

St. Thomasenergyinc.

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St. Thomas Energy Inc.
135 Edward St.
St. Thomas, ON
N5P 4A8

September 9, 2014

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, 27th Floor
Toronto, ON M4P 1E4

**Re: St Thomas Energy Inc. EB-2014-0113
2015 Cost of Service Electricity Distribution Rate Application
Responses to Interrogatories**

Dear Ms. Walli:

In accordance with PO1, please find accompanying this letter, STEI's responses to interrogatories submitted by Board staff and intervenors. An electronic copy of these responses has been filed via the Board's Regulatory Electronic Submission System.

Please contact the undersigned if you have any questions with regard to STEI's submission.

Yours Truly,
St. Thomas Energy Inc.



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Director, Finance and Regulatory Affairs
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St. Thomas Energy Inc.

**2015 Cost of Service
Response to SEC Interrogatories
EB-2014-0113**

Rates Effective: January 1, 2015

Date Filed: September 9, 2014

**St. Thomas Energy Inc.
135 Edward St.
St. Thomas, ON
N5P 4A8**

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Exhibit 1

1 **1-SEC-1**

2 Please provide a copy of all documents that were provided to the Applicant's Board of Directors
3 in approving this application and the associated Test Year budget.

4

5 **Response:**

6 Attached is a copy of the documents provided to the Board of Directors.

Attachment 1 of 1

Bus Plan Meeting

St. Thomas Energy Inc. – Financial Plan

Our strategy:

- Status quo is no longer acceptable
- We must engage in active discussions with neighbouring LDCs to determine if there are real merger and/or investment opportunities
- Tillsonburg opportunity
- Continue to reach MBRR within planning period, continue with 2015 rate case, manage the business
- Entertain discussions with all parties, including Hydro One to ensure we are making the best decision for the Shareholder and consumers
- Engage Council toward a desired direction...but we don't want this to be an election issue
- Board recommendations to Council
- Fully assess financial implications of a government forced consolidation....be ready

ST. THOMAS ENERGY INC.
STATEMENT OF INCOME
Period ended December 31

	Actual	LE	Business Plan				
	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
REVENUES							
Gross Distribution Revenue	37,281,856	37,418,343	37,661,795	40,555,046	42,896,831	45,400,673	48,077,910
Service and Other Charges	943,430	1,101,649	822,876	774,649	774,649	774,649	774,649
Interest	83,112	35,000	35,000	35,000	35,000	35,000	35,000
	<u>38,308,398</u>	<u>38,554,992</u>	<u>38,519,671</u>	<u>41,364,695</u>	<u>43,706,480</u>	<u>46,210,322</u>	<u>48,887,559</u>
COST OF SALES							
Flow-through costs	<u>30,231,382</u>	<u>30,558,343</u>	<u>30,888,840</u>	<u>33,051,059</u>	<u>35,364,633</u>	<u>37,840,157</u>	<u>40,488,968</u>
Gross Margin	<u>8,077,016</u>	<u>7,996,649</u>	<u>7,630,831</u>	<u>8,313,636</u>	<u>8,341,847</u>	<u>8,370,165</u>	<u>8,398,591</u>
EXPENSES							
Operating	1,282,788	1,356,088	1,258,941	1,318,379	1,346,065	1,374,332	1,403,193
Billing & Collecting	1,385,211	1,298,556	1,239,798	1,265,834	1,292,416	1,319,557	1,347,268
Administration	2,691,486	2,115,505	2,266,363	2,360,957	2,410,537	2,461,158	2,512,842
Total Other Costs	<u>5,359,485</u>	<u>4,770,149</u>	<u>4,765,102</u>	<u>4,945,169</u>	<u>5,049,018</u>	<u>5,155,047</u>	<u>5,263,303</u>
EBITDA	<u>2,717,531</u>	<u>3,226,500</u>	<u>2,865,729</u>	<u>3,368,467</u>	<u>3,292,829</u>	<u>3,215,118</u>	<u>3,135,288</u>
Interest (Inter-co/Other)	1,002,483	1,004,400	1,004,000	998,935	778,729	766,272	766,272
Depreciation/Amortization	<u>1,549,248</u>	<u>1,180,000</u>	<u>1,255,000</u>	<u>1,320,000</u>	<u>1,390,000</u>	<u>1,350,000</u>	<u>1,345,000</u>
Income before taxes	<u>165,800</u>	<u>1,042,100</u>	<u>606,729</u>	<u>1,049,531</u>	<u>1,124,101</u>	<u>1,098,846</u>	<u>1,024,016</u>
Extraordinary Loss (Income)	-	-	-	-	-	-	-
Provision for Taxes	118,551	395,998	230,557	398,822	427,158	417,561	389,126
Net Income	<u>47,249</u>	<u>646,102</u>	<u>376,172</u>	<u>650,709</u>	<u>696,942</u>	<u>681,284</u>	<u>634,890</u>

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Board Meetings – December 13, 2013

ST. THOMAS ENERGY INC.
CONSOLIDATED BALANCE SHEET
Period ended December 31

	Actual	LE	Business Plan
<u>ASSETS:</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
CURRENT ASSETS			
Cash and Short-term Investments	-	358,660	358,660
Accounts Receivable	3,407,439	3,737,000	3,781,844
Unbilled Revenue	3,148,848	3,236,140	3,274,974
Inventory	597,185	600,000	609,000
Income Taxes Recoverable	280,334	-	-
Prepayments	390,171	390,171	216,603
Other Current Assets	55,819	-	-
	7,879,796	8,321,971	8,241,080
CAPITAL ASSETS	24,606,054	25,549,477	26,078,477
OTHER ASSETS			
Deferred Charges and Other Non-Current Assets	578,959	532,000	532,000
Future Payment in lieu of Taxes Recoverable	1,752,563	1,752,563	1,752,563
Regulatory Accounts	-	200,000	200,000
Notes Receivable and Other	-	-	-
	2,331,522	2,484,563	2,484,563
TOTAL ASSETS	34,817,372	36,356,011	36,804,120

ST. THOMAS ENERGY INC.
CONSOLIDATED BALANCE SHEET
Period ended December 31

	Actual	LE	Business Plan
<u>LIABILITIES:</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
CURRENT LIABILITIES			
Bank Indebtedness	914,329	1,696,503	1,669,441
Accounts Payable and Accrued Liabilities	4,519,518	4,200,000	4,294,880
Regulatory Accounts	592,891	500,000	500,000
Due to City of St. Thomas	2,063,300	2,400,000	2,404,120
Current Portion of Long-term Liabilities	228,154	235,000	235,000
	<u>8,318,192</u>	<u>9,031,503</u>	<u>9,103,441</u>
LONG TERM LIABILITIES			
Long Term Portion - Bank Loans	3,500,000	3,500,000	3,500,000
Note Payable - City Of St. Thomas	7,714,426	7,714,426	7,714,426
Customer Deposits	200,097	210,000	210,000
Employee Retirement Benefit	1,140,192	1,162,596	1,162,596
Regulatory Accounts	228,931	400,000	400,000
Future Income Tax Payable	1,624,150	1,600,000	1,600,000
	<u>14,407,796</u>	<u>14,587,022</u>	<u>14,587,022</u>
TOTAL LIABILITIES	<u>22,725,988</u>	<u>23,618,525</u>	<u>23,690,463</u>
<u>SHAREHOLDER'S EQUITY:</u>			
CAPITAL STOCK	7,714,426	7,714,426	7,714,426
RETAINED EARNINGS	4,376,958	5,023,060	5,399,232
	<u>12,091,384</u>	<u>12,737,486</u>	<u>13,113,658</u>
TOTAL LIABILITIES AND SHAREHOLDER'S EQUITY	<u>34,817,372</u>	<u>36,356,011</u>	<u>36,804,120</u>

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Board Meetings – December 13, 2013

1-SEC-2

[Ex.1-5-1/p.4] Please provide the most recent audited financial statements of the Ascent Group Inc.

Response:

On the basis of relevance, STEI declines to provide the audited financial statements of Ascent Group Inc. STEI provided audited financial information of STEI along with PricewaterhouseCoopers prepared a cost study which addresses allocations made to STEI by its related companies.

We note that, STEI did not place Ascent Group Inc.'s (formerly St. Thomas Holding Inc.) audited financial statements on the record as part of previous application for 2011 rates since there was no relevant information to be gained from the holding company's financial statements. As well, the consolidated information included Ascent Group Inc. includes confidential information that could negatively impact the "non-regulated" part of the company if made public.

High level information is available in the audited financial statements for Ascent Group Inc.'s shareholder, the Corporation of the City of St. Thomas ("City"). The 2012 audited financial statements are included under Exhibit 1. Please note that Note 10 in the City's financial statements there is a high level financial statement for Ascent Group Inc. STEI has not yet provided the 2013 audited financial statements for the City because they are not yet available. The City expects to post their 2013 audited statements during September.

1-SEC-3

Please provide copies of all benchmarking surveys, studies, and analysis conducted by the Applicant internally, or through a third-party, since 2011.

Response:

Since 2011, the reviews that have not been included in the current filing are:

1. There was a compensation review update during 2012 that addressed the management payroll along with the internal equity review for staff. All pertinent documents are included under Exhibit 1.1 through to Exhibit 1.4
2. STEI had participated in the annual Utility Performance Management (UPM) Survey through MEARIE for the years 2012 and 2013. STEI did not include a copy of these studies in the initial filing because of contractual restrictions associated with the study. STEI has since received approval to provide the 2013 results. The 2013 results are included under Exhibit 2.

Attachment 1 of 5

UPM

2013 Utility Performance Management Survey

Management Report Report on 2012 Data



UPM Survey



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Introduction

2012 was not a great improvement for the Ontario economy over 2011. The government of Ontario, in its Economic Outlook 2012, has indicated that the economy and jobs (jobs are back at pre-recession levels in Ontario) were at least growing, although in a steady non-aggressive manner. Influenced by manufacturing and export potential for the most part, growth in 2012 GDP followed the 2011 pattern of around 2%. Evidence of fiscal restraint in 2012 included the priority set on controlling public service compensation. Of particular interest in the electricity industry is that one of the five key economic fundamentals is “strengthening Ontario’s electricity system” (Page 6, Ontario Economic Outlook and Fiscal Review; Queen’s Printer for Ontario, 2012; ISSN 1496-2829). It is apparent though that apart from investments in the province’s Hydro One Inc. transmission and distribution assets, a large proportion of this policy direction was inputs to the generation sector. Part of the policy direction for 2012 was to invest in public infrastructure in order to keep the jobs available and to improve assets for new development, which in the long term can have impact on distribution utility revenues. Housing and consumer debt continue to be of concern for economic policy makers and have influenced the availability of commercial loans while creating potential issues of debt repayment for retailers and service companies such as distribution utilities. All sectors of the economy including energy are influenced to a high degree by a continual weakening in global economic performance.

On the municipal side, infrastructure costs for new development (and in particular housing starts) need the support of provincial funding. New development in housing is based on new population growth, of which a significant component is immigration. Pressure on some municipalities to accommodate such population growth has been high in certain regions such as the GTA. This influences the revenues and performance of electric utilities associated with these areas. Municipal shareholders look to their assets to deliver fiscal relief for constrained budgets. Distribution utilities remain a primary source of non-tax dollars for use by municipal shareholders and maintaining the balance of fiscal value and efficient and effective delivery of electricity continues to challenge distribution utility managers. Where new development is evident, relief of fiscal pressures can be obtained as new revenue begins to stream to distribution utilities. Where such growth is not evident and where economic recovery is slower, new revenues are longer in coming and may not recover, making adjustments by utility managers a necessity.

It is apparent that utilities in general are trying to maintain high performance despite economic and fiscal challenges. Not only is this important in the context of their municipal owners/shareholders, it is also important on a regulatory basis. The Ontario Energy Board has in the past few months held stakeholder discussions regarding performance and continuous improvement in the distribution utilities, and have released a staff discussion paper in July 2013 as a result of these discussions. These regulatory initiatives, and the resultant exposure to changed standards of performance, make utility operations subject to scrutiny and create the need to maintain performance at levels that illustrate efficiency and value to shareholders, to customers, and to the public. It is likely that utilities may expect no relief for management teams and owners in maintaining constraint in spending. Compensation issues may become more relevant in the sector’s regulatory proceedings associated with rates, as will costs per unit to manage the infrastructure and delivery of the product to the customer. The work of reviewing and managing continuous improvement is often considered somewhat threatening to all staff levels. Efforts to ensure these actions are taken will need to



utilize new strategies to ensure they are even more integrated into the day to day. The results of this survey contain a significant amount of data of high value to this endeavour.

Executive Summary

The MEARIE Group's 2013 Utility Performance Management Survey (UPM) Survey is the 24th year of this survey's production. The UPM Survey provides ongoing information to utility managers and their shareholders about the operation of their utility. As well, it provides an assessment of the capabilities and challenges that are apparent in their utility operations. These assessments inform management teams about the principle parameters they may need to consider when undertaking strategic planning and budget preparation. In addition, the survey reports are valuable tools that offer comprehensive commentary about utility performance through the use of ratios that examine financial performance, customer relations and system reliability, human resources and management of demand. These ratios were developed using the more than 300 metrics collected in the survey. The results of these metrics associated with the survey are aggregated by size classes of the utilities - small, medium and large - to allow for comparison among survey participants relative to their own size class and relative to the utilities outside of their own size class. Commentary on performance by individual utilities is unique to each utility and subjective in terms of their specific results.

The survey is analysed and two reports are produced as a result of the analysis: Volume I, the "Management Report", and Volume II the "Statistics and Ratios Report". Volume I is comprised of three elements. The first is an "Introduction" about the reporting year (2012) and describes observations that influence the activities of utilities during that year. The second is an "Executive Summary" with overviews of the composite results, general comments about the survey, and an analysis of "Industry Trends". The third element is the "Performance Scorecard" which graphically represents the results of the utility across some key metrics selected to provide comparisons. Volume I is confidential and unique to the specific utility participant – it and the performance profile within it are not available to any other utility participating in the survey.

Volume II, "Statistics and Ratios Report" contains a number of the supporting documents used in the survey process: the data input form in blank; the "Instructions and Guidelines" supplied to support the survey (including addendums if supplied); all of the data aggregated by statistic and in order as shown on the survey; and finally the computed ratios also aggregated by participant size. Volume I and Volume II are both provided electronically and are "click and find" style to enable easy use by any participant. The Project Team presents these to you and trusts that you will find them useful in developing your strategic planning priorities. Thanks to each of the participating utilities' staff who contributed information for the completion of the survey and did so as expeditiously as possible.



1. Confidentiality Protocol for UPMS 2013

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

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

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

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

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

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

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



2. Survey Overview

28 utilities participated in the 2013 survey, as follows:

Size	No. of Customers	No. of Participants
Large	40,000 and above	14
Medium	9,000 to 39,999	12
Small	8,999 and below	2

The MEARIE Group's 2013 Survey includes 328 data points organized by categories as follows: Utility Characteristics; Customers, Customer Service, Service Reliability; Base Rates, Customer Demand and Revenues; Human Resources; Financial Information, Assets, Liabilities and Equity, Revenues, Expenses, Other; and Smart Meters.

The input provided allows the computation of a total of 88 ratios in the areas of: Financial Performance, Customer Service, Efficiency, System Reliability, and Resource Management.

Volume I – The Management Report provides each participating utility with information from other utilities that can be used for comparison purposes, ideally promoting the sharing of information that will result in performance improvements. It is important that the following considerations be clearly understood by participants:

- Ratio results can vary significantly from one utility to the next due to differences in policies, procedures or strategic direction and need not be indicative of differences in performance. Many utility policies and procedures that affect these ratios have long-term impacts; a decision made by the utility may result in an apparent year over year decline in a ratio, with the longer term result being an improvement in utility operations.
- Factors such as utility size, customer mix and density, or the number of contract employees used by a utility also have bearing on the results.
- Municipal organization, employment and business conditions, and geographic characteristics of the utility may have bearing on the results.
- Weather conditions and unusual weather events will have an effect on yearly results, as may emergency situations, or uncontrollable natural disasters.
- Many of the ratios are inter-related. For example: increases in operating and maintenance expenditure levels may have an apparent negative effect on Operating and Maintenance per Customer ratios, but a positive effect on the reliability ratios.

Readers are cautioned neither to use these ratio values as the sole means of evaluating utility performance, nor to conclude there is an optimal value for the ratios.



Also, readers are cautioned against making general assumptions where the means are derived from a relatively small number of responses.

The survey results should be used as a starting point in the evaluation of utility performance. Further exchange of information between utilities is recommended as a performance management strategy.

Volume II – The Statistics and Ratios Report provides all data arranged according to the sections associated with the data input form. It is possible to conveniently view and compare all participant results in one metric at the same time. As well, grouped as they are according to sections, review of all metrics within one particular topic is possible (e.g., “utility characteristics” metrics are found in the first pages of the Volume similar to the data input form).

3. Composite Results

The tables of composite results of ratios have been developed **using data from all participants** in the 2013 UPM Survey compared against results from all participants in previous years’ surveys. Based on the historical data from previous years, the results are provided for 2012, 2011, 2010, and 2009.

The “Mean” or average is calculated for each measure. The number of responses is indicated for each calculation (count of responses).

Because the “Mean” can be skewed by “outliers” or extreme results, the data is also organized and presented by quartiles that show the distribution among the number of respondents. The first quartile is the value which has 25% of the data below it and 75% of the data above it. The third quartile has 75% of the data below it and 25% of the data above it.



Composite Results: Financial Ratios

All Utilities	Count of Responses				Mean				1st Quartile				3rd Quartile			
	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012
Financial Ratios																
FR010 Net Income as a % of Total Revenue	36	30	29	28	3.1	2.9	2.9	3.2	2.4	2.4	2.4	2.5	3.6	3.6	3.8	3.9
FR020 Debt/Equity Ratio	36	30	29	28	0.99	1.02	1.01	1.02	0.67	0.77	0.78	0.73	1.35	1.30	1.39	1.31
FR030 Current Ratio	36	30	29	28	1.9	1.6	1.4	1.5	1.0	1.0	0.9	1.1	1.7	1.7	1.8	1.9
FR040 Number of Days Cash Reserve	36	30	29	28	26.3	22.4	15.3	19.0	2.5	4.4	0.6	1.4	32.8	31.2	27.1	32.8
FR050 Number of Days Sales Outstanding	36	30	29	28	26.1	26.4	24.8	25.1	20.1	22.2	21.2	21.9	29.9	30.0	28.8	27.9
FR060 Average Number of Days Sales Outstanding	35	29	28	27	26.8	26.0	25.5	25.1	23.1	22.0	21.5	22.3	30.3	30.1	28.7	28.2
FR070 Number of Days of Unbilled Revenue	36	30	29	28	41.3	38.5	37.8	35.6	38.0	37.3	35.6	32.1	44.4	43.3	42.4	38.1
FR080 Average Number of Days of Unbilled Revenue	30	26	29	27	38.2	35.5	36.0	34.4	32.8	32.7	30.7	29.8	42.5	38.0	39.8	37.4
FR090 Write-offs as a % of Total Electricity Service Revenue	36	30	29	28	0.27	0.18	0.17	0.18	0.13	0.11	0.11	0.11	0.36	0.24	0.23	0.25
FR100 Bad Debt as a % of Total Electricity Service Revenue	36	30	29	28	0.2257	0.1592	0.1636	0.1394	0.1090	0.0925	0.0882	0.0846	0.2876	0.2109	0.2195	0.1734



Composite Results: Financial Ratios

All Utilities	Count of Responses				Mean				1st Quartile				3rd Quartile			
	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012
FR120 Times Interest Earned	34	28	29	28	2.71	2.89	2.77	3.21	2.07	2.18	2.10	2.55	2.81	3.00	2.91	3.80
FR130 Debt Service Coverage (EBITDA Interest Coverage)	33	27	28	28	4.72	5.25	5.06	5.39	3.94	4.39	3.93	3.91	5.88	5.79	5.53	5.39
FR140 Operating Ratio (%)	36	30	29	28	4.40	3.93	3.81	3.92	3.25	2.65	2.45	3.08	5.15	4.34	4.45	4.70
FR150 Distribution Revenue per Residential Customer (\$)	36	30	29	28	291	294	322	346	259	267	270	300	301	306	335	360
FR160 Distribution Revenue per General Service Customer (\$)	36	30	29	28	1,588	1,603	1,724	1,776	1,231	1,325	1,462	1,502	1,737	1,821	2,064	2,202
FR170 Distribution Revenue per Large Customer (\$)	15	13	15	14	307,977	289,280	366,355	401,985	172,908	173,459	146,133	149,604	435,286	402,907	464,503	571,815
FR190 Return on Total Assets Less Depreciation (%)	36	30	29	28	3.717	3.907	3.218	3.369	2.376	2.724	2.517	2.813	3.849	3.958	3.976	4.214
FR200 Percent Debt (%)	36	30	29	28	46.4	47.5	48.3	48.7	40.2	43.5	43.8	42.3	57.5	56.6	58.1	56.7
FR210 Fixed Charge Coverage (EBIT Interest Coverage)	34	29	28	28	2.77	3.26	2.99	3.25	2.37	2.62	2.37	2.39	3.41	3.48	3.15	4.04
FR220 Cash Flow/Debt	35	29	29	28	0.28	0.22	0.24	0.23	0.17	0.18	0.17	0.17	0.30	0.24	0.28	0.25



Composite Results: Financial Ratios

All Utilities	Count of Responses				Mean				1st Quartile				3rd Quartile			
	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012
FR230 Net Income as a % of Distribution Revenue	36	30	29	28	15.19	15.49	15.92	16.98	12.81	13.26	13.03	13.37	18.62	20.17	20.29	20.20
FR240 Profitability	36	30	29	28	0.27	0.32	0.31	0.31	0.26	0.29	0.25	0.26	0.37	0.38	0.38	0.37
FR250 Return on Equity (%)	36	30	29	28	7.59	7.61	7.74	8.70	6.05	6.13	6.43	6.58	9.01	9.51	9.92	10.75
FR260 Free Operating Cash Flow Plus Interest Over Interest	34	28	29	28	0.35	-0.25	-0.38	-1.78	-1.30	-1.45	-1.12	-2.57	0.70	1.25	0.88	0.27
FR270 Debt Over EBIT	36	30	29	28	7.21	10.64	7.42	6.80	4.13	5.19	4.90	5.04	7.55	6.73	7.46	8.34
FR280 Return on Assets (%)	35	30	29	28	2.48	2.50	2.35	2.96	1.69	1.85	2.11	2.04	2.79	3.18	2.80	3.75
FR290 Return on Capital Employed (%)	36	30	29	28	4.08	4.02	4.18	4.85	3.17	3.25	3.76	3.80	4.64	4.89	5.22	5.44
FR300 Operating Margin (%)	36	30	29	28	6.68	6.42	5.79	6.03	5.66	5.70	5.16	5.38	7.69	7.54	6.57	7.15
FR310 Net Margin (%)	36	30	29	28	3.18	2.94	2.97	3.22	2.44	2.43	2.45	2.55	3.67	3.70	3.89	4.07
FR320 Interest Coverage Ratio	34	29	28	28	3.12	3.45	3.02	3.40	2.52	2.68	2.50	2.65	3.41	3.64	3.14	4.17



Composite Results: Customer Service Ratios

All Utilities	Count of Responses				Mean				1st Quartile				3rd Quartile			
	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012
Customer Service Ratios																
CR010 Percent of Requests for New Low Voltage Service Met Within Min. Standard	36	30	29	28	98.52	98.82	98.59	98.36	97.85	97.80	97.76	97.81	100.00	100.00	100.00	100.00
CR020 Percent of Requests for New High Voltage Service Met Within Min. Standard	16	15	14	12	100.00	93.33	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
CR040 Percent of General Inquiry Telephone Calls Answered Within Min. Standard	35	29	27	28	85.32	84.14	83.28	83.28	77.86	74.27	76.83	77.39	96.00	92.68	92.69	91.04
CR050 Percent of Appointments at a Customer's Premises/Work Site Within Min. Standard	33	29	28	28	98.56	98.52	99.06	98.96	98.03	97.44	98.32	98.59	100.00	100.00	100.00	100.00
CR060 Percent of Requests for Written Responses Met Within Min. Standard	36	30	29	28	98.96	99.14	99.31	99.81	99.16	99.18	99.48	99.96	100.00	100.00	100.00	100.00
CR070 Percent of Emergency Calls for Urban Customers Met Within 60 Minutes	34	29	29	28	97.20	97.10	92.46	97.45	95.37	95.40	90.79	96.99	100.00	100.00	100.00	100.00
CR080 Percent of Emergency Calls for Rural Customers Met Within 120 Minutes	14	10	9	10	98.32	98.69	98.38	98.05	96.59	100.00	100.00	100.00	100.00	100.00	100.00	100.00
CR090 Percent of Calls Resolved by First Point of Contact	26	25	26	25	36.90	29.43	36.41	38.34	0.00	0.00	0.00	0.00	95.16	87.66	95.50	95.99
CR100 Percent of Bills Cancelled and Re-issued	33	27	27	26	0.72	0.77	0.64	0.26	0.11	0.11	0.10	0.01	0.63	0.44	0.50	0.22
CR110 Percent of Customers with a Retailer	36	30	28	28	14.08	12.79	9.77	8.21	11.87	10.83	7.83	6.51	16.12	14.96	11.51	9.84



Composite Results: Efficiency Ratios

All Utilities	Count of Responses				Mean				1st Quartile				3rd Quartile			
	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012
Efficiency Ratios																
ER010 System Unit Cost of Power (\$)	36	30	29	28	0.069	0.077	0.083	0.086	0.061	0.076	0.082	0.086	0.077	0.082	0.087	0.092
ER020 Controllable Expense per Customer (\$)	36	29	29	28	204.52	223.53	224.65	249.48	174.73	176.25	181.67	208.91	231.79	254.46	253.73	269.38
ER030 Controllable Expense per MWh Sold (\$)	36	29	29	28	8.89	9.70	9.60	10.94	6.76	6.93	7.27	8.77	10.99	12.55	10.80	11.16
ER040 Operating & Maintenance Expense per Customer (\$)	36	30	29	28	94.00	92.13	96.35	105.49	70.62	66.37	71.45	80.19	109.36	98.04	107.85	112.85
ER050 Operating & Maintenance Expense per MWh Sold (\$)	36	30	29	28	4.17	4.00	4.09	4.59	3.09	2.69	2.86	3.68	5.24	4.46	4.40	5.00
ER060 Billing and Collection Expense per Customer (\$)	36	30	29	28	49.42	46.67	46.64	52.95	36.56	35.71	34.99	37.98	61.29	54.12	53.39	61.57
ER070 Billing and Collection Expense per MWh Sold (\$)	36	30	29	28	2.21	2.03	2.00	2.34	1.46	1.44	1.47	1.68	2.85	2.68	2.45	2.88
ER080 Administration Expense per Customer (\$)	36	30	29	28	82.26	84.70	91.52	95.52	64.89	65.34	70.87	69.53	95.99	97.16	115.00	111.66
ER090 Administration Expense per MWh Sold (\$)	36	30	29	28	3.60	3.63	3.88	4.19	2.50	2.93	2.83	2.91	3.89	4.11	4.93	4.85
ER110 Customer Density (Per Square Kilometer)	36	30	29	28	299.4	318.0	320.7	336.4	121.6	134.2	150.8	178.0	462.1	473.5	502.3	480.8



Composite Results: Efficiency Ratios

All Utilities	Count of Responses				Mean				1st Quartile				3rd Quartile			
	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012
ER120 Cost per Customer Read for Meters	33	25	26	23	0.96	1.19	1.48	1.49	0.66	0.68	0.63	0.63	1.12	1.16	1.50	1.79
ER140 Inventory Turnover Ratio	34	29	28	28	1.98	2.42	2.20	2.51	1.27	1.18	1.14	1.13	2.25	3.16	2.74	2.76
ER150 Controllable Cost per Circuit km of Line	36	29	29	28	9,021.48	10,021.87	10,116.03	11,661.35	6,810.25	7,513.24	7,526.07	8,738.42	12,172.84	13,060.08	13,331.75	14,716.89
ER160 Asset Efficiency	36	30	29	28	0.99	1.02	1.04	1.06	0.86	0.93	0.92	0.96	1.13	1.11	1.12	1.14



Composite Results: Resource Management Ratios

All Utilities	Count of Responses				Mean				1st Quartile				3rd Quartile			
	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012
Resource Management																
MR010 Short Term Absences per FTE	32	24	24	25	2.42	2.86	2.76	2.83	1.59	1.64	1.80	1.67	2.97	3.26	3.22	3.32
MR020 Short Term Absenteeism: Days per FTE	33	25	26	27	3.47	3.72	3.71	3.86	2.34	2.37	3.22	3.33	4.63	4.33	4.55	4.58
MR030 Overtime Hours as a % of Regular Hours	34	25	26	27	3.62	3.37	3.56	3.15	2.16	1.85	2.04	1.87	5.18	4.66	4.72	4.45
MR040 Accidents: Frequency per 200,000 hours	34	25	25	27	0.86	0.92	1.37	1.10	0.00	0.00	0.00	0.00	0.77	1.20	2.66	1.80
MR050 Accidents: Severity Rate per 200,000 Hours	34	24	25	27	44.87	12.87	34.18	22.72	0.00	0.00	0.00	0.00	3.64	5.56	15.01	15.46
MR070 Staff Development Expenses per FTE	35	23	27	27	1,695	2,254	1,719	1,610	534	1,468	610	709	2,562	3,112	2,639	2,445
MR090 Cost of Safety Training per FTE	30	23	25	25	1,210	1,078	1,362	1,171	581	708	723	622	1,657	1,353	2,120	1,748
MR100 Number of Hours of Safe Work Practices Training per FTE	31	23	23	24	30.6	29.8	28.4	22.8	17.3	19.8	21.2	18.0	35.6	35.5	36.3	29.5
MR110 Employee Turnover Ratio	31	25	26	27	0.04	0.05	0.05	0.05	0.02	0.02	0.01	0.03	0.06	0.07	0.07	0.07
MR120 Percent of Total Staff in Executive Positions	33	27	26	27	5.72	5.73	6.69	5.98	2.02	1.97	2.14	2.29	8.16	8.31	9.40	8.53



Composite Results: Resource Management Ratios

All Utilities	Count of Responses				Mean				1st Quartile				3rd Quartile			
	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012
MR130 Percent of Total Staff in Management Positions	35	28	27	27	20.60	19.23	17.86	19.11	14.38	15.50	14.59	15.02	25.21	21.31	21.01	20.31
MR140 Percent of Total Staff in Front Line Positions	35	28	27	27	72.36	72.64	75.58	73.25	70.66	69.13	72.20	71.15	78.64	80.29	80.59	79.47
MR150 Total Compensation per FTE	32	25	25	26	74,808	80,617	86,192	84,265	73,515	73,905	81,016	78,917	83,751	85,750	89,278	93,166
MR160 Overtime Hours as a % of Total Hours Worked	34	25	26	27	3.45	3.23	3.40	3.03	2.11	1.82	1.99	1.83	4.93	4.45	4.50	4.26
MR170 Percent of Total Staff in Union Positions	34	28	27	27	65.48	67.52	65.82	66.00	60.63	63.72	60.64	62.70	74.78	74.40	73.08	71.34
MR180 Percent of Total Front Line Staff in Union Positions	33	28	27	27	88.29	91.23	87.64	93.51	89.03	86.63	81.68	85.33	100.00	100.00	100.00	98.53



Composite Results: System Reliability Ratios

All Utilities	Count of Responses				Mean				1st Quartile				3rd Quartile			
	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012
System Reliability Ratios																
SR010 System Average Interruption Duration Index (SAIDI)	36	30	29	28	2.03	1.73	3.48	1.57	0.82	0.76	1.46	0.87	2.52	2.07	5.46	1.97
SR020 SAIDI: Loss of Supply	36	30	28	28	0.87	0.63	0.74	0.48	0.03	0.00	0.03	0.02	0.99	0.30	0.58	0.43
SR030 SAIDI: LDC Distribution System	36	30	29	28	1.18	1.10	2.58	1.09	0.54	0.55	0.99	0.79	1.57	1.31	2.41	1.23
SR040 (CAIDI) Customer Average Interruption Duration Index	36	30	29	28	1.24	1.08	1.40	1.04	0.83	0.65	0.91	0.63	1.36	1.32	1.68	1.01
SR050 CAIDI: Loss of Supply	36	30	28	28	0.46	0.28	0.36	0.35	0.03	0.00	0.01	0.01	0.55	0.19	0.34	0.23
SR060 CAIDI: LDC Distribution System	36	30	29	28	0.78	0.81	1.01	0.69	0.49	0.55	0.63	0.57	0.92	0.81	1.20	0.76
SR070 System Average Interruption Frequency Index (SAIFI)	36	30	29	28	1.68	1.81	2.27	1.58	1.14	0.91	1.34	1.16	1.81	1.81	2.83	1.91
SR080 SAIFI: Loss of Supply	35	30	28	28	0.59	0.40	0.39	0.39	0.15	0.00	0.06	0.09	0.65	0.54	0.65	0.60
SR090 SAIFI: LDC Distribution System	36	30	29	28	1.10	1.42	1.86	1.19	0.69	0.70	0.99	0.89	1.33	1.52	2.02	1.47
SR100 Index of Reliability	36	30	29	28	0.99977	0.99980	0.99960	0.99982	0.99971	0.99976	0.99938	0.99977	0.99991	0.99991	0.99983	0.99990



Composite Results: System Reliability Ratios

All Utilities	Count of Responses				Mean				1st Quartile				3rd Quartile			
	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012	2009	2010	2011	2012
SR110 Index of Reliability: Loss of Supply	36	30	28	28	0.999901	0.999928	0.999916	0.999945	0.999887	0.999966	0.999933	0.999951	0.999996	1.000000	0.999997	0.999998
SR120 Index of Reliability: LDC Distribution System	36	30	29	28	0.999865	0.999875	0.999706	0.999876	0.999821	0.999850	0.999724	0.999860	0.999938	0.999938	0.999887	0.999910
SR130 System Average Automatic Reclosure Index (SAARI)	18	17	15	16	2.96	2.62	3.68	3.16	0.00	0.63	0.95	1.24	4.98	3.61	5.05	4.22
SR140 SAARI: Loss of Supply	17	15	10	11	0.37	0.30	0.33	0.20	0.00	0.00	0.00	0.00	0.02	0.20	0.35	0.21
SR150 SAARI: LDC Distribution System	17	13	12	13	2.75	2.47	2.83	2.81	0.00	0.00	0.00	0.01	5.06	3.61	4.25	4.05
SR160 Percent of Customers Experiencing Multiple Outages	10	9	8	8	14.24	22.38	19.57	3.65	0.03	0.00	0.33	0.00	12.23	17.63	22.18	3.64
SR170 Percent of Customers With Long Duration Outages	20	16	14	16	9.99	2.13	13.99	1.66	0.04	0.13	1.58	0.28	9.88	2.24	12.37	1.84
SR180 Total Outage Minutes per Customer	36	30	29	28	121.83	103.51	208.81	93.98	48.98	45.43	87.64	52.42	151.38	124.38	327.58	118.31



4. General Observations

The 2012 Average Annual Peak Load continued to decline below the 2011 result. However, between 2008 and 2012, Average Annual Peak Load advanced 5%. Notably, the 2012 result is similar to the 2008 and 2009 Average Annual Peak Load. Despite these declines, distribution revenue from all classes over the period 2008 to 2012 has increased by 31%, with the largest increase year over year between 2011 and 2012 for which rate adjustments may be a contributing factor. Again there were consistent returns from each of the customer classes in each of the years of the period. Average Distribution revenue from residential customers peaked in 2012 and was 18% higher over the five year period. Average Net Income as a % of distribution revenue has been between 15% and 17% since 2008 with a slight rise in both 2010 and 2012.

Average cost of Operations and Maintenance sharply increased in 2012. Some changes in accounting for metering, increased work to improve infrastructure, and new facilities appear to have influenced some of this increase. Administration, and Billing and Collection Expenses per Customer have continued a steady upward trend over the period. Increases in staff salaries have occurred to influence these costs and the heavy workload of the regulatory and reporting requirements continues to have an incremental effect on financial results, possibly due in some part to the constant need to adapt to new initiatives by regulatory and legislative agencies. Again it is not yet apparent whether new technology is contributing to reduction in costs to customers. Customer density remained relatively consistent on average over the period of 2008 to 2012.

Average costs for Operations and Maintenance also have notably increased in 2012 per MWh sold. Although Administration, and Billing and Collection expenses per MWh did not increase as sharply, both of these categories increased to highs on average for the period 2008 to 2012.

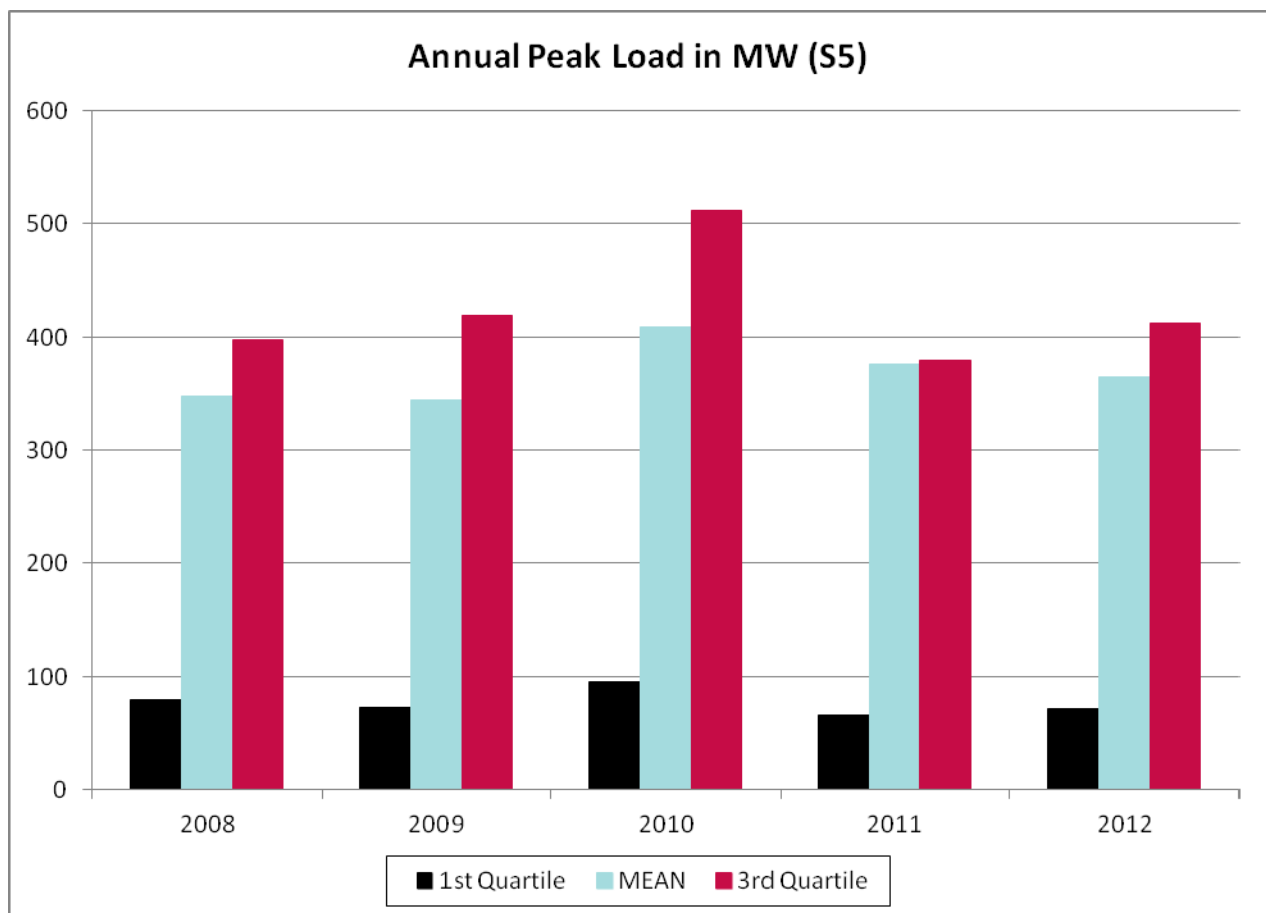
The basic distribution utility business remains one of service to customers. The services available to customers are expanding and both create new costs and new business. The new business aspects of the electricity utility include innovations in renewable generation and smart technologies. In addition, municipal energy planning has created opportunities for influencing the efficiency and effectiveness of energy usage in the franchise area. However, this too brings new responsibilities for staff that may need training or intelligent equipment support to maintain and grow with these new initiatives. Municipalities may use their own staff under the initiative; however, reliance on the utility staff to help provide expertise in the planning is evident. Smart metering is now integrated with standard operations and offers opportunities in energy planning. Most of the utilities in the survey have completed their legislated requirements associated with this metering and are probably exploring new business aspects of this technology. There is a decrease in the number of customers able to be served per FTE. This is perhaps a direct result of workload increases per FTE due to the new business activities of the utility.

Staff development expenses were down 8% on average in 2012 over the last five years. Again there is a cyclic nature to this statistic. However, given the increased pressure to maintain a high level of expertise in utility staff, it is likely an area where increasing cost trends may occur. The alternative is to access the expertise from new hires which may involve incremental costs. Safety results were improved over 2011 in 2012 among participants, although the lowest accident frequency for the period was in 2009.

Average return on equity (ROE) has improved slightly over 2011 by 1.3% in 2012 and is 8.7%. 2012 also marks the high for the period, exceeding 2010. Average return on assets (ROA) increased by 12% to the highest level since 2008. Perhaps this is an indication of technological improvements.

5. Industry Trends

Annual Peak Load in MW (\$5)

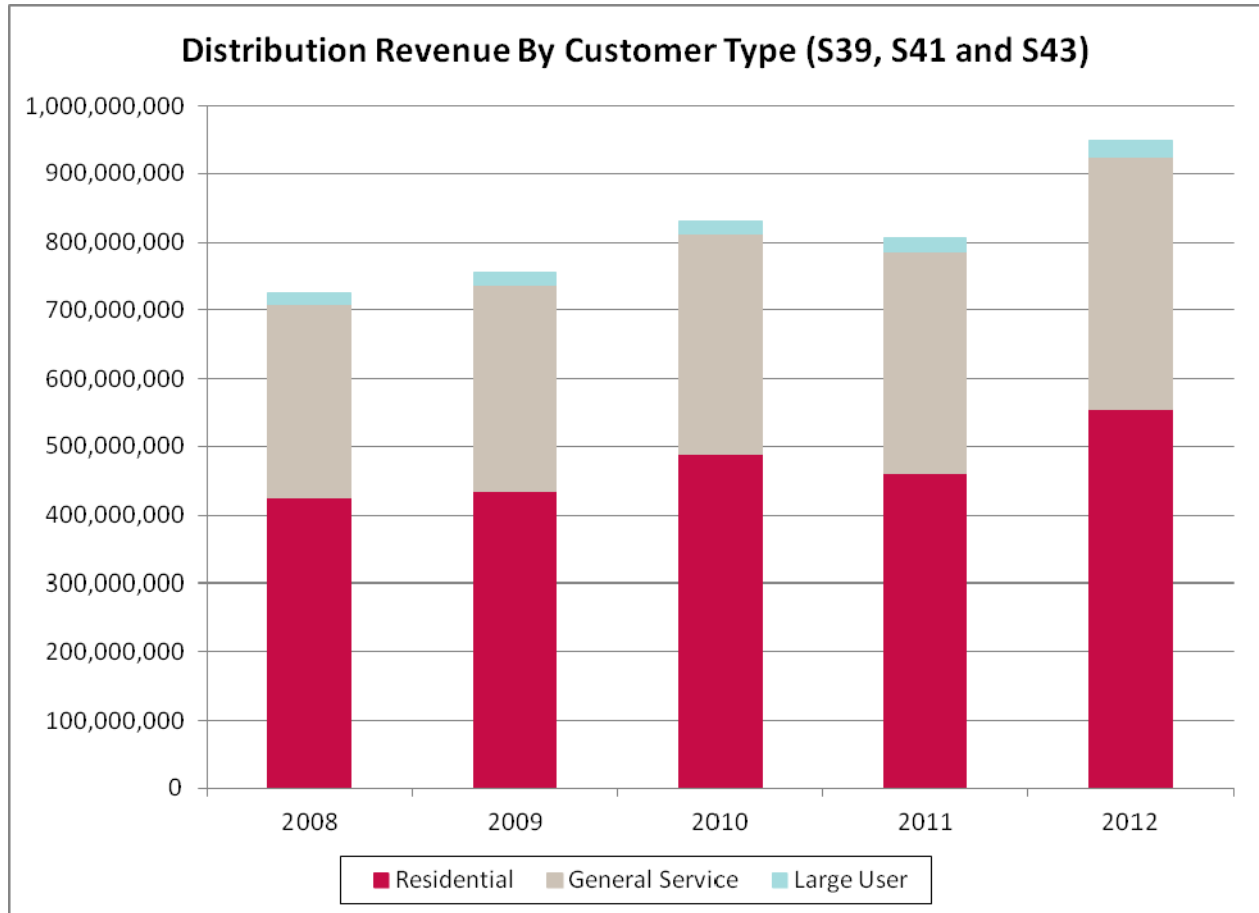


The results of the current survey participants show that between 2008 and 2012:

- The average Annual Peak Load in MW increased by 5% from 348MW in 2008 to 365MW in 2012.
- That average has decreased by 11% since 2010.
- The 1st and 3rd quartiles as well as the mean were at their highest in 2010 at 96MW, 410MW, and 512MW respectively.
- Both global economic conditions and conservation and efficiency efforts may have had a partial impact on this result.

Distribution Revenue by Customer Type (\$39, \$41, and \$43)

This graph shows total distribution revenue for Residential, General Service and Large User customers and compares each group to the total distribution revenue of all three together.

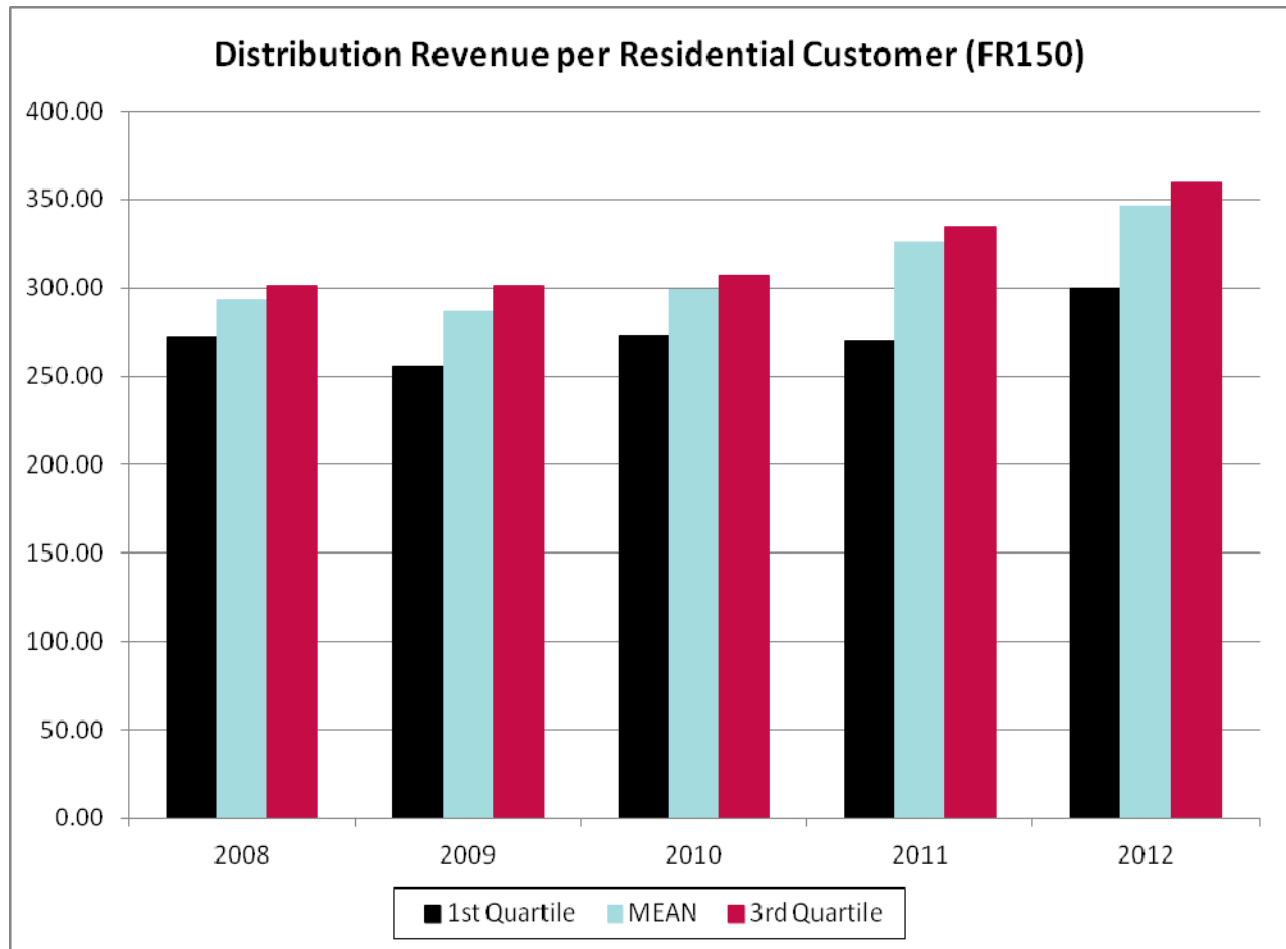


In the period covered (2008 to 2012), among the participating utilities:

- In total, distribution revenue from the three sources has increased by 31%.
- When comparing consecutive years, the largest year over year increase happened between 2011 and 2012 at 18%.
- Rate adjustments may have affected these increases in some cases.
- Large User Distribution Revenue has maintained about a 2.5% share of the total.
- Residential Distribution Revenue has maintained about a 58% share of the total.
- General Service Distribution Revenue has maintained about a 39% share of the total.

