>	<b>4,756,366.0</b>	<b>4,659,386.1</b>	<b>5,547,345.6</b>
<b>Median</b>	<b>2,994,302</b>	<b>2,655,721</b>	<b>3,062,471</b>
<b>1st &amp; 3rd quartiles</b>	<b>2,100,438 &amp; 6,795,527</b>	<b>2,021,640 &amp; 7,556,063</b>	<b>2,515,611 &amp; 9,365,449</b>
<b>Range (min, max)</b>	<b>1,055,423 to 12,403,981</b>	<b>0 to 11,690,537</b>	<b>1,576,313 to 12,561,480</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			2,591,932
Halton Hills Hydro Inc.	907,236	1,389,659	954,054
PUC Distribution Inc.	741,701	879,171	910,379
Haldimand County Hydro Inc.	750,811	700,615	776,892
Woodstock Hydro Services Inc.	498,702	718,585	749,184
Festival Hydro Inc.	627,581	667,189	688,064
Orangeville Hydro Limited	531,242	558,930	598,154
Lakefront Utilities Inc.	422,849		548,635
Kingston Hydro Corporation			435,928
Grimsby Power Incorporated	221,435		409,637
St. Thomas Energy Inc.	655,723	663,838	327,530
Lakeland Power Distribution Ltd	103,548	99,481	47,924
Peterborough Distribution Inc.	0	0	0
Entegrus Powerlines Inc.		0	



## S72 Labour Component of Administration Expense

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	13
Average	496,438.9	567,746.8	695,254.8
Median	531,242	665,513	598,154
1st & 3rd quartiles	322,142 & 698,712	214,343 & 714,092	409,637 & 776,892
Range (min, max)	0 to 907,236	0 to 1,389,659	0 to 2,591,932
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			525,520
Niagara-on-the-Lake Hydro Inc.	177,564	265,641	287,992
Sioux Lookout Hydro Inc.	113,906	96,691	112,522
Count	2	2	3
Average	145,735.0	181,166.0	308,678.0
Median	145,735	181,166	287,992
1st & 3rd quartiles	129,821 & 161,650	138,929 & 223,404	200,257 & 406,756
Range (min, max)	113,906 to 177,564	96,691 to 265,641	112,522 to 525,520
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	24	23	26
Average	2,419,680.2	2,491,002.0	2,516,838.6
Median	829,024	879,171	843,636
1st & 3rd quartiles	479,739 & 2,560,735	412,286 & 2,564,780	458,326 & 2,606,736
Range (min, max)	0 to 12,403,981	0 to 11,690,537	0 to 12,561,480



## S73 Expenses - Financial

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	21,614,000	22,014,000	22,776,000
Hydro Ottawa Limited	14,971,889	15,785,223	17,270,574
Horizon Utilities Corporation	9,900,326	9,423,229	10,962,000
Hydro One Brampton Networks	10,054,074	9,671,060	10,197,371
Oakville Hydro Electricity	4,953,568	5,426,179	6,008,618
Veridian Connections Inc.	5,058,885	5,389,818	5,419,664
Kitchener-Wilmot Hydro Inc.	4,877,571	5,092,946	5,256,761
EnWin Utilities Ltd.	3,545,113	3,981,428	4,179,753
Burlington Hydro Inc.	3,759,718	3,425,562	3,457,159
Waterloo North Hydro Inc.	3,202,600	2,923,580	2,603,591
Whitby Hydro Electric	2,012,142	2,119,128	2,193,489
Cambridge and North Dumfries	1,898,918	1,910,786	2,113,510
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>7,154,067.0</b>	<b>7,263,578.3</b>	<b>7,703,207.5</b>
<b>Median</b>	<b>4,915,569</b>	<b>5,241,382</b>	<b>5,338,213</b>
<b>1st &amp; 3rd quartiles</b>	<b>3,459,485 &amp; 9,938,763</b>	<b>3,300,066 &amp; 9,485,187</b>	<b>3,243,767 &amp; 10,388,528</b>
<b>Range (min, max)</b>	<b>1,898,918 to 21,614,000</b>	<b>1,910,786 to 22,014,000</b>	<b>2,113,510 to 22,776,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	1,748,341	1,727,477	2,357,635
Woodstock Hydro Services Inc.	581,034	689,793	2,328,904
Peterborough Distribution Inc.	1,694,699	2,440,831	2,249,978
Bluewater Power Distribution			1,663,487
PUC Distribution Inc.	1,618,726	1,618,576	1,618,576
Festival Hydro Inc.	1,189,619	1,218,158	1,305,015
Halton Hills Hydro Inc.	1,839,602	1,014,380	1,164,327
St. Thomas Energy Inc.	577,537	848,193	890,441
Lakefront Utilities Inc.	587,169		596,017
Haldimand County Hydro Inc.	697,784	563,732	485,501
Orangeville Hydro Limited	355,008	411,625	428,212
Grimsby Power Incorporated	440,872		371,054
Lakeland Power Distribution Ltd	223,758	209,252	266,615



## S73 Expenses - Financial

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	13
Average	962,845.8	1,074,201.7	1,209,674.0
Median	642,477	931,287	1,164,327
1st & 3rd quartiles	543,371 & 1,637,719	595,247 & 1,518,472	485,501 & 1,663,487
Range (min, max)	223,758 to 1,839,602	209,252 to 2,440,831	266,615 to 2,357,635
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	706,058	685,629	674,800
Kenora Hydro Electric			133,100
Sioux Lookout Hydro Inc.	63,425	55,556	92,818
Count	2	2	3
Average	384,741.5	370,592.5	300,239.3
Median	384,741	370,592	133,100
1st & 3rd quartiles	224,083 & 545,400	213,074 & 528,111	112,959 & 403,950
Range (min, max)	63,425 to 706,058	55,556 to 685,629	92,818 to 674,800
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	28
Average	3,775,862.9	4,110,255.9	3,895,177.5
Median	1,793,972	2,014,957	2,153,500
1st & 3rd quartiles	614,823 & 4,598,108	808,593 & 5,167,164	655,104 & 4,449,005
Range (min, max)	63,425 to 21,614,000	55,556 to 22,014,000	92,818 to 22,776,000



## \$47 Net Income

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	21,064,000	26,467,000	30,304,000
Hydro Ottawa Limited	25,980,476	26,371,035	22,331,413
Hydro One Brampton Networks	9,697,586	13,147,843	15,609,555
Horizon Utilities Corporation	11,452,370	11,835,432	14,569,699
EnWin Utilities Ltd.	5,938,257	11,282,201	9,620,767
Kitchener-Wilmot Hydro Inc.	4,666,534	7,768,024	8,138,250
Waterloo North Hydro Inc.	4,948,051	5,380,632	7,515,402
Veridian Connections Inc.	8,637,732	8,040,528	7,257,905
Burlington Hydro Inc.	3,947,556	4,711,595	5,217,330
Oakville Hydro Electricity	2,769,245	4,654,857	4,946,417
Cambridge and North Dumfries	2,689,134	5,124,958	4,714,610
Whitby Hydro Electric	2,470,019	2,368,596	4,027,675
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>8,688,413.3</b>	<b>10,596,058.4</b>	<b>11,187,751.9</b>
<b>Median</b>	<b>5,443,154</b>	<b>7,904,276</b>	<b>7,826,826</b>
<b>1st &amp; 3rd quartiles</b>	<b>3,652,978 &amp; 10,136,282</b>	<b>5,021,617 &amp; 12,163,535</b>	<b>5,149,602 &amp; 14,829,663</b>
<b>Range (min, max)</b>	<b>2,470,019 to 25,980,476</b>	<b>2,368,596 to 26,467,000</b>	<b>4,027,675 to 30,304,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	2,701,833	2,788,409	2,378,682
Bluewater Power Distribution			2,297,241
PUC Distribution Inc.	1,820,854	1,764,654	2,056,806
Festival Hydro Inc.	1,476,629	1,607,009	2,025,499
Halton Hills Hydro Inc.	1,777,571	1,882,039	1,976,786
Peterborough Distribution Inc.	1,876,807	2,505,129	1,830,423
Kingston Hydro Corporation			1,122,857
Entegrus Powerlines Inc.	2,102,560	2,290,387	1,116,063
Lakeland Power Distribution Ltd	333,628	788,080	686,469
St. Thomas Energy Inc.	773,538	535,485	664,789
Orangeville Hydro Limited	717,779	773,875	654,969
Lakefront Utilities Inc.	751,690		473,572
Grimsby Power Incorporated	359,896		354,998
Woodstock Hydro Services Inc.	591,678	244,544	-169,088



**\$47 Net Income**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	1,273,705.3	1,517,961.1	1,247,861.9
Median	1,125,083	1,685,831	1,119,460
1st & 3rd quartiles	686,254 & 1,834,842	777,426 & 2,188,300	657,424 & 2,013,321
Range (min, max)	333,628 to 2,701,833	244,544 to 2,788,409	-169,088 to 2,378,682
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	702,189	735,126	1,066,242
Sioux Lookout Hydro Inc.	93,105	296,900	308,168
Kenora Hydro Electric			67,680
Count	2	2	3
Average	397,647.0	516,013.0	480,696.7
Median	397,647	516,013	308,168
1st & 3rd quartiles	245,376 & 549,918	406,456 & 625,569	187,924 & 687,205
Range (min, max)	93,105 to 702,189	296,900 to 735,126	67,680 to 1,066,242
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	4,628,489.1	5,973,514.1	5,281,557.9
Median	2,286,290	2,646,769	2,056,806
1st & 3rd quartiles	757,152 & 4,877,672	1,402,277 & 7,836,150	686,469 & 7,257,905
Range (min, max)	93,105 to 25,980,476	244,544 to 26,467,000	-169,088 to 30,304,000



**S48** EBITDA (Earnings Before Interest, Tax, Depreciation and Amortization.)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	93,364,000	105,324,000	105,474,000
Hydro Ottawa Limited	97,518,889	100,723,465	93,862,883
Horizon Utilities Corporation	51,346,316	51,999,523	58,195,484
Hydro One Brampton Networks	45,297,421	45,071,541	40,348,660
EnWin Utilities Ltd.	27,164,864	30,267,089	28,852,603
Veridian Connections Inc.	32,099,329	30,310,166	28,236,628
Kitchener-Wilmot Hydro Inc.	22,149,808	24,877,233	25,883,741
Oakville Hydro Electricity	20,557,182	21,669,083	20,975,719
Waterloo North Hydro Inc.	17,307,484	16,904,809	19,618,391
Burlington Hydro Inc.	15,620,030	16,769,903	16,803,030
Cambridge and North Dumfries	11,784,070	14,611,578	14,434,120
Whitby Hydro Electric	10,226,467	10,550,740	12,156,635
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>37,036,321.7</b>	<b>39,089,927.5</b>	<b>38,736,824.5</b>
<b>Median</b>	<b>24,657,336</b>	<b>27,572,161</b>	<b>27,060,185</b>
<b>1st &amp; 3rd quartiles</b>	<b>16,885,621 &amp; 46,809,645</b>	<b>16,871,082 &amp; 46,803,536</b>	<b>18,914,551 &amp; 44,810,366</b>
<b>Range (min, max)</b>	<b>10,226,467 to 97,518,889</b>	<b>10,550,740 to 105,324,000</b>	<b>12,156,635 to 105,474,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			8,744,945
Peterborough Distribution Inc.	7,719,296	9,448,072	8,688,615
Entegrus Powerlines Inc.	8,486,866	8,771,438	8,268,071
PUC Distribution Inc.	7,379,225	7,007,979	7,477,270
Haldimand County Hydro Inc.	7,516,176	7,390,431	6,797,189
Festival Hydro Inc.	6,440,895	6,199,302	6,481,045
Halton Hills Hydro Inc.	5,704,541	5,846,907	5,771,664
Kingston Hydro Corporation			4,436,866
Woodstock Hydro Services Inc.	3,579,483	3,428,452	4,284,558
St. Thomas Energy Inc.	3,287,529	3,246,491	3,334,285
Orangeville Hydro Limited	2,429,208	2,525,795	2,398,242
Lakefront Utilities Inc.	2,577,543		2,185,772
Lakeland Power Distribution Ltd	1,899,616	2,015,682	2,127,219
Grimsby Power Incorporated	1,457,936		1,650,095





**S48** EBITDA (Earnings Before Interest, Tax, Depreciation and Amortization.)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	4,873,192.8	5,588,054.9	5,188,988.3
Median	4,642,012	6,023,105	5,104,265
1st & 3rd quartiles	2,540,459 & 7,413,463	3,291,981 & 7,294,818	2,632,253 & 7,307,250
Range (min, max)	1,457,936 to 8,486,866	2,015,682 to 9,448,072	1,650,095 to 8,744,945
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	3,076,060	3,158,897	3,377,838
Kenora Hydro Electric			839,933
Sioux Lookout Hydro Inc.	460,887	700,351	715,086
Count	2	2	3
Average	1,768,473.5	1,929,624.0	1,644,285.7
Median	1,768,474	1,929,624	839,933
1st & 3rd quartiles	1,114,681 & 2,422,267	1,314,987 & 2,544,261	777,510 & 2,108,886
Range (min, max)	460,887 to 3,076,060	700,351 to 3,158,897	715,086 to 3,377,838
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	19,478,889.3	22,034,122.0	18,704,158.2
Median	8,103,081	9,999,406	8,268,071
1st & 3rd quartiles	3,360,517 & 21,751,652	5,242,293 & 26,224,697	3,377,838 & 20,975,719
Range (min, max)	460,887 to 97,518,889	700,351 to 105,324,000	715,086 to 105,474,000



## S213 EBIT (Earnings Before Interest and Taxes)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	51,239,000	59,069,000	59,347,000
Hydro Ottawa Limited	56,666,057	57,526,765	49,643,552
Horizon Utilities Corporation	28,050,866	27,402,839	31,806,072
Hydro One Brampton Networks	28,806,511	27,432,666	28,847,844
EnWin Utilities Ltd.	16,391,100	18,017,133	15,991,662
Kitchener-Wilmot Hydro Inc.	12,312,571	15,078,599	15,769,420
Veridian Connections Inc.	17,954,772	16,679,608	14,715,265
Waterloo North Hydro Inc.	10,473,690	9,572,788	11,408,686
Oakville Hydro Electricity	10,166,615	11,672,212	10,756,195
Burlington Hydro Inc.	8,743,026	9,643,306	9,930,264
Cambridge and North Dumfries	5,738,381	8,465,686	8,286,120
Whitby Hydro Electric	5,629,354	6,993,225	7,279,321
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>21,014,328.6</b>	<b>22,296,152.3</b>	<b>21,981,783.4</b>
<b>Median</b>	<b>14,351,836</b>	<b>15,879,104</b>	<b>15,242,343</b>
<b>1st &amp; 3rd quartiles</b>	<b>9,810,718 &amp; 28,239,778</b>	<b>9,625,677 &amp; 27,410,296</b>	<b>10,549,712 &amp; 29,587,401</b>
<b>Range (min, max)</b>	<b>5,629,354 to 56,666,057</b>	<b>6,993,225 to 59,069,000</b>	<b>7,279,321 to 59,347,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.	4,496,506	6,122,904	5,264,154
Bluewater Power Distribution			4,485,728
PUC Distribution Inc.	4,319,580	3,800,230	4,141,882
Festival Hydro Inc.	3,654,248	3,594,127	3,982,418
Entegrus Powerlines Inc.	4,861,605	5,105,310	3,884,120
Haldimand County Hydro Inc.	4,827,891	4,561,965	3,822,999
Halton Hills Hydro Inc.	3,446,691	3,454,434	3,584,717
Kingston Hydro Corporation			2,281,213
Woodstock Hydro Services Inc.	1,708,168	1,570,798	2,122,816
St. Thomas Energy Inc.	1,978,718	1,905,607	1,947,949
Orangeville Hydro Limited	1,443,537	1,470,698	1,296,674
Lakefront Utilities Inc.	1,684,100		1,259,589
Lakeland Power Distribution Ltd	947,515	1,050,179	1,093,632
Grimsby Power Incorporated	490,394		697,427



**S213 EBIT (Earnings Before Interest and Taxes)**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	2,821,579.4	3,263,625.2	2,847,522.7
Median	2,712,705	3,524,281	2,932,965
1st & 3rd quartiles	1,623,959 & 4,363,812	1,654,501 & 4,371,531	1,459,493 & 3,957,844
Range (min, max)	490,394 to 4,861,605	1,050,179 to 6,122,904	697,427 to 5,264,154
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	1,776,719	1,772,891	1,949,655
Sioux Lookout Hydro Inc.	194,341	419,745	437,246
Kenora Hydro Electric			214,411
Count	2	2	3
Average	985,530.0	1,096,318.0	867,104.0
Median	985,530	1,096,318	437,246
1st & 3rd quartiles	589,935 & 1,381,124	758,031 & 1,434,604	325,828 & 1,193,450
Range (min, max)	194,341 to 1,776,719	419,745 to 1,772,891	214,411 to 1,949,655
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	11,076,998.3	12,599,279.8	10,560,276.9
Median	4,844,748	6,558,065	4,141,882
1st & 3rd quartiles	1,827,219 & 11,852,851	3,067,227 & 15,478,851	1,949,655 & 11,408,686
Range (min, max)	194,341 to 56,666,057	419,745 to 59,069,000	214,411 to 59,347,000



## S49 Long Term Debt Service for the Year

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	21,886,000	21,457,000	21,506,000
Hydro Ottawa Limited	14,864,000	16,319,000	17,213,773
Hydro One Brampton Networks	9,938,500	9,938,500	10,172,895
Horizon Utilities Corporation	8,120,000	8,998,860	10,076,000
Kitchener-Wilmot Hydro Inc.	4,617,729	5,220,150	5,844,131
Veridian Connections Inc.	5,058,885	5,389,818	5,419,664
Oakville Hydro Electricity	4,076,750	4,076,750	3,988,421
Burlington Hydro Inc.	0	0	3,681,564
EnWin Utilities Ltd.	3,420,358	3,215,060	3,225,000
Waterloo North Hydro Inc.	2,601,639	2,578,784	2,753,459
Whitby Hydro Electric	2,000,000	2,000,000	2,018,227
Cambridge and North Dumfries	1,887,546	1,887,546	1,887,546
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>6,539,283.9</b>	<b>6,756,789.0</b>	<b>7,315,556.7</b>
<b>Median</b>	<b>4,347,240</b>	<b>4,648,450</b>	<b>4,704,043</b>
<b>1st &amp; 3rd quartiles</b>	<b>2,451,229 &amp; 8,574,625</b>	<b>2,434,088 &amp; 9,233,770</b>	<b>3,107,115 &amp; 10,100,224</b>
<b>Range (min, max)</b>	<b>0 to 21,886,000</b>	<b>0 to 21,457,000</b>	<b>1,887,546 to 21,506,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.	1,957,651	2,950,168	2,960,976
Woodstock Hydro Services Inc.	544,318	646,822	2,287,209
Entegrus Powerlines Inc.	1,654,320	1,673,275	2,263,578
Bluewater Power Distribution			1,632,227
PUC Distribution Inc.	1,618,726	1,618,576	1,618,576
Haldimand County Hydro Inc.	4,214,497	8,355,127	1,586,653
Halton Hills Hydro Inc.	1,008,873	1,008,873	1,239,975
Festival Hydro Inc.	1,131,000	1,186,307	1,235,627
St. Thomas Energy Inc.	559,296	796,443	837,763
Orangeville Hydro Limited	540,573	674,989	723,111
Grimsby Power Incorporated	440,872		578,592
Lakefront Utilities Inc.	507,950		569,554
Lakeland Power Distribution Ltd	180,331	179,750	179,839



## S49 Long Term Debt Service for the Year

Medium Utilities	2009	2010	2011
Count	12	10	13
Average	1,196,533.9	1,909,033.0	1,362,590.8
Median	784,085	1,097,590	1,239,975
1st & 3rd quartiles	532,417 & 1,627,625	705,353 & 1,659,600	723,111 & 1,632,227
Range (min, max)	180,331 to 4,214,497	179,750 to 8,355,127	179,839 to 2,960,976
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	697,570	657,238	1,655,799
Sioux Lookout Hydro Inc.	275,548	325,705	319,740
Kenora Hydro Electric			117,464
Count	2	2	3
Average	486,559.0	491,471.5	697,667.7
Median	486,559	491,472	319,740
1st & 3rd quartiles	381,053 & 592,064	408,588 & 574,355	218,602 & 987,770
Range (min, max)	275,548 to 697,570	325,705 to 657,238	117,464 to 1,655,799
Totals over Large, Medium and Small Utility Classes			
Count	26	24	28
Average	3,607,805.1	4,214,780.9	3,842,620.1
Median	1,770,933	1,943,773	1,952,886
1st & 3rd quartiles	548,063 & 4,180,060	766,079 & 5,262,567	1,136,161 & 3,758,278
Range (min, max)	0 to 21,886,000	0 to 21,457,000	117,464 to 21,506,000



## \$50 Total Debt

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	395,521,000	414,701,000	426,606,000
Hydro Ottawa Limited	305,185,000	312,185,000	327,185,000
Hydro One Brampton Networks	143,000,000	143,000,000	163,000,000
Horizon Utilities Corporation	116,000,000	156,000,000	156,000,000
Veridian Connections Inc.	168,285,101	97,837,000	117,890,748
Kitchener-Wilmot Hydro Inc.	76,962,142	86,556,281	85,710,758
Oakville Hydro Electricity	77,266,842	80,504,878	80,230,818
Waterloo North Hydro Inc.	36,605,308	46,513,211	68,696,887
EnWin Utilities Ltd.	65,000,000	65,000,000	65,000,000
Burlington Hydro Inc.	47,878,608	55,378,608	57,522,585
Cambridge and North Dumfries	41,684,703	38,019,703	38,019,703
Whitby Hydro Electric	28,337,942	28,337,942	33,937,942
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>125,143,887.2</b>	<b>127,002,801.9</b>	<b>134,983,370.1</b>
<b>Median</b>	<b>77,114,492</b>	<b>83,530,580</b>	<b>82,970,788</b>
<b>1st &amp; 3rd quartiles</b>	<b>46,330,132 &amp; 149,321,275</b>	<b>53,162,259 &amp; 146,250,000</b>	<b>63,130,646 &amp; 157,750,000</b>
<b>Range (min, max)</b>	<b>28,337,942 to 395,521,000</b>	<b>28,337,942 to 414,701,000</b>	<b>33,937,942 to 426,606,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.	39,443,584	61,463,527	49,648,568
Entegrus Powerlines Inc.	23,523,326	31,273,326	37,073,326
PUC Distribution Inc.	30,034,040	31,534,040	32,626,043
Bluewater Power Distribution			27,205,098
Woodstock Hydro Services Inc.	12,186,747	12,741,862	25,312,039
Halton Hills Hydro Inc.	17,136,134	28,918,089	20,066,322
Festival Hydro Inc.	16,515,916	18,861,079	19,140,277
Haldimand County Hydro Inc.	12,075,728	9,959,099	11,936,339
St. Thomas Energy Inc.	7,714,426	10,964,426	11,214,426
Grimsby Power Incorporated	8,411,478		10,714,833
Kingston Hydro Corporation			8,804,927
Orangeville Hydro Limited	6,045,988	7,764,715	7,445,276
Lakeland Power Distribution Ltd	3,487,500	4,127,500	4,826,369
Lakefront Utilities Inc.	12,246,129		3,547,658



## \$50 Total Debt

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	15,735,083.0	21,760,766.3	19,254,392.9
Median	12,216,438	15,801,471	15,538,308
1st & 3rd quartiles	8,237,215 & 18,732,932	10,210,431 & 30,684,517	9,282,403 & 26,731,833
Range (min, max)	3,487,500 to 39,443,584	4,127,500 to 61,463,527	3,547,658 to 49,648,568
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	10,246,674	10,935,987	10,165,073
Sioux Lookout Hydro Inc.	5,216,915	4,816,271	4,810,267
Kenora Hydro Electric			4,569,278
Count	2	2	3
Average	7,731,794.5	7,876,129.0	6,514,872.7
Median	7,731,794	7,876,129	4,810,267
1st & 3rd quartiles	6,474,354 & 8,989,234	6,346,200 & 9,406,058	4,689,773 & 7,487,670
Range (min, max)	5,216,915 to 10,246,674	4,816,271 to 10,935,987	4,569,278 to 10,165,073
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	65,615,816.6	73,224,731.0	65,824,364.1
Median	29,185,991	34,776,872	32,626,043
1st & 3rd quartiles	12,103,483 & 73,971,607	12,297,503 & 82,017,729	10,714,833 & 68,696,887
Range (min, max)	3,487,500 to 395,521,000	4,127,500 to 414,701,000	3,547,658 to 426,606,000



**\$268** Of Total Debt, Amount That is Commercial Debt

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	305,185,000	312,185,000	327,185,000
PowerStream Inc.	173,091,000	215,000,000	215,000,000
EnWin Utilities Ltd.	50,000,000	50,000,000	50,000,000
Veridian Connections Inc.	0	11,927,919	36,276,215
Waterloo North Hydro Inc.	3,092,097	13,000,000	35,183,675
Cambridge and North Dumfries	35,000,000	35,000,000	35,000,000
Burlington Hydro Inc.	0	7,500,000	9,643,977
Kitchener-Wilmot Hydro Inc.	0	9,594,139	8,748,616
Whitby Hydro Electric			5,600,000
Horizon Utilities Corporation	0		
<b>Count</b>	<b>9</b>	<b>8</b>	<b>9</b>
<b>Average</b>	<b>62,929,788.6</b>	<b>81,775,882.3</b>	<b>80,293,053.7</b>
<b>Median</b>	<b>3,092,097</b>	<b>24,000,000</b>	<b>35,183,675</b>
<b>1st &amp; 3rd quartiles</b>	<b>0 &amp; 50,000,000</b>	<b>11,344,474 &amp; 91,250,000</b>	<b>9,643,977 &amp; 50,000,000</b>
<b>Range (min, max)</b>	<b>0 to 305,185,000</b>	<b>7,500,000 to 312,185,000</b>	<b>5,600,000 to 327,185,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.	16,285,904	38,305,847	27,990,888
Woodstock Hydro Services Inc.	12,186,747	12,741,862	25,312,039
Haldimand County Hydro Inc.	12,075,728	9,959,099	11,936,339
Kingston Hydro Corporation			8,804,927
Bluewater Power Distribution			7,827,494
Orangeville Hydro Limited	6,045,988	7,764,715	7,445,276
PUC Distribution Inc.	3,500,000	5,000,000	6,092,003
Grimsby Power Incorporated	2,628,732		4,932,086
Lakeland Power Distribution Ltd	3,487,500	4,127,500	4,826,369
Halton Hills Hydro Inc.	994,164	12,776,119	3,924,352
Lakefront Utilities Inc.	5,246,129		3,547,658
St. Thomas Energy Inc.	0	3,250,000	3,500,000
Festival Hydro Inc.	915,916	3,261,079	3,233,036
<b>Count</b>	<b>11</b>	<b>9</b>	<b>13</b>
<b>Average</b>	<b>5,760,618.9</b>	<b>10,798,469.0</b>	<b>9,182,497.5</b>
<b>Median</b>	<b>3,500,000</b>	<b>7,764,715</b>	<b>6,092,003</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,811,448 &amp; 9,060,858</b>	<b>4,127,500 &amp; 12,741,862</b>	<b>3,924,352 &amp; 8,804,927</b>
<b>Range (min, max)</b>	<b>0 to 16,285,904</b>	<b>3,250,000 to 38,305,847</b>	<b>3,233,036 to 27,990,888</b>





**\$268** Of Total Debt, Amount That is Commercial Debt

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	3,949,959	5,189,149	5,018,552
Sioux Lookout Hydro Inc.	4,977,915	4,603,315	4,560,267
Kenora Hydro Electric			1,500,000
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>4,463,937.0</b>	<b>4,896,232.0</b>	<b>3,692,939.7</b>
<b>Median</b>	<b>4,463,937</b>	<b>4,896,232</b>	<b>4,560,267</b>
<b>1st &amp; 3rd quartiles</b>	<b>4,206,948 &amp; 4,720,926</b>	<b>4,749,774 &amp; 5,042,691</b>	<b>3,030,134 &amp; 4,789,410</b>
<b>Range (min, max)</b>	<b>3,949,959 to 4,977,915</b>	<b>4,603,315 to 5,189,149</b>	<b>1,500,000 to 5,018,552</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>22</b>	<b>19</b>	<b>25</b>
<b>Average</b>	<b>29,030,126.3</b>	<b>40,062,407.5</b>	<b>34,123,550.8</b>
<b>Median</b>	<b>3,724,980</b>	<b>9,959,099</b>	<b>7,827,494</b>
<b>1st &amp; 3rd quartiles</b>	<b>935,478 &amp; 12,158,992</b>	<b>5,094,575 &amp; 24,000,000</b>	<b>4,826,369 &amp; 27,990,888</b>
<b>Range (min, max)</b>	<b>0 to 305,185,000</b>	<b>3,250,000 to 312,185,000</b>	<b>1,500,000 to 327,185,000</b>



**\$269** Of Total Debt, Amount That is Shareholder Debt

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	182,430,000	182,430,000	182,430,000
Horizon Utilities Corporation	116,000,000	156,000,000	156,000,000
Veridian Connections Inc.	43,588,000	85,909,081	82,683,982
Oakville Hydro Electricity	77,266,842	80,504,878	80,230,818
Kitchener-Wilmot Hydro Inc.	76,962,142	76,962,142	76,962,142
Burlington Hydro Inc.	47,878,608	47,878,608	47,878,608
Waterloo North Hydro Inc.	33,513,211	33,513,211	33,512,211
Whitby Hydro Electric	28,337,942	28,337,942	28,337,942
EnWin Utilities Ltd.	15,000,000	15,000,000	15,000,000
Cambridge and North Dumfries Hydro Ottawa Limited	6,684,703	3,019,703	3,019,703
	0	0	0
<b>Count</b>	<b>11</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>57,060,131.6</b>	<b>64,505,051.4</b>	<b>64,186,855.1</b>
<b>Median</b>	<b>43,588,000</b>	<b>47,878,608</b>	<b>47,878,608</b>
<b>1st &amp; 3rd quartiles</b>	<b>21,668,971 &amp; 77,114,492</b>	<b>21,668,971 &amp; 83,206,980</b>	<b>21,668,971 &amp; 81,457,400</b>
<b>Range (min, max)</b>	<b>0 to 182,430,000</b>	<b>0 to 182,430,000</b>	<b>0 to 182,430,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	23,523,326	31,273,326	37,073,326
PUC Distribution Inc.	30,034,040	31,534,040	26,534,040
Peterborough Distribution Inc.	23,157,680	23,157,680	21,657,680
Bluewater Power Distribution			19,377,604
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
Orangeville Hydro Limited	0	0	0
Haldimand County Hydro Inc.	0	0	
<b>Count</b>	<b>10</b>	<b>8</b>	<b>10</b>
<b>Average</b>	<b>12,895,418.8</b>	<b>15,677,680.3</b>	<b>15,688,179.2</b>
<b>Median</b>	<b>11,657,213</b>	<b>15,870,985</b>	<b>15,870,985</b>
<b>1st &amp; 3rd quartiles</b>	<b>6,087,060 &amp; 21,403,753</b>	<b>5,785,820 &amp; 25,186,592</b>	<b>7,178,607 &amp; 21,087,661</b>
<b>Range (min, max)</b>	<b>0 to 30,034,040</b>	<b>0 to 31,534,040</b>	<b>0 to 37,073,326</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	6,296,714	5,746,838	5,146,521



**\$269** Of Total Debt, Amount That is Shareholder Debt

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			3,069,278
Sioux Lookout Hydro Inc.	239,000	212,956	250,000
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>3,267,857.0</b>	<b>2,979,897.0</b>	<b>2,821,933.0</b>
<b>Median</b>	<b>3,267,857</b>	<b>2,979,897</b>	<b>3,069,278</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,753,429 &amp; 4,782,286</b>	<b>1,596,427 &amp; 4,363,368</b>	<b>1,659,639 &amp; 4,107,900</b>
<b>Range (min, max)</b>	<b>239,000 to 6,296,714</b>	<b>212,956 to 5,746,838</b>	<b>250,000 to 5,146,521</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>23</b>	<b>21</b>	<b>24</b>
<b>Average</b>	<b>33,180,493.5</b>	<b>40,044,609.6</b>	<b>36,308,458.2</b>
<b>Median</b>	<b>16,141,970</b>	<b>23,157,680</b>	<b>17,759,787</b>
<b>1st &amp; 3rd quartiles</b>	<b>6,490,709 &amp; 38,550,606</b>	<b>5,746,838 &amp; 47,878,608</b>	<b>5,623,690 &amp; 39,774,647</b>
<b>Range (min, max)</b>	<b>0 to 182,430,000</b>	<b>0 to 182,430,000</b>	<b>0 to 182,430,000</b>



## S51 Long Term Debt

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	355,521,000	373,874,000	375,301,000
Hydro Ottawa Limited	297,185,000	312,185,000	327,185,000
Hydro One Brampton Networks	143,000,000	143,000,000	163,000,000
Veridian Connections Inc.	83,809,886	82,406,000	106,986,674
Kitchener-Wilmot Hydro Inc.	76,962,142	85,713,897	84,844,106
Oakville Hydro Electricity	76,750,742	80,230,816	79,932,200
Waterloo North Hydro Inc.	33,513,211	45,092,378	66,653,447
Burlington Hydro Inc.	47,878,608	47,878,608	57,028,799
Horizon Utilities Corporation	116,000,000	156,000,000	40,000,000
Cambridge and North Dumfries	41,684,703	38,019,703	38,019,703
Whitby Hydro Electric	28,337,942	28,337,942	33,937,942
EnWin Utilities Ltd.	50,000,000	50,000,000	0
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>112,553,602.8</b>	<b>120,228,195.3</b>	<b>114,407,405.9</b>
<b>Median</b>	<b>76,856,442</b>	<b>81,318,408</b>	<b>73,292,824</b>
<b>1st &amp; 3rd quartiles</b>	<b>46,330,132 &amp; 122,750,000</b>	<b>47,182,051 &amp; 146,250,000</b>	<b>39,504,926 &amp; 120,990,006</b>
<b>Range (min, max)</b>	<b>28,337,942 to 355,521,000</b>	<b>28,337,942 to 373,874,000</b>	<b>0 to 375,301,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Peterborough Distribution Inc.	39,443,584	38,668,527	37,853,568
Entegrus Powerlines Inc.	23,523,326	31,273,326	37,073,326
PUC Distribution Inc.	30,034,040	31,534,040	32,626,043
Bluewater Power Distribution			26,597,036
Halton Hills Hydro Inc.	16,141,970	17,114,630	19,836,118
Festival Hydro Inc.	15,600,000	17,931,833	18,833,036
Woodstock Hydro Services Inc.	10,941,862	12,741,862	14,910,564
St. Thomas Energy Inc.	7,714,426	10,214,426	11,214,426
Haldimand County Hydro Inc.	12,075,728	9,959,099	10,947,837
Lakefront Utilities Inc.	8,653,000		10,547,658
Kingston Hydro Corporation			8,525,000
Grimsby Power Incorporated	6,136,644		7,839,796
Orangeville Hydro Limited	5,838,903	7,446,118	7,207,872
Lakeland Power Distribution Ltd	3,487,500	3,487,500	3,487,500



## S51 Long Term Debt

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	14,965,915.3	18,037,136.1	17,678,555.7
Median	11,508,795	14,928,246	13,062,495
1st & 3rd quartiles	7,319,981 & 17,987,309	10,022,931 & 27,937,953	9,030,665 & 24,906,807
Range (min, max)	3,487,500 to 39,443,584	3,487,500 to 38,668,527	3,487,500 to 37,853,568
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	10,246,674	10,935,987	10,165,073
Sioux Lookout Hydro Inc.	2,827,444	2,606,671	2,377,931
Kenora Hydro Electric			1,500,000
Count	2	2	3
Average	6,537,059.0	6,771,329.0	4,681,001.3
Median	6,537,059	6,771,329	2,377,931
1st & 3rd quartiles	4,682,252 & 8,391,866	4,689,000 & 8,853,658	1,938,965 & 6,271,502
Range (min, max)	2,827,444 to 10,246,674	2,606,671 to 10,935,987	1,500,000 to 10,165,073
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	59,358,012.9	68,193,848.5	56,359,712.2
Median	29,185,991	34,776,872	26,597,036
1st & 3rd quartiles	10,420,471 & 70,063,057	12,290,393 & 80,774,612	10,165,073 & 57,028,799
Range (min, max)	2,827,444 to 355,521,000	2,606,671 to 373,874,000	0 to 375,301,000



## S52 Interest on Long Term Debt

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	21,886,000	21,457,000	21,506,000
Hydro Ottawa Limited	14,864,000	16,319,000	17,213,773
Hydro One Brampton Networks	9,938,500	9,938,500	10,172,895
Horizon Utilities Corporation	8,120,000	8,998,860	10,076,000
Veridian Connections Inc.	4,722,196	5,305,576	5,419,664
Oakville Hydro Electricity	4,750,500	5,078,272	5,083,554
Kitchener-Wilmot Hydro Inc.	4,617,729	4,814,290	4,974,341
EnWin Utilities Ltd.	3,420,358	3,215,060	3,225,000
Burlington Hydro Inc.	3,690,507	3,027,699	3,187,778
Waterloo North Hydro Inc.	2,601,639	2,396,661	2,186,182
Whitby Hydro Electric	2,000,000	2,000,000	2,018,227
Cambridge and North Dumfries	1,887,546	1,736,772	1,736,772
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>6,874,914.6</b>	<b>7,023,974.2</b>	<b>7,233,348.8</b>
<b>Median</b>	<b>4,669,963</b>	<b>4,946,281</b>	<b>5,028,947</b>
<b>1st &amp; 3rd quartiles</b>	<b>3,215,679 &amp; 8,574,625</b>	<b>2,869,940 &amp; 9,233,770</b>	<b>2,937,379 &amp; 10,100,224</b>
<b>Range (min, max)</b>	<b>1,887,546 to 21,886,000</b>	<b>1,736,772 to 21,457,000</b>	<b>1,736,772 to 21,506,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	1,654,320	1,673,275	2,263,578
Woodstock Hydro Services Inc.	544,318	646,822	2,199,001
Peterborough Distribution Inc.	1,643,555	2,178,007	2,140,017
Bluewater Power Distribution			1,632,227
PUC Distribution Inc.	1,618,726	1,618,576	1,618,576
Festival Hydro Inc.	1,131,000	1,186,307	1,235,627
Halton Hills Hydro Inc.	1,008,873	1,008,873	1,037,651
Kingston Hydro Corporation			1,025,258
St. Thomas Energy Inc.	559,296	796,443	727,407
Lakefront Utilities Inc.	507,950		507,500
Grimsby Power Incorporated	419,249		471,925
Orangeville Hydro Limited	343,021	394,703	403,678
Haldimand County Hydro Inc.	619,497	485,123	398,158
Lakeland Power Distribution Ltd	180,331	179,750	179,839



## S52 Interest on Long Term Debt

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	852,511.3	1,016,787.9	1,131,460.1
Median	589,397	902,658	1,031,454
1st & 3rd quartiles	485,775 & 1,252,932	525,548 & 1,510,509	480,819 & 1,628,814
Range (min, max)	180,331 to 1,654,320	179,750 to 2,178,007	179,839 to 2,263,578
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	697,570	669,306	645,833
Kenora Hydro Electric			117,464
Sioux Lookout Hydro Inc.	63,425	55,556	92,818
Count	2	2	3
Average	380,497.5	362,431.0	285,371.7
Median	380,497	362,431	117,464
1st & 3rd quartiles	221,961 & 539,033	208,993 & 515,868	105,141 & 381,649
Range (min, max)	63,425 to 697,570	55,556 to 669,306	92,818 to 645,833
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	3,595,773.3	3,965,851.3	3,568,853.2
Median	1,648,938	1,868,386	1,736,772
1st & 3rd quartiles	574,346 & 4,385,924	764,658 & 4,880,285	645,833 & 3,225,000
Range (min, max)	63,425 to 21,886,000	55,556 to 21,457,000	92,818 to 21,506,000



## S59 Amortization

*(Depreciation of Fixed Assets Plus Amortization of Contributed Capital)*

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	42,125,000	46,255,000	46,127,000
Hydro Ottawa Limited	40,852,832	43,237,135	44,268,218
Horizon Utilities Corporation	24,928,356	24,596,684	26,389,412
Veridian Connections Inc.	14,144,557	13,630,558	13,521,363
EnWin Utilities Ltd.	10,773,764	12,249,956	12,860,941
Hydro One Brampton Networks	16,490,910	17,638,874	11,500,816
Oakville Hydro Electricity	10,390,567	9,996,871	10,219,524
Kitchener-Wilmot Hydro Inc.	9,837,237	9,798,634	10,114,321
Waterloo North Hydro Inc.	6,833,794	7,326,948	8,209,705
Burlington Hydro Inc.	6,877,004	7,126,597	6,872,766
Cambridge and North Dumfries	6,045,689	6,145,892	6,147,959
Whitby Hydro Electric	4,597,113	4,484,854	4,757,776
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>16,158,068.6</b>	<b>16,874,000.3</b>	<b>16,749,150.1</b>
<b>Median</b>	<b>10,582,165</b>	<b>11,123,414</b>	<b>10,860,170</b>
<b>1st &amp; 3rd quartiles</b>	<b>6,866,202 &amp; 18,600,272</b>	<b>7,276,860 &amp; 19,378,327</b>	<b>7,875,470 &amp; 16,738,375</b>
<b>Range (min, max)</b>	<b>4,597,113 to 42,125,000</b>	<b>4,484,854 to 46,255,000</b>	<b>4,757,776 to 46,127,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	3,946,147	4,128,269	4,814,710
Bluewater Power Distribution			4,259,217
Peterborough Distribution Inc.	3,222,790	3,325,168	3,424,461
PUC Distribution Inc.	3,059,645	3,207,749	3,335,388
Haldimand County Hydro Inc.	2,688,286	2,827,453	2,974,190
Festival Hydro Inc.	2,786,647	2,605,175	2,498,627
Halton Hills Hydro Inc.	16,360,968	2,392,473	2,186,947
Woodstock Hydro Services Inc.	1,871,315	1,857,654	2,161,742
Kingston Hydro Corporation			2,155,653
St. Thomas Energy Inc.	1,308,810	1,340,883	1,386,336
Lakeland Power Distribution Ltd	1,080,564	1,085,796	1,157,908
Orangeville Hydro Limited	985,671	1,055,344	1,095,592
Grimsby Power Incorporated	967,542		952,669
Lakefront Utilities Inc.	893,443		926,183





## S59 Amortization

*(Depreciation of Fixed Assets Plus Amortization of Contributed Capital)*

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	3,264,319.0	2,382,596.4	2,380,687.4
Median	2,279,800	2,498,824	2,174,345
1st & 3rd quartiles	1,056,841 & 3,100,431	1,470,076 & 3,112,675	1,215,015 & 3,245,089
Range (min, max)	893,443 to 16,360,968	1,055,344 to 4,128,269	926,183 to 4,814,710
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	1,299,342	1,386,007	1,428,183
Kenora Hydro Electric			625,522
Sioux Lookout Hydro Inc.	333,953	344,552	304,303
Count	2	2	3
Average	816,647.5	865,279.5	786,002.7
Median	816,647	865,279	625,522
1st & 3rd quartiles	575,300 & 1,057,994	604,915 & 1,125,643	464,912 & 1,026,853
Range (min, max)	333,953 to 1,299,342	344,552 to 1,386,007	304,303 to 1,428,183
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	9,026,997.9	9,501,855.3	8,161,290.8
Median	4,271,630	4,306,562	3,424,461
1st & 3rd quartiles	1,449,436 & 10,677,965	2,258,768 & 10,560,142	1,428,183 & 10,114,321
Range (min, max)	333,953 to 42,125,000	344,552 to 46,255,000	304,303 to 46,127,000



## S75 Accounts Receivable - Electrical Energy at Year End

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	73,633,000	69,366,000	86,933,000
Hydro Ottawa Limited	52,874,638	61,194,794	53,158,929
Horizon Utilities Corporation	30,362,684	31,377,834	33,921,615
Veridian Connections Inc.	19,795,287	22,437,488	21,628,398
Hydro One Brampton Networks	19,094,336	18,208,703	19,566,692
EnWin Utilities Ltd.	14,333,128	15,687,184	15,188,053
Cambridge and North Dumfries	9,204,903	6,377,722	12,852,814
Kitchener-Wilmot Hydro Inc.	11,781,616	14,120,442	11,306,519
Burlington Hydro Inc.	12,591,480	11,250,362	10,592,348
Waterloo North Hydro Inc.	9,200,107	9,846,167	10,360,734
Oakville Hydro Electricity	5,425,229	7,472,281	10,115,492
Whitby Hydro Electric	5,865,835	6,363,317	5,514,064
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>22,013,520.3</b>	<b>22,808,524.5</b>	<b>24,261,554.8</b>
<b>Median</b>	<b>13,462,304</b>	<b>14,903,813</b>	<b>14,020,434</b>
<b>1st &amp; 3rd quartiles</b>	<b>9,203,704 &amp; 22,437,136</b>	<b>9,252,696 &amp; 24,672,575</b>	<b>10,534,445 &amp; 24,701,702</b>
<b>Range (min, max)</b>	<b>5,425,229 to 73,633,000</b>	<b>6,363,317 to 69,366,000</b>	<b>5,514,064 to 86,933,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			6,228,016
Kingston Hydro Corporation			4,884,119
Peterborough Distribution Inc.	4,056,598	4,733,114	4,812,105
Halton Hills Hydro Inc.	3,229,656	4,376,405	4,503,337
PUC Distribution Inc.	4,580,936	5,396,081	3,435,219
Woodstock Hydro Services Inc.	3,213,994	4,037,410	3,252,190
Orangeville Hydro Limited	1,825,059	2,723,242	2,800,075
Haldimand County Hydro Inc.	2,456,857	2,558,801	2,784,341
Entegrus Powerlines Inc.	2,849,767	2,199,918	2,550,673
Lakeland Power Distribution Ltd	1,688,551	1,894,892	2,367,953
St. Thomas Energy Inc.	1,527,340	2,467,313	2,303,238
Festival Hydro Inc.	1,618,019	2,162,799	2,166,370
Lakefront Utilities Inc.	1,586,245		1,987,424
Grimsby Power Incorporated	663,775		629,854



## S75 Accounts Receivable - Electrical Energy at Year End

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	2,441,399.8	3,254,997.5	3,193,208.1
Median	2,140,958	2,641,022	2,792,208
1st & 3rd quartiles	1,610,076 & 3,217,910	2,266,767 & 4,291,656	2,319,417 & 4,236,308
Range (min, max)	663,775 to 4,580,936	1,894,892 to 5,396,081	629,854 to 6,228,016
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	1,311,071	2,070,686	1,398,760
Kenora Hydro Electric			1,326,541
Sioux Lookout Hydro Inc.	538,348	783,208	682,613
Count	2	2	3
Average	924,709.5	1,426,947.0	1,135,971.3
Median	924,709	1,426,947	1,326,541
1st & 3rd quartiles	731,529 & 1,117,890	1,105,078 & 1,748,817	1,004,577 & 1,362,651
Range (min, max)	538,348 to 1,311,071	783,208 to 2,070,686	682,613 to 1,398,760
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	11,358,017.7	12,879,423.5	11,698,327.1
Median	4,318,767	5,879,699	4,812,105
1st & 3rd quartiles	1,722,678 & 12,389,014	2,535,929 & 14,512,128	2,367,953 & 11,306,519
Range (min, max)	538,348 to 73,633,000	783,208 to 69,366,000	629,854 to 86,933,000



**S76** Accounts Receivable - Unbilled Revenue at Year End

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	86,426,320	82,221,401	93,686,000
PowerStream Inc.	88,160,000	92,207,000	90,369,000
Horizon Utilities Corporation	49,957,348	51,617,560	55,333,284
Hydro One Brampton Networks	32,413,179	31,026,672	30,933,489
Veridian Connections Inc.	30,961,269	31,016,602	28,546,629
Kitchener-Wilmot Hydro Inc.	18,261,000	19,649,500	23,380,400
Burlington Hydro Inc.	18,754,555	20,330,044	20,474,503
Oakville Hydro Electricity	16,775,533	16,858,662	19,074,823
EnWin Utilities Ltd.	15,110,886	15,608,253	16,869,082
Waterloo North Hydro Inc.	12,520,720	13,356,297	13,425,028
Whitby Hydro Electric	10,597,085	10,958,930	10,877,603
Cambridge and North Dumfries	11,201,677	11,723,044	10,015,819
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>32,594,964.3</b>	<b>33,047,830.4</b>	<b>34,415,471.7</b>
<b>Median</b>	<b>18,507,778</b>	<b>19,989,772</b>	<b>21,927,452</b>
<b>1st &amp; 3rd quartiles</b>	<b>14,463,344 &amp; 36,799,221</b>	<b>15,045,264 &amp; 36,174,394</b>	<b>16,008,069 &amp; 37,033,438</b>
<b>Range (min, max)</b>	<b>10,597,085 to 88,160,000</b>	<b>10,958,930 to 92,207,000</b>	<b>10,015,819 to 93,686,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	10,084,184	9,722,658	11,694,409
Bluewater Power Distribution			9,559,826
PUC Distribution Inc.	7,980,840	7,783,322	8,895,916
Peterborough Distribution Inc.	7,438,000	8,333,000	8,238,000
Kingston Hydro Corporation			7,139,708
Festival Hydro Inc.	6,424,626	6,394,437	6,937,210
Halton Hills Hydro Inc.	5,133,509	5,727,873	6,585,900
Haldimand County Hydro Inc.	5,163,885	5,259,993	5,422,772
Woodstock Hydro Services Inc.	3,606,543	3,670,398	3,968,836
Lakefront Utilities Inc.	2,817,654		3,355,968
St. Thomas Energy Inc.	3,090,414	3,268,937	3,179,927
Orangeville Hydro Limited	2,497,759	2,747,324	2,494,566
Lakeland Power Distribution Ltd	2,662,505	2,355,046	2,262,157
Grimsby Power Incorporated	1,530,845		1,499,005



**S76** Accounts Receivable - Unbilled Revenue at Year End

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	4,869,230.3	5,526,298.8	5,802,442.9
Median	4,370,026	5,493,933	6,004,336
1st & 3rd quartiles	2,778,867 & 6,677,970	3,369,302 & 7,436,101	3,223,937 & 7,963,427
Range (min, max)	1,530,845 to 10,084,184	2,355,046 to 9,722,658	1,499,005 to 11,694,409
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			1,361,598
Niagara-on-the-Lake Hydro Inc.	1,733,180	1,666,089	1,196,018
Sioux Lookout Hydro Inc.	1,060,301	1,134,908	1,135,299
Count	2	2	3
Average	1,396,740.5	1,400,498.5	1,230,971.7
Median	1,396,740	1,400,499	1,196,018
1st & 3rd quartiles	1,228,520 & 1,564,960	1,267,704 & 1,533,294	1,165,658 & 1,278,808
Range (min, max)	1,060,301 to 1,733,180	1,134,908 to 1,666,089	1,135,299 to 1,361,598
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	17,398,608.3	18,943,247.9	17,169,406.0
Median	9,032,512	10,340,794	8,895,916
1st & 3rd quartiles	3,219,446 & 17,889,633	4,862,594 & 19,819,636	3,355,968 & 19,074,823
Range (min, max)	1,060,301 to 88,160,000	1,134,908 to 92,207,000	1,135,299 to 93,686,000



## S77 Actual Write-Offs

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	1,893,022	2,007,681	2,387,633
Horizon Utilities Corporation	1,963,599	2,076,904	2,161,438
Hydro Ottawa Limited	2,219,956	1,571,552	1,714,480
Hydro One Brampton Networks	677,829	882,850	682,538
Veridian Connections Inc.	844,892	1,118,747	654,000
Kitchener-Wilmot Hydro Inc.	263,915	210,533	246,063
Burlington Hydro Inc.	323,763	271,444	243,248
Oakville Hydro Electricity	245,227	179,224	198,068
Cambridge and North Dumfries	466,927	175,773	191,215
Whitby Hydro Electric	145,145	145,145	184,007
Waterloo North Hydro Inc.	89,957	100,751	125,894
EnWin Utilities Ltd.	290,084	-706,000	71,557
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>785,359.7</b>	<b>669,550.3</b>	<b>738,345.1</b>
<b>Median</b>	<b>395,345</b>	<b>240,989</b>	<b>244,655</b>
<b>1st &amp; 3rd quartiles</b>	<b>259,243 &amp; 1,106,925</b>	<b>168,116 &amp; 1,231,948</b>	<b>189,413 &amp; 940,524</b>
<b>Range (min, max)</b>	<b>89,957 to 2,219,956</b>	<b>-706,000 to 2,076,904</b>	<b>71,557 to 2,387,633</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	124,732	129,849	174,266
Entegrus Powerlines Inc.	272,413	207,972	144,224
Woodstock Hydro Services Inc.	35,108	115,019	136,035
Bluewater Power Distribution			133,035
St. Thomas Energy Inc.	94,955	51,550	113,679
Peterborough Distribution Inc.	130,675	202,043	98,966
Festival Hydro Inc.	74,221	84,940	75,882
Haldimand County Hydro Inc.	52,590	59,581	56,414
Halton Hills Hydro Inc.	63,390	65,154	55,893
Orangeville Hydro Limited	18,429	26,716	38,788
Lakeland Power Distribution Ltd	37,996	24,904	25,975
Grimsby Power Incorporated	2,007		6,500
Lakefront Utilities Inc.	50,000		