Distribution Revenue per Residential Customer (FR150)

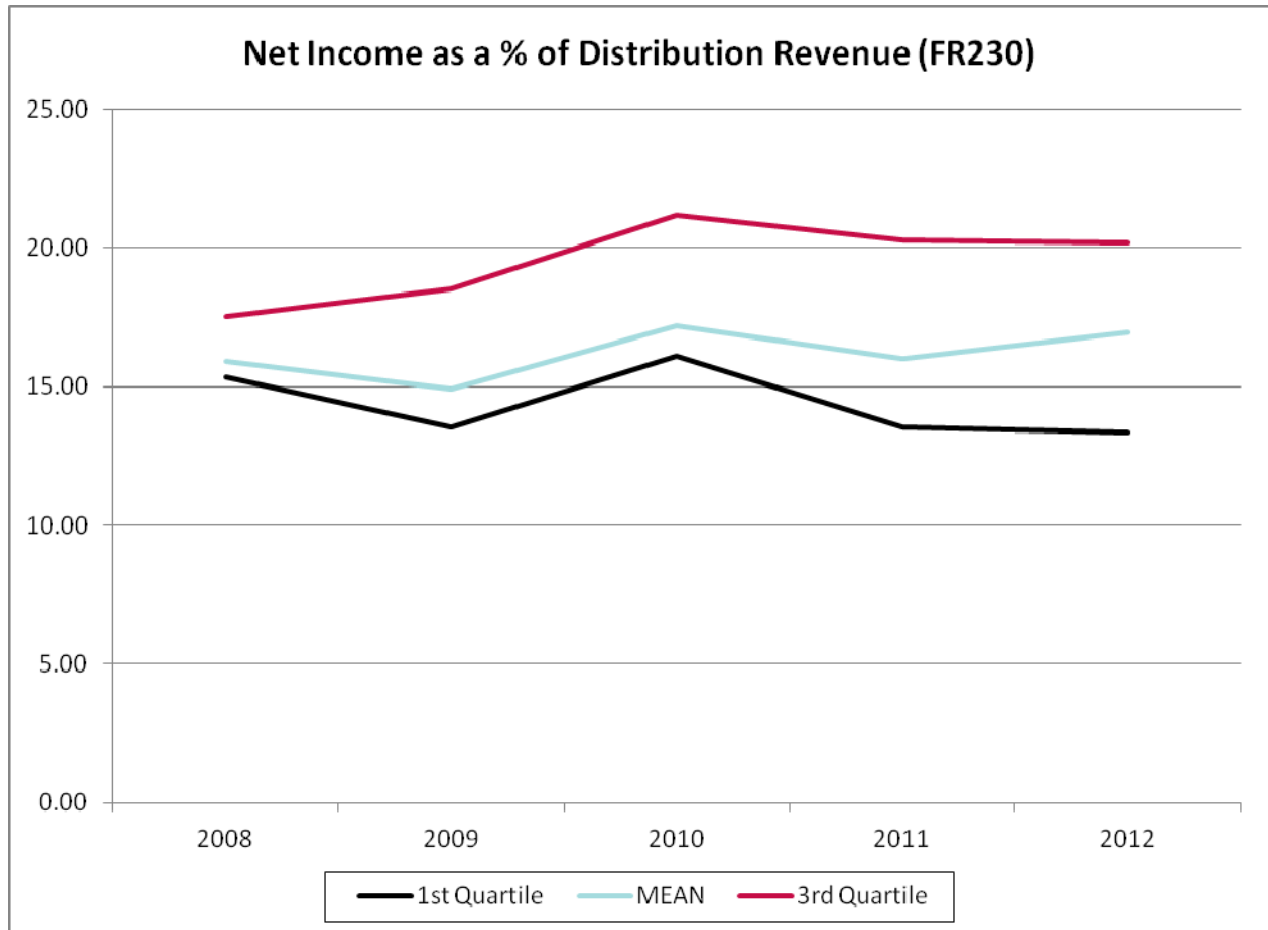
This ratio indicates average revenue from each residential customer. This rate should be used with FR160 and FR170 to gain an accurate picture of the customer base



Between 2008 and 2012, survey results indicate that:

- The average Distribution Revenue per Residential Customer has increased 18%, from \$293 to \$346.
- In 2012, the mean (\$346), 1st quartile (\$300) and 3rd quartile (\$360) peaked.
- The average Distribution Revenue per General Service Customer (FR160) increased by 12% and the average Distribution Revenue per Large Customer (FR170) increased by 57%.

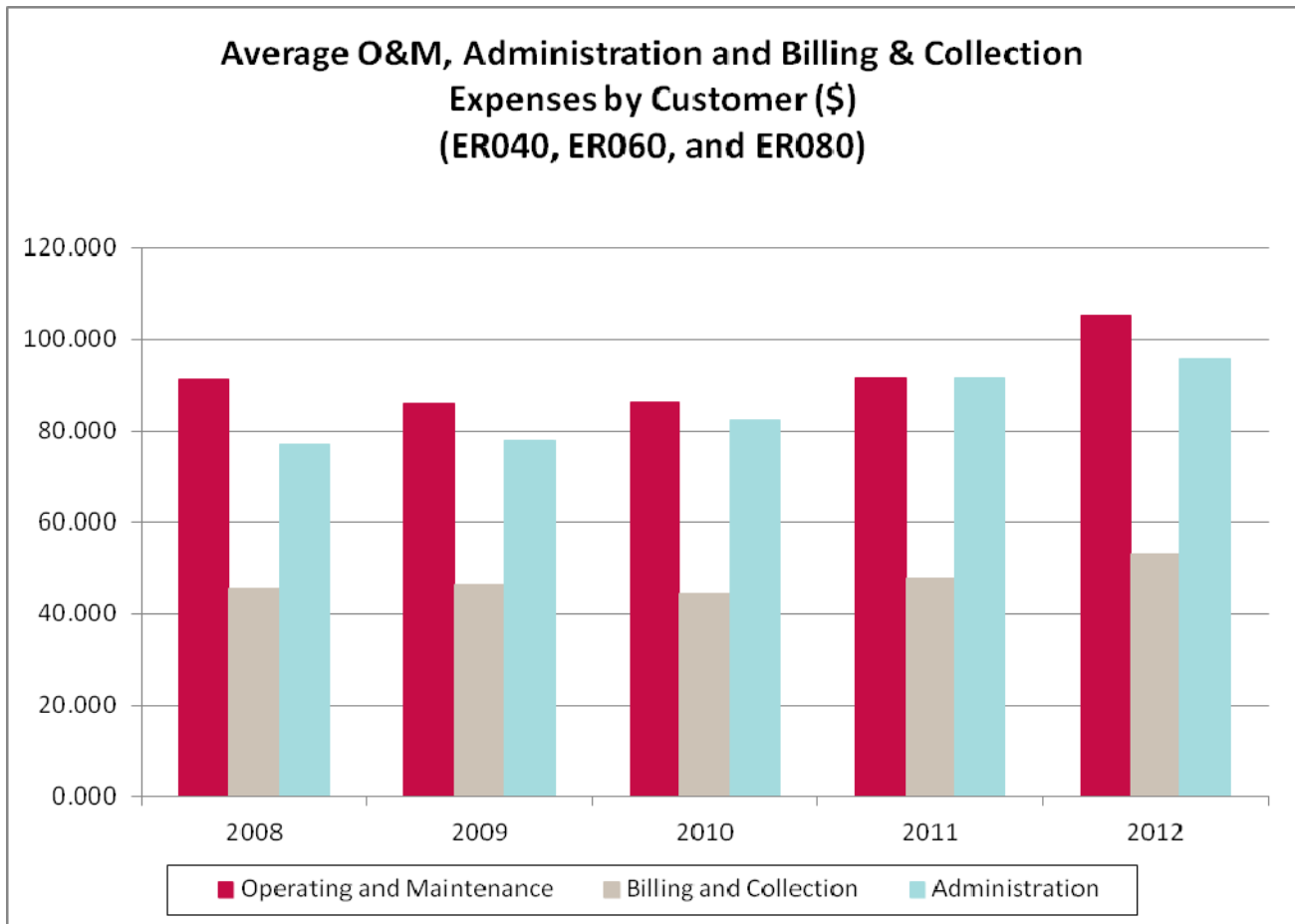
Net Income as a % of Distribution Revenue (FR230)



Over the last five years, among the participating utilities:

- The average Net Income as % of Distribution Revenue has fluctuated between 15% and 17%, with highs in 2010 and 2012.
- The 1st and 3rd quartiles and the mean had the highest Net Income as a % of Distribution Revenue in 2010 with 16%, 21% and 17% respectively.
- The results for this metric have been consistent over the last two years.

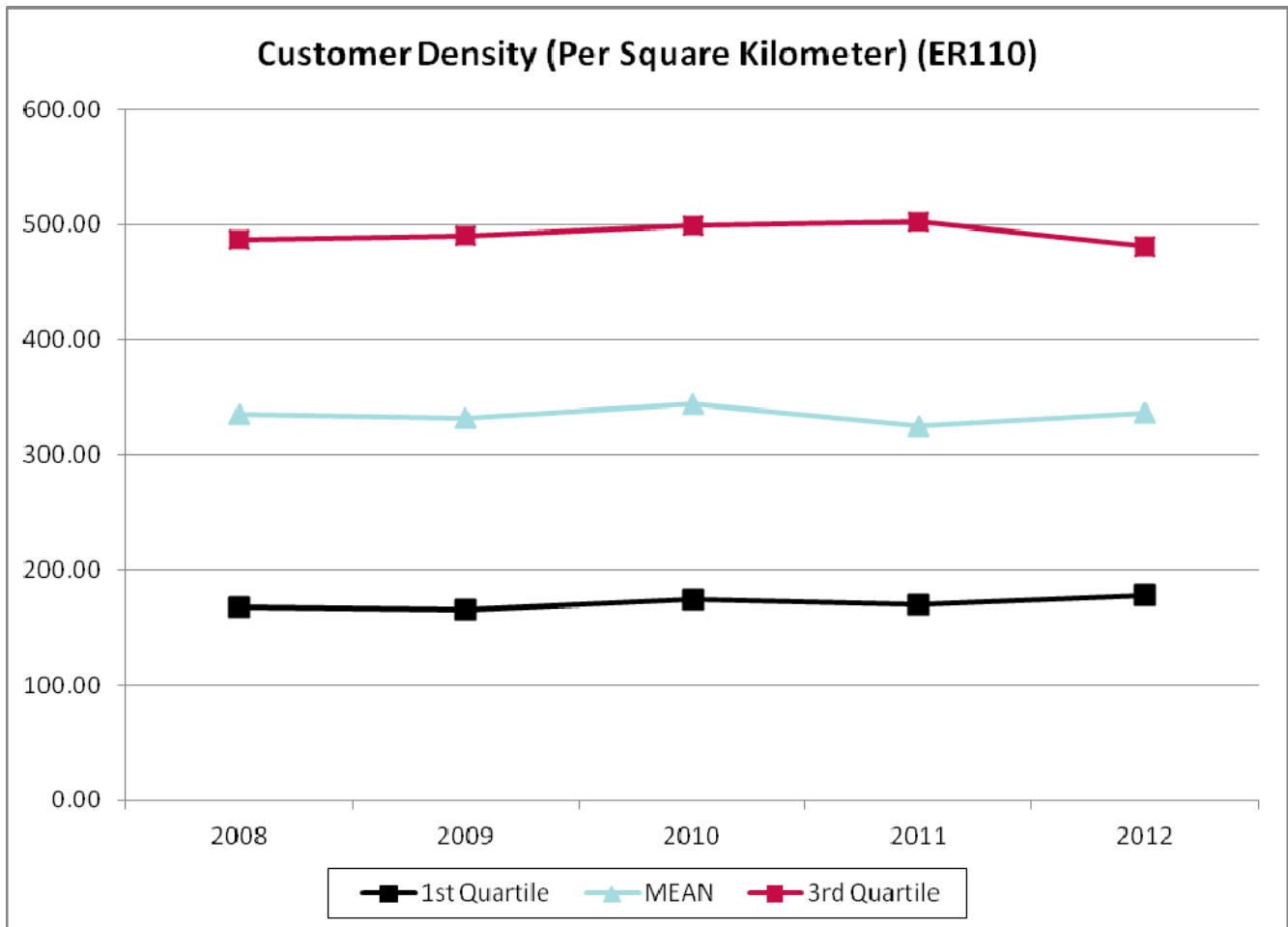
**Average O&M, Administration and Billing and Collection Expenses per Customer (\$)
(ER040) (ER060) (ER080)**



Survey results for current participants show that from 2008 to 2012:

- Average O&M Expenses have increased by 15%, average Billing and Collection Expenses have increased by 16%, and average Administration Expenses have increased by 24%.
- All three types of expenses have been highest in 2012.
- Pressures on utility operations in terms of regulatory reporting and new regulatory responsibility may be contributing to maintaining administration expenses at this level while billing and collection expenses show little impact of smarter technologies. With respect to O&M, aging plant, the need for skilled labour, and upgraded equipment affect the expenses incurred.

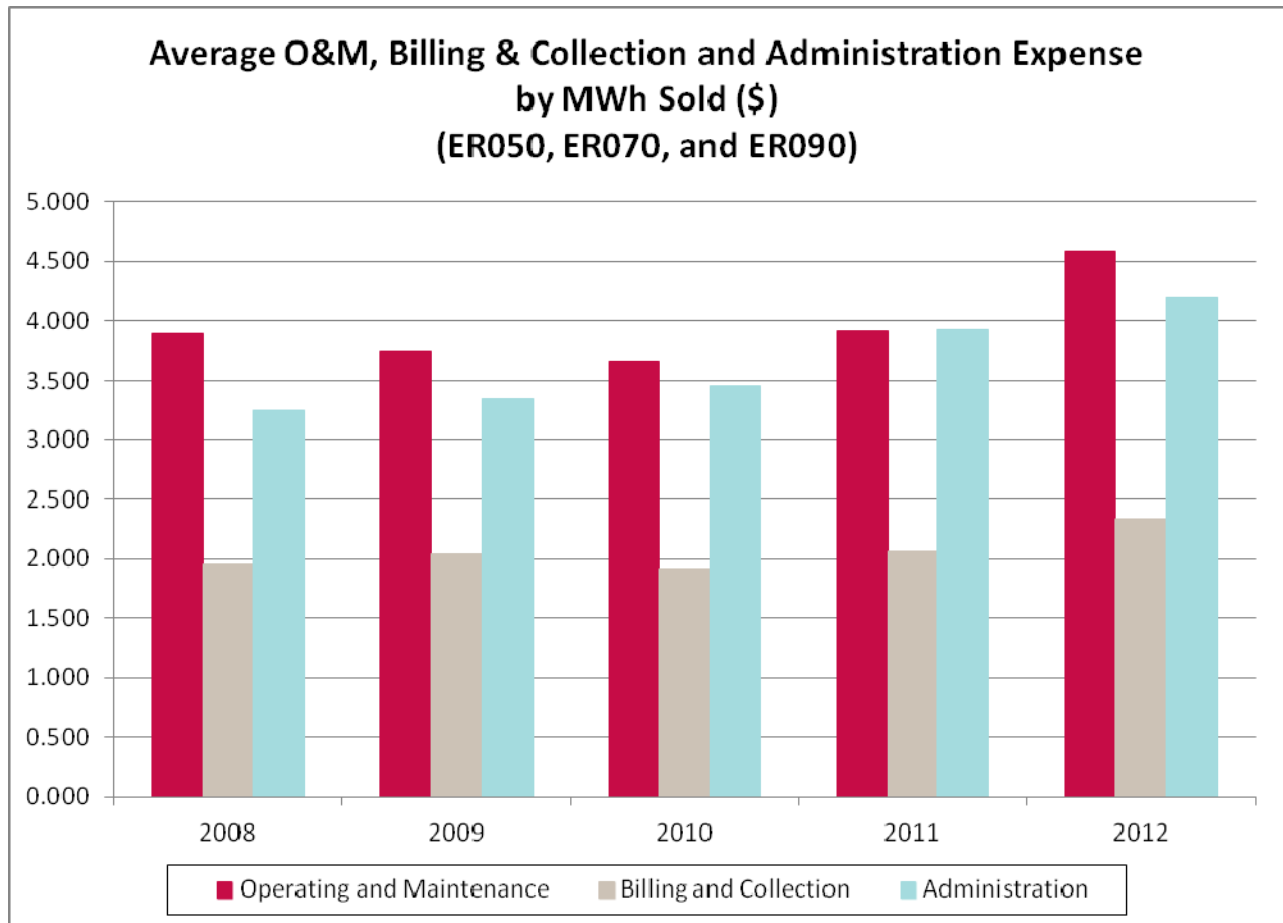
Customer Density (Per Square Kilometer) (ER110)



In the five year period covered, among survey participants:

- The average number of customers per square kilometer of total service area has remained somewhat consistent with a high in 2010 of 344.
- LDCs with the lowest customer density showed an increase, moving from 168 customers per square kilometer in 2008 to 178 customers in 2012.
- LDCs with the highest customer density have had a decrease for this metric over the last year, bringing their average down to its lowest over the last five years at 480.8 customers per square kilometer.

**Average O&M, Billing and Collection and Administration Expenses per MWh Sold (\$)
(ER050) (ER070) (ER090)**

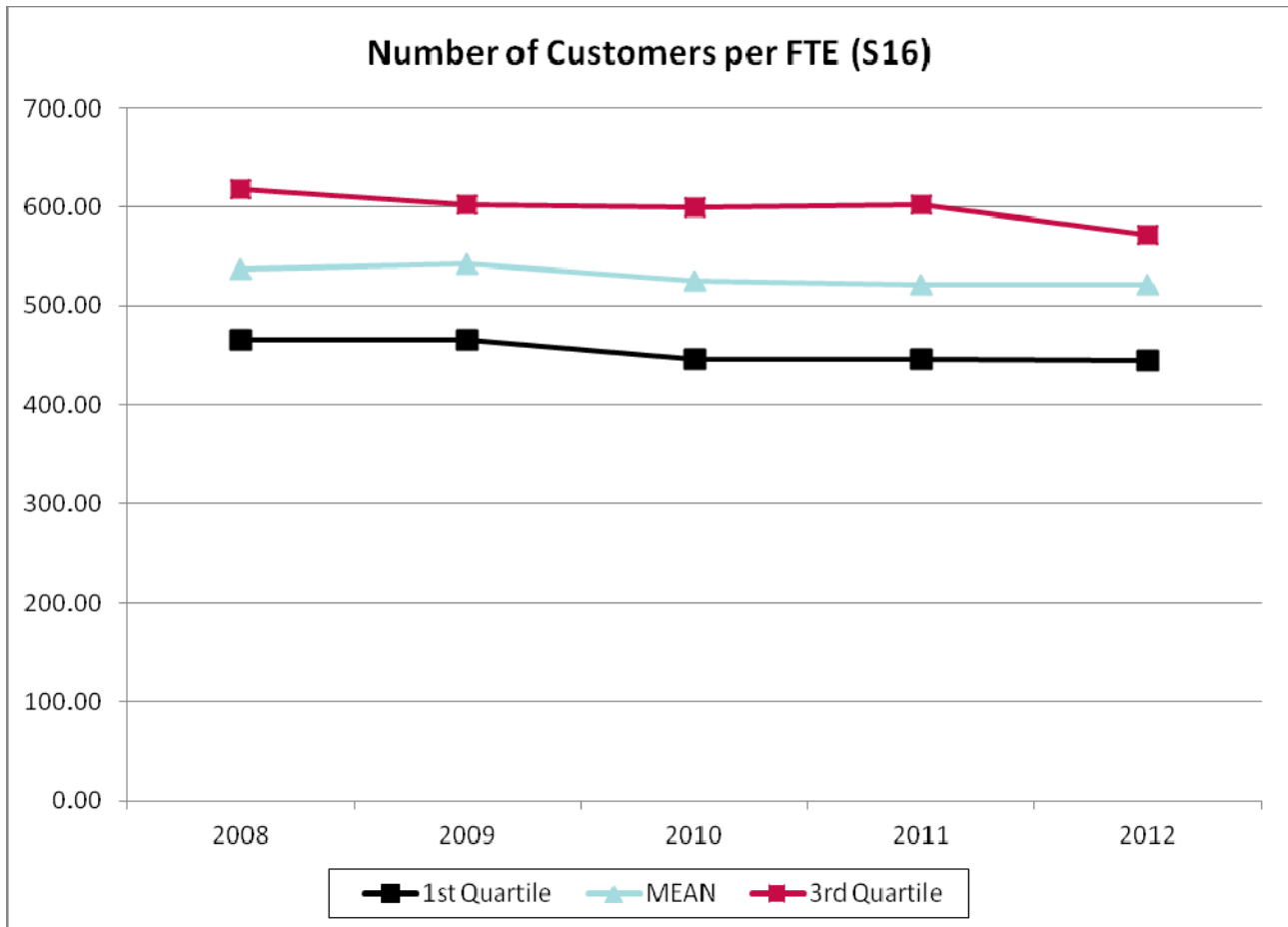


For the participating utilities in the period covered (2008 to 2012):

- The average O&M Expense per MWh sold increased by 18%, the average Billing & Collection Expense increased by 20% and the average Administration Expense increased by 29%.
- Expenses per MWh Sold have increased more than the Expenses per Customer.
- In 2012, all three types of expenses were at their highest.
- Fewer MWh sold because of efficiency and self-generation by renewables may influence this trend.

Number of Customers per FTE (\$16)

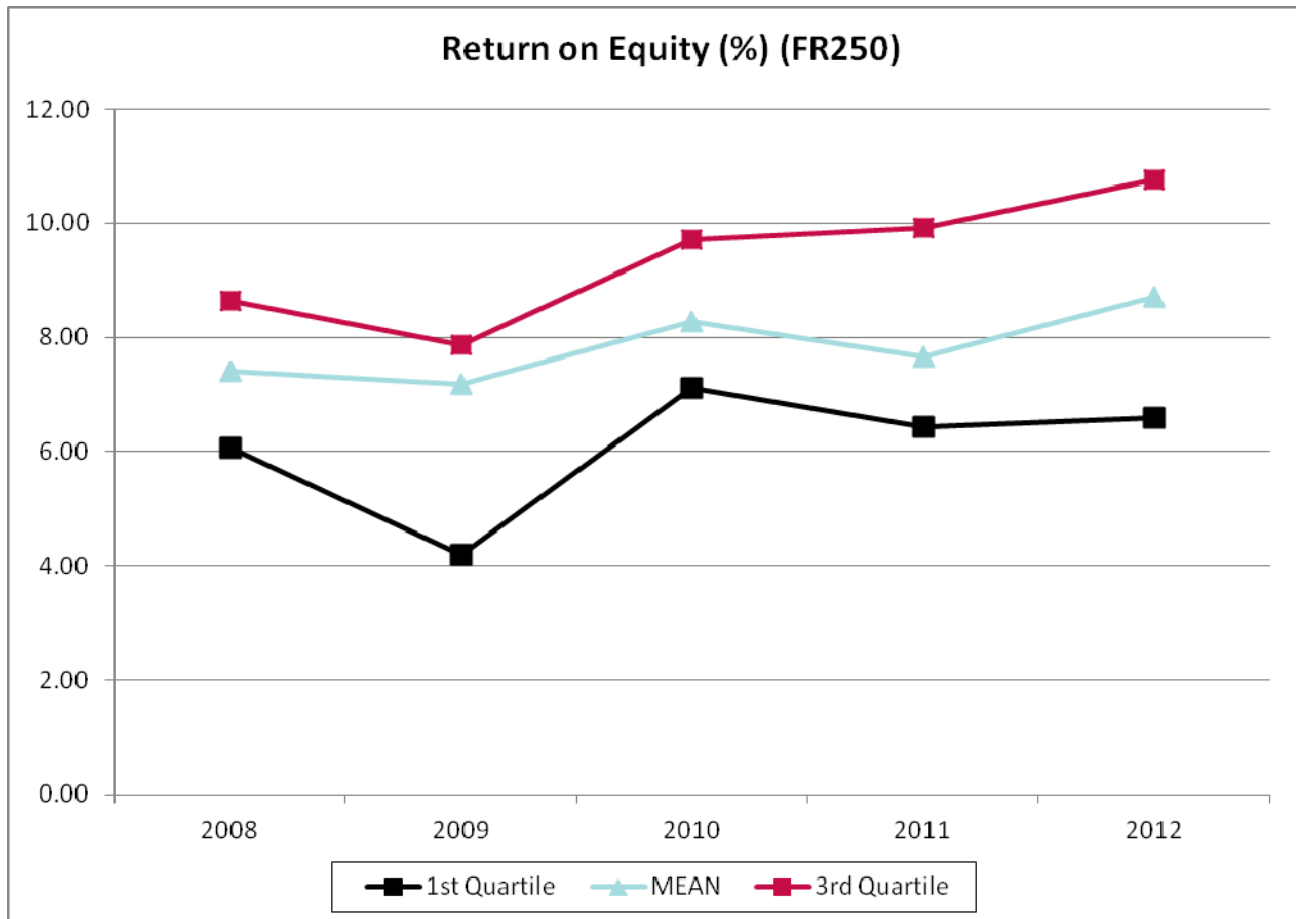
Note: The calculation for this has remained S2/S3 for all years; however, 2008 was the first year that both LDC and affiliate FTEs were included in S3 for some LDCs.



Over the five-year period 2008 to 2012, the following can be noted with respect to Number of Customers per FTE (\$16) for participating utilities:

- On average, the Number of Customers per FTE has decreased by 3% from 538 to 521 over this period.
- The average has stayed constant at 521 customers per FTE over the last two years.
- The 3rd quartile has seen the largest decrease of 8% from between 2008 and 2011.
- Factors influencing this result include efforts by staff to manage new connections, renewables, and new business activities by utilities. However, the trend has not been significantly altered.
- As well, more work is being done on behalf of customers in all areas creating a change in this metric.

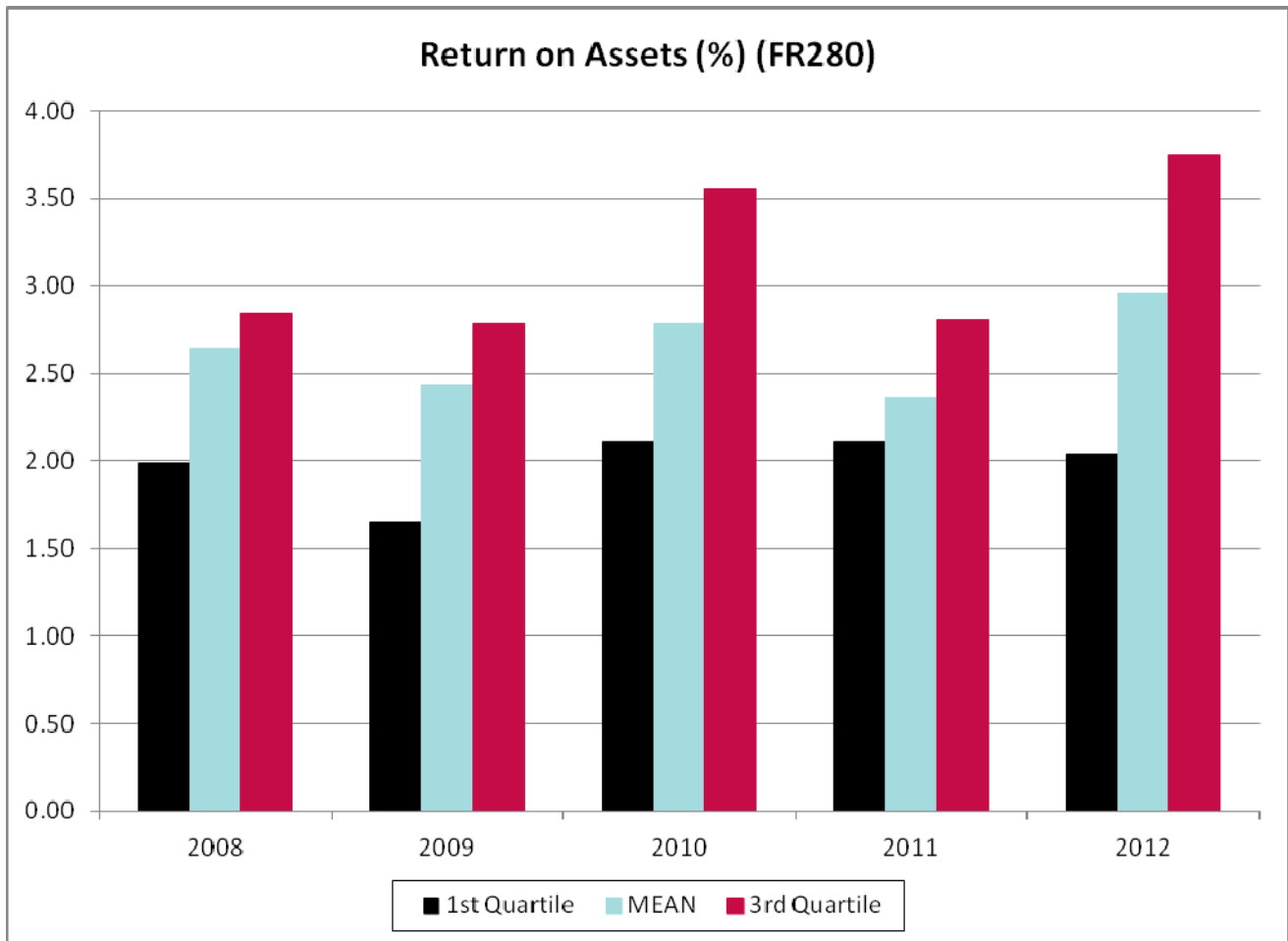
Return on Equity (%) (FR250)



Between 2008 and 2012, among the participating utilities:

- The average Return on Equity has increased from 7.40% to 8.70%.
- Over this five year period, the mean and 3rd quartile ROE hit a high point in 2012 and the 1st quartile hit it's high in 2010.
- The 3rd quartile ROE increased by 24%..
- The values for this metric were lowest in 2009 and have remained above those levels over the last three years.

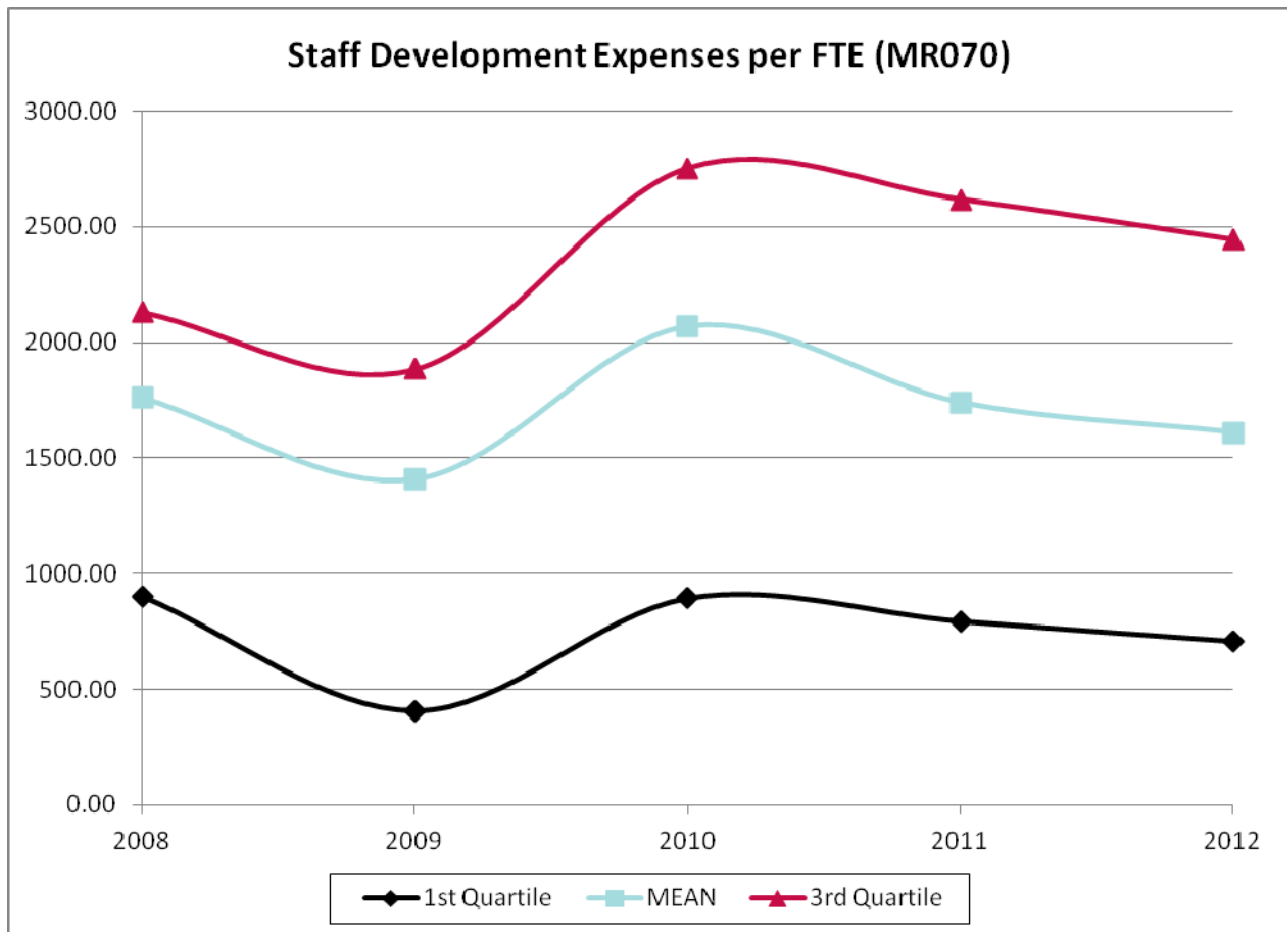
Return on Assets (%) (FR280)



The results of the current survey participants show that between 2008 and 2012:

- The average Return on Assets has increased by 12%, going from 2.64% to 2.96%.
- Both the 3rd quartile and mean realized the highest ROA in 2012, at 3.75% and 2.96% respectively.
- The 1st quartile ROA was highest in both 2010 and 2011 at 2.11%.
- The 3rd quartile has seen the largest increase in ROA over the last five years with an increase of 32%.

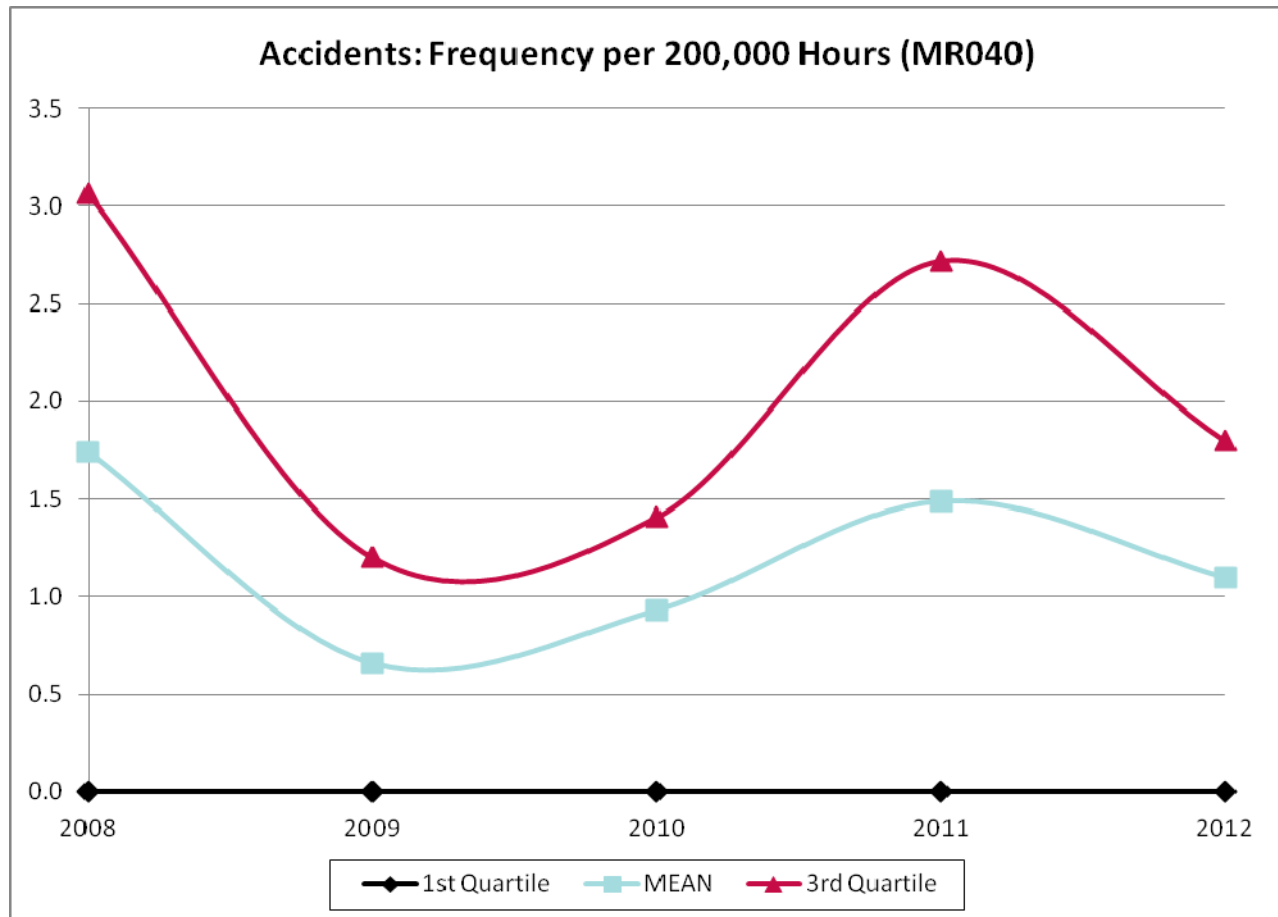
Staff Development Expenses per FTE (MR070)



In the five year period covered, the following can be noted among the participating utilities:

- The average LDC spent 8% less on Staff Development in 2012 than in 2008.
- Survey participants spent the least on Staff Development in 2009, with an average of \$1,406 per FTE.
- There was a 47% increase in average expenses between 2009 and 2010 and a 22% decrease between 2010 and 2012 reflecting management response to training needs versus budget/economic considerations. (This follows a pattern consistent with industries in Canada – economic stress leads to less training.) There is a cyclic nature to the amount spent on staff development year over year.
- The 1st quartile group has decreased spending by 22% since 2008, while the 3rd quartile group has increased spending by 15% over the same period.

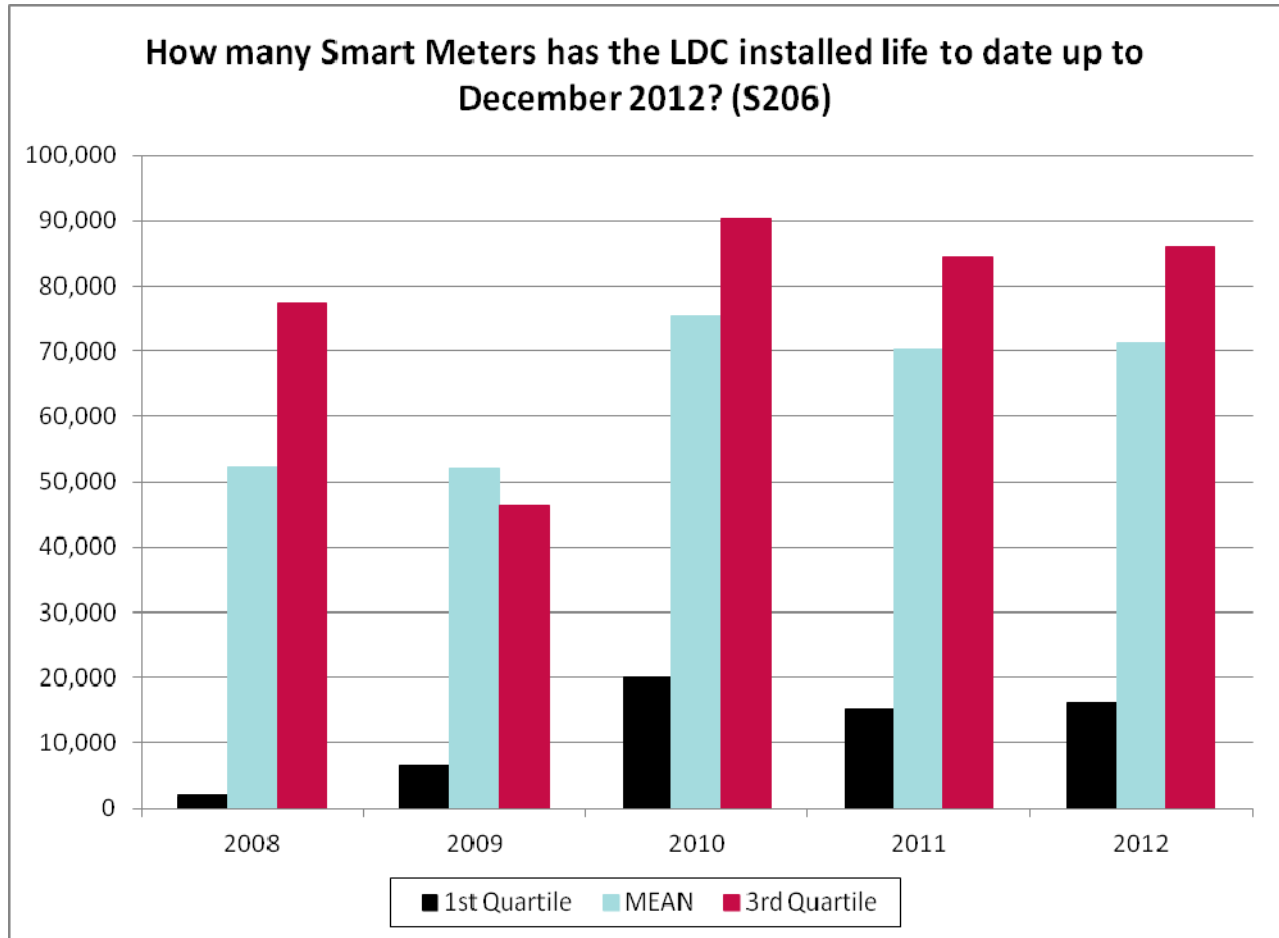
Accidents: Frequency per 200,000 Hours (MR040)



Since 2008:

- On average, there has been a 37% decrease in the number of accidents, reflecting efforts by utilities and safety advocacy promoting zero accident tolerance levels. This decrease also reflects the effects of increased staff awareness.
- Among participants, the lowest average frequency was in 2009 at 0.66 accidents per 200,000 Hours Worked, and the highest frequency was 1.74 accidents per 200,000 Hours Worked in 2008.
- The 1st quartile remained at 0 accidents over the last five years.
- The 3rd quartile reached its peak in 2008 with 3.1 accidents per 200,000 Hours Worked; however, the period between 2009 and 2011 showed increases year over year. 2012 saw a decrease of 34%.
- It is notable that the graph is showing characteristics of a cyclic nature.

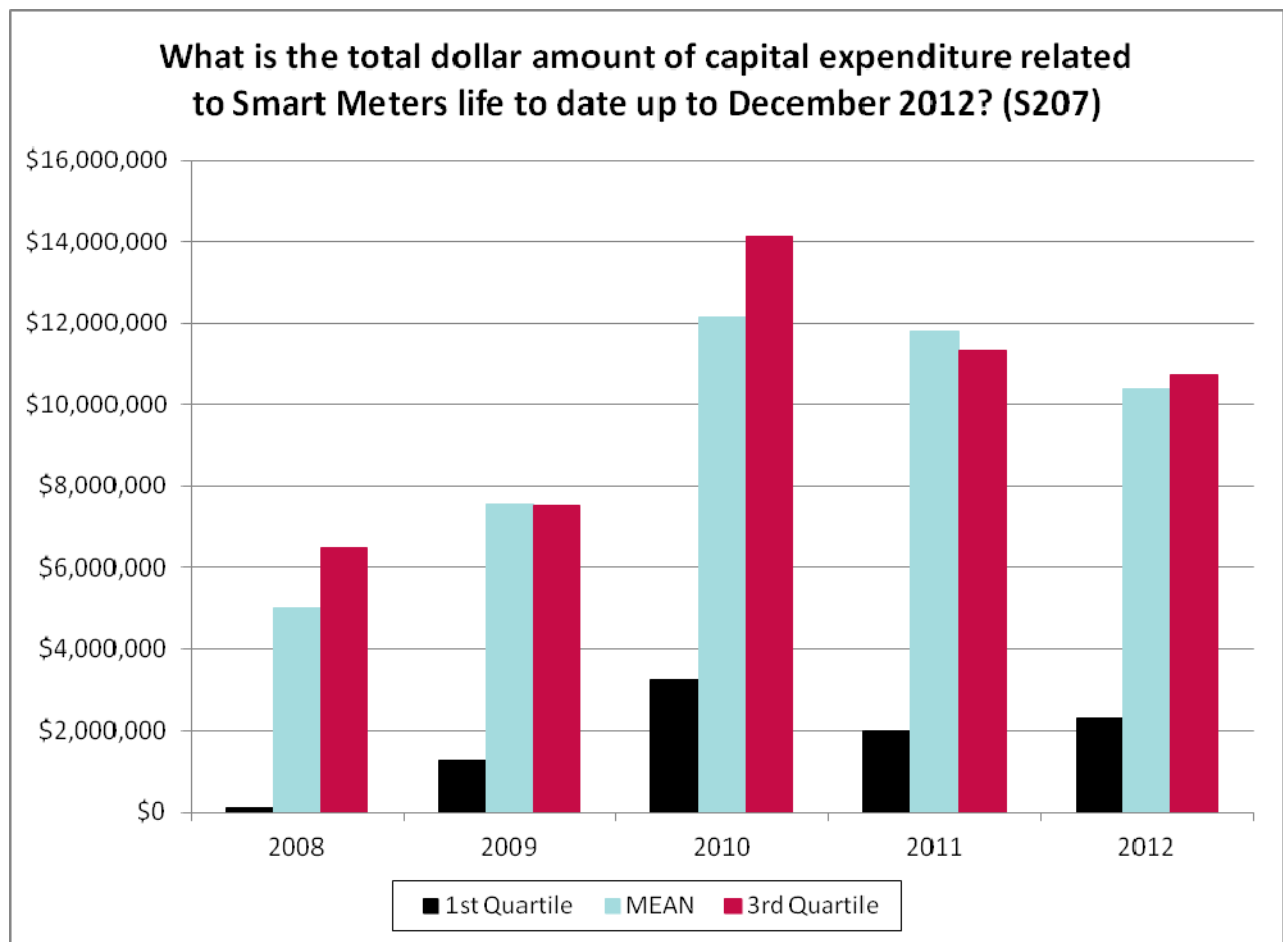
How many Smart Meters has the LDC installed life to date up to December 2012? (S206)



Survey results show the following:

- To date, 1,995,954 Smart Meters have been installed by the 28 surveyed utilities.
- 100% of the LDCs participating in the survey have installed Smart Meters.
- 26 of the 28 survey participants have already reached their installation targets.
- In the first two years of the program significant installations occurred in large utilities, with medium and small utilities reaching their installation targets more recently.
- Metering costs are reflecting changes relative to the methods employed to obtain meter data.

What is the total dollar amount of capital expenditure related to Smart Meters life to date up to December 2012? (\$207)



Since 2008 to the end of 2012, among the participating utilities:

- The average LDC has spent \$10,390,517 in capital expenditure related to Smart Meters.
- In total, \$280,543,950 of capital has been invested in Smart Meters.
- The program's range of expenditure by LDCs is \$728,250 to \$57,920,870.
- Accounting treatments for smart meters are changing as the regulatory processes start to move costs out of capital and into operations and maintenance.



2013 Utility Performance Management Survey

Performance Scorecard

St. Thomas Energy Inc.



UPM Survey



St. Thomas Energy Inc.

City of St. Thomas

St. Thomas Energy Inc. is a medium size utility centrally located in the southwestern part of Ontario on the north side of Highway 401. It bills its customers for water, and electricity usage. The utility rebased in 2011. It is up to date on the smart metering program. St. Thomas Energy Inc. is 100% owned by a holding company “Ascent Group of Companies” which is in turn held 100% by the City of St. Thomas. St. Thomas is committed to economic development, and partnerships, and is strategically located and strongly committed to the future.

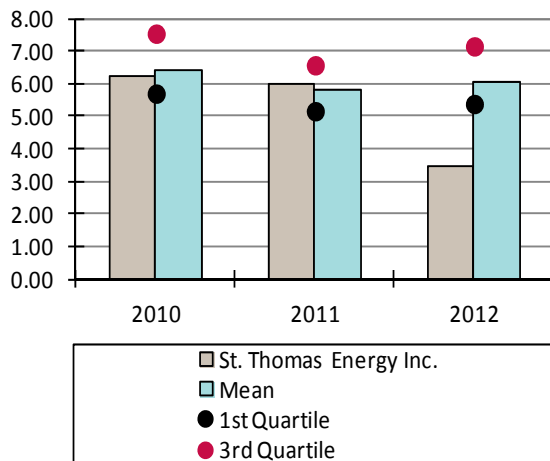
St. Thomas Energy Inc. services the electricity distribution needs of the City of Thomas over a total service area of 33 square km. It is an urban utility with a service area population of 34,721 and an annual peak load of approximately 63 MW. It is currently providing service to 16,617 customers. Total kWh billed in 2012 was 291,171,874. It has a total work force of 29.6 with an average age of 43. The utility is a community resource and asset contributing to the ongoing economic development by providing effective and efficient electrical energy services. It is delivering a commitment of smart service to a community that is forward thinking both in developing a new economic strategy and also planning for a sustainable future.



St Thomas Energy Inc. 2012 Performance Scorecard

1. Profitability

FR300: Operating Margin (%)

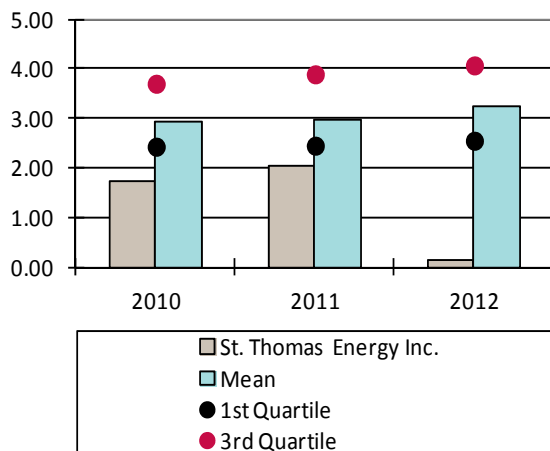


Operating Margin is defined as:

$$\frac{\text{EBIT}}{\text{Total Electricity Revenue}}$$

Operating margin reflects the profitability of the company as influenced by management decisions (interest and taxes are excluded). The higher the operating margin, the more profitable is the company's core business. This ratio has declined from 2011 and indicates that your LDC is less effective than most participants at managing costs and contributing to the profitability of your business in 2012.

FR310: Net Margin (%)



Net Margin is defined as:

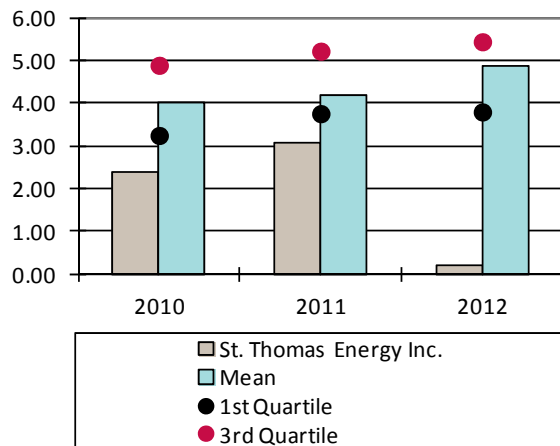
$$\frac{\text{Net Income}}{\text{Total Electricity Revenue}}$$

Net margin is a measure of corporate profitability and a good way of comparing companies in the same industry, since such companies are generally subject to similar business conditions. After a large decrease in the value of this ratio since 2011, in 2012 you were in the 1st quartile with respect to generating sufficient income to cover financial expenses as well as operating expenses.



St Thomas Energy Inc. 2012 Performance Scorecard

FR290: Return on Capital Employed (%)



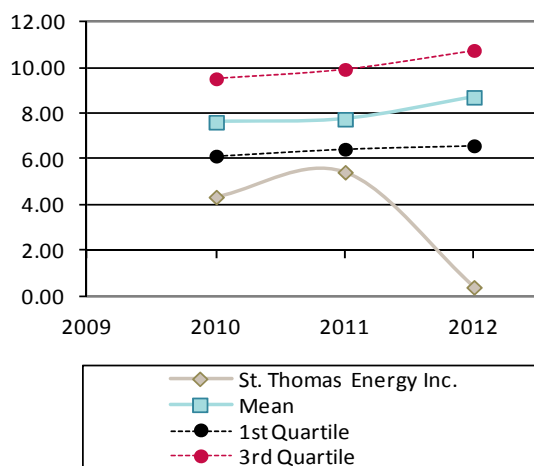
ROCE is defined as:

$$\frac{\text{Net Income}}{\text{Equity} + \text{Debt} - (\text{Cash} + \text{Short Term Investments})}$$

Equity + Debt – (Cash + Short Term Investments)

This ratio measures profit per dollar of capital employed. It is similar to Return on Assets but takes into account the sources of financing. It is commonly used as a measure for assessing whether a business generates enough returns to pay for its cost of capital. In 2012 your LDC was realizing significantly smaller returns from capital employed than most participants.

FR250: Return on Equity (%)



ROE is defined as:

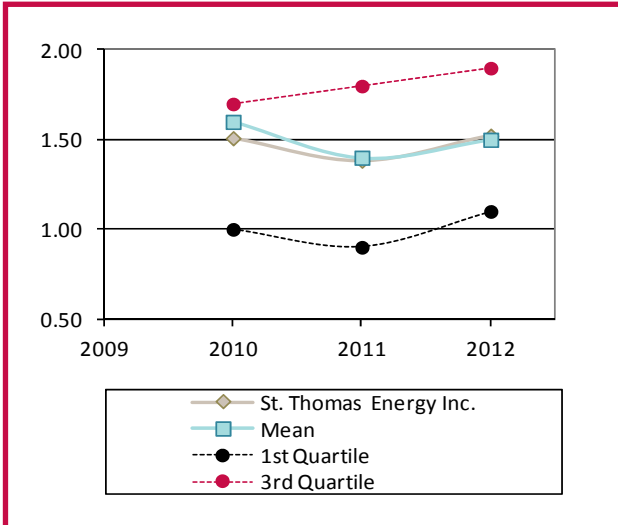
$$\frac{\text{Net Income}}{\text{Total Equity}}$$

(Including share capital and retained earnings)

This ratio measures profit per dollar of equity. You remain in the 1st quartile in 2012 and your ROE decreased significantly over 2011.

2. Financial Strength

FR030: Current Ratio

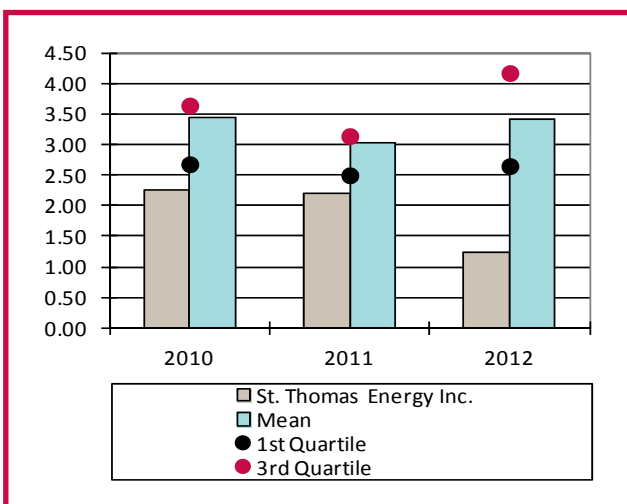


Current ratio is defined as:

$$\frac{\text{Current Assets}}{\text{Current Liabilities}}$$

It is a measure of the utility's liquidity. Your current ratio shows that your ability to meet your short term financial obligations has been in line with the average participating LDC in 2010, 2011 and 2012. If current liabilities exceed current assets (the current ratio is below 1), then the company may have problems meeting its short-term obligations. If the current ratio is too high, then the company may not be efficiently using its current assets.

FR320: Interest Coverage Ratio



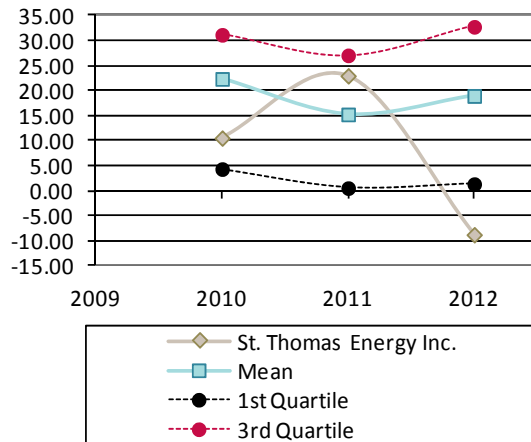
The Interest Coverage Ratio is calculated as:

$$\frac{\text{EBIT}}{\text{Expenses} - \text{Financial}}$$

It is a measure of a company's ability to honour its debt payments.

Your LDC has a lower than average value for this ratio in 2012.

FR040: Number of Days Cash Reserve



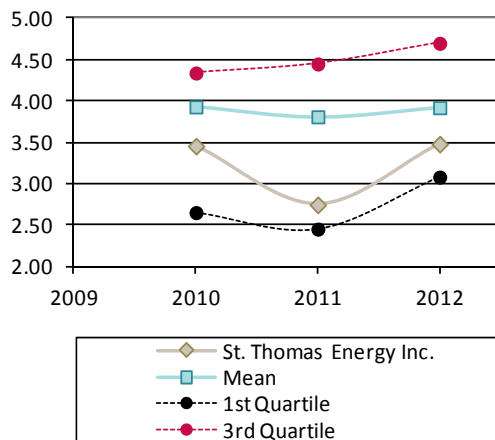
This ratio is defined as:

$$\frac{\text{Cash} + \text{Short Term Investments}}{(\text{Cost of Power, Operations, Maintenance, Admin., Financing charges, and Capital Expenditures}) / 365}$$

This ratio measures the utility's ability to meet its short term cash requirements. Your 2012 results indicate that you may want to review your levels of cash and short term investments.

Because your number of days reserve is lower than the mean in 2012, you may not be as able to meet your short term cash requirements as the average survey participant.

FR140: Operating Ratio (%)



Operating Ratio is defined as

$$\frac{\text{Total O \& M Expenses}}{\text{Total Revenue}}$$

This ratio provides an indication of the utility's effectiveness in managing operation and maintenance costs as a percent of its total electricity revenue.

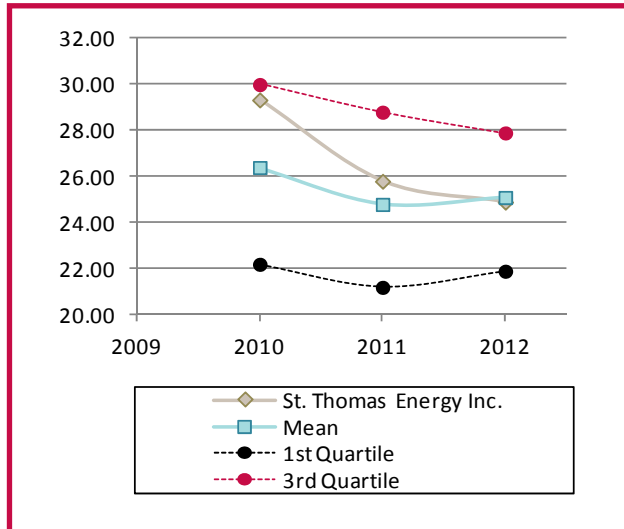
Your results indicate a lower level of O&M costs per revenue than most participants in 2012. Influences include the age of the plant and the amount of plant replacement carried out by the utility.



St Thomas Energy Inc. 2012 Performance Scorecard

3. Asset Utilization

FR050: Number of Days Sales Outstanding

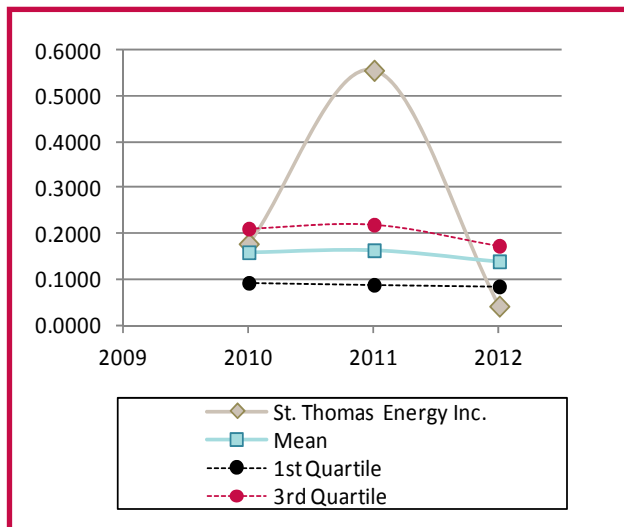


This ratio is defined as:

$$\frac{\text{Accounts Receivable: Electrical Energy at year end}}{(\text{Total Service Revenue} / 365)}$$

This ratio relates to the utility's ability to expedite the collection of its accounts receivable related to the sale of energy. It is influenced by utility collection practices and, together with the ratio Number of Days of Unbilled Revenue (FR070), will provide an indication of the utility's ability to manage its major accounts receivable balances. You are at the average in this area in 2012, meaning your collections practices are in line with other participating LDCs. This is an improvement.

FR100: Bad Debt as % of Revenue

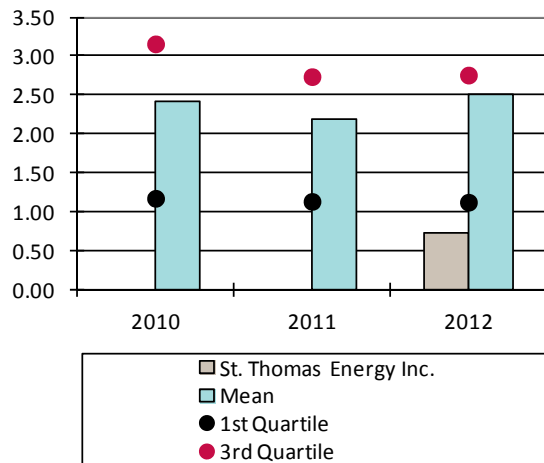


This ratio is defined as:

$$\frac{\text{Bad Debt}}{\text{Total Revenue}}$$

It indicates how effectively a utility is collecting revenue - the lower the percentage, the more effective the utility is at collecting service revenue. Major variances from year to year may result from economic conditions, or from large customers becoming insolvent. You are in the 1st quartile for this ratio in 2012, meaning that you are more effective in managing bad debt than the average participating LDC. This is a significant improvement over 2011.

ER140: Inventory Turnover Ratio



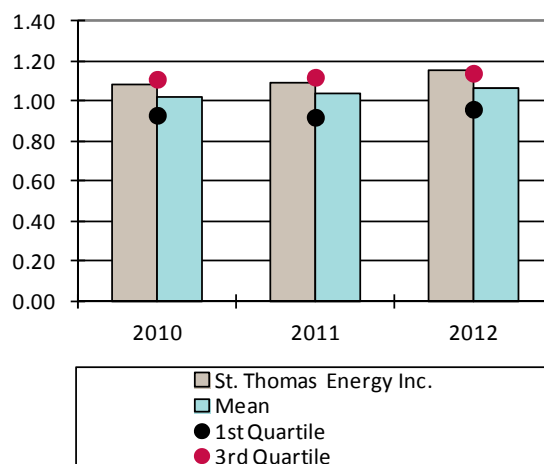
This ratio is defined as:

$$\frac{\text{Full Year of Cost of Materials Used}}{\text{Average Inventory}}$$

This ratio indicates how effectively a utility is managing its inventory. You did not track this metric in 2010 or 2011, but your 2012 results indicate that your rate of inventory turnover during a typical operating cycle is below the mean.

Too low of a value in this ratio may suggest some inefficiency because inventory has zero rate of return. It may also suggest excess inventory or planned increase in inventory.

ER160: Asset Efficiency



Asset Efficiency is defined as:

$$\frac{\text{Total Electricity Service Revenue}}{\text{Net Assets}}$$

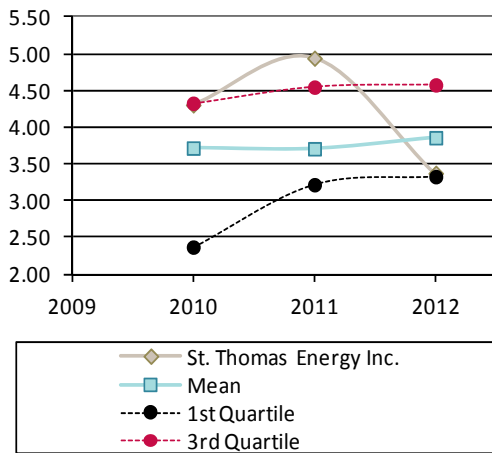
The higher this ratio, the greater the revenue generated from existing assets. Your LDC is in the 3rd quartile for this measure of efficiency in 2010, 2011 and 2012, indicating a more effective use of assets to generate revenue than most survey participants.



St Thomas Energy Inc. **2012 Performance Scorecard**

4. Employees

MR020: Short Term Absenteeism: Days per FTE



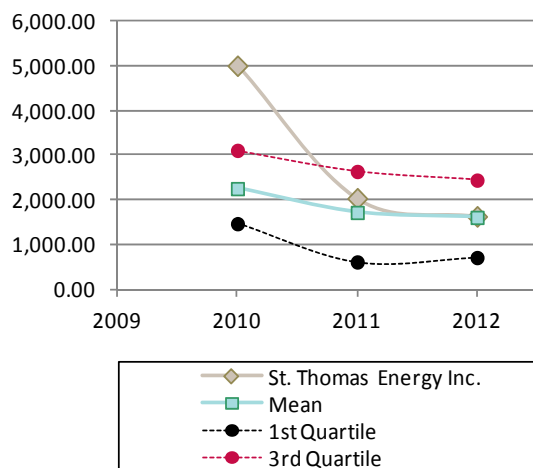
This ratio is defined as:

$$\frac{\text{Number of Short Term Absences}}{\text{Number of FTEs}}$$

This ratio calculates the number of work days lost due to short term absenteeism (5 days or less) per FTE. Absenteeism may be an indicator of employee satisfaction and/or health or safety or environmental conditions at the utility.

Short term absenteeism has decreased at your location over the last year, and in 2012, you were in the 1st quartile for this metric.

MR070: Staff Development Expenses per FTE



This ratio is defined as:

$$\frac{\text{Total Costs of Staff Development}}{\text{Number of FTEs}}$$

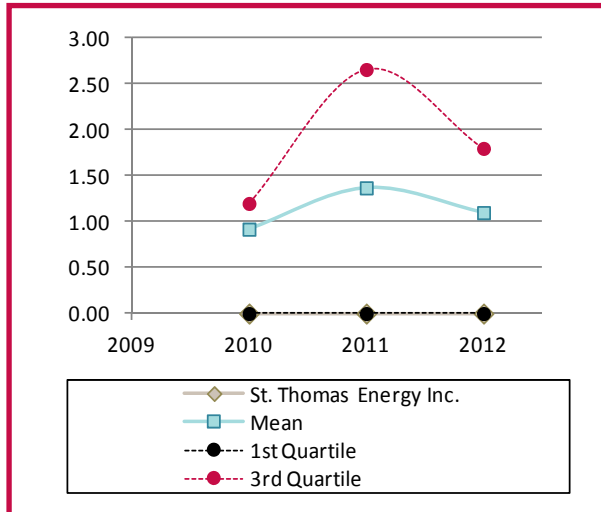
This ratio indicates the average cost spent per employee on staff development.

You have been spending at the average level of survey participants on staff development in 2011 and 2012.



St Thomas Energy Inc. 2012 Performance Scorecard

MR040: Accidents: Frequency per 200,000 hours

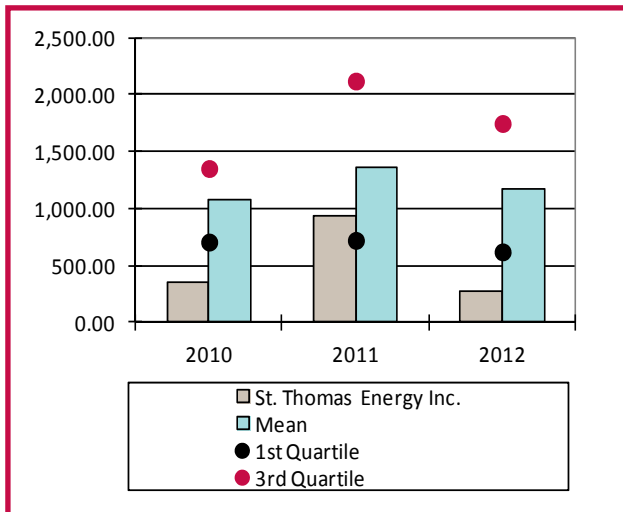


This ratio is defined as:

$$\frac{\text{Number of Compensable Injuries}}{\text{Number of Employee Hours Worked}} \times 200,000$$

It 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. Accidents were less frequent at your location over the last three years. In 2010, 2011 and 2012, you were in the 1st quartile with 0 accidents per 200,000 hours.

MR090: Cost of Safety Training per FTE



This ratio is defined as:

$$\frac{\text{Cost of Training on Safe Work Practices}}{\text{Number of FTEs}}$$

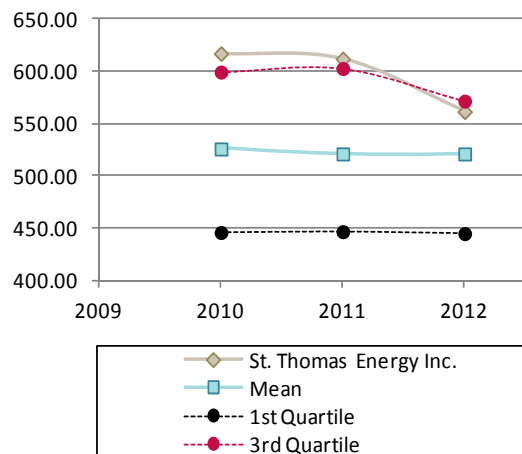
This ratio indicates the average cost spent per employee on safety training. It can be looked at in conjunction with MR040: Accidents: Frequency per 200,000 hours.

You have been spending less on safety training than most survey participants in 2010, 2011 and 2012.



St Thomas Energy Inc. 2012 Performance Scorecard

S16: Number of Customers Per FTE



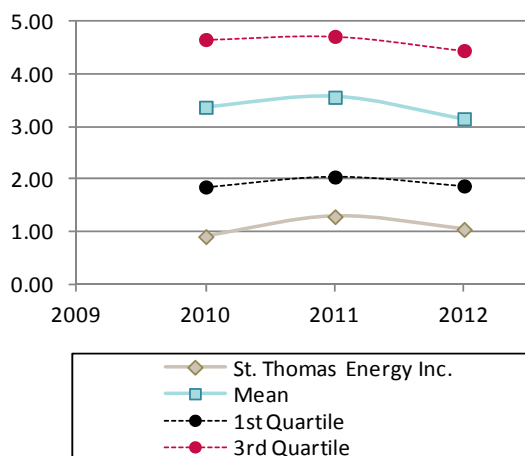
This ratio is defined as:

$$\frac{\text{Total Customers}}{\text{Total FTEs}}$$

This ratio is a traditional indicator of corporate performance; the greater the number of customers per employee, generally the more productive and efficient the organization. Your 2012 results indicate a 3rd quartile ratio consistent with previous years within the period.

This ratio should not however be looked at in isolation. A high number could indicate industry growth if the total number of customers has increased year over year. However, an increase in customers per FTE alone could reflect a policy of downsizing within the company.

MR030: Overtime Hours as a % of Regular Hours



This ratio is defined as:

$$\frac{\text{Overtime Hours Worked}}{\text{Total Regular Hours}}$$

Your employees are working less overtime as compared with those of other participating LDCs in 2010, 2011 and 2012.

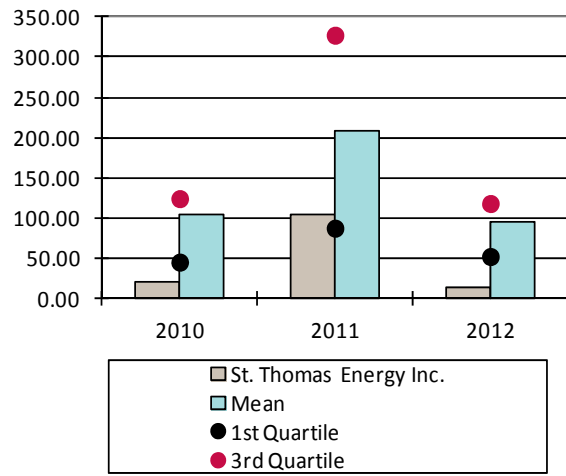
This measure provides an indication of how utilities manage their workload. It can be looked at with S16: Number of Customers per FTE. High values for both ratios could indicate that the LDC is understaffed.



St Thomas Energy Inc. 2012 Performance Scorecard

5. Customers

SR180: Total Outage Minutes per Customer



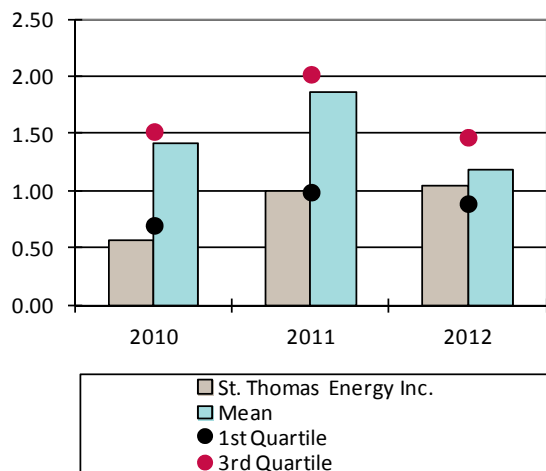
This ratio is defined as:

$$\frac{\text{Customer minutes of Interruption}}{\text{Number of Customers}}$$

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 or by lack of adequate responsiveness on the part of the LDC.

In 2010, 2011 and 2012, you had a smaller number of outage minutes per customer than many LDCs.

SR090: SAIFI: LDC Distribution System



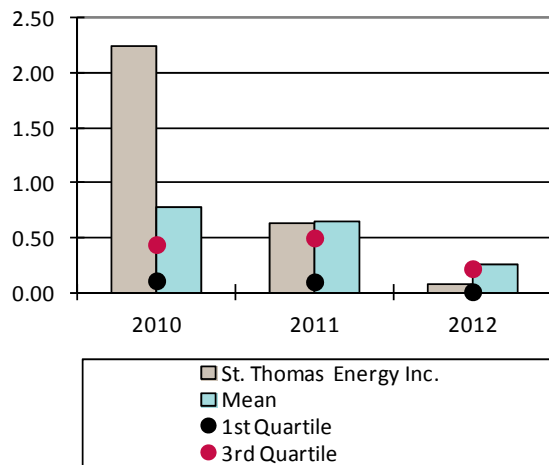
SAIFI is defined as:

$$\frac{\text{Total Number of Customer Interruptions}}{\text{Total Number of Customers}}$$

SAIFI is commonly used as a reliability indicator because it calculates the average number of interruptions that a customer would experience in a year. It is measured in units of interruptions per customer and it looks at the interruptions caused by the distribution system only. According to IEEE Standard 1366, the median value for North American utilities is approximately 1.10 interruptions per customer.

Your 2012 results indicate that your customers are experiencing fewer interruptions than the customers of many participants.

CR100: Percent of Bills Cancelled and Re-issued

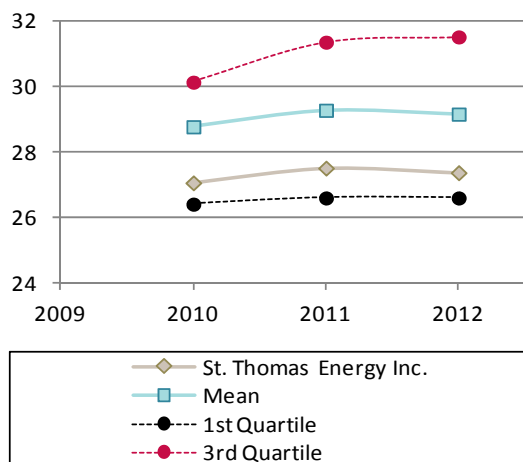


The calculation for this ratio is:

$$\frac{\text{Number of bills cancelled \& reissued}}{\text{Total number of bills issued}}$$

You have a lower than average rate of bill cancellation and re-issue in 2012. This reflects good quality control on bill preparation and issue. Your results for this ratio have improved significantly since 2010.

S172: Monthly Bill for 1000kWh Residential Customers



This figure includes both customer and distribution charges.

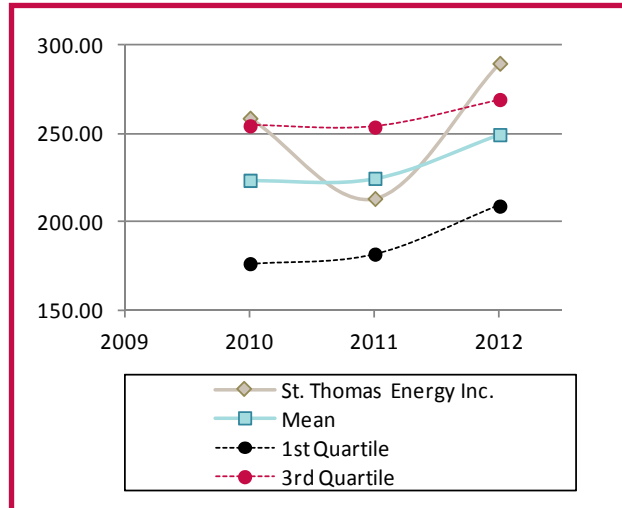
Your customers were paying less in 2010, 2011 and 2012 than the customers of most survey participants.



St Thomas Energy Inc. 2012 Performance Scorecard

6. Efficiency

ER020: Controllable Expense per Customer (\$)



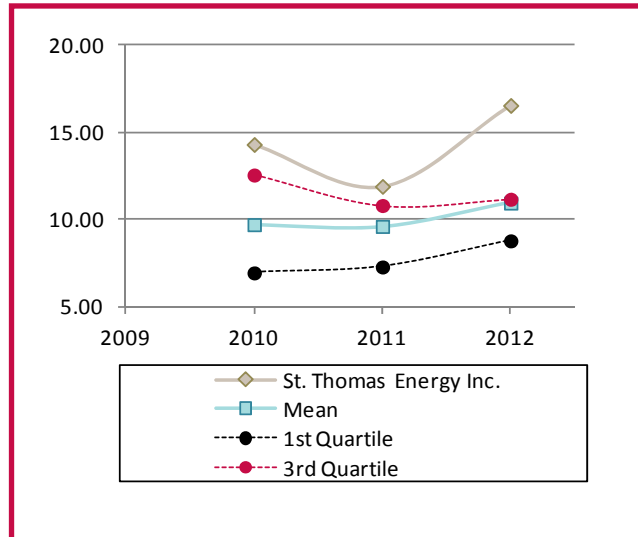
This ratio is defined as:

$$\frac{\text{Controllable Costs}}{\text{Total customers}}$$

This measure provides an indication of the utility's effectiveness in managing controllable costs. Your LDC has higher controllable expenses per customer than most participating utilities in 2012.

This ratio can be influenced by the degree to which a utility provides various customer services. It can also be influenced by the age of the plant.

ER030: Controllable Expense per MWh Sold (\$)



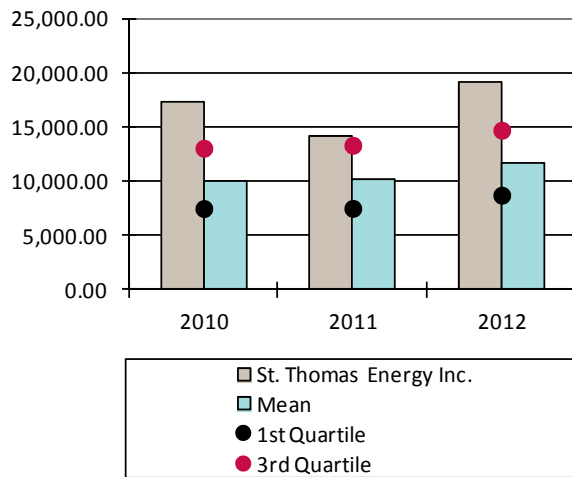
This ratio is defined as:

$$\frac{\text{Controllable Costs}}{\text{Total MWh Billed}}$$

This measure provides an indication of the utility's effectiveness in managing controllable costs. Your LDC has higher levels of controllable expenses per MWh Billed than most participating utilities in 2010, 2011 and 2012.

As with ER020, this ratio can be influenced by the degree to which a utility provides various customer services. It can also be influenced by the age of the plant.

ER150: Controllable Cost per Circuit km of Line

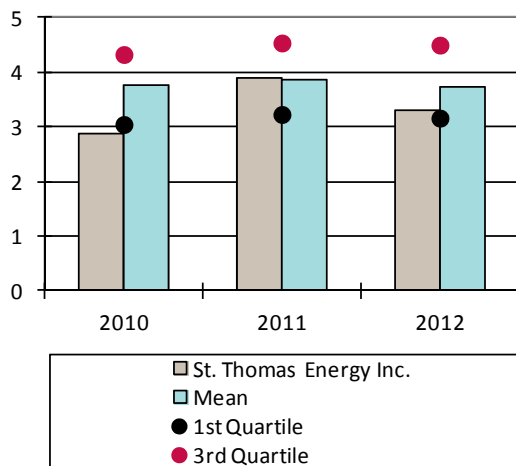


This ratio is defined as:

$$\frac{\text{Controllable Costs}}{\text{Total Circuit km of line}}$$

This measure provides an indication of the utility's effectiveness in managing controllable costs. Your LDC has a higher ratio of controllable costs per circuit km of line than most participating utilities in 2010, 2011 and 2012. This ratio may be impacted by customer density and by the age of the plant.

S238: Distribution System Losses (%)



This metric identifies the losses associated with providing electricity from generators to end-users.

Losses can be the result of technical deficiencies or theft of power.

Your LDC is reporting a smaller percent of losses than most of your fellow participants in 2012. It is an improvement over 2011.

2013 Utility Performance Management Survey

UPM Survey



3700 Steeles Avenue West, Suite 1100
Vaughan, Ontario L4L 8K8
905.265.5300
1.800.668.9979
mearie.ca

2013 Utility Performance Management Survey

Statistics & Ratios
Report on 2012 Data



UPM Survey



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Section A: Background

1. Confidentiality Protocol for UPMS 2013

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

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

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

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

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

The obligations of confidentiality set out in this policy are subject to the requirements of applicable law.

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

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

2. Data Input Form

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

**2013 Utility Performance Management Survey Input Form Protocol**

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

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

Please answer the following questions for clarification purposes:

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

Additional Notes:

2013 Utility Performance Management Survey Input Form (2012 data)

1. Please reference the "UPMS 2013 Instructions & Guide" for definitions and direction in completing the survey.
2. **Type only in the white and red cells.** Yellow or grey cells cannot be changed. Do not enter words such as nil, zero or n/a. Do not cut and paste as this can destroy the formulas.
3. If the metric is not collected, leave the cell blank, do not enter a 0. If the value of a particular response is zero, enter a 0.
4. Please review the Ratio sheets to see whether the ratios are near typical values. This helps to identify typos or mismatched units (such as kW requested, but MW entered).
5. **Save the Excel file using the name of your utility and upload securely to the MEARIE web site.**

General Information Area		Year 2012 Data			
Code (to be assigned by MEARIE when survey returned)					
Electricity LDC Name					
Contact Name/Authorized By					
Job Title					
Phone					
E-mail address					
Utility Characteristics		Select your company name from the dropdowns in F13/G13/H13 to display the values you entered into previous surveys (2011, 2010, 2009) >>>	2011 DATA: Click this cell and use the arrow to the right to select your company	2010 DATA: Click this cell and use the arrow to the right to select your company	2009 DATA: Click this cell and use the arrow to the right to select your company
Total Service Area in Square Kilometres	S1	0	0	0	
Rural Service Area (sq. km)	S17	0	0	0	
Urban Service Area (sq. km)	S18	0	0	0	
Service Area Population	S19	0	0	0	
Municipal Population	S20	0	0	0	
Utility Winter Peak Load (kW)	S91	0	0	0	
Utility Summer Peak Load (kW)	S92	0	0	0	
Annual Peak Load in MW	S5	0	0	0	
Utility Average Peak Load (kW)	S93	0	0	0	
Utility Average Load Factor (% as a whole number)	S6	0	0	0	
Overhead Circuit Kilometres of Line (route kms only)	S10	0	0	0	
Underground Circuit Kilometres of Line (route kms only)	S12	0	0	0	
Total Circuit Kilometres of Line (Overhead + Underground ie. S10 + S12)	S21	0	0	0	
Is The Utility Directly Connected to The IESO Grid? <i>*If you answered yes to this question, please fill out ONLY the red items in the Customers section below</i>	S293	0	0	0	

Circuit Kilometres of Line by Type (route kms only)					
- 3 Phase		S22	0	0	0
- 2 Phase		S23	0	0	0
- Single Phase		S24	0	0	0
Number of Transformers by Type					
- Transmission (above 50kV)		S27	0	0	0
- Subtransmission (27.6 - 50kV)		S28	0	0	0
- Distribution (below 27.6kV)		S29	0	0	0
How Many Electricity Substations of 27.6kV and Below Do You Operate In Your Utility?		S324			
What % of Your System Has Been Upgraded in the Last Year?		S325			
What % of Your System Has Been Upgraded Since Rebasing?		S326			
System Voltage Levels (kV) (list from lowest to highest filling in from the first cell without any blank intervening cells)		S30	0	0	0
- Lowest System Voltage Level in kV		S30			
- Next (if applicable)		S30			
- Next (if applicable)		S30			
- Next (if applicable)		S30			
- Next (if applicable)		S30			
- Next (if applicable)		S30			
Control Centre for Scada System (yes/ no)		S31	0	0	0
Customers					
*If you answered Yes to S293 above (you are directly connected to the IESO grid), please fill out the RED items in the Customers section below (e.g. S294, S295 etc.) AS WELL AS the responses identifying the number of RETAIL customers in each category of customer. These responses are "white" boxes (S200, S216, S218, S279, S202, S203, S280, S281). If you answered No , do NOT fill out the red items.					
Number of Residential Customers		S32	0	0	0
Number of Residential Customers in question S32, that are with a Retailer		S200	0	0	0
Total Number of Hourly Ontario Energy Price (HOEP) Residential Customers		S294	0	0	0
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Residential Customers		S295	0	0	0
Total Number of Residential Customers Paying The Two-Tiered RPP Price		S296	0	0	0
Total Number of Residential Customers Paying The RPP Time of Use Price		S297	0	0	0
Number of General Service Customers <50kW		S215	0	0	0
Number of General Service Customers <50kW that are with a Retailer		S216	0	0	0

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

Total Number of Hourly Ontario Energy Price (HOEP) Sentinel Lighting Customers	S314	0	0	0
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Sentinel Lighting Customers	S315	0	0	0
Total Number of Sentinel Lighting Customers Paying The Two-Tiered RPP Price	S316	Total:	0	0
Total Number of Sentinel Lighting Customers Paying The RPP Time of Use Price	S317	0	0	0
Number of Seasonal Occupancy Customers	S135	0	0	0
Number of Seasonal Occupancy Customers that are with a Retailer	S281	0	0	0
Total Number of Hourly Ontario Energy Price (HOEP) Seasonal Occupancy Customers	S318	0	0	0
Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Seasonal Occupancy Customers	S319	0	0	0
Total Number of Seasonal Occupancy Lighting Customers Paying The Two-Tiered RPP Price	S320	Total:	0	0
Total Number of Seasonal Occupancy Customers Paying The RPP Time of Use Price	S321	0	0	0
Total Number of Customers	S2	0	0	0
Total Number of Customers with a Retailer	S219	0	0	0
Total Number of Regulated Price Plan (RPP) Customers	S166	0	0	0
Customer Service				
Total Number of New Low Voltage (< 750kV) Services Connected	S118	0	0	0
Number of New Low Voltage Services (< 750kV) Connected Within 5 Working Days	S117	0	0	0
Total Number of New High Voltage (>= 750kV) Services Connected	S120	0	0	0
Number of New High Voltage (>= 750kV) Service Connected Within 10 Working Days	S119	0	0	0
Total Number of Connection Impact Assessments (CIA) for Renewable Energy Generation >10 kW	S282	0	0	0
Total Capacity of Connections for Renewable Energy Generation >10kW	S283	0	0	0
Total Number of Offers Made to Connect <10kW Renewable Energy Generation Projects	S284	0	0	0
Total Number of Connections Made for Renewable Energy Generation <10kW	S285	0	0	0
Total Capacity of Renewable Energy Generation Connections <10kW	S286	0	0	0
% of Time Connection Impact Assessments Completed Within Regulatory Schedule Requirements	S287	0	0	0
Total Number of General Inquiry Telephone Calls Answered	S124	0	0	0
Number of General Inquiry Telephone Calls Answered Within 30 Seconds	S123	0	0	0
Total Number of Qualifying Calls to Customer Care Number	S221	0	0	0
Number of Qualifying Calls to Customer Care Number That Are Abandoned	S220	0	0	0
Number of Qualifying Calls to Customer Care Number Resolved at Time of Call	S226	0	0	0

Total Number of Appointments Scheduled	S223	0	0	0
Number of Appointments Scheduled Within 5 Business Days	S222	0	0	0
Total Number of Appointments at a Customer's Premises or Work Site Made	S126	0	0	0
Number of Appointments at a Customer's Premises or Work Site Kept at the Appointed Time	S125	0	0	0
Total Number of Appointments Requiring Rescheduling	S225	0	0	0
Number of Appointments Rescheduled Within 1 Business Day	S224	0	0	0
Number of Requests for Written Responses	S128	0	0	0
Number of Requests for Written Responses Provided Within 10 Working Days	S127	0	0	0
Number of Emergency Calls for Urban Customers	S115	0	0	0
Number of Emergency Calls for Urban Customers for Which Qualified Staff Were On Site Within 60 min.	S74	0	0	0
Number of Emergency Calls for Rural Customers	S138	0	0	0
Number of Emergency Calls for Rural Customers for Which Qualified Staff Were On Site Within 120 minutes	S137	0	0	0
Total Number of Bills Issued	S227	0	0	0
Number of Bills Cancelled & Reissued	S228	0	0	0
Service Reliability				
Total Customer Hours of Interruption (include Code 2)	S102	0	0	0
Total Customer Hours of Interruption (exclude Code 2)	S272	0	0	0
Total Customer Hours of Interruption Due to Supply (Code 2)	S103	0	0	0
Total Customer Interruptions (include Code 2)	S104	0	0	0
Total Customer Interruptions (exclude Code 2)	S274	0	0	0
Total Customer Interruptions Due to Supply (Code 2)	S105	0	0	0
If your utility collects data for momentary interruptions, please answer the following.				
Total Momentary Customer Interruptions (include Code 2)	S106	0	0	0
Total Momentary Customer Interruptions (exclude Code 2)	S275	0	0	0
Total Momentary Customer Interruptions Due to Supply (Code 2)	S107	0	0	0
Total Number of Customers Experiencing 4 or More Interruptions	S229	0	0	0
Total Number of Customers Experiencing an Interruption Lasting Six (6) Hours or More	S230	0	0	0
Of the Number of 6 Hour Interruptions, How Many Were Done Because of Code 2 Planned Outages?	S292	0	0	0

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

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

Residential Rates

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

General Service Monthly Demand 50kW or less

- Customer Charge		S81	0	0	0
- Distribution Charge		S82	0	0	0

General Service-Monthly Demand 50kW up to 999kW

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

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

- Customer Charge		S87	0	0	0
- Distribution Charge		S88	0	0	0

General Service-Monthly Demand >= 5,000kW

- Customer Charge		S89	0	0	0
- Distribution Charge		S90	0	0	0

Customer Demand & Revenues

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

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

Human Resources

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

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

Financial

Assets

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

Liabilities and Equity

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

Revenues

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

Expenses**Expenses - Operations and Maintenance**

Total Operations and Maintenance Expenses (Excluding Capital & Income Taxes)	\$67	0	0	0
If these Operations and Maintenance Expenses include Transformation Costs answer the following:				
Transformation Costs	\$267	0	0	0
Contractor Expense (non capitalized)	\$13	0	0	0
Labour Component of Operations and Maintenance Expenses (direct labour only, exclude overhead allocated)	\$68	0	0	0

Expenses - Billing and Collection

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

Expenses - Administration

Total Administration Expense (exclude taxes)	\$71	0	0	0
Labour Component of Administration Expense (direct labour only, exclude overhead costs)	\$72	0	0	0

Expenses - Financial

	\$73	0	0	0
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Other Financial Data

Net Income	\$47	0	0	0
EBITDA (Earnings before Interest, Tax, Depreciation and Amortization.)	\$48	0	0	0
EBIT (Earnings Before Interest and Taxes)	\$213	0	0	0
Long Term Debt Service for the Year	\$49	0	0	0
Total Debt	\$50	0	0	0
Of Total Debt, Amount That is Commercial Debt	\$268	0	0	0
Of Total Debt, Amount That is Shareholder Debt	\$269	0	0	0
Long Term Debt	\$51	0	0	0
Interest on Long Term Debt	\$52	0	0	0
Amortization (Depreciation of Fixed Assets, plus amortization of contributed capital for the current year.)	\$59	0	0	0
Accounts Receivable - Electrical Energy at Year End	\$75	0	0	0
Accounts Receivable - Electrical Energy Average for the Year (average of 4 quarters)	\$152	0	0	0
Accounts Receivable - Unbilled Electrical Revenue at Year End	\$76	0	0	0
Accounts Receivable - Unbilled Electrical Revenue Average for the Year (4 quarters)	\$153	0	0	0
Actual Write-Offs - Total for All Accounts Written Off (do not include bad debt)	\$77	0	0	0
Bad Debt Expense Only (does not include write offs reported in S77)	\$158	0	0	0
Customer Deposits	\$204	0	0	0
Deferred Tax for the Year	\$167	0	0	0
Net Income Before Extraordinary Items (if there are no extraordinary items, then use Net Income)	\$170	0	0	0
Dividends Paid	\$173	0	0	0
Cash Position at Year End	\$270	0	0	0
Cash + Short Term Investments	\$65	0	0	0
Cost of Power Purchased (exclude debt retirement charges and HST)	\$66	0	0	0
Debt Retirement Charges	\$163	0	0	0
Controllable Costs	\$271	0	0	0
Full Year Cost of all Materials Used	\$214	0	0	0
Capital Expenditures for the Year				
Gross In Service Capital Additions for the Year	\$273	0	0	0
Gross Capital for the Year (Include all capital expenditures, all work-in-progress and capital contributions) EXCL Tax	\$8	0	0	0

- Labour (include work in progress)	S60	0	0	0
- Overhead (include work in progress)	S61	0	0	0
- Equipment Material (include work in progress)	S62	0	0	0
- Other (including contractor expenses; include work in progress)	S63	0	0	0
- Does your utility capitalize interest expenses for capital expenditures?	S187	0	0	0
Contributed Capital for the Year	S9	0	0	0

Smart Meters - If not applicable please leave blank

Does Your LDC Currently Have Any Smart Meters Installed?	S205	0	0	0
How Many Smart Meters Has the LDC Installed Life to Date Up to December 2012?	S206	0	0	0
Number of Meters Installed for Residential Life to Date up to December 2012	S289	0	0	0
Number of Meters Installed for General Service <50kW Life to Date up to December 2012	S290	0	0	0
Total Number of Smart Meters to be Deployed in the Utility	S291	0	0	0
How Many Customers of The Utility Do Not Use A Smart Meter?	S323	0	0	0
What is the Total Dollar Amount of Capital Expenditure Related to Smart Meters Life to Date up to December 2012?	S207	0	0	0
What Was the Rate Rider Collection Account Balance as of Dec 2012? (Life to Date)	S208	0	0	0
What Was the Operations & Maintenance Account Balance as of Dec 2012 (Life to Date)	S209	0	0	0

Please provide charges related to amounts transferred out of the following smart meter variance accounts all life to date up to Dec 2012. (applies to LDCs where smart metering implementation has somewhat advanced)

- \$ Amount Transferred Related to Capital.	S210	0	0	0
- \$ Amount Transferred Related to Operations.	S211	0	0	0
- \$ Amount Transferred Related to Maintenance.	S212	0	0	0

Other

Please Describe Any Significant Reporting Anomaly (S150)



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Automatically upon entering the data into the Survey, the LDC is shown the following computed values. Definitions of these ratios can be found in Section 4.