## S77 Actual Write-Offs

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	12
Average	79,709.7	96,772.8	88,304.8
Median	57,990	75,047	87,424
1st & 3rd quartiles	37,274 & 102,399	53,558 & 126,142	51,617 & 133,785
Range (min, max)	2,007 to 272,413	24,904 to 207,972	6,500 to 174,266
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	42,954	14,821	35,849
Kenora Hydro Electric			17,607
Niagara-on-the-Lake Hydro Inc.	14,599	16,866	16,886
Count	2	2	3
Average	28,776.5	15,843.5	23,447.3
Median	28,777	15,844	17,607
1st & 3rd quartiles	21,688 & 35,865	15,333 & 16,355	17,247 & 26,728
Range (min, max)	14,599 to 42,954	14,821 to 16,866	16,886 to 35,849
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	27
Average	401,476.3	376,417.5	370,005.2
Median	127,704	137,497	133,035
1st & 3rd quartiles	50,648 & 315,343	57,573 & 225,761	56,153 & 220,658
Range (min, max)	2,007 to 2,219,956	-706,000 to 2,076,904	6,500 to 2,387,633



## \$158 Bad Debt Expense

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	2,873,301	1,910,962	2,094,767
Horizon Utilities Corporation	1,310,335	1,504,791	1,536,562
Hydro Ottawa Limited	1,888,147	1,240,035	1,176,400
Veridian Connections Inc.	611,973	1,072,354	1,084,398
Hydro One Brampton Networks	967,834	620,786	939,905
EnWin Utilities Ltd.	624,562	-272,472	523,574
Oakville Hydro Electricity	177,985	167,480	256,873
Burlington Hydro Inc.	286,251	214,304	219,869
Whitby Hydro Electric	216,663	94,963	168,802
Cambridge and North Dumfries	262,810	119,180	148,915
Kitchener-Wilmot Hydro Inc.	187,446	-46,363	103,015
Waterloo North Hydro Inc.	189,953	89,416	96,037
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>799,771.7</b>	<b>559,619.7</b>	<b>695,759.8</b>
<b>Median</b>	<b>449,112</b>	<b>190,892</b>	<b>390,224</b>
<b>1st &amp; 3rd quartiles</b>	<b>209,986 &amp; 1,053,459</b>	<b>93,576 &amp; 1,114,274</b>	<b>163,830 &amp; 1,107,399</b>
<b>Range (min, max)</b>	<b>177,985 to 2,873,301</b>	<b>-272,472 to 1,910,962</b>	<b>96,037 to 2,094,767</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kingston Hydro Corporation			220,348
St. Thomas Energy Inc.	94,966	54,562	181,401
Entegrus Powerlines Inc.	180,281	225,776	163,440
Peterborough Distribution Inc.	232,960	165,760	155,097
Orangeville Hydro Limited	19,768	22,454	120,695
PUC Distribution Inc.	96,462	141,905	97,927
Woodstock Hydro Services Inc.	28,153	62,050	73,310
Bluewater Power Distribution			73,160
Haldimand County Hydro Inc.	94,160	39,405	57,029
Festival Hydro Inc.	75,000	74,628	55,000
Halton Hills Hydro Inc.	75,000	89,264	49,194
Lakeland Power Distribution Ltd	15,121	36,733	27,837
Lakefront Utilities Inc.	13,290		13,283
Grimsby Power Incorporated	3,931		4,350





**\$158** Bad Debt Expense

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	77,424.3	91,253.7	92,290.8
Median	75,000	68,339	73,235
1st & 3rd quartiles	18,606 & 95,340	43,194 & 128,745	50,646 & 146,496
Range (min, max)	3,931 to 232,960	22,454 to 225,776	4,350 to 220,348
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	9,228	9,729	15,687
Sioux Lookout Hydro Inc.	32,238	22,877	9,996
Kenora Hydro Electric			5,875
Count	2	2	3
Average	20,733.0	16,303.0	10,519.3
Median	20,733	16,303	9,996
1st & 3rd quartiles	14,981 & 26,485	13,016 & 19,590	7,936 & 12,842
Range (min, max)	9,228 to 32,238	9,729 to 22,877	5,875 to 15,687
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	406,454.5	319,190.8	333,543.0
Median	179,133	92,190	120,695
1st & 3rd quartiles	42,928 & 280,391	38,737 & 217,172	55,000 & 220,348
Range (min, max)	3,931 to 2,873,301	-272,472 to 1,910,962	4,350 to 2,094,767



## S204 Customer Deposits

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	16,870,250	18,107,007	38,218,826
Horizon Utilities Corporation	15,004,183	14,506,647	14,506,647
PowerStream Inc.	16,726,000	13,549,000	13,035,000
Kitchener-Wilmot Hydro Inc.	6,307,241	10,241,131	11,430,355
Cambridge and North Dumfries	7,876,377	9,130,663	9,240,087
EnWin Utilities Ltd.	8,405,676	8,013,056	7,513,730
Hydro One Brampton Networks	7,205,993	6,664,152	6,228,614
Oakville Hydro Electricity	6,042,927	5,008,070	5,169,019
Veridian Connections Inc.	4,392,175	5,233,000	4,914,606
Waterloo North Hydro Inc.	3,037,221	784,672	3,489,334
Burlington Hydro Inc.	3,499,521	3,060,945	3,194,263
Whitby Hydro Electric	1,904,272	1,894,119	1,509,997
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>8,105,986.3</b>	<b>8,016,038.5</b>	<b>9,870,873.2</b>
<b>Median</b>	<b>6,756,617</b>	<b>7,338,604</b>	<b>6,871,172</b>
<b>1st &amp; 3rd quartiles</b>	<b>4,169,012 &amp; 10,055,302</b>	<b>4,521,289 &amp; 11,068,098</b>	<b>4,558,288 &amp; 11,831,517</b>
<b>Range (min, max)</b>	<b>1,904,272 to 16,870,250</b>	<b>784,672 to 18,107,007</b>	<b>1,509,997 to 38,218,826</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	4,504,071	3,519,861	4,317,856
Peterborough Distribution Inc.	1,865,105	2,182,603	1,574,106
Bluewater Power Distribution			1,543,307
Woodstock Hydro Services Inc.	1,239,345	1,430,722	1,249,113
Festival Hydro Inc.	915,916	929,246	1,037,951
PUC Distribution Inc.	1,059,716	1,094,954	859,734
Orangeville Hydro Limited	586,323	535,868	706,311
Halton Hills Hydro Inc.	510,289	714,105	537,065
Haldimand County Hydro Inc.	655,942	690,184	473,481
St. Thomas Energy Inc.	802,279	690,906	396,751
Grimsby Power Incorporated	341,239		237,242
Lakeland Power Distribution Ltd	203,166	240,224	205,809
Lakefront Utilities Inc.	374,063		96,854



## S204 Customer Deposits

Medium Utilities	2009	2010	2011
Count	12	10	13
Average	1,088,121.2	1,202,867.3	1,018,121.5
Median	729,110	821,676	706,311
1st & 3rd quartiles	476,233 & 1,104,623	690,365 & 1,346,780	396,751 & 1,249,113
Range (min, max)	203,166 to 4,504,071	240,224 to 3,519,861	96,854 to 4,317,856
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	359,143	347,483	678,587
Sioux Lookout Hydro Inc.	130,667	134,817	137,538
Kenora Hydro Electric			42,359
Count	2	2	3
Average	244,905.0	241,150.0	286,161.3
Median	244,905	241,150	137,538
1st & 3rd quartiles	187,786 & 302,024	187,983 & 294,316	89,948 & 408,062
Range (min, max)	130,667 to 359,143	134,817 to 347,483	42,359 to 678,587
Totals over Large, Medium and Small Utility Classes			
Count	26	24	28
Average	4,262,273.1	4,529,309.8	4,733,733.6
Median	1,884,689	2,038,361	1,526,652
1st & 3rd quartiles	603,728 & 6,241,163	708,305 & 7,001,378	521,169 & 5,433,918
Range (min, max)	130,667 to 16,870,250	134,817 to 18,107,007	42,359 to 38,218,826



## \$173 Dividends Paid

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	7,000,000	14,000,000	30,000,000
PowerStream Inc.	11,274,000	10,532,000	13,857,000
Hydro One Brampton Networks	0	11,000,000	10,400,000
Horizon Utilities Corporation	9,063,000	8,113,000	7,456,000
Veridian Connections Inc.	8,200,000	5,220,000	4,900,000
EnWin Utilities Ltd.	3,250,000	4,000,000	3,750,000
Cambridge and North Dumfries	1,717,000	1,345,000	2,563,000
Burlington Hydro Inc.	2,250,000	2,025,000	2,550,000
Waterloo North Hydro Inc.	552,000	639,000	639,000
Kitchener-Wilmot Hydro Inc.	2,100,000	5,750,000	0
Oakville Hydro Electricity	1,500,000	0	0
<b>Count</b>	<b>11</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>4,264,181.8</b>	<b>5,693,090.9</b>	<b>6,919,545.5</b>
<b>Median</b>	<b>2,250,000</b>	<b>5,220,000</b>	<b>3,750,000</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,608,500 &amp; 7,600,000</b>	<b>1,685,000 &amp; 9,322,500</b>	<b>1,594,500 &amp; 8,928,000</b>
<b>Range (min, max)</b>	<b>0 to 11,274,000</b>	<b>0 to 14,000,000</b>	<b>0 to 30,000,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			3,065,917
Peterborough Distribution Inc.	1,856,728	1,967,688	1,641,000
Festival Hydro Inc.	1,168,883	1,204,137	1,294,793
Halton Hills Hydro Inc.	1,998,153	913,957	943,705
Haldimand County Hydro Inc.	515,808	691,445	716,750
Lakefront Utilities Inc.	600,000		600,000
St. Thomas Energy Inc.	1,500,000	500,000	500,000
Entegrus Powerlines Inc.	1,500,000	7,750,000	400,000
Orangeville Hydro Limited	582,011	346,932	383,754
Grimsby Power Incorporated	1,200,000		135,730
Woodstock Hydro Services Inc.	290,000	150,000	115,000
Lakeland Power Distribution Ltd	0		
PUC Distribution Inc.	1,000,000	950,000	
<b>Count</b>	<b>12</b>	<b>9</b>	<b>11</b>
<b>Average</b>	<b>1,017,631.9</b>	<b>1,608,239.9</b>	<b>890,604.5</b>
<b>Median</b>	<b>1,084,442</b>	<b>913,957</b>	<b>600,000</b>
<b>1st &amp; 3rd quartiles</b>	<b>565,460 &amp; 1,500,000</b>	<b>500,000 &amp; 1,204,137</b>	<b>391,877 &amp; 1,119,249</b>
<b>Range (min, max)</b>	<b>0 to 1,998,153</b>	<b>150,000 to 7,750,000</b>	<b>115,000 to 3,065,917</b>



**\$173** Dividends Paid

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	185,000	239,000	212,956
Niagara-on-the-Lake Hydro Inc.	0	0	0
<b>Count</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Average</b>	<b>92,500.0</b>	<b>119,500.0</b>	<b>106,478.0</b>
<b>Median</b>	<b>92,500</b>	<b>119,500</b>	<b>106,478</b>
<b>1st &amp; 3rd quartiles</b>	<b>46,250 &amp; 138,750</b>	<b>59,750 &amp; 179,250</b>	<b>53,239 &amp; 159,717</b>
<b>Range (min, max)</b>	<b>0 to 185,000</b>	<b>0 to 239,000</b>	<b>0 to 212,956</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>25</b>	<b>22</b>	<b>24</b>
<b>Average</b>	<b>2,372,103.3</b>	<b>3,515,325.4</b>	<b>3,588,525.2</b>
<b>Median</b>	<b>1,500,000</b>	<b>1,274,569</b>	<b>830,228</b>
<b>1st &amp; 3rd quartiles</b>	<b>552,000 &amp; 2,100,000</b>	<b>534,750 &amp; 5,617,500</b>	<b>341,055 &amp; 3,236,938</b>
<b>Range (min, max)</b>	<b>0 to 11,274,000</b>	<b>0 to 14,000,000</b>	<b>0 to 30,000,000</b>



## \$270 Cash Position at Year End

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Burlington Hydro Inc.	5,744,028	12,406,914	13,749,199
Kitchener-Wilmot Hydro Inc.	8,157,927	5,003,063	11,717,515
Horizon Utilities Corporation	-23,610,253	10,446,043	9,758,007
Cambridge and North Dumfries	20,090,374	14,569,858	6,183,336
Whitby Hydro Electric	3,634,634	1,555,037	5,738,651
Hydro Ottawa Limited	1,041,000	2,924,000	4,413,000
EnWin Utilities Ltd.	6,725,115	-8,186,648	3,989,560
Waterloo North Hydro Inc.	226,638	130,253	272,665
Veridian Connections Inc.	6,377,083	0	0
PowerStream Inc.	42,612,000	8,568,000	0
Oakville Hydro Electricity	8,260,111	1,617,735	-16,430,493
Hydro One Brampton Networks	0	0	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>6,604,888.1</b>	<b>4,086,187.9</b>	<b>3,581,040.0</b>
<b>Median</b>	<b>6,060,556</b>	<b>2,270,868</b>	<b>4,413,000</b>
<b>1st &amp; 3rd quartiles</b>	<b>837,409 &amp; 8,183,473</b>	<b>97,690 &amp; 9,037,511</b>	<b>136,332 &amp; 7,970,672</b>
<b>Range (min, max)</b>	<b>-23,610,253 to 42,612,000</b>	<b>-8,186,648 to 14,569,858</b>	<b>-16,430,493 to 13,749,199</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	4,824,338	5,322,258	7,798,310
PUC Distribution Inc.	7,746,233	6,020,883	6,817,349
Peterborough Distribution Inc.	7,627,379	7,338,786	5,343,222
Haldimand County Hydro Inc.	7,513,910	2,494,213	3,941,761
Lakefront Utilities Inc.	2,141,428		3,304,345
Bluewater Power Distribution			3,237,535
Woodstock Hydro Services Inc.	2,157,301	3,188,152	3,025,703
St. Thomas Energy Inc.	127,485	745,185	1,769,052
Halton Hills Hydro Inc.	-330,304	2,392,329	1,257,808
Orangeville Hydro Limited	1,236,734	1,271,038	962,239
Grimsby Power Incorporated	1,142,964		622,321
Kingston Hydro Corporation			7,236
Lakeland Power Distribution Ltd	0	-199,196	510
Festival Hydro Inc.	1,720,507	1,089,077	0



**\$270** Cash Position at Year End

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	2,992,331.3	2,966,272.5	2,720,527.9
Median	1,930,968	2,443,271	2,397,378
1st & 3rd quartiles	889,094 & 5,496,731	1,134,567 & 4,788,731	707,301 & 3,782,407
Range (min, max)	-330,304 to 7,746,233	-199,196 to 7,338,786	0 to 7,798,310
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	1,008,668	793,425	944,586
Kenora Hydro Electric			828,559
Niagara-on-the-Lake Hydro Inc.	336,592	344,324	567,832
Count	2	2	3
Average	672,630.0	568,874.5	780,325.7
Median	672,630	568,874	828,559
1st & 3rd quartiles	504,611 & 840,649	456,599 & 681,150	698,196 & 886,572
Range (min, max)	336,592 to 1,008,668	344,324 to 793,425	567,832 to 944,586
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	28
Average	4,481,226.6	3,326,447.0	2,850,707.4
Median	2,149,365	2,005,032	2,397,378
1st & 3rd quartiles	504,611 & 7,316,711	644,970 & 5,496,914	494,040 & 5,442,079
Range (min, max)	-23,610,253 to 42,612,000	-8,186,648 to 14,569,858	-16,430,493 to 13,749,199



## S65 Cash + Short Term Investments

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kitchener-Wilmot Hydro Inc.	28,117,397	28,003,063	22,735,022
Burlington Hydro Inc.	5,744,028	12,406,914	13,749,199
Cambridge and North Dumfries	20,090,374	22,569,858	12,183,336
Horizon Utilities Corporation	-23,610,253	10,446,043	9,758,007
Whitby Hydro Electric	3,634,634	1,555,037	5,738,651
Hydro Ottawa Limited	1,041,000	2,924,000	4,413,000
EnWin Utilities Ltd.	6,725,115	-8,186,648	3,989,560
Waterloo North Hydro Inc.	226,638	130,887	273,305
Veridian Connections Inc.	6,377,083	0	0
PowerStream Inc.	42,612,000	8,568,000	0
Oakville Hydro Electricity	8,260,111	1,617,735	-16,430,493
Hydro One Brampton Networks	0	0	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>8,268,177.3</b>	<b>6,669,574.1</b>	<b>5,128,144.3</b>
<b>Median</b>	<b>6,060,556</b>	<b>2,270,868</b>	<b>4,413,000</b>
<b>1st &amp; 3rd quartiles</b>	<b>837,409 &amp; 11,217,677</b>	<b>98,165 &amp; 10,936,261</b>	<b>136,652 &amp; 10,970,672</b>
<b>Range (min, max)</b>	<b>-23,610,253 to 42,612,000</b>	<b>-8,186,648 to 28,003,063</b>	<b>-16,430,493 to 22,735,022</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	4,824,338	5,322,258	7,798,310
Woodstock Hydro Services Inc.	2,157,301	7,737,506	7,708,403
PUC Distribution Inc.	7,746,233	6,020,883	6,817,349
Peterborough Distribution Inc.	7,627,379	7,338,786	5,343,222
Haldimand County Hydro Inc.	7,513,910	2,494,213	3,941,761
Lakefront Utilities Inc.	2,141,428		3,304,345
Bluewater Power Distribution			3,237,535
St. Thomas Energy Inc.	127,485	745,185	1,769,052
Halton Hills Hydro Inc.	-330,304	2,392,329	1,257,808
Orangeville Hydro Limited	1,308,960	1,271,038	962,239
Grimsby Power Incorporated	1,142,964		622,471
Festival Hydro Inc.	1,720,507	1,089,077	0
Lakeland Power Distribution Ltd	0		





## S65 Cash + Short Term Investments

Medium Utilities	2009	2010	2011
Count	12	9	12
Average	2,998,350.1	3,823,475.0	3,563,541.3
Median	1,930,968	2,494,213	3,270,940
1st & 3rd quartiles	889,094 & 5,496,731	1,271,038 & 6,020,883	1,183,916 & 5,711,754
Range (min, max)	-330,304 to 7,746,233	745,185 to 7,737,506	0 to 7,798,310
Small Utilities	2009	2010	2011
Sioux Lookout Hydro Inc.	1,008,668	793,425	944,586
Kenora Hydro Electric			828,559
Niagara-on-the-Lake Hydro Inc.	336,592	344,324	567,832
Count	2	2	3
Average	672,630.0	568,874.5	780,325.7
Median	672,630	568,874	828,559
1st & 3rd quartiles	504,611 & 840,649	456,599 & 681,150	698,196 & 886,572
Range (min, max)	336,592 to 1,008,668	344,324 to 793,425	567,832 to 944,586
Totals over Large, Medium and Small Utility Classes			
Count	26	23	26
Average	5,251,676.5	5,025,387.5	3,904,348.4
Median	2,149,365	2,392,329	3,270,940
1st & 3rd quartiles	504,611 & 7,316,711	769,305 & 7,538,146	673,993 & 6,547,675
Range (min, max)	-23,610,253 to 42,612,000	-8,186,648 to 28,003,063	-16,430,493 to 22,735,022



**S66 Cost of Power Purchased (Exclude Debt Retirement Charges and HST)**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	621,719,000	691,318,000	751,457,000
Hydro Ottawa Limited	587,722,169	621,842,325	663,855,034
Horizon Utilities Corporation	362,624,652	413,458,388	421,839,916
Hydro One Brampton Networks	285,513,279	318,203,294	343,488,589
Veridian Connections Inc.	197,332,492	208,748,099	238,330,731
EnWin Utilities Ltd.	172,725,846	190,839,506	191,152,342
Kitchener-Wilmot Hydro Inc.	146,406,576	156,940,481	163,084,890
Burlington Hydro Inc.	128,220,560	140,978,607	151,129,220
Oakville Hydro Electricity	104,453,743	130,384,214	138,129,434
Waterloo North Hydro Inc.	79,864,565	91,338,398	125,507,981
Cambridge and North Dumfries	90,324,085	99,101,056	108,047,115
Whitby Hydro Electric	54,030,176	60,752,605	61,319,954
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>235,911,428.6</b>	<b>260,325,414.4</b>	<b>279,778,517.2</b>
<b>Median</b>	<b>159,566,211</b>	<b>173,889,993</b>	<b>177,118,616</b>
<b>1st &amp; 3rd quartiles</b>	<b>100,921,329 &amp; 304,791,122</b>	<b>122,563,424 &amp; 342,017,067</b>	<b>134,974,071 &amp; 363,076,421</b>
<b>Range (min, max)</b>	<b>54,030,176 to 621,719,000</b>	<b>60,752,605 to 691,318,000</b>	<b>61,319,954 to 751,457,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	55,844,977	62,065,218	83,785,228
Peterborough Distribution Inc.	61,066,555	64,275,503	68,935,891
Kingston Hydro Corporation			62,084,765
Bluewater Power Distribution			60,757,697
PUC Distribution Inc.	50,784,533	53,547,645	60,116,743
Festival Hydro Inc.	43,686,560	47,738,346	52,635,545
Halton Hills Hydro Inc.	36,100,747	41,442,197	45,727,509
Haldimand County Hydro Inc.	33,184,970	37,439,461	40,380,841
Lakefront Utilities Inc.	8,336,276		22,790,727
Orangeville Hydro Limited	18,961,395	20,665,785	21,885,544
St. Thomas Energy Inc.	18,409,408	20,060,957	21,858,426
Lakeland Power Distribution Ltd	17,018,000	17,170,452	18,600,838
Woodstock Hydro Services Inc.	28,021,001	24,807,889	17,920,120
Grimsby Power Incorporated	13,452,385		15,625,944



**S66** Cost of Power Purchased (Exclude Debt Retirement Charges and HST)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	32,072,233.9	38,921,345.3	42,364,701.3
Median	30,602,986	39,440,829	43,054,175
1st & 3rd quartiles	18,061,556 & 45,461,053	21,701,311 & 52,095,320	21,865,206 & 60,597,459
Range (min, max)	8,336,276 to 61,066,555	17,170,452 to 64,275,503	15,625,944 to 83,785,228
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	12,653,763	14,514,619	15,545,062
Kenora Hydro Electric			9,144,861
Sioux Lookout Hydro Inc.	3,497,911	5,202,374	6,153,107
Count	2	2	3
Average	8,075,837.0	9,858,496.5	10,281,010.0
Median	8,075,837	9,858,497	9,144,861
1st & 3rd quartiles	5,786,874 & 10,364,800	7,530,436 & 12,186,558	7,648,984 & 12,344,962
Range (min, max)	3,497,911 to 12,653,763	5,202,374 to 14,514,619	6,153,107 to 15,545,062
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	124,305,985.5	147,201,475.8	137,285,898.4
Median	54,937,577	63,170,361	61,319,954
1st & 3rd quartiles	21,226,297 & 141,860,072	34,281,568 & 165,415,237	21,885,544 & 151,129,220
Range (min, max)	3,497,911 to 621,719,000	5,202,374 to 691,318,000	6,153,107 to 751,457,000



## \$163 Debt Retirement Charges

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	47,297,999	58,108,310	58,901,763
Hydro Ottawa Limited	48,273,879	48,283,681	52,589,473
Horizon Utilities Corporation	31,929,321	33,555,316	32,527,055
Hydro One Brampton Networks	25,256,925	26,508,740	26,792,004
Veridian Connections Inc.	17,209,326	19,157,501	18,502,029
EnWin Utilities Ltd.	15,484,638	16,309,097	16,021,937
Kitchener-Wilmot Hydro Inc.	12,457,364	12,780,191	12,723,133
Burlington Hydro Inc.	11,112,794	11,453,240	11,585,749
Oakville Hydro Electricity	10,141,750	10,812,292	10,570,356
Cambridge and North Dumfries	9,818,131	10,226,225	10,256,919
Whitby Hydro Electric	5,957,213	6,040,682	6,103,091
Waterloo North Hydro Inc.	757,698	760,695	763,310
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>19,641,419.8</b>	<b>21,166,330.8</b>	<b>21,444,734.9</b>
<b>Median</b>	<b>13,971,001</b>	<b>14,544,644</b>	<b>14,372,535</b>
<b>1st &amp; 3rd quartiles</b>	<b>10,060,845 &amp; 26,925,024</b>	<b>10,665,775 &amp; 28,270,384</b>	<b>10,491,997 &amp; 28,225,767</b>
<b>Range (min, max)</b>	<b>757,698 to 48,273,879</b>	<b>760,695 to 58,108,310</b>	<b>763,310 to 58,901,763</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	4,838,501	5,440,507	6,411,579
Bluewater Power Distribution			6,339,819
Peterborough Distribution Inc.	5,368,120	5,356,836	5,840,843
Festival Hydro Inc.	3,828,579	3,987,343	4,060,856
Orangeville Hydro Limited	3,322,481	3,958,197	3,467,831
Halton Hills Hydro Inc.	3,299,885	3,342,853	3,445,411
Woodstock Hydro Services Inc.	2,451,530	2,611,851	2,623,283
Haldimand County Hydro Inc.	2,380,502	2,421,430	2,455,111
St. Thomas Energy Inc.	2,035,829	2,073,122	2,061,230
Lakefront Utilities Inc.	1,730,397		1,477,604
Lakeland Power Distribution Ltd	1,379,284	1,352,970	1,365,380
Grimsby Power Incorporated	1,197,001		0
<b>Count</b>	<b>11</b>	<b>9</b>	<b>12</b>
<b>Average</b>	<b>2,893,828.1</b>	<b>3,393,901.0</b>	<b>3,295,745.6</b>
<b>Median</b>	<b>2,451,530</b>	<b>3,342,853</b>	<b>3,034,347</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,883,113 &amp; 3,575,530</b>	<b>2,421,430 &amp; 3,987,343</b>	<b>1,915,323 &amp; 4,505,853</b>
<b>Range (min, max)</b>	<b>1,197,001 to 5,368,120</b>	<b>1,352,970 to 5,440,507</b>	<b>0 to 6,411,579</b>



## \$163 Debt Retirement Charges

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	1,303,905	1,253,513	1,285,904
Kenora Hydro Electric			736,545
Sioux Lookout Hydro Inc.	501,392	497,308	511,307
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>902,648.5</b>	<b>875,410.5</b>	<b>844,585.3</b>
<b>Median</b>	<b>902,648</b>	<b>875,411</b>	<b>736,545</b>
<b>1st &amp; 3rd quartiles</b>	<b>702,020 &amp; 1,103,276</b>	<b>686,359 &amp; 1,064,462</b>	<b>623,926 &amp; 1,011,225</b>
<b>Range (min, max)</b>	<b>501,392 to 1,303,905</b>	<b>497,308 to 1,253,513</b>	<b>511,307 to 1,285,904</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>25</b>	<b>23</b>	<b>27</b>
<b>Average</b>	<b>10,773,377.8</b>	<b>12,447,473.9</b>	<b>11,089,611.9</b>
<b>Median</b>	<b>4,838,501</b>	<b>5,440,507</b>	<b>5,840,843</b>
<b>1st &amp; 3rd quartiles</b>	<b>2,035,829 &amp; 12,457,364</b>	<b>2,516,641 &amp; 14,544,644</b>	<b>1,769,417 &amp; 12,154,441</b>
<b>Range (min, max)</b>	<b>501,392 to 48,273,879</b>	<b>497,308 to 58,108,310</b>	<b>0 to 58,901,763</b>



## \$271 Controllable Costs

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	57,321,337	55,462,332	61,028,106
Hydro Ottawa Limited	45,488,443	49,050,656	52,244,655
Horizon Utilities Corporation	37,032,474	37,075,535	39,573,687
EnWin Utilities Ltd.	19,285,158	21,682,241	22,149,338
Hydro One Brampton Networks	19,149,086	18,389,354	21,795,489
Veridian Connections Inc.	20,745,144	19,473,156	19,533,914
Burlington Hydro Inc.	14,000,192	14,588,414	15,272,634
Kitchener-Wilmot Hydro Inc.	12,176,455	12,105,136	13,305,983
Oakville Hydro Electricity	10,224,013	11,017,743	12,758,710
Cambridge and North Dumfries	9,648,851	9,569,312	10,297,082
Waterloo North Hydro Inc.	9,392,145	9,810,669	9,458,749
Whitby Hydro Electric	8,239,287	8,723,348	8,435,136
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>21,891,882.1</b>	<b>22,245,658.0</b>	<b>23,821,123.6</b>
<b>Median</b>	<b>16,574,639</b>	<b>16,488,884</b>	<b>17,403,274</b>
<b>1st &amp; 3rd quartiles</b>	<b>10,080,223 &amp; 24,816,976</b>	<b>10,715,974 &amp; 25,530,564</b>	<b>12,143,303 &amp; 26,505,425</b>
<b>Range (min, max)</b>	<b>8,239,287 to 57,321,337</b>	<b>8,723,348 to 55,462,332</b>	<b>8,435,136 to 61,028,106</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			10,734,061
PUC Distribution Inc.	7,961,223	8,580,165	8,955,923
Entegrus Powerlines Inc.	5,596,531	6,589,637	8,695,894
Haldimand County Hydro Inc.	6,970,426	6,855,118	7,301,329
Peterborough Distribution Inc.	6,329,469	6,199,999	6,848,611
Halton Hills Hydro Inc.	5,128,290		4,766,673
Woodstock Hydro Services Inc.	3,297,988	3,475,541	3,862,603
Festival Hydro Inc.	3,422,126	3,617,641	3,692,894
St. Thomas Energy Inc.	3,152,056	4,262,694	3,509,549
Lakeland Power Distribution Ltd	2,809,448	2,903,174	2,785,021
Orangeville Hydro Limited	2,362,166	2,623,552	2,776,504
Lakefront Utilities Inc.	1,895,417		2,225,069
Grimsby Power Incorporated	1,715,967		2,069,615



## \$271 Controllable Costs

Medium Utilities	2009	2010	2011
Count	12	9	13
Average	4,220,092.3	5,011,946.8	5,247,980.5
Median	3,360,057	4,262,694	3,862,603
1st & 3rd quartiles	2,697,627 & 5,779,766	3,475,541 & 6,589,637	2,785,021 & 7,301,329
Range (min, max)	1,715,967 to 7,961,223	2,623,552 to 8,580,165	2,069,615 to 10,734,061
Small Utilities	2009	2010	2011
Kenora Hydro Electric			2,143,351
Niagara-on-the-Lake Hydro Inc.	1,860,399	1,801,221	1,885,500
Sioux Lookout Hydro Inc.	1,107,824	1,150,570	1,160,211
Count	2	2	3
Average	1,484,111.5	1,475,895.5	1,729,687.3
Median	1,484,111	1,475,896	1,885,500
1st & 3rd quartiles	1,295,967 & 1,672,255	1,313,233 & 1,638,558	1,522,856 & 2,014,426
Range (min, max)	1,107,824 to 1,860,399	1,150,570 to 1,801,221	1,160,211 to 2,143,351
Totals over Large, Medium and Small Utility Classes			
Count	26	23	28
Average	12,165,842.9	13,695,965.6	12,830,939.0
Median	7,465,825	8,723,348	8,565,515
1st & 3rd quartiles	3,188,539 & 13,544,258	3,940,167 & 16,488,884	3,328,417 & 13,797,646
Range (min, max)	1,107,824 to 57,321,337	1,150,570 to 55,462,332	1,160,211 to 61,028,106



## S214 Full Year Cost of all Materials Used

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	15,799,131	13,360,099	18,641,688
Horizon Utilities Corporation	9,770,524	19,082,334	16,366,346
Oakville Hydro Electricity	11,054,459	11,711,595	10,844,272
EnWin Utilities Ltd.		10,488,169	8,570,076
Hydro One Brampton Networks	10,990,115	7,767,079	6,924,980
Waterloo North Hydro Inc.	5,469,804	5,735,999	5,886,711
Kitchener-Wilmot Hydro Inc.	3,081,437	4,341,341	5,627,482
Veridian Connections Inc.	6,127,360	4,687,376	4,954,951
Burlington Hydro Inc.	3,363,135	2,326,581	2,178,419
Cambridge and North Dumfries	2,213,844	2,324,849	1,894,939
Whitby Hydro Electric	1,272,524	262,335	1,116,403
PowerStream Inc.	2,307,276	1,149,787	903,573
<b>Count</b>	<b>11</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>6,495,419.0</b>	<b>6,936,462.0</b>	<b>6,992,486.7</b>
<b>Median</b>	<b>5,469,804</b>	<b>5,211,688</b>	<b>5,757,097</b>
<b>1st &amp; 3rd quartiles</b>	<b>2,694,356 &amp; 10,380,320</b>	<b>2,326,148 &amp; 10,794,025</b>	<b>2,107,549 &amp; 9,138,625</b>
<b>Range (min, max)</b>	<b>1,272,524 to 15,799,131</b>	<b>262,335 to 19,082,334</b>	<b>903,573 to 18,641,688</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	1,398,265	2,505,348	2,588,672
PUC Distribution Inc.	1,464,767	2,074,327	1,489,995
Entegrus Powerlines Inc.	998,962	1,266,818	1,314,763
Peterborough Distribution Inc.	1,674,282	1,399,057	1,303,792
Halton Hills Hydro Inc.	993,694		1,291,321
Orangeville Hydro Limited	623,077	1,372,795	1,023,767
Festival Hydro Inc.	404,606	764,786	979,415
Woodstock Hydro Services Inc.	1,900,722	1,078,513	814,625
Bluewater Power Distribution			699,728
Grimsby Power Incorporated	482,954		696,633
Lakeland Power Distribution Ltd	1,911,180	1,174,010	549,117
Lakefront Utilities Inc.	537,243		254,077
<b>Count</b>	<b>11</b>	<b>8</b>	<b>12</b>
<b>Average</b>	<b>1,126,341.1</b>	<b>1,454,456.8</b>	<b>1,083,825.4</b>
<b>Median</b>	<b>998,962</b>	<b>1,319,807</b>	<b>1,001,591</b>
<b>1st &amp; 3rd quartiles</b>	<b>580,160 &amp; 1,569,525</b>	<b>1,150,136 &amp; 1,567,875</b>	<b>698,954 &amp; 1,306,535</b>
<b>Range (min, max)</b>	<b>404,606 to 1,911,180</b>	<b>764,786 to 2,505,348</b>	<b>254,077 to 2,588,672</b>





**S214 Full Year Cost of all Materials Used**

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	341,617	869,185	550,109
Kenora Hydro Electric			198,071
Sioux Lookout Hydro Inc.	112,914	108,650	115,598
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>227,265.5</b>	<b>488,917.5</b>	<b>287,926.0</b>
<b>Median</b>	<b>227,265</b>	<b>488,918</b>	<b>198,071</b>
<b>1st &amp; 3rd quartiles</b>	<b>170,089 &amp; 284,441</b>	<b>298,784 &amp; 679,051</b>	<b>156,834 &amp; 374,090</b>
<b>Range (min, max)</b>	<b>112,914 to 341,617</b>	<b>108,650 to 869,185</b>	<b>115,598 to 550,109</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>22</b>	<b>27</b>
<b>Average</b>	<b>3,512,245.5</b>	<b>4,356,865.1</b>	<b>3,621,463.8</b>
<b>Median</b>	<b>1,787,502</b>	<b>2,199,588</b>	<b>1,303,792</b>
<b>1st &amp; 3rd quartiles</b>	<b>901,040 &amp; 3,889,802</b>	<b>1,155,843 &amp; 5,473,843</b>	<b>757,177 &amp; 5,291,216</b>
<b>Range (min, max)</b>	<b>112,914 to 15,799,131</b>	<b>108,650 to 19,082,334</b>	<b>115,598 to 18,641,688</b>



## \$273 Gross In Service Capital Additions for the Year

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	63,315,710	93,102,075	113,399,335
Hydro Ottawa Limited	52,507,794	70,283,448	60,862,677
Oakville Hydro Electricity	33,048,956	20,358,827	44,759,427
Horizon Utilities Corporation	36,712,231	35,961,018	39,548,836
Hydro One Brampton Networks	32,880,858	35,696,631	38,257,711
Waterloo North Hydro Inc.	15,629,497	23,231,214	38,214,923
Veridian Connections Inc.	22,684,744	24,064,405	21,711,606
Kitchener-Wilmot Hydro Inc.	15,259,840	26,210,293	19,344,932
EnWin Utilities Ltd.	10,707,992	25,643,032	13,382,703
Cambridge and North Dumfries	9,630,163	11,005,078	9,226,232
Burlington Hydro Inc.	11,419,329	9,590,124	8,862,612
Whitby Hydro Electric	7,664,616	12,966,444	8,510,953
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>25,955,144.2</b>	<b>32,342,715.8</b>	<b>34,673,495.6</b>
<b>Median</b>	<b>19,157,120</b>	<b>24,853,719</b>	<b>29,963,265</b>
<b>1st &amp; 3rd quartiles</b>	<b>11,241,495 &amp; 33,964,775</b>	<b>18,510,732 &amp; 35,762,728</b>	<b>12,343,585 &amp; 40,851,484</b>
<b>Range (min, max)</b>	<b>7,664,616 to 63,315,710</b>	<b>9,590,124 to 93,102,075</b>	<b>8,510,953 to 113,399,335</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	5,856,346	5,838,525	12,862,025
Entegrus Powerlines Inc.	4,229,823	6,391,579	6,514,330
Woodstock Hydro Services Inc.	3,826,004	3,533,636	6,422,282
Peterborough Distribution Inc.	5,004,485	6,794,975	6,268,063
Kingston Hydro Corporation			6,208,435
Bluewater Power Distribution			4,907,665
Haldimand County Hydro Inc.	4,888,068	3,302,774	4,780,689
Halton Hills Hydro Inc.	1,976,843	3,124,995	4,085,865
Festival Hydro Inc.	3,819,544	4,060,804	3,621,283
Lakeland Power Distribution Ltd	1,991,348	2,454,579	2,535,289
St. Thomas Energy Inc.	1,000,749	1,517,416	1,609,889
Orangeville Hydro Limited	1,453,557	1,605,285	1,597,405
Lakefront Utilities Inc.	1,210,827		1,183,422
Grimsby Power Incorporated	1,359,103		1,095,750



## \$273 Gross In Service Capital Additions for the Year

Medium Utilities	2009	2010	2011
Count	12	10	14
Average	3,051,391.4	3,862,456.8	4,549,456.6
Median	2,905,446	3,418,205	4,433,277
1st & 3rd quartiles	1,429,943 & 4,394,384	2,622,183 & 5,394,095	1,841,239 & 6,253,156
Range (min, max)	1,000,749 to 5,856,346	1,517,416 to 6,794,975	1,095,750 to 12,862,025
Small Utilities	2009	2010	2011
Kenora Hydro Electric			1,686,036
Niagara-on-the-Lake Hydro Inc.	1,805,063	1,527,248	1,271,311
Sioux Lookout Hydro Inc.	387,978	384,164	325,820
Count	2	2	3
Average	1,096,520.5	955,706.0	1,094,389.0
Median	1,096,521	955,706	1,271,311
1st & 3rd quartiles	742,250 & 1,450,792	669,935 & 1,241,477	798,566 & 1,478,674
Range (min, max)	387,978 to 1,805,063	384,164 to 1,527,248	325,820 to 1,686,036
Totals over Large, Medium and Small Utility Classes			
Count	26	24	29
Average	13,471,979.5	17,860,357.0	16,657,155.4
Median	5,430,416	8,192,550	6,422,282
1st & 3rd quartiles	1,980,469 & 15,537,083	3,258,329 & 24,459,062	2,535,289 & 19,344,932
Range (min, max)	387,978 to 63,315,710	384,164 to 93,102,075	325,820 to 113,399,335



## S8 Gross Capital Expenditure for the Year

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	101,907,601	116,138,721	120,051,157
Hydro Ottawa Limited	85,982,752	95,175,817	95,175,817
Horizon Utilities Corporation	44,674,968	47,314,753	39,971,577
Hydro One Brampton Networks	32,880,858	35,696,631	38,257,711
Waterloo North Hydro Inc.	22,322,144	25,003,074	35,001,397
Oakville Hydro Electricity	19,045,133	27,009,142	27,503,923
Kitchener-Wilmot Hydro Inc.	18,173,757	20,832,224	20,096,674
Veridian Connections Inc.	27,026,556	25,245,866	19,502,030
EnWin Utilities Ltd.	17,255,362	18,549,731	14,352,978
Burlington Hydro Inc.	18,080,893	12,495,314	10,310,228
Cambridge and North Dumfries	7,179,278	9,679,883	9,034,827
Whitby Hydro Electric	6,141,953	9,778,623	6,316,618
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>33,389,271.3</b>	<b>36,909,981.6</b>	<b>36,297,911.4</b>
<b>Median</b>	<b>20,683,638</b>	<b>25,124,470</b>	<b>23,800,299</b>
<b>1st &amp; 3rd quartiles</b>	<b>17,874,510 &amp; 35,829,386</b>	<b>17,036,127 &amp; 38,601,161</b>	<b>13,342,291 &amp; 38,686,178</b>
<b>Range (min, max)</b>	<b>6,141,953 to 101,907,601</b>	<b>9,679,883 to 116,138,721</b>	<b>6,316,618 to 120,051,157</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	5,856,346	5,838,525	12,862,025
Entegrus Powerlines Inc.	4,229,823	6,391,579	6,514,330
Woodstock Hydro Services Inc.	3,913,712	2,406,975	6,480,719
Peterborough Distribution Inc.	6,804,755	5,443,662	6,203,278
Bluewater Power Distribution			5,379,771
Haldimand County Hydro Inc.	4,108,172	2,993,993	4,780,689
Halton Hills Hydro Inc.	46,102,474	3,569,695	4,345,429
Festival Hydro Inc.	3,819,544	4,060,803	3,621,283
Lakeland Power Distribution Ltd	1,991,348	2,454,579	2,535,289
St. Thomas Energy Inc.	1,000,749	1,517,416	1,759,990
Orangeville Hydro Limited	1,453,557	1,605,285	1,597,405
Lakefront Utilities Inc.	1,210,827		1,413,422
Grimsbey Power Incorporated	1,268,967		1,086,660



## S8 Gross Capital Expenditure for the Year

Medium Utilities	2009	2010	2011
Count	12	10	13
Average	6,813,356.2	3,628,251.2	4,506,176.2
Median	3,866,628	3,281,844	4,345,429
1st & 3rd quartiles	1,407,409 & 4,636,454	2,418,876 & 5,097,947	1,759,990 & 6,203,278
Range (min, max)	1,000,749 to 46,102,474	1,517,416 to 6,391,579	1,086,660 to 12,862,025
Small Utilities	2009	2010	2011
Niagara-on-the-Lake Hydro Inc.	2,505,182	1,827,387	2,100,670
Kenora Hydro Electric			1,663,138
Sioux Lookout Hydro Inc.	294,061	299,957	251,844
Count	2	2	3
Average	1,399,621.5	1,063,672.0	1,338,550.7
Median	1,399,621	1,063,672	1,663,138
1st & 3rd quartiles	846,841 & 1,952,401	681,815 & 1,445,530	957,491 & 1,881,904
Range (min, max)	294,061 to 2,505,182	299,957 to 1,827,387	251,844 to 2,100,670
Totals over Large, Medium and Small Utility Classes			
Count	26	24	28
Average	18,662,722.0	20,055,401.5	17,791,817.1
Median	6,473,354	8,035,731	6,398,668
1st & 3rd quartiles	2,833,772 & 21,502,891	2,859,140 & 25,063,772	2,426,634 & 19,650,691
Range (min, max)	294,061 to 101,907,601	299,957 to 116,138,721	251,844 to 120,051,157



## \$60 Gross Capital for the Year - Labour (Include Work in Progress)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	17,970,978	18,125,201	18,125,201
Veridian Connections Inc.	6,789,051	7,060,723	7,158,889
PowerStream Inc.	6,372,904	7,191,242	6,539,501
Horizon Utilities Corporation	3,910,854	4,364,955	5,560,215
Kitchener-Wilmot Hydro Inc.	3,564,839	4,244,602	4,349,787
Waterloo North Hydro Inc.	2,837,556	3,858,711	4,329,193
Hydro One Brampton Networks	2,776,054	3,952,146	3,784,845
Oakville Hydro Electricity	1,229,572	2,235,404	2,021,825
EnWin Utilities Ltd.	1,440,592	1,377,200	1,622,568
Cambridge and North Dumfries		936,163	1,109,744
Burlington Hydro Inc.	765,798	831,604	754,158
<b>Count</b>	<b>10</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>4,765,819.8</b>	<b>4,925,268.3</b>	<b>5,032,356.9</b>
<b>Median</b>	<b>3,201,198</b>	<b>3,952,146</b>	<b>4,329,193</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,774,458 &amp; 5,757,392</b>	<b>1,806,302 &amp; 5,712,839</b>	<b>1,822,197 &amp; 6,049,858</b>
<b>Range (min, max)</b>	<b>765,798 to 17,970,978</b>	<b>831,604 to 18,125,201</b>	<b>754,158 to 18,125,201</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	1,053,829	1,615,516	2,040,000
Halton Hills Hydro Inc.	434,518	501,884	1,656,402
Bluewater Power Distribution			1,047,762
Festival Hydro Inc.	506,104	765,192	779,758
Woodstock Hydro Services Inc.	321,123	579,758	734,793
Haldimand County Hydro Inc.	221,158	286,709	313,917
Lakeland Power Distribution Ltd	235,975	272,346	302,215
Lakefront Utilities Inc.	94,701		302,077
St. Thomas Energy Inc.	447,616	482,033	183,520
Orangeville Hydro Limited	96,271	105,576	87,787
Grimsby Power Incorporated	61,997		86,769
Peterborough Distribution Inc.	0	0	0
PUC Distribution Inc.	1,428,335		
<b>Count</b>	<b>12</b>	<b>9</b>	<b>12</b>
<b>Average</b>	<b>408,468.9</b>	<b>512,112.7</b>	<b>627,916.7</b>
<b>Median</b>	<b>278,549</b>	<b>482,033</b>	<b>308,066</b>
<b>1st &amp; 3rd quartiles</b>	<b>95,878 &amp; 462,238</b>	<b>272,346 &amp; 579,758</b>	<b>159,587 &amp; 846,759</b>
<b>Range (min, max)</b>	<b>0 to 1,428,335</b>	<b>0 to 1,615,516</b>	<b>0 to 2,040,000</b>



**S60** Gross Capital for the Year - Labour (Include Work in Progress)

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	238,545	415,069	334,857
Sioux Lookout Hydro Inc.	102,307	73,964	94,913
Kenora Hydro Electric			89,987
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>170,426.0</b>	<b>244,516.5</b>	<b>173,252.3</b>
<b>Median</b>	<b>170,426</b>	<b>244,517</b>	<b>94,913</b>
<b>1st &amp; 3rd quartiles</b>	<b>136,366 &amp; 204,486</b>	<b>159,240 &amp; 329,793</b>	<b>92,450 &amp; 214,885</b>
<b>Range (min, max)</b>	<b>102,307 to 238,545</b>	<b>73,964 to 415,069</b>	<b>89,987 to 334,857</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>22</b>	<b>26</b>
<b>Average</b>	<b>2,204,194.9</b>	<b>2,694,363.5</b>	<b>2,438,872.4</b>
<b>Median</b>	<b>635,951</b>	<b>883,884</b>	<b>913,760</b>
<b>1st &amp; 3rd quartiles</b>	<b>232,271 &amp; 2,791,430</b>	<b>431,810 &amp; 3,928,787</b>	<b>302,112 &amp; 3,348,634</b>
<b>Range (min, max)</b>	<b>0 to 17,970,978</b>	<b>0 to 18,125,201</b>	<b>0 to 18,125,201</b>



**\$61** Gross Capital for the Year - Overhead (Include Work in Progress)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	16,343,176	18,256,229	34,406,790
Hydro Ottawa Limited	12,822,215	14,081,375	14,081,375
Hydro One Brampton Networks	7,363,496	6,877,609	6,868,372
Horizon Utilities Corporation	3,047,838	5,709,018	6,803,223
Veridian Connections Inc.	5,034,450	3,150,032	6,349,176
Kitchener-Wilmot Hydro Inc.	4,533,527	5,775,513	5,246,879
Oakville Hydro Electricity	2,984,712	3,899,328	3,837,693
Burlington Hydro Inc.	2,136,395	2,297,809	2,236,606
EnWin Utilities Ltd.	1,673,949	1,888,863	1,940,874
Waterloo North Hydro Inc.	883,687	1,979,436	1,742,954
Cambridge and North Dumfries		1,106,750	1,311,961
<b>Count</b>	<b>10</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>5,682,344.5</b>	<b>5,911,087.5</b>	<b>7,711,445.7</b>
<b>Median</b>	<b>3,790,682</b>	<b>3,899,328</b>	<b>5,246,879</b>
<b>1st &amp; 3rd quartiles</b>	<b>2,348,474 &amp; 6,781,235</b>	<b>2,138,623 &amp; 6,326,561</b>	<b>2,088,740 &amp; 6,835,798</b>
<b>Range (min, max)</b>	<b>883,687 to 16,343,176</b>	<b>1,106,750 to 18,256,229</b>	<b>1,311,961 to 34,406,790</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Halton Hills Hydro Inc.	589,148	465,718	964,689
St. Thomas Energy Inc.			925,108
Kingston Hydro Corporation			875,096
Bluewater Power Distribution			578,076
Festival Hydro Inc.	687,279	649,441	495,990
Entegrus Powerlines Inc.	618,127	356,052	377,008
Grimsby Power Incorporated	218,793		223,907
Lakefront Utilities Inc.	94,701		100,692
Haldimand County Hydro Inc.	86,093	89,618	98,761
Orangeville Hydro Limited	76,976	84,288	68,371
Peterborough Distribution Inc.	0	0	0
Woodstock Hydro Services Inc.	232,943		
PUC Distribution Inc.	516,679		
<b>Count</b>	<b>10</b>	<b>6</b>	<b>11</b>
<b>Average</b>	<b>312,073.9</b>	<b>274,186.2</b>	<b>427,972.5</b>
<b>Median</b>	<b>225,868</b>	<b>222,835</b>	<b>377,008</b>
<b>1st &amp; 3rd quartiles</b>	<b>88,245 &amp; 571,031</b>	<b>85,620 &amp; 438,302</b>	<b>99,727 &amp; 726,586</b>
<b>Range (min, max)</b>	<b>0 to 687,279</b>	<b>0 to 649,441</b>	<b>0 to 964,689</b>





**S61** Gross Capital for the Year - Overhead (Include Work in Progress)

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	211,137	279,923	197,098
Kenora Hydro Electric			59,973
Niagara-on-the-Lake Hydro Inc.	100,941	0	0
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>156,039.0</b>	<b>139,961.5</b>	<b>85,690.3</b>
<b>Median</b>	<b>156,039</b>	<b>139,961</b>	<b>59,973</b>
<b>1st &amp; 3rd quartiles</b>	<b>128,490 &amp; 183,588</b>	<b>69,981 &amp; 209,942</b>	<b>29,986 &amp; 128,535</b>
<b>Range (min, max)</b>	<b>100,941 to 211,137</b>	<b>0 to 279,923</b>	<b>0 to 197,098</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>22</b>	<b>19</b>	<b>25</b>
<b>Average</b>	<b>2,738,921.0</b>	<b>3,523,526.4</b>	<b>3,591,626.9</b>
<b>Median</b>	<b>652,703</b>	<b>1,888,863</b>	<b>925,108</b>
<b>1st &amp; 3rd quartiles</b>	<b>213,051 &amp; 3,032,056</b>	<b>317,987 &amp; 4,804,173</b>	<b>197,098 &amp; 3,837,693</b>
<b>Range (min, max)</b>	<b>0 to 16,343,176</b>	<b>0 to 18,256,229</b>	<b>0 to 34,406,790</b>