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



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



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

3. Instructions & Guidelines

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

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



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

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

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

1) Utility Characteristics

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

S324: How Many Electricity Substations Do You Operate in Your Utility?

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

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

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

The following comment/question was added in 2012.

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

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

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

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



2) Customers

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

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

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

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 kW load.

Revisions:

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

S218: Number of General Service Customers $\geq 50\text{ kW}$ up to 999kW 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 $< 50\text{kW}$ to $\leq 4999\text{kW}$ that are with a Retailer.

Additions:

S278: Number of General Service Customers $\geq 1000\text{kW}$ and $\leq 4999\text{kW}$.

S279: Number of General Service Customers $\geq 1000\text{kW}$ and $\leq 4999\text{kW}$ that are with a Retailer.

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

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

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



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

Clarifications:

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

3) Customer Service

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

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

Additions:

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

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

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

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

S286: Total Capacity of Renewable Energy Generation Connections <10kW.

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

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

S221: Total Number of Qualifying Calls to Customer Care Number.

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



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

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

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

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

S222: Number of Appointments Scheduled Within 5 Business Days.

This tracks the number of appointments that are scheduled to take place within 5 business days of the day on which all applicable service conditions are satisfied.

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

S224: Number of Appointments Rescheduled Within 1 Business Day.

This question includes all of LDC attempts to contact the customer within one business day to reschedule the appointment, if an appointment needs to be rescheduled.

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

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

4) Service Reliability

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

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

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

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

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



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

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

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

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

Additions:

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

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

5) Base Regulated Rates

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

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

Revision:

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

S99: Current Year (2011) Unbilled in kWh.



6) Customer Demand & Revenues

In 2013, an addition has been created:

S327: Total Number of Bulk Metered Customers

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

In 2012 the following addition was made as follows:

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

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

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

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

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

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

Revisions:

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

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

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



7) Human Resources

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

S245: Total Third Party Costs for Staff Development (does not include safe work training.)

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

A new statistic has been added as follows:

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

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

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

Revisions:

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

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

Addition:

S288: Of FTEs, Number that are Union.



Other Clarifications:

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

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

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

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

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

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

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

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

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

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

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



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

8) Financial

Assets

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

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

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

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

Liabilities and Equity

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

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

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

Revenues

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

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

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

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



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

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

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

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

Expenses

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

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

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

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

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

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



Other Financial Data

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

S76 Accounts Receivable – Unbilled Electrical Revenue at Year End.

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

Also, S77 and S158 have been reworded as follows:

S77: Actual Write-Offs – Total for All Accounts Written Off (do not include bad debt)

S158: Bad Debt Expense Only (does not include write-offs reported in S77)

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

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

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

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

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

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

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

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

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

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



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

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

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

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

Capital Expenditures for the Year

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

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

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

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

9) Smart Meters

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



In 2012, we added a question as follows:

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

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

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

Additions:

S289: Number of Meters Installed for Residential.

S290: Number of Meters Installed for General Service <50kW.

S291: Total Number of Smart Meters to be Deployed in the Utility.

Other Clarifications:

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

S210-212: In relation to Smart Meters, these questions ask for the amounts transferred from variance accounts to the balance sheet accounts.

These items are meant to capture the dollar values that LDCs may have transferred out of their Variance Accounts to another balance sheet account. These transfers would assist in understanding the true total life-to-date (until December 2011) expenditures on Smart Meters by category. (Capital, Operations, Maintenance).

10) New Ratios

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

These new ratios pertain to Human Resources.

MR170: Percent of Total Staff in Union positions = $(100 * S288 / S3)$.

MR180: Percent of Total Front Line Staff in Union positions = $(100 * S288 / S241)$



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

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

1. Protocol Sheet

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

2. Survey

1) General

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

2) Utility Characteristics

1. Number of Transformers by Type: Please ensure you complete S27, S28 and S29.

REVISION: The response to S324 should reflect the following rewording of S324 "How many electricity substations of 27.6kV and below do you operate in your utility."

2. With regard to S325 and S326 please respond on the basis of cost. It will be the easiest for you to use. **The % should be based on the capital additions for the year divided by the opening account amount for the system.** S326 will be used in conjunction with Question 6 on the "Protocol" page.
3. S293 "Is The Utility Directly Connected to The IESO Grid?" You should answer "Yes" to this question if you have identified to the OEB that you are directly connected to the IESO grid. If you wish to make a choice for the purposes of this survey then please answer "Yes" if the majority of your system is connected to the IESO grid. (i.e. >50%).



3) Customers and Customer Service

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

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

Calculating Customer Totals

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

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

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

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

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



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

2. With respect to unmetered scattered load. There is no specific place held for this amount. Could you please enter all unmetered scattered load amounts in the notes at the end of the survey, and the % of unmetered scattered load that the utility has on record. It is necessary to identify load components that are important in the calculations so if you can do so for unmetered scattered load as noted above it is helpful.
3. With respect to S126, and S125, it has come to my attention that RRR measures these numbers based on the customer or their agent being on site at the time of the appointment. To clarify, in this survey my assumption is that the customer or their agent is on site – so the answers to these questions are consistent with RRR information.
4. S228 asks for the “Number of Bills Cancelled and Reissued”. To be clear, bills cancelled but not reissued are not to be included. This statistic measures those bills that have to be reissued for reasons including but not limited to: faulty location/contact records, misinformation from the customer, or other unknown reasons including loss, and the “dog ate it”.

4) Customer Demand and Revenues

1. There has been confusion with respect to completion of S87 and S88, versus S89 and S90. We have determined a title above S89 and S90 had been lost. It is “General Service – Monthly Demand>=5,000kW. Please adjust your answers accordingly.
2. S327 “Total Number of Bulk Metered Customers” Please answer as the total number of customers and not the number of bulk meters.
3. S169 “Total number of Customer reads.” This number should be on an annualized basis and include all meter reads. If you have bulk meters as indicated by S327 responses, then please use the number of bulk meters read in developing the response to S169, not the number of customers served by the bulk meter. S327 should be providing the number of customers on bulk meters. Also, please note that in order to determine how smart equipment is being used versus manual labour, S322 asks “Of the number of customer reads in S169, how many are done manually?” We will use this to assist our review of changes over the past few years’ information.



5) Human Resources

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

6) Financial

1. Capital Expenses for the Year - S273 “Gross In-Service Capital Additions for the Year” Do not include “disposals” or those assets that have been retired or removed from the asset base for any reason.
2. S273 vs S8: S273 is looking for the value of capital additions that your utility brought into service in the test year (2012). This can include capital contributions if they were brought into service in the test year (2012). The assets for which you spent capital in S8 may or may not be “in-service”. As well some capital from 2011 may come into service in 2012 and would be captured in S273 as well. However, if there is no carry over from 2011 and if all capital in S8 did come into service in 2012, then S273 will equal S8. (Note that S60 Labour, S61 Overhead, S62 Equipment/Material, and Other – including contractor expenses are all components of S8 and should include work in progress making their total equal to S8. Individual utility accounting treatments may create a minor variance.
3. Questions have been received concerning the treatment of solar panels and the relationship of S273 and S8. With respect to solar panels, generally it is assumed these are non-utility assets and therefore do not have to be included in S273 and S8. However, if they are utility assets (i.e. assets that have value to the utility in terms of contributing value/cost savings to operations or service to customers then they should be included in capital expenditures. If you do include them in capital expenditures, please make a note at the end of the survey with respect to the amount of the capital expenditures on solar panels to enable me to analyse their impact relative to previous years. Please also make a note regarding whether the solar panels are new for 2012, and how long they have been contributing to operations.

7) Smart Meters

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



4. Definitions of Ratios

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

Code: FR = Financial Ratios

ER = Efficiency Ratios

MR = Resource Management Ratios

CR = Customer Service Ratios

SR = System Reliability Ratios

FINANCIAL RATIOS		FORMULA
FR010	Net Income as a % of Total Revenue This ratio shows the proportion of total revenue that is available to be used in investment in capital assets, the payment of debt or dividends, or the accumulation of working capital.	$\frac{\text{Net Income } (\$47)}{\text{Total Revenue } (\$45)} \times 100$
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.	$\frac{\text{Total Debt } (\$50)}{\text{Total Equity } (\$53)}$
FR030	Current Ratio This ratio is a measure of the utility's liquidity.	$\frac{\text{Current Assets } (\$54)}{\text{Current Liabilities } (\$56)}$
FR040	Number of Days of Cash Reserve This ratio measures the utility's ability to meet its short term cash requirements.	$\frac{\text{Cash} + \text{Short Term Investments } (\$65)}{[\text{Cost of Power } (\$66) + \text{O\&M } (\$67) + \text{Billing and Collection } (\$69) + \text{Financial } (\$73) + \text{Admin } (\$71) + \text{In Service Capital } (\$273)]} \times 365$
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.	$\frac{\text{Accts Receivable: Electrical Energy at YE } (\$75)}{\text{Total Electricity Service Revenue } (\$44)} \times 365$
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.	$\frac{\text{Accts Receivable: Electrical Energy Avg } (\$152)}{\text{Total Electricity Service Revenue } (\$44)} \times 365$
FR070	Number of Days of Unbilled Revenue This ratio reflects the percent of revenue that remains unbilled at year end.	$\frac{\text{Accts Receivable: Unbilled Revenue at YE } (\$76)}{\text{Total Electricity Service Revenue } (\$44)} \times 365$



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.	$\frac{\text{Total Debt (S5)}}{\text{Total Debt (S50)+Total Equity (S53)}} \times 100$
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.	$\frac{\text{EBITDA (S48)- Amortization (S59)}}{\text{Expenses – Financial (S73)}}$
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.	$\frac{\text{Net Income before Extraordinary Items (S170)} + \text{Amortization (S59)+Deferred Tax (S167)}}{\text{Total Debt (S50)}}$
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.	$\frac{\text{EBITDA (S48) – Amortization (S59)}}{\text{Total Electricity Distribution Revenue (S46)}}$
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.	$\frac{\text{Net Income (S47)+Amortization(S59)-[Capital Expenditures: S60+S61+S62+S63]- Dividends Paid (S173)+Long Term Debt Interest (S52)}}{\text{Long Term Debt Interest (S52)}}$
FR270	Debt Over EBIT Measures ratio of total debt to revenue available for debt service.	$\frac{\text{Total Debt (S50)}}{\text{EBITDA (S48)-Amortization (S59)}}$
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.	$\frac{\text{Net Income (S47)}}{\text{Total Equity (S53)+Total Debt (S50)-Cash + Short Term Investments (S65)}} \times 100$

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

CUSTOMER SERVICE RATIOS		FORMULA
CR010	% of Requests for New Low Voltage Service Met Within Min. Standard This ratio relates to customer satisfaction by measuring the success rate of low voltage service connections being met within 10 business days.	$\frac{\text{New low voltage services connected within 5 days } (\$117)}{\text{Total new low voltage services connected } (\$118)} \times 100$
CR020	% of Requests for New High Voltage Service Met Within Min. Standard This ratio relates to customer satisfaction by measuring success rate of High Voltage service connections being met within 10 business days.	$\frac{\text{New High Voltage Services connected in 10 days } (\$119)}{\text{Total new high voltage services connected } (\$120)} \times 100$
CR040	% of General Inquiry Telephone Calls Answered Within Min Standard. This ratio measures the success rate of customers' general inquiry telephone calls being answered within 30 sec.	$\frac{\text{General Inquiry Telephone Calls Answered within 30 Seconds } (\$124)}{\text{Total general inquiry calls answered } (\$124)} \times 100$
CR050	% of Appointments at a Customer's Premises or Work Site Made Within Minimum Standard. This ratio calculates how often appointments scheduled at a customer's premises or work site are kept at the scheduled time.	$\frac{\text{Number of appointments kept at the appointed time } (\$125)}{\text{Total number of appointments made } (\$126)} \times 100$

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.	$\frac{\text{Number of emergency calls for urban customers for which qualified staff were on site within 60 min. (S115)}}{\text{Total emergency calls for urban customers (S115)}} \times 100$
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	System Unit Cost of Power (\$) This measure reflects cost performance for the total utility system. It is influenced by average load factors and both seasonal and daily patterns of power purchase. The ratio can assist utilities in trending demand management initiatives, transformer station ownership decisions, and in comparing end rates.	$\frac{\text{Cost of Power Purchased (S66)}}{\text{Total Wholesale kWh- purchased and generated (S101)}}$
ER020	Controllable Expense per Customer (\$) This measure provides an indication of the utility's effectiveness in managing controllable costs. It is influenced by customer density as well as the degree to which a utility provides various customer services. It is also influenced by the age of the plant.	$\frac{\text{Controllable Cost (S271)}}{\text{Number of Customers (S2)}}$
ER030	Controllable Expense per MWh Billed (\$) This ratio is similar to ER020 except that it compares Controllable Costs to Total MWh Billed instead of to Number of Customers.	$\frac{\text{Controllable Costs (S271)}}{\text{Total kWh Billed (S237)}} \times 1000$
ER040	O&M Expense per Customer (\$) This ratio indicates the utility's effectiveness in managing the costs associated with operating and maintaining the electrical system on a per customer basis.	$\frac{\text{Total Operations and Maintenance Expenses (S67)}}{\text{Number of Customers}}$
ER050	O&M Expense per MWh Sold (\$) This ratio is similar to ER040 except that it compares O&M Expenses to Total MWh sold instead of to the Number of Customers	$\frac{\text{Total operations and maintenance expenses (S67)}}{\text{Total kWh Billed (S237)}} \times 1000$
ER060	Billing and Collection Expense per Customer (\$) This metric indicates the utility's effectiveness in managing billing and collection costs on a per customer basis.	$\frac{\text{Total billing and collection expenses (S69)}}{\text{Number of Customers (S2)}}$
ER070	Billing and Collection Expense per MWh sold (\$) This metric is similar to ER060 except that it compares Billing and Collection Expenses to Total MWh sold instead of to # customers.	$\frac{\text{Total Billing and Collection Expenses (S69)}}{\text{Total kWh Billed (S237)}} \times 1000$
ER080	Administration Expense per Customer (\$) This ratio indicates the utility's effectiveness in managing administrative costs on a per customer basis.	$\frac{\text{Total Administration Expense (S71)}}{\text{Number of Customers (S2)}}$

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.	$\frac{\text{Total Customer Hours of Interruption due to Supply Code 2 (S103)}}{\text{Number of Customers (S2)}}$
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.	$\frac{\text{Total Customer Hours of Interruption (excl. Code 2) (S272)}}{\text{Number of Customers (S2)}}$
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.	$\frac{\text{Total Customer Hours of Interruption (incl. Code 2) (S102)}}{\text{Total Customer Interruptions (include Code 2) (S104)}}$
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.	$\frac{\text{Total Customer Hours of Interruption Due to Supply (S103)}}{\text{Total Customer Interruptions (include Code 2) (S104)}}$
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.	$\frac{\text{Total Customer Hours of Interruption (Excl. Code 2) (S272)}}{\text{Total Customer Interruptions (incl. Code 2) (S104)}}$
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.	$\frac{\text{Total Customer Interruptions (include Code 2) (S104)}}{\text{Number of Customers (S2)}}$
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.	$\frac{\text{Total Customer Interruptions due to Supply (Code 2) (S105)}}{\text{Number of Customers (S2)}}$
SR090	SAIFI: LDC Distribution System This ratio is an indicator of SAIFI related to the LDC Distribution System. It should be used in conjunction with the other reliability indices.	$\frac{\text{Total Customer Interruptions (excl. Code 2) (S274)}}{\text{Number of Customers (S2)}}$

SYSTEM RELIABILITY RATIOS		FORMULA
SR100	Index of Reliability This is an overall ratio of the reliability of the power supply. It is influenced by: customer density, the age and condition of the distribution system, susceptibility to weather and tree trimming practices, the speed of response and after-hours availability of crews, and the scope of SCADA systems.	$\frac{8760 \text{ (hrs/year)} \text{ MINUS } \frac{\text{Total Customer Hours of Interruption (S102)}}{\text{Number of Customers (S2)}}}{8760 \text{ (hrs/year)}}$
SR110	Index of Reliability: Loss of Supply This is an indicator of the reliability of the supply from the bulk electrical system (transmission).	$\frac{8760 \text{ (hrs/year)} \text{ MINUS } \frac{\text{Customer Hours of Interruption due to Supply (S103)}}{\text{Number of Customers (S2)}}}{8760 \text{ (hrs/year)}}$
SR120	Index of Reliability: LDC Distribution System This is an indication of the reliability of the supply from the distribution system.	$\frac{8760 \text{ (hrs/year)} \text{ MINUS } \frac{\text{Total Customer Hours of Interruption (excl. Code 2) (S272)}}{\text{Number of Customers (S2)}}}{8760 \text{ (hrs/year)}}$
SR130	System Average Automatic Reclosure Index (SAARI) Momentary customer interruptions are often caused by transient faults, such as lightning strikes or vegetation contacting power lines. The reclosure index reflects the use of reclosures to restore power quickly after a transient fault has cleared.	$\frac{\text{Total Momentary Customer Interruptions (S106)}}{\text{Number of Customers (S2)}}$
SR140	SAARI: Loss of Supply This is an indicator of SAARI related to the bulk Transmission system indices.	$\frac{\text{Momentary Customer Interruptions - Supply (S107)}}{\text{Number of Customers (S2)}}$
SR150	SAARI: LDC Distribution System This ratio is an indicator of SAARI related to the Distribution System.	$\frac{\text{Momentary Customer Interruptions (excl. Code 2) (S275)}}{\text{Number of Customers (S2)}}$
SR160	Percent of Customers Experiencing Long Duration Outages This ratio calculates the percentage of customers who have experienced four or more service interruptions in a given year.	$\frac{\# \text{ of Customers experiencing greater than or equal to 4 interruptions yearly (S229)}}{\text{Number of Customers (S2)}} \times 100$



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

2013 Utility Performance Management Survey

Statistics & Ratios
Report on 2012 Data



UPM Survey



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FR260 Free Operating Cash Flow Plus Interest Over Interest	510
FR270 Debt Over EBIT	512
FR280 Return on Assets (%)	514
FR290 Return on Capital Employed (%)	516
FR300 Operating Margin (%)	518
FR310 Net Margin (%)	520
FR320 Interest Coverage Ratio	522

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ER010 System Unit Cost of Power (\$)	524
ER020 Controllable Expense per Customer (\$)	526
ER030 Controllable Expense per MWh Sold (\$)	528
ER040 Operating & Maintenance Expense per Customer (\$)	530
ER050 Operating & Maintenance Expense per MWh Sold (\$)	532
ER060 Billing and Collection Expense per Customer (\$)	534
ER070 Billing and Collection Expense per MWh Sold (\$)	536
ER080 Administration Expense per Customer (\$)	538
ER090 Administration Expense per MWh Sold (\$)	540
ER110 Customer Density (Per Square Kilometer)	542
ER120 Cost per Customer Read for Meters	544
ER140 Inventory Turnover Ration	546
ER150 Controllable Cost per Circuit km of Line	548
ER160 Asset Efficiency	550

System Reliability Ratios (SR)

SR010 System Average Interruption Duration Index (SAIDI)	552
SR020 SAIDI: Loss of Supply	554
SR030 SAIDI: LDC Distribution System	556
SR040 (CAIDI) Customer Average Interruption Duration Index	558
SR050 CAIDI: Loss of Supply	560
SR060 CAIDI: LDC Distribution System	562
SR070 System Average Interruption Frequency Index (SAIFI)	564
SR080 SAIFI: Loss of Supply	566
SR090 SAIFI: LDC Distribution System	568
SR100 Index of Reliability	570
SR110 Index of Reliability: Loss of Supply	572
SR120 Index of Reliability: LDC Distribution System	574
SR130 System Average Automatic Reclosure Index (SAARI)	576
SR140 SAARI: Loss of Supply	578
SR150 SAARI: LDC Distribution System	579
SR160 Percent of Customers Experiencing Multiple Outages	580
SR170 Percent of Customers With Long Duration Outages	582
SR180 Total Outage Minutes per Customer	584



Customer Service Ratios (CR)

CR010 Percent of Requests for New Low Voltage Service Met within Min. Standard _____	586
CR020 Percent of Request for New High Voltage Service Met Within Min. Standard _____	588
CR040 Percent of General Inquiry Telephone Calls Answered Within Min. Standard _____	590
CR050 Percent of Appointments at a Customer's Premises/Work Site Made Within Min. Standard _____	592
CR060 Percent of Request for Written Responses Met Within Min. Standard _____	594
CR070 Percent of Emergency Calls for Urban Customers Met Within 60 Minutes _____	596
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CR110 Percent of Customers with a Retailer _____	604

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



S1 Total Service Area in Square Kilometres

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	1,104	1,104	1,104
PowerStream Inc.	807	807	807
Waterloo North Hydro Inc.	672	672	672
Veridian Connections Inc.	639	639	639
Horizon Utilities Corporation	426	426	426
London Hydro Inc.	421		421
Kitchener-Wilmot Hydro Inc.	404	404	404
Cambridge and North Dumfries	303	303	306
Hydro One Brampton Networks	269	269	269
Burlington Hydro Inc.	188	188	188
Whitby Hydro Electric	148	148	148
Oakville Hydro Electricity	143	143	143
EnWin Utilities Ltd.	120	120	120
Entegrus Powerlines Inc.	70	96	96
Count	14	13	14
Average	408.1	409.2	410.2
Median	354	303	355
1st & 3rd quartiles	158 & 586	148 & 639	158 & 586
Range (min, max)	70 to 1,104	96 to 1,104	96 to 1,104
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,252	1,252	1,252
Halton Hills Hydro Inc.	251	280	280
Lakeland Power Distribution Ltd	144	144	144
Brantford Power Inc.			74
Grimsby Power Incorporated		69	69
Peterborough Distribution Inc.	63	63	64
Westario Power Inc.	49		64
Festival Hydro Inc.	44	45	45
St. Thomas Energy Inc.	33	33	33
Woodstock Hydro Services Inc.	29	29	29
Lakefront Utilities Inc.		27	27
Orangeville Hydro Limited	17	17	17



S1 Total Service Area in Square Kilometres

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	209.1	195.9	174.8
Median	49	54	64
1st & 3rd quartiles	33 & 144	30 & 125	32 & 92
Range (min, max)	17 to 1,252	17 to 1,252	17 to 1,252
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	536	536	536
Kenora Hydro Electric		24	24
Count	1	2	2
Average	536.0	280.0	280.0
Median	536	280	280
1st & 3rd quartiles	536 & 536	152 & 408	152 & 408
Range (min, max)	536 to 536	24 to 536	24 to 536
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	338.8	313.5	300.0
Median	220	148	146
1st & 3rd quartiles	68 & 454	63 & 426	64 & 422
Range (min, max)	17 to 1,252	17 to 1,252	17 to 1,252

Notes:



S17 Rural Service Area in Square Kilometres

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	650	650	650
Waterloo North Hydro Inc.	607	607	607
Veridian Connections Inc.	386	386	386
PowerStream Inc.	304	304	304
Kitchener-Wilmot Hydro Inc.	280	280	280
London Hydro Inc.	258		258
Cambridge and North Dumfries	213	213	216
Burlington Hydro Inc.	90	90	90
Horizon Utilities Corporation	88	88	88
Whitby Hydro Electric	81	81	81
Oakville Hydro Electricity	41	41	39
Count	11	10	11
Average	272.5	274.0	272.6
Median	258	247	258
1st & 3rd quartiles	89 & 345	89 & 365	89 & 345
Range (min, max)	41 to 650	41 to 650	39 to 650
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,216	1,216	1,216
Halton Hills Hydro Inc.	225	255	255
Lakeland Power Distribution Ltd	128	128	128
Grimsby Power Incorporated		50	50
Count	3	4	4
Average	523.0	412.3	412.3
Median	225	192	192
1st & 3rd quartiles	177 & 721	109 & 495	109 & 495
Range (min, max)	128 to 1,216	50 to 1,216	50 to 1,216
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	530	530	530
Count	1	1	1
Average	530.0	530.0	530.0
Median	530	530	530
1st & 3rd quartiles	530 & 530	530 & 530	530 & 530
Range (min, max)	530 to 530	530 to 530	530 to 530



S17 Rural Service Area in Square Kilometres

Totals over Large, Medium and Small Utility Classes

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

Notes:



S19 Service Area Population

Large Utilities	2010	2011	2012
PowerStream Inc.	965,000	1,030,000	1,030,000
Hydro Ottawa Limited	825,813	834,406	841,565
Horizon Utilities Corporation	574,299	575,673	604,440
Hydro One Brampton Networks	498,615	523,911	544,000
London Hydro Inc.	355,000		366,151
Veridian Connections Inc.	312,571	316,309	319,042
Kitchener-Wilmot Hydro Inc.	248,760	243,445	252,486
EnWin Utilities Ltd.	215,718	215,718	215,718
Oakville Hydro Electricity	180,500	182,500	184,790
Burlington Hydro Inc.	175,800	175,779	175,779
Waterloo North Hydro Inc.	156,230	160,278	160,278
Cambridge and North Dumfries	138,810	139,500	142,310
Whitby Hydro Electric	125,000	125,900	130,145
Entegrus Powerlines Inc.	94,769	102,600	102,600
Count	14	13	14
Average	347,634.6	355,847.6	362,093.1
Median	232,239	215,718	234,102
1st & 3rd quartiles	161,123 & 462,711	160,278 & 523,911	164,153 & 499,538
Range (min, max)	94,769 to 965,000	102,600 to 1,030,000	102,600 to 1,030,000
Medium Utilities	2010	2011	2012
Brantford Power Inc.			96,721
Peterborough Distribution Inc.	83,396	83,173	83,875
Halton Hills Hydro Inc.	55,089	59,008	59,010
Haldimand County Hydro Inc.	45,212	45,212	44,876
Festival Hydro Inc.	44,187	44,433	44,539
Westario Power Inc.	47,893		43,225
Woodstock Hydro Services Inc.	36,000	36,000	36,000
St. Thomas Energy Inc.	36,110	36,493	34,721
Orangeville Hydro Limited	29,905	29,575	29,456
Grimsby Power Incorporated		25,325	25,912
Lakeland Power Distribution Ltd	22,769	22,641	22,644
Lakefront Utilities Inc.		22,000	22,000



S19 Service Area Population

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		44,506.8	40,386.0	45,248.3
Median		44,187	36,246	39,613
1st & 3rd quartiles		36,000 & 47,893	26,388 & 45,017	28,570 & 48,410
Range (min, max)		22,769 to 83,396	22,000 to 83,173	22,000 to 96,721
Small Utilities		2010	2011	2012
Kenora Hydro Electric			12,000	12,000
Sioux Lookout Hydro Inc.		5,600	5,037	5,037
Count		1	2	2
Average		5,600.0	8,518.5	8,518.5
Median		5,600	8,519	8,519
1st & 3rd quartiles		5,600 & 5,600	6,778 & 10,259	6,778 & 10,259
Range (min, max)		5,600 to 5,600	5,037 to 12,000	5,037 to 12,000
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		219,710.3	201,876.6	201,047.1
Median		131,905	102,600	99,661
1st & 3rd quartiles		44,956 & 264,713	36,000 & 215,718	35,680 & 224,910
Range (min, max)		5,600 to 965,000	5,037 to 1,030,000	5,037 to 1,030,000

Notes:



S20 Municipal Population

Large Utilities	2010	2011	2012
PowerStream Inc.	965,000	1,030,000	1,030,000
Hydro Ottawa Limited	917,570	927,118	935,073
Horizon Utilities Corporation	660,108	670,580	671,600
Hydro One Brampton Networks	498,615	523,911	544,000
Veridian Connections Inc.	432,459	413,710	423,324
London Hydro Inc.	355,000		366,151
Kitchener-Wilmot Hydro Inc.	248,760	243,445	252,486
EnWin Utilities Ltd.	216,473	216,473	216,473
Oakville Hydro Electricity	180,500	182,500	184,790
Burlington Hydro Inc.	175,800	175,779	175,779
Waterloo North Hydro Inc.	156,230	160,278	160,278
Cambridge and North Dumfries	138,810	139,500	142,310
Whitby Hydro Electric	125,000	125,900	130,145
Entegrus Powerlines Inc.	107,615	129,364	123,998
Count	14	13	14
Average	369,852.9	379,889.1	382,600.5
Median	232,617	216,473	234,480
1st & 3rd quartiles	161,123 & 482,076	160,278 & 523,911	164,153 & 513,831
Range (min, max)	107,615 to 965,000	125,900 to 1,030,000	123,998 to 1,030,000
Medium Utilities	2010	2011	2012
Brantford Power Inc.			96,721
Peterborough Distribution Inc.	83,396	83,173	83,875
Westario Power Inc.	77,847		78,736
Halton Hills Hydro Inc.	55,289	59,008	59,010
Haldimand County Hydro Inc.	45,212	45,212	44,876
Festival Hydro Inc.	44,187	44,433	44,539
St. Thomas Energy Inc.	36,110	39,839	37,905
Woodstock Hydro Services Inc.	38,000	37,754	37,754
Lakeland Power Distribution Ltd	36,889	36,682	36,687
Orangeville Hydro Limited	31,149	31,031	30,701
Grimsby Power Incorporated		25,325	25,912
Lakefront Utilities Inc.		22,000	22,000



S20 Municipal Population

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	49,786.6	42,445.7	49,893.0
Median	44,187	38,797	41,222
1st & 3rd quartiles	36,889 & 55,289	32,444 & 45,017	35,191 & 63,942
Range (min, max)	31,149 to 83,396	22,000 to 83,173	22,000 to 96,721
Small Utilities	2010	2011	2012
Kenora Hydro Electric		16,500	16,500
Sioux Lookout Hydro Inc.	5,600	5,037	5,037
Count	1	2	2
Average	5,600.0	10,768.5	10,768.5
Median	5,600	10,769	10,769
1st & 3rd quartiles	5,600 & 5,600	7,903 & 13,634	7,903 & 13,634
Range (min, max)	5,600 to 5,600	5,037 to 16,500	5,037 to 16,500
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	234,650.8	215,382.1	213,452.1
Median	131,905	125,900	110,360
1st & 3rd quartiles	44,956 & 275,320	37,754 & 216,473	37,867 & 225,476
Range (min, max)	5,600 to 965,000	5,037 to 1,030,000	5,037 to 1,030,000

Notes:



S91 Utility Winter Peak Load (kW)

Large Utilities	2010	2011	2012
PowerStream Inc.	1,380,420.00	1,350,678.00	1,322,299.00
Hydro Ottawa Limited	1,239,498.00	1,305,498.00	1,242,039.00
Horizon Utilities Corporation	847,591.00	819,019.00	814,423.00
Hydro One Brampton Networks	606,686.00	595,739.00	590,582.00
London Hydro Inc.	516,721.00		491,107.00
Veridian Connections Inc.	436,342.00	433,549.00	426,400.00
EnWin Utilities Ltd.	390,400.00	366,400.00	368,900.00
Kitchener-Wilmot Hydro Inc.	306,685.00	309,627.00	299,562.00
Burlington Hydro Inc.	273,536.00	269,328.00	265,513.00
Oakville Hydro Electricity	258,870.00	239,300.00	246,748.00
Cambridge and North Dumfries	241,182.00	235,762.00	236,799.00
Waterloo North Hydro Inc.	242,686.00	240,964.00	235,287.00
Whitby Hydro Electric	153,366.00	149,997.00	146,826.00
Entegrus Powerlines Inc.	112,418.00	137,287.00	137,390.00
Count	14	13	14
Average	500,457.214	496,396.000	487,419.643
Median	348,542.50	309,627.00	334,231.00
1st & 3rd quartiles	246,732.00 & 584,194.75	239,300.00 & 595,739.00	239,286.25 & 565,713.25
Range (min, max)	112,418.00 to 1,380,420.00	137,287.00 to 1,350,678.00	137,390.00 to 1,322,299.00
Medium Utilities	2010	2011	2012
Brantford Power Inc.			144,712.00
Peterborough Distribution Inc.	147,722.00	153,393.00	135,234.00
Festival Hydro Inc.	94,400.00	94,031.00	94,384.00
Westario Power Inc.	89,468.00		83,916.00
Halton Hills Hydro Inc.	87,789.00	84,038.00	83,706.00
Haldimand County Hydro Inc.	95,666.00	81,845.00	78,706.00
Woodstock Hydro Services Inc.	61,971.00	61,443.00	65,420.00
St. Thomas Energy Inc.	50,015.00	47,750.00	46,854.00
Lakefront Utilities Inc.		44,452.00	43,165.00
Orangeville Hydro Limited	43,609.00	42,505.00	41,495.00
Lakeland Power Distribution Ltd	39,610.00	41,419.00	38,731.00
Grimsby Power Incorporated		29,983.00	30,041.00



S91 Utility Winter Peak Load (kW)

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		78,916.667	68,085.900	73,863.667
Median		87,789.00	54,596.50	72,063.00
1st & 3rd quartiles		50,015.00 & 94,400.00	42,991.75 & 83,489.75	42,747.50 & 86,533.00
Range (min, max)		39,610.00 to 147,722.00	29,983.00 to 153,393.00	30,041.00 to 144,712.00
Small Utilities		2010	2011	2012
Kenora Hydro Electric			20,492.00	20,768.00
Sioux Lookout Hydro Inc.		17,859.00	18,704.00	18,063.00
Count		1	2	2
Average		17,859.000	19,598.000	19,415.500
Median		17,859.00	19,598.00	19,415.50
1st & 3rd quartiles		17,859.00 & 17,859.00	19,151.00 & 20,045.00	18,739.25 & 20,091.75
Range (min, max)		17,859.00 to 17,859.00	18,704.00 to 20,492.00	18,063.00 to 20,768.00
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		322,271.250	286,928.120	276,752.500
Median		197,274.00	149,997.00	141,051.00
1st & 3rd quartiles		89,048.25 & 401,885.50	47,750.00 & 309,627.00	60,778.50 & 316,896.50
Range (min, max)		17,859.00 to 1,380,420.00	18,704.00 to 1,350,678.00	18,063.00 to 1,322,299.00

Notes:



S92 Utility Summer Peak Load (kW)

Large Utilities	2010	2011	2012
PowerStream Inc.	1,895,989.00	1,961,144.00	1,940,793.00
Hydro Ottawa Limited	1,518,168.00	1,501,701.00	1,458,497.00
Horizon Utilities Corporation	1,091,173.00	1,092,560.00	1,088,675.00
Hydro One Brampton Networks	799,130.00	814,931.60	817,322.00
London Hydro Inc.	687,625.00		693,268.00
Veridian Connections Inc.	509,726.00	526,513.00	531,367.00
EnWin Utilities Ltd.	517,600.00	550,900.00	516,300.00
Kitchener-Wilmot Hydro Inc.	367,988.00	377,020.00	378,977.00
Burlington Hydro Inc.	364,929.00	379,690.00	373,210.00
Oakville Hydro Electricity	354,831.00	380,100.00	362,482.00
Cambridge and North Dumfries	302,537.00	309,690.00	294,037.00
Waterloo North Hydro Inc.	283,517.00	294,349.00	286,310.00
Whitby Hydro Electric	191,768.00	208,479.00	203,143.00
Entegrus Powerlines Inc.	155,132.00	173,385.00	199,699.00
Count	14	13	14
Average	645,722.357	659,266.354	653,148.571
Median	438,857.00	380,100.00	447,638.50
1st & 3rd quartiles	315,610.50 & 771,253.75	309,690.00 & 814,931.60	311,148.25 & 786,308.50
Range (min, max)	155,132.00 to 1,895,989.00	173,385.00 to 1,961,144.00	199,699.00 to 1,940,793.00
Medium Utilities	2010	2011	2012
Brantford Power Inc.			192,045.00
Peterborough Distribution Inc.	150,103.00	161,697.00	147,149.00
Halton Hills Hydro Inc.	107,148.00	110,391.00	110,080.00
Festival Hydro Inc.	103,100.00	107,415.00	104,736.00
Haldimand County Hydro Inc.	98,223.00	100,582.00	97,028.00
Woodstock Hydro Services Inc.	74,659.00	76,830.00	74,379.00
Westario Power Inc.	72,813.00		71,136.00
St. Thomas Energy Inc.	62,047.00	65,534.00	63,087.00
Orangeville Hydro Limited	47,841.00	47,996.00	47,320.00
Lakefront Utilities Inc.		44,011.00	45,252.00
Grimsby Power Incorporated		44,698.00	43,383.00
Lakeland Power Distribution Ltd	37,000.00	34,472.00	34,107.00



S92 Utility Summer Peak Load (kW)

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		83,659.333	79,362.600	85,808.500
Median		74,659.00	71,182.00	72,757.50
1st & 3rd quartiles		62,047.00 & 103,100.00	45,522.50 & 105,706.75	46,803.00 & 106,072.00
Range (min, max)		37,000.00 to 150,103.00	34,472.00 to 161,697.00	34,107.00 to 192,045.00
Small Utilities		2010	2011	2012
Kenora Hydro Electric			18,511.00	17,837.00
Sioux Lookout Hydro Inc.		11,303.00	10,767.00	12,044.00
Count		1	2	2
Average		11,303.000	14,639.000	14,940.500
Median		11,303.00	14,639.00	14,940.50
1st & 3rd quartiles		11,303.00 & 11,303.00	12,703.00 & 16,575.00	13,492.25 & 16,388.75
Range (min, max)		11,303.00 to 11,303.00	10,767.00 to 18,511.00	12,044.00 to 17,837.00
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		408,514.583	375,734.664	364,416.536
Median		237,642.50	173,385.00	195,872.00
1st & 3rd quartiles		92,332.00 & 511,694.50	65,534.00 & 380,100.00	69,123.75 & 413,307.75
Range (min, max)		11,303.00 to 1,895,989.00	10,767.00 to 1,961,144.00	12,044.00 to 1,940,793.00

Notes:



S5 Annual Peak Load in MW

Large Utilities	2010	2011	2012
PowerStream Inc.	1,896.0	1,961.1	1,940.8
Hydro Ottawa Limited	1,518.2	1,501.7	1,458.5
Horizon Utilities Corporation	1,091.2	1,092.6	1,088.7
Hydro One Brampton Networks	799.1	814.9	817.3
London Hydro Inc.	687.6		693.3
Veridian Connections Inc.	509.7	526.5	531.4
EnWin Utilities Ltd.	517.6	550.9	516.3
Kitchener-Wilmot Hydro Inc.	368.0	377.0	379.0
Burlington Hydro Inc.	364.9	379.7	373.2
Oakville Hydro Electricity	354.8	380.1	362.5
Cambridge and North Dumfries	302.5	309.7	294.0
Waterloo North Hydro Inc.	283.5	294.3	286.3
Whitby Hydro Electric	191.8	208.5	203.1
Entegrus Powerlines Inc.	155.1	173.4	199.7
Count	14	13	14
Average	645.71	659.26	653.15
Median	438.9	380.1	447.6
1st & 3rd quartiles	315.6 & 771.3	309.7 & 814.9	311.1 & 786.3
Range (min, max)	155.1 to 1,896.0	173.4 to 1,961.1	199.7 to 1,940.8
Medium Utilities	2010	2011	2012
Brantford Power Inc.			192.0
Peterborough Distribution Inc.	150.1	161.7	147.1
Halton Hills Hydro Inc.	107.1	110.4	110.1
Festival Hydro Inc.	103.1	107.4	104.7
Haldimand County Hydro Inc.	98.2	100.6	97.0
Westario Power Inc.	89.5		83.9
Woodstock Hydro Services Inc.	74.7	76.8	74.4
St. Thomas Energy Inc.	62.0	65.5	63.1
Orangeville Hydro Limited	47.8	48.0	47.3
Lakefront Utilities Inc.		44.5	45.3
Grimsby Power Incorporated		44.7	43.4
Lakeland Power Distribution Ltd	39.6	41.4	38.7



S5 Annual Peak Load in MW

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	85.79	80.10	87.25
Median	89.5	71.2	79.1
1st & 3rd quartiles	62.0 & 103.1	45.5 & 105.7	46.8 & 106.1
Range (min, max)	39.6 to 150.1	41.4 to 161.7	38.7 to 192.0
Small Utilities	2010	2011	2012
Kenora Hydro Electric		20.5	20.8
Sioux Lookout Hydro Inc.	17.9	18.7	18.1
Count	1	2	2
Average	17.90	19.60	19.45
Median	17.9	19.6	19.4
1st & 3rd quartiles	17.9 & 17.9	19.2 & 20.0	18.7 & 20.1
Range (min, max)	17.9 to 17.9	18.7 to 20.5	18.1 to 20.8
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	409.58	376.42	365.36
Median	237.6	173.4	195.9
1st & 3rd quartiles	96.0 & 511.7	65.5 & 380.1	71.6 & 413.3
Range (min, max)	17.9 to 1,896.0	18.7 to 1,961.1	18.1 to 1,940.8

Notes:



S93 Utility Average Peak Load (kW)

Large Utilities	2010	2011	2012
PowerStream Inc.	1,448,177.00	1,434,223.00	1,442,263.00
Hydro Ottawa Limited	1,228,007.00	1,203,408.00	1,180,876.00
Horizon Utilities Corporation	665,000.00	845,981.00	862,679.00
Hydro One Brampton Networks	631,394.00	626,205.76	641,622.00
London Hydro Inc.	545,926.00		525,723.00
Veridian Connections Inc.	420,423.00	412,902.00	425,926.00
EnWin Utilities Ltd.	412,217.00	411,675.00	395,333.00
Kitchener-Wilmot Hydro Inc.	304,495.00	301,899.30	301,410.50
Burlington Hydro Inc.	284,725.00	280,100.00	279,111.00
Oakville Hydro Electricity	271,682.00	251,564.00	266,828.00
Cambridge and North Dumfries	246,993.00	246,578.00	241,442.60
Waterloo North Hydro Inc.	238,015.00	238,844.00	236,904.00
Entegrus Powerlines Inc.	120,387.00	155,335.00	150,989.00
Whitby Hydro Electric	152,499.00	151,006.00	150,857.00
Count	14	13	14
Average	497,852.857	504,593.928	507,283.150
Median	358,356.00	301,899.30	348,371.75
1st & 3rd quartiles	253,165.25 & 610,027.00	246,578.00 & 626,205.76	247,788.95 & 612,647.25
Range (min, max)	120,387.00 to 1,448,177.00	151,006.00 to 1,434,223.00	150,857.00 to 1,442,263.00
Medium Utilities	2010	2011	2012
Brantford Power Inc.			155,370.00
Peterborough Distribution Inc.	135,507.00	135,588.00	128,407.00
Festival Hydro Inc.	91,920.00	93,454.00	92,977.00
Halton Hills Hydro Inc.	58,735.00	84,825.00	86,207.65
Haldimand County Hydro Inc.	83,121.00	80,013.00	79,483.00
Westario Power Inc.	73,257.00		70,342.00
Woodstock Hydro Services Inc.	61,426.00	61,185.00	63,234.00
St. Thomas Energy Inc.	50,812.00	50,164.00	46,419.00
Lakefront Utilities Inc.		40,058.00	40,489.00
Orangeville Hydro Limited	41,559.00	40,755.00	40,252.00
Lakeland Power Distribution Ltd	34,201.00	34,529.00	33,350.00
Grimsby Power Incorporated		31,728.00	32,158.00



S93 Utility Average Peak Load (kW)

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		70,059.778	65,229.900	72,390.721
Median		61,426.00	55,674.50	66,788.00
1st & 3rd quartiles		50,812.00 & 83,121.00	40,232.25 & 83,622.00	40,429.75 & 87,899.99
Range (min, max)		34,201.00 to 135,507.00	31,728.00 to 135,588.00	32,158.00 to 155,370.00
Small Utilities		2010	2011	2012
Kenora Hydro Electric			17,242.00	16,964.00
Sioux Lookout Hydro Inc.		12,538.00	12,177.00	12,301.00
Count		1	2	2
Average		12,538.000	14,709.500	14,632.500
Median		12,538.00	14,709.50	14,632.50
1st & 3rd quartiles		12,538.00 & 12,538.00	13,443.25 & 15,975.75	13,466.75 & 15,798.25
Range (min, max)		12,538.00 to 12,538.00	12,177.00 to 17,242.00	12,301.00 to 16,964.00
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		317,209.000	289,657.562	285,711.348
Median		195,257.00	151,006.00	150,923.00
1st & 3rd quartiles		70,299.25 & 414,268.50	50,164.00 & 301,899.30	59,030.25 & 324,891.13
Range (min, max)		12,538.00 to 1,448,177.00	12,177.00 to 1,434,223.00	12,301.00 to 1,442,263.00

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	71.000	72.000	73.000
London Hydro Inc.	72.000		73.000
Hydro One Brampton Networks	72.000	73.000	72.600
Veridian Connections Inc.	73.000	74.000	72.000
Waterloo North Hydro Inc.	71.000	71.000	72.000
Horizon Utilities Corporation	75.000	75.000	72.000
Cambridge and North Dumfries	71.000	71.363	71.118
Burlington Hydro Inc.	69.680	70.530	70.640
Kitchener-Wilmot Hydro Inc.	70.000	70.800	70.600
PowerStream Inc.	70.000	70.000	70.500
Whitby Hydro Electric	68.000	69.000	70.000
Entegrus Powerlines Inc.	71.000	71.600	70.000
Oakville Hydro Electricity	68.000	67.000	69.000
EnWin Utilities Ltd.	57.000	54.000	57.000
Count	14	13	14
Average	69.9057	69.9456	70.2470
Median	71.000	71.000	70.879
1st & 3rd quartiles	69.760 & 71.750	70.000 & 72.000	70.125 & 72.000
Range (min, max)	57.000 to 75.000	54.000 to 75.000	57.000 to 73.000
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	89.000	86.900	88.000
Halton Hills Hydro Inc.	69.440	68.100	81.160
Lakeland Power Distribution Ltd	72.000	71.000	74.000
Lakefront Utilities Inc.		74.000	73.560
Orangeville Hydro Limited	72.000	71.000	72.000
Peterborough Distribution Inc.	71.000	71.000	71.000
Woodstock Hydro Services Inc.	72.000	71.000	71.000
Westario Power Inc.	71.000		70.000
Grimsby Power Incorporated		66.700	66.000
Haldimand County Hydro Inc.	61.000	64.000	66.000
St. Thomas Energy Inc.	56.000	53.000	54.000
Brantford Power Inc.			0.700



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	70.3822	69.6700	65.6183
Median	71.000	71.000	71.000
1st & 3rd quartiles	69.440 & 72.000	67.050 & 71.000	66.000 & 73.670
Range (min, max)	56.000 to 89.000	53.000 to 86.900	0.700 to 88.000
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	82.800	87.600	85.200
Kenora Hydro Electric		84.000	57.000
Count	1	2	2
Average	82.8000	85.8000	71.1000
Median	82.800	85.800	71.100
1st & 3rd quartiles	82.800 & 82.800	84.900 & 86.700	64.050 & 78.150
Range (min, max)	82.800 to 82.800	84.000 to 87.600	57.000 to 85.200
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	70.6217	71.1037	68.3242
Median	71.000	71.000	71.000
1st & 3rd quartiles	69.620 & 72.000	69.000 & 73.000	69.750 & 72.700
Range (min, max)	56.000 to 89.000	53.000 to 87.600	0.700 to 88.000

Notes:



S10 Overhead Circuit Kilometres of Line (Route kms Only)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	2,693.0	2,916.0	2,923.0
PowerStream Inc.	2,551.4	2,584.0	2,522.2
Horizon Utilities Corporation	1,543.0	1,523.0	1,524.0
Veridian Connections Inc.	1,274.0	1,331.0	1,450.0
London Hydro Inc.	1,364.0		1,362.0
Waterloo North Hydro Inc.	1,059.0	1,051.0	1,063.0
Kitchener-Wilmot Hydro Inc.	1,042.0	1,046.1	1,033.0
Burlington Hydro Inc.	886.5	963.9	862.0
Hydro One Brampton Networks	806.0	802.0	788.0
Cambridge and North Dumfries	708.0	713.0	711.0
EnWin Utilities Ltd.	713.0	709.0	691.0
Entegrus Powerlines Inc.	599.0	678.0	689.0
Whitby Hydro Electric	499.0	503.0	500.0
Oakville Hydro Electricity	440.0	457.0	459.0
Count	14	13	14
Average	1,155.56	1,175.15	1,184.09
Median	964.3	963.9	947.5
1st & 3rd quartiles	709.3 & 1,341.5	709.0 & 1,331.0	696.0 & 1,428.0
Range (min, max)	440.0 to 2,693.0	457.0 to 2,916.0	459.0 to 2,923.0
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,634.0	1,642.0	1,652.0
Halton Hills Hydro Inc.	859.0	888.0	892.0
Peterborough Distribution Inc.	384.0	385.0	388.0
Westario Power Inc.	371.0		371.0
Brantford Power Inc.			274.0
Lakeland Power Distribution Ltd	288.0	257.0	223.0
Festival Hydro Inc.	185.0	185.0	185.0
Grimsby Power Incorporated		170.7	167.9
St. Thomas Energy Inc.	158.0	156.0	154.0
Woodstock Hydro Services Inc.	155.0	155.0	153.0
Lakefront Utilities Inc.		95.0	95.0
Orangeville Hydro Limited	103.0	103.0	95.0