**S62** Gross Capital for the Year - Equipment Material (Include Work in Progress)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	14,231,997	45,829,094	52,562,593
Hydro Ottawa Limited	28,985,929	31,459,883	31,459,883
Hydro One Brampton Networks	27,240,166	24,811,375	17,774,502
Horizon Utilities Corporation	12,172,823	19,360,671	12,820,183
Kitchener-Wilmot Hydro Inc.	4,949,063	8,920,474	11,772,089
EnWin Utilities Ltd.	14,140,821	15,283,668	10,789,536
Oakville Hydro Electricity	7,538,981	11,510,063	10,666,523
Veridian Connections Inc.	23,034,095	10,500,921	10,395,810
Waterloo North Hydro Inc.	4,421,730	6,596,006	6,832,466
Cambridge and North Dumfries		6,872,618	5,907,128
Burlington Hydro Inc.	4,850,005	3,164,460	3,175,684
Whitby Hydro Electric	325,182	312,153	373,777
<b>Count</b>	<b>11</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>12,899,162.9</b>	<b>15,385,115.5</b>	<b>14,544,181.2</b>
<b>Median</b>	<b>12,172,823</b>	<b>11,005,492</b>	<b>10,728,029</b>
<b>1st &amp; 3rd quartiles</b>	<b>4,899,534 &amp; 18,633,046</b>	<b>6,803,465 &amp; 20,723,347</b>	<b>6,601,131 &amp; 14,058,763</b>
<b>Range (min, max)</b>	<b>325,182 to 28,985,929</b>	<b>312,153 to 45,829,094</b>	<b>373,777 to 52,562,593</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kingston Hydro Corporation			5,332,420
Haldimand County Hydro Inc.	1,788,313	1,360,953	2,417,810
Entegrus Powerlines Inc.	1,917,549	2,559,689	2,268,664
Festival Hydro Inc.	2,422,037	2,462,286	1,746,438
Halton Hills Hydro Inc.	1,243,028	2,157,393	1,686,027
Peterborough Distribution Inc.	1,494,192	1,044,052	1,649,673
Woodstock Hydro Services Inc.	960,446	996,185	992,983
Lakeland Power Distribution Ltd	1,652,683	1,620,176	984,438
Lakefront Utilities Inc.	974,225		953,056
Orangeville Hydro Limited	794,302	865,486	781,666
Bluewater Power Distribution			596,026
Grimsby Power Incorporated	485,037		462,425
St. Thomas Energy Inc.	645,916	592,506	381,861
PUC Distribution Inc.	1,867,631		



**S62** Gross Capital for the Year - Equipment Material (Include Work in Progress)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	9	13
Average	1,353,779.9	1,517,636.2	1,557,960.5
Median	1,368,610	1,360,953	992,983
1st & 3rd quartiles	918,910 & 1,808,143	996,185 & 2,157,393	781,666 & 1,746,438
Range (min, max)	485,037 to 2,422,037	592,506 to 2,559,689	381,861 to 5,332,420
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	381,715	431,985	546,786
Kenora Hydro Electric			511,441
Sioux Lookout Hydro Inc.	74,535	28,927	32,241
Count	2	2	3
Average	228,125.0	230,456.0	363,489.3
Median	228,125	230,456	511,441
1st & 3rd quartiles	151,330 & 304,920	129,691 & 331,221	271,841 & 529,114
Range (min, max)	74,535 to 381,715	28,927 to 431,985	32,241 to 546,786
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	23	28
Average	6,343,696.0	8,640,914.1	6,995,504.6
Median	1,867,631	2,559,689	2,007,551
1st & 3rd quartiles	960,446 & 7,538,981	1,020,118 & 11,005,492	735,256 & 10,463,488
Range (min, max)	74,535 to 28,985,929	28,927 to 45,829,094	32,241 to 52,562,593



**S63** Gross Capital for the Year - Other (Including Contractor Expenses and Work in Progress)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	26,203,630	31,509,358	31,509,358
Waterloo North Hydro Inc.	9,265,560	20,223,409	25,215,764
PowerStream Inc.	64,959,523	44,862,156	19,797,452
Horizon Utilities Corporation	10,315,423	9,367,568	14,365,215
Oakville Hydro Electricity	7,291,868	12,047,509	13,334,959
Hydro One Brampton Networks	-4,498,858	55,501	9,829,992
Whitby Hydro Electric	7,339,434	12,654,391	8,137,176
Burlington Hydro Inc.	10,328,695	6,201,441	4,143,780
Kitchener-Wilmot Hydro Inc.	2,212,410	1,891,636	1,540,968
Cambridge and North Dumfries		2,568,037	1,516,382
Veridian Connections Inc.	-4,116,223	7,128,718	1,386,554
EnWin Utilities Ltd.	0		
<b>Count</b>	<b>11</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>11,754,678.4</b>	<b>13,500,884.0</b>	<b>11,888,872.7</b>
<b>Median</b>	<b>7,339,434</b>	<b>9,367,568</b>	<b>9,829,992</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,106,205 &amp; 10,322,059</b>	<b>4,384,739 &amp; 16,438,900</b>	<b>2,842,374 &amp; 17,081,333</b>
<b>Range (min, max)</b>	<b>-4,498,858 to 64,959,523</b>	<b>55,501 to 44,862,156</b>	<b>1,386,554 to 31,509,358</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Woodstock Hydro Services Inc.	2,399,200	831,032	4,752,942
Peterborough Distribution Inc.	5,310,563	4,399,610	4,553,605
Bluewater Power Distribution			3,157,907
Haldimand County Hydro Inc.	2,792,504	1,505,348	2,116,670
Entegrus Powerlines Inc.	640,318	1,860,322	1,828,658
Lakeland Power Distribution Ltd	102,690	562,057	1,248,636
Halton Hills Hydro Inc.	1,099,419		1,003,000
Orangeville Hydro Limited	486,009	549,935	659,580
Festival Hydro Inc.	204,124	183,885	599,096
St. Thomas Energy Inc.	172,649	442,877	541,367
Grimsby Power Incorporated	593,275		453,577
Lakefront Utilities Inc.	47,200		57,596
Kingston Hydro Corporation			919
PUC Distribution Inc.	2,043,701		



**S63** Gross Capital for the Year - Other (Including Contractor Expenses and Work in Progress)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	8	13
Average	1,324,304.3	1,291,883.3	1,613,350.2
Median	616,797	696,545	1,003,000
1st & 3rd quartiles	196,255 & 2,132,576	523,170 & 1,594,092	541,367 & 2,116,670
Range (min, max)	47,200 to 5,310,563	183,885 to 4,399,610	919 to 4,752,942
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	1,783,981	980,332	1,219,027
Sioux Lookout Hydro Inc.		1,350	1,568
Count	1	2	2
Average	1,783,981.0	490,841.0	610,297.5
Median	1,783,981	490,841	610,297
1st & 3rd quartiles	1,783,981 & 1,783,981	246,096 & 735,587	305,932 & 914,662
Range (min, max)	1,783,981 to 1,783,981	1,350 to 980,332	1,568 to 1,219,027
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	24	21	26
Average	6,124,045.6	7,610,784.4	5,883,528.8
Median	1,913,841	1,891,636	1,684,813
1st & 3rd quartiles	196,255 & 7,303,760	562,057 & 9,367,568	745,435 & 7,291,118
Range (min, max)	-4,498,858 to 64,959,523	1,350 to 44,862,156	919 to 31,509,358



## S9 Contributed Capital for the Year

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	31,621,099	23,036,646	23,862,251
Hydro Ottawa Limited	20,895,670	20,737,483	20,112,646
Hydro One Brampton Networks	12,704,438	8,816,834	14,434,458
Veridian Connections Inc.	3,714,817	2,594,528	5,788,399
Oakville Hydro Electricity	3,979,439	3,743,516	4,712,987
Horizon Utilities Corporation	7,962,738	8,512,542	4,570,519
Kitchener-Wilmot Hydro Inc.	2,349,073	4,105,073	2,813,049
Whitby Hydro Electric	1,522,662	3,187,921	2,194,335
Waterloo North Hydro Inc.	1,779,036	3,319,656	1,484,110
Burlington Hydro Inc.	6,661,564	2,905,190	1,447,615
Cambridge and North Dumfries	2,326,170	1,803,687	1,342,832
EnWin Utilities Ltd.	551,053	221,209	327,055
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>8,005,646.6</b>	<b>6,915,357.1</b>	<b>6,924,188.0</b>
<b>Median</b>	<b>3,847,128</b>	<b>3,531,586</b>	<b>3,691,784</b>
<b>1st &amp; 3rd quartiles</b>	<b>2,189,387 &amp; 9,148,163</b>	<b>2,827,525 &amp; 8,588,615</b>	<b>1,474,986 &amp; 7,949,914</b>
<b>Range (min, max)</b>	<b>551,053 to 31,621,099</b>	<b>221,209 to 23,036,646</b>	<b>327,055 to 23,862,251</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	465,616	451,753	5,612,681
Peterborough Distribution Inc.	900,355	1,448,546	1,410,810
Woodstock Hydro Services Inc.	241,196	1,173,622	765,206
Bluewater Power Distribution			682,425
Entegrus Powerlines Inc.	280,764	277,450	507,424
Halton Hills Hydro Inc.	799,348	446,868	472,705
Kingston Hydro Corporation			407,473
Lakeland Power Distribution Ltd	346,183	560,961	324,443
St. Thomas Energy Inc.	265,431	384,529	271,866
Lakefront Utilities Inc.	100,595		242,404
Orangeville Hydro Limited	253,677	267,740	185,167
Haldimand County Hydro Inc.	779,896	308,781	166,469
Festival Hydro Inc.	246,205	474,049	106,480
Grimsby Power Incorporated	87,808		-709,329



## S9 Contributed Capital for the Year

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	397,256.2	579,429.9	746,158.9
Median	273,098	449,311	365,958
1st & 3rd quartiles	244,953 & 544,186	327,718 & 539,233	199,477 & 638,675
Range (min, max)	87,808 to 900,355	267,740 to 1,448,546	-709,329 to 5,612,681
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	469,230	300,139	445,666
Sioux Lookout Hydro Inc.	96,209	112,799	73,975
Kenora Hydro Electric			22,898
Count	2	2	3
Average	282,719.5	206,469.0	180,846.3
Median	282,720	206,469	73,975
1st & 3rd quartiles	189,464 & 375,975	159,634 & 253,304	48,437 & 259,821
Range (min, max)	96,209 to 469,230	112,799 to 300,139	22,898 to 445,666
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	3,900,010.5	3,716,313.4	3,244,104.1
Median	789,622	1,311,084	682,425
1st & 3rd quartiles	269,264 & 3,373,381	365,592 & 3,425,621	271,866 & 2,813,049
Range (min, max)	87,808 to 31,621,099	112,799 to 23,036,646	-709,329 to 23,862,251



**S205** Does Your LDC Currently Have Any Smart Meters Installed?

Yes = 1, No = 0

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	1	1	1
Waterloo North Hydro Inc.	1	1	1
Oakville Hydro Electricity	1	1	1
Kitchener-Wilmot Hydro Inc.	1	1	1
PowerStream Inc.	1	1	1
Hydro One Brampton Networks	1	1	1
Horizon Utilities Corporation	1	1	1
Veridian Connections Inc.	1	1	1
Hydro Ottawa Limited	1	1	1
Burlington Hydro Inc.	1	1	1
Cambridge and North Dumfries	1	1	1
EnWin Utilities Ltd.	0	1	1
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.9</b>	<b>1.0</b>	<b>1.0</b>
<b>Median</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>1st &amp; 3rd quartiles</b>	<b>1 &amp; 1</b>	<b>1 &amp; 1</b>	<b>1 &amp; 1</b>
<b>Range (min, max)</b>	<b>0 to 1</b>	<b>1 to 1</b>	<b>1 to 1</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Grimsby Power Incorporated	1		1
Orangeville Hydro Limited	1	1	1
Bluewater Power Distribution			1
PUC Distribution Inc.	1	1	1
Entegrus Powerlines Inc.	1	1	1
Lakefront Utilities Inc.	1		1
Festival Hydro Inc.	1	1	1
St. Thomas Energy Inc.	0	1	1
Peterborough Distribution Inc.	1	1	1
Haldimand County Hydro Inc.	1	1	1
Halton Hills Hydro Inc.	1	1	1
Kingston Hydro Corporation			1
Lakeland Power Distribution Ltd	1	1	1
Woodstock Hydro Services Inc.	1	1	1





**S205** Does Your LDC Currently Have Any Smart Meters Installed?

Yes = 1, No = 0

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.9	1.0	1.0
Median	1	1	1
1st & 3rd quartiles	1 & 1	1 & 1	1 & 1
Range (min, max)	0 to 1	1 to 1	1 to 1
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			1
Sioux Lookout Hydro Inc.	1	1	1
Niagara-on-the-Lake Hydro Inc.	1	1	1
Count	2	2	3
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
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	0.9	1.0	1.0
Median	1	1	1
1st & 3rd quartiles	1 & 1	1 & 1	1 & 1
Range (min, max)	0 to 1	1 to 1	1 to 1



## S206 Number of Smart Meters Installed Up to December 2011

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	218,600	297,178	317,031
Hydro Ottawa Limited	289,813	295,951	305,316
Horizon Utilities Corporation	219,139	226,040	229,686
Hydro One Brampton Networks	125,192	132,395	136,156
Veridian Connections Inc.	95,779	109,752	112,354
Kitchener-Wilmot Hydro Inc.	46,390	83,894	86,905
EnWin Utilities Ltd.		66,941	84,572
Burlington Hydro Inc.	33,548	63,769	64,470
Oakville Hydro Electricity	11,929	60,819	63,216
Waterloo North Hydro Inc.	10,903	49,064	51,883
Cambridge and North Dumfries	7,487	49,847	50,709
Whitby Hydro Electric	2,348	36,510	39,976
<b>Count</b>	<b>11</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>96,466.2</b>	<b>122,680.0</b>	<b>128,522.8</b>
<b>Median</b>	<b>46,390</b>	<b>75,418</b>	<b>85,739</b>
<b>1st &amp; 3rd quartiles</b>	<b>11,416 &amp; 171,896</b>	<b>58,076 &amp; 155,806</b>	<b>60,383 &amp; 159,539</b>
<b>Range (min, max)</b>	<b>2,348 to 289,813</b>	<b>36,510 to 297,178</b>	<b>39,976 to 317,031</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	30,381	31,520	39,698
Bluewater Power Distribution			35,379
Peterborough Distribution Inc.	33,277	34,522	34,943
PUC Distribution Inc.	27,671	32,263	32,666
Kingston Hydro Corporation			26,365
Haldimand County Hydro Inc.	17,789	20,245	20,906
Halton Hills Hydro Inc.	12,106	20,394	20,643
Festival Hydro Inc.	216	19,262	19,335
St. Thomas Energy Inc.		15,322	16,480
Woodstock Hydro Services Inc.	11,375	14,871	15,070
Orangeville Hydro Limited	175	10,374	11,105
Grimsby Power Incorporated	236		10,175
Lakeland Power Distribution Ltd	8,945	9,366	9,574
Lakefront Utilities Inc.	5,884		9,503



**S206** Number of Smart Meters Installed Up to December 2011

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	14
Average	13,459.5	20,813.9	21,560.1
Median	11,375	19,754	19,989
1st & 3rd quartiles	3,060 & 22,730	14,984 & 28,739	12,096 & 31,091
Range (min, max)	175 to 33,277	9,366 to 34,522	9,503 to 39,698
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.		7,631	7,913
Kenora Hydro Electric			5,504
Sioux Lookout Hydro Inc.	2,648	2,706	2,756
Count	1	2	3
Average	2,648.0	5,168.5	5,391.0
Median	2,648	5,169	5,504
1st & 3rd quartiles	2,648 & 2,648	3,937 & 6,400	4,130 & 6,709
Range (min, max)	2,648 to 2,648	2,706 to 7,631	2,756 to 7,913
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	23	24	29
Average	52,688.3	70,443.2	64,147.9
Median	12,106	35,516	34,943
1st & 3rd quartiles	6,686 & 39,969	18,277 & 71,179	15,070 & 64,470
Range (min, max)	175 to 289,813	2,706 to 297,178	2,756 to 317,031



**S289** Number of Meters Installed for Residential Life to Date up to December 2011

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	216,000	283,397	290,762
Hydro Ottawa Limited	267,987	272,907	277,774
Horizon Utilities Corporation	210,410	214,501	215,983
Hydro One Brampton Networks	119,434	124,554	127,950
Veridian Connections Inc.	92,672	102,024	103,719
Kitchener-Wilmot Hydro Inc.	44,363	77,888	79,329
EnWin Utilities Ltd.		64,490	77,336
Burlington Hydro Inc.	32,359	58,235	58,789
Oakville Hydro Electricity	11,929	56,912	57,783
Waterloo North Hydro Inc.	10,536	45,836	46,618
Cambridge and North Dumfries	7,204	45,509	46,067
Whitby Hydro Electric	2,269	36,160	37,920
<b>Count</b>	<b>11</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>92,287.5</b>	<b>115,201.1</b>	<b>118,335.8</b>
<b>Median</b>	<b>44,363</b>	<b>71,189</b>	<b>78,333</b>
<b>1st &amp; 3rd quartiles</b>	<b>11,233 &amp; 164,922</b>	<b>54,143 &amp; 147,041</b>	<b>54,992 &amp; 149,958</b>
<b>Range (min, max)</b>	<b>2,269 to 267,987</b>	<b>36,160 to 283,397</b>	<b>37,920 to 290,762</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	28,645	28,710	35,876
Bluewater Power Distribution			31,897
Peterborough Distribution Inc.	30,769	31,125	31,405
PUC Distribution Inc.	26,079	29,164	29,379
Kingston Hydro Corporation			23,225
Halton Hills Hydro Inc.	12,010	18,937	19,085
Haldimand County Hydro Inc.	16,541	18,264	18,546
Festival Hydro Inc.	216	17,319	17,319
St. Thomas Energy Inc.		14,301	14,617
Woodstock Hydro Services Inc.	10,866	13,701	13,870
Orangeville Hydro Limited	171	9,927	10,021
Grimsby Power Incorporated	207		9,510
Lakefront Utilities Inc.	5,884		8,465
Lakeland Power Distribution Ltd	7,570	7,805	7,975



**S289** Number of Meters Installed for Residential Life to Date up to December 2011

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	14
Average	12,632.5	18,925.3	19,370.7
Median	10,866	17,792	17,933
1st & 3rd quartiles	3,050 & 21,310	13,851 & 26,267	10,983 & 27,841
Range (min, max)	171 to 30,769	7,805 to 31,125	7,975 to 35,876
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.		6,537	6,666
Kenora Hydro Electric			4,757
Sioux Lookout Hydro Inc.	2,287	2,309	2,324
Count	1	2	3
Average	2,287.0	4,423.0	4,582.3
Median	2,287	4,423	4,757
1st & 3rd quartiles	2,287 & 2,287	3,366 & 5,480	3,541 & 5,712
Range (min, max)	2,287 to 2,287	2,309 to 6,537	2,324 to 6,666
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	23	24	29
Average	50,278.6	65,854.7	58,792.0
Median	12,010	33,643	31,405
1st & 3rd quartiles	6,544 & 38,361	16,565 & 67,840	13,870 & 58,789
Range (min, max)	171 to 267,987	2,309 to 283,397	2,324 to 290,762



**S290** Number of Meters Installed for General Service <50kW Life to Date up to December 2011

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	2,600	13,781	26,269
Hydro Ottawa Limited	21,826	23,044	24,272
Horizon Utilities Corporation	8,729	11,539	13,703
Veridian Connections Inc.	3,107	7,728	8,635
Hydro One Brampton Networks		7,841	8,206
Kitchener-Wilmot Hydro Inc.	2,027	6,006	7,576
EnWin Utilities Ltd.		2,451	7,236
Oakville Hydro Electricity		3,907	5,433
Waterloo North Hydro Inc.	367	3,228	5,265
Burlington Hydro Inc.	1,219	5,020	5,110
Cambridge and North Dumfries	283	4,338	4,642
Whitby Hydro Electric	79	350	2,056
<b>Count</b>	<b>9</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>4,470.8</b>	<b>7,436.1</b>	<b>9,866.9</b>
<b>Median</b>	<b>2,027</b>	<b>5,513</b>	<b>7,406</b>
<b>1st &amp; 3rd quartiles</b>	<b>367 &amp; 3,107</b>	<b>3,737 &amp; 8,766</b>	<b>5,226 &amp; 9,902</b>
<b>Range (min, max)</b>	<b>79 to 21,826</b>	<b>350 to 23,044</b>	<b>2,056 to 26,269</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	1,545	2,810	3,822
Peterborough Distribution Inc.	2,508	3,397	3,538
Bluewater Power Distribution			3,500
PUC Distribution Inc.	1,592	3,099	3,287
Kingston Hydro Corporation			3,140
Haldimand County Hydro Inc.	1,248	1,981	2,360
Festival Hydro Inc.	0	1,943	2,016
St. Thomas Energy Inc.		1,021	1,656
Lakeland Power Distribution Ltd	1,375	1,561	1,599
Halton Hills Hydro Inc.	96	1,457	1,558
Woodstock Hydro Services Inc.	509	1,170	1,200
Orangeville Hydro Limited	4	447	1,084
Lakefront Utilities Inc.	0		1,038
Grimsby Power Incorporated	29		665



**S290** Number of Meters Installed for General Service <50kW Life to Date up to December 2011

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	14
Average	809.6	1,888.6	2,175.9
Median	509	1,752	1,836
1st & 3rd quartiles	17 & 1,460	1,242 & 2,603	1,290 & 3,250
Range (min, max)	0 to 2,508	447 to 3,397	665 to 3,822
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.		1,094	1,247
Kenora Hydro Electric			747
Sioux Lookout Hydro Inc.	361	397	379
Count	1	2	3
Average	361.0	745.5	791.0
Median	361	746	747
1st & 3rd quartiles	361 & 361	571 & 920	563 & 997
Range (min, max)	361 to 361	397 to 1,094	379 to 1,247
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	21	24	29
Average	2,357.3	4,567.1	5,215.1
Median	1,219	2,955	3,287
1st & 3rd quartiles	96 & 2,027	1,385 & 5,267	1,558 & 5,433
Range (min, max)	0 to 21,826	350 to 23,044	379 to 26,269



**S291** Total Number of Smart Meters to be Deployed in the Utility

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	310,000	313,380	317,773
Hydro Ottawa Limited	292,626	297,306	305,601
Horizon Utilities Corporation			234,828
Hydro One Brampton Networks	132,000	134,000	139,000
Veridian Connections Inc.	106,061	111,415	112,720
Kitchener-Wilmot Hydro Inc.	84,168	85,621	86,914
EnWin Utilities Ltd.		83,675	85,159
Burlington Hydro Inc.	61,688	63,919	64,470
Oakville Hydro Electricity	61,518	62,400	63,216
Waterloo North Hydro Inc.	50,547	51,248	52,095
Cambridge and North Dumfries	49,411	50,377	50,709
Whitby Hydro Electric	38,688	38,688	
<b>Count</b>	<b>10</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>118,670.7</b>	<b>117,457.2</b>	<b>137,498.6</b>
<b>Median</b>	<b>72,928</b>	<b>83,675</b>	<b>86,914</b>
<b>1st &amp; 3rd quartiles</b>	<b>53,290 &amp; 125,515</b>	<b>56,824 &amp; 122,708</b>	<b>63,843 &amp; 186,914</b>
<b>Range (min, max)</b>	<b>38,688 to 310,000</b>	<b>38,688 to 313,380</b>	<b>50,709 to 317,773</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	30,381	31,520	39,698
Bluewater Power Distribution			35,401
Peterborough Distribution Inc.	34,277	34,754	35,008
Kingston Hydro Corporation			26,365
Haldimand County Hydro Inc.	20,657	20,822	20,911
Halton Hills Hydro Inc.	20,597	20,394	20,643
Festival Hydro Inc.	19,500	19,335	19,335
Woodstock Hydro Services Inc.	14,599	14,871	15,102
Orangeville Hydro Limited	10,897	10,374	11,105
Grimsby Power Incorporated	9,221		10,196
Lakeland Power Distribution Ltd	9,244	9,366	9,574
Lakefront Utilities Inc.	9,129		40
St. Thomas Energy Inc.		15,500	0
PUC Distribution Inc.	32,441	32,441	





**S291** Total Number of Smart Meters to be Deployed in the Utility

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	13
Average	19,176.6	20,937.7	18,721.4
Median	19,500	19,865	19,335
1st & 3rd quartiles	10,071 & 25,519	15,028 & 28,846	10,196 & 26,365
Range (min, max)	9,129 to 34,277	9,366 to 34,754	0 to 39,698
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	8,000	7,761	7,919
Kenora Hydro Electric			5,504
Sioux Lookout Hydro Inc.	2,697	2,706	0
Count	2	2	3
Average	5,348.5	5,233.5	4,474.3
Median	5,349	5,234	5,504
1st & 3rd quartiles	4,023 & 6,674	3,970 & 6,497	2,752 & 6,712
Range (min, max)	2,697 to 8,000	2,706 to 7,761	0 to 7,919
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	23	23	27
Average	61,232.5	65,733.6	65,529.1
Median	32,441	34,754	35,008
1st & 3rd quartiles	12,748 & 61,603	17,418 & 73,797	10,651 & 74,815
Range (min, max)	2,697 to 310,000	2,706 to 313,380	0 to 317,773



**S323** How Many Customers of The Utility Do Not Use A Smart Meter?

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.			16,162
Horizon Utilities Corporation			2,119
Hydro One Brampton Networks			1,764
Oakville Hydro Electricity			894
Waterloo North Hydro Inc.			690
EnWin Utilities Ltd.			587
Veridian Connections Inc.			566
Burlington Hydro Inc.			528
Hydro Ottawa Limited			285
Kitchener-Wilmot Hydro Inc.			9
Cambridge and North Dumfries			0
<b>Count</b>	<b>0</b>	<b>0</b>	<b>11</b>
<b>Average</b>			<b>2,145.8</b>
<b>Median</b>			<b>587</b>
<b>1st &amp; 3rd quartiles</b>			<b>407 &amp; 1,329</b>
<b>Range (min, max)</b>			<b>0 to 16,162</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			794
Kingston Hydro Corporation			673
Halton Hills Hydro Inc.			485
Festival Hydro Inc.			335
Woodstock Hydro Services Inc.			192
Lakeland Power Distribution Ltd			191
Orangeville Hydro Limited			134
Peterborough Distribution Inc.			65
St. Thomas Energy Inc.			26
Grimsby Power Incorporated			21
Haldimand County Hydro Inc.			13
<b>Count</b>	<b>0</b>	<b>0</b>	<b>11</b>
<b>Average</b>			<b>266.3</b>
<b>Median</b>			<b>191</b>
<b>1st &amp; 3rd quartiles</b>			<b>46 &amp; 410</b>
<b>Range (min, max)</b>			<b>13 to 794</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.			117



**S323** How Many Customers of The Utility Do Not Use A Smart Meter?

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			71
Sioux Lookout Hydro Inc.			7
<b>Count</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Average</b>			<b>65.0</b>
<b>Median</b>			<b>71</b>
<b>1st &amp; 3rd quartiles</b>			<b>39 &amp; 94</b>
<b>Range (min, max)</b>			<b>7 to 117</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>0</b>	<b>0</b>	<b>25</b>
<b>Average</b>			<b>1,069.1</b>
<b>Median</b>			<b>285</b>
<b>1st &amp; 3rd quartiles</b>			<b>65 &amp; 673</b>
<b>Range (min, max)</b>			<b>0 to 16,162</b>



## S207 Capital Expenditure Related to Smart Meters Up to December 2011

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	49,497,961	55,488,000	57,079,000
PowerStream Inc.	31,143,713	49,442,666	52,844,602
Horizon Utilities Corporation	24,271,272	26,510,990	27,440,059
Hydro One Brampton Networks	18,447,616	22,644,171	27,107,545
Veridian Connections Inc.	11,700,862	14,759,899	18,565,456
Oakville Hydro Electricity	1,537,581	13,923,977	16,399,688
Kitchener-Wilmot Hydro Inc.	7,520,277	12,184,013	11,339,037
Burlington Hydro Inc.	3,827,422	9,028,405	9,748,657
EnWin Utilities Ltd.	5,362	6,295,675	9,637,031
Waterloo North Hydro Inc.	5,165,551	8,567,285	9,461,161
Cambridge and North Dumfries	1,994,735	9,512,944	8,177,997
Whitby Hydro Electric	1,081,304	4,269,579	5,090,665
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>13,016,138.0</b>	<b>19,385,633.7</b>	<b>21,074,241.5</b>
<b>Median</b>	<b>6,342,914</b>	<b>13,053,995</b>	<b>13,869,362</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,880,446 &amp; 19,903,530</b>	<b>8,913,125 &amp; 23,610,876</b>	<b>9,593,063 &amp; 27,190,674</b>
<b>Range (min, max)</b>	<b>5,362 to 49,497,961</b>	<b>4,269,579 to 55,488,000</b>	<b>5,090,665 to 57,079,000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	6,565,348	8,261,549	9,605,261
Bluewater Power Distribution			7,754,576
Peterborough Distribution Inc.	6,191,030	7,424,830	6,395,860
PUC Distribution Inc.	3,919,015	5,838,494	6,217,307
Kingston Hydro Corporation			4,342,664
Haldimand County Hydro Inc.	2,891,237	3,653,037	3,875,142
Festival Hydro Inc.	7,545	3,351,525	3,626,745
Halton Hills Hydro Inc.	1,763,384	4,160,801	3,565,179
St. Thomas Energy Inc.		2,526,284	3,280,965
Woodstock Hydro Services Inc.	1,314,184	1,989,717	1,993,633
Lakeland Power Distribution Ltd	1,676,942	1,924,738	1,992,192
Lakefront Utilities Inc.	1,240,914		1,951,990
Orangeville Hydro Limited	360,000	1,410,932	1,918,432
Grimsby Power Incorporated	181,194		1,594,631



**S207 Capital Expenditure Related to Smart Meters Up to December 2011**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	14
Average	2,373,708.5	4,054,190.7	4,151,041.2
Median	1,676,942	3,502,281	3,595,962
1st & 3rd quartiles	800,457 & 3,405,126	2,123,859 & 5,419,071	1,992,552 & 5,748,646
Range (min, max)	7,545 to 6,565,348	1,410,932 to 8,261,549	1,594,631 to 9,605,261
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	634,101	1,572,278	1,826,771
Kenora Hydro Electric			1,057,439
Sioux Lookout Hydro Inc.	680,117	715,161	728,249
Count	2	2	3
Average	657,109.0	1,143,719.5	1,204,153.0
Median	657,109	1,143,720	1,057,439
1st & 3rd quartiles	645,605 & 668,613	929,440 & 1,357,999	892,844 & 1,442,105
Range (min, max)	634,101 to 680,117	715,161 to 1,572,278	728,249 to 1,826,771
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	24	29
Average	7,344,746.7	11,477,372.9	10,848,894.3
Median	1,994,735	6,860,253	6,217,307
1st & 3rd quartiles	1,081,304 & 6,565,348	3,145,215 & 12,619,004	1,993,633 & 9,748,657
Range (min, max)	5,362 to 49,497,961	715,161 to 55,488,000	728,249 to 57,079,000



**S208** What Was the Rate Rider Collection Account Balance as of Dec 2011?  
(Life to Date)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	15,436,413	21,452,034	26,929,146
Horizon Utilities Corporation	-7,451,996	11,877,820	17,626,999
PowerStream Inc.	9,632,097	15,530,403	16,005,894
Hydro One Brampton Networks	3,826,094	5,592,727	8,625,743
Veridian Connections Inc.	-2,902,169	4,907,327	6,300,428
Kitchener-Wilmot Hydro Inc.	1,462,036	2,489,348	4,128,756
Burlington Hydro Inc.	-452,169	1,865,804	3,224,966
Oakville Hydro Electricity	957,051	1,962,254	3,218,294
Whitby Hydro Electric	699,721	1,174,398	2,246,782
Waterloo North Hydro Inc.	-894,027	-1,523,794	2,176,834
Cambridge and North Dumfries	-788,958	-1,384,614	-2,192,277
EnWin Utilities Ltd.	-1,486,293	-2,521,885	-3,606,970
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1,503,150.0</b>	<b>5,118,485.2</b>	<b>7,057,049.6</b>
<b>Median</b>	<b>123,776</b>	<b>2,225,801</b>	<b>3,676,861</b>
<b>1st &amp; 3rd quartiles</b>	<b>-1,042,094 &amp; 2,053,050</b>	<b>534,645 &amp; 7,164,000</b>	<b>2,229,295 &amp; 10,470,781</b>
<b>Range (min, max)</b>	<b>-7,451,996 to 15,436,413</b>	<b>-2,521,885 to 21,452,034</b>	<b>-3,606,970 to 26,929,146</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	1,542,621	1,564,411	2,622,836
PUC Distribution Inc.	814,749	1,292,271	1,894,774
Peterborough Distribution Inc.	-502,954	-938,237	1,372,536
Bluewater Power Distribution			1,347,446
Haldimand County Hydro Inc.	337,042	714,395	1,178,733
Festival Hydro Inc.	355,704	594,051	912,946
Kingston Hydro Corporation			843,503
St. Thomas Energy Inc.	192,012	418,989	694,109
Lakefront Utilities Inc.	218,112		667,189
Woodstock Hydro Services Inc.	-246,025	-486,045	664,158
Halton Hills Hydro Inc.	379,275	631,539	626,478
Lakeland Power Distribution Ltd	139,635	325,116	587,831
Orangeville Hydro Limited	198,000	335,197	556,925
Grimsby Power Incorporated	115,669		394,033



**S208** What Was the Rate Rider Collection Account Balance as of Dec 2011?  
(Life to Date)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	295,320.0	445,168.7	1,025,964.1
Median	208,056	506,520	768,806
1st & 3rd quartiles	133,643 & 361,597	327,636 & 693,681	635,898 & 1,305,268
Range (min, max)	-502,954 to 1,542,621	-938,237 to 1,564,411	394,033 to 2,622,836
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	124,425	215,878	312,339
Kenora Hydro Electric			291,475
Sioux Lookout Hydro Inc.	-54,941	122,675	217,250
Count	2	2	3
Average	34,742.0	169,276.5	273,688.0
Median	34,742	169,276	291,475
1st & 3rd quartiles	-10,100 & 79,584	145,976 & 192,577	254,362 & 301,907
Range (min, max)	-54,941 to 124,425	122,675 to 215,878	217,250 to 312,339
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	832,735.5	2,758,835.9	3,443,764.0
Median	195,006	672,967	1,178,733
1st & 3rd quartiles	-400,633 & 785,992	192,577 & 2,094,027	587,831 & 3,218,294
Range (min, max)	-7,451,996 to 15,436,413	-2,521,885 to 21,452,034	-3,606,970 to 26,929,146



**S209** Operational and Maintenance Expenditure Related to Smart Meters up to December 2011

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	2,448,532	4,139,423	5,767,182
Veridian Connections Inc.	2,598,070	4,103,723	5,473,620
Horizon Utilities Corporation	2,822,991	3,973,182	5,153,485
Kitchener-Wilmot Hydro Inc.	375,200	1,361,598	3,200,130
Burlington Hydro Inc.	637,639	1,568,822	2,466,277
Whitby Hydro Electric	193,017	691,809	1,447,750
Oakville Hydro Electricity	343,994	630,341	1,113,847
EnWin Utilities Ltd.	14,831	216,745	919,520
Hydro One Brampton Networks	2,226,305	3,709,678	631,846
Cambridge and North Dumfries	79,900	606,347	427,716
PowerStream Inc.	3,165,292	4,848,720	240,806
Waterloo North Hydro Inc.	24,464	58,872	190,378
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1,244,186.3</b>	<b>2,159,105.0</b>	<b>2,252,713.1</b>
<b>Median</b>	<b>506,420</b>	<b>1,465,210</b>	<b>1,280,798</b>
<b>1st &amp; 3rd quartiles</b>	<b>164,738 &amp; 2,485,917</b>	<b>624,343 &amp; 4,005,817</b>	<b>580,813 &amp; 3,688,469</b>
<b>Range (min, max)</b>	<b>14,831 to 3,165,292</b>	<b>58,872 to 4,848,720</b>	<b>190,378 to 5,767,182</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	1,934,142	592,842	1,592,487
Peterborough Distribution Inc.	354,796	945,392	1,373,611
Halton Hills Hydro Inc.	512,305	794,568	1,266,412
Bluewater Power Distribution			1,260,285
Haldimand County Hydro Inc.	159,485	390,275	1,231,256
Kingston Hydro Corporation			538,304
Woodstock Hydro Services Inc.	211,457	485,737	528,333
PUC Distribution Inc.	62,143	176,555	528,280
Lakeland Power Distribution Ltd	99,576	366,108	488,734
Festival Hydro Inc.	0	231,558	406,923
Orangeville Hydro Limited	2,458	115,231	308,367
Grimsby Power Incorporated	52,846		296,869
St. Thomas Energy Inc.		52,173	248,717
Lakefront Utilities Inc.	21,925		158,605





**S209** Operational and Maintenance Expenditure Related to Smart Meters up to December 2011

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	14
Average	310,103.0	415,043.9	730,513.1
Median	99,576	378,192	528,307
1st & 3rd quartiles	37,385 & 283,127	190,306 & 566,066	333,006 & 1,253,028
Range (min, max)	0 to 1,934,142	52,173 to 945,392	158,605 to 1,592,487
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	23,045	115,426	253,425
Kenora Hydro Electric			253,226
Niagara-on-the-Lake Hydro Inc.	1,373	47,200	148,722
Count	2	2	3
Average	12,209.0	81,313.0	218,457.7
Median	12,209	81,313	253,226
1st & 3rd quartiles	6,791 & 17,627	64,256 & 98,369	200,974 & 253,326
Range (min, max)	1,373 to 23,045	47,200 to 115,426	148,722 to 253,425
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	24	29
Average	734,631.4	1,259,263.5	1,307,417.7
Median	193,017	599,595	538,304
1st & 3rd quartiles	24,464 & 637,639	206,698 & 1,413,404	296,869 & 1,373,611
Range (min, max)	0 to 3,165,292	47,200 to 4,848,720	148,722 to 5,767,182



**S210** Smart Meter Variance Account: \$ Amount Transferred Related to Capital.

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	10,121,905	28,998,262	52,844,602
Hydro One Brampton Networks			19,813,338
Veridian Connections Inc.		7,819,318	7,819,318
Waterloo North Hydro Inc.	0		
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>5,060,952.5</b>	<b>18,408,790.0</b>	<b>26,825,752.7</b>
<b>Median</b>	<b>5,060,953</b>	<b>18,408,790</b>	<b>19,813,338</b>
<b>1st &amp; 3rd quartiles</b>	<b>2,530,476 &amp; 7,591,429</b>	<b>13,114,054 &amp; 23,703,526</b>	<b>13,816,328 &amp; 36,328,970</b>
<b>Range (min, max)</b>	<b>0 to 10,121,905</b>	<b>7,819,318 to 28,998,262</b>	<b>7,819,318 to 52,844,602</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	4,617,053	5,052,118	6,031,203
Woodstock Hydro Services Inc.			1,442,731
Halton Hills Hydro Inc.	1,763,384		
<b>Count</b>	<b>2</b>	<b>1</b>	<b>2</b>
<b>Average</b>	<b>3,190,218.5</b>	<b>5,052,118.0</b>	<b>3,736,967.0</b>
<b>Median</b>	<b>3,190,219</b>	<b>5,052,118</b>	<b>3,736,967</b>
<b>1st &amp; 3rd quartiles</b>	<b>2,476,801 &amp; 3,903,636</b>	<b>5,052,118 &amp; 5,052,118</b>	<b>2,589,849 &amp; 4,884,085</b>
<b>Range (min, max)</b>	<b>1,763,384 to 4,617,053</b>	<b>5,052,118 to 5,052,118</b>	<b>1,442,731 to 6,031,203</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			1,024,635
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>1,024,635.0</b>
<b>Median</b>			<b>1,024,635</b>
<b>1st &amp; 3rd quartiles</b>			<b>1,024,635 &amp; 1,024,635</b>
<b>Range (min, max)</b>			<b>1,024,635 to 1,024,635</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>4</b>	<b>3</b>	<b>6</b>
<b>Average</b>	<b>4,125,585.5</b>	<b>13,956,566.0</b>	<b>14,829,304.5</b>
<b>Median</b>	<b>3,190,219</b>	<b>7,819,318</b>	<b>6,925,261</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,322,538 &amp; 5,993,266</b>	<b>6,435,718 &amp; 18,408,790</b>	<b>2,589,849 &amp; 16,814,833</b>
<b>Range (min, max)</b>	<b>0 to 10,121,905</b>	<b>5,052,118 to 28,998,262</b>	<b>1,024,635 to 52,844,602</b>



**S211 Smart Meter Variance Account: \$ Amount Transferred Related to Operations.**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	170,138	3,076,639	4,461,591
Veridian Connections Inc.		604,963	604,963
Hydro One Brampton Networks			343,345
Waterloo North Hydro Inc.	0		
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>85,069.0</b>	<b>1,840,801.0</b>	<b>1,803,299.7</b>
<b>Median</b>	<b>85,069</b>	<b>1,840,801</b>	<b>604,963</b>
<b>1st &amp; 3rd quartiles</b>	<b>42,535 &amp; 127,604</b>	<b>1,222,882 &amp; 2,458,720</b>	<b>474,154 &amp; 2,533,277</b>
<b>Range (min, max)</b>	<b>0 to 170,138</b>	<b>604,963 to 3,076,639</b>	<b>343,345 to 4,461,591</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	432,419	600,654	1,317,174
Woodstock Hydro Services Inc.			82,910
Halton Hills Hydro Inc.	400,501		
<b>Count</b>	<b>2</b>	<b>1</b>	<b>2</b>
<b>Average</b>	<b>416,460.0</b>	<b>600,654.0</b>	<b>700,042.0</b>
<b>Median</b>	<b>416,460</b>	<b>600,654</b>	<b>700,042</b>
<b>1st &amp; 3rd quartiles</b>	<b>408,481 &amp; 424,440</b>	<b>600,654 &amp; 600,654</b>	<b>391,476 &amp; 1,008,608</b>
<b>Range (min, max)</b>	<b>400,501 to 432,419</b>	<b>600,654 to 600,654</b>	<b>82,910 to 1,317,174</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			1,220
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>1,220.0</b>
<b>Median</b>			<b>1,220</b>
<b>1st &amp; 3rd quartiles</b>			<b>1,220 &amp; 1,220</b>
<b>Range (min, max)</b>			<b>1,220 to 1,220</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>4</b>	<b>3</b>	<b>6</b>
<b>Average</b>	<b>250,764.5</b>	<b>1,427,418.7</b>	<b>1,135,200.5</b>
<b>Median</b>	<b>285,320</b>	<b>604,963</b>	<b>474,154</b>
<b>1st &amp; 3rd quartiles</b>	<b>127,604 &amp; 408,481</b>	<b>602,808 &amp; 1,840,801</b>	<b>148,019 &amp; 1,139,121</b>
<b>Range (min, max)</b>	<b>0 to 432,419</b>	<b>600,654 to 3,076,639</b>	<b>1,220 to 4,461,591</b>



**S212 Smart Meter Variance Account: \$ Amount Transferred Related to Maintenance.**

	2009	2010	2011
<b>Large Utilities</b>			
PowerStream Inc.	20,381	74,018	95,585
Waterloo North Hydro Inc.	0		
Count	2	1	1
Average	10,190.5	74,018.0	95,585.0
Median	10,191	74,018	95,585
1st & 3rd quartiles	5,095 & 15,286	74,018 & 74,018	95,585 & 95,585
Range (min, max)	0 to 20,381	74,018 to 74,018	95,585 to 95,585
<b>Medium Utilities</b>			
Entegrus Powerlines Inc.	432,419	600,654	1,317,174
Halton Hills Hydro Inc.	35,353		
Count	2	1	1
Average	233,886.0	600,654.0	1,317,174.0
Median	233,886	600,654	1,317,174
1st & 3rd quartiles	134,620 & 333,153	600,654 & 600,654	1,317,174 & 1,317,174
Range (min, max)	35,353 to 432,419	600,654 to 600,654	1,317,174 to 1,317,174
<b>Small Utilities</b>			
Kenora Hydro Electric			79,747
Count	0	0	1
Average			79,747.0
Median			79,747
1st & 3rd quartiles			79,747 & 79,747
Range (min, max)			79,747 to 79,747
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	4	2	3
Average	122,038.3	337,336.0	497,502.0
Median	27,867	337,336	95,585
1st & 3rd quartiles	15,286 & 134,620	205,677 & 468,995	87,666 & 706,380
Range (min, max)	0 to 432,419	74,018 to 600,654	79,747 to 1,317,174



**FR150** Distribution Revenue per Residential Customer (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	322	329	336
Oakville Hydro Electricity	311	309	335
EnWin Utilities Ltd.	283	300	329
Waterloo North Hydro Inc.	300	297	323
Veridian Connections Inc.	276	286	321
Hydro Ottawa Limited	289	298	313
Burlington Hydro Inc.	283	304	306
PowerStream Inc.	273	274	272
Horizon Utilities Corporation	249	266	268
Kitchener-Wilmot Hydro Inc.	217	244	259
Hydro One Brampton Networks	288	272	254
Cambridge and North Dumfries	214	249	251
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>275.4</b>	<b>285.7</b>	<b>297.3</b>
<b>Median</b>	<b>283</b>	<b>292</b>	<b>309</b>
<b>1st &amp; 3rd quartiles</b>	<b>267 &amp; 292</b>	<b>271 &amp; 301</b>	<b>266 &amp; 324</b>
<b>Range (min, max)</b>	<b>214 to 322</b>	<b>244 to 329</b>	<b>251 to 336</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakefront Utilities Inc.	243		621
Haldimand County Hydro Inc.	414	461	464
Festival Hydro Inc.	295	307	363
Woodstock Hydro Services Inc.	289	289	346
Entegrus Powerlines Inc.	281	278	332
Lakeland Power Distribution Ltd	311	321	316
Bluewater Power Distribution			315
Orangeville Hydro Limited	304	313	312
Halton Hills Hydro Inc.	256	286	287
PUC Distribution Inc.	289	271	282
Peterborough Distribution Inc.	252	253	270
Grimsby Power Incorporated	264		266
St. Thomas Energy Inc.	260	263	265
Kingston Hydro Corporation			250



**FR150** Distribution Revenue per Residential Customer (\$)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	288.2	304.2	334.9
Median	285	288	313
1st & 3rd quartiles	259 & 297	273 & 312	273 & 342
Range (min, max)	243 to 414	253 to 461	250 to 621
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	457	427	435
Niagara-on-the-Lake Hydro Inc.	340	347	346
Kenora Hydro Electric			290
Count	2	2	3
Average	398.5	387.0	357.0
Median	399	387	346
1st & 3rd quartiles	370 & 428	367 & 407	318 & 391
Range (min, max)	340 to 457	347 to 427	290 to 435
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	290.8	301.8	321.6
Median	286	293	313
1st & 3rd quartiles	261 & 303	272 & 310	270 & 335
Range (min, max)	214 to 457	244 to 461	250 to 621



**FR160** Distribution Revenue per General Service Customer (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	2,375	2,357	2,667
EnWin Utilities Ltd.	2,242	2,271	2,502
Hydro Ottawa Limited	2,196	2,192	2,435
Hydro One Brampton Networks	2,556	2,488	2,323
Oakville Hydro Electricity	1,561	1,821	2,213
Waterloo North Hydro Inc.	1,803	1,820	2,064
Kitchener-Wilmot Hydro Inc.	1,701	1,853	1,973
Cambridge and North Dumfries	1,731	1,865	1,895
Burlington Hydro Inc.	1,684	1,784	1,854
PowerStream Inc.	1,729	1,764	1,827
Veridian Connections Inc.	1,555	1,590	1,667
Horizon Utilities Corporation	1,167	1,059	1,335
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1,858.3</b>	<b>1,905.3</b>	<b>2,062.9</b>
<b>Median</b>	<b>1,730</b>	<b>1,837</b>	<b>2,019</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,653 &amp; 2,207</b>	<b>1,779 &amp; 2,211</b>	<b>1,847 &amp; 2,351</b>
<b>Range (min, max)</b>	<b>1,167 to 2,556</b>	<b>1,059 to 2,488</b>	<b>1,335 to 2,667</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakefront Utilities Inc.	1,637		2,225
Festival Hydro Inc.	1,650	1,677	2,095
Woodstock Hydro Services Inc.	1,658	1,572	1,820
Entegrus Powerlines Inc.	1,260	1,617	1,695
Halton Hills Hydro Inc.	1,555	1,646	1,675
Bluewater Power Distribution			1,527
Peterborough Distribution Inc.	1,249	1,379	1,503
PUC Distribution Inc.	1,570	1,543	1,501
Haldimand County Hydro Inc.	2,137	1,659	1,491
Orangeville Hydro Limited	1,078	1,164	1,351
St. Thomas Energy Inc.	1,043	1,037	1,099
Kingston Hydro Corporation			1,092
Lakeland Power Distribution Ltd	1,086	1,098	1,084
Grimsby Power Incorporated	1,018		969



**FR160** Distribution Revenue per General Service Customer (\$)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	1,411.8	1,439.2	1,509.1
Median	1,408	1,558	1,502
1st & 3rd quartiles	1,084 & 1,640	1,218 & 1,638	1,162 & 1,690
Range (min, max)	1,018 to 2,137	1,037 to 1,677	969 to 2,225
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	1,607	1,580	1,538
Sioux Lookout Hydro Inc.	1,522	1,460	1,462
Kenora Hydro Electric			1,115
Count	2	2	3
Average	1,564.5	1,520.0	1,371.7
Median	1,565	1,520	1,462
1st & 3rd quartiles	1,544 & 1,586	1,490 & 1,550	1,289 & 1,500
Range (min, max)	1,522 to 1,607	1,460 to 1,580	1,115 to 1,538
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	1,629.6	1,679.0	1,724.0
Median	1,622	1,652	1,675
1st & 3rd quartiles	1,326 & 1,731	1,522 & 1,829	1,462 & 2,064
Range (min, max)	1,018 to 2,556	1,037 to 2,488	969 to 2,667





**FR170** Distribution Revenue per Large Customer (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	487,909	511,246	950,863
Waterloo North Hydro Inc.	506,883	410,376	551,497
Horizon Utilities Corporation	382,664	253,308	498,964
Hydro Ottawa Limited	360,097	360,702	366,212
Cambridge and North Dumfries	303,313	402,907	358,197
Hydro One Brampton Networks	322,995	321,092	314,474
Veridian Connections Inc.	190,508	173,459	197,054
Kitchener-Wilmot Hydro Inc.	326,604	302,802	182,755
PowerStream Inc.	233,984	109,469	109,527
<b>Count</b>	<b>9</b>	<b>9</b>	<b>9</b>
<b>Average</b>	<b>346,106.3</b>	<b>316,151.2</b>	<b>392,171.4</b>
<b>Median</b>	<b>326,604</b>	<b>321,092</b>	<b>358,197</b>
<b>1st &amp; 3rd quartiles</b>	<b>303,313 &amp; 382,664</b>	<b>253,308 &amp; 402,907</b>	<b>197,054 &amp; 498,964</b>
<b>Range (min, max)</b>	<b>190,508 to 506,883</b>	<b>109,469 to 511,246</b>	<b>109,527 to 950,863</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakefront Utilities Inc.			1,116,743
Bluewater Power Distribution			430,041
Festival Hydro Inc.	147,095	273,877	168,184
Kingston Hydro Corporation			124,081
Peterborough Distribution Inc.	69,841	108,409	117,405
Entegrus Powerlines Inc.	491,155		9,335
<b>Count</b>	<b>3</b>	<b>2</b>	<b>6</b>
<b>Average</b>	<b>236,030.3</b>	<b>191,143.0</b>	<b>327,631.5</b>
<b>Median</b>	<b>147,095</b>	<b>191,143</b>	<b>146,133</b>
<b>1st &amp; 3rd quartiles</b>	<b>108,468 &amp; 319,125</b>	<b>149,776 &amp; 232,510</b>	<b>119,074 &amp; 364,577</b>
<b>Range (min, max)</b>	<b>69,841 to 491,155</b>	<b>108,409 to 273,877</b>	<b>9,335 to 1,116,743</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>12</b>	<b>11</b>	<b>15</b>
<b>Average</b>	<b>318,587.3</b>	<b>293,422.5</b>	<b>366,355.5</b>
<b>Median</b>	<b>324,799</b>	<b>302,802</b>	<b>314,474</b>
<b>1st &amp; 3rd quartiles</b>	<b>223,115 &amp; 408,975</b>	<b>213,383 &amp; 381,804</b>	<b>146,133 &amp; 464,503</b>
<b>Range (min, max)</b>	<b>69,841 to 506,883</b>	<b>108,409 to 511,246</b>	<b>9,335 to 1,116,743</b>



**FR010** Net Income as a % of Total Revenue

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	3.4	3.0	4.9
Waterloo North Hydro Inc.	4.7	3.8	4.8
Kitchener-Wilmot Hydro Inc.	2.6	4.0	4.0
EnWin Utilities Ltd.	2.7	4.6	4.0
Hydro One Brampton Networks	2.8	3.4	3.9
PowerStream Inc.	2.7	3.1	3.3
Cambridge and North Dumfries	2.1	3.5	3.0
Oakville Hydro Electricity	1.8	2.8	2.9
Burlington Hydro Inc.	2.5	2.7	2.9
Horizon Utilities Corporation	2.5	2.3	2.8
Hydro Ottawa Limited	3.5	3.4	2.7
Veridian Connections Inc.	3.5	3.1	2.5
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>2.90</b>	<b>3.31</b>	<b>3.48</b>
<b>Median</b>	<b>2.7</b>	<b>3.3</b>	<b>3.2</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.5 &amp; 3.4</b>	<b>2.9 &amp; 3.6</b>	<b>2.8 &amp; 4.0</b>
<b>Range (min, max)</b>	<b>1.8 to 4.7</b>	<b>2.3 to 4.6</b>	<b>2.5 to 4.9</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	5.7	5.4	4.4
Halton Hills Hydro Inc.	3.8	3.6	3.5
Festival Hydro Inc.	2.8	2.8	3.2
Lakeland Power Distribution Ltd	1.6	3.6	2.9
Bluewater Power Distribution			2.8
PUC Distribution Inc.	2.7	2.5	2.7
Orangeville Hydro Limited	3.0	3.0	2.4
Peterborough Distribution Inc.	2.5	3.1	2.2
St. Thomas Energy Inc.	2.6	1.7	2.0
Grimsby Power Incorporated	2.1		1.8
Lakefront Utilities Inc.	3.1		1.5
Kingston Hydro Corporation			1.5
Entegrus Powerlines Inc.	3.0	2.9	1.1
Woodstock Hydro Services Inc.	2.1	0.8	-0.5



**FR010** Net Income as a % of Total Revenue

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	2.92	2.94	2.25
Median	2.7	3.0	2.3
1st & 3rd quartiles	2.4 & 3.0	2.6 & 3.5	1.6 & 2.9
Range (min, max)	1.6 to 5.7	0.8 to 5.4	-0.5 to 4.4
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	4.0	3.8	5.1
Sioux Lookout Hydro Inc.	1.7	4.2	3.8
Kenora Hydro Electric			0.6
Count	2	2	3
Average	2.85	4.00	3.17
Median	2.9	4.0	3.8
1st & 3rd quartiles	2.3 & 3.4	3.9 & 4.1	2.2 & 4.5
Range (min, max)	1.7 to 4.0	3.8 to 4.2	0.6 to 5.1
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	2.90	3.21	2.85
Median	2.7	3.1	2.9
1st & 3rd quartiles	2.5 & 3.3	2.8 & 3.7	2.2 & 3.8
Range (min, max)	1.6 to 5.7	0.8 to 5.4	-0.5 to 5.1



**FR230** Net Income as a % of Distribution Revenue

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks	15.89	21.92	26.92
Waterloo North Hydro Inc.	19.79	21.30	26.47
Kitchener-Wilmot Hydro Inc.	14.54	21.84	21.24
Whitby Hydro Electric	13.98	13.07	20.67
EnWin Utilities Ltd.	12.97	23.53	20.29
Cambridge and North Dumfries	13.71	22.76	19.93
PowerStream Inc.	14.73	17.91	19.88
Burlington Hydro Inc.	14.95	16.45	17.69
Veridian Connections Inc.	19.66	17.47	15.53
Hydro Ottawa Limited	18.40	18.39	15.44
Oakville Hydro Electricity	9.96	15.62	15.42
Horizon Utilities Corporation	13.51	13.83	15.37
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>15.174</b>	<b>18.674</b>	<b>19.571</b>
<b>Median</b>	<b>14.63</b>	<b>18.15</b>	<b>19.91</b>
<b>1st &amp; 3rd quartiles</b>	<b>13.66 &amp; 16.51</b>	<b>16.24 &amp; 21.86</b>	<b>15.51 &amp; 20.81</b>
<b>Range (min, max)</b>	<b>9.96 to 19.79</b>	<b>13.07 to 23.53</b>	<b>15.37 to 26.92</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Halton Hills Hydro Inc.	19.60	20.76	21.29
Festival Hydro Inc.	16.19	17.07	20.83
Haldimand County Hydro Inc.	20.37	21.41	18.47
Lakeland Power Distribution Ltd	7.70	17.36	15.07
PUC Distribution Inc.	12.32	12.25	14.12
Orangeville Hydro Limited	16.28	16.46	13.56
Peterborough Distribution Inc.	14.34	17.82	13.03
Bluewater Power Distribution			12.55
St. Thomas Energy Inc.	13.60	9.27	11.15
Kingston Hydro Corporation			10.85
Grimsby Power Incorporated	10.81		10.40
Entegrus Powerlines Inc.	16.12	16.28	6.38
Lakefront Utilities Inc.	18.54		5.11
Woodstock Hydro Services Inc.	9.27	3.82	-2.25



**FR230** Net Income as a % of Distribution Revenue

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	14.595	15.250	12.183
Median	15.23	16.77	12.79
1st & 3rd quartiles	11.94 & 16.85	13.26 & 17.71	10.51 & 14.83
Range (min, max)	7.70 to 20.37	3.82 to 21.41	-2.25 to 21.29
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	15.57	16.29	23.40
Sioux Lookout Hydro Inc.	5.24	17.23	17.66
Kenora Hydro Electric			2.90
Count	2	2	3
Average	10.405	16.760	14.653
Median	10.40	16.76	17.66
1st & 3rd quartiles	7.82 & 12.99	16.53 & 17.00	10.28 & 20.53
Range (min, max)	5.24 to 15.57	16.29 to 17.23	2.90 to 23.40
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	14.540	17.088	15.496
Median	14.63	17.30	15.44
1st & 3rd quartiles	13.10 & 16.26	16.11 & 20.90	12.55 & 20.29
Range (min, max)	5.24 to 20.37	3.82 to 23.53	-2.25 to 26.92



**FR140** Operating Ratio (%)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	5.14	4.53	4.45
Oakville Hydro Electricity	3.84	3.94	4.02
Kitchener-Wilmot Hydro Inc.	3.75	3.54	3.99
Burlington Hydro Inc.	4.09	3.68	3.93
Horizon Utilities Corporation	4.85	3.65	3.77
Waterloo North Hydro Inc.	4.58	3.52	3.13
PowerStream Inc.	3.10	2.45	2.63
Veridian Connections Inc.	2.66	2.54	2.45
Cambridge and North Dumfries	2.68	2.37	2.40
Hydro Ottawa Limited	2.24	2.28	2.33
Hydro One Brampton Networks	2.00	1.81	2.02
EnWin Utilities Ltd.	2.04	1.75	1.53
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>3.414</b>	<b>3.005</b>	<b>3.054</b>
<b>Median</b>	<b>3.43</b>	<b>3.03</b>	<b>2.88</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.56 &amp; 4.21</b>	<b>2.34 &amp; 3.66</b>	<b>2.39 &amp; 3.95</b>
<b>Range (min, max)</b>	<b>2.00 to 5.14</b>	<b>1.75 to 4.53</b>	<b>1.53 to 4.45</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	7.61	7.12	7.65
PUC Distribution Inc.	8.01	7.81	7.19
Kingston Hydro Corporation			4.68
Bluewater Power Distribution			4.63
Woodstock Hydro Services Inc.	4.79	4.40	4.61
Peterborough Distribution Inc.	4.04	3.62	4.18
Lakeland Power Distribution Ltd	4.89	4.18	4.10
Orangeville Hydro Limited	3.20	3.17	3.56
Grimsby Power Incorporated	3.38		3.54
Entegrus Powerlines Inc.	3.27	3.79	3.37
St. Thomas Energy Inc.	3.56	3.45	2.74
Festival Hydro Inc.	2.69	2.51	2.44
Lakefront Utilities Inc.	2.68		2.32
Halton Hills Hydro Inc.	5.60	2.25	2.16



**FR140** Operating Ratio (%)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	4.477	4.230	4.084
Median	3.80	3.70	3.83
1st & 3rd quartiles	3.25 & 5.07	3.24 & 4.34	2.90 & 4.62
Range (min, max)	2.68 to 8.01	2.25 to 7.81	2.16 to 7.65
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	9.09	8.62	7.28
Kenora Hydro Electric			5.60
Niagara-on-the-Lake Hydro Inc.	4.78	3.83	3.92
Count	2	2	3
Average	6.935	6.225	5.600
Median	6.94	6.23	5.60
1st & 3rd quartiles	5.86 & 8.02	5.03 & 7.42	4.76 & 6.44
Range (min, max)	4.78 to 9.09	3.83 to 8.62	3.92 to 7.28
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	4.175	3.784	3.814
Median	3.80	3.58	3.77
1st & 3rd quartiles	2.80 & 4.84	2.49 & 4.00	2.45 & 4.45
Range (min, max)	2.00 to 9.09	1.75 to 8.62	1.53 to 7.65



**FR250** Return on Equity (%)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks	9.05	11.89	13.30
EnWin Utilities Ltd.	8.31	13.31	10.61
Waterloo North Hydro Inc.	7.84	7.96	10.07
PowerStream Inc.	7.85	9.23	9.92
Veridian Connections Inc.	12.41	11.01	9.64
Hydro Ottawa Limited	10.70	10.33	9.02
Whitby Hydro Electric	6.02	5.44	8.95
Burlington Hydro Inc.	6.98	7.95	8.42
Horizon Utilities Corporation	6.51	6.63	7.91
Oakville Hydro Electricity	7.04	11.72	7.42
Kitchener-Wilmot Hydro Inc.	4.70	7.67	7.41
Cambridge and North Dumfries	4.27	8.06	7.17
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>7.640</b>	<b>9.267</b>	<b>9.153</b>
<b>Median</b>	<b>7.44</b>	<b>8.64</b>	<b>8.99</b>
<b>1st &amp; 3rd quartiles</b>	<b>6.39 &amp; 8.49</b>	<b>7.88 &amp; 11.19</b>	<b>7.78 &amp; 9.96</b>
<b>Range (min, max)</b>	<b>4.27 to 12.41</b>	<b>5.44 to 13.31</b>	<b>7.17 to 13.30</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.	7.98	8.50	10.32
Bluewater Power Distribution			9.99
PUC Distribution Inc.	9.21	8.57	9.08
Halton Hills Hydro Inc.	8.40	8.50	8.53
Haldimand County Hydro Inc.	8.85	8.54	6.94
Orangeville Hydro Limited	8.11	8.34	6.86
Peterborough Distribution Inc.	6.76	8.86	6.43
Lakefront Utilities Inc.	9.36		5.98
Grimsby Power Incorporated	6.11		5.56
Lakeland Power Distribution Ltd	3.01	6.64	5.47
St. Thomas Energy Inc.	6.78	4.34	5.42
Kingston Hydro Corporation			5.16
Entegrus Powerlines Inc.	7.17	9.60	3.81
Woodstock Hydro Services Inc.	4.14	1.70	-1.58





**FR250** Return on Equity (%)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	7.157	7.359	6.284
Median	7.58	8.50	6.21
1st & 3rd quartiles	6.60 & 8.51	7.07 & 8.56	5.44 & 8.13
Range (min, max)	3.01 to 9.36	1.70 to 9.60	-1.58 to 10.32
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	3.24	10.02	10.20
Niagara-on-the-Lake Hydro Inc.	6.06	5.96	8.45
Kenora Hydro Electric			1.28
Count	2	2	3
Average	4.650	7.990	6.643
Median	4.65	7.99	8.45
1st & 3rd quartiles	3.94 & 5.35	6.98 & 9.01	4.86 & 9.33
Range (min, max)	3.24 to 6.06	5.96 to 10.02	1.28 to 10.20
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	7.187	8.365	7.508
Median	7.11	8.50	7.91
1st & 3rd quartiles	6.07 & 8.37	7.41 & 9.71	5.98 & 9.64
Range (min, max)	3.01 to 12.41	1.70 to 13.31	-1.58 to 13.30



**FR190** Return on Total Assets Less Depreciation (%)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	2.734	5.428	4.645
Hydro One Brampton Networks	3.172	4.064	4.527
Waterloo North Hydro Inc.	3.643	3.445	4.079
Cambridge and North Dumfries	2.132	3.977	3.860
Kitchener-Wilmot Hydro Inc.	2.027	3.676	3.743
Burlington Hydro Inc.	21.866	24.757	3.721
Whitby Hydro Electric	2.351	2.211	3.537
PowerStream Inc.	2.587	3.236	3.496
Oakville Hydro Electricity	1.829	3.019	3.118
Hydro Ottawa Limited	3.939	3.830	3.068
Veridian Connections Inc.	3.401	3.195	2.695
Horizon Utilities Corporation	2.980	2.725	2.391
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>4.3884</b>	<b>5.2969</b>	<b>3.5733</b>
<b>Median</b>	<b>2.857</b>	<b>3.561</b>	<b>3.629</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.296 &amp; 3.462</b>	<b>3.151 &amp; 3.998</b>	<b>3.105 &amp; 3.915</b>
<b>Range (min, max)</b>	<b>1.829 to 21.866</b>	<b>2.211 to 24.757</b>	<b>2.391 to 4.645</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	5.750	6.141	4.619
Festival Hydro Inc.	3.362	3.661	4.506
Halton Hills Hydro Inc.	4.288	4.373	4.446
Lakeland Power Distribution Ltd	1.976	4.375	3.506
Bluewater Power Distribution			3.248
Orangeville Hydro Limited	3.512	3.646	3.134
PUC Distribution Inc.	2.907	2.769	2.845
Kingston Hydro Corporation			2.517
St. Thomas Energy Inc.	2.509	1.601	2.419
Grimsby Power Incorporated	2.385		2.376
Peterborough Distribution Inc.	2.754	2.724	2.262
Lakefront Utilities Inc.	3.946		2.121
Entegrus Powerlines Inc.	3.179	3.343	1.343
Woodstock Hydro Services Inc.	1.960	0.750	-0.453



**FR190** Return on Total Assets Less Depreciation (%)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	3.2107	3.3383	2.7778
Median	3.043	3.494	2.681
1st & 3rd quartiles	2.478 & 3.621	2.735 & 4.195	2.290 & 3.442
Range (min, max)	1.960 to 5.750	0.750 to 6.141	-0.453 to 4.619
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	2.838	2.985	4.415
Sioux Lookout Hydro Inc.	1.242	3.902	3.976
Kenora Hydro Electric			0.575
Count	2	2	3
Average	2.0400	3.4435	2.9887
Median	2.040	3.444	3.976
1st & 3rd quartiles	1.641 & 2.439	3.215 & 3.673	2.276 & 4.196
Range (min, max)	1.242 to 2.838	2.985 to 3.902	0.575 to 4.415
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	3.6642	4.3264	3.1288
Median	2.872	3.545	3.248
1st & 3rd quartiles	2.359 & 3.484	2.931 & 3.998	2.419 & 3.976
Range (min, max)	1.242 to 21.866	0.750 to 24.757	-0.453 to 4.645



**FR240 Profitability**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks	0.47	0.46	0.50
Kitchener-Wilmot Hydro Inc.	0.38	0.42	0.41
Waterloo North Hydro Inc.	0.42	0.38	0.40
PowerStream Inc.	0.36	0.40	0.39
Whitby Hydro Electric	0.32	0.33	0.38
Cambridge and North Dumfries	0.29	0.38	0.35
Oakville Hydro Electricity	0.37	0.39	0.34
EnWin Utilities Ltd.	0.36	0.38	0.34
Hydro Ottawa Limited	0.40	0.40	0.34
Horizon Utilities Corporation	0.31	0.32	0.34
Burlington Hydro Inc.	0.33	0.34	0.34
Veridian Connections Inc.	0.41	0.36	0.31
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.368</b>	<b>0.380</b>	<b>0.370</b>
<b>Median</b>	<b>0.36</b>	<b>0.38</b>	<b>0.35</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.33 &amp; 0.40</b>	<b>0.36 &amp; 0.40</b>	<b>0.34 &amp; 0.39</b>
<b>Range (min, max)</b>	<b>0.29 to 0.47</b>	<b>0.32 to 0.46</b>	<b>0.31 to 0.50</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.	0.40	0.38	0.41
Halton Hills Hydro Inc.	-1.17	0.38	0.39
Peterborough Distribution Inc.	0.34	0.44	0.37
St. Thomas Energy Inc.	0.35	0.33	0.33
Haldimand County Hydro Inc.	0.36	0.35	0.30
PUC Distribution Inc.	0.29	0.26	0.28
Woodstock Hydro Services Inc.	0.27	0.25	0.28
Orangeville Hydro Limited	0.33	0.31	0.27
Bluewater Power Distribution			0.25
Kingston Hydro Corporation			0.22
Lakeland Power Distribution Ltd	0.19	0.20	0.21
Entegrus Powerlines Inc.	0.35	0.33	0.20
Grimsby Power Incorporated	0.15		0.20
Lakefront Utilities Inc.	0.42		0.14



**FR240 Profitability**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.190	0.323	0.275
Median	0.34	0.33	0.28
1st & 3rd quartiles	0.25 & 0.35	0.28 & 0.37	0.21 & 0.32
Range (min, max)	-1.17 to 0.42	0.20 to 0.44	0.14 to 0.41
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0.39	0.39	0.43
Sioux Lookout Hydro Inc.	0.07	0.21	0.24
Kenora Hydro Electric			0.09
Count	2	2	3
Average	0.230	0.300	0.253
Median	0.23	0.30	0.24
1st & 3rd quartiles	0.15 & 0.31	0.25 & 0.35	0.16 & 0.33
Range (min, max)	0.07 to 0.39	0.21 to 0.39	0.09 to 0.43
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	0.275	0.350	0.312
Median	0.35	0.37	0.34
1st & 3rd quartiles	0.30 & 0.39	0.33 & 0.39	0.25 & 0.38
Range (min, max)	-1.17 to 0.47	0.20 to 0.46	0.09 to 0.50



**FR090** Write-offs as a % of Total Electricity Service Revenue

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	0.44	0.42	0.42
PowerStream Inc.	0.25	0.24	0.26
Whitby Hydro Electric	0.20	0.18	0.23
Veridian Connections Inc.	0.35	0.44	0.23
Hydro Ottawa Limited	0.30	0.21	0.21
Hydro One Brampton Networks	0.20	0.23	0.17
Burlington Hydro Inc.	0.21	0.16	0.13
Oakville Hydro Electricity	0.17	0.11	0.12
Kitchener-Wilmot Hydro Inc.	0.15	0.11	0.12
Cambridge and North Dumfries	0.37	0.12	0.12
Waterloo North Hydro Inc.	0.09	0.07	0.08
EnWin Utilities Ltd.	0.13	-0.30	0.03
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.238</b>	<b>0.166</b>	<b>0.177</b>
<b>Median</b>	<b>0.21</b>	<b>0.17</b>	<b>0.15</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.16 &amp; 0.32</b>	<b>0.11 &amp; 0.23</b>	<b>0.12 &amp; 0.23</b>
<b>Range (min, max)</b>	<b>0.09 to 0.44</b>	<b>-0.30 to 0.44</b>	<b>0.03 to 0.42</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Woodstock Hydro Services Inc.	0.13	0.38	0.43
St. Thomas Energy Inc.	0.33	0.17	0.35
PUC Distribution Inc.	0.19	0.19	0.23
Bluewater Power Distribution			0.17
Orangeville Hydro Limited	0.08	0.11	0.15
Entegrus Powerlines Inc.	0.40	0.27	0.14
Festival Hydro Inc.	0.14	0.15	0.12
Peterborough Distribution Inc.	0.18	0.26	0.12
Lakeland Power Distribution Ltd	0.18	0.11	0.11
Haldimand County Hydro Inc.	0.11	0.12	0.11
Halton Hills Hydro Inc.	0.14	0.13	0.10
Grimsby Power Incorporated	0.01		0.03
Kingston Hydro Corporation			0.00
Lakefront Utilities Inc.	0.21		0.00



**FR090** Write-offs as a % of Total Electricity Service Revenue

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.175	0.189	0.147
Median	0.16	0.16	0.12
1st & 3rd quartiles	0.12 & 0.20	0.12 & 0.24	0.10 & 0.16
Range (min, max)	0.01 to 0.40	0.11 to 0.38	0.00 to 0.43
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	0.81	0.21	0.45
Kenora Hydro Electric			0.15
Niagara-on-the-Lake Hydro Inc.	0.09	0.09	0.08
Count	2	2	3
Average	0.450	0.150	0.227
Median	0.45	0.15	0.15
1st & 3rd quartiles	0.27 & 0.63	0.12 & 0.18	0.12 & 0.30
Range (min, max)	0.09 to 0.81	0.09 to 0.21	0.08 to 0.45
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	0.225	0.174	0.168
Median	0.19	0.16	0.13
1st & 3rd quartiles	0.13 & 0.29	0.11 & 0.23	0.11 & 0.23
Range (min, max)	0.01 to 0.81	-0.30 to 0.44	0.00 to 0.45



**FR100** Bad Debt as a % of Total Electricity Service Revenue

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	0.2536	0.4209	0.3804
Horizon Utilities Corporation	0.2929	0.3015	0.2974
Hydro One Brampton Networks	0.2793	0.1641	0.2341
PowerStream Inc.	0.3757	0.2277	0.2318
EnWin Utilities Ltd.	0.2858	-0.1141	0.2195
Whitby Hydro Electric	0.3022	0.1204	0.2089
Oakville Hydro Electricity	0.1210	0.1046	0.1509
Hydro Ottawa Limited	0.2589	0.1624	0.1455
Burlington Hydro Inc.	0.1851	0.1263	0.1217
Cambridge and North Dumfries	0.2109	0.0827	0.0959
Waterloo North Hydro Inc.	0.1809	0.0634	0.0624
Kitchener-Wilmot Hydro Inc.	0.1069	-0.0241	0.0511
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.23777</b>	<b>0.13632</b>	<b>0.18330</b>
<b>Median</b>	<b>0.2563</b>	<b>0.1234</b>	<b>0.1799</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.1841 &amp; 0.2876</b>	<b>0.0779 &amp; 0.1800</b>	<b>0.1153 &amp; 0.2323</b>
<b>Range (min, max)</b>	<b>0.1069 to 0.3757</b>	<b>-0.1141 to 0.4209</b>	<b>0.0511 to 0.3804</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
St. Thomas Energy Inc.	0.3290	0.1777	0.5568
Orangeville Hydro Limited	0.0846	0.0885	0.4518
Kingston Hydro Corporation			0.3042
Woodstock Hydro Services Inc.	0.1019	0.2034	0.2330
Peterborough Distribution Inc.	0.3141	0.2116	0.1869
Entegrus Powerlines Inc.	0.2628	0.2970	0.1614
PUC Distribution Inc.	0.1471	0.2088	0.1311
Lakeland Power Distribution Ltd	0.0732	0.1692	0.1202
Haldimand County Hydro Inc.	0.2027	0.0781	0.1071
Bluewater Power Distribution			0.0925
Halton Hills Hydro Inc.	0.1660	0.1767	0.0894
Festival Hydro Inc.	0.1420	0.1311	0.0882
Lakefront Utilities Inc.	0.0562		0.0414
Grimsby Power Incorporated	0.0234		0.0228





**FR100** Bad Debt as a % of Total Electricity Service Revenue

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.15858	0.17421	0.18477
Median	0.1446	0.1772	0.1257
1st & 3rd quartiles	0.0817 & 0.2177	0.1406 & 0.2075	0.0902 & 0.2215
Range (min, max)	0.0234 to 0.3290	0.0781 to 0.2970	0.0228 to 0.5568
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	0.6114	0.3294	0.1265
Niagara-on-the-Lake Hydro Inc.	0.0538	0.0511	0.0780
Kenora Hydro Electric			0.0516
Count	2	2	3
Average	0.33260	0.19025	0.08537
Median	0.3326	0.1903	0.0780
1st & 3rd quartiles	0.1932 & 0.4720	0.1207 & 0.2598	0.0648 & 0.1023
Range (min, max)	0.0538 to 0.6114	0.0511 to 0.3294	0.0516 to 0.1265
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	0.20852	0.15660	0.17388
Median	0.1939	0.1633	0.1311
1st & 3rd quartiles	0.1105 & 0.2842	0.0871 & 0.2095	0.0894 & 0.2318
Range (min, max)	0.0234 to 0.6114	-0.1141 to 0.4209	0.0228 to 0.5568



**FR020 Debt/Equity Ratio**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	2.42	1.34	1.57
PowerStream Inc.	1.47	1.39	1.40
Hydro One Brampton Networks	1.34	1.29	1.39
Hydro Ottawa Limited	1.26	1.22	1.32
Oakville Hydro Electricity	1.96	2.03	1.20
Burlington Hydro Inc.	0.85	0.93	0.93
Waterloo North Hydro Inc.	0.58	0.69	0.92
Horizon Utilities Corporation	0.66	0.87	0.85
Kitchener-Wilmot Hydro Inc.	0.77	0.85	0.78
Whitby Hydro Electric	0.69	0.65	0.75
EnWin Utilities Ltd.	0.91	0.77	0.72
Cambridge and North Dumfries	0.66	0.60	0.58
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1.131</b>	<b>1.053</b>	<b>1.034</b>
<b>Median</b>	<b>0.88</b>	<b>0.90</b>	<b>0.92</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.68 &amp; 1.37</b>	<b>0.75 &amp; 1.30</b>	<b>0.77 &amp; 1.34</b>
<b>Range (min, max)</b>	<b>0.58 to 2.42</b>	<b>0.60 to 2.03</b>	<b>0.58 to 1.57</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Woodstock Hydro Services Inc.	0.85	0.89	2.37
Peterborough Distribution Inc.	1.42	2.17	1.74
Grimsby Power Incorporated	1.43		1.68
PUC Distribution Inc.	1.52	1.53	1.44
Entegrus Powerlines Inc.	0.80	1.31	1.27
Bluewater Power Distribution			1.18
Festival Hydro Inc.	0.89	1.00	0.98
St. Thomas Energy Inc.	0.68	0.89	0.92
Halton Hills Hydro Inc.	0.81	1.31	0.87
Orangeville Hydro Limited	0.68	0.84	0.78
Lakefront Utilities Inc.	1.52		0.45
Kingston Hydro Corporation			0.40
Lakeland Power Distribution Ltd	0.31	0.35	0.38
Haldimand County Hydro Inc.	0.40	0.31	0.35



**FRO20 Debt/Equity Ratio**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.943	1.060	1.058
Median	0.83	0.94	0.95
1st & 3rd quartiles	0.68 & 1.42	0.85 & 1.31	0.53 & 1.40
Range (min, max)	0.31 to 1.52	0.31 to 2.17	0.35 to 2.37
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	1.81	1.63	1.59
Kenora Hydro Electric			0.86
Niagara-on-the-Lake Hydro Inc.	0.88	0.89	0.81
Count	2	2	3
Average	1.345	1.260	1.087
Median	1.35	1.26	0.86
1st & 3rd quartiles	1.12 & 1.58	1.07 & 1.44	0.83 & 1.23
Range (min, max)	0.88 to 1.81	0.89 to 1.63	0.81 to 1.59
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	1.060	1.073	1.051
Median	0.87	0.91	0.92
1st & 3rd quartiles	0.68 & 1.43	0.82 & 1.32	0.78 & 1.39
Range (min, max)	0.31 to 2.42	0.31 to 2.17	0.35 to 2.37



**FR200** Percent Debt (%)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	70.7	57.3	61.0
PowerStream Inc.	59.6	58.1	58.3
Hydro One Brampton Networks	57.2	56.4	58.1
Hydro Ottawa Limited	55.7	55.0	56.9
Oakville Hydro Electricity	66.3	67.0	54.6
Burlington Hydro Inc.	45.8	48.3	48.2
Waterloo North Hydro Inc.	36.7	40.8	47.9
Horizon Utilities Corporation	39.7	46.6	45.8
Kitchener-Wilmot Hydro Inc.	43.7	46.1	43.8
Whitby Hydro Electric	40.9	39.4	43.0
EnWin Utilities Ltd.	47.6	43.4	41.8
Cambridge and North Dumfries	39.8	37.4	36.6
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>50.31</b>	<b>49.65</b>	<b>49.67</b>
<b>Median</b>	<b>46.7</b>	<b>47.5</b>	<b>48.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>40.6 &amp; 57.8</b>	<b>42.7 &amp; 56.6</b>	<b>43.6 &amp; 57.2</b>
<b>Range (min, max)</b>	<b>36.7 to 70.7</b>	<b>37.4 to 67.0</b>	<b>36.6 to 61.0</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Woodstock Hydro Services Inc.	46.0	47.0	70.3
Peterborough Distribution Inc.	58.7	68.5	63.6
Grimsby Power Incorporated	58.8		62.7
PUC Distribution Inc.	60.3	60.5	59.0
Entegrus Powerlines Inc.	44.5	56.7	55.9
Bluewater Power Distribution			54.2
Festival Hydro Inc.	47.2	50.0	49.4
St. Thomas Energy Inc.	40.4	47.0	47.8
Halton Hills Hydro Inc.	44.7	56.6	46.4
Orangeville Hydro Limited	40.6	45.6	43.8
Lakefront Utilities Inc.	60.4		30.9
Kingston Hydro Corporation			28.8
Lakeland Power Distribution Ltd	23.9	25.8	27.8
Haldimand County Hydro Inc.	28.3	23.4	25.8



**FR200** Percent Debt (%)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	46.15	48.11	47.60
Median	45.4	48.5	48.6
1st & 3rd quartiles	40.5 & 58.7	45.9 & 56.7	34.2 & 58.2
Range (min, max)	23.9 to 60.4	23.4 to 68.5	25.8 to 70.3
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	64.4	61.9	61.4
Kenora Hydro Electric			46.3
Niagara-on-the-Lake Hydro Inc.	46.9	47.0	44.6
Count	2	2	3
Average	55.65	54.45	50.77
Median	55.7	54.5	46.3
1st & 3rd quartiles	51.3 & 60.1	50.7 & 58.2	45.5 & 53.9
Range (min, max)	46.9 to 64.4	47.0 to 61.9	44.6 to 61.4
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	48.80	49.41	48.78
Median	46.5	47.7	47.9
1st & 3rd quartiles	40.6 & 58.8	45.0 & 56.9	43.8 & 58.1
Range (min, max)	23.9 to 70.7	23.4 to 68.5	25.8 to 70.3



**FR120** Times Interest Earned

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Waterloo North Hydro Inc.	2.90	3.25	4.44
EnWin Utilities Ltd.	2.74	4.51	3.98
Cambridge and North Dumfries	2.42	3.95	3.71
Whitby Hydro Electric	2.24	2.18	3.00
Kitchener-Wilmot Hydro Inc.	2.01	2.61	2.64
Burlington Hydro Inc.	2.07	2.56	2.64
Hydro One Brampton Networks	1.98	2.32	2.53
Horizon Utilities Corporation	2.41	2.32	2.45
PowerStream Inc.	1.96	2.23	2.41
Veridian Connections Inc.	2.83	2.52	2.34
Hydro Ottawa Limited	2.75	2.62	2.30
Oakville Hydro Electricity	1.58	1.92	1.97
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>2.324</b>	<b>2.749</b>	<b>2.868</b>
<b>Median</b>	<b>2.32</b>	<b>2.54</b>	<b>2.59</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.00 &amp; 2.74</b>	<b>2.29 &amp; 2.77</b>	<b>2.39 &amp; 3.18</b>
<b>Range (min, max)</b>	<b>1.58 to 2.90</b>	<b>1.92 to 4.51</b>	<b>1.97 to 4.44</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	5.36	6.75	6.97
Lakeland Power Distribution Ltd	2.85	5.38	4.82
Halton Hills Hydro Inc.	2.76	2.87	2.91
Festival Hydro Inc.	2.31	2.35	2.64
Orangeville Hydro Limited	3.09	2.96	2.62
Bluewater Power Distribution			2.41
PUC Distribution Inc.	2.12	2.09	2.27
Kingston Hydro Corporation			2.10
Lakefront Utilities Inc.	2.48		1.93
St. Thomas Energy Inc.	2.38	1.67	1.91
Peterborough Distribution Inc.	2.14	2.15	1.86
Grimsby Power Incorporated	1.86		1.75
Entegrus Powerlines Inc.	2.27	2.37	1.49
Woodstock Hydro Services Inc.	2.09	1.38	0.92



**FR120** Times Interest Earned

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	2.643	2.997	2.614
Median	2.34	2.36	2.18
1st & 3rd quartiles	2.14 & 2.78	2.11 & 2.94	1.87 & 2.64
Range (min, max)	1.86 to 5.36	1.38 to 6.75	0.92 to 6.97
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	2.47	6.34	4.32
Niagara-on-the-Lake Hydro Inc.	2.01	2.10	2.65
Kenora Hydro Electric			1.58
Count	2	2	3
Average	2.240	4.220	2.850
Median	2.24	4.22	2.65
1st & 3rd quartiles	2.12 & 2.35	3.16 & 5.28	2.11 & 3.49
Range (min, max)	2.01 to 2.47	2.10 to 6.34	1.58 to 4.32
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	2.465	2.975	2.743
Median	2.34	2.44	2.45
1st & 3rd quartiles	2.07 & 2.74	2.18 & 3.03	1.97 & 2.91
Range (min, max)	1.58 to 5.36	1.38 to 6.75	0.92 to 6.97



**FR130** Debt Service Coverage (EBITDA Interest Coverage)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	7.94	9.41	8.95
Cambridge and North Dumfries	6.24	7.74	7.65
Waterloo North Hydro Inc.	6.65	6.56	7.12
Whitby Hydro Electric	5.11	5.28	6.02
Horizon Utilities Corporation	6.32	5.78	5.78
Hydro Ottawa Limited	6.56	6.17	5.45
Oakville Hydro Electricity	5.04	5.32	5.26
Veridian Connections Inc.	6.35	5.62	5.21
PowerStream Inc.	4.27	4.91	4.90
Burlington Hydro Inc.			4.56
Kitchener-Wilmot Hydro Inc.	4.80	4.77	4.43
Hydro One Brampton Networks	4.56	4.54	3.97
<b>Count</b>	<b>11</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>5.804</b>	<b>6.009</b>	<b>5.775</b>
<b>Median</b>	<b>6.24</b>	<b>5.62</b>	<b>5.36</b>
<b>1st &amp; 3rd quartiles</b>	<b>4.92 &amp; 6.45</b>	<b>5.09 &amp; 6.36</b>	<b>4.82 &amp; 6.30</b>
<b>Range (min, max)</b>	<b>4.27 to 7.94</b>	<b>4.54 to 9.41</b>	<b>3.97 to 8.95</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakeland Power Distribution Ltd	10.53	11.21	11.83
Bluewater Power Distribution			5.36
Festival Hydro Inc.	5.69	5.23	5.25
Halton Hills Hydro Inc.	5.65	5.80	4.65
PUC Distribution Inc.	4.56	4.33	4.62
Haldimand County Hydro Inc.	1.78	0.88	4.28
St. Thomas Energy Inc.	5.88	4.08	3.98
Lakefront Utilities Inc.	5.07		3.84
Entegrus Powerlines Inc.	5.13	5.24	3.65
Orangeville Hydro Limited	4.49	3.74	3.32
Peterborough Distribution Inc.	3.94	3.20	2.93
Grimsby Power Incorporated	3.31		2.85
Woodstock Hydro Services Inc.	6.58	5.30	1.87





**FR130** Debt Service Coverage (EBITDA Interest Coverage)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	13
Average	5.218	4.901	4.495
Median	5.10	4.78	3.98
1st & 3rd quartiles	4.36 & 5.74	3.83 & 5.29	3.32 & 4.65
Range (min, max)	1.78 to 10.53	0.88 to 11.21	1.87 to 11.83
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			7.15
Sioux Lookout Hydro Inc.	1.67	2.15	2.24
Niagara-on-the-Lake Hydro Inc.	4.41	4.81	2.04
Count	2	2	3
Average	3.040	3.480	3.810
Median	3.04	3.48	2.24
1st & 3rd quartiles	2.36 & 3.73	2.81 & 4.14	2.14 & 4.69
Range (min, max)	1.67 to 4.41	2.15 to 4.81	2.04 to 7.15
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	23	28
Average	5.301	5.307	4.970
Median	5.11	5.24	4.64
1st & 3rd quartiles	4.49 & 6.32	4.43 & 5.79	3.79 & 5.53
Range (min, max)	1.67 to 10.53	0.88 to 11.21	1.87 to 11.83



**FR210** Fixed Charge Coverage (EBIT Interest Coverage)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Waterloo North Hydro Inc.	3.27	3.28	4.38
Cambridge and North Dumfries	3.02	4.43	3.92
EnWin Utilities Ltd.	4.62	4.53	3.83
Whitby Hydro Electric	2.80	2.86	3.37
Kitchener-Wilmot Hydro Inc.	2.52	2.96	3.00
Horizon Utilities Corporation	2.67	2.91	2.90
Hydro Ottawa Limited	3.78	3.64	2.87
Burlington Hydro Inc.	2.33	2.82	2.87
Hydro One Brampton Networks	2.87	2.84	2.83
Veridian Connections Inc.	3.55	3.09	2.72
PowerStream Inc.	2.37	2.68	2.61
Oakville Hydro Electricity	2.05	2.15	1.79
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>2.988</b>	<b>3.183</b>	<b>3.091</b>
<b>Median</b>	<b>2.83</b>	<b>2.93</b>	<b>2.89</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.49 &amp; 3.34</b>	<b>2.83 &amp; 3.37</b>	<b>2.80 &amp; 3.49</b>
<b>Range (min, max)</b>	<b>2.05 to 4.62</b>	<b>2.15 to 4.53</b>	<b>1.79 to 4.38</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	6.92	8.09	7.87
Lakeland Power Distribution Ltd	3.66	4.44	3.64
Halton Hills Hydro Inc.	-5.79	3.41	3.08
Festival Hydro Inc.	3.07	2.95	3.05
Orangeville Hydro Limited	4.07	3.57	3.04
Bluewater Power Distribution			2.70
PUC Distribution Inc.	2.67	2.35	2.56
Peterborough Distribution Inc.	2.65	2.51	2.34
St. Thomas Energy Inc.	3.43	2.25	2.19
Lakefront Utilities Inc.	2.87		2.11
Grimsby Power Incorporated	1.11		1.88
Entegrus Powerlines Inc.	2.60	2.69	1.46
Woodstock Hydro Services Inc.	2.94	2.28	0.91



**FR210** Fixed Charge Coverage (EBIT Interest Coverage)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	13
Average	2.517	3.454	2.833
Median	2.90	2.82	2.56
1st & 3rd quartiles	2.64 & 3.48	2.39 & 3.53	2.11 & 3.05
Range (min, max)	-5.79 to 6.92	2.25 to 8.09	0.91 to 7.87
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	2.00	6.40	4.43
Niagara-on-the-Lake Hydro Inc.	2.52	2.59	2.89
Kenora Hydro Electric			1.61
Count	2	2	3
Average	2.260	4.495	2.977
Median	2.26	4.50	2.89
1st & 3rd quartiles	2.13 & 2.39	3.54 & 5.45	2.25 & 3.66
Range (min, max)	2.00 to 2.52	2.59 to 6.40	1.61 to 4.43
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	28
Average	2.714	3.405	2.959
Median	2.83	2.93	2.87
1st & 3rd quartiles	2.52 & 3.39	2.66 & 3.59	2.30 & 3.15
Range (min, max)	-5.79 to 6.92	2.15 to 8.09	0.91 to 7.87



**FR220** Cash Flow/Debt

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Cambridge and North Dumfries	0.21	0.41	0.38
EnWin Utilities Ltd.	0.24	0.20	0.35
Hydro Ottawa Limited	0.31	0.31	0.28
Horizon Utilities Corporation	0.12	0.23	0.27
Kitchener-Wilmot Hydro Inc.	0.19	0.22	0.23
Waterloo North Hydro Inc.	0.32	0.27	0.23
Burlington Hydro Inc.	0.22	0.20	0.21
Oakville Hydro Electricity	0.16	0.19	0.20
Veridian Connections Inc.	0.09	0.22	0.18
PowerStream Inc.	0.17	0.18	0.18
Hydro One Brampton Networks	0.17	0.20	0.16
Whitby Hydro Electric	0.25	0.16	0.14
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.204</b>	<b>0.233</b>	<b>0.234</b>
<b>Median</b>	<b>0.20</b>	<b>0.21</b>	<b>0.22</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.17 &amp; 0.24</b>	<b>0.20 &amp; 0.24</b>	<b>0.18 &amp; 0.27</b>
<b>Range (min, max)</b>	<b>0.09 to 0.32</b>	<b>0.16 to 0.41</b>	<b>0.14 to 0.38</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	0.45	0.56	0.46
Lakefront Utilities Inc.	0.14		0.41
Lakeland Power Distribution Ltd	0.45	0.42	0.39
Kingston Hydro Corporation			0.37
Orangeville Hydro Limited	0.37	0.30	0.31
Festival Hydro Inc.	0.26	0.22	0.24
Bluewater Power Distribution			0.24
Entegrus Powerlines Inc.	0.26	0.21	0.22
St. Thomas Energy Inc.	0.28	0.19	0.22
Halton Hills Hydro Inc.	1.09	0.17	0.21
PUC Distribution Inc.	0.16	0.16	0.17
Grimsby Power Incorporated	0.16		0.12
Peterborough Distribution Inc.	0.12	0.09	0.11
Woodstock Hydro Services Inc.	0.20	0.11	0.06



**FR220** Cash Flow/Debt

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.328	0.243	0.252
Median	0.26	0.20	0.23
1st & 3rd quartiles	0.16 & 0.39	0.16 & 0.28	0.18 & 0.36
Range (min, max)	0.12 to 1.09	0.09 to 0.56	0.06 to 0.46
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0.20	0.19	0.27
Kenora Hydro Electric			0.15
Sioux Lookout Hydro Inc.	0.14	0.13	0.13
Count	2	2	3
Average	0.170	0.160	0.183
Median	0.17	0.16	0.15
1st & 3rd quartiles	0.15 & 0.18	0.15 & 0.18	0.14 & 0.21
Range (min, max)	0.14 to 0.20	0.13 to 0.19	0.13 to 0.27
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	0.259	0.231	0.238
Median	0.21	0.20	0.22
1st & 3rd quartiles	0.16 & 0.27	0.18 & 0.24	0.17 & 0.28
Range (min, max)	0.09 to 1.09	0.09 to 0.56	0.06 to 0.46



**FR260** Free Operating Cash Flow Plus Interest Over Interest

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	-0.11	1.31	2.36
Whitby Hydro Electric	0.70	-2.06	1.14
Burlington Hydro Inc.	-1.58	0.11	0.76
Horizon Utilities Corporation	0.74	-0.16	0.40
Cambridge and North Dumfries	4.72	0.10	0.11
Kitchener-Wilmot Hydro Inc.	0.38	-0.87	0.06
Veridian Connections Inc.	-2.42	-1.15	-0.74
Hydro One Brampton Networks	0.33	-0.60	-1.12
PowerStream Inc.	-1.28	-1.51	-1.36
Oakville Hydro Electricity	-0.55	-1.96	-1.89
Hydro Ottawa Limited	-0.76	-1.42	-2.40
Waterloo North Hydro Inc.	-1.37	-7.59	-9.54
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>-0.100</b>	<b>-1.317</b>	<b>-1.018</b>
<b>Median</b>	<b>-0.33</b>	<b>-1.01</b>	<b>-0.34</b>
<b>1st &amp; 3rd quartiles</b>	<b>-1.31 &amp; 0.46</b>	<b>-1.63 &amp; -0.10</b>	<b>-1.49 &amp; 0.49</b>
<b>Range (min, max)</b>	<b>-2.42 to 4.72</b>	<b>-7.59 to 1.31</b>	<b>-9.54 to 2.36</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	-0.22	3.49	4.33
Grimsby Power Incorporated	-1.94		0.88
Festival Hydro Inc.	0.36	0.11	0.68
Entegrus Powerlines Inc.	1.19	-3.62	0.57
Orangeville Hydro Limited	0.03	0.69	0.43
St. Thomas Energy Inc.	-0.22	0.82	0.34
Haldimand County Hydro Inc.	0.98	4.47	0.22
Bluewater Power Distribution			-0.16
Lakefront Utilities Inc.	0.67		-0.21
Peterborough Distribution Inc.	-1.17	0.27	-0.21
Halton Hills Hydro Inc.	13.66	1.23	-1.01
Woodstock Hydro Services Inc.	-2.20	0.30	-1.09
Kingston Hydro Corporation			-1.86
Lakeland Power Distribution Ltd	-2.20	-2.23	-2.84



**FR260** Free Operating Cash Flow Plus Interest Over Interest

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.745	0.553	0.005
Median	-0.09	0.49	0.03
1st & 3rd quartiles	-1.36 & 0.75	0.15 & 1.13	-0.81 & 0.53
Range (min, max)	-2.20 to 13.66	-3.62 to 4.47	-2.84 to 4.33
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	-1.30	1.33	1.79
Niagara-on-the-Lake Hydro Inc.	0.28	1.44	1.61
Kenora Hydro Electric			1.27
Count	2	2	3
Average	-0.510	1.385	1.557
Median	-0.51	1.38	1.61
1st & 3rd quartiles	-0.91 & -0.12	1.36 & 1.41	1.44 & 1.70
Range (min, max)	-1.30 to 0.28	1.33 to 1.44	1.27 to 1.79
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	0.258	-0.313	-0.258
Median	-0.16	0.11	0.11
1st & 3rd quartiles	-1.30 & 0.60	-1.45 & 0.93	-1.09 & 0.76
Range (min, max)	-2.42 to 13.66	-7.59 to 4.47	-9.54 to 4.33



**FR270** Debt Over EBIT

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	9.37	5.87	8.01
Oakville Hydro Electricity	7.60	6.90	7.46
PowerStream Inc.	7.72	6.73	7.19
Hydro Ottawa Limited	5.39	5.43	6.60
Waterloo North Hydro Inc.	3.49	4.86	6.02
Burlington Hydro Inc.	5.48	5.74	5.79
Hydro One Brampton Networks	4.96	5.21	5.65
Kitchener-Wilmot Hydro Inc.	6.25	5.74	5.44
Horizon Utilities Corporation	4.39	5.69	4.90
Whitby Hydro Electric	5.03	4.67	4.59
Cambridge and North Dumfries	7.26	4.49	4.59
EnWin Utilities Ltd.	3.97	3.61	4.06
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>5.909</b>	<b>5.412</b>	<b>5.858</b>
<b>Median</b>	<b>5.43</b>	<b>5.56</b>	<b>5.72</b>
<b>1st &amp; 3rd quartiles</b>	<b>4.82 &amp; 7.35</b>	<b>4.81 &amp; 5.77</b>	<b>4.83 &amp; 6.74</b>
<b>Range (min, max)</b>	<b>3.49 to 9.37</b>	<b>3.61 to 6.90</b>	<b>4.06 to 8.01</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Grimsby Power Incorporated	17.15		15.36
Woodstock Hydro Services Inc.	7.13	8.11	11.92
Entegrus Powerlines Inc.	5.18	6.74	10.74
Peterborough Distribution Inc.	8.77	10.04	9.43
PUC Distribution Inc.	6.95	8.30	7.88
Bluewater Power Distribution			6.06
St. Thomas Energy Inc.	3.90	5.75	5.76
Orangeville Hydro Limited	4.19	5.28	5.72
Halton Hills Hydro Inc.	-1.61	8.37	5.60
Lakeland Power Distribution Ltd	4.26	4.44	4.98
Festival Hydro Inc.	4.52	5.25	4.81
Kingston Hydro Corporation			3.86
Haldimand County Hydro Inc.	2.50	2.18	3.12
Lakefront Utilities Inc.	7.27		2.82





**FR270 Debt Over EBIT**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	5.851	6.446	7.004
Median	4.85	6.24	5.74
1st & 3rd quartiles	4.12 & 7.17	5.26 & 8.25	4.85 & 9.04
Range (min, max)	-1.61 to 17.15	2.18 to 10.04	2.82 to 15.36
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			21.31
Sioux Lookout Hydro Inc.	41.10	13.54	11.71
Niagara-on-the-Lake Hydro Inc.	5.77	6.17	5.21
Count	2	2	3
Average	23.435	9.855	12.743
Median	23.43	9.85	11.71
1st & 3rd quartiles	14.60 & 32.27	8.01 & 11.69	8.46 & 16.51
Range (min, max)	5.77 to 41.10	6.17 to 13.54	5.21 to 21.31
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	7.230	6.213	7.124
Median	5.43	5.74	5.76
1st & 3rd quartiles	4.29 & 7.27	5.12 & 6.78	4.90 & 7.88
Range (min, max)	-1.61 to 41.10	2.18 to 13.54	2.82 to 21.31



**FR030** Current Ratio

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kitchener-Wilmot Hydro Inc.	2.3	2.2	2.0
Cambridge and North Dumfries	2.1	2.4	1.9
Burlington Hydro Inc.	1.7	1.5	1.9
Whitby Hydro Electric	2.0	1.5	1.9
Hydro Ottawa Limited	1.2	1.4	1.4
Veridian Connections Inc.	1.2	1.0	1.1
PowerStream Inc.	1.2	1.0	0.9
Waterloo North Hydro Inc.	1.0	0.9	0.9
EnWin Utilities Ltd.	0.7	0.6	0.8
Hydro One Brampton Networks	2.9	0.7	0.8
Horizon Utilities Corporation	0.7	1.0	0.7
Oakville Hydro Electricity	1.2	0.9	0.6
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1.52</b>	<b>1.26</b>	<b>1.24</b>
<b>Median</b>	<b>1.2</b>	<b>1.0</b>	<b>1.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.1 &amp; 2.0</b>	<b>0.9 &amp; 1.5</b>	<b>0.8 &amp; 1.9</b>
<b>Range (min, max)</b>	<b>0.7 to 2.9</b>	<b>0.6 to 2.4</b>	<b>0.6 to 2.0</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakefront Utilities Inc.	2.4		3.7
Peterborough Distribution Inc.	18.0	3.5	2.5
Woodstock Hydro Services Inc.	1.6	1.9	1.9
Orangeville Hydro Limited	1.6	1.8	1.6
Halton Hills Hydro Inc.	0.4	1.1	1.6
Haldimand County Hydro Inc.	0.8	1.2	1.6
Bluewater Power Distribution			1.5
Festival Hydro Inc.	1.5	1.5	1.4
St. Thomas Energy Inc.	1.1	1.5	1.4
Entegrus Powerlines Inc.	1.5	1.4	1.3
PUC Distribution Inc.	1.7	1.6	1.3
Grimsby Power Incorporated	1.5		1.2
Kingston Hydro Corporation			0.9
Lakeland Power Distribution Ltd	0.9	0.8	0.7



**FR030** Current Ratio

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	2.75	1.63	1.61
Median	1.5	1.5	1.4
1st & 3rd quartiles	1.1 & 1.6	1.3 & 1.7	1.3 & 1.6
Range (min, max)	0.4 to 18.0	0.8 to 3.5	0.7 to 3.7
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			1.8
Sioux Lookout Hydro Inc.	1.2	1.4	1.3
Niagara-on-the-Lake Hydro Inc.	0.6	0.7	0.5
Count	2	2	3
Average	0.90	1.05	1.20
Median	0.9	1.0	1.3
1st & 3rd quartiles	0.8 & 1.1	0.9 & 1.2	0.9 & 1.6
Range (min, max)	0.6 to 1.2	0.7 to 1.4	0.5 to 1.8
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	2.04	1.40	1.42
Median	1.4	1.4	1.4
1st & 3rd quartiles	1.0 & 1.7	1.0 & 1.5	0.9 & 1.8
Range (min, max)	0.4 to 18.0	0.6 to 3.5	0.5 to 3.7



**FR040** Number of Days Cash Reserve

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kitchener-Wilmot Hydro Inc.	57.0	51.0	41.3
Cambridge and North Dumfries	65.6	67.7	34.2
Burlington Hydro Inc.	13.4	27.0	28.2
Whitby Hydro Electric	18.4	6.7	26.0
Horizon Utilities Corporation	-19.1	7.7	6.9
EnWin Utilities Ltd.	11.9	-12.4	6.3
Hydro Ottawa Limited	0.5	1.4	2.0
Waterloo North Hydro Inc.	0.8	0.4	0.6
PowerStream Inc.	20.3	3.6	0.0
Hydro One Brampton Networks	0.0	0.0	0.0
Veridian Connections Inc.	9.4	0.0	0.0
Oakville Hydro Electricity	19.8	3.5	-29.7
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>16.50</b>	<b>13.05</b>	<b>9.65</b>
<b>Median</b>	<b>12.6</b>	<b>3.6</b>	<b>4.2</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.7 &amp; 19.9</b>	<b>0.3 &amp; 12.5</b>	<b>0.0 &amp; 26.5</b>
<b>Range (min, max)</b>	<b>-19.1 to 65.6</b>	<b>-12.4 to 67.7</b>	<b>-29.7 to 41.3</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Woodstock Hydro Services Inc.	22.0	86.7	91.9
Lakefront Utilities Inc.	64.9		45.0
PUC Distribution Inc.	42.6	31.5	29.7
Entegrus Powerlines Inc.	26.1	25.2	28.1
Haldimand County Hydro Inc.	60.0	18.9	27.1
Peterborough Distribution Inc.	37.5	33.5	23.1
St. Thomas Energy Inc.	2.0	10.6	23.0
Bluewater Power Distribution			15.1
Orangeville Hydro Limited	20.7	18.3	13.1
Grimsby Power Incorporated	24.6		11.9
Halton Hills Hydro Inc.	-2.7	17.5	8.2
Festival Hydro Inc.	12.0	7.0	0.0
Kingston Hydro Corporation			0.0
Lakeland Power Distribution Ltd	0.0	0.0	0.0



**FRO40** Number of Days Cash Reserve

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	25.81	24.92	22.59
Median	23.3	18.6	19.1
1st & 3rd quartiles	9.5 & 38.7	12.3 & 29.9	9.1 & 27.8
Range (min, max)	-2.7 to 64.9	0.0 to 86.7	0.0 to 91.9
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	72.3	42.5	44.5
Kenora Hydro Electric			23.3
Niagara-on-the-Lake Hydro Inc.	7.2	6.8	10.7
Count	2	2	3
Average	39.75	24.65	26.17
Median	39.8	24.6	23.3
1st & 3rd quartiles	23.5 & 56.1	15.7 & 33.6	17.0 & 33.9
Range (min, max)	7.2 to 72.3	6.8 to 42.5	10.7 to 44.5
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	22.58	18.96	17.60
Median	19.1	9.1	13.1
1st & 3rd quartiles	3.3 & 34.6	3.0 & 28.1	0.6 & 28.1
Range (min, max)	-19.1 to 72.3	-12.4 to 86.7	-29.7 to 91.9



**FR050** Number of Days Sales Outstanding

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	35.1	30.2	35.1
Cambridge and North Dumfries	27.0	16.2	30.2
Veridian Connections Inc.	29.9	32.1	27.7
Whitby Hydro Electric	29.9	29.4	24.9
Waterloo North Hydro Inc.	32.0	25.5	24.6
Hydro Ottawa Limited	26.5	29.3	24.0
Horizon Utilities Corporation	24.8	22.9	24.0
EnWin Utilities Ltd.	23.9	24.0	23.2
Oakville Hydro Electricity	13.5	17.0	21.7
Burlington Hydro Inc.	29.7	24.2	21.4
Kitchener-Wilmot Hydro Inc.	24.5	26.8	20.5
Hydro One Brampton Networks	20.1	17.6	17.8
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>26.41</b>	<b>24.60</b>	<b>24.59</b>
<b>Median</b>	<b>26.7</b>	<b>24.8</b>	<b>24.0</b>
<b>1st &amp; 3rd quartiles</b>	<b>24.4 &amp; 29.9</b>	<b>21.6 &amp; 29.3</b>	<b>21.6 &amp; 25.6</b>
<b>Range (min, max)</b>	<b>13.5 to 35.1</b>	<b>16.2 to 32.1</b>	<b>17.8 to 35.1</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Orangeville Hydro Limited	28.5	39.2	38.3
Woodstock Hydro Services Inc.	42.4	48.3	37.7
Lakeland Power Distribution Ltd	29.8	31.9	37.3
Halton Hills Hydro Inc.	26.1	31.6	29.9
Bluewater Power Distribution			28.8
St. Thomas Energy Inc.	19.3	29.3	25.8
Kingston Hydro Corporation			24.6
Lakefront Utilities Inc.	24.5		22.6
Peterborough Distribution Inc.	20.0	22.1	21.2
Haldimand County Hydro Inc.	19.3	18.5	19.1
PUC Distribution Inc.	25.5	29.0	16.8
Festival Hydro Inc.	11.2	13.9	12.7
Grimsby Power Incorporated	14.5		12.1
Entegrus Powerlines Inc.	15.2	10.6	9.2



**FR050** Number of Days Sales Outstanding

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	23.03	27.44	24.01
Median	22.2	29.2	23.6
1st & 3rd quartiles	18.3 & 26.7	19.4 & 31.8	17.4 & 29.6
Range (min, max)	11.2 to 42.4	10.6 to 48.3	9.2 to 38.3
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			42.5
Sioux Lookout Hydro Inc.	37.3	41.2	31.5
Niagara-on-the-Lake Hydro Inc.	27.9	39.7	25.4
Count	2	2	3
Average	32.60	40.45	33.13
Median	32.6	40.4	31.5
1st & 3rd quartiles	30.2 & 34.9	40.1 & 40.8	28.5 & 37.0
Range (min, max)	27.9 to 37.3	39.7 to 41.2	25.4 to 42.5
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	25.32	27.10	25.19
Median	25.8	27.9	24.6
1st & 3rd quartiles	20.0 & 29.8	21.2 & 31.7	21.2 & 29.9
Range (min, max)	11.2 to 42.4	10.6 to 48.3	9.2 to 42.5



**FR060** Average Number of Days Sales Outstanding

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	34.8	32.5	34.4
Veridian Connections Inc.	28.7	30.3	28.2
Waterloo North Hydro Inc.	36.6	25.6	26.9
EnWin Utilities Ltd.	26.2	28.0	26.3
Whitby Hydro Electric	30.3	30.6	26.0
Hydro Ottawa Limited	24.4	28.0	25.8
Cambridge and North Dumfries	27.7	22.5	25.1
Horizon Utilities Corporation	23.1	23.6	25.0
Burlington Hydro Inc.	27.7	24.5	23.6
Kitchener-Wilmot Hydro Inc.	25.4	26.4	23.3
Hydro One Brampton Networks	26.3	23.0	21.3
Oakville Hydro Electricity	17.1	18.2	20.6
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>27.36</b>	<b>26.10</b>	<b>25.54</b>
<b>Median</b>	<b>27.0</b>	<b>26.0</b>	<b>25.5</b>
<b>1st &amp; 3rd quartiles</b>	<b>25.1 &amp; 29.1</b>	<b>23.4 &amp; 28.6</b>	<b>23.5 &amp; 26.5</b>
<b>Range (min, max)</b>	<b>17.1 to 36.6</b>	<b>18.2 to 32.5</b>	<b>20.6 to 34.4</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakeland Power Distribution Ltd	25.9	29.2	35.1
Halton Hills Hydro Inc.	24.5	31.8	32.5
Bluewater Power Distribution			30.1
Orangeville Hydro Limited	26.9	28.4	27.9
Kingston Hydro Corporation			24.8
St. Thomas Energy Inc.	20.8	21.8	24.6
Peterborough Distribution Inc.	20.8	22.0	23.2
Haldimand County Hydro Inc.	23.2	21.1	21.5
Lakefront Utilities Inc.	25.9		21.4
PUC Distribution Inc.	30.3	27.2	19.8
Grimsby Power Incorporated	20.4		15.9
Festival Hydro Inc.	11.6	12.9	13.2
Entegrus Powerlines Inc.	14.3	11.9	12.6
Woodstock Hydro Services Inc.	43.6	46.6	





**FRO60** Average Number of Days Sales Outstanding

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	13
Average	24.02	25.29	23.28
Median	23.9	24.6	23.2
1st & 3rd quartiles	20.7 & 26.2	21.3 & 29.0	19.8 & 27.9
Range (min, max)	11.6 to 43.6	11.9 to 46.6	12.6 to 35.1
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			39.0
Sioux Lookout Hydro Inc.	42.8	35.4	32.8
Niagara-on-the-Lake Hydro Inc.	34.3	38.0	32.3
Count	2	2	3
Average	38.55	36.70	34.70
Median	38.6	36.7	32.8
1st & 3rd quartiles	36.5 & 40.7	36.1 & 37.4	32.5 & 35.9
Range (min, max)	34.3 to 42.8	35.4 to 38.0	32.3 to 39.0
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	28
Average	26.68	26.65	25.47
Median	26.1	26.8	25.1
1st & 3rd quartiles	23.1 & 29.9	22.3 & 30.3	21.5 & 28.7
Range (min, max)	11.6 to 43.6	11.9 to 46.6	12.6 to 39.0



**FR070** Number of Days of Unbilled Revenue

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	53.9	50.7	49.1
Kitchener-Wilmot Hydro Inc.	38.0	37.3	42.4
Hydro Ottawa Limited	43.3	39.3	42.3
Burlington Hydro Inc.	44.3	43.7	41.4
Oakville Hydro Electricity	41.6	38.4	40.9
Horizon Utilities Corporation	40.8	37.8	39.1
Veridian Connections Inc.	46.8	44.4	36.6
PowerStream Inc.	42.1	40.1	36.5
Waterloo North Hydro Inc.	43.5	34.6	31.8
Hydro One Brampton Networks	34.1	29.9	28.1
EnWin Utilities Ltd.	25.2	23.9	25.8
Cambridge and North Dumfries	32.8	29.7	23.6
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>40.53</b>	<b>37.48</b>	<b>36.47</b>
<b>Median</b>	<b>41.9</b>	<b>38.1</b>	<b>37.8</b>
<b>1st &amp; 3rd quartiles</b>	<b>37.1 &amp; 43.7</b>	<b>33.4 &amp; 41.0</b>	<b>30.9 &amp; 41.6</b>
<b>Range (min, max)</b>	<b>25.2 to 53.9</b>	<b>23.9 to 50.7</b>	<b>23.6 to 49.1</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Woodstock Hydro Services Inc.	47.6	43.9	46.0
Bluewater Power Distribution			44.1
Halton Hills Hydro Inc.	41.5	41.4	43.7
PUC Distribution Inc.	44.4	41.8	43.5
Entegrus Powerlines Inc.	53.7	46.7	42.1
Festival Hydro Inc.	44.4	41.0	40.6
Lakefront Utilities Inc.	43.5		38.2
Haldimand County Hydro Inc.	40.6	38.0	37.2
Peterborough Distribution Inc.	36.6	38.8	36.2
Kingston Hydro Corporation			36.0
Lakeland Power Distribution Ltd	47.1	39.6	35.7
St. Thomas Energy Inc.	39.1	38.9	35.6
Orangeville Hydro Limited	39.0	39.5	34.1
Grimsby Power Incorporated	33.3		28.7



**FR070** Number of Days of Unbilled Revenue

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	42.57	40.96	38.69
Median	42.5	40.3	37.7
1st & 3rd quartiles	39.1 & 45.1	39.0 & 41.7	35.7 & 43.1
Range (min, max)	33.3 to 53.7	38.0 to 46.7	28.7 to 46.0
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	73.4	59.6	52.4
Kenora Hydro Electric			43.6
Niagara-on-the-Lake Hydro Inc.	36.9	32.0	21.7
Count	2	2	3
Average	55.15	45.80	39.23
Median	55.1	45.8	43.6
1st & 3rd quartiles	46.0 & 64.3	38.9 & 52.7	32.7 & 48.0
Range (min, max)	36.9 to 73.4	32.0 to 59.6	21.7 to 52.4
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	42.60	39.63	37.83
Median	41.9	39.4	38.2
1st & 3rd quartiles	38.3 & 44.4	37.6 & 42.3	35.6 & 42.4
Range (min, max)	25.2 to 73.4	23.9 to 59.6	21.7 to 52.4



**FR080** Average Number of Days of Unbilled Revenue

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	47.3	44.4	47.3
Hydro Ottawa Limited	35.9	36.6	40.6
Burlington Hydro Inc.	37.6	38.0	39.8
Veridian Connections Inc.	44.3	44.4	38.1
Kitchener-Wilmot Hydro Inc.	36.5	34.5	37.9
Oakville Hydro Electricity	32.7	35.3	37.9
Horizon Utilities Corporation	35.2	33.8	35.7
PowerStream Inc.	34.1	37.8	34.2
EnWin Utilities Ltd.	28.6	29.0	30.5
Waterloo North Hydro Inc.	38.4	31.7	28.6
Hydro One Brampton Networks	27.6	26.9	26.7
Cambridge and North Dumfries	30.5	29.1	26.6
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>35.73</b>	<b>35.13</b>	<b>35.33</b>
<b>Median</b>	<b>35.6</b>	<b>34.9</b>	<b>36.8</b>
<b>1st &amp; 3rd quartiles</b>	<b>32.1 &amp; 37.8</b>	<b>31.0 &amp; 37.8</b>	<b>30.0 &amp; 38.5</b>
<b>Range (min, max)</b>	<b>27.6 to 47.3</b>	<b>26.9 to 44.4</b>	<b>26.6 to 47.3</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			42.8
Entegrus Powerlines Inc.	47.0	42.0	42.8
Halton Hills Hydro Inc.	44.9	39.2	40.9
Lakefront Utilities Inc.	44.9		38.7
Festival Hydro Inc.	40.6	37.6	37.9
St. Thomas Energy Inc.			35.6
PUC Distribution Inc.	33.0	37.1	34.9
Woodstock Hydro Services Inc.		34.9	34.4
Haldimand County Hydro Inc.	31.7	35.5	34.3
Peterborough Distribution Inc.	28.6	32.0	33.2
Orangeville Hydro Limited		3.3	31.9
Kingston Hydro Corporation			30.7
Lakeland Power Distribution Ltd	35.5	32.4	30.4
Grimsby Power Incorporated	28.1		28.0



**FR080** Average Number of Days of Unbilled Revenue

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	9	9	14
Average	37.14	32.67	35.46
Median	35.5	35.5	34.7
1st & 3rd quartiles	31.7 & 44.9	32.4 & 37.6	32.2 & 38.5
Range (min, max)	28.1 to 47.0	3.3 to 42.0	28.0 to 42.8
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	73.0	57.7	52.4
Kenora Hydro Electric			41.7
Niagara-on-the-Lake Hydro Inc.	39.7	33.9	30.4
Count	2	2	3
Average	56.35	45.80	41.50
Median	56.4	45.8	41.7
1st & 3rd quartiles	48.1 & 64.7	39.8 & 51.7	36.0 & 47.1
Range (min, max)	39.7 to 73.0	33.9 to 57.7	30.4 to 52.4
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	23	23	29
Average	38.07	35.09	36.03
Median	35.9	35.3	35.6
1st & 3rd quartiles	32.2 & 42.5	32.2 & 37.9	30.7 & 39.8
Range (min, max)	27.6 to 73.0	3.3 to 57.7	26.6 to 52.4



**FR280** Return on Assets (%)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	2.04	3.76	3.09
Hydro One Brampton Networks	1.97	2.49	2.84
Kitchener-Wilmot Hydro Inc.	1.55	2.80	2.81
Waterloo North Hydro Inc.	2.38	2.31	2.80
Cambridge and North Dumfries	1.60	3.05	2.67
Burlington Hydro Inc.	4.67	5.54	2.53
Whitby Hydro Electric	1.66	1.53	2.50
PowerStream Inc.	1.78	2.12	2.27
Hydro Ottawa Limited	2.77	2.70	2.22
Horizon Utilities Corporation	1.86	1.85	2.14
Oakville Hydro Electricity	1.46	2.21	2.11
Veridian Connections Inc.	2.34	2.18	1.69
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>2.173</b>	<b>2.712</b>	<b>2.473</b>
<b>Median</b>	<b>1.91</b>	<b>2.40</b>	<b>2.52</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.64 &amp; 2.35</b>	<b>2.16 &amp; 2.86</b>	<b>2.20 &amp; 2.81</b>
<b>Range (min, max)</b>	<b>1.46 to 4.67</b>	<b>1.53 to 5.54</b>	<b>1.69 to 3.09</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	4.95	4.85	3.82
Halton Hills Hydro Inc.	3.86	3.82	3.74
Lakeland Power Distribution Ltd	1.59	3.48	2.77
Festival Hydro Inc.	2.01	2.09	2.53
Kingston Hydro Corporation			2.25
Peterborough Distribution Inc.	2.50	3.23	2.22
Lakefront Utilities Inc.	3.88		2.16
PUC Distribution Inc.	2.12	1.96	2.13
Orangeville Hydro Limited	2.44	2.53	2.03
Bluewater Power Distribution			2.03
St. Thomas Energy Inc.	1.73	1.16	1.62
Grimsby Power Incorporated	1.51		1.41
Entegrus Powerlines Inc.	2.80	2.68	1.01
Woodstock Hydro Services Inc.	1.65	0.64	-0.38



**FR280** Return on Assets (%)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	2.587	2.644	2.096
Median	2.28	2.60	2.14
1st & 3rd quartiles	1.71 & 3.07	1.99 & 3.42	1.72 & 2.46
Range (min, max)	1.51 to 4.95	0.64 to 4.85	-0.38 to 3.82
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	1.30	3.99	4.01
Niagara-on-the-Lake Hydro Inc.	1.82	1.85	2.59
Kenora Hydro Electric			0.46
Count	2	2	3
Average	1.560	2.920	2.353
Median	1.56	2.92	2.59
1st & 3rd quartiles	1.43 & 1.69	2.39 & 3.46	1.52 & 3.30
Range (min, max)	1.30 to 1.82	1.85 to 3.99	0.46 to 4.01
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	2.317	2.701	2.278
Median	1.99	2.51	2.25
1st & 3rd quartiles	1.65 & 2.49	2.06 & 3.29	2.03 & 2.77
Range (min, max)	1.30 to 4.95	0.64 to 5.54	-0.38 to 4.01



**FR290** Return on Capital Employed (%)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	4.58	7.14	6.34
Hydro One Brampton Networks	3.88	5.18	5.57
Whitby Hydro Electric	3.76	3.37	5.50
Waterloo North Hydro Inc.	4.97	4.72	5.25
Cambridge and North Dumfries	3.18	6.48	5.15
Burlington Hydro Inc.	4.00	4.61	4.94
Kitchener-Wilmot Hydro Inc.	3.15	4.86	4.71
Horizon Utilities Corporation	3.63	3.65	4.41
PowerStream Inc.	3.39	3.92	4.14
Hydro Ottawa Limited	4.75	4.67	3.92
Veridian Connections Inc.	3.73	4.71	3.76
Oakville Hydro Electricity	2.56	3.92	3.03
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>3.798</b>	<b>4.769</b>	<b>4.727</b>
<b>Median</b>	<b>3.74</b>	<b>4.69</b>	<b>4.82</b>
<b>1st &amp; 3rd quartiles</b>	<b>3.34 &amp; 4.14</b>	<b>3.92 &amp; 4.94</b>	<b>4.08 &amp; 5.32</b>
<b>Range (min, max)</b>	<b>2.56 to 4.97</b>	<b>3.37 to 7.14</b>	<b>3.03 to 6.34</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakefront Utilities Inc.	4.14		5.80
Haldimand County Hydro Inc.	7.70	6.95	5.62
Festival Hydro Inc.	4.44	4.38	5.22
Bluewater Power Distribution			4.89
Halton Hills Hydro Inc.	4.60	3.87	4.71
PUC Distribution Inc.	4.33	3.83	4.24
Orangeville Hydro Limited	5.28	4.91	4.08
Lakeland Power Distribution Ltd	2.29	4.93	3.95
Kingston Hydro Corporation			3.67
St. Thomas Energy Inc.	4.07	2.37	3.06
Peterborough Distribution Inc.	3.15	3.04	2.52
Grimsby Power Incorporated	2.73		2.15
Entegrus Powerlines Inc.	4.38	4.60	1.91
Woodstock Hydro Services Inc.	2.43	1.26	-0.60





**FR290** Return on Capital Employed (%)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	4.128	4.014	3.659
Median	4.24	4.12	4.02
1st & 3rd quartiles	3.05 & 4.48	3.24 & 4.83	2.65 & 4.85
Range (min, max)	2.29 to 7.70	1.26 to 6.95	-0.60 to 5.80
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	3.27	3.21	4.80
Sioux Lookout Hydro Inc.	1.31	4.25	4.48
Kenora Hydro Electric			0.75
Count	2	2	3
Average	2.290	3.730	3.343
Median	2.29	3.73	4.48
1st & 3rd quartiles	1.80 & 2.78	3.47 & 3.99	2.61 & 4.64
Range (min, max)	1.31 to 3.27	3.21 to 4.25	0.75 to 4.80
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	3.835	4.368	4.068
Median	3.82	4.49	4.41
1st & 3rd quartiles	3.16 & 4.42	3.78 & 4.87	3.67 & 5.15
Range (min, max)	1.31 to 7.70	1.26 to 7.14	-0.60 to 6.34



**FR300 Operating Margin (%)**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	7.85	8.87	9.01
Kitchener-Wilmot Hydro Inc.	7.02	7.83	7.83
Waterloo North Hydro Inc.	9.98	6.79	7.41
Hydro One Brampton Networks	8.31	7.25	7.19
EnWin Utilities Ltd.	7.50	7.55	6.70
PowerStream Inc.	6.70	7.04	6.57
Oakville Hydro Electricity	6.91	7.29	6.32
Horizon Utilities Corporation	6.27	5.49	6.16
Hydro Ottawa Limited	7.77	7.54	6.14
Burlington Hydro Inc.	5.65	5.69	5.50
Cambridge and North Dumfries	4.61	5.88	5.34
Veridian Connections Inc.	7.44	6.55	5.16
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>7.168</b>	<b>6.981</b>	<b>6.611</b>
<b>Median</b>	<b>7.23</b>	<b>7.15</b>	<b>6.44</b>
<b>1st &amp; 3rd quartiles</b>	<b>6.59 &amp; 7.79</b>	<b>6.38 &amp; 7.54</b>	<b>5.98 &amp; 7.24</b>
<b>Range (min, max)</b>	<b>4.61 to 9.98</b>	<b>5.49 to 8.87</b>	<b>5.16 to 9.01</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	10.39	9.04	7.18
Woodstock Hydro Services Inc.	6.18	5.15	6.75
Halton Hills Hydro Inc.	7.63	6.84	6.52
Festival Hydro Inc.	6.92	6.31	6.39
Peterborough Distribution Inc.	6.06	7.82	6.34
St. Thomas Energy Inc.	6.85	6.21	5.98
Bluewater Power Distribution			5.67
PUC Distribution Inc.	6.59	5.59	5.55
Orangeville Hydro Limited	6.18	5.80	4.85
Lakeland Power Distribution Ltd	4.59	4.84	4.72
Lakefront Utilities Inc.	7.12		3.93
Entegrus Powerlines Inc.	7.09	6.72	3.84
Grimsby Power Incorporated	2.92		3.66
Kingston Hydro Corporation			3.15



**FR300** Operating Margin (%)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	6.543	6.432	5.324
Median	6.72	6.26	5.61
1st & 3rd quartiles	6.15 & 7.10	5.64 & 6.81	4.13 & 6.38
Range (min, max)	2.92 to 10.39	4.84 to 9.04	3.15 to 7.18
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	10.35	9.32	9.70
Sioux Lookout Hydro Inc.	3.69	6.04	5.53
Kenora Hydro Electric			1.88
Count	2	2	3
Average	7.020	7.680	5.703
Median	7.02	7.68	5.53
1st & 3rd quartiles	5.35 & 8.68	6.86 & 8.50	3.71 & 7.62
Range (min, max)	3.69 to 10.35	6.04 to 9.32	1.88 to 9.70
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	6.868	6.810	5.896
Median	6.92	6.75	6.14
1st & 3rd quartiles	6.18 & 7.60	5.86 & 7.54	5.16 & 6.70
Range (min, max)	2.92 to 10.39	4.84 to 9.32	1.88 to 9.70



**FR310** Net Margin (%)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	3.44	3.00	4.98
Waterloo North Hydro Inc.	4.71	3.82	4.88
Kitchener-Wilmot Hydro Inc.	2.66	4.04	4.04
EnWin Utilities Ltd.	2.72	4.72	4.03
Hydro One Brampton Networks	2.80	3.48	3.89
PowerStream Inc.	2.75	3.15	3.35
Cambridge and North Dumfries	2.16	3.56	3.04
Oakville Hydro Electricity	1.88	2.91	2.91
Burlington Hydro Inc.	2.55	2.78	2.89
Horizon Utilities Corporation	2.56	2.37	2.82
Hydro Ottawa Limited	3.56	3.45	2.76
Veridian Connections Inc.	3.58	3.16	2.55
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>2.948</b>	<b>3.370</b>	<b>3.512</b>
<b>Median</b>	<b>2.74</b>	<b>3.31</b>	<b>3.20</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.56 &amp; 3.47</b>	<b>2.98 &amp; 3.62</b>	<b>2.87 &amp; 4.03</b>
<b>Range (min, max)</b>	<b>1.88 to 4.71</b>	<b>2.37 to 4.72</b>	<b>2.55 to 4.98</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	5.82	5.53	4.47
Halton Hills Hydro Inc.	3.94	3.73	3.59
Festival Hydro Inc.	2.80	2.82	3.25
Lakeland Power Distribution Ltd	1.62	3.63	2.96
Bluewater Power Distribution			2.91
PUC Distribution Inc.	2.78	2.60	2.75
Orangeville Hydro Limited	3.07	3.05	2.45
Peterborough Distribution Inc.	2.53	3.20	2.21
St. Thomas Energy Inc.	2.68	1.74	2.04
Grimsby Power Incorporated	2.15		1.86
Kingston Hydro Corporation			1.55
Lakefront Utilities Inc.	3.18		1.48
Entegrus Powerlines Inc.	3.07	3.01	1.10
Woodstock Hydro Services Inc.	2.14	0.80	-0.54



**FR310** Net Margin (%)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	2.982	3.011	2.291
Median	2.79	3.03	2.33
1st & 3rd quartiles	2.43 & 3.10	2.65 & 3.52	1.63 & 2.95
Range (min, max)	1.62 to 5.82	0.80 to 5.53	-0.54 to 4.47
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	4.09	3.86	5.30
Sioux Lookout Hydro Inc.	1.77	4.27	3.90
Kenora Hydro Electric			0.59
Count	2	2	3
Average	2.930	4.065	3.263
Median	2.93	4.07	3.90
1st & 3rd quartiles	2.35 & 3.51	3.97 & 4.17	2.25 & 4.60
Range (min, max)	1.77 to 4.09	3.86 to 4.27	0.59 to 5.30
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	2.962	3.278	2.897
Median	2.77	3.18	2.91
1st & 3rd quartiles	2.54 & 3.38	2.89 & 3.75	2.21 & 3.89
Range (min, max)	1.62 to 5.82	0.80 to 5.53	-0.54 to 5.30



**FR320** Interest Coverage Ratio

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Waterloo North Hydro Inc.	3.27	3.27	4.38
Cambridge and North Dumfries	3.02	4.43	3.92
EnWin Utilities Ltd.	4.62	4.53	3.83
Whitby Hydro Electric	2.80	3.30	3.32
Kitchener-Wilmot Hydro Inc.	2.52	2.96	3.00
Horizon Utilities Corporation	2.83	2.91	2.90
Burlington Hydro Inc.	2.33	2.82	2.87
Hydro Ottawa Limited	3.78	3.64	2.87
Hydro One Brampton Networks	2.87	2.84	2.83
Veridian Connections Inc.	3.55	3.09	2.72
PowerStream Inc.	2.37	2.68	2.61
Oakville Hydro Electricity	2.05	2.15	1.79
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>3.001</b>	<b>3.218</b>	<b>3.087</b>
<b>Median</b>	<b>2.85</b>	<b>3.03</b>	<b>2.89</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.49 &amp; 3.34</b>	<b>2.83 &amp; 3.39</b>	<b>2.80 &amp; 3.45</b>
<b>Range (min, max)</b>	<b>2.05 to 4.62</b>	<b>2.15 to 4.53</b>	<b>1.79 to 4.38</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	6.92	8.09	7.87
Lakeland Power Distribution Ltd	4.23	5.02	4.10
Halton Hills Hydro Inc.	1.87	3.41	3.08
Festival Hydro Inc.	3.07	2.95	3.05
Orangeville Hydro Limited	4.07	3.57	3.03
Bluewater Power Distribution			2.70
PUC Distribution Inc.	2.67	2.35	2.56
Peterborough Distribution Inc.	2.65	2.51	2.34
St. Thomas Energy Inc.	3.43	2.25	2.19
Lakefront Utilities Inc.	2.87		2.11
Grimsby Power Incorporated	1.11		1.88
Entegrus Powerlines Inc.	2.78	2.96	1.65
Woodstock Hydro Services Inc.	2.94	2.28	0.91



**FR320** Interest Coverage Ratio

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	13
Average	3.218	3.539	2.882
Median	2.90	2.95	2.56
1st & 3rd quartiles	2.66 & 3.59	2.39 & 3.53	2.11 & 3.05
Range (min, max)	1.11 to 6.92	2.25 to 8.09	0.91 to 7.87
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	3.06	7.56	4.71
Niagara-on-the-Lake Hydro Inc.	2.52	2.59	2.89
Kenora Hydro Electric			1.61
Count	2	2	3
Average	2.790	5.075	3.070
Median	2.79	5.07	2.89
1st & 3rd quartiles	2.65 & 2.93	3.83 & 6.31	2.25 & 3.80
Range (min, max)	2.52 to 3.06	2.59 to 7.56	1.61 to 4.71
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	28
Average	3.085	3.507	2.990
Median	2.87	2.96	2.87
1st & 3rd quartiles	2.56 & 3.39	2.66 & 3.59	2.30 & 3.14
Range (min, max)	1.11 to 6.92	2.15 to 8.09	0.91 to 7.87



**ER020** Controllable Expense per Customer (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	226.84	254.46	259.39
Burlington Hydro Inc.	220.26	226.88	235.56
Whitby Hydro Electric	210.41	219.71	208.95
Cambridge and North Dumfries	192.17	187.78	199.35
Oakville Hydro Electricity	162.57	173.84	198.38
PowerStream Inc.	178.64	168.79	181.67
Waterloo North Hydro Inc.	183.82	188.91	179.70
Hydro Ottawa Limited	153.63	163.10	171.10
Veridian Connections Inc.	186.26	172.62	169.34
Horizon Utilities Corporation	157.64	156.74	166.67
Hydro One Brampton Networks	146.14	137.00	158.03
Kitchener-Wilmot Hydro Inc.	142.92	139.72	151.26
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>180.108</b>	<b>182.463</b>	<b>189.950</b>
<b>Median</b>	<b>181.23</b>	<b>173.23</b>	<b>180.69</b>
<b>1st &amp; 3rd quartiles</b>	<b>156.64 &amp; 196.73</b>	<b>161.51 &amp; 196.61</b>	<b>168.68 &amp; 201.75</b>
<b>Range (min, max)</b>	<b>142.92 to 226.84</b>	<b>137.00 to 254.46</b>	<b>151.26 to 259.39</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	325.11	318.12	337.51
Bluewater Power Distribution			297.10
Lakeland Power Distribution Ltd	297.64	304.57	287.47
PUC Distribution Inc.	242.62	260.99	272.01
Woodstock Hydro Services Inc.	222.22	228.47	253.73
Orangeville Hydro Limited	210.87	231.37	245.93
Entegrus Powerlines Inc.	174.78	204.97	245.06
Lakefront Utilities Inc.	200.00		228.94
Halton Hills Hydro Inc.	219.03		221.13
St. Thomas Energy Inc.	193.50	258.77	213.20
Peterborough Distribution Inc.	181.87	176.25	210.10
Grimsby Power Incorporated	170.32		198.89
Festival Hydro Inc.	174.56	183.90	184.76
Kingston Hydro Corporation			0.00





**ER020** Controllable Expense per Customer (\$)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	9	14
Average	217.710	240.823	228.274
Median	205.44	231.37	237.00
1st & 3rd quartiles	180.10 & 227.32	204.97 & 260.99	210.88 & 267.44
Range (min, max)	170.32 to 325.11	176.25 to 318.12	0.00 to 337.51
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	405.35	417.48	420.37
Kenora Hydro Electric			384.46
Niagara-on-the-Lake Hydro Inc.	235.94	228.38	234.95
Count	2	2	3
Average	320.645	322.930	346.593
Median	320.65	322.93	384.46
1st & 3rd quartiles	278.29 & 363.00	275.65 & 370.20	309.71 & 402.41
Range (min, max)	235.94 to 405.35	228.38 to 417.48	234.95 to 420.37
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	23	29
Average	208.273	217.514	224.656
Median	192.84	204.97	213.20
1st & 3rd quartiles	174.62 & 221.73	173.23 & 242.92	181.67 & 253.73
Range (min, max)	142.92 to 405.35	137.00 to 417.48	0.00 to 420.37



**ER030** Controllable Expense per MWh Sold (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	8.72	9.30	9.75
Whitby Hydro Electric	9.80	10.13	9.69
Burlington Hydro Inc.	8.46	8.51	8.86
Horizon Utilities Corporation	7.79	7.34	8.16
Oakville Hydro Electricity	6.61	6.93	8.10
Veridian Connections Inc.	8.37	7.66	7.65
PowerStream Inc.	7.16	6.65	7.27
Kitchener-Wilmot Hydro Inc.	6.63	6.43	7.11
Hydro Ottawa Limited	6.01	6.45	6.89
Cambridge and North Dumfries	6.80	6.52	6.86
Waterloo North Hydro Inc.	6.57	6.59	6.29
Hydro One Brampton Networks	5.14	4.71	5.53
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>7.338</b>	<b>7.268</b>	<b>7.680</b>
<b>Median</b>	<b>6.98</b>	<b>6.79</b>	<b>7.46</b>
<b>1st &amp; 3rd quartiles</b>	<b>6.60 &amp; 8.40</b>	<b>6.50 &amp; 7.87</b>	<b>6.88 &amp; 8.33</b>
<b>Range (min, max)</b>	<b>5.14 to 9.80</b>	<b>4.71 to 10.13</b>	<b>5.53 to 9.75</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	17.89	16.31	17.16
Lakeland Power Distribution Ltd	13.15	14.26	13.49
PUC Distribution Inc.	11.25	12.55	12.75
St. Thomas Energy Inc.	10.90	14.30	11.90
Grimsby Power Incorporated	9.55		11.32
Orangeville Hydro Limited	9.70	10.58	10.80
Bluewater Power Distribution			10.47
Woodstock Hydro Services Inc.	8.92	8.90	9.88
Halton Hills Hydro Inc.	10.39		9.61
Lakefront Utilities Inc.	7.30		9.55
Entegrus Powerlines Inc.	8.03	10.42	9.28
Peterborough Distribution Inc.	7.96	7.75	8.37
Festival Hydro Inc.	6.23	6.32	6.35
Kingston Hydro Corporation			0.00



**ER030** Controllable Expense per MWh Sold (\$)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	9	14
Average	10.106	11.266	10.066
Median	9.62	10.58	10.17
1st & 3rd quartiles	8.01 & 10.99	8.90 & 14.26	9.35 & 11.75
Range (min, max)	6.23 to 17.89	6.32 to 16.31	0.00 to 17.16
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			19.18
Sioux Lookout Hydro Inc.	15.30	15.22	15.87
Niagara-on-the-Lake Hydro Inc.	10.72	10.08	10.26
Count	2	2	3
Average	13.010	12.650	15.103
Median	13.01	12.65	15.87
1st & 3rd quartiles	11.87 & 14.15	11.36 & 13.93	13.06 & 17.53
Range (min, max)	10.72 to 15.30	10.08 to 15.22	10.26 to 19.18
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	23	29
Average	9.052	9.300	9.600
Median	8.42	8.51	9.55
1st & 3rd quartiles	6.89 & 10.24	6.62 & 10.50	7.27 & 10.80
Range (min, max)	5.14 to 17.89	4.71 to 16.31	0.00 to 19.18



**ER040** Operating & Maintenance Expense per Customer (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Burlington Hydro Inc.	101.22	98.34	110.86
Oakville Hydro Electricity	93.05	101.50	107.85
Kitchener-Wilmot Hydro Inc.	78.80	79.58	92.25
Waterloo North Hydro Inc.	95.09	96.70	92.25
Whitby Hydro Electric	95.53	91.31	90.17
Horizon Utilities Corporation	93.50	77.87	82.78
Cambridge and North Dumfries	67.23	67.67	72.97
PowerStream Inc.	74.81	63.69	71.45
Hydro Ottawa Limited	55.84	58.64	62.38
Veridian Connections Inc.	58.72	58.41	61.39
Hydro One Brampton Networks	53.23	51.68	59.17
EnWin Utilities Ltd.	53.34	50.07	43.44
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>76.697</b>	<b>74.622</b>	<b>78.913</b>
<b>Median</b>	<b>76.81</b>	<b>72.77</b>	<b>77.87</b>
<b>1st &amp; 3rd quartiles</b>	<b>58.00 &amp; 93.90</b>	<b>58.58 &amp; 92.65</b>	<b>62.13 &amp; 92.25</b>
<b>Range (min, max)</b>	<b>53.23 to 101.22</b>	<b>50.07 to 101.50</b>	<b>43.44 to 110.86</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	169.34	171.01	192.95
PUC Distribution Inc.	162.75	164.45	167.13
Kingston Hydro Corporation			126.64
Peterborough Distribution Inc.	87.58	82.43	108.12
Bluewater Power Distribution			105.79
Lakeland Power Distribution Ltd	109.00	97.15	99.68
Entegrus Powerlines Inc.	71.46	91.53	97.63
Woodstock Hydro Services Inc.	90.94	89.84	97.36
Orangeville Hydro Limited	67.87	72.12	85.78
Lakefront Utilities Inc.	68.09		77.25
Festival Hydro Inc.	73.67	73.53	77.04
Grimsby Power Incorporated	57.33		66.00
Halton Hills Hydro Inc.	111.16	54.97	56.37
St. Thomas Energy Inc.	64.87	65.94	56.09



**ER040** Operating & Maintenance Expense per Customer (\$)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	94.505	96.297	100.988
Median	80.62	86.13	97.50
1st & 3rd quartiles	68.03 & 109.54	72.47 & 95.74	77.09 & 107.54
Range (min, max)	57.33 to 169.34	54.97 to 171.01	56.09 to 192.95
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	179.66	221.29	211.99
Kenora Hydro Electric			119.74
Niagara-on-the-Lake Hydro Inc.	106.41	94.50	101.79
Count	2	2	3
Average	143.035	157.895	144.507
Median	143.03	157.89	119.74
1st & 3rd quartiles	124.72 & 161.35	126.19 & 189.59	110.77 & 165.87
Range (min, max)	106.41 to 179.66	94.50 to 221.29	101.79 to 211.99
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	90.019	90.593	96.356
Median	83.19	81.00	92.25
1st & 3rd quartiles	67.39 & 99.80	65.38 & 96.81	71.45 & 107.85
Range (min, max)	53.23 to 179.66	50.07 to 221.29	43.44 to 211.99



**ER050** Operating & Maintenance Expense per MWh Sold (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Oakville Hydro Electricity	3.78	4.05	4.40
Kitchener-Wilmot Hydro Inc.	3.66	3.66	4.34
Whitby Hydro Electric	4.45	4.21	4.18
Burlington Hydro Inc.	3.89	3.69	4.17
Horizon Utilities Corporation	4.62	3.65	4.05
Waterloo North Hydro Inc.	3.40	3.37	3.23
PowerStream Inc.	3.00	2.51	2.86
Veridian Connections Inc.	2.64	2.59	2.77
Hydro Ottawa Limited	2.19	2.32	2.51
Cambridge and North Dumfries	2.38	2.35	2.51
Hydro One Brampton Networks	1.87	1.78	2.07
EnWin Utilities Ltd.	2.05	1.83	1.63
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>3.161</b>	<b>3.001</b>	<b>3.227</b>
<b>Median</b>	<b>3.20</b>	<b>2.98</b>	<b>3.04</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.33 &amp; 3.81</b>	<b>2.34 &amp; 3.67</b>	<b>2.51 &amp; 4.17</b>
<b>Range (min, max)</b>	<b>1.87 to 4.62</b>	<b>1.78 to 4.21</b>	<b>1.63 to 4.40</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	9.32	8.77	9.81
PUC Distribution Inc.	7.55	7.91	7.83
Kingston Hydro Corporation			4.77
Lakeland Power Distribution Ltd	4.82	4.55	4.68
Peterborough Distribution Inc.	3.83	3.62	4.31
Woodstock Hydro Services Inc.	3.65	3.50	3.79
Orangeville Hydro Limited	3.12	3.30	3.77
Grimsby Power Incorporated	3.21		3.76
Bluewater Power Distribution			3.73
Entegrus Powerlines Inc.	3.28	4.66	3.70
Lakefront Utilities Inc.	2.48		3.22
St. Thomas Energy Inc.	3.65	3.64	3.13
Festival Hydro Inc.	2.63	2.53	2.65
Halton Hills Hydro Inc.	5.27	2.27	2.45



**ER050** Operating & Maintenance Expense per MWh Sold (\$)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	4.401	4.475	4.400
Median	3.65	3.63	3.76
1st & 3rd quartiles	3.19 & 4.93	3.35 & 4.63	3.34 & 4.59
Range (min, max)	2.48 to 9.32	2.27 to 8.77	2.45 to 9.81
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	6.78	8.07	8.00
Kenora Hydro Electric			5.98
Niagara-on-the-Lake Hydro Inc.	4.84	4.17	4.44
Count	2	2	3
Average	5.810	6.120	6.140
Median	5.81	6.12	5.98
1st & 3rd quartiles	5.32 & 6.29	5.14 & 7.09	5.21 & 6.99
Range (min, max)	4.84 to 6.78	4.17 to 8.07	4.44 to 8.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	3.937	3.875	4.094
Median	3.65	3.63	3.77
1st & 3rd quartiles	2.73 & 4.58	2.52 & 4.18	2.86 & 4.40
Range (min, max)	1.87 to 9.32	1.78 to 8.77	1.63 to 9.81



**ER060** Billing and Collection Expense per Customer (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	52.19	51.37	52.70
Veridian Connections Inc.	49.89	49.03	46.49
Waterloo North Hydro Inc.	45.95	41.54	41.97
Hydro One Brampton Networks	37.38	35.02	38.54
PowerStream Inc.	31.06	36.29	37.26
Hydro Ottawa Limited	34.56	30.40	36.02
Horizon Utilities Corporation	35.38	34.23	34.99
Kitchener-Wilmot Hydro Inc.	32.04	31.17	32.40
Burlington Hydro Inc.	32.83	37.27	30.86
Cambridge and North Dumfries	23.25	21.03	28.94
Oakville Hydro Electricity	22.59	25.63	20.76
EnWin Utilities Ltd.	14.89	7.66	14.97
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>34.334</b>	<b>33.387</b>	<b>34.658</b>
<b>Median</b>	<b>33.70</b>	<b>34.63</b>	<b>35.50</b>
<b>1st &amp; 3rd quartiles</b>	<b>29.10 &amp; 39.52</b>	<b>29.21 &amp; 38.34</b>	<b>30.38 &amp; 39.40</b>
<b>Range (min, max)</b>	<b>14.89 to 52.19</b>	<b>7.66 to 51.37</b>	<b>14.97 to 52.70</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	49.08	54.67	72.68
Lakeland Power Distribution Ltd	64.39	67.80	67.80
St. Thomas Energy Inc.	61.34	54.55	59.69
Peterborough Distribution Inc.	61.28	52.85	58.30
Orangeville Hydro Limited	44.30	46.18	55.70
Haldimand County Hydro Inc.	64.17	60.61	53.39
Festival Hydro Inc.	40.70	44.07	46.85
Grimsby Power Incorporated	46.05		46.64
Bluewater Power Distribution			46.25
Lakefront Utilities Inc.	43.02		43.96
Halton Hills Hydro Inc.	38.03	52.33	41.90
Woodstock Hydro Services Inc.	36.95	37.73	41.21
PUC Distribution Inc.	31.69	36.30	33.76
Kingston Hydro Corporation			30.76





**ER060** Billing and Collection Expense per Customer (\$)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	48.417	50.709	49.921
Median	45.18	52.59	46.74
1st & 3rd quartiles	40.03 & 61.29	44.60 & 54.64	42.41 & 57.65
Range (min, max)	31.69 to 64.39	36.30 to 67.80	30.76 to 72.68
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	139.53	112.65	96.99
Kenora Hydro Electric			90.82
Niagara-on-the-Lake Hydro Inc.	40.44	42.76	50.14
Count	2	2	3
Average	89.985	77.705	79.317
Median	89.99	77.70	90.82
1st & 3rd quartiles	65.21 & 114.76	60.23 & 95.18	70.48 & 93.90
Range (min, max)	40.44 to 139.53	42.76 to 112.65	50.14 to 96.99
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	45.115	44.298	46.646
Median	40.57	42.15	43.96
1st & 3rd quartiles	33.26 & 49.68	34.82 & 52.46	34.99 & 53.39
Range (min, max)	14.89 to 139.53	7.66 to 112.65	14.97 to 96.99



**ER070** Billing and Collection Expense per MWh Sold (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	2.43	2.37	2.44
Veridian Connections Inc.	2.24	2.18	2.10
Horizon Utilities Corporation	1.75	1.60	1.71
Kitchener-Wilmot Hydro Inc.	1.49	1.43	1.52
PowerStream Inc.	1.24	1.43	1.49
Waterloo North Hydro Inc.	1.64	1.45	1.47
Hydro Ottawa Limited	1.35	1.20	1.45
Hydro One Brampton Networks	1.32	1.20	1.35
Burlington Hydro Inc.	1.26	1.40	1.16
Cambridge and North Dumfries	0.82	0.73	1.00
Oakville Hydro Electricity	0.92	1.02	0.85
EnWin Utilities Ltd.	0.57	0.28	0.56
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1.419</b>	<b>1.358</b>	<b>1.425</b>
<b>Median</b>	<b>1.33</b>	<b>1.41</b>	<b>1.46</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.16 &amp; 1.67</b>	<b>1.16 &amp; 1.49</b>	<b>1.12 &amp; 1.57</b>
<b>Range (min, max)</b>	<b>0.57 to 2.43</b>	<b>0.28 to 2.37</b>	<b>0.56 to 2.44</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
St. Thomas Energy Inc.	3.46	3.02	3.33
Lakeland Power Distribution Ltd	2.84	3.17	3.18
Entegrus Powerlines Inc.	2.25	2.78	2.75
Haldimand County Hydro Inc.	3.53	3.11	2.71
Grimsby Power Incorporated	2.58		2.65
Orangeville Hydro Limited	2.04	2.11	2.45
Peterborough Distribution Inc.	2.68	2.32	2.32
Lakefront Utilities Inc.	1.57		1.83
Halton Hills Hydro Inc.	1.80	2.16	1.82
Bluewater Power Distribution			1.63
Festival Hydro Inc.	1.45	1.51	1.61
Woodstock Hydro Services Inc.	1.48	1.47	1.60
PUC Distribution Inc.	1.47	1.75	1.58
Kingston Hydro Corporation			1.16



**ER070** Billing and Collection Expense per MWh Sold (\$)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	2.263	2.340	2.187
Median	2.15	2.24	2.08
1st & 3rd quartiles	1.55 & 2.72	1.84 & 2.96	1.61 & 2.70
Range (min, max)	1.45 to 3.53	1.47 to 3.17	1.16 to 3.33
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			4.53
Sioux Lookout Hydro Inc.	5.27	4.11	3.66
Niagara-on-the-Lake Hydro Inc.	1.84	1.89	2.19
Count	2	2	3
Average	3.555	3.000	3.460
Median	3.55	3.00	3.66
1st & 3rd quartiles	2.69 & 4.41	2.44 & 3.55	2.93 & 4.10
Range (min, max)	1.84 to 5.27	1.89 to 4.11	2.19 to 4.53
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	1.973	1.904	2.003
Median	1.70	1.67	1.71
1st & 3rd quartiles	1.38 & 2.39	1.42 & 2.34	1.47 & 2.45
Range (min, max)	0.57 to 5.27	0.28 to 4.11	0.56 to 4.53



**ER080** Administration Expense per Customer (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	165.96	193.53	202.43
Cambridge and North Dumfries	105.93	99.30	105.61
PowerStream Inc.	81.31	76.90	82.63
Burlington Hydro Inc.	73.70	82.14	81.47
Hydro Ottawa Limited	69.60	78.19	76.59
Oakville Hydro Electricity	45.78	45.14	73.77
Veridian Connections Inc.	83.15	74.68	70.87
Whitby Hydro Electric	68.23	80.62	70.46
Horizon Utilities Corporation	49.94	51.69	55.38
Hydro One Brampton Networks	62.92	54.92	50.55
Waterloo North Hydro Inc.	45.90	52.39	47.31
Kitchener-Wilmot Hydro Inc.	47.60	28.44	27.78
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>75.002</b>	<b>76.495</b>	<b>78.738</b>
<b>Median</b>	<b>68.91</b>	<b>75.79</b>	<b>72.32</b>
<b>1st &amp; 3rd quartiles</b>	<b>49.35 &amp; 81.77</b>	<b>52.21 &amp; 81.00</b>	<b>54.17 &amp; 81.76</b>
<b>Range (min, max)</b>	<b>45.78 to 165.96</b>	<b>28.44 to 193.53</b>	<b>27.78 to 202.43</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			147.09
Halton Hills Hydro Inc.	73.04	98.93	125.14
Lakeland Power Distribution Ltd	125.86	143.47	122.86
Woodstock Hydro Services Inc.	96.23	105.61	119.98
Orangeville Hydro Limited	99.07	112.91	117.99
Lakefront Utilities Inc.	90.29		109.10
St. Thomas Energy Inc.	73.12	78.05	108.45
Haldimand County Hydro Inc.	90.59	85.03	93.81
Grimsby Power Incorporated	68.21		86.67
Entegrus Powerlines Inc.	53.63	67.37	74.71
PUC Distribution Inc.	51.24	64.67	74.45
Festival Hydro Inc.	70.25	84.39	73.83
Kingston Hydro Corporation			57.92
Peterborough Distribution Inc.	39.71	45.68	48.44



**ER080** Administration Expense per Customer (\$)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	77.603	88.611	97.174
Median	73.08	84.71	101.13
1st & 3rd quartiles	64.56 & 92.00	70.04 & 103.94	74.52 & 119.48
Range (min, max)	39.71 to 125.86	45.68 to 143.47	48.44 to 147.09
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			149.02
Sioux Lookout Hydro Inc.	97.96	91.84	115.00
Niagara-on-the-Lake Hydro Inc.	83.70	87.10	84.67
Count	2	2	3
Average	90.830	89.470	116.230
Median	90.83	89.47	115.00
1st & 3rd quartiles	87.27 & 94.39	88.29 & 90.66	99.84 & 132.01
Range (min, max)	83.70 to 97.96	87.10 to 91.84	84.67 to 149.02
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	77.420	82.625	91.517
Median	73.08	79.40	82.63
1st & 3rd quartiles	55.95 & 90.51	62.23 & 93.61	70.87 & 115.00
Range (min, max)	39.71 to 165.96	28.44 to 193.53	27.78 to 202.43



**ER090** Administration Expense per MWh Sold (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	6.38	7.07	7.61
Cambridge and North Dumfries	3.75	3.45	3.64
PowerStream Inc.	3.26	3.03	3.31
Whitby Hydro Electric	3.18	3.72	3.27
Veridian Connections Inc.	3.74	3.31	3.20
Hydro Ottawa Limited	2.72	3.09	3.08
Burlington Hydro Inc.	2.83	3.08	3.06
Oakville Hydro Electricity	1.86	1.80	3.01
Horizon Utilities Corporation	2.47	2.42	2.71
Hydro One Brampton Networks	2.21	1.89	1.77
Waterloo North Hydro Inc.	1.64	1.83	1.65
Kitchener-Wilmot Hydro Inc.	2.21	1.31	1.31
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>3.021</b>	<b>3.000</b>	<b>3.135</b>
<b>Median</b>	<b>2.78</b>	<b>3.06</b>	<b>3.07</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.21 &amp; 3.38</b>	<b>1.87 &amp; 3.35</b>	<b>2.48 &amp; 3.28</b>
<b>Range (min, max)</b>	<b>1.64 to 6.38</b>	<b>1.31 to 7.07</b>	<b>1.31 to 7.61</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
St. Thomas Energy Inc.	4.12	4.31	6.05
Lakeland Power Distribution Ltd	5.56	6.72	5.77
Halton Hills Hydro Inc.	3.46	4.09	5.44
Bluewater Power Distribution			5.18
Orangeville Hydro Limited	4.56	5.16	5.18
Grimsby Power Incorporated	3.82		4.93
Haldimand County Hydro Inc.	4.99	4.36	4.77
Woodstock Hydro Services Inc.	3.86	4.11	4.67
Lakefront Utilities Inc.	3.29		4.55
PUC Distribution Inc.	2.38	3.11	3.49
Entegrus Powerlines Inc.	2.46	3.43	2.83
Festival Hydro Inc.	2.51	2.90	2.54
Kingston Hydro Corporation			2.18
Peterborough Distribution Inc.	1.74	2.01	1.93



**ER090** Administration Expense per MWh Sold (\$)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	3.563	4.020	4.251
Median	3.64	4.10	4.72
1st & 3rd quartiles	2.50 & 4.23	3.19 & 4.35	3.00 & 5.18
Range (min, max)	1.74 to 5.56	2.01 to 6.72	1.93 to 6.05
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			7.44
Sioux Lookout Hydro Inc.	3.70	3.35	4.34
Niagara-on-the-Lake Hydro Inc.	3.80	3.84	3.70
Count	2	2	3
Average	3.750	3.595	5.160
Median	3.75	3.60	4.34
1st & 3rd quartiles	3.72 & 3.78	3.47 & 3.72	4.02 & 5.89
Range (min, max)	3.70 to 3.80	3.35 to 3.84	3.70 to 7.44
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	3.327	3.475	3.883
Median	3.28	3.33	3.49
1st & 3rd quartiles	2.46 & 3.82	2.78 & 4.10	2.83 & 4.93
Range (min, max)	1.64 to 6.38	1.31 to 7.07	1.31 to 7.61



**ER120** Cost per Customer Read for Meters

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kitchener-Wilmot Hydro Inc.	0.92	0.69	4.10
Waterloo North Hydro Inc.	0.97	0.80	3.18
Hydro One Brampton Networks	0.44	0.19	2.28
Oakville Hydro Electricity	1.25	1.48	1.71
Cambridge and North Dumfries	1.66	1.27	1.15
Whitby Hydro Electric	0.98	1.03	1.11
PowerStream Inc.	1.13	1.78	0.94
Hydro Ottawa Limited	2.74	7.78	0.85
Veridian Connections Inc.	0.50	0.81	0.81
EnWin Utilities Ltd.	0.68	0.68	0.67
Horizon Utilities Corporation	0.46		0.56
Burlington Hydro Inc.	1.00	0.89	0.54
<b>Count</b>	<b>12</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>1.061</b>	<b>1.582</b>	<b>1.492</b>
<b>Median</b>	<b>0.97</b>	<b>0.89</b>	<b>1.03</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.63 &amp; 1.16</b>	<b>0.74 &amp; 1.37</b>	<b>0.78 &amp; 1.85</b>
<b>Range (min, max)</b>	<b>0.44 to 2.74</b>	<b>0.19 to 7.78</b>	<b>0.54 to 4.10</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Grimsby Power Incorporated	0.57		5.32
Kingston Hydro Corporation			4.60
Orangeville Hydro Limited	0.86	0.79	0.84
Lakeland Power Distribution Ltd	1.04	1.08	0.82
Woodstock Hydro Services Inc.	0.73	0.64	0.68
PUC Distribution Inc.	0.52	0.48	0.64
Haldimand County Hydro Inc.	1.12	1.16	0.62
Festival Hydro Inc.	0.72	0.55	0.53
Bluewater Power Distribution			0.49
St. Thomas Energy Inc.	0.66	0.71	0.41
Peterborough Distribution Inc.	0.67	0.51	0.40
Halton Hills Hydro Inc.	1.11		
<b>Count</b>	<b>10</b>	<b>8</b>	<b>11</b>
<b>Average</b>	<b>0.800</b>	<b>0.740</b>	<b>1.395</b>
<b>Median</b>	<b>0.73</b>	<b>0.67</b>	<b>0.64</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.66 &amp; 0.99</b>	<b>0.54 &amp; 0.86</b>	<b>0.51 &amp; 0.83</b>
<b>Range (min, max)</b>	<b>0.52 to 1.12</b>	<b>0.48 to 1.16</b>	<b>0.40 to 5.32</b>





**ER120** Cost per Customer Read for Meters

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	1.03	1.02	5.61
Kenora Hydro Electric			1.51
Sioux Lookout Hydro Inc.	2.13	2.18	1.47
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>1.580</b>	<b>1.600</b>	<b>2.863</b>
<b>Median</b>	<b>1.58</b>	<b>1.60</b>	<b>1.51</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.31 &amp; 1.86</b>	<b>1.31 &amp; 1.89</b>	<b>1.49 &amp; 3.56</b>
<b>Range (min, max)</b>	<b>1.03 to 2.13</b>	<b>1.02 to 2.18</b>	<b>1.47 to 5.61</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>21</b>	<b>26</b>
<b>Average</b>	<b>0.995</b>	<b>1.263</b>	<b>1.609</b>
<b>Median</b>	<b>0.94</b>	<b>0.81</b>	<b>0.85</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.67 &amp; 1.11</b>	<b>0.68 &amp; 1.16</b>	<b>0.63 &amp; 1.66</b>
<b>Range (min, max)</b>	<b>0.44 to 2.74</b>	<b>0.19 to 7.78</b>	<b>0.40 to 5.61</b>



**ER110** Customer Density (Per Square Kilometer)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	708.5	710.1	711.6
Horizon Utilities Corporation	551.5	555.3	557.4
Hydro One Brampton Networks	487.1	499.0	512.7
Oakville Hydro Electricity	439.8	443.2	449.8
PowerStream Inc.	397.8	407.4	416.5
Burlington Hydro Inc.	338.1	342.0	344.9
Hydro Ottawa Limited	268.2	272.4	276.6
Whitby Hydro Electric	264.6	268.3	272.8
Kitchener-Wilmot Hydro Inc.	210.9	214.4	217.7
Veridian Connections Inc.	174.3	176.5	180.5
Cambridge and North Dumfries	165.7	168.2	170.5
Waterloo North Hydro Inc.	76.0	77.3	78.3
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>340.21</b>	<b>344.51</b>	<b>349.11</b>
<b>Median</b>	<b>303.1</b>	<b>307.2</b>	<b>310.7</b>
<b>1st &amp; 3rd quartiles</b>	<b>201.7 &amp; 451.6</b>	<b>205.0 &amp; 457.2</b>	<b>208.4 &amp; 465.5</b>
<b>Range (min, max)</b>	<b>76.0 to 708.5</b>	<b>77.3 to 710.1</b>	<b>78.3 to 711.6</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kingston Hydro Corporation			842.9
Orangeville Hydro Limited	658.9	667.0	664.1
Woodstock Hydro Services Inc.	511.8	524.6	524.9
Peterborough Distribution Inc.	543.8	558.4	517.4
St. Thomas Energy Inc.	493.6	499.2	502.3
Festival Hydro Inc.	435.6	447.1	444.2
Entegrus Powerlines Inc.	457.4	459.3	369.6
Lakefront Utilities Inc.	351.0		360.0
Bluewater Power Distribution			179.8
Grimsby Power Incorporated	150.4		150.8
PUC Distribution Inc.	95.9	96.1	96.3
Halton Hills Hydro Inc.	83.3	84.6	77.0
Lakeland Power Distribution Ltd	65.5	66.2	67.3
Haldimand County Hydro Inc.	17.1	17.2	17.3



**ER110** Customer Density (Per Square Kilometer)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	322.03	341.97	343.85
Median	393.3	453.2	364.8
1st & 3rd quartiles	92.8 & 498.2	87.5 & 518.2	109.9 & 513.6
Range (min, max)	17.1 to 658.9	17.2 to 667.0	17.3 to 842.9
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			232.3
Niagara-on-the-Lake Hydro Inc.	59.3	59.3	60.3
Sioux Lookout Hydro Inc.	5.1	5.1	5.1
Count	2	2	3
Average	32.20	32.20	99.23
Median	32.2	32.2	60.3
1st & 3rd quartiles	18.6 & 45.7	18.7 & 45.8	32.7 & 146.3
Range (min, max)	5.1 to 59.3	5.1 to 59.3	5.1 to 232.3
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	308.12	317.43	320.72
Median	303.1	307.2	276.6
1st & 3rd quartiles	109.6 & 479.7	93.2 & 499.0	150.8 & 502.3
Range (min, max)	5.1 to 708.5	5.1 to 710.1	5.1 to 842.9



**ER010** System Unit Cost of Power (\$)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	0.077	0.079	0.089
Burlington Hydro Inc.	0.078	0.082	0.088
Hydro One Brampton Networks	0.077	0.082	0.087
Oakville Hydro Electricity	0.068	0.082	0.087
Horizon Utilities Corporation	0.076	0.082	0.087
Hydro Ottawa Limited	0.075	0.081	0.086
PowerStream Inc.	0.075	0.080	0.086
Kitchener-Wilmot Hydro Inc.	0.080	0.083	0.086
Waterloo North Hydro Inc.	0.057	0.062	0.084
EnWin Utilities Ltd.	0.068	0.079	0.082
Cambridge and North Dumfries	0.062	0.065	0.071
Whitby Hydro Electric	0.062	0.067	0.067
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.0713</b>	<b>0.0770</b>	<b>0.0833</b>
<b>Median</b>	<b>0.075</b>	<b>0.080</b>	<b>0.086</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.067 &amp; 0.077</b>	<b>0.076 &amp; 0.082</b>	<b>0.084 &amp; 0.087</b>
<b>Range (min, max)</b>	<b>0.057 to 0.080</b>	<b>0.062 to 0.083</b>	<b>0.067 to 0.089</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	0.080	0.084	0.090
Festival Hydro Inc.	0.077	0.081	0.088
Lakefront Utilities Inc.	0.032		0.088
Halton Hills Hydro Inc.	0.079	0.080	0.087
Entegrus Powerlines Inc.	0.077	0.083	0.086
Lakeland Power Distribution Ltd	0.077	0.079	0.085
Orangeville Hydro Limited	0.076	0.080	0.085
Kingston Hydro Corporation			0.083
Grimsby Power Incorporated	0.077		0.083
PUC Distribution Inc.	0.069	0.075	0.082
Peterborough Distribution Inc.	0.073	0.077	0.081
St. Thomas Energy Inc.	0.061	0.065	0.071
Bluewater Power Distribution			0.058
Woodstock Hydro Services Inc.	0.076	0.064	0.047



**ER010** System Unit Cost of Power (\$)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.0712	0.0768	0.0796
Median	0.076	0.079	0.084
1st & 3rd quartiles	0.072 & 0.077	0.076 & 0.081	0.081 & 0.087
Range (min, max)	0.032 to 0.080	0.064 to 0.084	0.047 to 0.090
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0.071	0.078	0.083
Kenora Hydro Electric			0.083
Sioux Lookout Hydro Inc.	0.046	0.069	0.081
Count	2	2	3
Average	0.0585	0.0735	0.0823
Median	0.058	0.074	0.083
1st & 3rd quartiles	0.052 & 0.065	0.072 & 0.076	0.082 & 0.083
Range (min, max)	0.046 to 0.071	0.069 to 0.078	0.081 to 0.083
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	0.0702	0.0766	0.0814
Median	0.076	0.079	0.085
1st & 3rd quartiles	0.068 & 0.077	0.074 & 0.082	0.082 & 0.087
Range (min, max)	0.032 to 0.080	0.062 to 0.084	0.047 to 0.090



**ER140** Inventory Turnover Ratio

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks	9.48	7.15	6.05
EnWin Utilities Ltd.	0.00	2.62	3.27
Veridian Connections Inc.	3.32	3.24	2.98
Oakville Hydro Electricity	2.33	3.22	2.67
Horizon Utilities Corporation	1.54	3.16	2.62
Waterloo North Hydro Inc.	2.27	2.30	2.44
Hydro Ottawa Limited	2.23	1.57	2.22
Kitchener-Wilmot Hydro Inc.	0.94	1.18	1.64
Cambridge and North Dumfries	1.69	1.70	1.32
Whitby Hydro Electric	1.40	0.28	1.14
Burlington Hydro Inc.	2.85	2.06	1.14
PowerStream Inc.	0.60	0.38	0.28
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>2.388</b>	<b>2.405</b>	<b>2.314</b>
<b>Median</b>	<b>1.96</b>	<b>2.18</b>	<b>2.33</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.29 &amp; 2.46</b>	<b>1.47 &amp; 3.18</b>	<b>1.28 &amp; 2.74</b>
<b>Range (min, max)</b>	<b>0.00 to 9.48</b>	<b>0.28 to 7.15</b>	<b>0.28 to 6.05</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.	1.66	8.05	7.85
Orangeville Hydro Limited	2.30	5.01	4.51
Grimsby Power Incorporated	2.66		2.99
Lakeland Power Distribution Ltd	7.29	4.93	2.98
Haldimand County Hydro Inc.	1.66	2.25	2.06
Halton Hills Hydro Inc.	1.83	0.00	1.84
Entegrus Powerlines Inc.	1.58	2.05	1.70
Woodstock Hydro Services Inc.	2.02	1.77	1.61
PUC Distribution Inc.	1.25	1.59	1.18
Bluewater Power Distribution			1.13
Peterborough Distribution Inc.	1.33	1.16	0.96
Lakefront Utilities Inc.	2.26		0.94
Kingston Hydro Corporation			0.00



**ER140** Inventory Turnover Ratio

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	9	13
Average	2.349	2.979	2.288
Median	1.83	2.05	1.70
1st & 3rd quartiles	1.62 & 2.28	1.59 & 4.93	1.13 & 2.98
Range (min, max)	1.25 to 7.29	0.00 to 8.05	0.00 to 7.85
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	2.14	2.42	1.87
Niagara-on-the-Lake Hydro Inc.	1.57	3.98	1.36
Kenora Hydro Electric			0.81
Count	2	2	3
Average	1.855	3.200	1.347
Median	1.85	3.20	1.36
1st & 3rd quartiles	1.71 & 2.00	2.81 & 3.59	1.09 & 1.62
Range (min, max)	1.57 to 2.14	2.42 to 3.98	0.81 to 1.87
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	23	28
Average	2.328	2.699	2.199
Median	1.83	2.25	1.77
1st & 3rd quartiles	1.54 & 2.30	1.58 & 3.23	1.14 & 2.74
Range (min, max)	0.00 to 9.48	0.00 to 8.05	0.00 to 7.85



**ER150** Controllable Cost per Circuit km of Line

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	17,111.94	18,390.37	18,834.47
Horizon Utilities Corporation	11,011.74	10,856.67	11,591.59
Hydro Ottawa Limited	8,444.11	9,059.97	9,319.42
Cambridge and North Dumfries	8,731.99	8,613.24	9,202.04
Burlington Hydro Inc.	8,149.12	8,446.28	8,963.34
Oakville Hydro Electricity	7,159.67	7,656.53	8,768.87
PowerStream Inc.	7,462.16	7,513.24	8,211.75
Veridian Connections Inc.	9,425.33	8,462.91	8,108.72
Whitby Hydro Electric	7,968.36	8,300.05	7,957.68
Hydro One Brampton Networks	6,893.12	6,514.12	7,526.07
Kitchener-Wilmot Hydro Inc.	6,561.65	6,487.21	7,083.68
Waterloo North Hydro Inc.	6,096.82	6,341.74	6,134.08
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>8,751.334</b>	<b>8,886.861</b>	<b>9,308.476</b>
<b>Median</b>	<b>8,058.74</b>	<b>8,373.16</b>	<b>8,490.31</b>
<b>1st &amp; 3rd quartiles</b>	<b>7,093.03 &amp; 8,905.33</b>	<b>7,263.46 &amp; 8,724.92</b>	<b>7,849.77 &amp; 9,231.38</b>
<b>Range (min, max)</b>	<b>6,096.82 to 17,111.94</b>	<b>6,341.74 to 18,390.37</b>	<b>6,134.08 to 18,834.47</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakefront Utilities Inc.	16,481.88		19,348.43
Orangeville Hydro Limited	13,654.14	14,906.54	15,775.59
Woodstock Hydro Services Inc.	13,461.17	14,014.28	15,512.46
St. Thomas Energy Inc.	12,971.42	17,257.87	14,151.41
Bluewater Power Distribution			13,814.75
Festival Hydro Inc.	12,354.25	13,060.08	13,331.75
Peterborough Distribution Inc.	11,508.13	11,231.88	12,384.47
PUC Distribution Inc.	10,935.75	11,705.55	12,151.86
Entegrus Powerlines Inc.	6,909.30	7,462.78	9,192.28
Grimsby Power Incorporated	9,930.36		8,594.75
Lakeland Power Distribution Ltd	8,026.99	8,177.95	8,363.43
Haldimand County Hydro Inc.	4,026.82	3,978.59	4,210.69
Halton Hills Hydro Inc.	3,762.50		3,255.92
Kingston Hydro Corporation			0.00





**ER150** Controllable Cost per Circuit km of Line

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	9	14
Average	10,335.226	11,310.613	10,720.556
Median	11,221.94	11,705.55	12,268.17
1st & 3rd quartiles	7,747.57 & 13,093.86	8,177.95 & 14,014.28	8,421.26 & 14,067.24
Range (min, max)	3,762.50 to 16,481.88	3,978.59 to 17,257.87	0.00 to 19,348.43
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			21,870.93
Niagara-on-the-Lake Hydro Inc.	5,455.72	5,266.73	5,418.10
Sioux Lookout Hydro Inc.	5,250.35	5,452.94	4,286.28
Count	2	2	3
Average	5,353.035	5,359.835	10,525.103
Median	5,353.03	5,359.83	5,418.10
1st & 3rd quartiles	5,301.69 & 5,404.37	5,313.28 & 5,406.39	4,852.19 & 13,644.52
Range (min, max)	5,250.35 to 5,455.72	5,266.73 to 5,452.94	4,286.28 to 21,870.93
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	23	29
Average	9,220.953	9,528.588	10,116.028
Median	8,296.62	8,446.28	8,963.34
1st & 3rd quartiles	6,897.16 & 11,384.03	6,988.45 & 11,468.71	7,526.07 & 13,331.75
Range (min, max)	3,762.50 to 17,111.94	3,978.59 to 18,390.37	0.00 to 21,870.93



**ER160** Asset Efficiency

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Burlington Hydro Inc.	1.13	1.16	1.19
Hydro Ottawa Limited	1.07	1.09	1.14
Hydro One Brampton Networks	1.10	1.14	1.13
Veridian Connections Inc.	1.09	1.11	1.12
Cambridge and North Dumfries	0.94	1.04	1.10
EnWin Utilities Ltd.	0.94	1.02	1.03
Oakville Hydro Electricity	0.79	0.98	0.99
PowerStream Inc.	0.81	0.88	0.92
Whitby Hydro Electric	0.92	0.98	0.92
Kitchener-Wilmot Hydro Inc.	0.76	0.86	0.86
Waterloo North Hydro Inc.	0.81	0.93	0.85
Horizon Utilities Corporation	1.10	1.09	0.85
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.955</b>	<b>1.023</b>	<b>1.008</b>
<b>Median</b>	<b>0.94</b>	<b>1.03</b>	<b>1.01</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.81 &amp; 1.10</b>	<b>0.97 &amp; 1.10</b>	<b>0.90 &amp; 1.12</b>
<b>Range (min, max)</b>	<b>0.76 to 1.13</b>	<b>0.86 to 1.16</b>	<b>0.85 to 1.19</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakefront Utilities Inc.	1.19		1.52
Festival Hydro Inc.	1.31	1.31	1.38
Kingston Hydro Corporation			1.32
Orangeville Hydro Limited	1.16	1.15	1.19
Grimsby Power Incorporated	1.25		1.12
St. Thomas Energy Inc.	1.18	1.08	1.09
Entegrus Powerlines Inc.	0.95	1.02	1.09
Bluewater Power Distribution			1.06
Halton Hills Hydro Inc.	0.94	0.99	1.06
Lakeland Power Distribution Ltd	1.09	1.07	1.01
Haldimand County Hydro Inc.	0.91	1.00	0.97
PUC Distribution Inc.	0.95	0.96	0.95
Peterborough Distribution Inc.	0.94	0.77	0.91
Woodstock Hydro Services Inc.	0.89	0.91	0.86



**ER160** Asset Efficiency

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	1.063	1.026	1.109
Median	1.02	1.01	1.08
1st & 3rd quartiles	0.94 & 1.18	0.97 & 1.08	0.98 & 1.18
Range (min, max)	0.89 to 1.31	0.77 to 1.31	0.86 to 1.52
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	0.64	0.88	0.99
Kenora Hydro Electric			0.93
Niagara-on-the-Lake Hydro Inc.	0.69	0.72	0.72
Count	2	2	3
Average	0.665	0.800	0.880
Median	0.66	0.80	0.93
1st & 3rd quartiles	0.65 & 0.68	0.76 & 0.84	0.83 & 0.96
Range (min, max)	0.64 to 0.69	0.72 to 0.88	0.72 to 0.99
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	0.983	1.006	1.044
Median	0.94	1.01	1.03
1st & 3rd quartiles	0.90 & 1.10	0.93 & 1.09	0.92 & 1.12
Range (min, max)	0.64 to 1.31	0.72 to 1.31	0.72 to 1.52



**SR010** System Average Interruption Duration Index (SAIDI)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	0.57	1.01	2.58
Hydro Ottawa Limited	1.49	1.34	2.57
Horizon Utilities Corporation	1.18	1.23	2.25
Veridian Connections Inc.	2.53	0.92	2.22
Kitchener-Wilmot Hydro Inc.	1.41	0.75	1.52
Whitby Hydro Electric	2.25	0.49	1.47
PowerStream Inc.	1.95	0.80	1.19
Burlington Hydro Inc.	1.07	1.12	1.06
Waterloo North Hydro Inc.	1.03	0.79	1.03
Cambridge and North Dumfries	0.52	0.97	0.73
Hydro One Brampton Networks	0.79	0.66	0.72
Oakville Hydro Electricity	0.77	0.74	0.46
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1.297</b>	<b>0.902</b>	<b>1.483</b>
<b>Median</b>	<b>1.12</b>	<b>0.86</b>	<b>1.33</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.78 &amp; 1.61</b>	<b>0.75 &amp; 1.04</b>	<b>0.96 &amp; 2.23</b>
<b>Range (min, max)</b>	<b>0.52 to 2.53</b>	<b>0.49 to 1.34</b>	<b>0.46 to 2.58</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	2.13	2.11	8.43
Haldimand County Hydro Inc.	4.19	2.91	8.28
Bluewater Power Distribution			5.71
Peterborough Distribution Inc.	4.57	2.21	5.59
Orangeville Hydro Limited	0.82	2.82	5.46
Lakeland Power Distribution Ltd	3.37	3.58	4.15
Lakefront Utilities Inc.	1.46		2.19
Grimsby Power Incorporated	0.38		2.07
St. Thomas Energy Inc.	0.27	0.34	1.72
Entegrus Powerlines Inc.	1.65	1.60	1.72
Halton Hills Hydro Inc.	1.80	1.78	1.53
Festival Hydro Inc.	1.74	1.97	1.48
Kingston Hydro Corporation			1.46
Woodstock Hydro Services Inc.	1.63	0.29	0.51



**SR010** System Average Interruption Duration Index (SAIDI)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	2.001	1.961	3.593
Median	1.70	2.04	2.13
1st & 3rd quartiles	1.30 & 2.44	1.64 & 2.66	1.57 & 5.56
Range (min, max)	0.27 to 4.57	0.29 to 3.58	0.51 to 8.43
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0.33	0.06	15.36
Kenora Hydro Electric			9.77
Sioux Lookout Hydro Inc.	0.32	10.94	7.71
Count	2	2	3
Average	0.325	5.500	10.947
Median	0.33	5.50	9.77
1st & 3rd quartiles	0.33 & 0.33	2.78 & 8.22	8.74 & 12.56
Range (min, max)	0.32 to 0.33	0.06 to 10.94	7.71 to 15.36
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	1.547	1.726	3.481
Median	1.43	1.07	2.07
1st & 3rd quartiles	0.77 & 1.91	0.75 & 2.00	1.46 & 5.46
Range (min, max)	0.27 to 4.57	0.06 to 10.94	0.46 to 15.36



**SR020 SAIDI: Loss of Supply**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kitchener-Wilmot Hydro Inc.	0.03	0.03	0.53
Veridian Connections Inc.	0.72	0.15	0.47
Waterloo North Hydro Inc.	0.09	0.04	0.29
Hydro Ottawa Limited	0.45	0.30	0.16
PowerStream Inc.	0.38	0.27	0.15
Hydro One Brampton Networks	0.07	0.20	0.05
Cambridge and North Dumfries	0.01	0.00	0.04
EnWin Utilities Ltd.	0.00	0.00	0.03
Horizon Utilities Corporation	0.49	0.09	0.02
Whitby Hydro Electric	1.57	0.01	0.00
Burlington Hydro Inc.	0.00	0.03	0.00
Oakville Hydro Electricity	0.00	0.00	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>0.318</b>	<b>0.093</b>	<b>0.158</b>
<b>Median</b>	<b>0.08</b>	<b>0.03</b>	<b>0.05</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.01 &amp; 0.46</b>	<b>0.01 &amp; 0.17</b>	<b>0.02 &amp; 0.23</b>
<b>Range (min, max)</b>	<b>0.00 to 1.57</b>	<b>0.00 to 0.30</b>	<b>0.00 to 0.53</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Orangeville Hydro Limited	0.38	1.82	3.93
Bluewater Power Distribution			3.01
Lakeland Power Distribution Ltd	1.43	0.35	2.32
Entegrus Powerlines Inc.	0.97	0.23	0.79
St. Thomas Energy Inc.	0.15	0.00	0.74
Festival Hydro Inc.	1.19	0.12	0.41
Lakefront Utilities Inc.	0.47		0.31
Haldimand County Hydro Inc.	0.31	0.22	0.18
Halton Hills Hydro Inc.	0.23	0.00	0.17
Peterborough Distribution Inc.	0.31	0.11	0.17
Woodstock Hydro Services Inc.	1.05	0.00	0.12
Kingston Hydro Corporation			0.01
Grimsby Power Incorporated	0.00		0.00
PUC Distribution Inc.	0.00	0.00	0.00



**SR020 SAIDI: Loss of Supply**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.541	0.285	0.869
Median	0.34	0.11	0.25
1st & 3rd quartiles	0.21 & 0.99	0.00 & 0.23	0.13 & 0.78
Range (min, max)	0.00 to 1.43	0.00 to 1.82	0.00 to 3.93
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	0.00	10.05	6.01
Kenora Hydro Electric			0.77
Niagara-on-the-Lake Hydro Inc.	0.13	0.00	0.00
Count	2	2	3
Average	0.065	5.025	2.260
Median	0.06	5.03	0.77
1st & 3rd quartiles	0.03 & 0.09	2.51 & 7.54	0.38 & 3.39
Range (min, max)	0.00 to 0.13	0.00 to 10.05	0.00 to 6.01
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	28
Average	0.401	0.584	0.739
Median	0.27	0.06	0.17
1st & 3rd quartiles	0.02 & 0.49	0.00 & 0.22	0.03 & 0.58
Range (min, max)	0.00 to 1.57	0.00 to 10.05	0.00 to 6.01



**SR030 SAIDI: LDC Distribution System**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	0.56	1.01	2.55
Hydro Ottawa Limited	1.04	1.04	2.41
Horizon Utilities Corporation	0.69	1.15	2.23
Veridian Connections Inc.	1.81	0.77	1.75
Whitby Hydro Electric	0.68	0.47	1.47
PowerStream Inc.	1.57	0.53	1.03
Kitchener-Wilmot Hydro Inc.	1.38	0.72	0.99
Burlington Hydro Inc.	1.07	1.09	0.98
Waterloo North Hydro Inc.	0.94	0.75	0.74
Cambridge and North Dumfries	0.51	0.96	0.69
Hydro One Brampton Networks	0.72	0.45	0.67
Oakville Hydro Electricity	0.77	0.73	0.46
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.978</b>	<b>0.806</b>	<b>1.331</b>
<b>Median</b>	<b>0.86</b>	<b>0.76</b>	<b>1.01</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.69 &amp; 1.15</b>	<b>0.67 &amp; 1.02</b>	<b>0.73 &amp; 1.87</b>
<b>Range (min, max)</b>	<b>0.51 to 1.81</b>	<b>0.45 to 1.15</b>	<b>0.46 to 2.55</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	3.88	2.69	8.09
Peterborough Distribution Inc.	4.26	2.10	5.42
PUC Distribution Inc.	2.13	2.11	2.92
Bluewater Power Distribution			2.70
Grimsby Power Incorporated	0.38		2.07
Lakefront Utilities Inc.	0.98		1.88
Lakeland Power Distribution Ltd	1.94	3.24	1.83
Orangeville Hydro Limited	0.44	1.00	1.53
Kingston Hydro Corporation			1.45
Halton Hills Hydro Inc.	1.57	1.78	1.36
Festival Hydro Inc.	0.55	1.85	1.07
Entegrus Powerlines Inc.	0.68	1.36	1.01
St. Thomas Energy Inc.	0.13	0.34	0.99
Woodstock Hydro Services Inc.	0.58	0.29	0.39





**SR030 SAIDI: LDC Distribution System**

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	1.460	1.676	2.336
Median	0.83	1.81	1.68
1st & 3rd quartiles	0.52 & 1.99	1.09 & 2.11	1.14 & 2.54
Range (min, max)	0.13 to 4.26	0.29 to 3.24	0.39 to 8.09
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0.21	0.06	15.36
Kenora Hydro Electric			9.00
Sioux Lookout Hydro Inc.	0.32	0.89	1.70
Count	2	2	3
Average	0.265	0.475	8.687
Median	0.27	0.47	9.00
1st & 3rd quartiles	0.24 & 0.29	0.27 & 0.68	5.35 & 12.18
Range (min, max)	0.21 to 0.32	0.06 to 0.89	1.70 to 15.36
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	1.146	1.141	2.577
Median	0.74	0.98	1.53
1st & 3rd quartiles	0.55 & 1.52	0.67 & 1.47	0.99 & 2.41
Range (min, max)	0.13 to 4.26	0.06 to 3.24	0.39 to 15.36



**SR040** (CAIDI) Customer Average Interruption Duration Index

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	1.30	0.97	1.54
Horizon Utilities Corporation	0.65	0.69	1.29
Kitchener-Wilmot Hydro Inc.	0.84	0.58	1.14
Waterloo North Hydro Inc.	1.01	0.87	1.11
Burlington Hydro Inc.	0.92	0.66	1.06
PowerStream Inc.	1.60	0.88	0.98
Veridian Connections Inc.	1.03	0.58	0.93
EnWin Utilities Ltd.	0.47	0.55	0.91
Whitby Hydro Electric	1.43	0.79	0.91
Hydro One Brampton Networks	0.62	0.45	0.61
Cambridge and North Dumfries	0.53	1.14	0.52
Oakville Hydro Electricity	0.49	0.65	0.45
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.908</b>	<b>0.734</b>	<b>0.954</b>
<b>Median</b>	<b>0.88</b>	<b>0.67</b>	<b>0.95</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.60 &amp; 1.10</b>	<b>0.58 &amp; 0.87</b>	<b>0.84 &amp; 1.12</b>
<b>Range (min, max)</b>	<b>0.47 to 1.60</b>	<b>0.45 to 1.14</b>	<b>0.45 to 1.54</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakeland Power Distribution Ltd	2.43	4.36	3.10
Haldimand County Hydro Inc.	2.72	1.71	2.19
Peterborough Distribution Inc.	2.60	1.39	1.89
PUC Distribution Inc.	0.72	0.75	1.83
Orangeville Hydro Limited	1.18	1.56	1.73
Grimsby Power Incorporated	1.41		1.68
Lakefront Utilities Inc.	1.27		1.40
Bluewater Power Distribution			1.38
Entegrus Powerlines Inc.	1.22	1.38	1.19
St. Thomas Energy Inc.	0.43	0.60	1.02
Halton Hills Hydro Inc.	1.35	0.65	0.93
Kingston Hydro Corporation			0.84
Festival Hydro Inc.	0.87	0.80	0.68
Woodstock Hydro Services Inc.	0.90	0.43	0.32



**SR040** (CAIDI) Customer Average Interruption Duration Index

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	1.425	1.363	1.441
Median	1.25	1.09	1.39
1st & 3rd quartiles	0.89 & 1.67	0.67 & 1.52	0.95 & 1.81
Range (min, max)	0.43 to 2.72	0.43 to 4.36	0.32 to 3.10
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	0.99	3.08	4.39
Niagara-on-the-Lake Hydro Inc.	1.20	1.62	3.53
Kenora Hydro Electric			1.17
Count	2	2	3
Average	1.095	2.350	3.030
Median	1.10	2.35	3.53
1st & 3rd quartiles	1.04 & 1.15	1.99 & 2.71	2.35 & 3.96
Range (min, max)	0.99 to 1.20	1.62 to 3.08	1.17 to 4.39
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	1.161	1.131	1.404
Median	1.02	0.79	1.14
1st & 3rd quartiles	0.75 & 1.34	0.63 & 1.38	0.91 & 1.68
Range (min, max)	0.43 to 2.72	0.43 to 4.36	0.32 to 4.39



**SR050 CAIDI: Loss of Supply**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kitchener-Wilmot Hydro Inc.	0.02	0.02	0.40
Waterloo North Hydro Inc.	0.09	0.04	0.31
Veridian Connections Inc.	0.29	0.10	0.20
PowerStream Inc.	0.32	0.30	0.13
Hydro Ottawa Limited	0.39	0.22	0.10
Hydro One Brampton Networks	0.06	0.14	0.04
Cambridge and North Dumfries	0.01	0.00	0.03
EnWin Utilities Ltd.	0.00	0.00	0.01
Horizon Utilities Corporation	0.27	0.05	0.01
Burlington Hydro Inc.	0.00	0.02	0.00
Whitby Hydro Electric	1.00	0.02	0.00
Oakville Hydro Electricity	0.00	0.00	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>0.204</b>	<b>0.076</b>	<b>0.112</b>
<b>Median</b>	<b>0.07</b>	<b>0.03</b>	<b>0.04</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.01 &amp; 0.30</b>	<b>0.01 &amp; 0.11</b>	<b>0.01 &amp; 0.16</b>
<b>Range (min, max)</b>	<b>0.00 to 1.00</b>	<b>0.00 to 0.30</b>	<b>0.00 to 0.40</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakeland Power Distribution Ltd	1.03	0.42	1.74
Orangeville Hydro Limited	0.55	1.01	1.24
Bluewater Power Distribution			0.73
Entegrus Powerlines Inc.	0.72	0.20	0.54
St. Thomas Energy Inc.	0.23	0.00	0.43
Lakefront Utilities Inc.	0.42		0.20
Festival Hydro Inc.	0.60	0.05	0.19
Halton Hills Hydro Inc.	0.17	0.00	0.10
Woodstock Hydro Services Inc.	0.58	0.00	0.07
Peterborough Distribution Inc.	0.17	0.07	0.06
Haldimand County Hydro Inc.	0.20	0.13	0.05
Kingston Hydro Corporation			0.01
PUC Distribution Inc.	0.00	0.00	0.00
Grimsby Power Incorporated	0.00		0.00



**SR050** CAIDI: Loss of Supply

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.389	0.188	0.383
Median	0.32	0.06	0.14
1st & 3rd quartiles	0.17 & 0.58	0.00 & 0.18	0.05 & 0.52
Range (min, max)	0.00 to 1.03	0.00 to 1.01	0.00 to 1.74
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	0.00	2.83	3.42
Kenora Hydro Electric			0.09
Niagara-on-the-Lake Hydro Inc.	0.46	0.00	0.00
Count	2	2	3
Average	0.230	1.415	1.170
Median	0.23	1.41	0.09
1st & 3rd quartiles	0.11 & 0.34	0.71 & 2.12	0.05 & 1.76
Range (min, max)	0.00 to 0.46	0.00 to 2.83	0.00 to 3.42
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	28
Average	0.292	0.234	0.361
Median	0.22	0.04	0.09
1st & 3rd quartiles	0.02 & 0.45	0.00 & 0.15	0.01 & 0.34
Range (min, max)	0.00 to 1.03	0.00 to 2.83	0.00 to 3.42



**SR060 CAIDI: LDC Distribution System**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	0.91	0.75	1.44
Horizon Utilities Corporation	0.38	0.64	1.28
Burlington Hydro Inc.	0.92	0.64	0.98
Whitby Hydro Electric	0.43	0.77	0.91
EnWin Utilities Ltd.	0.46	0.55	0.90
PowerStream Inc.	1.29	0.58	0.85
Waterloo North Hydro Inc.	0.92	0.83	0.80
Kitchener-Wilmot Hydro Inc.	0.82	0.56	0.74
Veridian Connections Inc.	0.74	0.48	0.73
Hydro One Brampton Networks	0.57	0.31	0.57
Cambridge and North Dumfries	0.52	1.14	0.49
Oakville Hydro Electricity	0.49	0.64	0.45
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.704</b>	<b>0.658</b>	<b>0.845</b>
<b>Median</b>	<b>0.65</b>	<b>0.64</b>	<b>0.82</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.49 &amp; 0.91</b>	<b>0.56 &amp; 0.76</b>	<b>0.69 &amp; 0.93</b>
<b>Range (min, max)</b>	<b>0.38 to 1.29</b>	<b>0.31 to 1.14</b>	<b>0.45 to 1.44</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	2.53	1.58	2.14
Peterborough Distribution Inc.	2.42	1.32	1.83
Grimsby Power Incorporated	1.41		1.68
Lakeland Power Distribution Ltd	1.40	3.94	1.36
Lakefront Utilities Inc.	0.86		1.20
Kingston Hydro Corporation			0.83
Halton Hills Hydro Inc.	1.18	0.65	0.82
Entegrus Powerlines Inc.	0.51	1.18	0.70
Bluewater Power Distribution			0.65
PUC Distribution Inc.	0.72	0.75	0.63
St. Thomas Energy Inc.	0.19	0.60	0.58
Orangeville Hydro Limited	0.64	0.55	0.49
Festival Hydro Inc.	0.28	0.75	0.49
Woodstock Hydro Services Inc.	0.32	0.43	0.25



**SR060** CAIDI: LDC Distribution System

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	1.038	1.175	0.975
Median	0.79	0.75	0.76
1st & 3rd quartiles	0.46 & 1.40	0.61 & 1.29	0.60 & 1.32
Range (min, max)	0.19 to 2.53	0.43 to 3.94	0.25 to 2.14
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0.74	1.62	3.53
Kenora Hydro Electric			1.08
Sioux Lookout Hydro Inc.	0.99	0.25	0.97
Count	2	2	3
Average	0.865	0.935	1.860
Median	0.87	0.94	1.08
1st & 3rd quartiles	0.81 & 0.93	0.59 & 1.28	1.02 & 2.30
Range (min, max)	0.74 to 0.99	0.25 to 1.62	0.97 to 3.53
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	0.871	0.896	1.013
Median	0.74	0.64	0.83
1st & 3rd quartiles	0.50 & 0.97	0.56 & 0.91	0.63 & 1.20
Range (min, max)	0.19 to 2.53	0.25 to 3.94	0.25 to 3.53



**SR070** System Average Interruption Frequency Index (SAIFI)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	1.21	1.86	2.83
Veridian Connections Inc.	2.45	1.58	2.40
Horizon Utilities Corporation	1.81	1.80	1.74
Hydro Ottawa Limited	1.14	1.38	1.67
Whitby Hydro Electric	1.57	0.62	1.61
Cambridge and North Dumfries	0.98	0.85	1.40
Kitchener-Wilmot Hydro Inc.	1.68	1.28	1.33
PowerStream Inc.	1.22	0.91	1.22
Hydro One Brampton Networks	1.27	1.45	1.17
Oakville Hydro Electricity	1.56	1.14	1.03
Burlington Hydro Inc.	1.16	1.71	1.00
Waterloo North Hydro Inc.	1.02	0.91	0.93
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1.423</b>	<b>1.291</b>	<b>1.528</b>
<b>Median</b>	<b>1.24</b>	<b>1.33</b>	<b>1.37</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.15 &amp; 1.60</b>	<b>0.91 &amp; 1.61</b>	<b>1.14 &amp; 1.69</b>
<b>Range (min, max)</b>	<b>0.98 to 2.45</b>	<b>0.62 to 1.86</b>	<b>0.93 to 2.83</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	2.96	2.82	4.60
Bluewater Power Distribution			4.15
Haldimand County Hydro Inc.	1.54	1.70	3.78
Orangeville Hydro Limited	0.70	1.81	3.15
Peterborough Distribution Inc.	1.76	1.58	2.95
Festival Hydro Inc.	1.99	2.47	2.17
Kingston Hydro Corporation			1.75
St. Thomas Energy Inc.	0.65	0.57	1.69
Halton Hills Hydro Inc.	1.33	2.74	1.65
Woodstock Hydro Services Inc.	1.82	0.68	1.57
Lakefront Utilities Inc.	1.14		1.56
Entegrus Powerlines Inc.	1.35	1.16	1.45
Lakeland Power Distribution Ltd	1.39	0.82	1.34
Grimsby Power Incorporated	0.27		1.23





**SR070** System Average Interruption Frequency Index (SAIFI)

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	1.408	1.635	2.360
Median	1.37	1.64	1.72
1st & 3rd quartiles	1.03 & 1.77	0.91 & 2.31	1.56 & 3.10
Range (min, max)	0.27 to 2.96	0.57 to 2.82	1.23 to 4.60
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			8.34
Niagara-on-the-Lake Hydro Inc.	0.28	0.03	4.35
Sioux Lookout Hydro Inc.	0.33	3.56	1.76
Count	2	2	3
Average	0.305	1.795	4.817
Median	0.30	1.79	4.35
1st & 3rd quartiles	0.29 & 0.32	0.91 & 2.67	3.06 & 6.35
Range (min, max)	0.28 to 0.33	0.03 to 3.56	1.76 to 8.34
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	1.330	1.476	2.270
Median	1.30	1.42	1.67
1st & 3rd quartiles	1.05 & 1.66	0.89 & 1.80	1.34 & 2.83
Range (min, max)	0.27 to 2.96	0.03 to 3.56	0.93 to 8.34



**SR080** SAIFI: Loss of Supply

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kitchener-Wilmot Hydro Inc.	0.35	0.18	0.44
Veridian Connections Inc.	0.67	0.44	0.38
Hydro Ottawa Limited	0.33	0.62	0.28
PowerStream Inc.	0.16	0.12	0.23
Hydro One Brampton Networks	0.24	0.70	0.23
Cambridge and North Dumfries	0.01	0.00	0.11
Waterloo North Hydro Inc.	0.08	0.06	0.09
Burlington Hydro Inc.	0.00	0.18	0.05
EnWin Utilities Ltd.	0.07	0.00	0.03
Horizon Utilities Corporation	0.69	0.25	0.00
Whitby Hydro Electric	0.40	0.08	0.00
Oakville Hydro Electricity	0.00	0.00	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>0.250</b>	<b>0.219</b>	<b>0.167</b>
<b>Median</b>	<b>0.20</b>	<b>0.15</b>	<b>0.11</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.05 &amp; 0.37</b>	<b>0.05 &amp; 0.30</b>	<b>0.04 &amp; 0.26</b>
<b>Range (min, max)</b>	<b>0.00 to 0.69</b>	<b>0.00 to 0.70</b>	<b>0.00 to 0.44</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			1.24
Orangeville Hydro Limited	0.35	1.02	1.18
Lakeland Power Distribution Ltd	0.83	0.17	1.00
St. Thomas Energy Inc.	0.26	0.00	0.69
Entegrus Powerlines Inc.	0.61	0.23	0.69
Woodstock Hydro Services Inc.	0.72	0.00	0.63
Haldimand County Hydro Inc.	0.19	0.54	0.57
Festival Hydro Inc.	0.81	0.55	0.45
Kingston Hydro Corporation			0.35
Halton Hills Hydro Inc.	0.23	0.00	0.18
Lakefront Utilities Inc.	0.32		0.10
Peterborough Distribution Inc.	0.29	0.09	0.07
Grimsby Power Incorporated			0.00
PUC Distribution Inc.	0.00	0.00	0.00



**SR080** SAIFI: Loss of Supply

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	14
Average	0.419	0.260	0.511
Median	0.32	0.13	0.51
1st & 3rd quartiles	0.25 & 0.67	0.00 & 0.46	0.12 & 0.69
Range (min, max)	0.00 to 0.83	0.00 to 1.02	0.00 to 1.24
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			1.00
Sioux Lookout Hydro Inc.	0.00	3.00	0.99
Niagara-on-the-Lake Hydro Inc.	0.15	0.00	0.00
Count	2	2	3
Average	0.075	1.500	0.663
Median	0.07	1.50	0.99
1st & 3rd quartiles	0.04 & 0.11	0.75 & 2.25	0.50 & 1.00
Range (min, max)	0.00 to 0.15	0.00 to 3.00	0.00 to 1.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	24	28
Average	0.310	0.343	0.392
Median	0.26	0.14	0.26
1st & 3rd quartiles	0.08 & 0.40	0.00 & 0.47	0.06 & 0.65
Range (min, max)	0.00 to 0.83	0.00 to 3.00	0.00 to 1.24



**SR090 SAIFI: LDC Distribution System**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	1.14	1.86	2.80
Veridian Connections Inc.	1.78	1.14	2.02
Horizon Utilities Corporation	1.12	1.55	1.74
Whitby Hydro Electric	1.17	0.54	1.61
Hydro Ottawa Limited	0.81	0.76	1.39
Cambridge and North Dumfries	0.97	0.85	1.29
Hydro One Brampton Networks	1.03	0.75	1.03
Oakville Hydro Electricity	1.56	1.07	1.00
PowerStream Inc.	1.06	0.79	0.99
Burlington Hydro Inc.	1.16	1.53	0.95
Kitchener-Wilmot Hydro Inc.	1.33	1.10	0.89
Waterloo North Hydro Inc.	0.94	0.84	0.84
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>1.173</b>	<b>1.065</b>	<b>1.379</b>
<b>Median</b>	<b>1.13</b>	<b>0.96</b>	<b>1.16</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.01 &amp; 1.21</b>	<b>0.78 &amp; 1.24</b>	<b>0.98 &amp; 1.64</b>
<b>Range (min, max)</b>	<b>0.81 to 1.78</b>	<b>0.54 to 1.86</b>	<b>0.84 to 2.80</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	2.96	2.82	3.60
Haldimand County Hydro Inc.	1.35	1.16	3.21
Bluewater Power Distribution			2.92
Peterborough Distribution Inc.	1.47	1.50	2.89
Orangeville Hydro Limited	0.35	0.87	1.97
Festival Hydro Inc.	1.18	1.93	1.71
Halton Hills Hydro Inc.	1.10	2.74	1.47
Lakefront Utilities Inc.	0.83		1.46
Kingston Hydro Corporation			1.40
Grimsby Power Incorporated	0.27		1.23
St. Thomas Energy Inc.	0.39	0.57	1.00
Woodstock Hydro Services Inc.	1.09	0.68	0.94
Entegrus Powerlines Inc.	0.74	0.93	0.80
Lakeland Power Distribution Ltd	0.55	0.65	0.34



**SR090** SAIFI: LDC Distribution System

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	1.023	1.385	1.781
Median	0.96	1.05	1.47
1st & 3rd quartiles	0.51 & 1.22	0.73 & 1.82	1.06 & 2.66
Range (min, max)	0.27 to 2.96	0.57 to 2.82	0.34 to 3.60
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			7.34
Niagara-on-the-Lake Hydro Inc.	0.13	0.03	4.35
Sioux Lookout Hydro Inc.	0.33	0.56	0.76
Count	2	2	3
Average	0.230	0.295	4.150
Median	0.23	0.30	4.35
1st & 3rd quartiles	0.18 & 0.28	0.17 & 0.43	2.56 & 5.85
Range (min, max)	0.13 to 0.33	0.03 to 0.56	0.76 to 7.34
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	1.031	1.134	1.860
Median	1.08	0.90	1.40
1st & 3rd quartiles	0.76 & 1.17	0.74 & 1.51	0.99 & 2.02
Range (min, max)	0.13 to 2.96	0.03 to 2.82	0.34 to 7.34



## SR100 Index of Reliability

Large Utilities	2009	2010	2011
Oakville Hydro Electricity	0.99991	0.99992	0.99995
Cambridge and North Dumfries	0.99994	0.99989	0.99992
Hydro One Brampton Networks	0.99991	0.99993	0.99992
Waterloo North Hydro Inc.	0.99988	0.99991	0.99988
Burlington Hydro Inc.	0.99988	0.99987	0.99988
PowerStream Inc.	0.99978	0.99991	0.99986
Whitby Hydro Electric	0.99974	0.99994	0.99983
Kitchener-Wilmot Hydro Inc.	0.99984	0.99991	0.99983
Veridian Connections Inc.	0.99971	0.99989	0.99975
Horizon Utilities Corporation	0.99987	0.99986	0.99974
Hydro Ottawa Limited	0.99983	0.99985	0.99971
EnWin Utilities Ltd.	0.99994	0.99988	0.99971
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.999853</b>	<b>0.999897</b>	<b>0.999832</b>
<b>Median</b>	<b>0.99987</b>	<b>0.99990</b>	<b>0.99985</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.99982 &amp; 0.99991</b>	<b>0.99988 &amp; 0.99991</b>	<b>0.99975 &amp; 0.99989</b>
<b>Range (min, max)</b>	<b>0.99971 to 0.99994</b>	<b>0.99985 to 0.99994</b>	<b>0.99971 to 0.99995</b>
Medium Utilities	2009	2010	2011
Woodstock Hydro Services Inc.	0.99981	0.99997	0.99994
Festival Hydro Inc.	0.99980	0.99978	0.99983
Halton Hills Hydro Inc.	0.99979	0.99980	0.99983
Kingston Hydro Corporation			0.99983
Entegrus Powerlines Inc.	0.99981	0.99982	0.99980
St. Thomas Energy Inc.	0.99997	0.99996	0.99980
Grimsby Power Incorporated	0.99996		0.99976
Lakefront Utilities Inc.	0.99983		0.99975
Lakeland Power Distribution Ltd	0.99962	0.99959	0.99953
Orangeville Hydro Limited	0.99991	0.99968	0.99938
Peterborough Distribution Inc.	0.99948	0.99975	0.99936
Bluewater Power Distribution			0.99935
Haldimand County Hydro Inc.	0.99952	0.99967	0.99905
PUC Distribution Inc.	0.99976	0.99976	0.99904



**SR100** Index of Reliability

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.999772	0.999778	0.999589
Median	0.99981	0.99977	0.99976
1st & 3rd quartiles	0.99972 & 0.99985	0.99970 & 0.99981	0.99937 & 0.99982
Range (min, max)	0.99948 to 0.99997	0.99959 to 0.99997	0.99904 to 0.99994
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	0.99996	0.99875	0.99912
Kenora Hydro Electric			0.99888
Niagara-on-the-Lake Hydro Inc.	0.99996	0.99999	0.99825
Count	2	2	3
Average	0.999960	0.999370	0.998750
Median	0.99996	0.99937	0.99888
1st & 3rd quartiles	0.99996 & 0.99996	0.99906 & 0.99968	0.99857 & 0.99900
Range (min, max)	0.99996 to 0.99996	0.99875 to 0.99999	0.99825 to 0.99912
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	0.999823	0.999803	0.999603
Median	0.99984	0.99988	0.99976
1st & 3rd quartiles	0.99978 & 0.99991	0.99977 & 0.99991	0.99938 & 0.99983
Range (min, max)	0.99948 to 0.99997	0.99875 to 0.99999	0.99825 to 0.99995



**SR110** Index of Reliability: Loss of Supply

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Burlington Hydro Inc.	1.000000	0.999996	1.000000
Whitby Hydro Electric	0.999821	0.999999	1.000000
Horizon Utilities Corporation	0.999944	0.999990	0.999998
EnWin Utilities Ltd.	0.999999	1.000000	0.999997
Hydro One Brampton Networks	0.999992	0.999977	0.999995
Cambridge and North Dumfries	0.999998	1.000000	0.999995
PowerStream Inc.	0.999956	0.999969	0.999982
Hydro Ottawa Limited	0.999949	0.999965	0.999982
Waterloo North Hydro Inc.	0.999990	0.999996	0.999967
Veridian Connections Inc.	0.999918	0.999982	0.999946
Kitchener-Wilmot Hydro Inc.	0.999996	0.999997	0.999939
Oakville Hydro Electricity	1.000000	1.000000	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>0.9999636</b>	<b>0.9999893</b>	<b>0.9999819</b>
<b>Median</b>	<b>0.999991</b>	<b>0.999996</b>	<b>0.999995</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.999948 &amp; 0.999999</b>	<b>0.999981 &amp; 0.999999</b>	<b>0.999974 &amp; 0.999997</b>
<b>Range (min, max)</b>	<b>0.999821 to 1.000000</b>	<b>0.999965 to 1.000000</b>	<b>0.999939 to 1.000000</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Grimsby Power Incorporated	1.000000		1.000000
PUC Distribution Inc.	1.000000	1.000000	1.000000
Kingston Hydro Corporation			0.999998
Woodstock Hydro Services Inc.	0.999880	1.000000	0.999987
Halton Hills Hydro Inc.	0.999974	1.000000	0.999981
Peterborough Distribution Inc.	0.999965	0.999988	0.999981
Haldimand County Hydro Inc.	0.999965	0.999975	0.999979
Lakefront Utilities Inc.	0.999946		0.999965
Festival Hydro Inc.	0.999864	0.999986	0.999954
St. Thomas Energy Inc.	0.999983	1.000000	0.999916
Entegrus Powerlines Inc.	0.999889	0.999973	0.999910
Lakeland Power Distribution Ltd	0.999837	0.999961	0.999735
Bluewater Power Distribution			0.999656
Orangeville Hydro Limited	0.999957	0.999792	0.999552





**SR110** Index of Reliability: Loss of Supply

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.9999383	0.9999675	0.9999010
Median	0.999961	0.999987	0.999972
1st & 3rd quartiles	0.999887 & 0.999976	0.999974 & 1.000000	0.999911 & 0.999985
Range (min, max)	0.999837 to 1.000000	0.999792 to 1.000000	0.999552 to 1.000000
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0.999986	1.000000	1.000000
Kenora Hydro Electric			0.999912
Sioux Lookout Hydro Inc.	1.000000	0.998853	0.999314
Count	2	2	3
Average	0.9999930	0.9994265	0.9997420
Median	0.999993	0.999426	0.999912
1st & 3rd quartiles	0.999989 & 0.999996	0.999139 & 0.999713	0.999613 & 0.999956
Range (min, max)	0.999986 to 1.000000	0.998853 to 1.000000	0.999314 to 1.000000
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	28
Average	0.9999542	0.9999333	0.9999158
Median	0.999969	0.999993	0.999981
1st & 3rd quartiles	0.999945 & 0.999998	0.999975 & 1.000000	0.999933 & 0.999997
Range (min, max)	0.999821 to 1.000000	0.998853 to 1.000000	0.999314 to 1.000000



**SR120** Index of Reliability: LDC Distribution System

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Oakville Hydro Electricity	0.999912	0.999917	0.999947
Hydro One Brampton Networks	0.999918	0.999948	0.999923
Cambridge and North Dumfries	0.999942	0.999890	0.999921
Waterloo North Hydro Inc.	0.999892	0.999914	0.999915
Burlington Hydro Inc.	0.999878	0.999876	0.999888
Kitchener-Wilmot Hydro Inc.	0.999842	0.999918	0.999887
PowerStream Inc.	0.999821	0.999939	0.999882
Whitby Hydro Electric	0.999922	0.999946	0.999833
Veridian Connections Inc.	0.999793	0.999913	0.999801
Horizon Utilities Corporation	0.999921	0.999869	0.999745
Hydro Ottawa Limited	0.999881	0.999881	0.999724
EnWin Utilities Ltd.	0.999936	0.999884	0.999709
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>0.9998882</b>	<b>0.9999079</b>	<b>0.9998479</b>
<b>Median</b>	<b>0.999902</b>	<b>0.999913</b>	<b>0.999885</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.999869 &amp; 0.999921</b>	<b>0.999884 &amp; 0.999923</b>	<b>0.999787 &amp; 0.999917</b>
<b>Range (min, max)</b>	<b>0.999793 to 0.999942</b>	<b>0.999869 to 0.999948</b>	<b>0.999709 to 0.999947</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Woodstock Hydro Services Inc.	0.999934	0.999966	0.999955
St. Thomas Energy Inc.	0.999986	0.999961	0.999887
Entegrus Powerlines Inc.	0.999922	0.999844	0.999884
Festival Hydro Inc.	0.999937	0.999789	0.999878
Halton Hills Hydro Inc.	0.999821	0.999797	0.999845
Kingston Hydro Corporation			0.999835
Orangeville Hydro Limited	0.999949	0.999886	0.999825
Lakeland Power Distribution Ltd	0.999779	0.999630	0.999792
Lakefront Utilities Inc.	0.999888		0.999786
Grimsby Power Incorporated	0.999957		0.999764
Bluewater Power Distribution			0.999692
PUC Distribution Inc.	0.999756	0.999759	0.999667
Peterborough Distribution Inc.	0.999514	0.999760	0.999382
Haldimand County Hydro Inc.	0.999557	0.999693	0.999076



**SR120** Index of Reliability: LDC Distribution System

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	0.9998333	0.9998085	0.9997334
Median	0.999905	0.999793	0.999808
1st & 3rd quartiles	0.999773 & 0.999940	0.999760 & 0.999876	0.999710 & 0.999869
Range (min, max)	0.999514 to 0.999986	0.999630 to 0.999966	0.999076 to 0.999955
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	0.999963	0.999898	0.999806
Kenora Hydro Electric			0.998972
Niagara-on-the-Lake Hydro Inc.	0.999977	0.999994	0.998247
Count	2	2	3
Average	0.9999700	0.9999460	0.9990083
Median	0.999970	0.999946	0.998972
1st & 3rd quartiles	0.999966 & 0.999973	0.999922 & 0.999970	0.998610 & 0.999389
Range (min, max)	0.999963 to 0.999977	0.999898 to 0.999994	0.998247 to 0.999806
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	0.9998692	0.9998697	0.9997058
Median	0.999915	0.999888	0.999825
1st & 3rd quartiles	0.999826 & 0.999937	0.999833 & 0.999923	0.999724 & 0.999887
Range (min, max)	0.999514 to 0.999986	0.999630 to 0.999994	0.998247 to 0.999955



**SR130** System Average Automatic Reclosure Index (SAARI)

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	5.06	5.57	7.07
Kitchener-Wilmot Hydro Inc.	0.00	2.85	4.62
Oakville Hydro Electricity	3.98	3.02	4.49
PowerStream Inc.	2.42	1.92	3.51
Whitby Hydro Electric			3.36
Hydro One Brampton Networks	4.50	2.75	3.12
Burlington Hydro Inc.	5.83	3.61	2.61
Horizon Utilities Corporation	1.48	1.82	1.90
Waterloo North Hydro Inc.	0.01	0.00	0.01
Veridian Connections Inc.	5.53		
<b>Count</b>	<b>9</b>	<b>8</b>	<b>9</b>
<b>Average</b>	<b>3.201</b>	<b>2.693</b>	<b>3.410</b>
<b>Median</b>	<b>3.98</b>	<b>2.80</b>	<b>3.36</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.48 &amp; 5.06</b>	<b>1.90 &amp; 3.17</b>	<b>2.61 &amp; 4.49</b>
<b>Range (min, max)</b>	<b>0.00 to 5.83</b>	<b>0.00 to 5.57</b>	<b>0.01 to 7.07</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.	9.90	6.69	9.62
Peterborough Distribution Inc.		6.00	9.36
Entegrus Powerlines Inc.	4.72	3.01	5.48
Bluewater Power Distribution			0.01
St. Thomas Energy Inc.	0.00	0.00	0.00
Woodstock Hydro Services Inc.	0.00	0.00	0.00
<b>Count</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>Average</b>	<b>3.655</b>	<b>3.140</b>	<b>4.078</b>
<b>Median</b>	<b>2.36</b>	<b>3.01</b>	<b>2.74</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 6.02</b>	<b>0.00 &amp; 6.00</b>	<b>0.00 &amp; 8.39</b>
<b>Range (min, max)</b>	<b>0.00 to 9.90</b>	<b>0.00 to 6.69</b>	<b>0.00 to 9.62</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>13</b>	<b>13</b>	<b>15</b>
<b>Average</b>	<b>3.341</b>	<b>2.865</b>	<b>3.677</b>
<b>Median</b>	<b>3.98</b>	<b>2.85</b>	<b>3.36</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.01 &amp; 5.06</b>	<b>1.82 &amp; 3.61</b>	<b>0.95 &amp; 5.05</b>
<b>Range (min, max)</b>	<b>0.00 to 9.90</b>	<b>0.00 to 6.69</b>	<b>0.00 to 9.62</b>



**SR140 SAARI: Loss of Supply**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kitchener-Wilmot Hydro Inc.	0.00	0.33	0.45
PowerStream Inc.	0.00	0.07	0.19
Hydro One Brampton Networks	0.15	0.00	0.09
EnWin Utilities Ltd.	0.00	0.00	0.00
Waterloo North Hydro Inc.	0.00	0.00	0.00
Oakville Hydro Electricity	0.00	0.00	
Veridian Connections Inc.	0.43		
Horizon Utilities Corporation	0.00		
Burlington Hydro Inc.	0.00	0.00	
<b>Count</b>	<b>9</b>	<b>7</b>	<b>5</b>
<b>Average</b>	<b>0.064</b>	<b>0.057</b>	<b>0.146</b>
<b>Median</b>	<b>0.00</b>	<b>0.00</b>	<b>0.09</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 0.00</b>	<b>0.00 &amp; 0.03</b>	<b>0.00 &amp; 0.19</b>
<b>Range (min, max)</b>	<b>0.00 to 0.43</b>	<b>0.00 to 0.33</b>	<b>0.00 to 0.45</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entegrus Powerlines Inc.	4.66	3.01	2.20
Festival Hydro Inc.	0.94	0.49	0.41
St. Thomas Energy Inc.	0.00	0.00	0.00
Woodstock Hydro Services Inc.	0.00	0.00	0.00
Bluewater Power Distribution			0.00
<b>Count</b>	<b>4</b>	<b>4</b>	<b>5</b>
<b>Average</b>	<b>1.400</b>	<b>0.875</b>	<b>0.522</b>
<b>Median</b>	<b>0.47</b>	<b>0.24</b>	<b>0.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 1.87</b>	<b>0.00 &amp; 1.12</b>	<b>0.00 &amp; 0.41</b>
<b>Range (min, max)</b>	<b>0.00 to 4.66</b>	<b>0.00 to 3.01</b>	<b>0.00 to 2.20</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>13</b>	<b>11</b>	<b>10</b>
<b>Average</b>	<b>0.475</b>	<b>0.355</b>	<b>0.334</b>
<b>Median</b>	<b>0.00</b>	<b>0.00</b>	<b>0.05</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 0.15</b>	<b>0.00 &amp; 0.20</b>	<b>0.00 &amp; 0.35</b>
<b>Range (min, max)</b>	<b>0.00 to 4.66</b>	<b>0.00 to 3.01</b>	<b>0.00 to 2.20</b>



**SR150 SAARI: LDC Distribution System**

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	5.06	5.57	7.07
Oakville Hydro Electricity	3.98	3.02	4.49
Kitchener-Wilmot Hydro Inc.	0.00	2.51	4.17
PowerStream Inc.	2.42	1.85	3.32
Hydro One Brampton Networks	4.35	2.75	3.03
Burlington Hydro Inc.	5.83	3.61	2.61
Waterloo North Hydro Inc.	0.01	0.00	0.01
Veridian Connections Inc.	5.18		
Horizon Utilities Corporation	1.48		
<b>Count</b>	<b>9</b>	<b>7</b>	<b>7</b>
<b>Average</b>	<b>3.146</b>	<b>2.759</b>	<b>3.529</b>
<b>Median</b>	<b>3.98</b>	<b>2.75</b>	<b>3.32</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.48 &amp; 5.06</b>	<b>2.18 &amp; 3.32</b>	<b>2.82 &amp; 4.33</b>
<b>Range (min, max)</b>	<b>0.00 to 5.83</b>	<b>0.00 to 5.57</b>	<b>0.01 to 7.07</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.	8.97	6.20	9.21
Bluewater Power Distribution			0.01
St. Thomas Energy Inc.	0.00	0.00	0.00
Woodstock Hydro Services Inc.	0.00	0.00	0.00
Entegrus Powerlines Inc.	0.06		0.00
<b>Count</b>	<b>4</b>	<b>3</b>	<b>5</b>
<b>Average</b>	<b>2.258</b>	<b>2.067</b>	<b>1.844</b>
<b>Median</b>	<b>0.03</b>	<b>0.00</b>	<b>0.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 2.29</b>	<b>0.00 &amp; 3.10</b>	<b>0.00 &amp; 0.01</b>
<b>Range (min, max)</b>	<b>0.00 to 8.97</b>	<b>0.00 to 6.20</b>	<b>0.00 to 9.21</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>13</b>	<b>10</b>	<b>12</b>
<b>Average</b>	<b>2.872</b>	<b>2.551</b>	<b>2.827</b>
<b>Median</b>	<b>2.42</b>	<b>2.63</b>	<b>2.82</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.01 &amp; 5.06</b>	<b>0.47 &amp; 3.47</b>	<b>0.00 &amp; 4.25</b>
<b>Range (min, max)</b>	<b>0.00 to 8.97</b>	<b>0.00 to 6.20</b>	<b>0.00 to 9.21</b>



**SR160** Percent of Customers Experiencing Multiple Outages

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation	0.00	17.63	21.48
Cambridge and North Dumfries			0.89
Oakville Hydro Electricity	0.28	0.00	0.44
Hydro One Brampton Networks	14.53	0.00	0.00
Burlington Hydro Inc.		12.51	
Hydro Ottawa Limited	1.89		
Kitchener-Wilmot Hydro Inc.	0.06	1.94	
<b>Count</b>	<b>5</b>	<b>5</b>	<b>4</b>
<b>Average</b>	<b>3.352</b>	<b>6.416</b>	<b>5.703</b>
<b>Median</b>	<b>0.28</b>	<b>1.94</b>	<b>0.67</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.06 &amp; 1.89</b>	<b>0.00 &amp; 12.51</b>	<b>0.33 &amp; 6.04</b>
<b>Range (min, max)</b>	<b>0.00 to 14.53</b>	<b>0.00 to 17.63</b>	<b>0.00 to 21.48</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.	5.32	69.90	9.51
Haldimand County Hydro Inc.	0.02	0.00	0.00
Entegrus Powerlines Inc.			0.00
Lakefront Utilities Inc.	28.45		
<b>Count</b>	<b>3</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>11.263</b>	<b>34.950</b>	<b>3.170</b>
<b>Median</b>	<b>5.32</b>	<b>34.95</b>	<b>0.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.67 &amp; 16.88</b>	<b>17.48 &amp; 52.42</b>	<b>0.00 &amp; 4.75</b>
<b>Range (min, max)</b>	<b>0.02 to 28.45</b>	<b>0.00 to 69.90</b>	<b>0.00 to 9.51</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			100.00
<b>Count</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Average</b>			<b>100.000</b>
<b>Median</b>			<b>100.00</b>
<b>1st &amp; 3rd quartiles</b>			<b>100.00 &amp; 100.00</b>
<b>Range (min, max)</b>			<b>100.00 to 100.00</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>8</b>	<b>7</b>	<b>8</b>
<b>Average</b>	<b>6.319</b>	<b>14.569</b>	<b>16.540</b>
<b>Median</b>	<b>1.08</b>	<b>1.94</b>	<b>0.67</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.05 &amp; 7.62</b>	<b>0.00 &amp; 15.07</b>	<b>0.00 &amp; 12.50</b>
<b>Range (min, max)</b>	<b>0.00 to 28.45</b>	<b>0.00 to 69.90</b>	<b>0.00 to 100.00</b>



**SR170** Percent of Customers With Long Duration Outages

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Waterloo North Hydro Inc.		2.14	14.89
Horizon Utilities Corporation	0.05	2.54	7.78
EnWin Utilities Ltd.	0.70	1.01	6.56
Veridian Connections Inc.	5.40	0.71	3.70
PowerStream Inc.	6.80	0.98	1.76
Cambridge and North Dumfries	0.45	0.55	1.52
Oakville Hydro Electricity	0.34	0.02	0.34
Hydro One Brampton Networks	18.67	0.16	0.30
Kitchener-Wilmot Hydro Inc.	0.00	1.12	
Hydro Ottawa Limited	4.58		
<b>Count</b>	<b>9</b>	<b>9</b>	<b>8</b>
<b>Average</b>	<b>4.110</b>	<b>1.026</b>	<b>4.606</b>
<b>Median</b>	<b>0.70</b>	<b>0.98</b>	<b>2.73</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.34 &amp; 5.40</b>	<b>0.55 &amp; 1.12</b>	<b>1.22 &amp; 6.86</b>
<b>Range (min, max)</b>	<b>0.00 to 18.67</b>	<b>0.02 to 2.54</b>	<b>0.30 to 14.89</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			12.70
Haldimand County Hydro Inc.	17.01	13.02	11.38
Festival Hydro Inc.	0.03	0.00	2.78
Kingston Hydro Corporation			1.35
Peterborough Distribution Inc.	24.47	2.66	
Lakefront Utilities Inc.	0.00		
Entegrus Powerlines Inc.	10.47		
St. Thomas Energy Inc.		0.05	
Grimsby Power Incorporated	0.62		
<b>Count</b>	<b>6</b>	<b>4</b>	<b>4</b>
<b>Average</b>	<b>8.767</b>	<b>3.933</b>	<b>7.053</b>
<b>Median</b>	<b>5.54</b>	<b>1.35</b>	<b>7.08</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.18 &amp; 15.37</b>	<b>0.04 &amp; 5.25</b>	<b>2.42 &amp; 11.71</b>
<b>Range (min, max)</b>	<b>0.00 to 24.47</b>	<b>0.00 to 13.02</b>	<b>1.35 to 12.70</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.			100.58
Kenora Hydro Electric			30.22





**SR170** Percent of Customers With Long Duration Outages

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	0	0	2
Average			65.400
Median			65.40
1st & 3rd quartiles			47.81 & 82.99
Range (min, max)			30.22 to 100.58
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	15	13	14
Average	5.973	1.920	13.990
Median	0.70	0.98	5.13
1st & 3rd quartiles	0.20 & 8.63	0.16 & 2.14	1.58 & 12.37
Range (min, max)	0.00 to 24.47	0.00 to 13.02	0.30 to 100.58



**SR180** Total Outage Minutes per Customer

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	33.98	60.82	154.71
Hydro Ottawa Limited	89.37	80.62	154.49
Horizon Utilities Corporation	70.85	74.06	134.86
Veridian Connections Inc.	151.87	55.20	133.18
Kitchener-Wilmot Hydro Inc.	84.83	44.82	91.23
Whitby Hydro Electric	134.96	29.15	87.98
PowerStream Inc.	117.10	48.30	71.28
Burlington Hydro Inc.	64.12	67.33	63.44
Waterloo North Hydro Inc.	61.94	47.27	61.96
Cambridge and North Dumfries	31.15	57.92	44.06
Hydro One Brampton Networks	47.41	39.32	43.00
Oakville Hydro Electricity	46.12	44.37	27.77
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>77.808</b>	<b>54.098</b>	<b>88.997</b>
<b>Median</b>	<b>67.49</b>	<b>51.75</b>	<b>79.63</b>
<b>1st &amp; 3rd quartiles</b>	<b>47.09 &amp; 96.30</b>	<b>44.70 &amp; 62.45</b>	<b>57.49 &amp; 133.60</b>
<b>Range (min, max)</b>	<b>31.15 to 151.87</b>	<b>29.15 to 80.62</b>	<b>27.77 to 154.71</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PUC Distribution Inc.	128.01	126.45	505.96
Haldimand County Hydro Inc.	251.13	174.31	496.76
Bluewater Power Distribution			342.60
Peterborough Distribution Inc.	274.07	132.35	335.22
Orangeville Hydro Limited	49.50	168.96	327.58
Lakeland Power Distribution Ltd	201.97	214.99	248.96
Lakefront Utilities Inc.	87.32		131.20
Grimsby Power Incorporated	22.53		124.13
St. Thomas Energy Inc.	16.49	20.41	103.29
Entegrus Powerlines Inc.	99.18	95.82	103.17
Halton Hills Hydro Inc.	107.99	106.52	91.56
Festival Hydro Inc.	104.29	118.17	88.59
Kingston Hydro Corporation			87.64
Woodstock Hydro Services Inc.	97.87	17.63	30.55



**SR180** Total Outage Minutes per Customer

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	120.029	117.561	215.515
Median	101.74	122.31	127.67
1st & 3rd quartiles	77.86 & 146.50	98.49 & 159.80	94.46 & 333.31
Range (min, max)	16.49 to 274.07	17.63 to 214.99	30.55 to 505.96
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	19.89	3.35	921.45
Kenora Hydro Electric			586.27
Sioux Lookout Hydro Inc.	19.50	656.69	462.63
Count	2	2	3
Average	19.695	330.020	656.783
Median	19.69	330.02	586.27
1st & 3rd quartiles	19.59 & 19.79	166.68 & 493.35	524.45 & 753.86
Range (min, max)	19.50 to 19.89	3.35 to 656.69	462.63 to 921.45
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	92.825	103.535	208.811
Median	86.07	64.08	124.13
1st & 3rd quartiles	46.45 & 114.82	44.70 & 120.24	87.64 & 327.58
Range (min, max)	16.49 to 274.07	3.35 to 656.69	27.77 to 921.45



**CR010** Percent of Requests for New Low Voltage Service Met Within Min. Standard

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro Ottawa Limited	98.73	100.00	100.00
Whitby Hydro Electric	100.00	100.00	100.00
Veridian Connections Inc.	99.19	100.00	100.00
Hydro One Brampton Networks	100.00	100.00	100.00
EnWin Utilities Ltd.	99.01	99.34	100.00
Waterloo North Hydro Inc.	100.00	100.00	100.00
Burlington Hydro Inc.	97.18	96.31	100.00
Cambridge and North Dumfries	99.22	98.51	99.40
Horizon Utilities Corporation	99.82	99.66	99.36
Oakville Hydro Electricity	97.19	95.04	95.42
Kitchener-Wilmot Hydro Inc.	93.54	97.30	94.29
PowerStream Inc.	97.33	97.33	93.14
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>98.434</b>	<b>98.624</b>	<b>98.468</b>
<b>Median</b>	<b>99.10</b>	<b>99.50</b>	<b>100.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>97.30 &amp; 99.87</b>	<b>97.32 &amp; 100.00</b>	<b>98.37 &amp; 100.00</b>
<b>Range (min, max)</b>	<b>93.54 to 100.00</b>	<b>95.04 to 100.00</b>	<b>93.14 to 100.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Orangeville Hydro Limited	100.00	100.00	100.00
Halton Hills Hydro Inc.	100.00	100.00	100.00
Lakefront Utilities Inc.	100.00		100.00
Grimsby Power Incorporated	100.00		100.00
Woodstock Hydro Services Inc.	100.00	99.56	100.00
St. Thomas Energy Inc.	100.00	98.80	99.42
Festival Hydro Inc.	100.00	98.96	99.19
Bluewater Power Distribution			98.03
PUC Distribution Inc.	98.21	96.70	97.77
Kingston Hydro Corporation			97.76
Haldimand County Hydro Inc.	96.71	99.19	96.98
Lakeland Power Distribution Ltd	89.41	97.56	96.81
Entegrus Powerlines Inc.	97.85	97.62	96.24
Peterborough Distribution Inc.	100.00	98.95	95.33



**CR010** Percent of Requests for New Low Voltage Service Met Within Min. Standard

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	98.515	98.734	98.395
Median	100.00	98.96	98.61
1st & 3rd quartiles	98.12 & 100.00	97.91 & 99.47	97.18 & 100.00
Range (min, max)	89.41 to 100.00	96.70 to 100.00	95.33 to 100.00
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			100.00
Sioux Lookout Hydro Inc.	100.00	100.00	100.00
Niagara-on-the-Lake Hydro Inc.	100.00	100.00	100.00
Count	2	2	3
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
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	98.592	98.785	98.591
Median	99.91	99.27	100.00
1st & 3rd quartiles	97.94 & 100.00	97.60 & 100.00	97.76 & 100.00
Range (min, max)	89.41 to 100.00	95.04 to 100.00	93.14 to 100.00



**CRO20** Percent of Requests for New High Voltage Service Met Within Min. Standard

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Horizon Utilities Corporation		100.00	100.00
PowerStream Inc.			100.00
Waterloo North Hydro Inc.	100.00	100.00	100.00
Kitchener-Wilmot Hydro Inc.	100.00	100.00	100.00
Hydro One Brampton Networks	100.00	100.00	100.00
Veridian Connections Inc.	100.00	100.00	100.00
Hydro Ottawa Limited	100.00	100.00	100.00
<b>Count</b>	<b>5</b>	<b>6</b>	<b>7</b>
<b>Average</b>	<b>100.000</b>	<b>100.000</b>	<b>100.000</b>
<b>Median</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>100.00 &amp; 100.00</b>	<b>100.00 &amp; 100.00</b>	<b>100.00 &amp; 100.00</b>
<b>Range (min, max)</b>	<b>100.00 to 100.00</b>	<b>100.00 to 100.00</b>	<b>100.00 to 100.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Woodstock Hydro Services Inc.		100.00	100.00
Kingston Hydro Corporation			100.00
PUC Distribution Inc.	100.00	100.00	100.00
Lakefront Utilities Inc.	100.00		100.00
Bluewater Power Distribution			100.00
Peterborough Distribution Inc.	100.00	100.00	100.00
Orangeville Hydro Limited	100.00	0.00	
Lakeland Power Distribution Ltd	100.00	100.00	
Haldimand County Hydro Inc.	100.00		
<b>Count</b>	<b>6</b>	<b>5</b>	<b>6</b>
<b>Average</b>	<b>100.000</b>	<b>80.000</b>	<b>100.000</b>
<b>Median</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>100.00 &amp; 100.00</b>	<b>100.00 &amp; 100.00</b>	<b>100.00 &amp; 100.00</b>
<b>Range (min, max)</b>	<b>100.00 to 100.00</b>	<b>0.00 to 100.00</b>	<b>100.00 to 100.00</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	100.00	100.00	100.00
<b>Count</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>Average</b>	<b>100.000</b>	<b>100.000</b>	<b>100.000</b>
<b>Median</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>100.00 &amp; 100.00</b>	<b>100.00 &amp; 100.00</b>	<b>100.00 &amp; 100.00</b>
<b>Range (min, max)</b>	<b>100.00 to 100.00</b>	<b>100.00 to 100.00</b>	<b>100.00 to 100.00</b>



**CR020** Percent of Requests for New High Voltage Service Met Within Min. Standard

**Totals over Large, Medium and Small Utility Classes**

Count	12	12	14
Average	100.000	91.667	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	0.00 to 100.00	100.00 to 100.00



**CR040** Percent of General Inquiry Telephone Calls Answered Within Min. Standard

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	94.55	95.50	95.64
Horizon Utilities Corporation	81.63	81.72	93.84
Waterloo North Hydro Inc.	87.70	88.67	91.53
Hydro One Brampton Networks	82.34	78.42	89.17
Oakville Hydro Electricity	74.73	86.22	81.13
Hydro Ottawa Limited	73.20	82.13	80.70
EnWin Utilities Ltd.	78.43	79.72	79.37
PowerStream Inc.	69.17	68.25	77.15
Kitchener-Wilmot Hydro Inc.	82.97		76.92
Burlington Hydro Inc.	72.82	70.99	66.81
Cambridge and North Dumfries	77.45	74.27	66.22
Veridian Connections Inc.	74.05	83.86	64.63
<b>Count</b>	<b>12</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>79.087</b>	<b>80.886</b>	<b>80.259</b>
<b>Median</b>	<b>77.94</b>	<b>81.72</b>	<b>80.04</b>
<b>1st &amp; 3rd quartiles</b>	<b>73.84 &amp; 82.50</b>	<b>76.34 &amp; 85.04</b>	<b>74.40 &amp; 89.76</b>
<b>Range (min, max)</b>	<b>69.17 to 94.55</b>	<b>68.25 to 95.50</b>	<b>64.63 to 95.64</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakefront Utilities Inc.	100.00		100.00
Orangeville Hydro Limited	100.00	99.94	99.95
Festival Hydro Inc.	98.41	98.28	95.39
Halton Hills Hydro Inc.	85.57	86.22	85.49
Haldimand County Hydro Inc.	80.39	88.84	83.44
Lakeland Power Distribution Ltd	81.16	80.87	82.56
St. Thomas Energy Inc.	81.56	89.45	82.55
Peterborough Distribution Inc.	78.28	73.01	77.93
Grimsby Power Incorporated	71.00		77.82
Woodstock Hydro Services Inc.	90.00	70.30	76.74
PUC Distribution Inc.	65.10	70.15	76.65
Entegrus Powerlines Inc.	74.13	67.02	76.59
Bluewater Power Distribution			73.15





**CRO40** Percent of General Inquiry Telephone Calls Answered Within Min. Standard

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	13
Average	83.800	82.408	83.712
Median	81.36	83.55	82.55
1st & 3rd quartiles	77.24 & 92.10	70.98 & 89.30	76.74 & 85.49
Range (min, max)	65.10 to 100.00	67.02 to 99.94	73.15 to 100.00
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			100.00
Sioux Lookout Hydro Inc.	97.88	97.64	97.06
Niagara-on-the-Lake Hydro Inc.	89.11	88.63	
Count	2	2	2
Average	93.495	93.135	98.530
Median	93.50	93.14	98.53
1st & 3rd quartiles	91.31 & 95.69	90.88 & 95.39	97.80 & 99.27
Range (min, max)	89.11 to 97.88	88.63 to 97.64	97.06 to 100.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	23	27
Average	82.370	82.613	83.275
Median	81.36	82.13	81.13
1st & 3rd quartiles	74.28 & 88.76	73.64 & 88.76	76.83 & 92.69
Range (min, max)	65.10 to 100.00	67.02 to 99.94	64.63 to 100.00



**CR050** Percent of Appointments at a Customer's Premises/Work Site Within  
Min. Standard

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
PowerStream Inc.	98.03	100.00	100.00
Oakville Hydro Electricity	100.00		100.00
Burlington Hydro Inc.	97.65	99.80	100.00
Whitby Hydro Electric	98.98	100.00	100.00
Hydro One Brampton Networks	99.86	100.00	100.00
Veridian Connections Inc.	97.87	98.21	100.00
Cambridge and North Dumfries		99.87	99.93
Waterloo North Hydro Inc.	99.83	96.86	99.72
EnWin Utilities Ltd.	97.18	99.56	99.63
Horizon Utilities Corporation	96.25	96.60	97.32
Hydro Ottawa Limited	99.29	99.96	97.30
Kitchener-Wilmot Hydro Inc.	98.45	97.17	96.05
<b>Count</b>	<b>11</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>98.490</b>	<b>98.912</b>	<b>99.163</b>
<b>Median</b>	<b>98.45</b>	<b>99.80</b>	<b>99.96</b>
<b>1st &amp; 3rd quartiles</b>	<b>97.76 &amp; 99.56</b>	<b>97.69 &amp; 99.98</b>	<b>99.05 &amp; 100.00</b>
<b>Range (min, max)</b>	<b>96.25 to 100.00</b>	<b>96.60 to 100.00</b>	<b>96.05 to 100.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Festival Hydro Inc.	100.00	100.00	100.00
St. Thomas Energy Inc.	99.29	99.66	100.00
Orangeville Hydro Limited	100.00	100.00	100.00
Lakefront Utilities Inc.	100.00		100.00
Grimsby Power Incorporated	99.39		100.00
Bluewater Power Distribution			100.00
Woodstock Hydro Services Inc.	100.00	98.21	99.72
Entegrus Powerlines Inc.		100.00	99.05
Haldimand County Hydro Inc.	98.67	98.26	98.94
Peterborough Distribution Inc.	97.82	95.04	98.65
PUC Distribution Inc.	96.08	92.35	97.19
Lakeland Power Distribution Ltd	98.93	97.44	96.94
Halton Hills Hydro Inc.	99.69	93.45	96.04



**CR050** Percent of Appointments at a Customer's Premises/Work Site Within Min. Standard

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	10	13
Average	99.079	97.441	98.964
Median	99.39	98.24	99.72
1st & 3rd quartiles	98.80 & 100.00	95.64 & 99.91	98.65 & 100.00
Range (min, max)	96.08 to 100.00	92.35 to 100.00	96.04 to 100.00
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	100.00	100.00	100.00
Kenora Hydro Electric			100.00
Sioux Lookout Hydro Inc.	100.00	98.80	97.27
Count	2	2	3
Average	100.000	99.400	99.090
Median	100.00	99.40	100.00
1st & 3rd quartiles	100.00 & 100.00	99.10 & 99.70	98.64 & 100.00
Range (min, max)	100.00 to 100.00	98.80 to 100.00	97.27 to 100.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	24	23	28
Average	98.886	98.315	99.063
Median	99.29	99.56	99.96
1st & 3rd quartiles	97.99 & 100.00	97.30 & 100.00	98.32 & 100.00
Range (min, max)	96.08 to 100.00	92.35 to 100.00	96.04 to 100.00



**CR060** Percent of Requests for Written Responses Met Within Min. Standard

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	100.00	99.90	100.00
EnWin Utilities Ltd.	100.00	100.00	100.00
Burlington Hydro Inc.	100.00	100.00	100.00
Whitby Hydro Electric	100.00	100.00	100.00
Hydro One Brampton Networks	100.00	100.00	99.96
Hydro Ottawa Limited	99.82	99.92	99.93
Waterloo North Hydro Inc.	100.00	100.00	99.76
Kitchener-Wilmot Hydro Inc.	99.21	99.53	99.58
Oakville Hydro Electricity	99.15	98.72	99.48
Cambridge and North Dumfries	99.17	99.29	99.38
PowerStream Inc.	99.34	99.15	98.76
Horizon Utilities Corporation	98.87	98.99	91.76
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>99.630</b>	<b>99.625</b>	<b>99.051</b>
<b>Median</b>	<b>99.91</b>	<b>99.91</b>	<b>99.85</b>
<b>1st &amp; 3rd quartiles</b>	<b>99.20 &amp; 100.00</b>	<b>99.26 &amp; 100.00</b>	<b>99.45 &amp; 100.00</b>
<b>Range (min, max)</b>	<b>98.87 to 100.00</b>	<b>98.72 to 100.00</b>	<b>91.76 to 100.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Woodstock Hydro Services Inc.	100.00	100.00	100.00
Lakefront Utilities Inc.	100.00		100.00
Bluewater Power Distribution			100.00
Kingston Hydro Corporation			100.00
Entegrus Powerlines Inc.	100.00	100.00	100.00
Festival Hydro Inc.	99.03	100.00	100.00
Grimsby Power Incorporated	100.00		100.00
Halton Hills Hydro Inc.	100.00	100.00	100.00
Orangeville Hydro Limited	100.00	91.16	99.71
PUC Distribution Inc.	91.23	99.34	99.68
Peterborough Distribution Inc.	99.06	99.68	99.28
Lakeland Power Distribution Ltd	99.14	98.27	98.97
Haldimand County Hydro Inc.	94.98	99.32	98.40
St. Thomas Energy Inc.	100.00	98.41	95.35



**CR060** Percent of Requests for Written Responses Met Within Min. Standard

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	98.620	98.618	99.385
Median	100.00	99.51	100.00
1st & 3rd quartiles	99.05 & 100.00	98.64 & 100.00	99.38 & 100.00
Range (min, max)	91.23 to 100.00	91.16 to 100.00	95.35 to 100.00
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	100.00	100.00	100.00
Niagara-on-the-Lake Hydro Inc.	100.00	100.00	100.00
Kenora Hydro Electric			100.00
Count	2	2	3
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
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	29
Average	99.192	99.237	99.310
Median	100.00	99.91	100.00
1st & 3rd quartiles	99.15 & 100.00	99.26 & 100.00	99.48 & 100.00
Range (min, max)	91.23 to 100.00	91.16 to 100.00	91.76 to 100.00



**CR070** Percent of Emergency Calls for Urban Customers Met Within 60 Minutes

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	96.63	98.70	100.00
Whitby Hydro Electric	100.00	100.00	100.00
Cambridge and North Dumfries	97.97	98.29	100.00
Hydro One Brampton Networks	98.53	100.00	99.15
Waterloo North Hydro Inc.	91.30	89.47	97.01
Horizon Utilities Corporation	99.19	95.40	96.00
PowerStream Inc.	94.58	95.12	94.22
Kitchener-Wilmot Hydro Inc.	97.87	90.54	91.04
Burlington Hydro Inc.	89.40	84.73	87.37
EnWin Utilities Ltd.	97.72	96.92	85.51
Hydro Ottawa Limited	95.32	97.01	82.56
Oakville Hydro Electricity			0.00
<b>Count</b>	<b>11</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>96.228</b>	<b>95.107</b>	<b>86.072</b>
<b>Median</b>	<b>97.72</b>	<b>96.92</b>	<b>95.11</b>
<b>1st &amp; 3rd quartiles</b>	<b>94.95 &amp; 98.25</b>	<b>92.83 &amp; 98.50</b>	<b>86.91 &amp; 99.36</b>
<b>Range (min, max)</b>	<b>89.40 to 100.00</b>	<b>84.73 to 100.00</b>	<b>0.00 to 100.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			100.00
Woodstock Hydro Services Inc.	100.00	100.00	100.00
St. Thomas Energy Inc.	100.00	100.00	100.00
Orangeville Hydro Limited	100.00	100.00	100.00
Halton Hills Hydro Inc.	100.00	100.00	100.00
Lakefront Utilities Inc.	97.75		100.00
Grimsby Power Incorporated	100.00		100.00
Lakeland Power Distribution Ltd	100.00	100.00	100.00
Festival Hydro Inc.	100.00	100.00	96.00
Peterborough Distribution Inc.	91.89	100.00	94.87
Kingston Hydro Corporation			90.79
Entegrus Powerlines Inc.	91.44	87.92	90.02
PUC Distribution Inc.	90.20	92.11	89.16
Haldimand County Hydro Inc.	100.00	95.00	87.50



**CR070** Percent of Emergency Calls for Urban Customers Met Within 60 Minutes

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	14
Average	97.607	97.503	96.310
Median	100.00	100.00	100.00
1st & 3rd quartiles	96.29 & 100.00	96.25 & 100.00	91.81 & 100.00
Range (min, max)	90.20 to 100.00	87.92 to 100.00	87.50 to 100.00
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			100.00
Sioux Lookout Hydro Inc.	100.00	100.00	100.00
Niagara-on-the-Lake Hydro Inc.	100.00	100.00	100.00
Count	2	2	3
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
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	23	29
Average	97.192	96.574	92.455
Median	98.53	98.70	99.15
1st & 3rd quartiles	95.32 & 100.00	95.06 & 100.00	90.79 & 100.00
Range (min, max)	89.40 to 100.00	84.73 to 100.00	0.00 to 100.00



**CR080** Percent of Emergency Calls for Rural Customers Met Within 120 Minutes

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Waterloo North Hydro Inc.	94.74	100.00	100.00
Cambridge and North Dumfries	92.52	92.98	100.00
Kitchener-Wilmot Hydro Inc.	100.00	100.00	88.89
Whitby Hydro Electric	100.00		
Veridian Connections Inc.	100.00	100.00	
<b>Count</b>	<b>5</b>	<b>4</b>	<b>3</b>
<b>Average</b>	<b>97.452</b>	<b>98.245</b>	<b>96.297</b>
<b>Median</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>94.74 &amp; 100.00</b>	<b>98.25 &amp; 100.00</b>	<b>94.44 &amp; 100.00</b>
<b>Range (min, max)</b>	<b>92.52 to 100.00</b>	<b>92.98 to 100.00</b>	<b>88.89 to 100.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Grimsby Power Incorporated	100.00		100.00
Halton Hills Hydro Inc.	100.00	100.00	100.00
Bluewater Power Distribution			100.00
Haldimand County Hydro Inc.	93.75	100.00	96.55
Lakeland Power Distribution Ltd	100.00	100.00	
<b>Count</b>	<b>4</b>	<b>3</b>	<b>4</b>
<b>Average</b>	<b>98.438</b>	<b>100.000</b>	<b>99.138</b>
<b>Median</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>98.44 &amp; 100.00</b>	<b>100.00 &amp; 100.00</b>	<b>99.14 &amp; 100.00</b>
<b>Range (min, max)</b>	<b>93.75 to 100.00</b>	<b>100.00 to 100.00</b>	<b>96.55 to 100.00</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	100.00	100.00	100.00
Niagara-on-the-Lake Hydro Inc.	100.00	100.00	100.00
<b>Count</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Average</b>	<b>100.000</b>	<b>100.000</b>	<b>100.000</b>
<b>Median</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>100.00 &amp; 100.00</b>	<b>100.00 &amp; 100.00</b>	<b>100.00 &amp; 100.00</b>
<b>Range (min, max)</b>	<b>100.00 to 100.00</b>	<b>100.00 to 100.00</b>	<b>100.00 to 100.00</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>11</b>	<b>9</b>	<b>9</b>
<b>Average</b>	<b>98.274</b>	<b>99.220</b>	<b>98.382</b>
<b>Median</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>97.37 &amp; 100.00</b>	<b>100.00 &amp; 100.00</b>	<b>100.00 &amp; 100.00</b>
<b>Range (min, max)</b>	<b>92.52 to 100.00</b>	<b>92.98 to 100.00</b>	<b>88.89 to 100.00</b>





**CR090** Percent of Calls Resolved by First Point of Contact

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks	98.57	97.99	99.42
Veridian Connections Inc.	0.00	87.66	84.09
Hydro Ottawa Limited	73.45	78.93	83.20
Horizon Utilities Corporation	0.00	0.00	0.00
Cambridge and North Dumfries		0.00	0.00
EnWin Utilities Ltd.	0.00	0.00	0.00
Burlington Hydro Inc.	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
Oakville Hydro Electricity	0.00	0.00	0.00
<b>Count</b>	<b>10</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>17.202</b>	<b>24.053</b>	<b>24.246</b>
<b>Median</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 0.00</b>	<b>0.00 &amp; 39.47</b>	<b>0.00 &amp; 41.60</b>
<b>Range (min, max)</b>	<b>0.00 to 98.57</b>	<b>0.00 to 97.99</b>	<b>0.00 to 99.42</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
St. Thomas Energy Inc.	0.00	0.00	98.14
Lakeland Power Distribution Ltd	96.48	95.85	97.54
Halton Hills Hydro Inc.	0.00	0.00	96.91
PUC Distribution Inc.	93.98	94.97	96.68
Festival Hydro Inc.	112.37	96.29	91.95
Woodstock Hydro Services Inc.	0.00	0.00	0.00
Bluewater Power Distribution			0.00
Peterborough Distribution Inc.	0.00	0.00	0.00
Orangeville Hydro Limited		0.00	0.00
Grimsby Power Incorporated			0.00
Haldimand County Hydro Inc.	0.00	0.00	0.00
Kingston Hydro Corporation			0.00
Lakefront Utilities Inc.	100.00		
<b>Count</b>	<b>9</b>	<b>9</b>	<b>12</b>
<b>Average</b>	<b>44.759</b>	<b>31.901</b>	<b>40.102</b>
<b>Median</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 96.48</b>	<b>0.00 &amp; 94.97</b>	<b>0.00 &amp; 96.74</b>
<b>Range (min, max)</b>	<b>0.00 to 112.37</b>	<b>0.00 to 96.29</b>	<b>0.00 to 98.14</b>



**CR090** Percent of Calls Resolved by First Point of Contact

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			100.00
Sioux Lookout Hydro Inc.	0.00	0.00	98.83
Niagara-on-the-Lake Hydro Inc.			0.00
<b>Count</b>	<b>1</b>	<b>1</b>	<b>3</b>
<b>Average</b>	<b>0.000</b>	<b>0.000</b>	<b>66.277</b>
<b>Median</b>	<b>0.00</b>	<b>0.00</b>	<b>98.83</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 0.00</b>	<b>0.00 &amp; 0.00</b>	<b>49.42 &amp; 99.42</b>
<b>Range (min, max)</b>	<b>0.00 to 0.00</b>	<b>0.00 to 0.00</b>	<b>0.00 to 100.00</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>20</b>	<b>21</b>	<b>26</b>
<b>Average</b>	<b>28.743</b>	<b>26.271</b>	<b>36.414</b>
<b>Median</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 78.58</b>	<b>0.00 &amp; 78.93</b>	<b>0.00 &amp; 95.50</b>
<b>Range (min, max)</b>	<b>0.00 to 112.37</b>	<b>0.00 to 97.99</b>	<b>0.00 to 100.00</b>



**CR100** Percent of Bills Cancelled and Re-issued

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
EnWin Utilities Ltd.	5.22	4.26	4.49
Horizon Utilities Corporation	3.61	3.43	3.24
Burlington Hydro Inc.	0.00	0.12	1.35
Hydro One Brampton Networks	0.28	0.24	0.46
Hydro Ottawa Limited	0.63	0.45	0.39
PowerStream Inc.	0.33	0.44	0.36
Kitchener-Wilmot Hydro Inc.	0.25	0.28	0.23
Veridian Connections Inc.	0.16	0.16	0.10
Waterloo North Hydro Inc.	0.00	0.13	0.08
Cambridge and North Dumfries	0.29	0.31	0.07
Oakville Hydro Electricity	0.00	0.00	0.00
<b>Count</b>	<b>11</b>	<b>11</b>	<b>11</b>
<b>Average</b>	<b>0.979</b>	<b>0.893</b>	<b>0.979</b>
<b>Median</b>	<b>0.28</b>	<b>0.28</b>	<b>0.36</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.08 &amp; 0.48</b>	<b>0.14 &amp; 0.44</b>	<b>0.09 &amp; 0.91</b>
<b>Range (min, max)</b>	<b>0.00 to 5.22</b>	<b>0.00 to 4.26</b>	<b>0.00 to 4.49</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Grimsby Power Incorporated	0.98		0.74
St. Thomas Energy Inc.	1.34	2.25	0.63
Bluewater Power Distribution			0.53
Halton Hills Hydro Inc.	0.24	0.75	0.47
Entegrus Powerlines Inc.	0.56	0.35	0.41
Orangeville Hydro Limited	1.03	5.50	0.39
Peterborough Distribution Inc.	0.34	0.25	0.20
Haldimand County Hydro Inc.	0.07	0.19	0.19
Woodstock Hydro Services Inc.	0.11	0.16	0.16
Lakeland Power Distribution Ltd	0.11	0.10	0.15
PUC Distribution Inc.	0.36		0.13
Kingston Hydro Corporation			0.00
Festival Hydro Inc.	0.00	0.00	0.00
<b>Count</b>	<b>11</b>	<b>9</b>	<b>13</b>
<b>Average</b>	<b>0.467</b>	<b>1.061</b>	<b>0.308</b>
<b>Median</b>	<b>0.34</b>	<b>0.25</b>	<b>0.20</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.11 &amp; 0.77</b>	<b>0.16 &amp; 0.75</b>	<b>0.15 &amp; 0.47</b>
<b>Range (min, max)</b>	<b>0.00 to 1.34</b>	<b>0.00 to 5.50</b>	<b>0.00 to 0.74</b>



**CR100** Percent of Bills Cancelled and Re-issued

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	5.15		2.50
Kenora Hydro Electric			0.09
Sioux Lookout Hydro Inc.	0.00	0.00	0.00
<b>Count</b>	<b>2</b>	<b>1</b>	<b>3</b>
<b>Average</b>	<b>2.575</b>	<b>0.000</b>	<b>0.863</b>
<b>Median</b>	<b>2.57</b>	<b>0.00</b>	<b>0.09</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.29 &amp; 3.86</b>	<b>0.00 &amp; 0.00</b>	<b>0.04 &amp; 1.29</b>
<b>Range (min, max)</b>	<b>0.00 to 5.15</b>	<b>0.00 to 0.00</b>	<b>0.00 to 2.50</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>21</b>	<b>27</b>
<b>Average</b>	<b>0.878</b>	<b>0.922</b>	<b>0.643</b>
<b>Median</b>	<b>0.28</b>	<b>0.25</b>	<b>0.23</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.10 &amp; 0.72</b>	<b>0.13 &amp; 0.45</b>	<b>0.10 &amp; 0.50</b>
<b>Range (min, max)</b>	<b>0.00 to 5.22</b>	<b>0.00 to 5.50</b>	<b>0.00 to 4.49</b>



**CR110** Percent of Customers with a Retailer

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks	21.54	19.89	15.02
Horizon Utilities Corporation	16.81	14.99	11.76
Veridian Connections Inc.	14.70	13.52	11.27
PowerStream Inc.	13.24	11.94	10.71
EnWin Utilities Ltd.	16.09	14.14	9.86
Cambridge and North Dumfries	14.40	12.64	9.09
Waterloo North Hydro Inc.	12.58	11.09	8.10
Hydro Ottawa Limited	11.32	9.96	7.85
Whitby Hydro Electric	11.48	10.75	7.76
Burlington Hydro Inc.	9.75	8.24	6.91
Oakville Hydro Electricity	8.62	7.92	6.20
Kitchener-Wilmot Hydro Inc.	10.68	9.74	
<b>Count</b>	<b>12</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>13.434</b>	<b>12.068</b>	<b>9.503</b>
<b>Median</b>	<b>12.91</b>	<b>11.51</b>	<b>9.09</b>
<b>1st &amp; 3rd quartiles</b>	<b>11.16 &amp; 15.05</b>	<b>9.90 &amp; 13.67</b>	<b>7.81 &amp; 10.99</b>
<b>Range (min, max)</b>	<b>8.62 to 21.54</b>	<b>7.92 to 19.89</b>	<b>6.20 to 15.02</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
St. Thomas Energy Inc.	20.59	19.37	15.11
Festival Hydro Inc.	20.43	18.85	14.21
Entegrus Powerlines Inc.	18.86	16.45	14.03
Woodstock Hydro Services Inc.	16.07	16.79	13.60
Orangeville Hydro Limited	17.44	16.31	13.11
Bluewater Power Distribution			11.43
Lakeland Power Distribution Ltd	16.02	14.78	11.19
Haldimand County Hydro Inc.	13.94	13.34	11.15
PUC Distribution Inc.	16.86	14.86	10.50
Lakefront Utilities Inc.	12.00		9.53
Grimsby Power Incorporated	14.42		9.31
Halton Hills Hydro Inc.	11.08	11.64	8.77
Kingston Hydro Corporation			6.79
Peterborough Distribution Inc.	12.71	11.55	



**CR110** Percent of Customers with a Retailer

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	12	10	13
Average	15.868	15.394	11.441
Median	16.04	15.59	11.19
1st & 3rd quartiles	13.63 & 17.80	13.70 & 16.71	9.53 & 13.60
Range (min, max)	11.08 to 20.59	11.55 to 19.37	6.79 to 15.11
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			11.37
Sioux Lookout Hydro Inc.	6.59	5.41	4.17
Niagara-on-the-Lake Hydro Inc.	7.51	6.10	4.00
Count	2	2	3
Average	7.050	5.755	6.513
Median	7.05	5.75	4.17
1st & 3rd quartiles	6.82 & 7.28	5.58 & 5.93	4.08 & 7.77
Range (min, max)	6.59 to 7.51	5.41 to 6.10	4.00 to 11.37
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	26	24	27
Average	14.067	12.928	10.104
Median	14.17	12.99	10.50
1st & 3rd quartiles	11.36 & 16.63	10.55 & 15.32	7.97 & 11.59
Range (min, max)	6.59 to 21.54	5.41 to 19.89	4.00 to 15.11



**MR010** Short Term Absences per FTE

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	3.90	8.39	7.73
Kitchener-Wilmot Hydro Inc.	4.97	4.87	4.08
Burlington Hydro Inc.	0.53	5.70	3.35
Hydro Ottawa Limited	2.92	2.57	2.57
Veridian Connections Inc.	2.70	2.39	2.50
Waterloo North Hydro Inc.	1.95	1.99	2.17
Hydro One Brampton Networks	0.31	0.41	1.65
Cambridge and North Dumfries	2.06	2.26	1.60
PowerStream Inc.	1.20	1.35	1.46
Oakville Hydro Electricity			0.28
<b>Count</b>	<b>9</b>	<b>9</b>	<b>10</b>
<b>Average</b>	<b>2.282</b>	<b>3.326</b>	<b>2.739</b>
<b>Median</b>	<b>2.06</b>	<b>2.39</b>	<b>2.33</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.20 &amp; 2.92</b>	<b>1.99 &amp; 4.87</b>	<b>1.61 &amp; 3.15</b>
<b>Range (min, max)</b>	<b>0.31 to 4.97</b>	<b>0.41 to 8.39</b>	<b>0.28 to 7.73</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
St. Thomas Energy Inc.	4.08	3.22	5.13
Festival Hydro Inc.	2.64	2.86	4.13
Orangeville Hydro Limited	1.63	5.00	4.05
Lakefront Utilities Inc.	4.25		3.18
Entegrus Powerlines Inc.	4.04	2.72	3.14
Haldimand County Hydro Inc.	3.63	3.38	3.13
Bluewater Power Distribution			2.44
Woodstock Hydro Services Inc.	1.52	1.84	2.34
Lakeland Power Distribution Ltd	1.61	1.36	1.88
Grimsby Power Incorporated	2.24		1.08
Halton Hills Hydro Inc.	1.77		0.55
PUC Distribution Inc.	2.86		
<b>Count</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>2.752</b>	<b>2.911</b>	<b>2.823</b>
<b>Median</b>	<b>2.64</b>	<b>2.86</b>	<b>3.13</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.70 &amp; 3.83</b>	<b>2.28 &amp; 3.30</b>	<b>2.11 &amp; 3.61</b>
<b>Range (min, max)</b>	<b>1.52 to 4.25</b>	<b>1.36 to 5.00</b>	<b>0.55 to 5.13</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			3.07



**MR010** Short Term Absences per FTE

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	0.88	1.25	2.88
Niagara-on-the-Lake Hydro Inc.	1.33	1.79	1.86
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>1.105</b>	<b>1.520</b>	<b>2.603</b>
<b>Median</b>	<b>1.10</b>	<b>1.52</b>	<b>2.88</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.99 &amp; 1.22</b>	<b>1.38 &amp; 1.65</b>	<b>2.37 &amp; 2.97</b>
<b>Range (min, max)</b>	<b>0.88 to 1.33</b>	<b>1.25 to 1.79</b>	<b>1.86 to 3.07</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>22</b>	<b>18</b>	<b>24</b>
<b>Average</b>	<b>2.410</b>	<b>2.964</b>	<b>2.760</b>
<b>Median</b>	<b>2.15</b>	<b>2.48</b>	<b>2.53</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.55 &amp; 3.45</b>	<b>1.80 &amp; 3.34</b>	<b>1.80 &amp; 3.22</b>
<b>Range (min, max)</b>	<b>0.31 to 4.97</b>	<b>0.41 to 8.39</b>	<b>0.28 to 7.73</b>





**MR020** Short Term Absenteeism: Days per FTE

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Whitby Hydro Electric	4.78	7.11	6.08
Kitchener-Wilmot Hydro Inc.	6.91	7.06	5.66
EnWin Utilities Ltd.			5.05
Burlington Hydro Inc.	0.38	6.56	4.90
Horizon Utilities Corporation	4.65	3.63	4.05
Cambridge and North Dumfries	4.63	4.33	3.98
Waterloo North Hydro Inc.	3.12	3.01	3.79
Hydro One Brampton Networks	0.94	1.22	3.71
Hydro Ottawa Limited	3.83	3.70	3.64
Veridian Connections Inc.	3.56	3.29	3.40
PowerStream Inc.	3.02	3.13	3.28
Oakville Hydro Electricity			0.98
<b>Count</b>	<b>10</b>	<b>10</b>	<b>12</b>
<b>Average</b>	<b>3.582</b>	<b>4.304</b>	<b>4.043</b>
<b>Median</b>	<b>3.70</b>	<b>3.66</b>	<b>3.89</b>
<b>1st &amp; 3rd quartiles</b>	<b>3.05 &amp; 4.65</b>	<b>3.17 &amp; 6.00</b>	<b>3.58 &amp; 4.94</b>
<b>Range (min, max)</b>	<b>0.38 to 6.91</b>	<b>1.22 to 7.11</b>	<b>0.98 to 6.08</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Bluewater Power Distribution			5.10
St. Thomas Energy Inc.	5.37	4.31	4.94
Festival Hydro Inc.	3.29	3.33	4.60
Lakefront Utilities Inc.	6.02		4.17
Haldimand County Hydro Inc.	4.00	3.94	4.04
Entegrus Powerlines Inc.	4.10	4.57	3.80
Woodstock Hydro Services Inc.	2.10	2.50	3.15
Lakeland Power Distribution Ltd	2.96	1.93	2.38
Orangeville Hydro Limited	2.07	2.37	2.10
Grimsby Power Incorporated	2.85		1.46
Halton Hills Hydro Inc.	3.02		1.17
PUC Distribution Inc.	5.41		
<b>Count</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>3.745</b>	<b>3.279</b>	<b>3.355</b>
<b>Median</b>	<b>3.29</b>	<b>3.33</b>	<b>3.80</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.90 &amp; 4.73</b>	<b>2.44 &amp; 4.12</b>	<b>2.24 &amp; 4.38</b>
<b>Range (min, max)</b>	<b>2.07 to 6.02</b>	<b>1.93 to 4.57</b>	<b>1.17 to 5.10</b>



**MR020** Short Term Absenteeism: Days per FTE

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			4.40
Niagara-on-the-Lake Hydro Inc.	2.34	2.18	3.56
Sioux Lookout Hydro Inc.	0.88	1.47	3.20
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>1.610</b>	<b>1.825</b>	<b>3.720</b>
<b>Median</b>	<b>1.61</b>	<b>1.82</b>	<b>3.56</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.24 &amp; 1.97</b>	<b>1.65 &amp; 2.00</b>	<b>3.38 &amp; 3.98</b>
<b>Range (min, max)</b>	<b>0.88 to 2.34</b>	<b>1.47 to 2.18</b>	<b>3.20 to 4.40</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>23</b>	<b>19</b>	<b>26</b>
<b>Average</b>	<b>3.488</b>	<b>3.665</b>	<b>3.715</b>
<b>Median</b>	<b>3.29</b>	<b>3.33</b>	<b>3.80</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.59 &amp; 4.64</b>	<b>2.44 &amp; 4.32</b>	<b>3.22 &amp; 4.55</b>
<b>Range (min, max)</b>	<b>0.38 to 6.91</b>	<b>1.22 to 7.11</b>	<b>0.98 to 6.08</b>



**MR030** Overtime Hours as a % of Regular Hours

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Burlington Hydro Inc.	6.96	6.44	9.15
Cambridge and North Dumfries	5.75	5.50	6.92
Waterloo North Hydro Inc.	4.92	4.96	6.10
PowerStream Inc.	4.37	5.00	5.32
Kitchener-Wilmot Hydro Inc.	5.25	4.66	5.26
Horizon Utilities Corporation	4.07	4.51	4.82
Oakville Hydro Electricity			3.92
Hydro Ottawa Limited	2.70	2.56	3.83
Hydro One Brampton Networks	3.14	3.15	3.30
Veridian Connections Inc.	3.76	3.27	3.29
Whitby Hydro Electric	3.13	3.02	3.15
EnWin Utilities Ltd.	1.31	1.61	2.04
<b>Count</b>	<b>11</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>4.124</b>	<b>4.062</b>	<b>4.758</b>
<b>Median</b>	<b>4.07</b>	<b>4.51</b>	<b>4.37</b>
<b>1st &amp; 3rd quartiles</b>	<b>3.13 &amp; 5.08</b>	<b>3.09 &amp; 4.98</b>	<b>3.29 &amp; 5.51</b>
<b>Range (min, max)</b>	<b>1.31 to 6.96</b>	<b>1.61 to 6.44</b>	<b>2.04 to 9.15</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	6.09	5.51	6.88
Bluewater Power Distribution			3.72
Festival Hydro Inc.	2.81	2.04	3.35
Halton Hills Hydro Inc.	2.65		2.92
Entegrus Powerlines Inc.	2.18	3.29	2.37
Grimsby Power Incorporated	2.15		2.08
Lakeland Power Distribution Ltd	3.27	1.85	1.88
Woodstock Hydro Services Inc.	1.69	1.24	1.51
Lakefront Utilities Inc.	1.22		1.37
St. Thomas Energy Inc.	0.75	0.90	1.28
Orangeville Hydro Limited	2.37	1.40	1.21
PUC Distribution Inc.	7.04		
<b>Count</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>2.929</b>	<b>2.319</b>	<b>2.597</b>
<b>Median</b>	<b>2.37</b>	<b>1.85</b>	<b>2.08</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.92 &amp; 3.04</b>	<b>1.32 &amp; 2.67</b>	<b>1.44 &amp; 3.13</b>
<b>Range (min, max)</b>	<b>0.75 to 7.04</b>	<b>0.90 to 5.51</b>	<b>1.21 to 6.88</b>



**MR030** Overtime Hours as a % of Regular Hours

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	2.37	4.30	4.39
Sioux Lookout Hydro Inc.	1.68	2.04	2.03
Kenora Hydro Electric			0.49
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>2.025</b>	<b>3.170</b>	<b>2.303</b>
<b>Median</b>	<b>2.03</b>	<b>3.17</b>	<b>2.03</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.85 &amp; 2.20</b>	<b>2.61 &amp; 3.73</b>	<b>1.26 &amp; 3.21</b>
<b>Range (min, max)</b>	<b>1.68 to 2.37</b>	<b>2.04 to 4.30</b>	<b>0.49 to 4.39</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>20</b>	<b>26</b>
<b>Average</b>	<b>3.401</b>	<b>3.363</b>	<b>3.561</b>
<b>Median</b>	<b>2.97</b>	<b>3.21</b>	<b>3.29</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.17 &amp; 4.51</b>	<b>1.99 &amp; 4.74</b>	<b>2.04 &amp; 4.72</b>
<b>Range (min, max)</b>	<b>0.75 to 7.04</b>	<b>0.90 to 6.44</b>	<b>0.49 to 9.15</b>



**MR040** Accidents: Frequency per 200,000 hours

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Veridian Connections Inc.	0.00	0.00	3.52
Hydro One Brampton Networks	2.83	2.67	3.25
Burlington Hydro Inc.	0.00	2.03	2.92
Oakville Hydro Electricity			2.66
Kitchener-Wilmot Hydro Inc.	0.55	0.00	1.09
Cambridge and North Dumfries	1.06	0.00	1.01
PowerStream Inc.	0.63	0.19	0.51
Hydro Ottawa Limited	1.20	1.20	0.17
EnWin Utilities Ltd.	0.00	0.00	0.00
Waterloo North Hydro Inc.	0.79	0.75	0.00
Whitby Hydro Electric	1.59	0.00	0.00
Horizon Utilities Corporation	0.00	0.76	0.00
<b>Count</b>	<b>11</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>0.786</b>	<b>0.691</b>	<b>1.261</b>
<b>Median</b>	<b>0.63</b>	<b>0.19</b>	<b>0.76</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 1.13</b>	<b>0.00 &amp; 0.98</b>	<b>0.00 &amp; 2.73</b>
<b>Range (min, max)</b>	<b>0.00 to 2.83</b>	<b>0.00 to 2.67</b>	<b>0.00 to 3.52</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	0.00	2.04	5.89
Lakefront Utilities Inc.	0.00		5.38
Woodstock Hydro Services Inc.	0.00	0.00	5.17
Halton Hills Hydro Inc.	0.00		2.02
Entegrus Powerlines Inc.	1.62	4.35	1.17
Grimsby Power Incorporated	0.00		0.00
Lakeland Power Distribution Ltd	0.00	4.64	0.00
Orangeville Hydro Limited	4.88	0.00	0.00
St. Thomas Energy Inc.	0.00	0.00	0.00
Bluewater Power Distribution			0.00
Festival Hydro Inc.	0.00	0.00	0.00
PUC Distribution Inc.	0.00		
<b>Count</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>0.591</b>	<b>1.576</b>	<b>1.785</b>
<b>Median</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 0.00</b>	<b>0.00 &amp; 3.19</b>	<b>0.00 &amp; 3.59</b>
<b>Range (min, max)</b>	<b>0.00 to 4.88</b>	<b>0.00 to 4.64</b>	<b>0.00 to 5.89</b>



**MR040** Accidents: Frequency per 200,000 hours

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0.00	0.00	0.00
Sioux Lookout Hydro Inc.	0.00	0.00	0.00
<b>Count</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Average</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>
<b>Median</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 0.00</b>	<b>0.00 &amp; 0.00</b>	<b>0.00 &amp; 0.00</b>
<b>Range (min, max)</b>	<b>0.00 to 0.00</b>	<b>0.00 to 0.00</b>	<b>0.00 to 0.00</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>20</b>	<b>25</b>
<b>Average</b>	<b>0.631</b>	<b>0.932</b>	<b>1.390</b>
<b>Median</b>	<b>0.00</b>	<b>0.00</b>	<b>0.17</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 0.86</b>	<b>0.00 &amp; 1.41</b>	<b>0.00 &amp; 2.66</b>
<b>Range (min, max)</b>	<b>0.00 to 4.88</b>	<b>0.00 to 4.64</b>	<b>0.00 to 5.89</b>



**MR050** Accidents: Severity Rate per 200,000 Hours

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Burlington Hydro Inc.	0.00	24.85	188.22
Hydro One Brampton Networks	0.00	0.00	50.76
Veridian Connections Inc.	0.00	0.00	47.93
PowerStream Inc.	1.90	1.86	15.01
EnWin Utilities Ltd.	0.00	4.84	8.79
Cambridge and North Dumfries	6.39	0.00	5.07
Kitchener-Wilmot Hydro Inc.	3.88	0.00	2.18
Hydro Ottawa Limited	13.07	7.72	0.33
Waterloo North Hydro Inc.	4.72	18.02	0.00
Oakville Hydro Electricity			0.00
Horizon Utilities Corporation	0.00		0.00
Whitby Hydro Electric	7.97	0.00	0.00
<b>Count</b>	<b>11</b>	<b>10</b>	<b>12</b>
<b>Average</b>	<b>3.448</b>	<b>5.729</b>	<b>26.524</b>
<b>Median</b>	<b>1.90</b>	<b>0.93</b>	<b>3.62</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 5.55</b>	<b>0.00 &amp; 7.00</b>	<b>0.00 &amp; 23.24</b>
<b>Range (min, max)</b>	<b>0.00 to 13.07</b>	<b>0.00 to 24.85</b>	<b>0.00 to 188.22</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakefront Utilities Inc.	0.00		438.50
Entegrus Powerlines Inc.	100.40	65.20	55.95
Halton Hills Hydro Inc.	0.00		46.40
Haldimand County Hydro Inc.	0.00	157.18	37.28
Woodstock Hydro Services Inc.	0.00	0.00	7.75
Bluewater Power Distribution			0.00
Festival Hydro Inc.	0.00	0.00	0.00
Orangeville Hydro Limited	63.49	0.00	0.00
Lakeland Power Distribution Ltd	0.00	27.86	0.00
Grimsby Power Incorporated	0.00		0.00
St. Thomas Energy Inc.	0.00	0.00	0.00
PUC Distribution Inc.	0.00		
<b>Count</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>14.899</b>	<b>35.749</b>	<b>53.262</b>
<b>Median</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 0.00</b>	<b>0.00 &amp; 46.53</b>	<b>0.00 &amp; 41.84</b>
<b>Range (min, max)</b>	<b>0.00 to 100.40</b>	<b>0.00 to 157.18</b>	<b>0.00 to 438.50</b>



**MR050** Accidents: Severity Rate per 200,000 Hours

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	0.00	0.00	0.00
Niagara-on-the-Lake Hydro Inc.	0.00	0.00	0.00
<b>Count</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Average</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>
<b>Median</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 0.00</b>	<b>0.00 &amp; 0.00</b>	<b>0.00 &amp; 0.00</b>
<b>Range (min, max)</b>	<b>0.00 to 0.00</b>	<b>0.00 to 0.00</b>	<b>0.00 to 0.00</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>19</b>	<b>25</b>
<b>Average</b>	<b>8.409</b>	<b>16.186</b>	<b>36.167</b>
<b>Median</b>	<b>0.00</b>	<b>0.00</b>	<b>0.33</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.00 &amp; 4.09</b>	<b>0.00 &amp; 12.87</b>	<b>0.00 &amp; 37.28</b>
<b>Range (min, max)</b>	<b>0.00 to 100.40</b>	<b>0.00 to 157.18</b>	<b>0.00 to 438.50</b>





**MR070** Staff Development Expenses per FTE

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks	1,404	1,690	3,094
Cambridge and North Dumfries	1,528	1,687	2,821
Oakville Hydro Electricity	0		2,683
Waterloo North Hydro Inc.	1,488	3,455	2,596
Veridian Connections Inc.	2,563	2,768	2,377
PowerStream Inc.	1,557	2,003	2,176
Horizon Utilities Corporation	355	1,621	1,461
Burlington Hydro Inc.	460	565	838
Kitchener-Wilmot Hydro Inc.	686	713	668
Whitby Hydro Electric	694	649	487
Hydro Ottawa Limited	0		0
EnWin Utilities Ltd.	0		0
<b>Count</b>	<b>12</b>	<b>9</b>	<b>12</b>
<b>Average</b>	<b>894.6</b>	<b>1,683.4</b>	<b>1,600.1</b>
<b>Median</b>	<b>690</b>	<b>1,687</b>	<b>1,818</b>
<b>1st &amp; 3rd quartiles</b>	<b>266 &amp; 1,498</b>	<b>713 &amp; 2,003</b>	<b>623 &amp; 2,618</b>
<b>Range (min, max)</b>	<b>0 to 2,563</b>	<b>565 to 3,455</b>	<b>0 to 3,094</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Orangeville Hydro Limited	2,561	3,960	3,277
Festival Hydro Inc.	2,923	2,710	3,116
Entegrus Powerlines Inc.	1,951	1,970	2,288
St. Thomas Energy Inc.	5,765	5,009	2,037
Grimsby Power Incorporated	0		1,619
Halton Hills Hydro Inc.	1,818		1,425
Woodstock Hydro Services Inc.	1,471	1,492	1,128
Lakeland Power Distribution Ltd	1,777	1,443	916
Bluewater Power Distribution			552
Haldimand County Hydro Inc.	831	694	541
Kingston Hydro Corporation			0
Lakefront Utilities Inc.	1,015		0
PUC Distribution Inc.	0		



**MR070** Staff Development Expenses per FTE

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	7	12
Average	1,828.4	2,468.3	1,408.3
Median	1,777	1,970	1,276
1st & 3rd quartiles	923 & 2,256	1,468 & 3,335	549 & 2,100
Range (min, max)	0 to 5,765	694 to 5,009	0 to 3,277
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	2,647	4,123	4,826
Niagara-on-the-Lake Hydro Inc.	4,013	3,690	4,106
Kenora Hydro Electric			1,378
Count	2	2	3
Average	3,330.0	3,906.5	3,436.7
Median	3,330	3,907	4,106
1st & 3rd quartiles	2,988 & 3,671	3,798 & 4,015	2,742 & 4,466
Range (min, max)	2,647 to 4,013	3,690 to 4,123	1,378 to 4,826
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	18	27
Average	1,500.3	2,235.7	1,718.9
Median	1,471	1,830	1,461
1st & 3rd quartiles	460 & 1,951	1,455 & 3,284	610 & 2,639
Range (min, max)	0 to 5,765	565 to 5,009	0 to 4,826



**MR090** Cost of Safety Training per FTE

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks	1,304	1,338	2,646
Horizon Utilities Corporation			2,382
PowerStream Inc.	703	1,711	2,120
Kitchener-Wilmot Hydro Inc.	1,520	1,422	1,725
Whitby Hydro Electric	1,230	1,212	1,550
Waterloo North Hydro Inc.	969	1,657	1,438
Veridian Connections Inc.	1,390	779	1,181
Burlington Hydro Inc.	458	1,183	873
Oakville Hydro Electricity			723
Cambridge and North Dumfries	837	637	596
Hydro Ottawa Limited	416	362	391
<b>Count</b>	<b>9</b>	<b>9</b>	<b>11</b>
<b>Average</b>	<b>980.8</b>	<b>1,144.6</b>	<b>1,420.5</b>
<b>Median</b>	<b>969</b>	<b>1,212</b>	<b>1,438</b>
<b>1st &amp; 3rd quartiles</b>	<b>703 &amp; 1,304</b>	<b>779 &amp; 1,422</b>	<b>798 &amp; 1,923</b>
<b>Range (min, max)</b>	<b>416 to 1,520</b>	<b>362 to 1,711</b>	<b>391 to 2,646</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	2,732	1,828	2,692
Orangeville Hydro Limited	2,168	2,328	2,682
Lakefront Utilities Inc.	850		2,176
Grimsby Power Incorporated	351		1,545
Woodstock Hydro Services Inc.	1,063	1,022	1,347
St. Thomas Energy Inc.	570	356	937
Entegrus Powerlines Inc.	613	1,292	786
Bluewater Power Distribution			775
Lakeland Power Distribution Ltd	750	613	546
Halton Hills Hydro Inc.	479		431
Festival Hydro Inc.	88	173	138
<b>Count</b>	<b>10</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>966.4</b>	<b>1,087.4</b>	<b>1,277.7</b>
<b>Median</b>	<b>681</b>	<b>1,022</b>	<b>937</b>
<b>1st &amp; 3rd quartiles</b>	<b>501 &amp; 1,010</b>	<b>484 &amp; 1,560</b>	<b>661 &amp; 1,861</b>
<b>Range (min, max)</b>	<b>88 to 2,732</b>	<b>173 to 2,328</b>	<b>138 to 2,692</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	1,777	1,368	3,274



**MR090** Cost of Safety Training per FTE

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	970	986	846
Kenora Hydro Electric			246
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>1,373.5</b>	<b>1,177.0</b>	<b>1,455.3</b>
<b>Median</b>	<b>1,373</b>	<b>1,177</b>	<b>846</b>
<b>1st &amp; 3rd quartiles</b>	<b>1,172 &amp; 1,575</b>	<b>1,081 &amp; 1,273</b>	<b>546 &amp; 2,060</b>
<b>Range (min, max)</b>	<b>970 to 1,777</b>	<b>986 to 1,368</b>	<b>246 to 3,274</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>21</b>	<b>18</b>	<b>25</b>
<b>Average</b>	<b>1,011.3</b>	<b>1,125.9</b>	<b>1,361.8</b>
<b>Median</b>	<b>850</b>	<b>1,198</b>	<b>1,181</b>
<b>1st &amp; 3rd quartiles</b>	<b>570 &amp; 1,304</b>	<b>672 &amp; 1,408</b>	<b>723 &amp; 2,120</b>
<b>Range (min, max)</b>	<b>88 to 2,732</b>	<b>173 to 2,328</b>	<b>138 to 3,274</b>



**MR100** Number of Hours of Safe Work Practices Training per FTE

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Burlington Hydro Inc.	18.6	50.2	42.3
Kitchener-Wilmot Hydro Inc.	33.4	32.6	41.6
Whitby Hydro Electric	27.6	25.3	34.4
Waterloo North Hydro Inc.	26.5	37.7	30.8
Veridian Connections Inc.	28.3	19.2	27.6
Hydro Ottawa Limited	25.7	19.0	23.4
Cambridge and North Dumfries	21.8	20.3	19.0
Hydro One Brampton Networks	17.4	19.3	10.3
Horizon Utilities Corporation	14.6	31.4	5.6
<b>Count</b>	<b>9</b>	<b>9</b>	<b>9</b>
<b>Average</b>	<b>23.77</b>	<b>28.33</b>	<b>26.11</b>
<b>Median</b>	<b>25.7</b>	<b>25.3</b>	<b>27.6</b>
<b>1st &amp; 3rd quartiles</b>	<b>18.6 &amp; 27.6</b>	<b>19.3 &amp; 32.6</b>	<b>19.0 &amp; 34.4</b>
<b>Range (min, max)</b>	<b>14.6 to 33.4</b>	<b>19.0 to 50.2</b>	<b>5.6 to 42.3</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Orangeville Hydro Limited	26.2	39.3	43.7
Festival Hydro Inc.	49.1	42.9	39.5
Lakefront Utilities Inc.	16.3		38.3
Woodstock Hydro Services Inc.	15.6	13.0	32.7
Haldimand County Hydro Inc.	34.4	21.4	32.0
St. Thomas Energy Inc.	17.2	17.0	26.1
Grimsby Power Incorporated	8.4		25.6
Entegrus Powerlines Inc.	20.4	40.0	24.6
Lakeland Power Distribution Ltd	17.4	20.5	15.4
Bluewater Power Distribution			14.2
Halton Hills Hydro Inc.	17.1		12.5
<b>Count</b>	<b>10</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>22.21</b>	<b>27.73</b>	<b>27.69</b>
<b>Median</b>	<b>17.3</b>	<b>21.4</b>	<b>26.1</b>
<b>1st &amp; 3rd quartiles</b>	<b>16.5 &amp; 24.8</b>	<b>18.8 &amp; 39.7</b>	<b>20.0 &amp; 35.5</b>
<b>Range (min, max)</b>	<b>8.4 to 49.1</b>	<b>13.0 to 42.9</b>	<b>12.5 to 43.7</b>
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	147.4	83.5	53.9
Sioux Lookout Hydro Inc.	20.9	10.0	31.4
Kenora Hydro Electric			5.3



**MR100** Number of Hours of Safe Work Practices Training per FTE

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	2	2	3
Average	84.15	46.75	30.20
Median	84.1	46.8	31.4
1st & 3rd quartiles	52.5 & 115.8	28.4 & 65.1	18.4 & 42.6
Range (min, max)	20.9 to 147.4	10.0 to 83.5	5.3 to 53.9
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	21	18	23
Average	28.78	30.14	27.40
Median	20.9	23.4	27.6
1st & 3rd quartiles	17.2 & 27.6	19.2 & 38.9	17.2 & 36.3
Range (min, max)	8.4 to 147.4	10.0 to 83.5	5.3 to 53.9



**MR110** Employee Turnover Ratio

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Oakville Hydro Electricity	0.05	0.03	0.13
PowerStream Inc.	0.12	0.13	0.12
Waterloo North Hydro Inc.	0.08	0.06	0.08
Burlington Hydro Inc.	0.02	0.03	0.07
Horizon Utilities Corporation	0.08	0.06	0.06
Hydro One Brampton Networks	0.03	0.03	0.05
Kitchener-Wilmot Hydro Inc.	0.02	0.07	0.04
Cambridge and North Dumfries	0.06	0.01	0.04
Whitby Hydro Electric		0.03	0.03
Veridian Connections Inc.	0.02	0.03	0.03
Hydro Ottawa Limited	0.04	0.01	0.02
EnWin Utilities Ltd.		0.03	
<b>Count</b>	<b>10</b>	<b>12</b>	<b>11</b>
<b>Average</b>	<b>0.052</b>	<b>0.043</b>	<b>0.061</b>
<b>Median</b>	<b>0.04</b>	<b>0.03</b>	<b>0.05</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.03 &amp; 0.08</b>	<b>0.03 &amp; 0.06</b>	<b>0.04 &amp; 0.07</b>
<b>Range (min, max)</b>	<b>0.02 to 0.12</b>	<b>0.01 to 0.13</b>	<b>0.02 to 0.13</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Grimsby Power Incorporated	0.06		0.11
Bluewater Power Distribution			0.06
Lakefront Utilities Inc.	0.00		0.05
Lakeland Power Distribution Ltd	0.04	0.14	0.05
Festival Hydro Inc.	0.00	0.04	0.04
Haldimand County Hydro Inc.	0.04	0.08	0.04
Entegrus Powerlines Inc.	0.04		0.01
St. Thomas Energy Inc.	0.00	0.07	0.00
Kingston Hydro Corporation			0.00
Woodstock Hydro Services Inc.	0.05	0.03	0.00
Halton Hills Hydro Inc.	0.07		0.00
Orangeville Hydro Limited	0.00	0.00	0.00
PUC Distribution Inc.	0.03		



**MR110** Employee Turnover Ratio

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	6	12
Average	0.030	0.060	0.030
Median	0.04	0.06	0.02
1st & 3rd quartiles	0.00 & 0.05	0.03 & 0.08	0.00 & 0.05
Range (min, max)	0.00 to 0.07	0.00 to 0.14	0.00 to 0.11
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	0.06	0.00	0.18
Kenora Hydro Electric			0.07
Sioux Lookout Hydro Inc.			0.00
Count	1	1	3
Average	0.060	0.000	0.083
Median	0.06	0.00	0.07
1st & 3rd quartiles	0.06 & 0.06	0.00 & 0.00	0.03 & 0.12
Range (min, max)	0.06 to 0.06	0.00 to 0.00	0.00 to 0.18
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	22	19	26
Average	0.041	0.046	0.049
Median	0.04	0.03	0.04
1st & 3rd quartiles	0.02 & 0.06	0.03 & 0.07	0.01 & 0.07
Range (min, max)	0.00 to 0.12	0.00 to 0.14	0.00 to 0.18





**MR120** Percent of Total Staff in Executive Positions

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Cambridge and North Dumfries	8.14	7.53	7.45
Whitby Hydro Electric	5.00	6.50	6.11
EnWin Utilities Ltd.	3.08	3.13	5.03
Burlington Hydro Inc.	6.25	6.45	4.49
Waterloo North Hydro Inc.	4.55	4.31	4.29
Oakville Hydro Electricity	0.91	2.54	3.85
Horizon Utilities Corporation	2.02	2.04	2.02
Veridian Connections Inc.	2.02	1.90	1.83
PowerStream Inc.	1.03	1.01	0.97
Hydro One Brampton Networks		1.42	0.97
Kitchener-Wilmot Hydro Inc.	0.00	0.58	0.59
Hydro Ottawa Limited	0.18	0.18	0.17
<b>Count</b>	<b>11</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>3.016</b>	<b>3.133</b>	<b>3.148</b>
<b>Median</b>	<b>2.02</b>	<b>2.29</b>	<b>2.93</b>
<b>1st &amp; 3rd quartiles</b>	<b>0.97 &amp; 4.77</b>	<b>1.32 &amp; 4.85</b>	<b>0.97 &amp; 4.63</b>
<b>Range (min, max)</b>	<b>0.00 to 8.14</b>	<b>0.18 to 7.53</b>	<b>0.17 to 7.45</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Orangeville Hydro Limited	21.05	20.00	20.00
Lakefront Utilities Inc.	3.13		12.82
Woodstock Hydro Services Inc.	10.00	10.37	10.51
Haldimand County Hydro Inc.	10.87	10.42	10.42
Lakeland Power Distribution Ltd	8.70	9.09	9.62
Festival Hydro Inc.	6.67	6.12	8.74
Bluewater Power Distribution			7.34
Grimsby Power Incorporated	6.06		5.41
Halton Hills Hydro Inc.	4.65	4.17	4.08
St. Thomas Energy Inc.	8.16	10.22	3.72
Entegrus Powerlines Inc.	1.75	3.08	2.50
Kingston Hydro Corporation			1.85
PUC Distribution Inc.	2.56		



**MR120** Percent of Total Staff in Executive Positions

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	8	12
Average	7.600	9.184	8.084
Median	6.67	9.66	8.04
1st & 3rd quartiles	3.89 & 9.35	5.63 & 10.38	3.99 & 10.44
Range (min, max)	1.75 to 21.05	3.08 to 20.00	1.85 to 20.00
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	12.50	12.50	25.00
Niagara-on-the-Lake Hydro Inc.	16.67	15.79	14.29
Count	2	2	2
Average	14.585	14.145	19.645
Median	14.58	14.14	19.64
1st & 3rd quartiles	13.54 & 15.63	13.32 & 14.97	16.96 & 22.32
Range (min, max)	12.50 to 16.67	12.50 to 15.79	14.29 to 25.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	24	22	26
Average	6.081	6.334	6.695
Median	4.83	5.22	4.76
1st & 3rd quartiles	2.02 & 8.30	2.17 & 9.94	2.14 & 9.40
Range (min, max)	0.00 to 21.05	0.18 to 20.00	0.17 to 25.00



**MR130** Percent of Total Staff in Management Positions

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Oakville Hydro Electricity	39.09	39.83	32.69
PowerStream Inc.	29.46	30.93	30.35
EnWin Utilities Ltd.	32.39	29.69	25.94
Hydro Ottawa Limited	17.35	26.68	20.77
Waterloo North Hydro Inc.	12.73	15.52	18.03
Burlington Hydro Inc.	16.67	12.90	17.98
Horizon Utilities Corporation	23.99	16.58	16.67
Whitby Hydro Electric	16.67	15.45	16.49
Veridian Connections Inc.	19.70	16.19	16.44
Kitchener-Wilmot Hydro Inc.	26.44	16.86	15.88
Hydro One Brampton Networks	26.96	25.12	15.46
Cambridge and North Dumfries	15.12	15.05	14.89
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>23.048</b>	<b>21.733</b>	<b>20.133</b>
<b>Median</b>	<b>21.84</b>	<b>16.72</b>	<b>17.32</b>
<b>1st &amp; 3rd quartiles</b>	<b>16.67 &amp; 27.59</b>	<b>15.50 &amp; 27.43</b>	<b>16.30 &amp; 22.06</b>
<b>Range (min, max)</b>	<b>12.73 to 39.09</b>	<b>12.90 to 39.83</b>	<b>14.89 to 32.69</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakefront Utilities Inc.	37.50		36.41
St. Thomas Energy Inc.	14.29	20.41	30.48
Grimsby Power Incorporated	36.36		21.62
Entegrus Powerlines Inc.	19.30	20.00	21.25
Halton Hills Hydro Inc.	18.60	20.83	20.41
Orangeville Hydro Limited	15.79	20.00	20.00
Festival Hydro Inc.	15.56	16.33	18.03
Lakeland Power Distribution Ltd	17.39	22.73	12.50
Haldimand County Hydro Inc.	10.87	10.42	10.42
Bluewater Power Distribution			8.26
Woodstock Hydro Services Inc.	7.50	5.19	5.25
Kingston Hydro Corporation			1.85
PUC Distribution Inc.	12.82		



**MR130** Percent of Total Staff in Management Positions

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	8	12
Average	18.725	16.989	17.207
Median	15.79	20.00	19.02
1st & 3rd quartiles	13.55 & 18.95	14.85 & 20.52	9.88 & 21.34
Range (min, max)	7.50 to 37.50	5.19 to 22.73	1.85 to 36.41
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			20.00
Niagara-on-the-Lake Hydro Inc.	11.11	15.79	14.29
Sioux Lookout Hydro Inc.	12.50	12.50	0.00
Count	2	2	3
Average	11.805	14.145	11.430
Median	11.81	14.14	14.29
1st & 3rd quartiles	11.46 & 12.15	13.32 & 14.97	7.14 & 17.14
Range (min, max)	11.11 to 12.50	12.50 to 15.79	0.00 to 20.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	22	27
Average	20.246	19.318	17.865
Median	17.35	16.72	17.98
1st & 3rd quartiles	14.29 & 26.44	15.46 & 22.25	14.59 & 21.01
Range (min, max)	7.50 to 39.09	5.19 to 39.83	0.00 to 36.41



**MR140** Percent of Total Staff in Front Line Positions

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks	73.04	73.46	83.57
Veridian Connections Inc.	78.28	81.90	81.74
Horizon Utilities Corporation	73.99	81.38	81.31
Hydro Ottawa Limited	82.47	73.15	79.06
Waterloo North Hydro Inc.	82.73	80.17	78.11
Cambridge and North Dumfries	76.74	78.49	77.66
Burlington Hydro Inc.	77.08	80.65	77.53
Whitby Hydro Electric	78.33	78.05	77.40
EnWin Utilities Ltd.	64.52	67.19	69.03
PowerStream Inc.	69.51	68.06	68.68
Oakville Hydro Electricity	60.00	57.63	63.46
Kitchener-Wilmot Hydro Inc.	73.56	82.56	14.71
<b>Count</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>74.188</b>	<b>75.224</b>	<b>71.022</b>
<b>Median</b>	<b>75.37</b>	<b>78.27</b>	<b>77.59</b>
<b>1st &amp; 3rd quartiles</b>	<b>72.16 &amp; 78.30</b>	<b>71.88 &amp; 80.83</b>	<b>68.94 &amp; 79.62</b>
<b>Range (min, max)</b>	<b>60.00 to 82.73</b>	<b>57.63 to 82.56</b>	<b>14.71 to 83.57</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kingston Hydro Corporation			96.30
Woodstock Hydro Services Inc.	82.50	84.28	84.06
Bluewater Power Distribution			83.49
Haldimand County Hydro Inc.	78.26	79.17	79.17
Lakeland Power Distribution Ltd	73.91	68.18	77.88
Entegrus Powerlines Inc.	78.95	76.92	76.25
Halton Hills Hydro Inc.	76.74	75.00	75.51
Festival Hydro Inc.	75.56	69.39	73.22
Grimsby Power Incorporated	57.58		72.97
St. Thomas Energy Inc.	77.55	69.36	65.80
Orangeville Hydro Limited	63.16	60.00	60.00
Lakefront Utilities Inc.	59.38		50.77
PUC Distribution Inc.	84.62		



**MR140** Percent of Total Staff in Front Line Positions

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	8	12
Average	73.474	72.788	74.618
Median	76.74	72.19	75.88
1st & 3rd quartiles	68.54 & 78.60	69.07 & 77.48	71.18 & 80.25
Range (min, max)	57.58 to 84.62	60.00 to 84.28	50.77 to 96.30
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kenora Hydro Electric			80.00
Sioux Lookout Hydro Inc.	75.00	75.00	75.00
Niagara-on-the-Lake Hydro Inc.	72.22	68.42	71.43
Count	2	2	3
Average	73.610	71.710	75.477
Median	73.61	71.71	75.00
1st & 3rd quartiles	72.92 & 74.31	70.07 & 73.36	73.21 & 77.50
Range (min, max)	72.22 to 75.00	68.42 to 75.00	71.43 to 80.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	25	22	27
Average	73.827	74.019	73.115
Median	75.56	75.00	77.40
1st & 3rd quartiles	72.22 & 78.28	68.66 & 79.92	70.23 & 79.58
Range (min, max)	57.58 to 84.62	57.63 to 84.28	14.71 to 96.30



**MR150** Total Compensation per FTE

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Oakville Hydro Electricity			110,806
Burlington Hydro Inc.	83,237	97,099	103,747
PowerStream Inc.		93,144	95,797
Waterloo North Hydro Inc.	84,829	98,491	95,230
Horizon Utilities Corporation	81,256	83,554	90,315
Veridian Connections Inc.	91,800	85,750	89,278
EnWin Utilities Ltd.	81,570	83,414	88,857
Kitchener-Wilmot Hydro Inc.	86,982	83,331	87,298
Hydro One Brampton Networks	83,392	87,289	87,018
Hydro Ottawa Limited	75,416	77,429	86,350
Cambridge and North Dumfries	75,932	66,085	81,267
<b>Count</b>	<b>9</b>	<b>10</b>	<b>11</b>
<b>Average</b>	<b>82,712.7</b>	<b>85,558.6</b>	<b>92,360.3</b>
<b>Median</b>	<b>83,237</b>	<b>84,652</b>	<b>89,278</b>
<b>1st &amp; 3rd quartiles</b>	<b>81,256 &amp; 84,829</b>	<b>83,352 &amp; 91,680</b>	<b>87,158 &amp; 95,513</b>
<b>Range (min, max)</b>	<b>75,416 to 91,800</b>	<b>66,085 to 98,491</b>	<b>81,267 to 110,806</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Lakefront Utilities Inc.	73,496		90,674
Orangeville Hydro Limited	82,127	81,692	87,626
St. Thomas Energy Inc.	73,976	80,205	87,619
Bluewater Power Distribution			83,601
Festival Hydro Inc.	75,969	64,019	82,464
Halton Hills Hydro Inc.	87,243	68,629	81,033
Lakeland Power Distribution Ltd	76,497	77,043	81,016
Grimsby Power Incorporated	63,592		79,364
Entegrus Powerlines Inc.	71,185	70,367	76,788
Haldimand County Hydro Inc.	71,603	70,581	76,659
Woodstock Hydro Services Inc.	77,791	73,905	76,135
PUC Distribution Inc.	65,112		
<b>Count</b>	<b>11</b>	<b>8</b>	<b>11</b>
<b>Average</b>	<b>74,417.4</b>	<b>73,305.1</b>	<b>82,089.0</b>
<b>Median</b>	<b>73,976</b>	<b>72,243</b>	<b>81,033</b>
<b>1st &amp; 3rd quartiles</b>	<b>71,394 &amp; 77,144</b>	<b>69,933 &amp; 77,833</b>	<b>78,076 &amp; 85,610</b>
<b>Range (min, max)</b>	<b>63,592 to 87,243</b>	<b>64,019 to 81,692</b>	<b>76,135 to 90,674</b>



**MR150** Total Compensation per FTE

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	77,574	80,340	82,557
Kenora Hydro Electric			79,591
Niagara-on-the-Lake Hydro Inc.	73,965	77,145	73,715
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>75,769.5</b>	<b>78,742.5</b>	<b>78,621.0</b>
<b>Median</b>	<b>75,770</b>	<b>78,742</b>	<b>79,591</b>
<b>1st &amp; 3rd quartiles</b>	<b>74,867 &amp; 76,672</b>	<b>77,943 &amp; 79,541</b>	<b>76,653 &amp; 81,074</b>
<b>Range (min, max)</b>	<b>73,965 to 77,574</b>	<b>77,145 to 80,340</b>	<b>73,715 to 82,557</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>22</b>	<b>20</b>	<b>25</b>
<b>Average</b>	<b>77,933.8</b>	<b>79,975.6</b>	<b>86,192.2</b>
<b>Median</b>	<b>77,036</b>	<b>80,273</b>	<b>86,350</b>
<b>1st &amp; 3rd quartiles</b>	<b>73,968 &amp; 82,959</b>	<b>73,074 &amp; 84,103</b>	<b>81,016 &amp; 89,278</b>
<b>Range (min, max)</b>	<b>63,592 to 91,800</b>	<b>64,019 to 98,491</b>	<b>73,715 to 110,806</b>





**MR160** Overtime Hours as a % of Total Hours Worked

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Burlington Hydro Inc.	6.51	6.05	8.38
Cambridge and North Dumfries	5.44	5.21	6.47
Waterloo North Hydro Inc.	4.69	4.73	5.75
PowerStream Inc.	4.19	4.76	5.05
Kitchener-Wilmot Hydro Inc.	4.99	4.45	5.00
Horizon Utilities Corporation	3.91	4.32	4.60
Oakville Hydro Electricity			3.77
Hydro Ottawa Limited	2.63	2.50	3.69
Hydro One Brampton Networks	3.04	3.05	3.19
Veridian Connections Inc.	3.63	3.17	3.18
Whitby Hydro Electric	3.03	2.94	3.06
EnWin Utilities Ltd.	1.29	1.59	2.00
<b>Count</b>	<b>11</b>	<b>11</b>	<b>12</b>
<b>Average</b>	<b>3.941</b>	<b>3.888</b>	<b>4.512</b>
<b>Median</b>	<b>3.91</b>	<b>4.32</b>	<b>4.19</b>
<b>1st &amp; 3rd quartiles</b>	<b>3.04 &amp; 4.84</b>	<b>2.99 &amp; 4.75</b>	<b>3.19 &amp; 5.23</b>
<b>Range (min, max)</b>	<b>1.29 to 6.51</b>	<b>1.59 to 6.05</b>	<b>2.00 to 8.38</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Haldimand County Hydro Inc.	5.74	5.22	6.44
Bluewater Power Distribution			3.58
Festival Hydro Inc.	2.74	2.00	3.24
Halton Hills Hydro Inc.	2.58		2.84
Entegrus Powerlines Inc.	2.13	3.19	2.32
Grimsby Power Incorporated	2.11		2.04
Lakeland Power Distribution Ltd	3.17	1.82	1.84
Woodstock Hydro Services Inc.	1.66	1.23	1.49
Lakefront Utilities Inc.	1.21		1.35
St. Thomas Energy Inc.	0.74	0.90	1.27
Orangeville Hydro Limited	2.32	1.38	1.19
PUC Distribution Inc.	6.58		
<b>Count</b>	<b>11</b>	<b>7</b>	<b>11</b>
<b>Average</b>	<b>2.816</b>	<b>2.249</b>	<b>2.509</b>
<b>Median</b>	<b>2.32</b>	<b>1.82</b>	<b>2.04</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.88 &amp; 2.95</b>	<b>1.30 &amp; 2.59</b>	<b>1.42 &amp; 3.04</b>
<b>Range (min, max)</b>	<b>0.74 to 6.58</b>	<b>0.90 to 5.22</b>	<b>1.19 to 6.44</b>



**MR160** Overtime Hours as a % of Total Hours Worked

<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Niagara-on-the-Lake Hydro Inc.	2.32	4.12	4.21
Sioux Lookout Hydro Inc.	1.65	2.00	1.99
Kenora Hydro Electric			0.49
<b>Count</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Average</b>	<b>1.985</b>	<b>3.060</b>	<b>2.230</b>
<b>Median</b>	<b>1.98</b>	<b>3.06</b>	<b>1.99</b>
<b>1st &amp; 3rd quartiles</b>	<b>1.82 &amp; 2.15</b>	<b>2.53 &amp; 3.59</b>	<b>1.24 &amp; 3.10</b>
<b>Range (min, max)</b>	<b>1.65 to 2.32</b>	<b>2.00 to 4.12</b>	<b>0.49 to 4.21</b>
<b>Totals over Large, Medium and Small Utility Classes</b>			
<b>Count</b>	<b>24</b>	<b>20</b>	<b>26</b>
<b>Average</b>	<b>3.263</b>	<b>3.232</b>	<b>3.401</b>
<b>Median</b>	<b>2.88</b>	<b>3.11</b>	<b>3.19</b>
<b>1st &amp; 3rd quartiles</b>	<b>2.13 &amp; 4.31</b>	<b>1.95 &amp; 4.52</b>	<b>1.99 &amp; 4.50</b>
<b>Range (min, max)</b>	<b>0.74 to 6.58</b>	<b>0.90 to 6.05</b>	<b>0.49 to 8.38</b>



**MR170** Percent of Total Staff in Union Positions

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Hydro One Brampton Networks	73.04	73.46	75.36
Cambridge and North Dumfries	76.74	74.19	74.47
Whitby Hydro Electric	75.00	75.61	72.82
Hydro Ottawa Limited	72.81	73.15	71.94
Horizon Utilities Corporation	66.92	70.66	71.46
Burlington Hydro Inc.	72.92	75.27	70.79
EnWin Utilities Ltd.		67.19	69.03
Waterloo North Hydro Inc.	70.00	68.97	66.95
Kitchener-Wilmot Hydro Inc.	66.09	66.86	66.47
Veridian Connections Inc.	69.70	65.71	63.47
Oakville Hydro Electricity	60.00	57.63	63.46
PowerStream Inc.	62.88	62.67	61.28
<b>Count</b>	<b>11</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>69.645</b>	<b>69.281</b>	<b>68.958</b>
<b>Median</b>	<b>70.00</b>	<b>69.81</b>	<b>69.91</b>
<b>1st &amp; 3rd quartiles</b>	<b>66.51 &amp; 72.98</b>	<b>66.57 &amp; 73.64</b>	<b>65.72 &amp; 72.16</b>
<b>Range (min, max)</b>	<b>60.00 to 76.74</b>	<b>57.63 to 75.61</b>	<b>61.28 to 75.36</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Woodstock Hydro Services Inc.	82.50	84.28	84.06
Kingston Hydro Corporation			77.78
Halton Hills Hydro Inc.	76.74	75.00	75.51
Entegrus Powerlines Inc.	78.95	76.92	68.75
Haldimand County Hydro Inc.	71.74	68.75	68.75
St. Thomas Energy Inc.	77.55	63.75	65.80
Orangeville Hydro Limited	63.16	60.00	60.00
Grimsby Power Incorporated	54.55		59.46
Lakefront Utilities Inc.	59.38		50.77
Bluewater Power Distribution			48.62
Lakeland Power Distribution Ltd	39.13	45.45	43.27
Festival Hydro Inc.	46.67	42.86	41.53
PUC Distribution Inc.	82.05		



**MR170** Percent of Total Staff in Union Positions

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	8	12
Average	66.584	64.626	62.025
Median	71.74	66.25	62.90
1st & 3rd quartiles	56.96 & 78.25	56.36 & 75.48	50.23 & 70.44
Range (min, max)	39.13 to 82.50	42.86 to 84.28	41.53 to 84.06
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	75.00	75.00	75.00
Kenora Hydro Electric			73.33
Niagara-on-the-Lake Hydro Inc.	72.22	68.42	57.14
Count	2	2	3
Average	73.610	71.710	68.490
Median	73.61	71.71	73.33
1st & 3rd quartiles	72.92 & 74.31	70.07 & 73.36	65.24 & 74.17
Range (min, max)	72.22 to 75.00	68.42 to 75.00	57.14 to 75.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	24	22	27
Average	68.573	67.809	65.825
Median	71.98	68.86	68.75
1st & 3rd quartiles	63.09 & 75.44	64.24 & 74.80	60.64 & 73.08
Range (min, max)	39.13 to 82.50	42.86 to 84.28	41.53 to 84.06



**MR180** Percent of Total Front Line Staff in Union Positions

<b>Large Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Kitchener-Wilmot Hydro Inc.	89.84	80.99	452.00
Oakville Hydro Electricity	100.00	100.00	100.00
EnWin Utilities Ltd.		100.00	100.00
Cambridge and North Dumfries	100.00	94.52	95.89
Whitby Hydro Electric	95.74	96.88	94.08
Burlington Hydro Inc.	94.59	93.33	91.30
Hydro Ottawa Limited	88.29	100.00	90.99
Hydro One Brampton Networks	100.00	100.00	90.17
PowerStream Inc.	90.47	92.08	89.22
Horizon Utilities Corporation	90.44	86.83	87.89
Waterloo North Hydro Inc.	84.62	86.02	85.71
Veridian Connections Inc.	89.03	80.23	77.65
<b>Count</b>	<b>11</b>	<b>12</b>	<b>12</b>
<b>Average</b>	<b>93.002</b>	<b>92.573</b>	<b>121.242</b>
<b>Median</b>	<b>90.47</b>	<b>93.93</b>	<b>91.15</b>
<b>1st &amp; 3rd quartiles</b>	<b>89.44 &amp; 97.87</b>	<b>86.63 &amp; 100.00</b>	<b>88.89 &amp; 96.92</b>
<b>Range (min, max)</b>	<b>84.62 to 100.00</b>	<b>80.23 to 100.00</b>	<b>77.65 to 452.00</b>
<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Orangeville Hydro Limited	100.00	100.00	100.00
St. Thomas Energy Inc.	100.00	91.90	100.00
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
Entegrus Powerlines Inc.	100.00	100.00	90.16
Haldimand County Hydro Inc.	91.67	86.84	86.84
Grimsby Power Incorporated	94.74		81.48
Kingston Hydro Corporation			80.77
Bluewater Power Distribution			58.24
Festival Hydro Inc.	61.76	61.76	56.72
Lakeland Power Distribution Ltd	52.94	66.67	55.56
PUC Distribution Inc.	96.97		



**MR180** Percent of Total Front Line Staff in Union Positions

<b>Medium Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Count	11	8	12
Average	90.735	88.396	84.148
Median	100.00	95.95	88.50
1st & 3rd quartiles	93.20 & 100.00	81.80 & 100.00	75.14 & 100.00
Range (min, max)	52.94 to 100.00	61.76 to 100.00	55.56 to 100.00
<b>Small Utilities</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Sioux Lookout Hydro Inc.	100.00	100.00	100.00
Kenora Hydro Electric			91.67
Niagara-on-the-Lake Hydro Inc.	100.00	100.00	80.00
Count	2	2	3
Average	100.000	100.000	90.557
Median	100.00	100.00	91.67
1st & 3rd quartiles	100.00 & 100.00	100.00 & 100.00	85.83 & 95.83
Range (min, max)	100.00 to 100.00	100.00 to 100.00	80.00 to 100.00
<b>Totals over Large, Medium and Small Utility Classes</b>			
Count	24	22	27
Average	92.546	91.730	101.346
Median	96.36	95.70	90.99
1st & 3rd quartiles	90.29 & 100.00	86.84 & 100.00	83.60 & 100.00
Range (min, max)	52.94 to 100.00	61.76 to 100.00	55.56 to 452.00

# 2012 Utility Performance Management Survey

**UPM** Survey



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