S10 Overhead Circuit Kilometres of Line (Route kms Only)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	459.67	403.67	387.49
Median	288.0	177.9	204.0
1st & 3rd quartiles	158.0 & 384.0	155.3 & 353.0	153.8 & 375.3
Range (min, max)	103.0 to 1,634.0	95.0 to 1,642.0	95.0 to 1,652.0
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	205.0	263.9	263.9
Kenora Hydro Electric		88.0	88.0
Count	1	2	2
Average	205.00	175.95	175.95
Median	205.0	175.9	175.9
1st & 3rd quartiles	205.0 & 205.0	132.0 & 219.9	132.0 & 219.9
Range (min, max)	205.0 to 205.0	88.0 to 263.9	88.0 to 263.9
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	855.00	786.62	770.68
Median	710.5	678.0	594.5
1st & 3rd quartiles	350.3 & 1,112.8	185.0 & 1,046.1	213.5 & 1,040.5
Range (min, max)	103.0 to 2,693.0	88.0 to 2,916.0	88.0 to 2,923.0

Notes:



S12 Underground Circuit Kilometres of Line (Route kms Only)

Large Utilities	2010	2011	2012
PowerStream Inc.	4,830.5	4,847.8	4,944.2
Hydro Ottawa Limited	2,721.0	2,690.0	2,735.0
Hydro One Brampton Networks	2,017.0	2,094.0	2,164.0
Horizon Utilities Corporation	1,872.0	1,891.0	1,904.0
London Hydro Inc.	1,410.0		1,480.0
Veridian Connections Inc.	1,027.0	1,078.0	1,091.0
Oakville Hydro Electricity	1,035.0	1,043.0	1,070.0
Kitchener-Wilmot Hydro Inc.	824.0	832.3	854.0
Burlington Hydro Inc.	840.7	740.0	658.0
Whitby Hydro Electric	552.0	557.0	563.0
Waterloo North Hydro Inc.	488.0	491.0	494.0
EnWin Utilities Ltd.	466.0	467.0	468.0
Cambridge and North Dumfries	403.0	406.0	413.0
Entegrus Powerlines Inc.	284.0	268.0	270.0
Count	14	13	14
Average	1,340.73	1,338.85	1,364.87
Median	933.9	832.3	962.0
1st & 3rd quartiles	504.0 & 1,756.5	491.0 & 1,891.0	511.3 & 1,798.0
Range (min, max)	284.0 to 4,830.5	268.0 to 4,847.8	270.0 to 4,944.2
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	545.0	576.0	605.0
Brantford Power Inc.			238.0
Peterborough Distribution Inc.	168.0	168.0	172.0
Westario Power Inc.	144.0		144.0
Woodstock Hydro Services Inc.	93.0	94.0	99.0
St. Thomas Energy Inc.	89.0	92.0	98.0
Haldimand County Hydro Inc.	89.0	92.0	96.0
Orangeville Hydro Limited	73.0	73.0	92.0
Festival Hydro Inc.	92.0	92.0	92.0
Lakeland Power Distribution Ltd	67.0	76.0	77.0
Grimsby Power Incorporated		70.1	69.7
Lakefront Utilities Inc.		20.0	20.0



S12 Underground Circuit Kilometres of Line (Route kms Only)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	151.11	135.31	150.23
Median	92.0	92.0	97.0
1st & 3rd quartiles	89.0 & 144.0	73.8 & 93.5	88.3 & 151.0
Range (min, max)	67.0 to 545.0	20.0 to 576.0	20.0 to 605.0
Small Utilities	2010	2011	2012
Kenora Hydro Electric		10.0	10.0
Sioux Lookout Hydro Inc.	6.0	6.8	6.8
Count	1	2	2
Average	6.00	8.40	8.40
Median	6.0	8.4	8.4
1st & 3rd quartiles	6.0 & 6.0	7.6 & 9.2	7.6 & 9.2
Range (min, max)	6.0 to 6.0	6.8 to 10.0	6.8 to 10.0
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	839.01	751.00	747.42
Median	477.0	406.0	341.5
1st & 3rd quartiles	92.8 & 1,029.0	92.0 & 832.3	95.0 & 908.0
Range (min, max)	6.0 to 4,830.5	6.8 to 4,847.8	6.8 to 4,944.2

Notes:



S21 Total Circuit Kilometres of Line

Large Utilities	2010	2011	2012
PowerStream Inc.	7,381.9	7,431.8	7,466.4
Hydro Ottawa Limited	5,414.0	5,606.0	5,658.0
Horizon Utilities Corporation	3,415.0	3,414.0	3,428.0
Hydro One Brampton Networks	2,823.0	2,896.0	2,952.0
London Hydro Inc.	2,774.0		2,842.0
Veridian Connections Inc.	2,301.0	2,409.0	2,541.0
Kitchener-Wilmot Hydro Inc.	1,866.0	1,878.4	1,887.0
Waterloo North Hydro Inc.	1,547.0	1,542.0	1,557.0
Oakville Hydro Electricity	1,475.0	1,500.0	1,529.0
Burlington Hydro Inc.	1,727.2	1,703.9	1,520.0
EnWin Utilities Ltd.	1,179.0	1,176.0	1,159.0
Cambridge and North Dumfries	1,111.0	1,119.0	1,124.0
Whitby Hydro Electric	1,051.0	1,060.0	1,063.0
Entegrus Powerlines Inc.	883.0	946.0	959.0
Count	14	13	14
Average	2,496.29	2,514.01	2,548.96
Median	1,796.6	1,703.9	1,722.0
1st & 3rd quartiles	1,253.0 & 2,810.8	1,176.0 & 2,896.0	1,249.3 & 2,924.5
Range (min, max)	883.0 to 7,381.9	946.0 to 7,431.8	959.0 to 7,466.4
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,723.0	1,734.0	1,748.0
Halton Hills Hydro Inc.	1,404.0	1,464.0	1,497.0
Peterborough Distribution Inc.	552.0	553.0	560.0
Westario Power Inc.	515.0		515.0
Brantford Power Inc.			512.0
Lakeland Power Distribution Ltd	355.0	333.0	300.0
Festival Hydro Inc.	277.0	277.0	277.0
Woodstock Hydro Services Inc.	248.0	249.0	252.0
St. Thomas Energy Inc.	247.0	248.0	252.0
Grimsby Power Incorporated		240.8	237.6
Orangeville Hydro Limited	176.0	176.0	187.0
Lakefront Utilities Inc.		115.0	115.0



S21 Total Circuit Kilometres of Line

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	610.78	538.98	537.72
Median	355.0	263.0	288.5
1st & 3rd quartiles	248.0 & 552.0	242.6 & 498.0	248.4 & 526.3
Range (min, max)	176.0 to 1,723.0	115.0 to 1,734.0	115.0 to 1,748.0
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	211.0	270.7	270.7
Kenora Hydro Electric		98.0	98.0
Count	1	2	2
Average	211.00	184.35	184.35
Median	211.0	184.3	184.3
1st & 3rd quartiles	211.0 & 211.0	141.2 & 227.5	141.2 & 227.5
Range (min, max)	211.0 to 211.0	98.0 to 270.7	98.0 to 270.7
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1,694.00	1,537.62	1,518.10
Median	1,291.5	1,119.0	1,093.5
1st & 3rd quartiles	475.0 & 1,974.8	270.7 & 1,734.0	275.4 & 1,782.8
Range (min, max)	176.0 to 7,381.9	98.0 to 7,431.8	98.0 to 7,466.4

Notes:



S293 Is The Utility Directly Connected to The IESO Grid?

Yes = 1, No = 0

Large Utilities	2010	2011	2012
London Hydro Inc.			1
Veridian Connections Inc.		1	1
Burlington Hydro Inc.		1	1
Hydro Ottawa Limited		1	1
Waterloo North Hydro Inc.		1	1
PowerStream Inc.		1	1
EnWin Utilities Ltd.		1	1
Horizon Utilities Corporation		1	1
Hydro One Brampton Networks		1	1
Kitchener-Wilmot Hydro Inc.		1	1
Entegrus Powerlines Inc.		1	1
Oakville Hydro Electricity		1	1
Cambridge and North Dumfries		0	0
Whitby Hydro Electric		0	0
Count	0	13	14
Average		0.8	0.9
Median		1	1
1st & 3rd quartiles		1 & 1	1 & 1
Range (min, max)		0 to 1	0 to 1
Medium Utilities	2010	2011	2012
Brantford Power Inc.			1
Woodstock Hydro Services Inc.		1	1
Lakefront Utilities Inc.		1	1
Peterborough Distribution Inc.		1	1
Haldimand County Hydro Inc.		1	1
Festival Hydro Inc.		1	1
Westario Power Inc.			0
Halton Hills Hydro Inc.		0	0
St. Thomas Energy Inc.		0	0
Orangeville Hydro Limited		0	0
Lakeland Power Distribution Ltd		0	0
Grimsby Power Incorporated		0	0



S293 Is The Utility Directly Connected to The IESO Grid?

Yes = 1, No = 0

Medium Utilities	2010	2011	2012
Count	0	10	12
Average		0.5	0.5
Median		1	1
1st & 3rd quartiles		0 & 1	0 & 1
Range (min, max)		0 to 1	0 to 1
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.		0	1
Kenora Hydro Electric		1	1
Count	0	2	2
Average		0.5	1.0
Median		1	1
1st & 3rd quartiles		0 & 1	1 & 1
Range (min, max)		0 to 1	1 to 1
Totals over Large, Medium and Small Utility Classes			
Count	0	25	28
Average		0.7	0.7
Median		1	1
1st & 3rd quartiles			0 & 1
Range (min, max)		0 to 1	0 to 1

Notes:



S22 Circuit Kilometres of 3 Phase Line

Large Utilities	2010	2011	2012
PowerStream Inc.	3,454.8	3,536.6	3,488.6
Hydro Ottawa Limited	2,973.0	3,115.0	3,135.0
Horizon Utilities Corporation	1,783.0	1,779.0	1,785.0
London Hydro Inc.	1,312.0		1,329.0
Hydro One Brampton Networks	1,195.0	1,227.0	1,222.0
Veridian Connections Inc.	1,139.0	1,043.0	1,161.0
Kitchener-Wilmot Hydro Inc.	793.0	798.6	801.1
Burlington Hydro Inc.	764.9	856.9	737.0
Waterloo North Hydro Inc.	709.0	701.0	718.0
Oakville Hydro Electricity	595.0	615.0	622.0
Entegrus Powerlines Inc.	544.0	592.0	596.0
EnWin Utilities Ltd.	569.0	567.0	547.0
Whitby Hydro Electric	475.0	480.0	478.0
Cambridge and North Dumfries	435.0	437.0	437.0
Count	14	13	14
Average	1,195.84	1,211.39	1,218.34
Median	779.0	798.6	769.1
1st & 3rd quartiles	575.5 & 1,282.8	592.0 & 1,227.0	602.5 & 1,302.3
Range (min, max)	435.0 to 3,454.8	437.0 to 3,536.6	437.0 to 3,488.6
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	603.0	611.0	617.0
Halton Hills Hydro Inc.	385.0	402.0	414.0
Peterborough Distribution Inc.	345.0	346.0	349.0
Westario Power Inc.	307.0		307.0
Brantford Power Inc.			240.0
Woodstock Hydro Services Inc.	163.0	163.0	163.0
Festival Hydro Inc.	148.0	147.9	148.0
Grimsby Power Incorporated		103.4	136.1
St. Thomas Energy Inc.	141.0	139.0	136.0
Lakeland Power Distribution Ltd	171.0	145.0	118.0
Orangeville Hydro Limited	97.0	97.0	89.0
Lakefront Utilities Inc.		76.0	76.0



S22 Circuit Kilometres of 3 Phase Line

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	262.22	223.03	232.76
Median	171.0	146.5	155.5
1st & 3rd quartiles	148.0 & 345.0	112.3 & 300.3	131.5 & 317.5
Range (min, max)	97.0 to 603.0	76.0 to 611.0	76.0 to 617.0
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	72.0	92.0	92.0
Kenora Hydro Electric		61.0	61.0
Count	1	2	2
Average	72.00	76.50	76.50
Median	72.0	76.5	76.5
1st & 3rd quartiles	72.0 & 72.0	68.7 & 84.2	68.7 & 84.2
Range (min, max)	72.0 to 72.0	61.0 to 92.0	61.0 to 92.0
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	798.90	725.26	714.39
Median	556.5	480.0	457.5
1st & 3rd quartiles	273.0 & 879.5	145.0 & 798.6	145.0 & 753.0
Range (min, max)	72.0 to 3,454.8	61.0 to 3,536.6	61.0 to 3,488.6

Notes:



S23 Circuit Kilometres of 2 Phase Line

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	166.0	167.0	167.0
PowerStream Inc.	93.3	136.6	136.3
Hydro One Brampton Networks	21.0	21.0	21.0
Horizon Utilities Corporation	21.0	20.0	20.0
Veridian Connections Inc.	17.0	18.0	18.0
Whitby Hydro Electric	13.0	13.0	13.0
Waterloo North Hydro Inc.	7.0	7.0	5.0
EnWin Utilities Ltd.	2.0	2.0	2.0
Entegrus Powerlines Inc.	1.0	0.0	0.0
Count	9	9	9
Average	37.92	42.73	42.48
Median	17.0	18.0	18.0
1st & 3rd quartiles	7.0 & 21.0	7.0 & 21.0	5.0 & 21.0
Range (min, max)	1.0 to 166.0	0.0 to 167.0	0.0 to 167.0
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	30.0	27.0	30.0
St. Thomas Energy Inc.	12.0	11.0	9.0
Peterborough Distribution Inc.	7.0	7.0	7.0
Festival Hydro Inc.	6.0	6.0	6.0
Lakeland Power Distribution Ltd	9.0	8.0	5.0
Woodstock Hydro Services Inc.	3.0	4.0	4.0
Westario Power Inc.	1.0		1.0
Grimsby Power Incorporated		0.3	0.4
Count	7	7	8
Average	9.71	9.04	7.80
Median	7.0	7.0	5.5
1st & 3rd quartiles	4.5 & 10.5	5.0 & 9.5	3.3 & 7.5
Range (min, max)	1.0 to 30.0	0.3 to 27.0	0.4 to 30.0



S23 Circuit Kilometres of 2 Phase Line

Totals over Large, Medium and Small Utility Classes

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

Notes:



S24 Circuit Kilometres of Single Phase Line

Large Utilities	2010	2011	2012
PowerStream Inc.	3,807.9	3,758.6	3,844.0
Hydro Ottawa Limited	2,275.0	2,324.0	2,356.0
Hydro One Brampton Networks	1,607.0	1,648.0	1,709.0
Horizon Utilities Corporation	1,611.0	1,615.0	1,623.0
London Hydro Inc.	1,462.0		1,513.0
Veridian Connections Inc.	1,145.0	1,348.0	1,362.0
Kitchener-Wilmot Hydro Inc.	1,073.0	1,079.8	1,086.0
Oakville Hydro Electricity	880.0	885.0	907.0
Waterloo North Hydro Inc.	831.0	834.0	834.0
Burlington Hydro Inc.	962.3	847.0	783.0
Cambridge and North Dumfries	676.0	682.0	687.0
EnWin Utilities Ltd.	608.0	607.0	610.0
Whitby Hydro Electric	563.0	567.0	572.0
Entegrus Powerlines Inc.	338.0	354.0	363.0
Count	14	13	14
Average	1,274.23	1,273.03	1,303.50
Median	1,017.7	885.0	996.5
1st & 3rd quartiles	714.8 & 1,570.8	682.0 & 1,615.0	711.0 & 1,595.5
Range (min, max)	338.0 to 3,807.9	354.0 to 3,758.6	363.0 to 3,844.0
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,090.0	1,096.0	1,101.0
Halton Hills Hydro Inc.	1,019.0	1,062.0	1,083.0
Brantford Power Inc.			272.0
Westario Power Inc.	207.0		207.0
Peterborough Distribution Inc.	200.0	200.0	204.0
Lakeland Power Distribution Ltd	175.0	180.0	177.0
Festival Hydro Inc.	123.0	123.0	123.0
St. Thomas Energy Inc.	94.0	98.0	107.0
Grimsby Power Incorporated		137.1	101.1
Orangeville Hydro Limited	79.0	79.0	98.0
Woodstock Hydro Services Inc.	82.0	82.0	82.0
Lakefront Utilities Inc.		39.0	39.0



S24 Circuit Kilometres of Single Phase Line

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	341.00	309.61	299.51
Median	175.0	130.1	150.0
1st & 3rd quartiles	94.0 & 207.0	86.0 & 195.0	100.3 & 223.3
Range (min, max)	79.0 to 1,090.0	39.0 to 1,096.0	39.0 to 1,101.0
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	139.0	178.7	178.7
Kenora Hydro Electric		37.0	37.0
Count	1	2	2
Average	139.00	107.85	107.85
Median	139.0	107.8	107.8
1st & 3rd quartiles	139.0 & 139.0	72.4 & 143.3	72.4 & 143.3
Range (min, max)	139.0 to 139.0	37.0 to 178.7	37.0 to 178.7
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	876.97	794.45	787.81
Median	753.5	607.0	591.0
1st & 3rd quartiles	193.8 & 1,103.8	137.1 & 1,079.8	163.5 & 1,089.8
Range (min, max)	79.0 to 3,807.9	37.0 to 3,758.6	37.0 to 3,844.0

Notes:



S27 Number of Transmission Transformers

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	27	27	26
Kitchener-Wilmot Hydro Inc.	18	18	18
PowerStream Inc.	11	11	11
EnWin Utilities Ltd.	10	10	10
Waterloo North Hydro Inc.	8	8	8
Oakville Hydro Electricity		2	2
Hydro One Brampton Networks	2	2	2
Cambridge and North Dumfries	2	2	2
Count	7	8	8
Average	11.1	10.0	9.9
Median	10	9	9
1st & 3rd quartiles	5 & 15	2 & 13	2 & 13
Range (min, max)	2 to 27	2 to 27	2 to 26
Medium Utilities	2010	2011	2012
Brantford Power Inc.			2
Count	0	0	1
Average			2.0
Median			2
1st & 3rd quartiles			2 & 2
Range (min, max)			2 to 2
Small Utilities	2010	2011	2012
Kenora Hydro Electric		3	3
Count	0	1	1
Average		3.0	3.0
Median		3	3
1st & 3rd quartiles		3 & 3	3 & 3
Range (min, max)		3 to 3	3 to 3



S27 Number of Transmission Transformers

Totals over Large, Medium and Small Utility Classes

Count	7	9	10
Average	11.1	9.2	8.4
Median	10	8	6
1st & 3rd quartiles	5 & 15	2 & 11	2 & 11
Range (min, max)	2 to 27	2 to 27	2 to 26

Notes:



S28 Number of Subtransmission Transformers

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	788	814	840
Hydro Ottawa Limited	143	143	141
Horizon Utilities Corporation	71	71	71
Veridian Connections Inc.	65	63	66
London Hydro Inc.	54		55
PowerStream Inc.	54	56	54
Burlington Hydro Inc.	44	44	44
Oakville Hydro Electricity	38	38	38
Whitby Hydro Electric	29	30	29
Entegrus Powerlines Inc.	20	24	18
Kitchener-Wilmot Hydro Inc.	7	7	7
EnWin Utilities Ltd.	12	10	6
Waterloo North Hydro Inc.	17	18	2
Count	13	12	13
Average	103.2	109.8	105.5
Median	44	41	44
1st & 3rd quartiles	20 & 65	23 & 65	18 & 66
Range (min, max)	7 to 788	7 to 814	2 to 840
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	37	37	36
Westario Power Inc.	27		27
Halton Hills Hydro Inc.	12	12	12
Lakeland Power Distribution Ltd	7	7	7
Lakefront Utilities Inc.		7	7
Haldimand County Hydro Inc.	5	5	5
Festival Hydro Inc.	4	4	4
Orangeville Hydro Limited			4
St. Thomas Energy Inc.		6	
Count	6	7	8
Average	15.3	11.1	12.8
Median	10	7	7
1st & 3rd quartiles	6 & 23	6 & 10	5 & 16
Range (min, max)	4 to 37	4 to 37	4 to 36



S28 Number of Subtransmission Transformers

Totals over Large, Medium and Small Utility Classes

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

Notes:



S29 Number of Distribution Transformers

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	42,516	42,970	43,689
PowerStream Inc.	40,682	42,690	43,400
Horizon Utilities Corporation	23,852	23,936	24,043
Veridian Connections Inc.	16,934	16,991	16,872
Hydro One Brampton Networks	14,851	15,226	15,497
London Hydro Inc.	15,140		15,151
Kitchener-Wilmot Hydro Inc.	10,316	10,394	10,481
Oakville Hydro Electricity	8,259	8,285	8,374
EnWin Utilities Ltd.	8,146	8,122	8,076
Waterloo North Hydro Inc.	7,655	7,675	7,670
Cambridge and North Dumfries	7,479	6,984	7,088
Whitby Hydro Electric	5,396	5,423	5,453
Entegrus Powerlines Inc.	3,858	4,379	4,463
Burlington Hydro Inc.	833	833	883
Count	14	13	14
Average	14,708.4	14,916.0	15,081.4
Median	9,288	8,285	9,428
1st & 3rd quartiles	7,523 & 16,486	6,984 & 16,991	7,234 & 16,528
Range (min, max)	833 to 42,516	833 to 42,970	883 to 43,689
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	7,127	7,179	7,259
Halton Hills Hydro Inc.	3,738	3,740	3,925
Peterborough Distribution Inc.	3,858	3,864	3,911
Brantford Power Inc.			3,252
Westario Power Inc.	2,994		3,033
Festival Hydro Inc.	2,445	2,500	2,500
Lakeland Power Distribution Ltd	2,137	2,145	2,096
Woodstock Hydro Services Inc.	1,543	1,561	1,567
Grimsby Power Incorporated		1,433	1,449
Orangeville Hydro Limited	1,407	1,416	1,429
St. Thomas Energy Inc.	1,385	1,393	1,411
Lakefront Utilities Inc.		980	1,024



S29 Number of Distribution Transformers

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		2,959.3	2,621.1	2,738.0
Median		2,445	1,853	2,298
1st & 3rd quartiles		1,543 & 3,738	1,420 & 3,430	1,444 & 3,417
Range (min, max)		1,385 to 7,127	980 to 7,179	1,024 to 7,259
Small Utilities		2010	2011	2012
Sioux Lookout Hydro Inc.		0		0
Count		1	0	1
Average		0.0		0.0
Median		0		0
1st & 3rd quartiles		0 & 0		0 & 0
Range (min, max)		0 to 0		0 to 0
Totals over Large, Medium and Small Utility Classes				
Count		24	23	27
Average		9,689.6	9,570.4	9,036.9
Median		6,262	5,423	4,463
1st & 3rd quartiles		2,368 & 11,450	1,853 & 9,340	1,832 & 9,428
Range (min, max)		0 to 42,516	833 to 42,970	0 to 43,689

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



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

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.			4,463
Veridian Connections Inc.			55
London Hydro Inc.			42
Burlington Hydro Inc.			32
Horizon Utilities Corporation			28
Waterloo North Hydro Inc.			20
Oakville Hydro Electricity			19
Hydro One Brampton Networks			13
EnWin Utilities Ltd.			8
Cambridge and North Dumfries			1
Count	0	0	10
Average			468.1
Median			24
1st & 3rd quartiles			15 & 40
Range (min, max)			1 to 4,463
Medium Utilities	2010	2011	2012
Westario Power Inc.			27
Peterborough Distribution Inc.			15
Lakeland Power Distribution Ltd			7
St. Thomas Energy Inc.			6
Woodstock Hydro Services Inc.			5
Haldimand County Hydro Inc.			5
Festival Hydro Inc.			4
Orangeville Hydro Limited			4
Brantford Power Inc.			1
Grimsby Power Incorporated			0
Count	0	0	10
Average			7.4
Median			5
1st & 3rd quartiles			4 & 7
Range (min, max)			0 to 27
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			0



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

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

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



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

Large Utilities	2010	2011	2012
Hydro One Brampton Networks			8.0
Veridian Connections Inc.			7.4
Horizon Utilities Corporation			5.0
London Hydro Inc.			4.3
Entegrus Powerlines Inc.			3.8
Oakville Hydro Electricity			2.0
Burlington Hydro Inc.			2.0
Cambridge and North Dumfries			0.9
Waterloo North Hydro Inc.			0.0
Count	0	0	9
Average			3.71
Median			3.8
1st & 3rd quartiles			2.0 & 5.0
Range (min, max)			0.0 to 8.0
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.			16.0
Grimsby Power Incorporated			16.0
Peterborough Distribution Inc.			7.0
Westario Power Inc.			7.0
Woodstock Hydro Services Inc.			4.9
St. Thomas Energy Inc.			2.0
Orangeville Hydro Limited			2.0
Lakeland Power Distribution Ltd			1.4
Brantford Power Inc.			0.8
Count	0	0	9
Average			6.34
Median			4.9
1st & 3rd quartiles			2.0 & 7.0
Range (min, max)			0.8 to 16.0
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			2.0



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

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

Notes:

This metric will be further defined to clarify intent.



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

Large Utilities	2010	2011	2012
Veridian Connections Inc.			21.9
Hydro One Brampton Networks			14.0
Horizon Utilities Corporation			13.0
Entegrus Powerlines Inc.			10.4
Burlington Hydro Inc.			8.0
Oakville Hydro Electricity			6.0
Cambridge and North Dumfries			2.1
Waterloo North Hydro Inc.			0.0
Count	0	0	8
Average			9.43
Median			9.2
1st & 3rd quartiles			5.0 & 13.3
Range (min, max)			0.0 to 21.9
Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd			127.8
Haldimand County Hydro Inc.			33.0
Westario Power Inc.			29.0
Peterborough Distribution Inc.			23.0
Woodstock Hydro Services Inc.			16.8
Grimsby Power Incorporated			16.0
Orangeville Hydro Limited			8.0
Brantford Power Inc.			3.8
St. Thomas Energy Inc.			2.0
Count	0	0	9
Average			28.82
Median			16.8
1st & 3rd quartiles			8.0 & 29.0
Range (min, max)			2.0 to 127.8
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			10.0
Count	0	0	1
Average			10.00
Median			10.0
1st & 3rd quartiles			10.0 & 10.0
Range (min, max)			10.0 to 10.0



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

Totals over Large, Medium and Small Utility Classes

Count	0	0	18
Average			19.16
Median			11.7
1st & 3rd quartiles			6.5 & 20.6
Range (min, max)			0.0 to 127.8

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



S31 Control Centre for SCADA System

Yes = 1, No = 0

Large Utilities	2010	2011	2012
Veridian Connections Inc.	1	1	1
Cambridge and North Dumfries	1	1	1
Entegrus Powerlines Inc.	1	1	1
EnWin Utilities Ltd.	1	1	1
London Hydro Inc.	1		1
Waterloo North Hydro Inc.	1	1	1
Hydro Ottawa Limited	1	1	1
PowerStream Inc.	1	1	1
Whitby Hydro Electric	1	1	1
Oakville Hydro Electricity	1	1	1
Hydro One Brampton Networks	1	1	1
Kitchener-Wilmot Hydro Inc.	1	1	1
Horizon Utilities Corporation	1	1	1
Burlington Hydro Inc.	1		
Count	14	12	13
Average	1.0	1.0	1.0
Median	1	1	1
1st & 3rd quartiles	1 & 1	1 & 1	1 & 1
Range (min, max)	1 to 1	1 to 1	1 to 1
Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	1	1	1
Festival Hydro Inc.	1	1	1
Halton Hills Hydro Inc.	1	1	1
Woodstock Hydro Services Inc.	1	1	1
Peterborough Distribution Inc.	1	1	1
Brantford Power Inc.			0
Westario Power Inc.	0		0
Orangeville Hydro Limited	0	0	0
Grimsby Power Incorporated		0	0
Haldimand County Hydro Inc.	0	0	0
Lakeland Power Distribution Ltd	0	0	



S31 Control Centre for SCADA System

Yes = 1, No = 0

Medium Utilities	2010	2011	2012
Count	9	9	10
Average	0.6	0.6	0.5
Median	1	1	1
1st & 3rd quartiles	0 & 1	0 & 1	0 & 1
Range (min, max)	0 to 1	0 to 1	0 to 1
Small Utilities	2010	2011	2012
Kenora Hydro Electric		0	1
Sioux Lookout Hydro Inc.	0	0	0
Count	1	2	2
Average	0.0	0.0	0.5
Median	0	0	1
1st & 3rd quartiles	0 & 0	0 & 0	0 & 1
Range (min, max)	0 to 0	0 to 0	0 to 1
Totals over Large, Medium and Small Utility Classes			
Count	24	23	25
Average	0.8	0.7	0.8
Median	1	1	1
1st & 3rd quartiles	1 & 1	1 & 1	1 & 1
Range (min, max)	0 to 1	0 to 1	0 to 1

Notes:



S32 Number of Residential Customers

Large Utilities	2010	2011	2012
PowerStream Inc.	290,951	297,962	304,801
Cambridge and North Dumfries	45,526	46,122	46,532
Whitby Hydro Electric	37,283	37,921	38,471
Hydro One Brampton Networks	124,592		
Kitchener-Wilmot Hydro Inc.	78,142		
Oakville Hydro Electricity	56,913		
EnWin Utilities Ltd.	76,720		
Entegrus Powerlines Inc.	28,558		
Burlington Hydro Inc.	58,218		
London Hydro Inc.	133,452		
Horizon Utilities Corporation	214,133		
Hydro Ottawa Limited	273,758		
Waterloo North Hydro Inc.	45,863		
Veridian Connections Inc.	102,929		
Count	14	3	3
Average	111,931.3	127,335.0	129,934.7
Median	77,431	46,122	46,532
1st & 3rd quartiles	48,626 & 131,237	42,022 & 172,042	42,502 & 175,667
Range (min, max)	28,558 to 290,951	37,921 to 297,962	38,471 to 304,801
Medium Utilities	2010	2011	2012
Westario Power Inc.	19,301		19,850
Halton Hills Hydro Inc.	19,029	19,354	19,025
St. Thomas Energy Inc.	14,538	14,580	14,698
Orangeville Hydro Limited	9,963	10,027	10,143
Grimsby Power Incorporated		9,531	9,692
Lakeland Power Distribution Ltd	7,782	7,930	8,003
Festival Hydro Inc.	17,373		
Peterborough Distribution Inc.	31,037		
Haldimand County Hydro Inc.	18,465		
Woodstock Hydro Services Inc.	13,701		
Count	9	5	6
Average	16,798.8	12,284.4	13,568.5
Median	17,373	10,027	12,421
1st & 3rd quartiles	13,701 & 19,029	9,531 & 14,580	9,805 & 17,943
Range (min, max)	7,782 to 31,037	7,930 to 19,354	8,003 to 19,850



S32 Number of Residential Customers

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

Notes:



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

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	32,940	25,653	20,584
PowerStream Inc.	34,270	31,755	20,322
Hydro Ottawa Limited	27,209	21,208	15,879
Hydro One Brampton Networks	24,887	19,081	13,989
London Hydro Inc.	19,308		11,597
Veridian Connections Inc.	13,927	11,621	9,429
EnWin Utilities Ltd.	11,066	7,571	5,701
Kitchener-Wilmot Hydro Inc.	7,562		4,249
Entegrus Powerlines Inc.	4,900	4,557	3,576
Burlington Hydro Inc.	4,643	3,930	3,001
Cambridge and North Dumfries	5,797	4,135	2,995
Waterloo North Hydro Inc.	5,029	3,601	2,828
Oakville Hydro Electricity	4,259	3,323	2,614
Whitby Hydro Electric	3,947	2,870	2,247
Count	14	12	14
Average	14,267.4	11,608.8	8,500.8
Median	9,314	6,064	4,975
1st & 3rd quartiles	4,932 & 23,492	3,848 & 19,613	2,997 & 13,391
Range (min, max)	3,947 to 34,270	2,870 to 31,755	2,247 to 20,584
Medium Utilities	2010	2011	2012
Brantford Power Inc.			3,107
Peterborough Distribution Inc.	3,666		1,978
Festival Hydro Inc.	3,281	2,441	1,941
St. Thomas Energy Inc.	2,909	2,227	1,906
Halton Hills Hydro Inc.	2,155	1,624	1,628
Haldimand County Hydro Inc.	2,516	1,974	1,625
Woodstock Hydro Services Inc.	2,342	1,903	1,589
Westario Power Inc.	2,160		1,195
Orangeville Hydro Limited	1,692	1,333	1,043
Lakeland Power Distribution Ltd	1,132	849	666
Grimsby Power Incorporated		852	657
Lakefront Utilities Inc.		790	609



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

Medium Utilities	2010	2011	2012
Count	9	9	12
Average	2,428.1	1,554.8	1,495.3
Median	2,342	1,624	1,607
1st & 3rd quartiles	2,155 & 2,909	852 & 1,974	949 & 1,915
Range (min, max)	1,132 to 3,666	790 to 2,441	609 to 3,107
Small Utilities	2010	2011	2012
Kenora Hydro Electric			340
Sioux Lookout Hydro Inc.	142	108	50
Count	1	1	2
Average	142.0	108.0	195.0
Median	142	108	195
1st & 3rd quartiles	142 & 142	108 & 108	123 & 268
Range (min, max)	142 to 142	108 to 108	50 to 340
Totals over Large, Medium and Small Utility Classes			
Count	24	22	28
Average	9,239.1	6,973.0	4,905.2
Median	4,451	3,097	2,431
1st & 3rd quartiles	2,473 & 11,781	1,694 & 6,818	1,491 & 4,612
Range (min, max)	142 to 34,270	108 to 31,755	50 to 20,584

Notes:



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

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.		5,683	4,249
London Hydro Inc.			3
Entegrus Powerlines Inc.			0
Count	0	1	3
Average		5,683.0	1,417.3
Median		5,683	3
1st & 3rd quartiles		5,683 & 5,683	2 & 2,126
Range (min, max)		5,683 to 5,683	0 to 4,249
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			0
Count	0	0	1
Average			0.0
Median			0
1st & 3rd quartiles			0 & 0
Range (min, max)			0 to 0
Totals over Large, Medium and Small Utility Classes			
Count	0	1	4
Average		5,683.0	1,063.0
Median		5,683	2
1st & 3rd quartiles			0 & 1,065
Range (min, max)		5,683 to 5,683	0 to 4,249

Notes:



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

Large Utilities	2010	2011	2012
Horizon Utilities Corporation		25,653	20,584
Entegrus Powerlines Inc.			0
Count	0	1	2
Average		25,653.0	10,292.0
Median		25,653	10,292
1st & 3rd quartiles		25,653 & 25,653	5,146 & 15,438
Range (min, max)		25,653 to 25,653	0 to 20,584
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.			1,978
Woodstock Hydro Services Inc.		1,903	
Count	0	1	1
Average		1,903.0	1,978.0
Median		1,903	1,978
1st & 3rd quartiles		1,903 & 1,903	1,978 & 1,978
Range (min, max)		1,903 to 1,903	1,978 to 1,978
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			0
Count	0	0	1
Average			0.0
Median			0
1st & 3rd quartiles			0 & 0
Range (min, max)			0 to 0
Totals over Large, Medium and Small Utility Classes			
Count	0	2	4
Average		13,778.0	5,640.5
Median		13,778	989
1st & 3rd quartiles			0 & 6,630
Range (min, max)		1,903 to 25,653	0 to 20,584

Notes:



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

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.		69,344	77,344
Veridian Connections Inc.		578	9,550
Hydro Ottawa Limited		8,971	3,823
Horizon Utilities Corporation		1,228	1,260
Hydro One Brampton Networks		1,489	505
London Hydro Inc.			137
Oakville Hydro Electricity		1,198	52
Kitchener-Wilmot Hydro Inc.		49	8
Entegrus Powerlines Inc.			0
Burlington Hydro Inc.		58,713	
Waterloo North Hydro Inc.		112	
Count	0	9	9
Average		15,742.4	10,297.7
Median		1,228	505
1st & 3rd quartiles		578 & 8,971	52 & 3,823
Range (min, max)		49 to 69,344	0 to 77,344
Medium Utilities	2010	2011	2012
Brantford Power Inc.			118
Festival Hydro Inc.		15,212	53
Haldimand County Hydro Inc.		39	8
Peterborough Distribution Inc.		28,596	1
Lakefront Utilities Inc.		55	
Count	0	4	4
Average		10,975.5	45.0
Median		7,634	31
1st & 3rd quartiles		51 & 18,558	6 & 69
Range (min, max)		39 to 28,596	1 to 118
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			1
Count	0	0	1
Average			1.0
Median			1
1st & 3rd quartiles			1 & 1
Range (min, max)			1 to 1



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

Totals over Large, Medium and Small Utility Classes

Count	0	13	14
Average		14,275.7	6,632.9
Median		1,228	86
1st & 3rd quartiles			8 & 1,071
Range (min, max)		39 to 69,344	0 to 77,344

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited		247,877	262,485
Horizon Utilities Corporation		188,144	194,898
Hydro One Brampton Networks		126,467	131,160
London Hydro Inc.			124,295
Veridian Connections Inc.		92,291	95,824
Kitchener-Wilmot Hydro Inc.		73,659	76,158
Burlington Hydro Inc.			59,210
Oakville Hydro Electricity		53,260	58,234
Waterloo North Hydro Inc.		46,413	47,228
Entegrus Powerlines Inc.		31,209	35,868
Count	0	8	10
Average		107,415.0	108,536.0
Median		82,975	85,991
1st & 3rd quartiles		51,548 & 141,886	58,478 & 129,444
Range (min, max)		31,209 to 247,877	35,868 to 262,485
Medium Utilities	2010	2011	2012
Brantford Power Inc.			31,841
Peterborough Distribution Inc.		183	29,492
Haldimand County Hydro Inc.		18,515	18,632
Festival Hydro Inc.			15,823
Woodstock Hydro Services Inc.		11,890	13,946
Lakefront Utilities Inc.		8,386	8,868
Count	0	4	6
Average		9,743.5	19,767.0
Median		10,138	17,228
1st & 3rd quartiles		6,335 & 13,546	14,415 & 26,777
Range (min, max)		183 to 18,515	8,868 to 31,841
Small Utilities	2010	2011	2012
Kenora Hydro Electric		4,757	4,755
Sioux Lookout Hydro Inc.			2,311
Count	0	1	2
Average		4,757.0	3,533.0
Median		4,757	3,533
1st & 3rd quartiles		4,757 & 4,757	2,922 & 4,144
Range (min, max)		4,757 to 4,757	2,311 to 4,755



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

Totals over Large, Medium and Small Utility Classes

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

Notes:



S215 Number of General Service Customers <50kW

Large Utilities	2010	2011	2012
PowerStream Inc.	32,944	33,195	33,615
Cambridge and North Dumfries	4,690	4,749	4,690
Whitby Hydro Electric	1,967	2,046	2,066
Kitchener-Wilmot Hydro Inc.	7,513		
Hydro Ottawa Limited	23,548		
Entegrus Powerlines Inc.	3,148		
EnWin Utilities Ltd.	6,955		
Hydro One Brampton Networks	7,975		
Burlington Hydro Inc.	5,064		
Oakville Hydro Electricity	5,549		
Veridian Connections Inc.	8,578		
London Hydro Inc.	11,948		
Waterloo North Hydro Inc.	5,399		
Horizon Utilities Corporation	19,912		
Count	14	3	3
Average	10,370.7	13,330.0	13,457.0
Median	7,234	4,749	4,690
1st & 3rd quartiles	5,148 & 11,106	3,398 & 18,972	3,378 & 19,153
Range (min, max)	1,967 to 32,944	2,046 to 33,195	2,066 to 33,615
Medium Utilities	2010	2011	2012
Westario Power Inc.	2,429		2,484
Halton Hills Hydro Inc.	1,825	1,846	1,853
St. Thomas Energy Inc.	1,688	1,658	1,670
Lakeland Power Distribution Ltd	1,597	1,605	1,582
Orangeville Hydro Limited	1,199	1,090	1,126
Grimsby Power Incorporated		762	764
Festival Hydro Inc.	2,003		
Haldimand County Hydro Inc.	2,445		
Woodstock Hydro Services Inc.	1,305		
Peterborough Distribution Inc.	3,596		
Count	9	5	6
Average	2,009.7	1,392.2	1,579.8
Median	1,825	1,605	1,626
1st & 3rd quartiles	1,597 & 2,429	1,090 & 1,658	1,240 & 1,807
Range (min, max)	1,199 to 3,596	762 to 1,846	764 to 2,484



S215 Number of General Service Customers <50kW

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

Notes:



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

Large Utilities	2010	2011	2012
PowerStream Inc.	3,733	3,286	2,945
Hydro Ottawa Limited	2,042	2,107	1,878
Horizon Utilities Corporation	2,038	1,833	1,684
Hydro One Brampton Networks	1,283	1,162	1,117
Veridian Connections Inc.	1,001	1,083	981
London Hydro Inc.	1,431		976
Kitchener-Wilmot Hydro Inc.	645	649	625
EnWin Utilities Ltd.	689	612	549
Waterloo North Hydro Inc.	558	514	545
Oakville Hydro Electricity	540	480	503
Burlington Hydro Inc.	427	368	414
Cambridge and North Dumfries	459	388	345
Entegrus Powerlines Inc.	285	306	276
Whitby Hydro Electric	224	192	191
Count	14	13	14
Average	1,096.8	998.5	930.6
Median	667	612	587
1st & 3rd quartiles	479 & 1,394	388 & 1,162	436 & 1,083
Range (min, max)	224 to 3,733	192 to 3,286	191 to 2,945
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	291	309	433
Westario Power Inc.	333		330
Festival Hydro Inc.	339	297	294
Peterborough Distribution Inc.	321		274
Brantford Power Inc.			249
Halton Hills Hydro Inc.	228	202	205
St. Thomas Energy Inc.	227	213	194
Lakeland Power Distribution Ltd	232	196	145
Woodstock Hydro Services Inc.	137	123	116
Orangeville Hydro Limited	123	114	114
Lakefront Utilities Inc.		106	104
Grimsby Power Incorporated		91	89



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

Medium Utilities	2010	2011	2012
Count	9	9	12
Average	247.9	183.4	212.3
Median	232	196	200
1st & 3rd quartiles	227 & 321	114 & 213	116 & 279
Range (min, max)	123 to 339	91 to 309	89 to 433
Small Utilities	2010	2011	2012
Kenora Hydro Electric			134
Sioux Lookout Hydro Inc.	7	7	4
Count	1	1	2
Average	7.0	7.0	69.0
Median	7	7	69
1st & 3rd quartiles	7 & 7	7 & 7	37 & 102
Range (min, max)	7 to 7	7 to 7	4 to 134
Totals over Large, Medium and Small Utility Classes			
Count	24	23	28
Average	733.0	636.4	561.2
Median	383	309	312
1st & 3rd quartiles	231 & 767	194 & 631	180 & 568
Range (min, max)	7 to 3,733	7 to 3,286	4 to 2,945

Notes:



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

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.		652	643
London Hydro Inc.			25
Hydro One Brampton Networks		1	6
Waterloo North Hydro Inc.			3
Burlington Hydro Inc.		2	2
Horizon Utilities Corporation		1	1
Entegrus Powerlines Inc.			0
Oakville Hydro Electricity		3	
Count	0	5	7
Average		131.8	97.1
Median		2	3
1st & 3rd quartiles		1 & 3	2 & 16
Range (min, max)		1 to 652	0 to 643
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.			10
Lakefront Utilities Inc.		5	
Count	0	1	1
Average		5.0	10.0
Median		5	10
1st & 3rd quartiles		5 & 5	10 & 10
Range (min, max)		5 to 5	10 to 10
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			0
Count	0	0	1
Average			0.0
Median			0
1st & 3rd quartiles			0 & 0
Range (min, max)			0 to 0



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

Totals over Large, Medium and Small Utility Classes

Count	0	6	9
Average		110.7	76.7
Median		3	3
1st & 3rd quartiles			1 & 10
Range (min, max)		1 to 652	0 to 643

Notes:



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

Large Utilities	2010	2011	2012
Horizon Utilities Corporation		1,833	1,684
Hydro One Brampton Networks			20
Veridian Connections Inc.		3	3
Oakville Hydro Electricity			1
Entegrus Powerlines Inc.			0
Waterloo North Hydro Inc.		3	0
Burlington Hydro Inc.		6	
Kitchener-Wilmot Hydro Inc.		1,638	
Count	0	5	6
Average		696.6	284.7
Median		6	2
1st & 3rd quartiles		3 & 1,638	0 & 16
Range (min, max)		3 to 1,833	0 to 1,684
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.		21	292
Woodstock Hydro Services Inc.		123	
Count	0	2	1
Average		72.0	292.0
Median		72	292
1st & 3rd quartiles		47 & 98	292 & 292
Range (min, max)		21 to 123	292 to 292
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			0
Count	0	0	1
Average			0.0
Median			0
1st & 3rd quartiles			0 & 0
Range (min, max)			0 to 0



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

Totals over Large, Medium and Small Utility Classes

Count	0	7	8
Average		518.1	250.0
Median		21	2
1st & 3rd quartiles			0 & 88
Range (min, max)		3 to 1,833	0 to 1,684

Notes:



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

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.		6,377	7,082
Burlington Hydro Inc.		5,114	5,161
Oakville Hydro Electricity		4,034	3,972
Horizon Utilities Corporation		6,378	3,059
Hydro Ottawa Limited		4,521	2,695
Hydro One Brampton Networks		3,760	1,290
Veridian Connections Inc.		1,170	1,260
London Hydro Inc.			336
Entegrus Powerlines Inc.		150	96
Waterloo North Hydro Inc.		2,964	14
Kitchener-Wilmot Hydro Inc.		5,326	7
Count	0	10	11
Average		3,979.4	2,270.2
Median		4,278	1,290
1st & 3rd quartiles		3,163 & 5,273	216 & 3,516
Range (min, max)		150 to 6,378	7 to 7,082
Medium Utilities	2010	2011	2012
Festival Hydro Inc.		1,726	1,489
Brantford Power Inc.			77
Haldimand County Hydro Inc.		386	73
Peterborough Distribution Inc.		3,302	13
Lakefront Utilities Inc.		409	12
Woodstock Hydro Services Inc.		48	7
Count	0	5	6
Average		1,174.2	278.5
Median		409	43
1st & 3rd quartiles		386 & 1,726	12 & 76
Range (min, max)		48 to 3,302	7 to 1,489
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			6
Kenora Hydro Electric		1	1



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

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

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited		17,106	19,348
Horizon Utilities Corporation		11,769	13,514
London Hydro Inc.			10,721
Veridian Connections Inc.		7,390	7,562
Hydro One Brampton Networks		4,560	7,224
Kitchener-Wilmot Hydro Inc.			7,032
Waterloo North Hydro Inc.		2,468	5,486
Entegrus Powerlines Inc.		3,494	3,683
Oakville Hydro Electricity		1,094	1,612
Count	0	7	9
Average		6,840.1	8,464.7
Median		4,560	7,224
1st & 3rd quartiles		2,981 & 9,580	5,486 & 10,721
Range (min, max)		1,094 to 17,106	1,612 to 19,348
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.			3,267
Brantford Power Inc.			2,409
Haldimand County Hydro Inc.		2,064	2,359
Woodstock Hydro Services Inc.		1,065	1,216
Lakefront Utilities Inc.		729	1,042
Festival Hydro Inc.			258
Count	0	3	6
Average		1,286.0	1,758.5
Median		1,065	1,788
1st & 3rd quartiles		897 & 1,565	1,086 & 2,397
Range (min, max)		729 to 2,064	258 to 3,267
Small Utilities	2010	2011	2012
Kenora Hydro Electric		747	748
Sioux Lookout Hydro Inc.			386
Count	0	1	2
Average		747.0	567.0
Median		747	567
1st & 3rd quartiles		747 & 747	477 & 658
Range (min, max)		747 to 747	386 to 748



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

Totals over Large, Medium and Small Utility Classes

Count	0	11	17
Average		4,771.5	5,168.6
Median		2,468	3,267
1st & 3rd quartiles			1,216 & 7,224
Range (min, max)		729 to 17,106	258 to 19,348

Notes:



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

Large Utilities	2010	2011	2012
PowerStream Inc.	4,512	4,614	4,768
Cambridge and North Dumfries	707	740	733
Whitby Hydro Electric	419	370	378
London Hydro Inc.	1,584		
Entegrus Powerlines Inc.	385		
EnWin Utilities Ltd.	1,207		
Hydro Ottawa Limited	3,224		
Horizon Utilities Corporation	2,265		
Veridian Connections Inc.	973		
Kitchener-Wilmot Hydro Inc.	975		
Oakville Hydro Electricity	869		
Waterloo North Hydro Inc.	665		
Burlington Hydro Inc.	1,014		
Hydro One Brampton Networks	1,542		
Count	14	3	3
Average	1,452.9	1,908.0	1,959.7
Median	995	740	733
1st & 3rd quartiles	748 & 1,574	555 & 2,677	556 & 2,751
Range (min, max)	385 to 4,512	370 to 4,614	378 to 4,768
Medium Utilities	2010	2011	2012
Westario Power Inc.	277		259
St. Thomas Energy Inc.	194	194	195
Halton Hills Hydro Inc.	219	158	147
Orangeville Hydro Limited	126	131	123
Grimsby Power Incorporated		111	109
Lakeland Power Distribution Ltd	95	95	94
Festival Hydro Inc.	201		
Peterborough Distribution Inc.	385		
Woodstock Hydro Services Inc.	203		
Haldimand County Hydro Inc.	135		
Count	9	5	6
Average	203.9	137.8	154.5
Median	201	131	135
1st & 3rd quartiles	135 & 219	111 & 158	113 & 183
Range (min, max)	95 to 385	95 to 194	94 to 259



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

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

Notes:



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

Large Utilities	2010	2011	2012
PowerStream Inc.	1,228	926	962
Hydro Ottawa Limited	692	581	631
Hydro One Brampton Networks	497	439	443
Horizon Utilities Corporation	481	426	440
Veridian Connections Inc.	264	260	253
London Hydro Inc.	365		251
EnWin Utilities Ltd.	269	222	217
Oakville Hydro Electricity	210	183	196
Burlington Hydro Inc.	227	184	193
Cambridge and North Dumfries	174	163	158
Waterloo North Hydro Inc.	169	146	132
Entegrus Powerlines Inc.	76	88	99
Whitby Hydro Electric	96	71	91
Kitchener-Wilmot Hydro Inc.	226	0	
Count	14	13	13
Average	355.3	283.8	312.8
Median	246	184	217
1st & 3rd quartiles	183 & 452	146 & 426	158 & 440
Range (min, max)	76 to 1,228	0 to 926	91 to 962
Medium Utilities	2010	2011	2012
Westario Power Inc.	86		113
Peterborough Distribution Inc.	69		93
Brantford Power Inc.			92
Festival Hydro Inc.	81	80	79
Haldimand County Hydro Inc.	41	46	61
Woodstock Hydro Services Inc.	73	44	44
Halton Hills Hydro Inc.	63	48	36
St. Thomas Energy Inc.	51	42	36
Orangeville Hydro Limited	33	30	33
Lakeland Power Distribution Ltd	42	37	31
Grimsby Power Incorporated		25	24



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

Medium Utilities	2010	2011	2012
Count	9	8	11
Average	59.9	44.0	58.4
Median	63	43	44
1st & 3rd quartiles	42 & 73	35 & 47	35 & 86
Range (min, max)	33 to 86	25 to 80	24 to 113
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0	0	2
Count	1	1	1
Average	0.0	0.0	2.0
Median	0	0	2
1st & 3rd quartiles	0 & 0	0 & 0	2 & 2
Range (min, max)	0 to 0	0 to 0	2 to 2
Totals over Large, Medium and Small Utility Classes			
Count	24	22	25
Average	229.7	183.7	188.4
Median	133	84	99
1st & 3rd quartiles	68 & 265	43 & 213	44 & 217
Range (min, max)	0 to 1,228	0 to 926	2 to 962

Notes:



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

Large Utilities	2010	2011	2012
PowerStream Inc.			38,383
Cambridge and North Dumfries	28	30	25
EnWin Utilities Ltd.	3		
Entegrus Powerlines Inc.	14		
Oakville Hydro Electricity	17		
Hydro One Brampton Networks	113		
Veridian Connections Inc.	25		
Hydro Ottawa Limited	122		
London Hydro Inc.	42		
Count	8	1	2
Average	45.5	30.0	19,204.0
Median	27	30	19,204
1st & 3rd quartiles	16 & 60	30 & 30	9,615 & 28,794
Range (min, max)	3 to 122	30 to 30	25 to 38,383
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.		12	11
Lakeland Power Distribution Ltd	6	6	6
Haldimand County Hydro Inc.	10		
St. Thomas Energy Inc.		4	
Festival Hydro Inc.	19		
Count	3	3	2
Average	11.7	7.3	8.5
Median	10	6	9
1st & 3rd quartiles	8 & 15	5 & 9	7 & 10
Range (min, max)	6 to 19	4 to 12	6 to 11
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2		
Count	1	0	0
Average	2.0		
Median	2		
1st & 3rd quartiles	2 & 2		
Range (min, max)	2 to 2		to



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

Totals over Large, Medium and Small Utility Classes

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

Notes:



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

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.		0	216
Hydro One Brampton Networks	29	27	27
London Hydro Inc.	8		8
Hydro Ottawa Limited	13	75	8
Cambridge and North Dumfries	4	3	4
Veridian Connections Inc.	4	4	3
Oakville Hydro Electricity	6	2	1
PowerStream Inc.			0
Entegrus Powerlines Inc.	3	0	0
EnWin Utilities Ltd.	0	0	0
Count	8	8	10
Average	8.4	13.9	26.7
Median	5	3	4
1st & 3rd quartiles	4 & 9	0 & 10	0 & 8
Range (min, max)	0 to 29	0 to 75	0 to 216
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		28	35
Festival Hydro Inc.	2	3	3
Halton Hills Hydro Inc.		0	3
Woodstock Hydro Services Inc.			2
Haldimand County Hydro Inc.	0	1	1
Lakeland Power Distribution Ltd	1	0	0
St. Thomas Energy Inc.		2	
Count	3	6	6
Average	1.0	5.7	7.3
Median	1	2	3
1st & 3rd quartiles	1 & 2	0 & 3	1 & 3
Range (min, max)	0 to 2	0 to 28	0 to 35
Small Utilities	2010	2011	2012
Kenora Hydro Electric			17
Sioux Lookout Hydro Inc.	0		



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

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

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited		2,378	2,309
Horizon Utilities Corporation		1,175	1,168
London Hydro Inc.			1,081
Kitchener-Wilmot Hydro Inc.		695	659
Oakville Hydro Electricity		490	504
Entegrus Powerlines Inc.		276	465
Hydro One Brampton Networks		1,165	422
Veridian Connections Inc.		331	290
Burlington Hydro Inc.		265	220
EnWin Utilities Ltd.		150	137
Waterloo North Hydro Inc.		25	27
Count	0	10	11
Average		695.0	662.0
Median		411	465
1st & 3rd quartiles		268 & 1,048	255 & 870
Range (min, max)		25 to 2,378	27 to 2,309
Medium Utilities	2010	2011	2012
Brantford Power Inc.			236
Peterborough Distribution Inc.		223	202
Woodstock Hydro Services Inc.		103	107
Lakefront Utilities Inc.		84	102
Haldimand County Hydro Inc.		59	57
Festival Hydro Inc.		97	43
Count	0	5	6
Average		113.2	124.5
Median		97	105
1st & 3rd quartiles		84 & 103	68 & 178
Range (min, max)		59 to 223	43 to 236
Small Utilities	2010	2011	2012
Kenora Hydro Electric		3	3
Sioux Lookout Hydro Inc.			1



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

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

Notes:



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

Large Utilities	2010	2011	2012
Hydro One Brampton Networks			750
Waterloo North Hydro Inc.		428	442
Horizon Utilities Corporation		426	440
EnWin Utilities Ltd.		466	395
Burlington Hydro Inc.		374	298
Veridian Connections Inc.		280	296
Entegrus Powerlines Inc.			0
Count	0	5	7
Average		394.8	374.4
Median		426	395
1st & 3rd quartiles		374 & 428	297 & 441
Range (min, max)		280 to 466	0 to 750
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.		102	93
Festival Hydro Inc.		26	57
Haldimand County Hydro Inc.		52	51
Woodstock Hydro Services Inc.		55	45
Count	0	4	4
Average		58.8	61.5
Median		54	54
1st & 3rd quartiles		46 & 67	50 & 66
Range (min, max)		26 to 102	45 to 93
Small Utilities	2010	2011	2012
Kenora Hydro Electric		67	43
Sioux Lookout Hydro Inc.			36
Count	0	1	2
Average		67.0	39.5
Median		67	40
1st & 3rd quartiles		67 & 67	38 & 41
Range (min, max)		67 to 67	36 to 43



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

Totals over Large, Medium and Small Utility Classes

Count	0	10	13
Average		227.6	226.6
Median		191	93
1st & 3rd quartiles			45 & 395
Range (min, max)		26 to 466	0 to 750

Notes:



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

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.		337	653
Horizon Utilities Corporation		566	566
Veridian Connections Inc.		181	498
Burlington Hydro Inc.		356	486
Hydro One Brampton Networks		469	475
Hydro Ottawa Limited		431	467
Oakville Hydro Electricity		218	405
London Hydro Inc.			309
Kitchener-Wilmot Hydro Inc.		260	285
Waterloo North Hydro Inc.		215	201
Entegrus Powerlines Inc.		141	128
Count	0	10	11
Average		317.4	406.6
Median		299	467
1st & 3rd quartiles		216 & 412	297 & 492
Range (min, max)		141 to 566	128 to 653
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.		0	96
Lakefront Utilities Inc.		47	56
Haldimand County Hydro Inc.		37	47
Festival Hydro Inc.		25	40
Woodstock Hydro Services Inc.		33	35
Count	0	5	5
Average		28.4	54.8
Median		33	47
1st & 3rd quartiles		25 & 37	40 & 56
Range (min, max)		0 to 47	35 to 96
Small Utilities	2010	2011	2012
Kenora Hydro Electric			21
Sioux Lookout Hydro Inc.			16
Count	0	0	2
Average			18.5
Median			19
1st & 3rd quartiles			17 & 20
Range (min, max)			16 to 21



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

Totals over Large, Medium and Small Utility Classes

Count	0	15	18
Average		221.1	265.8
Median		215	243
1st & 3rd quartiles			49 & 473
Range (min, max)		0 to 566	16 to 653

Notes:



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

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.			0
Waterloo North Hydro Inc.			0
Hydro One Brampton Networks		1	
Count	0	1	2
Average		1.0	0.0
Median		1	0
1st & 3rd quartiles		1 & 1	0 & 0
Range (min, max)		1 to 1	0 to 0
Medium Utilities	2010	2011	2012
Brantford Power Inc.			93
Count	0	0	1
Average			93.0
Median			93
1st & 3rd quartiles			93 & 93
Range (min, max)			93 to 93
Totals over Large, Medium and Small Utility Classes			
Count	0	1	3
Average		1.0	31.0
Median		1	0
1st & 3rd quartiles			0 & 47
Range (min, max)		1 to 1	0 to 93

Notes:



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

Large Utilities	2010	2011	2012
PowerStream Inc.	37,456	37,809	76,766
Hydro Ottawa Limited	26,894	24,436	24,819
Horizon Utilities Corporation	22,177	22,148	20,432
London Hydro Inc.	13,574		12,472
Hydro One Brampton Networks	9,630	9,956	10,187
Veridian Connections Inc.	9,576	9,355	9,909
Kitchener-Wilmot Hydro Inc.	8,488	8,571	8,626
EnWin Utilities Ltd.	8,165	7,330	8,267
Oakville Hydro Electricity	6,435	5,839	6,494
Waterloo North Hydro Inc.	6,064	6,103	6,173
Burlington Hydro Inc.	6,078	6,117	6,167
Cambridge and North Dumfries	5,425	5,519	5,448
Entegrus Powerlines Inc.	3,547	4,061	4,372
Whitby Hydro Electric	2,386	2,416	2,444
Count	14	13	14
Average	11,849.6	11,512.3	14,469.7
Median	8,327	7,330	8,447
1st & 3rd quartiles	6,068 & 12,588	5,839 & 9,956	6,169 & 11,901
Range (min, max)	2,386 to 37,456	2,416 to 37,809	2,444 to 76,766
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	3,981	3,648	3,963
Brantford Power Inc.			2,815
Westario Power Inc.	2,706		2,743
Haldimand County Hydro Inc.	2,590	2,598	2,597
Halton Hills Hydro Inc.	2,044	2,016	2,011
Festival Hydro Inc.	2,223	1,874	1,887
St. Thomas Energy Inc.	1,882	1,856	1,865
Lakeland Power Distribution Ltd	1,698	1,706	1,682
Woodstock Hydro Services Inc.	1,508	1,427	1,410
Orangeville Hydro Limited	1,325	1,221	1,249
Lakefront Utilities Inc.		1,274	1,212
Grimsby Power Incorporated		873	873



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2,217.4	1,849.3	2,025.6
Median	2,044	1,781	1,876
1st & 3rd quartiles	1,698 & 2,590	1,312 & 1,981	1,370 & 2,634
Range (min, max)	1,325 to 3,981	873 to 3,648	873 to 3,963
Small Utilities	2010	2011	2012
Kenora Hydro Electric		818	816
Sioux Lookout Hydro Inc.	442	434	445
Count	1	2	2
Average	442.0	626.0	630.5
Median	442	626	631
1st & 3rd quartiles	442 & 442	530 & 722	538 & 723
Range (min, max)	442 to 442	434 to 818	445 to 816
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	7,762.3	6,776.2	8,148.0
Median	4,703	3,648	3,389
1st & 3rd quartiles	2,178 & 8,760	1,706 & 7,330	1,819 & 8,357
Range (min, max)	442 to 37,456	434 to 37,809	445 to 76,766

Notes:



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

Large Utilities	2010	2011	2012
PowerStream Inc.	4,961	4,212	3,907
Hydro Ottawa Limited	2,747	2,763	2,517
Horizon Utilities Corporation	2,519	2,259	2,124
Hydro One Brampton Networks	1,809	1,628	1,587
Veridian Connections Inc.	1,269	1,347	1,237
London Hydro Inc.	1,804		1,235
Kitchener-Wilmot Hydro Inc.	871	649	841
EnWin Utilities Ltd.	958	834	766
Oakville Hydro Electricity	756	665	700
Waterloo North Hydro Inc.	727	660	677
Burlington Hydro Inc.	654	552	607
Cambridge and North Dumfries	637	554	507
Entegrus Powerlines Inc.	364	394	375
Whitby Hydro Electric	320	263	282
Count	14	13	14
Average	1,456.9	1,290.8	1,240.1
Median	915	665	804
1st & 3rd quartiles	672 & 1,808	554 & 1,628	625 & 1,500
Range (min, max)	320 to 4,961	263 to 4,212	282 to 3,907
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	332	356	495
Westario Power Inc.	419		443
Festival Hydro Inc.	422	380	376
Peterborough Distribution Inc.	390	0	367
Brantford Power Inc.			341
Halton Hills Hydro Inc.	291	250	244
St. Thomas Energy Inc.	278	257	230
Lakeland Power Distribution Ltd	275	233	176
Woodstock Hydro Services Inc.	210	167	162
Orangeville Hydro Limited	156	144	147
Lakefront Utilities Inc.		134	139
Grimsby Power Incorporated		116	113



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	308.1	203.7	269.4
Median	291	200	237
1st & 3rd quartiles	275 & 390	137 & 255	158 & 369
Range (min, max)	156 to 422	0 to 380	113 to 495
Small Utilities	2010	2011	2012
Kenora Hydro Electric		0	151
Sioux Lookout Hydro Inc.	7	7	6
Count	1	2	2
Average	7.0	3.5	78.5
Median	7	4	79
1st & 3rd quartiles	7 & 7	2 & 5	42 & 115
Range (min, max)	7 to 7	0 to 7	6 to 151
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	965.7	753.0	741.1
Median	530	380	410
1st & 3rd quartiles	313 & 1,036	167 & 665	217 & 785
Range (min, max)	7 to 4,961	0 to 4,212	6 to 3,907

Notes:



S34 Number of Large User Customers >5,000kW

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	2	3	3
PowerStream Inc.	1	1	2
Veridian Connections Inc.	5		
EnWin Utilities Ltd.	10		
London Hydro Inc.	3		
Hydro One Brampton Networks	6		
Hydro Ottawa Limited	12		
Horizon Utilities Corporation	13		
Waterloo North Hydro Inc.	1		
Kitchener-Wilmot Hydro Inc.	1		
Count	10	2	2
Average	5.4	2.0	2.5
Median	4	2	3
1st & 3rd quartiles	1 & 9	2 & 3	2 & 3
Range (min, max)	1 to 13	1 to 3	2 to 3
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	1		
St. Thomas Energy Inc.	0		
Peterborough Distribution Inc.	2		
Count	3	0	0
Average	1.0		
Median	1		
1st & 3rd quartiles	1 & 2		
Range (min, max)	0 to 2		to
Totals over Large, Medium and Small Utility Classes			
Count	13	2	2
Average	4.4	2.0	2.5
Median	2	2	3
1st & 3rd quartiles	1 & 6	2 & 3	2 & 3
Range (min, max)	0 to 13	1 to 3	2 to 3

Notes:



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

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	0	0	1
London Hydro Inc.	1		1
Hydro Ottawa Limited	0	0	1
Hydro One Brampton Networks	1	1	1
Kitchener-Wilmot Hydro Inc.	0	0	1
Entegrus Powerlines Inc.		0	0
Cambridge and North Dumfries	1	0	0
Waterloo North Hydro Inc.	1	1	0
EnWin Utilities Ltd.	1	1	0
PowerStream Inc.			0
Veridian Connections Inc.	0	0	0
Count	9	9	11
Average	0.6	0.3	0.5
Median	1	0	0
1st & 3rd quartiles	0 & 1	0 & 1	0 & 1
Range (min, max)	0 to 1	0 to 1	0 to 1
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	0		1
Festival Hydro Inc.	0	0	0
Lakefront Utilities Inc.		1	0
St. Thomas Energy Inc.	0		
Count	3	2	3
Average	0.0	0.5	0.3
Median	0	1	0
1st & 3rd quartiles	0 & 0	0 & 1	0 & 1
Range (min, max)	0 to 0	0 to 1	0 to 1



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

Totals over Large, Medium and Small Utility Classes

Count	12	11	14
Average	0.4	0.4	0.4
Median	0	0	0
1st & 3rd quartiles	0 & 1	0 & 1	0 & 1
Range (min, max)	0 to 1	0 to 1	0 to 1

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited		11	10
EnWin Utilities Ltd.		5	9
Horizon Utilities Corporation		11	7
Hydro One Brampton Networks		6	6
London Hydro Inc.			2
Kitchener-Wilmot Hydro Inc.		2	2
Entegrus Powerlines Inc.		1	1
Waterloo North Hydro Inc.		1	1
Count	0	7	8
Average		5.3	4.8
Median		5	4
1st & 3rd quartiles		2 & 9	2 & 8
Range (min, max)		1 to 11	1 to 10
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.		2	2
Festival Hydro Inc.		1	1
Lakefront Utilities Inc.		1	1
Count	0	3	3
Average		1.3	1.3
Median		1	1
1st & 3rd quartiles		1 & 2	1 & 2
Range (min, max)		1 to 2	1 to 2
Totals over Large, Medium and Small Utility Classes			
Count	0	10	11
Average		4.1	3.8
Median		2	2
1st & 3rd quartiles			1 & 7
Range (min, max)		1 to 11	1 to 10

Notes:



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

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

Notes:



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

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

Notes:



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

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

Notes:



S35 Number of Street Lighting Customers

Large Utilities	2010	2011	2012
PowerStream Inc.	52	43	44
Cambridge and North Dumfries	8	8	8
Whitby Hydro Electric	1	1	1
Veridian Connections Inc.	9		
London Hydro Inc.	1		
EnWin Utilities Ltd.	2		
Entegrus Powerlines Inc.	1		
Burlington Hydro Inc.	3	3	
Waterloo North Hydro Inc.	6		
Hydro Ottawa Limited	8	8	
Horizon Utilities Corporation	4		
Oakville Hydro Electricity	3		
Hydro One Brampton Networks	2		
Kitchener-Wilmot Hydro Inc.	6		
Count	14	5	3
Average	7.6	12.6	17.7
Median	4	8	8
1st & 3rd quartiles	2 & 8	3 & 8	5 & 26
Range (min, max)	1 to 52	1 to 43	1 to 44
Medium Utilities	2010	2011	2012
Westario Power Inc.	10		11
Lakeland Power Distribution Ltd	7	7	7
Orangeville Hydro Limited	5	5	5
St. Thomas Energy Inc.	3	3	3
Grimsby Power Incorporated		2	2
Halton Hills Hydro Inc.	1	1	1
Peterborough Distribution Inc.	4		
Haldimand County Hydro Inc.	3		
Woodstock Hydro Services Inc.	3		
Festival Hydro Inc.	11		
Count	9	5	6
Average	5.2	3.6	4.8
Median	4	3	4
1st & 3rd quartiles	3 & 7	2 & 5	2 & 7
Range (min, max)	1 to 11	1 to 7	1 to 11



S35 Number of Street Lighting Customers

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

Notes:



S203 Number of Street Lighting Customers That Are With a Retailer

Large Utilities	2010	2011	2012
PowerStream Inc.	3	5	5
Cambridge and North Dumfries	5	5	5
Veridian Connections Inc.	3	2	2
Oakville Hydro Electricity	3	2	2
Kitchener-Wilmot Hydro Inc.	2	1	1
Hydro Ottawa Limited	0	1	1
Hydro One Brampton Networks	2	2	1
Waterloo North Hydro Inc.	0	0	0
Whitby Hydro Electric	1	0	0
Entegrus Powerlines Inc.	0	0	0
EnWin Utilities Ltd.	1	0	0
Burlington Hydro Inc.	2		0
Horizon Utilities Corporation	0	0	
London Hydro Inc.	1		
Count	14	12	12
Average	1.6	1.5	1.4
Median	2	1	1
1st & 3rd quartiles	0 & 3	0 & 2	0 & 2
Range (min, max)	0 to 5	0 to 5	0 to 5
Medium Utilities	2010	2011	2012
Westario Power Inc.	5		6
Festival Hydro Inc.	5	5	4
Lakefront Utilities Inc.		1	2
Grimsby Power Incorporated		1	1
Haldimand County Hydro Inc.	0		1
Lakeland Power Distribution Ltd	2	2	1
Peterborough Distribution Inc.	0		1
Woodstock Hydro Services Inc.	2	1	1
Halton Hills Hydro Inc.	1	0	0
Orangeville Hydro Limited	0	0	0
St. Thomas Energy Inc.	1	0	0



S203 Number of Street Lighting Customers That Are With a Retailer

Medium Utilities	2010	2011	2012
Count	9	8	11
Average	1.8	1.3	1.5
Median	1	1	1
1st & 3rd quartiles	0 & 2	0 & 1	1 & 2
Range (min, max)	0 to 5	0 to 5	0 to 6
Small Utilities	2010	2011	2012
Kenora Hydro Electric			1
Sioux Lookout Hydro Inc.	0	0	0
Count	1	1	2
Average	0.0	0.0	0.5
Median	0	0	1
1st & 3rd quartiles	0 & 0	0 & 0	0 & 1
Range (min, max)	0 to 0	0 to 0	0 to 1
Totals over Large, Medium and Small Utility Classes			
Count	24	21	25
Average	1.6	1.3	1.4
Median	1	1	1
1st & 3rd quartiles	0 & 2	0 & 2	0 & 2
Range (min, max)	0 to 5	0 to 5	0 to 6

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited		8	7
Entegrus Powerlines Inc.		6	6
Kitchener-Wilmot Hydro Inc.		5	5
Horizon Utilities Corporation			2
London Hydro Inc.			1
Waterloo North Hydro Inc.		1	1
EnWin Utilities Ltd.		1	1
Oakville Hydro Electricity		1	1
Count	0	6	8
Average		3.7	3.0
Median		3	2
1st & 3rd quartiles		1 & 6	1 & 5
Range (min, max)		1 to 8	1 to 7
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.		4	4
Woodstock Hydro Services Inc.		1	2
Lakefront Utilities Inc.		2	2
Brantford Power Inc.			1
Haldimand County Hydro Inc.		1	1
Count	0	4	5
Average		2.0	2.0
Median		2	2
1st & 3rd quartiles		1 & 3	1 & 2
Range (min, max)		1 to 4	1 to 4
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			1
Count	0	0	1
Average			1.0
Median			1
1st & 3rd quartiles			1 & 1
Range (min, max)			1 to 1



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

Totals over Large, Medium and Small Utility Classes

Count	0	10	14
Average		3.0	2.5
Median		2	2
1st & 3rd quartiles			1 & 4
Range (min, max)		1 to 8	1 to 7

Notes:



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

Large Utilities	2010	2011	2012
Veridian Connections Inc.		7	7
Burlington Hydro Inc.		2	3
Waterloo North Hydro Inc.		3	3
Hydro One Brampton Networks			2
Entegrus Powerlines Inc.			0
Count	0	3	5
Average		4.0	3.0
Median		3	3
1st & 3rd quartiles		3 & 5	2 & 3
Range (min, max)		2 to 7	0 to 7
Medium Utilities	2010	2011	2012
Festival Hydro Inc.			3
Woodstock Hydro Services Inc.		1	
Count	0	1	1
Average		1.0	3.0
Median		1	3
1st & 3rd quartiles		1 & 1	3 & 3
Range (min, max)		1 to 1	3 to 3
Small Utilities	2010	2011	2012
Kenora Hydro Electric			1
Count	0	0	1
Average			1.0
Median			1
1st & 3rd quartiles			1 & 1
Range (min, max)			1 to 1
Totals over Large, Medium and Small Utility Classes			
Count	0	4	7
Average		3.3	2.7
Median		3	3
1st & 3rd quartiles			2 & 3
Range (min, max)		1 to 7	0 to 7

Notes:



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

Large Utilities	2010	2011	2012
Veridian Connections Inc.		2	2
Horizon Utilities Corporation		4	2
Waterloo North Hydro Inc.		2	2
Kitchener-Wilmot Hydro Inc.		1	1
EnWin Utilities Ltd.		1	1
Entegrus Powerlines Inc.			0
Burlington Hydro Inc.		1	
Count	0	6	6
Average		1.8	1.3
Median		2	2
1st & 3rd quartiles		1 & 2	1 & 2
Range (min, max)		1 to 4	0 to 2
Medium Utilities	2010	2011	2012
Festival Hydro Inc.		11	9
Haldimand County Hydro Inc.		2	2
Woodstock Hydro Services Inc.		1	1
Count	0	3	3
Average		4.7	4.0
Median		2	2
1st & 3rd quartiles		2 & 7	2 & 6
Range (min, max)		1 to 11	1 to 9
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			1
Count	0	0	1
Average			1.0
Median			1
1st & 3rd quartiles			1 & 1
Range (min, max)			1 to 1



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

Totals over Large, Medium and Small Utility Classes

Count	0	9	10
Average		2.8	2.1
Median		2	2
1st & 3rd quartiles			1 & 2
Range (min, max)		1 to 11	0 to 9

Notes:



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

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

Notes:



S156 Number of Sentinel Lighting Customers

Large Utilities	2010	2011	2012
PowerStream Inc.	129	120	115
Whitby Hydro Electric	34	32	32
Veridian Connections Inc.	292		
Entegrus Powerlines Inc.	43		
Hydro Ottawa Limited	70		
Oakville Hydro Electricity	27		
London Hydro Inc.	259		
EnWin Utilities Ltd.	311		
Horizon Utilities Corporation	211		
Count	9	2	2
Average	152.9	76.0	73.5
Median	129	76	74
1st & 3rd quartiles	43 & 259	54 & 98	53 & 94
Range (min, max)	27 to 311	32 to 120	32 to 115
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	163	185	183
St. Thomas Energy Inc.	50	22	51
Lakeland Power Distribution Ltd	45	45	44
Orangeville Hydro Limited	46	37	38
Westario Power Inc.	6		6
Haldimand County Hydro Inc.	491		
Festival Hydro Inc.	64		
Peterborough Distribution Inc.	154		
Count	8	4	5
Average	127.4	72.3	64.4
Median	57	41	44
1st & 3rd quartiles	46 & 156	33 & 80	38 & 51
Range (min, max)	6 to 491	22 to 185	6 to 183



S156 Number of Sentinel Lighting Customers

Totals over Large, Medium and Small Utility Classes

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

Notes:



S280 Number of Sentinel Lighting Customers That Are With a Retailer

Large Utilities	2010	2011	2012
Veridian Connections Inc.	52	31	25
Entegrus Powerlines Inc.	26	26	25
EnWin Utilities Ltd.	20	16	15
London Hydro Inc.	24		6
PowerStream Inc.		0	3
Horizon Utilities Corporation	7	6	2
Whitby Hydro Electric			0
Hydro Ottawa Limited	0	0	0
Oakville Hydro Electricity	0		
Count	7	6	8
Average	18.4	13.2	9.5
Median	20	11	5
1st & 3rd quartiles	4 & 25	2 & 24	2 & 18
Range (min, max)	0 to 52	0 to 31	0 to 25
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	27	82	83
Peterborough Distribution Inc.	8		43
Halton Hills Hydro Inc.	25	17	18
Orangeville Hydro Limited	1	3	1
Lakefront Utilities Inc.		0	1
Westario Power Inc.	0		1
Brantford Power Inc.			0
St. Thomas Energy Inc.	3	3	0
Festival Hydro Inc.	0	14	0
Lakeland Power Distribution Ltd		0	0
Count	7	7	10
Average	9.1	17.0	14.7
Median	3	3	1
1st & 3rd quartiles	1 & 17	2 & 16	0 & 14
Range (min, max)	0 to 27	0 to 82	0 to 83



S280 Number of Sentinel Lighting Customers That Are With a Retailer

Totals over Large, Medium and Small Utility Classes

Count	14	13	18
Average	13.8	15.2	12.4
Median	8	6	2
1st & 3rd quartiles	0 & 25	0 & 17	0 & 17
Range (min, max)	0 to 52	0 to 82	0 to 83

Notes:



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

Large Utilities	2010	2011	2012
Veridian Connections Inc.		12	9
London Hydro Inc.			2
Entegrus Powerlines Inc.			0
Count	0	1	3
Average		12.0	3.7
Median		12	2
1st & 3rd quartiles		12 & 12	1 & 6
Range (min, max)		12 to 12	0 to 9
Medium Utilities	2010	2011	2012
Brantford Power Inc.			37
Count	0	0	1
Average			37.0
Median			37
1st & 3rd quartiles			37 & 37
Range (min, max)			37 to 37
Totals over Large, Medium and Small Utility Classes			
Count	0	1	4
Average		12.0	12.0
Median		12	6
1st & 3rd quartiles			2 & 16
Range (min, max)		12 to 12	0 to 37

Notes:



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

Large Utilities	2010	2011	2012
Horizon Utilities Corporation		6	2
Entegrus Powerlines Inc.			0
PowerStream Inc.		1	
Count	0	2	2
Average		3.5	1.0
Median		4	1
1st & 3rd quartiles		2 & 5	1 & 2
Range (min, max)		1 to 6	0 to 2
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.		146	145
Haldimand County Hydro Inc.		1	3
Count	0	2	2
Average		73.5	74.0
Median		74	74
1st & 3rd quartiles		37 & 110	39 & 110
Range (min, max)		1 to 146	3 to 145
Totals over Large, Medium and Small Utility Classes			
Count	0	4	4
Average		38.5	37.5
Median		4	3
1st & 3rd quartiles			2 & 39
Range (min, max)		1 to 146	0 to 145

Notes:



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

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.		288	295
Horizon Utilities Corporation		241	244
London Hydro Inc.			236
Veridian Connections Inc.		102	124
Hydro Ottawa Limited		63	57
Entegrus Powerlines Inc.			0
Oakville Hydro Electricity		27	
Count	0	5	6
Average		144.2	159.3
Median		102	180
1st & 3rd quartiles		63 & 241	74 & 242
Range (min, max)		27 to 288	0 to 295
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.		477	450
Festival Hydro Inc.		50	50
Peterborough Distribution Inc.		18	
Lakefront Utilities Inc.		1	
Count	0	4	2
Average		136.5	250.0
Median		34	250
1st & 3rd quartiles		14 & 157	150 & 350
Range (min, max)		1 to 477	50 to 450
Totals over Large, Medium and Small Utility Classes			
Count	0	9	8
Average		140.8	182.0
Median		63	180
1st & 3rd quartiles			55 & 257
Range (min, max)		1 to 477	0 to 450

Notes:



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

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

Notes:



S135 Number of Seasonal Occupancy Customers

Large Utilities	2010	2011	2012
Veridian Connections Inc.	1,595		
Count	1	0	0
Average	1,595.0		
Median	1,595		
1st & 3rd quartiles	1,595 & 1,595		
Range (min, max)	1,595 to 1,595		to
Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	195	192	192
Count	1	1	1
Average	195.0	192.0	192.0
Median	195	192	192
1st & 3rd quartiles	195 & 195	192 & 192	192 & 192
Range (min, max)	195 to 195	192 to 192	192 to 192
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	108	107	
Count	1	1	0
Average	108.0	107.0	
Median	108	107	
1st & 3rd quartiles	108 & 108	107 & 107	
Range (min, max)	108 to 108	107 to 107	to
Totals over Large, Medium and Small Utility Classes			
Count	3	2	1
Average	632.7	149.5	192.0
Median	195	150	192
1st & 3rd quartiles	152 & 895	128 & 171	192 & 192
Range (min, max)	108 to 1,595	107 to 192	192 to 192

Notes:



S281 Number of Seasonal Occupancy Customers that are with a Retailer

Large Utilities	2010	2011	2012
Veridian Connections Inc.	25	32	28
Count	1	1	1
Average	25.0	32.0	28.0
Median	25	32	28
1st & 3rd quartiles	25 & 25	32 & 32	28 & 28
Range (min, max)	25 to 25	32 to 32	28 to 28
Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	2	2	4
Count	1	1	1
Average	2.0	2.0	4.0
Median	2	2	4
1st & 3rd quartiles	2 & 2	2 & 2	4 & 4
Range (min, max)	2 to 2	2 to 2	4 to 4
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	1	1	1
Count	1	1	1
Average	1.0	1.0	1.0
Median	1	1	1
1st & 3rd quartiles	1 & 1	1 & 1	1 & 1
Range (min, max)	1 to 1	1 to 1	1 to 1
Totals over Large, Medium and Small Utility Classes			
Count	3	3	3
Average	9.3	11.7	11.0
Median	2	2	4
1st & 3rd quartiles	2 & 14	2 & 17	3 & 16
Range (min, max)	1 to 25	1 to 32	1 to 28

Notes:



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

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

Notes:



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

Large Utilities	2010	2011	2012
Veridian Connections Inc.		1,549	1,557
Count	0	1	1
Average		1,549.0	1,557.0
Median		1,549	1,557
1st & 3rd quartiles		1,549 & 1,549	1,557 & 1,557
Range (min, max)		1,549 to 1,549	1,557 to 1,557
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			107
Count	0	0	1
Average			107.0
Median			107
1st & 3rd quartiles			107 & 107
Range (min, max)			107 to 107
Totals over Large, Medium and Small Utility Classes			
Count	0	1	2
Average		1,549.0	832.0
Median		1,549	832
1st & 3rd quartiles			470 & 1,195
Range (min, max)		1,549 to 1,549	107 to 1,557

Notes:



S2 Total Number of Customers

Large Utilities	2010	2011	2012
PowerStream Inc.	328,589	335,936	381,728
Hydro Ottawa Limited	300,742	305,346	291,201
Horizon Utilities Corporation	236,538	237,435	237,435
Hydro One Brampton Networks	134,230	137,920	141,860
London Hydro Inc.	147,289		137,148
Veridian Connections Inc.	112,811	115,350	115,429
Kitchener-Wilmot Hydro Inc.	86,637	87,970	89,049
EnWin Utilities Ltd.	85,208	85,391	85,917
Burlington Hydro Inc.	64,299	64,836	65,380
Oakville Hydro Electricity	63,378	64,315	64,809
Waterloo North Hydro Inc.	51,934	52,635	53,408
Cambridge and North Dumfries	50,961	51,652	51,991
Whitby Hydro Electric	39,704	40,370	40,948
Entegrus Powerlines Inc.	32,149	35,485	40,482
Count	14	13	14
Average	123,890.6	124,203.2	128,341.8
Median	85,923	85,391	87,483
1st & 3rd quartiles	54,795 & 144,024	52,635 & 137,920	56,258 & 140,682
Range (min, max)	32,149 to 328,589	35,485 to 335,936	40,482 to 381,728
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	35,178	32,597	35,585
Brantford Power Inc.			34,812
Westario Power Inc.	22,023		22,610
Haldimand County Hydro Inc.	21,549	21,633	21,693
Halton Hills Hydro Inc.	21,237	21,556	21,220
Festival Hydro Inc.	19,672	19,988	17,826
St. Thomas Energy Inc.	16,473	16,461	16,617
Woodstock Hydro Services Inc.	15,212	15,223	15,359
Orangeville Hydro Limited	11,339	11,290	11,435
Grimsby Power Incorporated		10,406	10,567
Lakefront Utilities Inc.		9,719	10,083
Lakeland Power Distribution Ltd	9,532	9,688	9,736



S2 Total Number of Customers

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	19,135.0	16,856.1	18,961.9
Median	19,672	15,842	17,222
1st & 3rd quartiles	15,212 & 21,549	10,627 & 21,164	11,218 & 21,922
Range (min, max)	9,532 to 35,178	9,688 to 32,597	9,736 to 35,585
Small Utilities	2010	2011	2012
Kenora Hydro Electric		5,575	5,572
Sioux Lookout Hydro Inc.	2,756	2,760	2,759
Count	1	2	2
Average	2,756.0	4,167.5	4,165.5
Median	2,756	4,168	4,166
1st & 3rd quartiles	2,756 & 2,756	3,464 & 4,871	3,462 & 4,869
Range (min, max)	2,756 to 2,756	2,760 to 5,575	2,759 to 5,572
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	79,560.0	71,661.5	72,595.0
Median	45,333	35,485	38,034
1st & 3rd quartiles	20,846 & 93,181	15,223 & 85,391	16,303 & 86,700
Range (min, max)	2,756 to 328,589	2,760 to 335,936	2,759 to 381,728

Notes:

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



S219 Total Number of Customers with a Retailer

Large Utilities	2010	2011	2012
PowerStream Inc.	39,234	35,972	24,237
Horizon Utilities Corporation	35,466	27,918	22,711
Hydro Ottawa Limited	29,956	23,972	18,398
Hydro One Brampton Networks	26,699	20,712	15,578
London Hydro Inc.	21,138		12,839
Veridian Connections Inc.	15,251	13,001	10,693
EnWin Utilities Ltd.	12,046	8,422	6,482
Kitchener-Wilmot Hydro Inc.	8,435	6,548	5,092
Entegrus Powerlines Inc.	5,290	4,977	3,976
Burlington Hydro Inc.	5,299	4,482	3,608
Cambridge and North Dumfries	6,440	4,694	3,507
Waterloo North Hydro Inc.	5,757	4,262	3,505
Oakville Hydro Electricity	5,018	3,990	3,316
Whitby Hydro Electric	4,268	3,133	2,529
Count	14	13	14
Average	15,735.5	12,467.9	9,747.9
Median	10,241	6,548	5,787
1st & 3rd quartiles	5,414 & 25,309	4,482 & 20,712	3,532 & 14,893
Range (min, max)	4,268 to 39,234	3,133 to 35,972	2,529 to 24,237
Medium Utilities	2010	2011	2012
Brantford Power Inc.			3,448
Peterborough Distribution Inc.	4,064		2,390
Festival Hydro Inc.	3,708	2,840	2,321
Haldimand County Hydro Inc.	2,875	2,412	2,204
St. Thomas Energy Inc.	3,191	2,487	2,136
Halton Hills Hydro Inc.	2,472	1,891	1,890
Woodstock Hydro Services Inc.	2,554	2,071	1,752
Westario Power Inc.	2,584		1,645
Orangeville Hydro Limited	1,849	1,480	1,191
Lakeland Power Distribution Ltd	1,409	1,084	843
Grimsby Power Incorporated		969	771
Lakefront Utilities Inc.		926	751



S219 Total Number of Customers with a Retailer

Medium Utilities	2010	2011	2012
Count	9	9	12
Average	2,745.1	1,795.6	1,778.5
Median	2,584	1,891	1,821
1st & 3rd quartiles	2,472 & 3,191	1,084 & 2,412	1,104 & 2,233
Range (min, max)	1,409 to 4,064	926 to 2,840	751 to 3,448
Small Utilities	2010	2011	2012
Kenora Hydro Electric		634	492
Sioux Lookout Hydro Inc.	149	115	56
Count	1	2	2
Average	149.0	374.5	274.0
Median	149	375	274
1st & 3rd quartiles	149 & 149	245 & 504	165 & 383
Range (min, max)	149 to 149	115 to 634	56 to 492
Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	10,214.7	7,458.0	5,655.8
Median	5,154	3,562	2,923
1st & 3rd quartiles	2,802 & 12,847	1,788 & 7,017	1,725 & 5,440
Range (min, max)	149 to 39,234	115 to 35,972	56 to 24,237

Notes:



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

Large Utilities	2010	2011	2012
PowerStream Inc.	6,255	9,065	8,632
Hydro Ottawa Limited	4,715	6,047	8,523
Hydro One Brampton Networks	3,318	3,700	4,164
Veridian Connections Inc.	1,898	1,554	2,167
Horizon Utilities Corporation	1,484	1,247	2,012
London Hydro Inc.	1,826		1,480
Waterloo North Hydro Inc.	842	1,006	790
Kitchener-Wilmot Hydro Inc.	74	1,085	774
Burlington Hydro Inc.	894	649	732
Oakville Hydro Electricity	807	1,156	676
Whitby Hydro Electric	580	749	585
Cambridge and North Dumfries	875	671	383
EnWin Utilities Ltd.	305	305	376
Entegrus Powerlines Inc.	126	186	187
Count	14	13	14
Average	1,714.2	2,109.2	2,248.6
Median	885	1,085	782
1st & 3rd quartiles	637 & 1,880	671 & 1,554	608 & 2,128
Range (min, max)	74 to 6,255	186 to 9,065	187 to 8,632
Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	417	347	337
Orangeville Hydro Limited	215	198	292
Brantford Power Inc.			253
Peterborough Distribution Inc.	382	300	249
Grimsby Power Incorporated		182	242
Halton Hills Hydro Inc.	213	213	223
Haldimand County Hydro Inc.	248	265	207
Festival Hydro Inc.	193	246	197
Westario Power Inc.	224		187
Woodstock Hydro Services Inc.	227	165	158
Lakefront Utilities Inc.		106	139
Lakeland Power Distribution Ltd	123	94	120



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	249.1	211.6	217.0
Median	224	206	215
1st & 3rd quartiles	213 & 248	169 & 260	180 & 250
Range (min, max)	123 to 417	94 to 347	120 to 337
Small Utilities	2010	2011	2012
Kenora Hydro Electric		84	77
Sioux Lookout Hydro Inc.	27	31	28
Count	1	2	2
Average	27.0	57.5	52.5
Median	27	58	53
1st & 3rd quartiles	27 & 27	44 & 71	40 & 65
Range (min, max)	27 to 27	31 to 84	28 to 77
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1,094.5	1,186.0	1,221.1
Median	400	305	315
1st & 3rd quartiles	215 & 1,042	186 & 1,085	195 & 778
Range (min, max)	27 to 6,255	31 to 9,065	28 to 8,632

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	4,715	6,047	8,523
PowerStream Inc.	6,088	8,443	8,464
Hydro One Brampton Networks	3,318	3,700	4,164
Veridian Connections Inc.	1,898	1,554	2,167
Horizon Utilities Corporation	1,479	1,239	1,995
London Hydro Inc.	1,801		1,432
Waterloo North Hydro Inc.	842	1,006	790
Burlington Hydro Inc.	861	649	732
Kitchener-Wilmot Hydro Inc.	72	1,023	707
Oakville Hydro Electricity	767	1,103	653
Whitby Hydro Electric	580	749	585
Cambridge and North Dumfries	862	667	380
EnWin Utilities Ltd.	303	305	376
Entegrus Powerlines Inc.	123	179	172
Count	14	13	14
Average	1,693.5	2,051.1	2,224.3
Median	862	1,023	761
1st & 3rd quartiles	627 & 1,874	667 & 1,554	602 & 2,124
Range (min, max)	72 to 6,088	179 to 8,443	172 to 8,523
Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	412	345	337
Orangeville Hydro Limited	215	198	284
Brantford Power Inc.			252
Peterborough Distribution Inc.	378	286	244
Grimsby Power Incorporated		182	242
Halton Hills Hydro Inc.	213	213	223
Haldimand County Hydro Inc.	246	257	205
Festival Hydro Inc.	191	244	196
Westario Power Inc.	217		172
Woodstock Hydro Services Inc.	226	165	158
Lakefront Utilities Inc.		106	139
Lakeland Power Distribution Ltd	120	91	119



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	246.4	208.7	214.3
Median	217	206	214
1st & 3rd quartiles	213 & 246	169 & 254	169 & 246
Range (min, max)	120 to 412	91 to 345	119 to 337
Small Utilities	2010	2011	2012
Kenora Hydro Electric		84	77
Sioux Lookout Hydro Inc.	27	31	27
Count	1	2	2
Average	27.0	57.5	52.0
Median	27	58	52
1st & 3rd quartiles	27 & 27	44 & 71	40 & 65
Range (min, max)	27 to 27	31 to 84	27 to 77
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1,081.4	1,154.6	1,207.7
Median	395	305	311
1st & 3rd quartiles	215 & 1,016	182 & 1,023	190 & 747
Range (min, max)	27 to 6,088	31 to 8,443	27 to 8,523

Notes:



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

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	51	35	93
Hydro Ottawa Limited	41	28	31
Veridian Connections Inc.	26	15	15
Kitchener-Wilmot Hydro Inc.	9	22	11
Horizon Utilities Corporation	8	3	11
PowerStream Inc.		1	3
Waterloo North Hydro Inc.	2	10	2
EnWin Utilities Ltd.			1
London Hydro Inc.	0		1
Count	7	7	9
Average	19.6	16.3	18.7
Median	9	15	11
1st & 3rd quartiles	5 & 34	7 & 25	2 & 15
Range (min, max)	0 to 51	1 to 35	1 to 93
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		2	10
Peterborough Distribution Inc.	4	7	8
Festival Hydro Inc.			2
Brantford Power Inc.			0
Grimsby Power Incorporated			0
Lakeland Power Distribution Ltd	1	0	0
Orangeville Hydro Limited	215	0	0
Woodstock Hydro Services Inc.	3	1	0
Haldimand County Hydro Inc.		0	0
Westario Power Inc.	9		0
Count	5	6	10
Average	46.4	1.7	2.0
Median	4	1	0
1st & 3rd quartiles	3 & 9	0 & 2	0 & 2
Range (min, max)	1 to 215	0 to 7	0 to 10
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			0



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

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

Notes:



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

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	51	35	93
Hydro Ottawa Limited	41	28	31
Veridian Connections Inc.	26	15	15
Kitchener-Wilmot Hydro Inc.	9	22	11
Horizon Utilities Corporation	8	3	11
PowerStream Inc.		1	3
Waterloo North Hydro Inc.	2	10	2
EnWin Utilities Ltd.			1
London Hydro Inc.	0		1
Count	7	7	9
Average	19.6	16.3	18.7
Median	9	15	11
1st & 3rd quartiles	5 & 34	7 & 25	2 & 15
Range (min, max)	0 to 51	1 to 35	1 to 93
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		2	10
Peterborough Distribution Inc.	4	7	8
Festival Hydro Inc.			2
Brantford Power Inc.			0
Woodstock Hydro Services Inc.	3	1	0
Westario Power Inc.	9		0
Orangeville Hydro Limited	0	0	0
Grimsby Power Incorporated			0
Haldimand County Hydro Inc.	0	0	0
Lakeland Power Distribution Ltd	1	0	0
Count	6	6	10
Average	2.8	1.7	2.0
Median	2	1	0
1st & 3rd quartiles	0 & 4	0 & 2	0 & 2
Range (min, max)	0 to 9	0 to 7	0 to 10



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

Totals over Large, Medium and Small Utility Classes

Count	13	13	19
Average	11.8	9.5	9.9
Median	4	3	2
1st & 3rd quartiles	1 & 9	1 & 15	0 & 11
Range (min, max)	0 to 51	0 to 35	0 to 93

Notes:



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

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	5	30	30
EnWin Utilities Ltd.	1	7	23
Horizon Utilities Corporation	0	14	21
Hydro Ottawa Limited	25	92	13
Burlington Hydro Inc.	1	4	12
PowerStream Inc.	33	88	12
Waterloo North Hydro Inc.	0	18	11
Entegrus Powerlines Inc.	0	5	10
London Hydro Inc.	1		8
Cambridge and North Dumfries	8	9	6
Kitchener-Wilmot Hydro Inc.	4	8	4
Veridian Connections Inc.	3	8	1
Oakville Hydro Electricity	6	2	1
Count	13	12	13
Average	6.7	23.8	11.7
Median	3	9	11
1st & 3rd quartiles	1 & 6	7 & 21	6 & 13
Range (min, max)	0 to 33	2 to 92	1 to 30
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	0	4	9
Brantford Power Inc.			4
Halton Hills Hydro Inc.		3	1
Peterborough Distribution Inc.	0	5	1
Lakeland Power Distribution Ltd	0	2	1
St. Thomas Energy Inc.			0
Grimsby Power Incorporated		1	0
Festival Hydro Inc.	0	1	0
Woodstock Hydro Services Inc.	7	2	0
Orangeville Hydro Limited	0	1	0
Westario Power Inc.	0		0
Lakefront Utilities Inc.		0	



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

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	1.0	2.1	1.5
Median	0	2	0
1st & 3rd quartiles	0 & 0	1 & 3	0 & 1
Range (min, max)	0 to 7	0 to 5	0 to 9
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0	0	0
Count	1	1	1
Average	0.0	0.0	0.0
Median	0	0	0
1st & 3rd quartiles	0 & 0	0 & 0	0 & 0
Range (min, max)	0 to 0	0 to 0	0 to 0
Totals over Large, Medium and Small Utility Classes			
Count	21	22	25
Average	4.5	13.8	6.7
Median	1	5	4
1st & 3rd quartiles	0 & 5	2 & 9	0 & 11
Range (min, max)	0 to 33	0 to 92	0 to 30

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	4,820	21,570	12,053
EnWin Utilities Ltd.	450	1,688	4,819
PowerStream Inc.	278	18,424	4,793
Waterloo North Hydro Inc.	0	135	3,920
Horizon Utilities Corporation	0	2,014	3,864
Kitchener-Wilmot Hydro Inc.	7,225	1,300	3,067
Entegrus Powerlines Inc.	0	190	2,850
Hydro One Brampton Networks	0	525	2,500
Burlington Hydro Inc.	30	1,050	2,225
London Hydro Inc.	500		1,300
Cambridge and North Dumfries	1,835	1,406	1,041
Veridian Connections Inc.	976	500	827
Oakville Hydro Electricity	0	30	250
Count	13	12	13
Average	1,239.5	4,069.3	3,346.8
Median	278	1,175	2,850
1st & 3rd quartiles	0 & 976	423 & 1,770	1,300 & 3,920
Range (min, max)	0 to 7,225	30 to 21,570	250 to 12,053
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.		675	1,035
Brantford Power Inc.			750
Festival Hydro Inc.	0	1,502	500
Orangeville Hydro Limited	0	12	262
Halton Hills Hydro Inc.		500	250
Lakeland Power Distribution Ltd	0	60	175
Grimsby Power Incorporated		0	100
Peterborough Distribution Inc.	0	723	75
Woodstock Hydro Services Inc.	0	450	0
St. Thomas Energy Inc.			0
Westario Power Inc.	0		0
Lakefront Utilities Inc.		0	



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

Medium Utilities	2010	2011	2012
Count	6	9	11
Average	0.0	435.8	286.1
Median	0	450	175
1st & 3rd quartiles	0 & 0	12 & 675	38 & 381
Range (min, max)	0 to 0	0 to 1,502	0 to 1,035
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0	0	0
Count	1	1	1
Average	0.0	0.0	0.0
Median	0	0	0
1st & 3rd quartiles	0 & 0	0 & 0	0 & 0
Range (min, max)	0 to 0	0 to 0	0 to 0
Totals over Large, Medium and Small Utility Classes			
Count	20	22	25
Average	805.7	2,397.9	1,866.2
Median	0	513	827
1st & 3rd quartiles	0 & 463	79 & 1,380	175 & 2,850
Range (min, max)	0 to 7,225	0 to 21,570	0 to 12,053

Notes:



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

Large Utilities	2010	2011	2012
PowerStream Inc.	83	88	222
Hydro Ottawa Limited	99	427	140
EnWin Utilities Ltd.	23	107	116
Waterloo North Hydro Inc.	76	101	84
Kitchener-Wilmot Hydro Inc.	57	194	82
Cambridge and North Dumfries	23	79	71
Horizon Utilities Corporation	40	79	60
London Hydro Inc.	36		53
Veridian Connections Inc.	48	77	49
Burlington Hydro Inc.	17	32	28
Entegrus Powerlines Inc.	15	18	28
Oakville Hydro Electricity	18	6	12
Hydro One Brampton Networks	85	0	0
Count	13	12	13
Average	47.7	100.7	72.7
Median	40	79	60
1st & 3rd quartiles	23 & 76	29 & 103	28 & 84
Range (min, max)	15 to 99	0 to 427	0 to 222
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	47	111	45
Brantford Power Inc.			22
Halton Hills Hydro Inc.		49	22
Peterborough Distribution Inc.	14	42	19
Westario Power Inc.	0		19
Lakefront Utilities Inc.		19	18
St. Thomas Energy Inc.	1	33	16
Orangeville Hydro Limited	4	5	11
Festival Hydro Inc.	4	15	8
Lakeland Power Distribution Ltd	3	31	7
Woodstock Hydro Services Inc.	26	44	6
Grimsby Power Incorporated		8	5



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

Medium Utilities		2010	2011	2012
Count		8	10	12
Average		12.4	35.7	16.5
Median		4	32	17
1st & 3rd quartiles		3 & 17	16 & 44	8 & 20
Range (min, max)		0 to 47	5 to 111	5 to 45
Small Utilities		2010	2011	2012
Kenora Hydro Electric			10	1
Sioux Lookout Hydro Inc.		0	10	0
Count		1	2	2
Average		0.0	10.0	0.5
Median		0	10	1
1st & 3rd quartiles		0 & 0	10 & 10	0 & 1
Range (min, max)		0 to 0	10 to 10	0 to 1
Totals over Large, Medium and Small Utility Classes				
Count		22	24	27
Average		32.7	66.0	42.4
Median		23	38	22
1st & 3rd quartiles		7 & 48	14 & 81	10 & 57
Range (min, max)		0 to 99	0 to 427	0 to 222

Notes:



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

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.	46	130	222
Hydro Ottawa Limited	79	274	118
PowerStream Inc.	66	190	103
EnWin Utilities Ltd.	23	57	91
Cambridge and North Dumfries	23	79	71
Waterloo North Hydro Inc.	61	151	62
Horizon Utilities Corporation	36	77	54
Hydro One Brampton Networks	12	9	30
Burlington Hydro Inc.	15	18	28
Entegrus Powerlines Inc.		18	28
Veridian Connections Inc.	38	51	26
London Hydro Inc.	34		22
Oakville Hydro Electricity	17	3	5
Count	12	12	13
Average	37.5	88.1	66.2
Median	35	67	54
1st & 3rd quartiles	22 & 50	18 & 135	28 & 91
Range (min, max)	12 to 79	3 to 274	5 to 222
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	47	111	45
Brantford Power Inc.			33
Lakeland Power Distribution Ltd	3	20	26
Westario Power Inc.	7		20
Halton Hills Hydro Inc.		32	14
St. Thomas Energy Inc.		7	12
Woodstock Hydro Services Inc.	7	8	12
Peterborough Distribution Inc.	11	25	10
Orangeville Hydro Limited	4	2	7
Lakefront Utilities Inc.		7	6
Festival Hydro Inc.	4	18	5
Grimsby Power Incorporated		7	2



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

Medium Utilities		2010	2011	2012
Count		7	10	12
Average		11.9	23.7	16.0
Median		7	13	12
1st & 3rd quartiles		4 & 9	7 & 24	7 & 22
Range (min, max)		3 to 47	2 to 111	2 to 45
Small Utilities		2010	2011	2012
Kenora Hydro Electric			3	1
Sioux Lookout Hydro Inc.		0	4	
Count		1	2	1
Average		0.0	3.5	1.0
Median		0	4	1
1st & 3rd quartiles		0 & 0	3 & 4	1 & 1
Range (min, max)		0 to 0	3 to 4	1 to 1
Totals over Large, Medium and Small Utility Classes				
Count		20	24	26
Average		26.7	54.2	40.5
Median		20	19	26
1st & 3rd quartiles		7 & 40	7 & 78	11 & 52
Range (min, max)		0 to 79	2 to 274	1 to 222

Notes:



S286 Total Capacity of Renewable Energy Generation Connections <10kW

Large Utilities	2010	2011	2012
Veridian Connections Inc.	195	541	1,997
Kitchener-Wilmot Hydro Inc.	411	1,444	1,712
Hydro Ottawa Limited	529	2,027	1,176
Waterloo North Hydro Inc.	576	836	824
PowerStream Inc.	373	1,235	743
EnWin Utilities Ltd.	153	819	685
Cambridge and North Dumfries	154	650	653
Horizon Utilities Corporation	229	559	491
Entegrus Powerlines Inc.	131	142	268
Hydro One Brampton Networks	73	62	216
London Hydro Inc.	236		194
Burlington Hydro Inc.	89	285	103
Oakville Hydro Electricity	104	130	82
Count	13	12	13
Average	250.2	727.5	703.4
Median	195	604	653
1st & 3rd quartiles	131 & 373	249 & 936	216 & 824
Range (min, max)	73 to 576	62 to 2,027	82 to 1,997
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	442	1,020	444
Brantford Power Inc.			392
Westario Power Inc.	22		368
Lakeland Power Distribution Ltd	22	164	214
St. Thomas Energy Inc.		55	169
Peterborough Distribution Inc.	64	372	142
Halton Hills Hydro Inc.		258	128
Woodstock Hydro Services Inc.	33	72	99
Orangeville Hydro Limited	16	15	70
Lakefront Utilities Inc.		60	60
Festival Hydro Inc.	40	252	49
Grimsby Power Incorporated		70	19



S286 Total Capacity of Renewable Energy Generation Connections <10kW

Medium Utilities	2010	2011	2012
Count	7	10	12
Average	91.3	233.8	179.5
Median	33	118	135
1st & 3rd quartiles	22 & 52	63 & 257	68 & 252
Range (min, max)	16 to 442	15 to 1,020	19 to 444
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0	97	55
Kenora Hydro Electric		30	10
Count	1	2	2
Average	0.0	63.5	32.5
Median	0	63	33
1st & 3rd quartiles	0 & 0	47 & 80	21 & 44
Range (min, max)	0 to 0	30 to 97	10 to 55
Totals over Large, Medium and Small Utility Classes			
Count	21	24	27
Average	185.3	466.5	420.9
Median	131	255	214
1st & 3rd quartiles	40 & 236	71 & 692	91 & 572
Range (min, max)	0 to 576	15 to 2,027	10 to 1,997

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	95	96	100
Oakville Hydro Electricity	100	100	100
London Hydro Inc.	100		100
Waterloo North Hydro Inc.	0	88	100
Hydro One Brampton Networks	100	100	100
Kitchener-Wilmot Hydro Inc.	100	100	100
Veridian Connections Inc.	100	100	100
PowerStream Inc.	100	100	100
Cambridge and North Dumfries	88	100	100
EnWin Utilities Ltd.	100	14	71
Horizon Utilities Corporation		43	67
Entegrus Powerlines Inc.		100	60
Burlington Hydro Inc.	100	25	25
Count	11	12	13
Average	89.4	80.5	86.4
Median	100	100	100
1st & 3rd quartiles	97 & 100	77 & 100	71 & 100
Range (min, max)	0 to 100	14 to 100	25 to 100
Medium Utilities	2010	2011	2012
Brantford Power Inc.			100
Halton Hills Hydro Inc.		100	100
Grimsby Power Incorporated		100	100
Orangeville Hydro Limited	0	100	100
St. Thomas Energy Inc.		100	100
Festival Hydro Inc.	100	100	100
Lakefront Utilities Inc.		100	100
Haldimand County Hydro Inc.		0	11
Lakeland Power Distribution Ltd		2	1
Woodstock Hydro Services Inc.	100	100	
Count	3	9	9
Average	66.7	78.0	79.1
Median	100	100	100
1st & 3rd quartiles	50 & 100	100 & 100	100 & 100
Range (min, max)	0 to 100	0 to 100	1 to 100



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

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

Notes:



S124 Total Number of General Inquiry Telephone Calls Answered

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	319,478	369,356	341,101
Hydro Ottawa Limited	331,619	327,771	292,993
PowerStream Inc.	295,402	289,462	289,755
London Hydro Inc.	229,163		183,206
Hydro One Brampton Networks	154,061	160,903	148,791
Veridian Connections Inc.	170,768	159,053	148,213
EnWin Utilities Ltd.	143,703	133,802	107,375
Entegrus Powerlines Inc.	63,735	73,129	78,477
Kitchener-Wilmot Hydro Inc.	0	84,953	76,678
Burlington Hydro Inc.	64,498	69,570	63,507
Oakville Hydro Electricity	58,974	62,215	56,388
Cambridge and North Dumfries	63,225	60,283	49,956
Waterloo North Hydro Inc.	42,531	46,968	47,922
Whitby Hydro Electric	37,615	34,733	17,340
Count	14	13	14
Average	141,055.1	144,015.2	135,835.9
Median	104,101	84,953	92,926
1st & 3rd quartiles	60,037 & 214,564	62,215 & 160,903	58,168 & 174,602
Range (min, max)	0 to 331,619	34,733 to 369,356	17,340 to 341,101
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	79,293	74,591	74,879
Brantford Power Inc.			41,575
Haldimand County Hydro Inc.	38,279	41,641	33,797
Westario Power Inc.	37,220		28,196
Orangeville Hydro Limited	30,946	29,452	27,816
St. Thomas Energy Inc.	27,272	30,222	27,317
Halton Hills Hydro Inc.	25,833	24,851	24,283
Woodstock Hydro Services Inc.	26,182	25,919	23,933
Festival Hydro Inc.	24,073	21,894	21,139
Lakeland Power Distribution Ltd	11,756	11,554	9,772
Lakefront Utilities Inc.		8,798	9,301
Grimsby Power Incorporated		9,001	7,539



S124 Total Number of General Inquiry Telephone Calls Answered

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	33,428.2	27,792.3	27,462.3
Median	27,272	25,385	25,800
1st & 3rd quartiles	25,833 & 37,220	14,139 & 30,030	18,297 & 29,596
Range (min, max)	11,756 to 79,293	8,798 to 74,591	7,539 to 74,879
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	7,980	6,673	6,073
Kenora Hydro Electric		5,263	5,514
Count	1	2	2
Average	7,980.0	5,968.0	5,793.5
Median	7,980	5,968	5,794
1st & 3rd quartiles	7,980 & 7,980	5,616 & 6,321	5,654 & 5,933
Range (min, max)	7,980 to 7,980	5,263 to 6,673	5,514 to 6,073
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	95,150.3	86,482.3	80,101.3
Median	50,753	46,968	44,749
1st & 3rd quartiles	27,000 & 146,293	24,851 & 84,953	23,235 & 85,702
Range (min, max)	0 to 331,619	5,263 to 369,356	5,514 to 341,101

Notes:



S123 Number of General Inquiry Telephone Calls Answered Within 30 Seconds

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	261,072	346,616	275,666
PowerStream Inc.	201,616	223,328	261,701
Hydro Ottawa Limited	272,348	264,521	237,295
Hydro One Brampton Networks	120,807	143,470	125,053
London Hydro Inc.	153,655		125,043
EnWin Utilities Ltd.	114,565	106,197	88,882
Veridian Connections Inc.	143,208	102,798	85,416
Entegrus Powerlines Inc.	42,716	56,010	75,272
Kitchener-Wilmot Hydro Inc.	0	65,349	58,561
Burlington Hydro Inc.	45,786	46,479	49,366
Oakville Hydro Electricity	50,846	50,476	47,224
Cambridge and North Dumfries	46,956	39,920	44,026
Waterloo North Hydro Inc.	37,714	42,989	42,001
Whitby Hydro Electric	35,924	33,217	9,452
Count	14	13	14
Average	109,086.6	117,028.5	108,925.6
Median	82,706	65,349	80,344
1st & 3rd quartiles	43,484 & 151,043	46,479 & 143,470	47,760 & 125,051
Range (min, max)	0 to 272,348	33,217 to 346,616	9,452 to 275,666
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	57,890	58,127	56,400
Haldimand County Hydro Inc.	34,008	34,746	28,896
Orangeville Hydro Limited	30,927	29,438	27,808
Westario Power Inc.	30,166		27,062
Brantford Power Inc.			26,904
St. Thomas Energy Inc.	24,396	24,949	22,894
Halton Hills Hydro Inc.	22,274	21,245	21,287
Woodstock Hydro Services Inc.	18,407	19,889	18,125
Festival Hydro Inc.	23,660	20,885	16,628
Lakefront Utilities Inc.		8,798	9,301
Lakeland Power Distribution Ltd	9,507	9,539	9,107
Grimsby Power Incorporated		7,005	6,443



S123 Number of General Inquiry Telephone Calls Answered Within 30 Seconds

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	27,915.0	23,462.1	22,571.3
Median	24,396	21,065	22,091
1st & 3rd quartiles	22,274 & 30,927	12,127 & 28,316	14,796 & 27,249
Range (min, max)	9,507 to 57,890	7,005 to 58,127	6,443 to 56,400
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	7,792	6,477	5,960
Kenora Hydro Electric		5,263	5,447
Count	1	2	2
Average	7,792.0	5,870.0	5,703.5
Median	7,792	5,870	5,704
1st & 3rd quartiles	7,792 & 7,792	5,567 & 6,174	5,575 & 5,832
Range (min, max)	7,792 to 7,792	5,263 to 6,477	5,447 to 5,960
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	74,426.7	70,709.2	64,543.6
Median	40,215	39,920	35,449
1st & 3rd quartiles	24,212 & 116,126	20,885 & 65,349	17,751 & 77,808
Range (min, max)	0 to 272,348	5,263 to 346,616	5,447 to 275,666

Notes:



S221 Total Number of Qualifying Calls to Customer Call Centre

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	331,592	307,004	304,619
Hydro Ottawa Limited	340,296	319,094	287,762
London Hydro Inc.	229,163		183,206
Hydro One Brampton Networks	120,807	154,271	148,791
Veridian Connections Inc.	170,706	159,053	148,213
EnWin Utilities Ltd.	149,403	139,229	110,645
Kitchener-Wilmot Hydro Inc.	84,438	84,953	76,678
Burlington Hydro Inc.	64,498	69,570	63,507
Oakville Hydro Electricity	60,704	62,215	57,268
Cambridge and North Dumfries	63,225	60,283	49,956
Waterloo North Hydro Inc.	42,531	46,968	47,922
PowerStream Inc.	342,297	325,812	5,293
Count	12	11	12
Average	166,638.3	157,132.0	123,655.0
Median	135,105	139,229	93,662
1st & 3rd quartiles	64,180 & 254,770	65,893 & 233,029	55,440 & 157,395
Range (min, max)	42,531 to 342,297	46,968 to 325,812	5,293 to 304,619
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	79,293	75,491	74,879
Brantford Power Inc.			41,575
Haldimand County Hydro Inc.	38,279	41,641	33,797
Westario Power Inc.	37,220		28,196
Orangeville Hydro Limited	90,946	29,452	27,816
St. Thomas Energy Inc.	27,272	30,222	27,317
Halton Hills Hydro Inc.	25,833	24,851	24,283
Woodstock Hydro Services Inc.	24,438	24,231	22,336
Festival Hydro Inc.	24,073	21,894	21,139
Lakeland Power Distribution Ltd	11,756	11,554	9,772
Grimsby Power Incorporated		9,001	7,539
Lakefront Utilities Inc.		0	
Count	9	10	11
Average	39,901.1	26,833.7	28,968.1
Median	27,272	24,541	27,317
1st & 3rd quartiles	24,438 & 38,279	14,139 & 30,030	21,738 & 30,997
Range (min, max)	11,756 to 90,946	0 to 75,491	7,539 to 74,879



S221 Total Number of Qualifying Calls to Customer Call Centre

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

Notes:



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

Large Utilities	2010	2011	2012
Veridian Connections Inc.	3,696	11,238	14,950
Horizon Utilities Corporation	6,960	9,450	5,772
Hydro Ottawa Limited	8,677	8,677	5,231
London Hydro Inc.	6,961		3,756
Burlington Hydro Inc.	2,704	6,047	3,539
EnWin Utilities Ltd.	4,893	4,245	2,825
Waterloo North Hydro Inc.	1,437	1,778	1,947
Kitchener-Wilmot Hydro Inc.	1,925	2,011	1,776
Hydro One Brampton Networks	2,425	895	1,522
Cambridge and North Dumfries	5,195	5,503	1,416
Oakville Hydro Electricity	849	994	880
PowerStream Inc.	16,611	7,833	330
Count	12	11	12
Average	5,194.4	5,333.7	3,662.0
Median	4,295	5,503	2,386
1st & 3rd quartiles	2,300 & 6,960	1,895 & 8,255	1,496 & 4,125
Range (min, max)	849 to 16,611	895 to 11,238	330 to 14,950
Medium Utilities	2010	2011	2012
Brantford Power Inc.			2,437
Peterborough Distribution Inc.	1,354	1,053	1,194
Westario Power Inc.	3,734		1,130
Haldimand County Hydro Inc.	870	1,285	850
Woodstock Hydro Services Inc.	924	730	662
St. Thomas Energy Inc.	580	562	399
Halton Hills Hydro Inc.	521	768	337
Festival Hydro Inc.	413	703	274
Lakeland Power Distribution Ltd	488	284	92
Orangeville Hydro Limited	18	16	11
Count	9	8	10
Average	989.1	675.1	738.6
Median	580	717	531
1st & 3rd quartiles	488 & 924	493 & 839	290 & 1,060
Range (min, max)	18 to 3,734	16 to 1,285	11 to 2,437
Small Utilities	2010	2011	2012
Kenora Hydro Electric			327



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

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

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	268,611	265,495	242,976
Hydro One Brampton Networks	118,382	153,376	147,269
Veridian Connections Inc.	149,636	133,753	131,771
Burlington Hydro Inc.			487
Count	3	3	4
Average	178,876.3	184,208.0	130,625.8
Median	149,636	153,376	139,520
1st & 3rd quartiles	134,009 & 209,124	143,565 & 209,436	98,950 & 171,196
Range (min, max)	118,382 to 268,611	133,753 to 265,495	487 to 242,976
Medium Utilities	2010	2011	2012
Westario Power Inc.	33,486		27,066
St. Thomas Energy Inc.		29,660	26,918
Halton Hills Hydro Inc.		24,083	23,946
Festival Hydro Inc.	23,179	20,131	20,082
Lakeland Power Distribution Ltd	11,268	11,270	9,680
Count	3	4	5
Average	22,644.3	21,286.0	21,538.4
Median	23,179	22,107	23,946
1st & 3rd quartiles	17,224 & 28,333	17,916 & 25,477	20,082 & 26,918
Range (min, max)	11,268 to 33,486	11,270 to 29,660	9,680 to 27,066
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.		6,595	6,039
Kenora Hydro Electric		5,263	5,447
Count	0	2	2
Average		5,929.0	5,743.0
Median		5,929	5,743
1st & 3rd quartiles		5,596 & 6,262	5,595 & 5,891
Range (min, max)		5,263 to 6,595	5,447 to 6,039



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

Totals over Large, Medium and Small Utility Classes

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

Notes:



S223 Total Number of Appointments Scheduled

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	50,175	49,538	46,368
Horizon Utilities Corporation	37,596	36,377	39,724
Veridian Connections Inc.	18,656	19,293	24,402
London Hydro Inc.	17,783		21,306
Kitchener-Wilmot Hydro Inc.	17,345	15,608	19,116
Hydro One Brampton Networks	1,842	1,168	13,975
PowerStream Inc.	17,538	13,165	13,078
Hydro Ottawa Limited	7,590	8,528	8,186
Waterloo North Hydro Inc.	7,580	7,096	6,919
Cambridge and North Dumfries	749	5,573	5,701
Whitby Hydro Electric	3,868	4,994	4,453
Oakville Hydro Electricity	4,829	12,891	588
Burlington Hydro Inc.	492	407	487
Entegrus Powerlines Inc.	249	315	297
Count	14	13	14
Average	13,306.6	13,457.9	14,614.3
Median	7,585	8,528	10,632
1st & 3rd quartiles	2,349 & 17,722	4,994 & 15,608	4,765 & 20,759
Range (min, max)	249 to 50,175	315 to 49,538	297 to 46,368
Medium Utilities	2010	2011	2012
Brantford Power Inc.			19,442
Peterborough Distribution Inc.	5,912	8,397	8,008
Westario Power Inc.	4,492		6,484
Halton Hills Hydro Inc.	3,404	2,831	4,393
Festival Hydro Inc.	3,131	2,761	3,471
Haldimand County Hydro Inc.	2,632	2,561	2,774
Woodstock Hydro Services Inc.	2,340	2,741	2,631
St. Thomas Energy Inc.	2,599	2,962	2,279
Orangeville Hydro Limited	1,023	1,070	1,297
Lakeland Power Distribution Ltd	2,035	2,009	1,058
Lakefront Utilities Inc.		60	80
Grimsby Power Incorporated		27	12



S223 Total Number of Appointments Scheduled

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		3,063.1	2,541.9	4,327.4
Median		2,632	2,651	2,703
1st & 3rd quartiles		2,340 & 3,404	1,305 & 2,814	1,237 & 4,916
Range (min, max)		1,023 to 5,912	27 to 8,397	12 to 19,442
Small Utilities		2010	2011	2012
Kenora Hydro Electric			161	280
Sioux Lookout Hydro Inc.		102	79	70
Count		1	2	2
Average		102.0	120.0	175.0
Median		102	120	175
1st & 3rd quartiles		102 & 102	100 & 141	123 & 228
Range (min, max)		102 to 102	79 to 161	70 to 280
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		8,915.1	8,024.5	9,174.3
Median		3,636	2,831	4,423
1st & 3rd quartiles		1,987 & 10,029	1,070 & 8,528	941 & 13,302
Range (min, max)		102 to 50,175	27 to 49,538	12 to 46,368

Notes:



S222 Number of Appointments Scheduled Within 5 Business Days

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	50,175	49,536	46,368
Horizon Utilities Corporation	37,093	36,021	39,509
London Hydro Inc.	16,974		20,764
Veridian Connections Inc.	17,904	17,826	20,070
Kitchener-Wilmot Hydro Inc.	16,683	15,531	18,480
Hydro One Brampton Networks	1,842	1,168	13,975
PowerStream Inc.	17,528	13,165	13,078
Hydro Ottawa Limited	7,590	8,528	8,167
Waterloo North Hydro Inc.	7,580	7,076	6,918
Cambridge and North Dumfries	749	5,569	5,626
Whitby Hydro Electric	3,770	4,994	4,444
Oakville Hydro Electricity	4,829	12,890	588
Burlington Hydro Inc.	491	396	487
Entegrus Powerlines Inc.	249	315	297
Count	14	13	14
Average	13,104.1	13,308.8	14,197.9
Median	7,585	8,528	10,623
1st & 3rd quartiles	2,324 & 17,390	4,994 & 15,531	4,740 & 19,673
Range (min, max)	249 to 50,175	315 to 49,536	297 to 46,368
Medium Utilities	2010	2011	2012
Brantford Power Inc.			19,433
Peterborough Distribution Inc.	5,448	8,108	7,694
Westario Power Inc.	4,416		6,384
Halton Hills Hydro Inc.	3,404	2,831	4,393
Festival Hydro Inc.	3,121	2,739	3,433
Haldimand County Hydro Inc.	2,632	2,539	2,762
Woodstock Hydro Services Inc.	2,166	2,553	2,590
St. Thomas Energy Inc.	2,526	2,813	2,153
Orangeville Hydro Limited	959	1,031	1,295
Lakeland Power Distribution Ltd	2,035	2,009	1,058
Lakefront Utilities Inc.		60	80
Grimsby Power Incorporated		27	12



S222 Number of Appointments Scheduled Within 5 Business Days

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2,967.4	2,471.0	4,273.9
Median	2,632	2,546	2,676
1st & 3rd quartiles	2,166 & 3,404	1,276 & 2,795	1,236 & 4,891
Range (min, max)	959 to 5,448	27 to 8,108	12 to 19,433
Small Utilities	2010	2011	2012
Kenora Hydro Electric		161	280
Sioux Lookout Hydro Inc.	101	76	70
Count	1	2	2
Average	101.0	118.5	175.0
Median	101	119	175
1st & 3rd quartiles	101 & 101	97 & 140	123 & 228
Range (min, max)	101 to 101	76 to 161	70 to 280
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	8,761.0	7,918.5	8,943.1
Median	3,587	2,813	4,419
1st & 3rd quartiles	1,987 & 9,863	1,031 & 8,528	941 & 13,302
Range (min, max)	101 to 50,175	27 to 49,536	12 to 46,368

Notes:



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

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	1,832	1,168	13,975
Horizon Utilities Corporation	10,406	7,430	9,319
Hydro Ottawa Limited	7,590	8,528	8,186
Waterloo North Hydro Inc.	7,580	7,096	6,919
EnWin Utilities Ltd.	7,290	7,256	6,288
Cambridge and North Dumfries	749	5,573	5,701
Veridian Connections Inc.	3,752	2,873	3,188
London Hydro Inc.	1,909		1,607
Kitchener-Wilmot Hydro Inc.	2,120	1,240	1,299
Oakville Hydro Electricity		847	588
Burlington Hydro Inc.	492	407	487
Whitby Hydro Electric	1,199	592	325
Entegrus Powerlines Inc.	249	315	297
PowerStream Inc.	335	317	93
Count	13	13	14
Average	3,500.2	3,357.1	4,162.3
Median	1,909	1,240	2,398
1st & 3rd quartiles	749 & 7,290	592 & 7,096	512 & 6,761
Range (min, max)	249 to 10,406	315 to 8,528	93 to 13,975
Medium Utilities	2010	2011	2012
Westario Power Inc.	428		6,810
Halton Hills Hydro Inc.	412	2,831	4,305
Peterborough Distribution Inc.	2,441	1,922	2,141
Brantford Power Inc.			1,300
Woodstock Hydro Services Inc.	335	725	747
Haldimand County Hydro Inc.	2,880	2,834	636
Festival Hydro Inc.	1,014	603	635
St. Thomas Energy Inc.	582	1,106	440
Lakeland Power Distribution Ltd	1,482	1,469	366
Lakefront Utilities Inc.		185	80
Orangeville Hydro Limited	38	39	36
Grimsby Power Incorporated		28	12



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,068.0	1,174.2	1,459.0
Median	582	916	636
1st & 3rd quartiles	412 & 1,482	290 & 1,809	295 & 1,510
Range (min, max)	38 to 2,880	28 to 2,834	12 to 6,810
Small Utilities	2010	2011	2012
Kenora Hydro Electric		161	280
Sioux Lookout Hydro Inc.	83	110	70
Count	1	2	2
Average	83.0	135.5	175.0
Median	83	136	175
1st & 3rd quartiles	83 & 83	123 & 148	123 & 228
Range (min, max)	83 to 83	110 to 161	70 to 280
Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	2,399.9	2,226.2	2,718.9
Median	1,199	1,106	692
1st & 3rd quartiles	420 & 2,661	317 & 2,834	318 & 4,654
Range (min, max)	38 to 10,406	28 to 8,528	12 to 13,975

Notes:



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

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	1,832	1,168	13,726
Horizon Utilities Corporation	10,052	7,231	8,891
Hydro Ottawa Limited	7,587	8,298	7,972
Waterloo North Hydro Inc.	7,342	7,076	6,919
EnWin Utilities Ltd.	7,258	7,229	6,287
Cambridge and North Dumfries	748	5,569	5,626
Veridian Connections Inc.	3,685	2,873	3,186
London Hydro Inc.	1,903		1,605
Kitchener-Wilmot Hydro Inc.	2,060	1,191	1,256
Oakville Hydro Electricity	4,526	847	588
Burlington Hydro Inc.	491	407	487
Whitby Hydro Electric	1,199	592	321
Entegrus Powerlines Inc.	249	312	294
PowerStream Inc.	335	317	93
Count	14	13	14
Average	3,519.1	3,316.2	4,089.4
Median	1,982	1,191	2,396
1st & 3rd quartiles	861 & 6,575	592 & 7,076	512 & 6,761
Range (min, max)	249 to 10,052	312 to 8,298	93 to 13,726
Medium Utilities	2010	2011	2012
Westario Power Inc.	416		6,696
Halton Hills Hydro Inc.	385	2,719	4,305
Peterborough Distribution Inc.	2,320	1,896	2,079
Brantford Power Inc.			1,293
Woodstock Hydro Services Inc.	329	723	745
Festival Hydro Inc.	1,014	603	634
Haldimand County Hydro Inc.	2,830	2,804	634
St. Thomas Energy Inc.	580	1,106	440
Lakeland Power Distribution Ltd	1,444	1,424	366
Lakefront Utilities Inc.		185	80
Orangeville Hydro Limited	38	39	36
Grimsby Power Incorporated		28	12



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,039.6	1,152.7	1,443.3
Median	580	915	634
1st & 3rd quartiles	385 & 1,444	290 & 1,778	295 & 1,490
Range (min, max)	38 to 2,830	28 to 2,804	12 to 6,696
Small Utilities	2010	2011	2012
Kenora Hydro Electric		161	280
Sioux Lookout Hydro Inc.	82	107	65
Count	1	2	2
Average	82.0	134.0	172.5
Median	82	134	173
1st & 3rd quartiles	82 & 82	121 & 148	119 & 226
Range (min, max)	82 to 82	107 to 161	65 to 280
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	2,446.0	2,196.2	2,675.6
Median	1,322	1,106	690
1st & 3rd quartiles	408 & 3,044	317 & 2,804	314 & 4,635
Range (min, max)	38 to 10,052	28 to 8,298	12 to 13,726

Notes:



S225 Total Number of Appointments Requiring Rescheduling

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	0	0	249
Horizon Utilities Corporation		356	215
Hydro Ottawa Limited	3	70	179
Kitchener-Wilmot Hydro Inc.	58	45	44
Burlington Hydro Inc.	1	11	10
Whitby Hydro Electric	0	0	4
Entegrus Powerlines Inc.	0	3	3
Veridian Connections Inc.	67	0	2
London Hydro Inc.	6		2
EnWin Utilities Ltd.	32	27	1
Waterloo North Hydro Inc.	98	24	1
Cambridge and North Dumfries	5	5	0
PowerStream Inc.		0	0
Oakville Hydro Electricity	3	1	
Count	12	13	13
Average	22.8	41.7	54.6
Median	4	5	3
1st & 3rd quartiles	1 & 39	0 & 27	1 & 44
Range (min, max)	0 to 98	0 to 356	0 to 249
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	46	289	270
Westario Power Inc.	12		115
Halton Hills Hydro Inc.	27	112	95
Festival Hydro Inc.	10	22	38
Haldimand County Hydro Inc.	50	30	15
Brantford Power Inc.			7
Woodstock Hydro Services Inc.	5	2	2
St. Thomas Energy Inc.	2	0	0
Lakeland Power Distribution Ltd	12	45	0
Grimsby Power Incorporated		0	0
Orangeville Hydro Limited	111	39	0
Lakefront Utilities Inc.		0	



S225 Total Number of Appointments Requiring Rescheduling

Medium Utilities	2010	2011	2012
Count	9	10	11
Average	30.6	53.9	49.3
Median	12	26	7
1st & 3rd quartiles	10 & 46	1 & 44	0 & 67
Range (min, max)	2 to 111	0 to 289	0 to 270
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	3	3	5
Kenora Hydro Electric			0
Count	1	1	2
Average	3.0	3.0	2.5
Median	3	3	3
1st & 3rd quartiles	3 & 3	3 & 3	1 & 4
Range (min, max)	3 to 3	3 to 3	0 to 5
Totals over Large, Medium and Small Utility Classes			
Count	22	24	26
Average	25.0	45.2	48.3
Median	8	8	4
1st & 3rd quartiles	3 & 43	0 & 41	0 & 43
Range (min, max)	0 to 111	0 to 356	0 to 270

Notes:



S224 Number of Appointments Rescheduled Within 1 Business Day

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	0	0	249
Horizon Utilities Corporation		356	215
Hydro Ottawa Limited	3	70	179
Kitchener-Wilmot Hydro Inc.	53	45	44
Burlington Hydro Inc.	1	11	10
Whitby Hydro Electric	0	0	4
Entegrus Powerlines Inc.	0	3	3
London Hydro Inc.	6		2
EnWin Utilities Ltd.	29	25	1
Veridian Connections Inc.	67	0	1
Waterloo North Hydro Inc.	92	24	1
PowerStream Inc.		0	0
Cambridge and North Dumfries	5	5	0
Oakville Hydro Electricity		1	
Count	11	13	13
Average	23.3	41.5	54.5
Median	5	5	3
1st & 3rd quartiles	1 & 41	0 & 25	1 & 44
Range (min, max)	0 to 92	0 to 356	0 to 249
Medium Utilities	2010	2011	2012
Westario Power Inc.	12		115
Peterborough Distribution Inc.	15	4	101
Halton Hills Hydro Inc.	27	112	95
Festival Hydro Inc.	10	22	38
Haldimand County Hydro Inc.	49	29	15
Woodstock Hydro Services Inc.	5	2	2
Orangeville Hydro Limited	111	39	0
Grimsby Power Incorporated			0
Lakeland Power Distribution Ltd	12	45	0
St. Thomas Energy Inc.	1	0	0
Count	9	8	10
Average	26.9	31.6	36.6
Median	12	26	9
1st & 3rd quartiles	10 & 27	4 & 41	0 & 81
Range (min, max)	1 to 111	0 to 112	0 to 115



S224 Number of Appointments Rescheduled Within 1 Business Day

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

Notes:



S128 Number of Requests for Written Responses

Large Utilities	2010	2011	2012
PowerStream Inc.	13,335	13,732	16,945
London Hydro Inc.	8,387		15,279
Horizon Utilities Corporation	4,252	4,272	13,391
EnWin Utilities Ltd.	20	1	9,723
Burlington Hydro Inc.	9,906	10,286	8,532
Hydro Ottawa Limited	6,118	5,666	5,331
Veridian Connections Inc.	4,807	5,137	4,618
Kitchener-Wilmot Hydro Inc.	2,741	2,870	3,649
Hydro One Brampton Networks	1,228	2,250	2,686
Waterloo North Hydro Inc.	1,244	2,125	2,449
Cambridge and North Dumfries	2,268	1,774	2,306
Oakville Hydro Electricity	1,645	1,150	1,459
Whitby Hydro Electric	682	946	789
Entegrus Powerlines Inc.	296	345	321
Count	14	13	14
Average	4,066.4	3,888.8	6,248.4
Median	2,505	2,250	4,134
1st & 3rd quartiles	1,232 & 5,790	1,150 & 5,137	2,342 & 9,425
Range (min, max)	20 to 13,335	1 to 13,732	321 to 16,945
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,185	1,504	1,618
Brantford Power Inc.			1,529
Halton Hills Hydro Inc.	1,075	792	1,348
Grimsby Power Incorporated		432	646
Festival Hydro Inc.	64	237	323
Peterborough Distribution Inc.	313	277	307
Lakefront Utilities Inc.		459	255
Orangeville Hydro Limited	147	342	227
Woodstock Hydro Services Inc.	19	78	120
St. Thomas Energy Inc.	126	86	67
Lakeland Power Distribution Ltd	404	387	54
Westario Power Inc.	56		47



S128 Number of Requests for Written Responses

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	376.6	459.4	545.1
Median	147	365	281
1st & 3rd quartiles	64 & 404	247 & 452	107 & 822
Range (min, max)	19 to 1,185	78 to 1,504	47 to 1,618
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	11	16	15
Kenora Hydro Electric		4	7
Count	1	2	2
Average	11.0	10.0	11.0
Median	11	10	11
1st & 3rd quartiles	11 & 11	7 & 13	9 & 13
Range (min, max)	11 to 11	4 to 16	7 to 15
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	2,513.7	2,206.7	3,358.6
Median	1,130	792	1,404
1st & 3rd quartiles	142 & 3,119	277 & 2,250	248 & 3,891
Range (min, max)	11 to 13,335	1 to 13,732	7 to 16,945

Notes:



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

Large Utilities	2010	2011	2012
PowerStream Inc.	13,221	13,562	16,594
London Hydro Inc.	8,383		15,278
Horizon Utilities Corporation	4,209	3,920	13,204
EnWin Utilities Ltd.	20	1	9,719
Burlington Hydro Inc.	9,906	10,286	8,532
Hydro Ottawa Limited	6,113	5,662	5,331
Veridian Connections Inc.	4,802	5,137	4,617
Kitchener-Wilmot Hydro Inc.	2,728	2,858	3,629
Hydro One Brampton Networks	1,228	2,249	2,686
Waterloo North Hydro Inc.	1,244	2,120	2,448
Cambridge and North Dumfries	2,252	1,763	2,306
Oakville Hydro Electricity	1,624	1,144	1,459
Whitby Hydro Electric	682	946	789
Entegrus Powerlines Inc.	296	345	321
Count	14	13	14
Average	4,050.6	3,845.6	6,208.1
Median	2,490	2,249	4,123
1st & 3rd quartiles	1,232 & 5,785	1,144 & 5,137	2,342 & 9,422
Range (min, max)	20 to 13,221	1 to 13,562	321 to 16,594
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,177	1,480	1,614
Brantford Power Inc.			1,526
Halton Hills Hydro Inc.	1,075	792	1,348
Grimsby Power Incorporated		432	646
Festival Hydro Inc.	64	237	323
Peterborough Distribution Inc.	312	275	305
Lakefront Utilities Inc.		459	255
Orangeville Hydro Limited	134	341	227
Woodstock Hydro Services Inc.	19	78	120
St. Thomas Energy Inc.	124	82	67
Lakeland Power Distribution Ltd	397	383	54
Westario Power Inc.	53		47



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	372.8	455.9	544.3
Median	134	362	280
1st & 3rd quartiles	64 & 397	247 & 452	107 & 822
Range (min, max)	19 to 1,177	78 to 1,480	47 to 1,614
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	11	16	15
Kenora Hydro Electric		4	7
Count	1	2	2
Average	11.0	10.0	11.0
Median	11	10	11
1st & 3rd quartiles	11 & 11	7 & 13	9 & 13
Range (min, max)	11 to 11	4 to 16	7 to 15
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	2,503.1	2,182.9	3,338.1
Median	1,126	792	1,404
1st & 3rd quartiles	132 & 3,098	275 & 2,249	248 & 3,876
Range (min, max)	11 to 13,221	1 to 13,562	7 to 16,594

Notes:



S115 Number of Emergency Calls for Urban Customers

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	976	966	812
Entegrus Powerlines Inc.	265	531	522
PowerStream Inc.	246	277	316
Horizon Utilities Corporation	239	250	277
EnWin Utilities Ltd.	325	352	264
Hydro Ottawa Limited	134	172	136
London Hydro Inc.	100		132
Hydro One Brampton Networks	99	118	115
Veridian Connections Inc.	77	73	80
Waterloo North Hydro Inc.	38	67	69
Cambridge and North Dumfries	643	64	67
Kitchener-Wilmot Hydro Inc.	74	67	66
Whitby Hydro Electric	20	45	46
Oakville Hydro Electricity		9	46
Count	13	13	14
Average	248.9	230.1	210.6
Median	134	118	124
1st & 3rd quartiles	77 & 265	67 & 277	68 & 274
Range (min, max)	20 to 976	9 to 966	46 to 812
Medium Utilities	2010	2011	2012
Brantford Power Inc.			67
Halton Hills Hydro Inc.	63	66	56
Festival Hydro Inc.	9	25	36
Peterborough Distribution Inc.	38	39	24
St. Thomas Energy Inc.	25	22	18
Westario Power Inc.	8		17
Haldimand County Hydro Inc.	20	16	15
Orangeville Hydro Limited	18	10	12
Grimsby Power Incorporated		8	10
Woodstock Hydro Services Inc.	7	14	9
Lakeland Power Distribution Ltd	8	6	7
Lakefront Utilities Inc.		11	5



S115 Number of Emergency Calls for Urban Customers

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	21.8	21.7	23.0
Median	18	15	16
1st & 3rd quartiles	8 & 25	10 & 24	10 & 27
Range (min, max)	7 to 63	6 to 66	5 to 67
Small Utilities	2010	2011	2012
Kenora Hydro Electric		5	5
Sioux Lookout Hydro Inc.	2	1	1
Count	1	2	2
Average	2.0	3.0	3.0
Median	2	3	3
1st & 3rd quartiles	2 & 2	2 & 4	2 & 4
Range (min, max)	2 to 2	1 to 5	1 to 5
Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	149.3	128.6	115.4
Median	63	45	51
1st & 3rd quartiles	19 & 187	11 & 118	14 & 119
Range (min, max)	2 to 976	1 to 966	1 to 812

Notes:



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

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	827	844	751
Entegrus Powerlines Inc.	233	478	484
PowerStream Inc.	234	261	291
Horizon Utilities Corporation	228	240	276
EnWin Utilities Ltd.	315	301	262
Hydro Ottawa Limited	130	142	134
London Hydro Inc.	98		131
Hydro One Brampton Networks	99	117	115
Veridian Connections Inc.	76	73	72
Waterloo North Hydro Inc.	34	65	68
Cambridge and North Dumfries	632	64	67
Kitchener-Wilmot Hydro Inc.	67	61	57
Oakville Hydro Electricity			46
Whitby Hydro Electric	20	45	46
Count	13	12	14
Average	230.2	224.3	200.0
Median	130	130	123
1st & 3rd quartiles	76 & 234	65 & 271	67 & 273
Range (min, max)	20 to 827	45 to 844	46 to 751
Medium Utilities	2010	2011	2012
Brantford Power Inc.			67
Halton Hills Hydro Inc.	63	66	55
Festival Hydro Inc.	9	24	36
Peterborough Distribution Inc.	38	37	24
St. Thomas Energy Inc.	25	22	18
Westario Power Inc.	8		15
Haldimand County Hydro Inc.	19	14	14
Orangeville Hydro Limited	18	10	12
Grimsby Power Incorporated		8	10
Woodstock Hydro Services Inc.	7	14	9
Lakeland Power Distribution Ltd	8	6	7
Lakefront Utilities Inc.		11	5



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	21.7	21.2	22.7
Median	18	14	15
1st & 3rd quartiles	8 & 25	10 & 24	10 & 27
Range (min, max)	7 to 63	6 to 66	5 to 67
Small Utilities	2010	2011	2012
Kenora Hydro Electric		5	5
Sioux Lookout Hydro Inc.	2	1	1
Count	1	2	2
Average	2.0	3.0	3.0
Median	2	3	3
1st & 3rd quartiles	2 & 2	2 & 4	2 & 4
Range (min, max)	2 to 2	1 to 5	1 to 5
Totals over Large, Medium and Small Utility Classes			
Count	23	24	28
Average	138.7	121.2	109.9
Median	63	53	51
1st & 3rd quartiles	19 & 179	13 & 123	14 & 119
Range (min, max)	2 to 827	1 to 844	1 to 751

Notes:



S138 Number of Emergency Calls for Rural Customers

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	27	52	39
Kitchener-Wilmot Hydro Inc.	15	18	11
Whitby Hydro Electric	0	0	8
Cambridge and North Dumfries	57	10	3
Oakville Hydro Electricity			2
Veridian Connections Inc.	1	0	2
Burlington Hydro Inc.	0		0
PowerStream Inc.		0	0
Horizon Utilities Corporation	0	0	0
London Hydro Inc.	0		
Count	8	7	9
Average	12.5	11.4	7.2
Median	1	0	2
1st & 3rd quartiles	0 & 18	0 & 14	0 & 8
Range (min, max)	0 to 57	0 to 52	0 to 39
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	92	98	106
Haldimand County Hydro Inc.	30	29	30
Grimsby Power Incorporated		12	10
Lakeland Power Distribution Ltd	1	0	1
Count	3	4	4
Average	41.0	34.8	36.8
Median	30	21	20
1st & 3rd quartiles	16 & 61	9 & 46	8 & 49
Range (min, max)	1 to 92	0 to 98	1 to 106
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2	1	0
Count	1	1	1
Average	2.0	1.0	0.0
Median	2	1	0
1st & 3rd quartiles	2 & 2	1 & 1	0 & 0
Range (min, max)	2 to 2	1 to 1	0 to 0



S138 Number of Emergency Calls for Rural Customers

Totals over Large, Medium and Small Utility Classes

Count	12	12	14
Average	18.8	18.3	15.1
Median	2	6	3
1st & 3rd quartiles	0 & 28	0 & 21	0 & 11
Range (min, max)	0 to 92	0 to 98	0 to 106

Notes:



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

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	27	52	39
Kitchener-Wilmot Hydro Inc.	15	16	10
Whitby Hydro Electric	0	0	8
Cambridge and North Dumfries	53	10	3
Oakville Hydro Electricity			2
Veridian Connections Inc.	1	0	2
Horizon Utilities Corporation	0	0	0
PowerStream Inc.		0	0
Burlington Hydro Inc.	0		0
London Hydro Inc.	0		
Count	8	7	9
Average	12.0	11.1	7.1
Median	1	0	2
1st & 3rd quartiles	0 & 18	0 & 13	0 & 8
Range (min, max)	0 to 53	0 to 52	0 to 39
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	92	98	95
Haldimand County Hydro Inc.	30	28	30
Grimsby Power Incorporated		12	10
Lakeland Power Distribution Ltd	1	0	1
Count	3	4	4
Average	41.0	34.5	34.0
Median	30	20	20
1st & 3rd quartiles	16 & 61	9 & 46	8 & 46
Range (min, max)	1 to 92	0 to 98	1 to 95
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2	1	0
Count	1	1	1
Average	2.0	1.0	0.0
Median	2	1	0
1st & 3rd quartiles	2 & 2	1 & 1	0 & 0
Range (min, max)	2 to 2	1 to 1	0 to 0



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

Totals over Large, Medium and Small Utility Classes

Count	12	12	14
Average	18.4	18.1	14.3
Median	2	6	3
1st & 3rd quartiles	0 & 28	0 & 19	0 & 10
Range (min, max)	0 to 92	0 to 98	0 to 95

Notes:



S227 Total Number of Bills Issued

Large Utilities	2010	2011	2012
PowerStream Inc.	2,283,443	2,244,238	2,269,458
Hydro Ottawa Limited	1,935,052	1,858,042	1,918,631
London Hydro Inc.	1,784,869		1,800,269
Hydro One Brampton Networks	1,606,950	1,649,920	1,684,022
Horizon Utilities Corporation	1,592,302	1,826,492	1,598,427
EnWin Utilities Ltd.	1,112,465	1,139,139	1,119,266
Veridian Connections Inc.	571,498	756,412	762,640
Kitchener-Wilmot Hydro Inc.	561,954	570,733	580,919
Entegrus Powerlines Inc.	359,420	482,688	484,896
Burlington Hydro Inc.	437,665	441,786	447,807
Oakville Hydro Electricity	402,609	407,264	436,761
Waterloo North Hydro Inc.	318,653	323,814	330,971
Cambridge and North Dumfries	322,889	321,441	329,458
Count	13	12	13
Average	1,022,289.9	1,001,830.8	1,058,732.7
Median	571,498	663,573	762,640
1st & 3rd quartiles	402,609 & 1,606,950	433,156 & 1,694,063	447,807 & 1,684,022
Range (min, max)	318,653 to 2,283,443	321,441 to 2,244,238	329,458 to 2,269,458
Medium Utilities	2010	2011	2012
Brantford Power Inc.			480,000
Peterborough Distribution Inc.	398,418	380,553	427,128
Westario Power Inc.	255,952		263,422
Haldimand County Hydro Inc.	257,447	257,929	260,095
Festival Hydro Inc.	235,248	238,896	240,006
St. Thomas Energy Inc.	196,852	212,655	214,079
Woodstock Hydro Services Inc.	182,519	195,545	195,167
Halton Hills Hydro Inc.	138,714	137,776	141,267
Grimsby Power Incorporated		125,868	126,630
Lakeland Power Distribution Ltd	114,153	115,393	116,711
Orangeville Hydro Limited	125,339	119,481	110,447
Lakefront Utilities Inc.		0	



S227 Total Number of Bills Issued

Medium Utilities		2010	2011	2012
Count	9	10	11	
Average	211,626.9	178,409.6	234,086.5	
Median	196,852	166,661	214,079	
1st & 3rd quartiles	138,714 & 255,952	121,078 & 232,336	133,949 & 261,759	
Range (min, max)	114,153 to 398,418	0 to 380,553	110,447 to 480,000	
Small Utilities		2010	2011	2012
Kenora Hydro Electric			66,900	66,864
Sioux Lookout Hydro Inc.		33,145	33,262	33,692
Count	1	2	2	
Average	33,145.0	50,081.0	50,278.0	
Median	33,145	50,081	50,278	
1st & 3rd quartiles	33,145 & 33,145	41,672 & 58,491	41,985 & 58,571	
Range (min, max)	33,145 to 33,145	33,262 to 66,900	33,692 to 66,864	
Totals over Large, Medium and Small Utility Classes				
Count	23	24	26	
Average	662,067.7	579,426.1	632,270.5	
Median	359,420	322,628	379,050	
1st & 3rd quartiles	216,050 & 841,982	134,799 & 617,153	199,895 & 717,210	
Range (min, max)	33,145 to 2,283,443	0 to 2,244,238	33,692 to 2,269,458	

Notes:



S228 Number of Bills Cancelled & Reissued

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	47,337	51,164	27,903
Horizon Utilities Corporation	54,593	59,162	11,011
Hydro Ottawa Limited	8,657	7,186	7,959
PowerStream Inc.	9,992	8,147	3,811
Hydro One Brampton Networks	3,931	7,671	2,185
Entegrus Powerlines Inc.	1,241	1,997	930
Veridian Connections Inc.	908	765	826
Kitchener-Wilmot Hydro Inc.	1,571	1,303	681
Waterloo North Hydro Inc.	402	248	162
Cambridge and North Dumfries	1,014	234	68
Burlington Hydro Inc.	520	5,978	0
Count	11	11	11
Average	11,833.3	13,077.7	5,048.7
Median	1,571	5,978	930
1st & 3rd quartiles	961 & 9,325	1,034 & 7,909	422 & 5,885
Range (min, max)	402 to 54,593	234 to 59,162	0 to 27,903
Medium Utilities	2010	2011	2012
Grimsby Power Incorporated		926	1,047
Peterborough Distribution Inc.	999	756	988
Woodstock Hydro Services Inc.	284	322	646
Halton Hills Hydro Inc.	1,041	652	412
Haldimand County Hydro Inc.	497	486	383
Orangeville Hydro Limited	6,892	467	224
St. Thomas Energy Inc.	4,433	1,344	152
Lakeland Power Distribution Ltd	114	171	94
Westario Power Inc.	0		0
Lakefront Utilities Inc.		0	
Festival Hydro Inc.	0		
Count	9	9	9
Average	1,584.4	569.3	438.4
Median	497	486	383
1st & 3rd quartiles	114 & 1,041	322 & 756	152 & 646
Range (min, max)	0 to 6,892	0 to 1,344	0 to 1,047
Small Utilities	2010	2011	2012
Kenora Hydro Electric		60	60



S228 Number of Bills Cancelled & Reissued

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

Notes:



S102 Total Customer Hours of Interruptions (Include Code 2)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	404,077.00	786,220.00	503,461.00
PowerStream Inc.	264,505.00	399,083.00	393,091.00
Horizon Utilities Corporation	291,957.00	533,680.00	345,131.00
Veridian Connections Inc.	103,794.00	256,039.00	218,397.00
Waterloo North Hydro Inc.	40,913.00	54,355.00	178,574.00
London Hydro Inc.	128,129.00		133,393.00
Hydro One Brampton Networks	87,968.58	98,833.81	105,832.71
EnWin Utilities Ltd.	86,371.00	220,178.69	93,182.00
Kitchener-Wilmot Hydro Inc.	64,710.96	133,758.83	87,565.95
Entegrus Powerlines Inc.	51,340.00	61,018.00	64,721.00
Burlington Hydro Inc.	72,158.40	68,549.00	58,554.00
Cambridge and North Dumfries	49,195.00	37,933.20	55,355.20
Oakville Hydro Electricity	46,869.00	29,769.00	52,367.00
Whitby Hydro Electric	19,288.00	59,194.00	39,349.00
Count	14	13	14
Average	122,233.996	210,662.425	166,355.276
Median	79,264.70	98,833.81	99,507.36
1st & 3rd quartiles	49,731.25 & 122,045.25	59,194.00 & 256,039.00	60,095.75 & 208,441.25
Range (min, max)	19,288.00 to 404,077.00	29,769.00 to 786,220.00	39,349.00 to 503,461.00
Medium Utilities	2010	2011	2012
Westario Power Inc.	33,812.00		108,131.00
Peterborough Distribution Inc.	77,596.00	182,120.00	88,358.00
Haldimand County Hydro Inc.	62,605.00	179,106.00	59,708.00
Festival Hydro Inc.	38,744.85	29,513.22	39,416.53
Halton Hills Hydro Inc.	37,701.00	32,894.00	32,794.00
Lakefront Utilities Inc.		21,253.00	31,679.00
Lakeland Power Distribution Ltd	34,154.00	40,199.00	31,603.00
Orangeville Hydro Limited	31,930.00	61,639.00	17,610.00
Grimsby Power Incorporated		21,529.00	12,935.00
Brantford Power Inc.			11,754.00
Woodstock Hydro Services Inc.	4,470.00	7,751.00	8,464.00
St. Thomas Energy Inc.	5,604.00	28,337.00	3,597.00



S102 Total Customer Hours of Interruptions (Include Code 2)

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		36,290.761	60,434.122	37,170.794
Median		34,154.00	31,203.61	31,641.00
1st & 3rd quartiles		31,930.00 & 38,744.85	23,231.00 & 56,279.00	12,639.75 & 44,489.40
Range (min, max)		4,470.00 to 77,596.00	7,751.00 to 182,120.00	3,597.00 to 108,131.00
Small Utilities		2010	2011	2012
Kenora Hydro Electric			54,474.00	4,070.00
Sioux Lookout Hydro Inc.		30,164.00	21,281.00	1,476.00
Count		1	2	2
Average		30,164.000	37,877.500	2,773.000
Median		30,164.00	37,877.50	2,773.00
1st & 3rd quartiles		30,164.00 & 30,164.00	29,579.25 & 46,175.75	2,124.50 & 3,421.50
Range (min, max)		30,164.00 to 30,164.00	21,281.00 to 54,474.00	1,476.00 to 4,070.00
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		86,169.033	136,748.310	99,306.050
Median		50,267.50	59,194.00	56,954.60
1st & 3rd quartiles		34,068.50 & 86,770.40	29,769.00 & 179,106.00	28,104.75 & 106,407.28
Range (min, max)		4,470.00 to 404,077.00	7,751.00 to 786,220.00	1,476.00 to 503,461.00

Notes:



S272 Total Customer Hours of Interruption (Exclude Code 2)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	312,452.00	737,405.00	385,710.00
PowerStream Inc.	174,516.00	347,511.00	354,263.00
Horizon Utilities Corporation	271,298.00	529,371.00	341,026.00
Veridian Connections Inc.	86,416.00	201,555.00	137,745.00
London Hydro Inc.	123,376.00		131,911.00
Hydro One Brampton Networks	60,699.81	92,504.65	103,215.16
EnWin Utilities Ltd.	86,371.00	217,838.16	90,170.00
Waterloo North Hydro Inc.	39,001.00	39,019.00	87,965.00
Kitchener-Wilmot Hydro Inc.	62,116.98	86,949.78	85,926.15
Burlington Hydro Inc.	70,120.00	63,438.00	58,554.00
Oakville Hydro Electricity	46,179.00	29,616.00	52,367.00
Cambridge and North Dumfries	49,154.00	35,753.80	52,014.20
Entegrus Powerlines Inc.	43,870.00	35,995.00	47,920.00
Whitby Hydro Electric	18,836.00	59,194.00	39,181.00
Count	14	13	14
Average	103,171.842	190,473.107	140,569.108
Median	66,118.49	86,949.78	89,067.50
1st & 3rd quartiles	46,922.75 & 114,136.00	39,019.00 & 217,838.16	53,913.75 & 136,286.50
Range (min, max)	18,836.00 to 312,452.00	29,616.00 to 737,405.00	39,181.00 to 385,710.00
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	73,841.00	176,562.00	86,320.00
Haldimand County Hydro Inc.	57,939.00	175,115.00	46,927.00
Lakefront Utilities Inc.		18,253.00	26,835.00
Halton Hills Hydro Inc.	37,701.00	29,303.00	26,271.00
Festival Hydro Inc.	36,412.65	21,410.07	20,819.02
Westario Power Inc.	25,126.00		18,667.00
Grimsby Power Incorporated		21,529.00	12,935.00
Orangeville Hydro Limited	11,289.00	17,321.00	12,303.00
Woodstock Hydro Services Inc.	4,470.00	5,979.00	8,464.00
Brantford Power Inc.			8,196.00
Lakeland Power Distribution Ltd	30,858.00	17,689.00	6,193.00
St. Thomas Energy Inc.	5,604.00	16,228.00	3,595.00



S272 Total Customer Hours of Interruption (Exclude Code 2)

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		31,471.183	49,938.907	23,127.085
Median		30,858.00	19,831.54	15,801.00
1st & 3rd quartiles		11,289.00 & 37,701.00	17,413.00 & 27,359.50	8,397.00 & 26,412.00
Range (min, max)		4,470.00 to 73,841.00	5,979.00 to 176,562.00	3,595.00 to 86,320.00
Small Utilities		2010	2011	2012
Kenora Hydro Electric			50,194.00	2,399.00
Sioux Lookout Hydro Inc.		2,464.00	4,695.00	1,290.00
Count		1	2	2
Average		2,464.000	27,444.500	1,844.500
Median		2,464.00	27,444.50	1,844.50
1st & 3rd quartiles		2,464.00 & 2,464.00	16,069.75 & 38,819.25	1,567.25 & 2,121.75
Range (min, max)		2,464.00 to 2,464.00	4,695.00 to 50,194.00	1,290.00 to 2,399.00
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		72,087.935	121,217.138	80,327.912
Median		47,666.50	39,019.00	47,423.50
1st & 3rd quartiles		29,425.00 & 76,973.50	21,410.07 & 175,115.00	12,777.00 & 88,516.25
Range (min, max)		2,464.00 to 312,452.00	4,695.00 to 737,405.00	1,290.00 to 385,710.00

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	91,625.00	48,815.00	117,751.00
Waterloo North Hydro Inc.	1,912.00	15,336.00	90,609.00
Veridian Connections Inc.	17,378.00	54,484.00	80,652.00
PowerStream Inc.	89,989.00	51,572.00	38,828.00
Entegrus Powerlines Inc.	7,470.00	28,026.34	16,802.00
Horizon Utilities Corporation	20,659.00	4,309.00	4,105.00
Cambridge and North Dumfries	41.00	2,179.50	3,340.90
EnWin Utilities Ltd.	0.00	2,340.53	3,012.00
Hydro One Brampton Networks	27,268.80	6,329.17	2,617.55
Kitchener-Wilmot Hydro Inc.	2,593.98	46,809.05	1,639.80
London Hydro Inc.	4,753.00		1,482.00
Whitby Hydro Electric	452.00	0.00	168.00
Oakville Hydro Electricity	0.00		0.00
Burlington Hydro Inc.	2,038.40	111.00	0.00
Count	14	12	14
Average	19,012.870	21,692.633	25,786.232
Median	3,673.49	10,832.59	3,176.45
1st & 3rd quartiles	817.00 & 19,838.75	2,300.27 & 47,310.54	1,521.45 & 33,321.50
Range (min, max)	0.00 to 91,625.00	0.00 to 54,484.00	0.00 to 117,751.00
Medium Utilities	2010	2011	2012
Westario Power Inc.	8,686.00		89,464.00
Lakeland Power Distribution Ltd	3,296.00	22,510.00	25,410.00
Festival Hydro Inc.	2,332.20	8,103.15	18,597.51
Haldimand County Hydro Inc.	4,666.00	3,991.00	12,781.00
Halton Hills Hydro Inc.	0.00	3,591.00	6,523.00
Lakefront Utilities Inc.		3,000.00	4,844.00
Orangeville Hydro Limited	20,641.00	44,318.00	4,121.00
Brantford Power Inc.			3,558.00
Peterborough Distribution Inc.	3,755.00	5,558.00	2,038.00
St. Thomas Energy Inc.	0.00	12,109.00	2.00
Woodstock Hydro Services Inc.	0.00	1,772.00	0.00
Grimsby Power Incorporated		0.00	0.00



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	4,819.578	10,495.215	13,944.876
Median	3,296.00	4,774.50	4,482.50
1st & 3rd quartiles	0.00 & 4,666.00	3,147.75 & 11,107.54	1,529.00 & 14,235.13
Range (min, max)	0.00 to 20,641.00	0.00 to 44,318.00	0.00 to 89,464.00
Small Utilities	2010	2011	2012
Kenora Hydro Electric		4,280.00	1,731.00
Sioux Lookout Hydro Inc.	27,700.00	16,586.00	186.00
Count	1	2	2
Average	27,700.000	10,433.000	958.500
Median	27,700.00	10,433.00	958.50
1st & 3rd quartiles	27,700.00 & 27,700.00	7,356.50 & 13,509.50	572.25 & 1,344.75
Range (min, max)	27,700.00 to 27,700.00	4,280.00 to 16,586.00	186.00 to 1,731.00
Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	14,052.349	16,088.739	18,937.956
Median	3,525.50	5,943.59	3,449.45
1st & 3rd quartiles	349.25 & 18,193.75	2,835.13 & 23,889.09	1,158.00 & 17,250.88
Range (min, max)	0.00 to 91,625.00	0.00 to 54,484.00	0.00 to 117,751.00

Notes:



S104 Total Customer Interruptions (Include Code 2)

Large Utilities	2010	2011	2012
PowerStream Inc.	300,291.00	409,021.00	579,200.00
Hydro Ottawa Limited	415,305.00	510,470.00	556,551.00
Horizon Utilities Corporation	425,684.00	413,378.00	465,601.00
Veridian Connections Inc.	178,561.00	276,746.00	302,495.00
London Hydro Inc.	162,591.00		211,037.00
EnWin Utilities Ltd.	158,343.00	241,578.00	190,541.00
Hydro One Brampton Networks	195,185.00	161,794.00	177,126.00
Kitchener-Wilmot Hydro Inc.	110,862.00	116,924.00	100,282.00
Cambridge and North Dumfries	43,099.00	72,405.00	77,106.00
Entegrus Powerlines Inc.	37,283.00	51,451.00	76,304.00
Oakville Hydro Electricity	72,511.00	66,392.00	62,426.00
Burlington Hydro Inc.	109,987.00	64,868.00	62,141.00
Whitby Hydro Electric	24,533.00	65,053.00	58,446.00
Waterloo North Hydro Inc.	47,004.00	48,880.00	48,578.00
Count	14	13	14
Average	162,945.643	192,227.692	211,988.143
Median	134,602.50	116,924.00	138,704.00
1st & 3rd quartiles	53,380.75 & 191,029.00	65,053.00 & 276,746.00	65,895.50 & 279,630.50
Range (min, max)	24,533.00 to 425,684.00	48,880.00 to 510,470.00	48,578.00 to 579,200.00
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	55,747.00	96,316.00	76,808.00
Brantford Power Inc.			47,435.00
Halton Hills Hydro Inc.	58,216.00	35,526.00	40,784.00
Festival Hydro Inc.	48,633.00	43,275.00	37,532.00
Haldimand County Hydro Inc.	36,585.00	81,714.00	35,134.00
Westario Power Inc.	208,888.00		32,208.00
Lakefront Utilities Inc.		15,193.00	31,562.00
Grimsby Power Incorporated		12,780.00	18,199.00
St. Thomas Energy Inc.	9,386.00	27,858.00	17,338.00
Orangeville Hydro Limited	20,517.00	35,597.00	17,077.00
Woodstock Hydro Services Inc.	10,379.00	23,869.00	13,431.00
Lakeland Power Distribution Ltd	7,826.00	12,959.00	10,716.00



S104 Total Customer Interruptions (Include Code 2)

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		50,686.333	38,508.700	31,518.667
Median		36,585.00	31,692.00	31,885.00
1st & 3rd quartiles		10,379.00 & 55,747.00	17,362.00 & 41,355.50	17,272.75 & 38,345.00
Range (min, max)		7,826.00 to 208,888.00	12,780.00 to 96,316.00	10,716.00 to 76,808.00
Small Utilities		2010	2011	2012
Kenora Hydro Electric			46,487.00	8,116.00
Sioux Lookout Hydro Inc.		9,798.00	4,850.00	3,249.00
Count		1	2	2
Average		9,798.000	25,668.500	5,682.500
Median		9,798.00	25,668.50	5,682.50
1st & 3rd quartiles		9,798.00 & 9,798.00	15,259.25 & 36,077.75	4,465.75 & 6,899.25
Range (min, max)		9,798.00 to 9,798.00	4,850.00 to 46,487.00	3,249.00 to 8,116.00
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		114,467.250	117,415.360	119,907.964
Median		56,981.50	64,868.00	53,512.00
1st & 3rd quartiles		33,572.00 & 166,583.50	35,526.00 & 116,924.00	28,221.25 & 119,493.00
Range (min, max)		7,826.00 to 425,684.00	4,850.00 to 510,470.00	3,249.00 to 579,200.00

Notes:



S274 Total Customer Interruptions (Exclude Code 2)

Large Utilities	2010	2011	2012
PowerStream Inc.	260,486.00	333,280.00	520,165.00
Horizon Utilities Corporation	366,021.00	413,365.00	435,685.00
Hydro Ottawa Limited	228,804.00	424,609.00	348,564.00
Veridian Connections Inc.	128,738.00	233,325.00	239,290.00
London Hydro Inc.	146,021.00		193,580.00
EnWin Utilities Ltd.	158,343.00	238,785.00	165,174.00
Hydro One Brampton Networks	101,185.00	142,728.00	148,350.00
Kitchener-Wilmot Hydro Inc.	95,572.00	77,923.00	78,418.00
Cambridge and North Dumfries	43,083.00	66,851.00	74,091.00
Oakville Hydro Electricity	67,910.00	64,078.00	62,426.00
Burlington Hydro Inc.	98,521.00	61,533.00	62,141.00
Whitby Hydro Electric	21,514.00	65,053.00	52,863.00
Waterloo North Hydro Inc.	43,864.00	44,240.00	42,963.00
Entegrus Powerlines Inc.	29,892.00	28,463.00	39,364.00
Count	14	13	14
Average	127,853.857	168,787.154	175,933.857
Median	99,853.00	77,923.00	113,384.00
1st & 3rd quartiles	49,875.50 & 155,262.50	64,078.00 & 238,785.00	62,212.25 & 227,862.50
Range (min, max)	21,514.00 to 366,021.00	28,463.00 to 424,609.00	39,364.00 to 520,165.00
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	52,753.00	94,160.00	75,199.00
Brantford Power Inc.			31,184.00
Halton Hills Hydro Inc.	58,216.00	31,693.00	28,724.00
Festival Hydro Inc.	37,907.00	34,255.00	28,522.00
Haldimand County Hydro Inc.	25,032.00	69,334.00	24,670.00
Lakefront Utilities Inc.		14,193.00	21,875.00
Grimsby Power Incorporated		12,780.00	18,199.00
St. Thomas Energy Inc.	9,386.00	16,506.00	17,337.00
Orangeville Hydro Limited	9,914.00	22,292.00	13,489.00
Woodstock Hydro Services Inc.	10,379.00	14,246.00	13,431.00
Westario Power Inc.	201,817.00		7,610.00
Lakeland Power Distribution Ltd	6,218.00	3,316.00	2,156.00



S274 Total Customer Interruptions (Exclude Code 2)

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		45,735.778	31,277.500	23,533.000
Median		25,032.00	19,399.00	20,037.00
1st & 3rd quartiles		9,914.00 & 52,753.00	14,206.25 & 33,614.50	13,474.50 & 28,572.50
Range (min, max)		6,218.00 to 201,817.00	3,316.00 to 94,160.00	2,156.00 to 75,199.00
Small Utilities		2010	2011	2012
Kenora Hydro Electric			40,904.00	2,546.00
Sioux Lookout Hydro Inc.		1,538.00	2,104.00	466.00
Count		1	2	2
Average		1,538.000	21,504.000	1,506.000
Median		1,538.00	21,504.00	1,506.00
1st & 3rd quartiles		1,538.00 & 1,538.00	11,804.00 & 31,204.00	986.00 & 2,026.00
Range (min, max)		1,538.00 to 1,538.00	2,104.00 to 40,904.00	466.00 to 2,546.00
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		91,796.417	102,000.640	98,160.071
Median		55,484.50	61,533.00	41,163.50
1st & 3rd quartiles		24,152.50 & 133,058.75	22,292.00 & 94,160.00	17,983.50 & 95,901.00
Range (min, max)		1,538.00 to 366,021.00	2,104.00 to 424,609.00	466.00 to 520,165.00

Notes:



S105 Total Customer Interruptions Due to Supply (Code 2)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	186,501.00	85,861.00	207,987.00
Veridian Connections Inc.	49,823.00	43,421.00	63,205.00
PowerStream Inc.	39,805.00	75,741.00	59,035.00
Entegrus Powerlines Inc.	7,391.00	24,613.00	36,940.00
Horizon Utilities Corporation	59,663.00	13.00	29,916.00
Hydro One Brampton Networks	94,000.00	31,664.00	28,776.00
EnWin Utilities Ltd.	0.00	2,793.00	25,367.00
Kitchener-Wilmot Hydro Inc.	15,290.00	39,001.00	21,864.00
London Hydro Inc.	16,570.00		17,457.00
Waterloo North Hydro Inc.	3,140.00	4,640.00	5,615.00
Whitby Hydro Electric	3,019.00	0.00	5,583.00
Cambridge and North Dumfries	16.00	5,554.00	3,015.00
Oakville Hydro Electricity	0.00		2.00
Burlington Hydro Inc.	11,466.00	3,335.00	0.00
Count	14	12	14
Average	34,763.143	26,386.333	36,054.429
Median	13,378.00	15,083.50	23,615.50
1st & 3rd quartiles	3,049.25 & 47,318.50	3,199.50 & 40,106.00	5,591.00 & 35,184.00
Range (min, max)	0.00 to 186,501.00	0.00 to 85,861.00	0.00 to 207,987.00
Medium Utilities	2010	2011	2012
Westario Power Inc.	7,071.00		24,598.00
Brantford Power Inc.			16,251.00
Halton Hills Hydro Inc.	0.00	3,833.00	12,060.00
Haldimand County Hydro Inc.	11,553.00	12,380.00	10,464.00
Lakefront Utilities Inc.		1,000.00	9,687.00
Festival Hydro Inc.	10,726.00	9,020.00	9,010.00
Lakeland Power Distribution Ltd	1,608.00	9,643.00	8,560.00
Orangeville Hydro Limited	11,603.00	13,305.00	3,588.00
Peterborough Distribution Inc.	2,994.00	2,156.00	1,609.00
St. Thomas Energy Inc.	0.00	11,352.00	1.00
Grimsby Power Incorporated		0.00	0.00
Woodstock Hydro Services Inc.	0.00	9,623.00	0.00



S105 Total Customer Interruptions Due to Supply (Code 2)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	5,061.667	7,231.200	7,985.667
Median	2,994.00	9,321.50	8,785.00
1st & 3rd quartiles	0.00 & 10,726.00	2,575.25 & 10,924.75	1,207.00 & 10,863.00
Range (min, max)	0.00 to 11,603.00	0.00 to 13,305.00	0.00 to 24,598.00
Small Utilities	2010	2011	2012
Kenora Hydro Electric		5,583.00	5,570.00
Sioux Lookout Hydro Inc.	8,260.00	2,746.00	2,783.00
Count	1	2	2
Average	8,260.000	4,164.500	4,176.500
Median	8,260.00	4,164.50	4,176.50
1st & 3rd quartiles	8,260.00 & 8,260.00	3,455.25 & 4,873.75	3,479.75 & 4,873.25
Range (min, max)	8,260.00 to 8,260.00	2,746.00 to 5,583.00	2,783.00 to 5,570.00
Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	22,520.792	16,553.208	21,747.964
Median	7,825.50	7,301.50	9,348.50
1st & 3rd quartiles	1,210.00 & 15,610.00	2,781.25 & 16,132.00	2,957.00 & 24,790.25
Range (min, max)	0.00 to 186,501.00	0.00 to 85,861.00	0.00 to 207,987.00

Notes:



S106 Total Momentary Customer Interruptions (Include code 2)

Large Utilities	2010	2011	2012
PowerStream Inc.	631,744.00	1,178,096.00	1,154,703.00
Hydro One Brampton Networks	369,714.00	430,965.00	591,130.00
London Hydro Inc.	410,850.00		487,178.00
EnWin Utilities Ltd.	474,477.00	603,914.00	469,936.00
Horizon Utilities Corporation	431,201.00	451,329.00	391,953.00
Kitchener-Wilmot Hydro Inc.	246,724.00	406,628.00	319,835.00
Oakville Hydro Electricity	191,704.00	288,753.00	283,261.00
Burlington Hydro Inc.	232,344.00	169,240.00	203,399.00
Whitby Hydro Electric		135,701.00	163,623.00
Entegrus Powerlines Inc.	96,643.00	194,324.00	78,041.00
Waterloo North Hydro Inc.	203.00	294.00	328.00
Count	10	10	11
Average	308,560.400	385,924.400	376,671.545
Median	308,219.00	347,690.50	319,835.00
1st & 3rd quartiles	201,864.00 & 426,113.25	175,511.00 & 446,238.00	183,511.00 & 478,557.00
Range (min, max)	203.00 to 631,744.00	294.00 to 1,178,096.00	328.00 to 1,154,703.00
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	211,193.00	304,994.00	222,787.00
Festival Hydro Inc.	131,593.00	192,288.00	168,536.00
Woodstock Hydro Services Inc.	32.00	39.00	41.00
St. Thomas Energy Inc.	20.00	24.00	13.00
Westario Power Inc.			0.00
Count	4	4	5
Average	85,709.500	124,336.250	78,275.400
Median	65,812.50	96,163.50	41.00
1st & 3rd quartiles	29.00 & 151,493.00	35.25 & 220,464.50	13.00 & 168,536.00
Range (min, max)	20.00 to 211,193.00	24.00 to 304,994.00	0.00 to 222,787.00



S106 Total Momentary Customer Interruptions (Include code 2)

Totals over Large, Medium and Small Utility Classes

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

Notes:



S275 Total Momentary Customer Interruptions (Exclude Code 2)

Large Utilities	2010	2011	2012
PowerStream Inc.	608,892.00	1,114,312.00	1,144,787.00
Hydro One Brampton Networks	369,714.00	418,367.00	574,086.00
London Hydro Inc.	410,604.00		486,895.00
EnWin Utilities Ltd.	474,477.00	603,914.00	469,936.00
Kitchener-Wilmot Hydro Inc.	217,826.00	367,010.00	285,903.00
Oakville Hydro Electricity	191,704.00	288,753.00	283,261.00
Burlington Hydro Inc.	232,344.00	169,240.00	203,399.00
Entegrus Powerlines Inc.		0.00	65,535.00
Waterloo North Hydro Inc.	202.00	287.00	321.00
Count	8	8	9
Average	313,220.375	370,235.375	390,458.111
Median	301,029.00	327,881.50	285,903.00
1st & 3rd quartiles	211,295.50 & 426,572.25	127,001.75 & 464,753.75	203,399.00 & 486,895.00
Range (min, max)	202.00 to 608,892.00	0.00 to 1,114,312.00	321.00 to 1,144,787.00
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	122,045.00	184,169.00	144,474.00
Woodstock Hydro Services Inc.	32.00	39.00	41.00
St. Thomas Energy Inc.	20.00	11.00	6.00
Westario Power Inc.			0.00
Count	3	3	4
Average	40,699.000	61,406.333	36,130.250
Median	32.00	39.00	23.50
1st & 3rd quartiles	26.00 & 61,038.50	25.00 & 92,104.00	4.50 & 36,149.25
Range (min, max)	20.00 to 122,045.00	11.00 to 184,169.00	0.00 to 144,474.00
Totals over Large, Medium and Small Utility Classes			
Count	11	11	13
Average	238,896.364	286,009.273	281,434.154
Median	217,826.00	184,169.00	203,399.00
1st & 3rd quartiles	61,123.50 & 390,159.00	163.00 & 392,688.50	321.00 & 469,936.00
Range (min, max)	20.00 to 608,892.00	0.00 to 1,114,312.00	0.00 to 1,144,787.00

Notes:



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

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.	28,898.00	39,618.00	33,932.00
Hydro One Brampton Networks	0.00	12,598.00	17,044.00
Entegrus Powerlines Inc.	96,643.00	77,904.00	12,506.00
PowerStream Inc.	22,852.00	63,784.00	9,916.00
London Hydro Inc.	246.00		283.00
Waterloo North Hydro Inc.	1.00	7.00	7.00
EnWin Utilities Ltd.	0.00	0.00	0.00
Oakville Hydro Electricity	0.00		
Burlington Hydro Inc.	0.00		
Count	9	6	7
Average	16,515.556	32,318.500	10,526.857
Median	1.00	26,108.00	9,916.00
1st & 3rd quartiles	0.00 & 22,852.00	3,154.75 & 57,742.50	145.00 & 14,775.00
Range (min, max)	0.00 to 96,643.00	0.00 to 77,904.00	0.00 to 33,932.00
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	9,548.00	8,119.00	24,062.00
St. Thomas Energy Inc.	0.00	13.00	7.00
Westario Power Inc.			0.00
Woodstock Hydro Services Inc.	0.00	0.00	0.00
Count	3	3	4
Average	3,182.667	2,710.667	6,017.250
Median	0.00	13.00	3.50
1st & 3rd quartiles	0.00 & 4,774.00	6.50 & 4,066.00	0.00 & 6,020.75
Range (min, max)	0.00 to 9,548.00	0.00 to 8,119.00	0.00 to 24,062.00
Totals over Large, Medium and Small Utility Classes			
Count	12	9	11
Average	13,182.333	22,449.222	8,887.000
Median	0.50	8,119.00	283.00
1st & 3rd quartiles	0.00 & 12,874.00	7.00 & 39,618.00	3.50 & 14,775.00
Range (min, max)	0.00 to 96,643.00	0.00 to 77,904.00	0.00 to 33,932.00

Notes:



S229 Total Number of Customers Experiencing 4 or More Interruptions

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	0	33,478	29,895
Cambridge and North Dumfries		462	1,704
Oakville Hydro Electricity	0	284	75
Entegrus Powerlines Inc.		0	0
Horizon Utilities Corporation	41,713	51,004	
Kitchener-Wilmot Hydro Inc.	1,678		
Burlington Hydro Inc.	8,043		
Count	5	5	4
Average	10,286.8	17,045.6	7,918.5
Median	1,678	462	890
1st & 3rd quartiles	0 & 8,043	284 & 33,478	56 & 8,752
Range (min, max)	0 to 41,713	0 to 51,004	0 to 29,895
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	13,750	1,900	845
Haldimand County Hydro Inc.	1	0	2
Westario Power Inc.			0
St. Thomas Energy Inc.			0
Count	2	2	4
Average	6,875.5	950.0	211.8
Median	6,876	950	1
1st & 3rd quartiles	3,438 & 10,313	475 & 1,425	0 & 213
Range (min, max)	1 to 13,750	0 to 1,900	0 to 845
Small Utilities	2010	2011	2012
Kenora Hydro Electric		5,575	
Count	0	1	0
Average		5,575.0	
Median		5,575	
1st & 3rd quartiles		5,575 & 5,575	
Range (min, max)		5,575 to 5,575	to



S229 Total Number of Customers Experiencing 4 or More Interruptions

Totals over Large, Medium and Small Utility Classes

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

Notes:



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

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	6,003	18,465	15,143
London Hydro Inc.	610		3,408
PowerStream Inc.	3,210	5,913	3,105
Veridian Connections Inc.	800	4,264	1,261
EnWin Utilities Ltd.	863	5,600	905
Cambridge and North Dumfries	282	784	544
Hydro One Brampton Networks	215	417	414
Waterloo North Hydro Inc.	1,111	7,839	253
Oakville Hydro Electricity	10	216	151
Entegrus Powerlines Inc.			0
Kitchener-Wilmot Hydro Inc.	972		
Count	10	8	10
Average	1,407.6	5,437.3	2,518.4
Median	832	4,932	725
1st & 3rd quartiles	364 & 1,076	692 & 6,395	293 & 2,644
Range (min, max)	10 to 6,003	216 to 18,465	0 to 15,143
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	0	556	1,175
Haldimand County Hydro Inc.	2,806	2,461	869
St. Thomas Energy Inc.	8		50
Westario Power Inc.			0
Peterborough Distribution Inc.	935		
Count	4	2	4
Average	937.3	1,508.5	523.5
Median	472	1,509	460
1st & 3rd quartiles	6 & 1,403	1,032 & 1,985	38 & 946
Range (min, max)	0 to 2,806	556 to 2,461	0 to 1,175
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.		2,776	45
Kenora Hydro Electric		1,685	7
Count	0	2	2
Average		2,230.5	26.0
Median		2,231	26
1st & 3rd quartiles		1,958 & 2,503	17 & 36
Range (min, max)		1,685 to 2,776	7 to 45



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

Totals over Large, Medium and Small Utility Classes

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

Notes:



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

Large Utilities	2010	2011	2012
London Hydro Inc.	0		2,804
Horizon Utilities Corporation	732	554	528
Veridian Connections Inc.	0	1,295	498
Waterloo North Hydro Inc.	0	0	4
PowerStream Inc.	2,838	189	0
Hydro One Brampton Networks	0	55	0
Cambridge and North Dumfries		18	0
Entegrus Powerlines Inc.			0
EnWin Utilities Ltd.	0	0	
Kitchener-Wilmot Hydro Inc.	0		
Oakville Hydro Electricity	0		
Count	9	7	8
Average	396.7	301.6	479.3
Median	0	55	2
1st & 3rd quartiles	0 & 0	9 & 372	0 & 506
Range (min, max)	0 to 2,838	0 to 1,295	0 to 2,804
Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	8		48
Haldimand County Hydro Inc.	22	1	1
Westario Power Inc.			0
Festival Hydro Inc.	0	0	0
Peterborough Distribution Inc.	0		
Count	4	2	4
Average	7.5	0.5	12.3
Median	4	1	1
1st & 3rd quartiles	0 & 12	0 & 1	0 & 13
Range (min, max)	0 to 22	0 to 1	0 to 48
Small Utilities	2010	2011	2012
Kenora Hydro Electric			4
Sioux Lookout Hydro Inc.		2,746	0
Count	0	1	2
Average		2,746.0	2.0
Median		2,746	2
1st & 3rd quartiles		2,746 & 2,746	1 & 3
Range (min, max)		2,746 to 2,746	0 to 4



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

Totals over Large, Medium and Small Utility Classes

Count	13	10	14
Average	276.9	485.8	277.6
Median	0	37	1
1st & 3rd quartiles	0 & 8	0 & 463	0 & 37
Range (min, max)	0 to 2,838	0 to 2,746	0 to 2,804

Notes:



S78 Residential Rates - Customer Charge (\$)

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	18.03	17.23	17.40
Whitby Hydro Electric	14.80	17.24	17.29
Waterloo North Hydro Inc.	14.56	14.56	14.72
Horizon Utilities Corporation	12.68	14.45	14.53
PowerStream Inc.	14.38	13.61	14.22
Oakville Hydro Electricity	13.25	13.10	13.05
London Hydro Inc.	12.59		12.72
Burlington Hydro Inc.	12.15	12.12	12.23
Veridian Connections Inc.	11.29	11.32	12.10
EnWin Utilities Ltd.	10.70	10.77	10.77
Cambridge and North Dumfries	9.93	9.95	10.04
Hydro One Brampton Networks	10.48	9.75	9.83
Kitchener-Wilmot Hydro Inc.	9.55	9.59	9.69
Hydro Ottawa Limited	8.52	8.54	9.32
Count	14	13	14
Average	12.351	12.479	12.708
Median	12.37	12.12	12.48
1st & 3rd quartiles	10.54 & 14.10	9.95 & 14.45	10.22 & 14.45
Range (min, max)	8.52 to 18.03	8.54 to 17.24	9.32 to 17.40
Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	17.19	17.72	16.50
Orangeville Hydro Limited	16.18	16.08	16.26
Haldimand County Hydro Inc.	12.23	14.10	16.16
Grimsby Power Incorporated		15.11	15.11
Festival Hydro Inc.	14.75	14.78	14.92
Woodstock Hydro Services Inc.	11.10	12.72	12.83
Halton Hills Hydro Inc.	12.92	12.94	12.25
Peterborough Distribution Inc.	11.79	11.81	11.91
Brantford Power Inc.			11.46
St. Thomas Energy Inc.	11.45	11.50	11.46
Westario Power Inc.	11.22		11.34
Lakefront Utilities Inc.		9.29	9.92



S78 Residential Rates - Customer Charge (\$)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	13.203	13.605	13.343
Median	12.23	13.52	12.54
1st & 3rd quartiles	11.45 & 14.75	12.04 & 15.03	11.46 & 15.37
Range (min, max)	11.10 to 17.19	9.29 to 17.72	9.92 to 16.50
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	24.01	24.05	24.26
Kenora Hydro Electric		18.77	18.94
Count	1	2	2
Average	24.010	21.410	21.600
Median	24.01	21.41	21.60
1st & 3rd quartiles	24.01 & 24.01	20.09 & 22.73	20.27 & 22.93
Range (min, max)	24.01 to 24.01	18.77 to 24.05	18.94 to 24.26
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	13.156	13.644	13.615
Median	12.41	13.10	12.78
1st & 3rd quartiles	11.19 & 14.61	11.32 & 15.11	11.43 & 15.37
Range (min, max)	8.52 to 24.01	8.54 to 24.05	9.32 to 24.26

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	0.0207	0.0207	0.0226
EnWin Utilities Ltd.	0.0199	0.0201	0.0201
Waterloo North Hydro Inc.	0.0131	0.0184	0.0186
Kitchener-Wilmot Hydro Inc.	0.0169	0.0170	0.0172
Veridian Connections Inc.	0.0160	0.0167	0.0168
Burlington Hydro Inc.	0.0166	0.0165	0.0166
Cambridge and North Dumfries	0.0161	0.0161	0.0162
London Hydro Inc.	0.0142		0.0143
Hydro One Brampton Networks	0.0154	0.0142	0.0143
Horizon Utilities Corporation	0.0127	0.0142	0.0143
Whitby Hydro Electric	0.0115	0.0141	0.0142
Oakville Hydro Electricity	0.0145	0.0143	0.0142
PowerStream Inc.	0.0137	0.0137	0.0135
Entegrus Powerlines Inc.	0.0084	0.0094	0.0096
Count	14	13	14
Average	0.01498	0.01580	0.01589
Median	0.0150	0.0161	0.0153
1st & 3rd quartiles	0.0133 & 0.0165	0.0142 & 0.0170	0.0142 & 0.0171
Range (min, max)	0.0084 to 0.0207	0.0094 to 0.0207	0.0096 to 0.0226
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	0.0334	0.0311	0.0289
Woodstock Hydro Services Inc.	0.0190	0.0218	0.0220
Festival Hydro Inc.	0.0163	0.0164	0.0166
St. Thomas Energy Inc.	0.0156	0.0160	0.0159
Lakefront Utilities Inc.		0.0134	0.0143
Westario Power Inc.	0.0153		0.0142
Orangeville Hydro Limited	0.0140	0.0140	0.0140
Lakeland Power Distribution Ltd	0.0161	0.0161	0.0138
Brantford Power Inc.			0.0138
Grimsby Power Incorporated		0.0086	0.0116
Peterborough Distribution Inc.	0.0115	0.0115	0.0116
Halton Hills Hydro Inc.	0.0133	0.0121	0.0115



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.01717	0.01610	0.01568
Median	0.0156	0.0150	0.0141
1st & 3rd quartiles	0.0140 & 0.0163	0.0124 & 0.0163	0.0133 & 0.0161
Range (min, max)	0.0115 to 0.0334	0.0086 to 0.0311	0.0115 to 0.0289
Small Utilities	2010	2011	2012
Kenora Hydro Electric		0.0137	0.0138
Sioux Lookout Hydro Inc.	0.0103	0.0103	0.0104
Count	1	2	2
Average	0.01030	0.01200	0.01210
Median	0.0103	0.0120	0.0121
1st & 3rd quartiles	0.0103 & 0.0103	0.0112 & 0.0129	0.0113 & 0.0130
Range (min, max)	0.0103 to 0.0103	0.0103 to 0.0137	0.0104 to 0.0138
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.01560	0.01562	0.01553
Median	0.0154	0.0143	0.0143
1st & 3rd quartiles	0.0133 & 0.0164	0.0137 & 0.0167	0.0138 & 0.0167
Range (min, max)	0.0084 to 0.0334	0.0086 to 0.0311	0.0096 to 0.0289

Notes:



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

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	27.66	32.96	33.32
Hydro Ottawa Limited	29.22	29.24	31.92
Whitby Hydro Electric	26.30	31.34	31.49
EnWin Utilities Ltd.	30.60	30.87	30.87
Veridian Connections Inc.	27.30	28.02	28.90
Burlington Hydro Inc.	28.75	28.62	28.83
Horizon Utilities Corporation	25.38	28.65	28.83
PowerStream Inc.	28.08	27.31	27.72
Oakville Hydro Electricity	27.75	27.40	27.25
London Hydro Inc.	26.79		27.02
Entegrus Powerlines Inc.	26.43	26.67	26.98
Kitchener-Wilmot Hydro Inc.	26.45	26.59	26.89
Cambridge and North Dumfries	26.03	26.05	26.24
Hydro One Brampton Networks	25.88	23.95	24.13
Count	14	13	14
Average	27.330	28.282	28.599
Median	27.04	28.02	28.28
1st & 3rd quartiles	26.33 & 28.00	26.67 & 29.24	26.99 & 30.38
Range (min, max)	25.38 to 30.60	23.95 to 32.96	24.13 to 33.32
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	45.63	45.20	45.06
Woodstock Hydro Services Inc.	30.10	34.52	34.83
Festival Hydro Inc.	31.05	31.18	31.52
Lakeland Power Distribution Ltd	33.29	33.82	30.30
Orangeville Hydro Limited	30.18	30.11	30.26
St. Thomas Energy Inc.	27.05	27.50	27.36
Grimsby Power Incorporated		23.71	26.71
Westario Power Inc.	26.52		25.54
Brantford Power Inc.			25.26
Lakefront Utilities Inc.		22.69	24.22
Halton Hills Hydro Inc.	26.22	25.04	23.75
Peterborough Distribution Inc.	23.29	23.31	23.51



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	30.370	29.708	29.027
Median	30.10	28.81	27.04
1st & 3rd quartiles	26.52 & 31.05	24.04 & 33.16	25.00 & 30.61
Range (min, max)	23.29 to 45.63	22.69 to 45.20	23.51 to 45.06
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	34.31	34.35	34.66
Kenora Hydro Electric		32.47	32.74
Count	1	2	2
Average	34.310	33.410	33.700
Median	34.31	33.41	33.70
1st & 3rd quartiles	34.31 & 34.31	32.94 & 33.88	33.22 & 34.18
Range (min, max)	34.31 to 34.31	32.47 to 34.35	32.74 to 34.66
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	28.761	29.263	29.147
Median	27.48	28.62	28.28
1st & 3rd quartiles	26.40 & 30.12	26.59 & 31.34	26.59 & 31.50
Range (min, max)	23.29 to 45.63	22.69 to 45.20	23.51 to 45.06

Notes:



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

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	27.45	32.16	32.35
Oakville Hydro Electricity	32.54	32.20	32.09
Waterloo North Hydro Inc.	30.63	30.63	30.96
Entegrus Powerlines Inc.	33.10	30.43	30.73
PowerStream Inc.	27.44	26.51	30.35
London Hydro Inc.	29.27		29.58
Kitchener-Wilmot Hydro Inc.	25.17	25.27	25.54
Burlington Hydro Inc.	25.24	25.19	25.41
EnWin Utilities Ltd.	25.17	25.39	25.39
Whitby Hydro Electric	16.52	19.80	19.91
Hydro One Brampton Networks	20.15	17.61	17.75
Hydro Ottawa Limited	14.73	14.76	16.11
Veridian Connections Inc.	13.52	13.46	13.49
Cambridge and North Dumfries	12.33	11.76	11.86
Count	14	13	14
Average	23.804	23.475	24.394
Median	25.21	25.27	25.48
1st & 3rd quartiles	17.43 & 28.82	17.61 & 30.43	18.29 & 30.64
Range (min, max)	12.33 to 33.10	11.76 to 32.20	11.86 to 32.35
Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	38.26	38.83	39.51
Orangeville Hydro Limited	32.76	32.88	31.11
Peterborough Distribution Inc.	29.59	29.64	29.90
Haldimand County Hydro Inc.	28.60	28.65	28.90
Festival Hydro Inc.	29.05	28.87	28.88
Halton Hills Hydro Inc.	28.23	28.28	26.50
Grimsby Power Incorporated		25.56	25.56
Brantford Power Inc.			24.81
Woodstock Hydro Services Inc.	21.45	24.58	24.80
Lakefront Utilities Inc.		22.50	22.70
Westario Power Inc.	20.55		20.77
St. Thomas Energy Inc.	16.02	17.00	17.15



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	27.168	27.679	26.716
Median	28.60	28.47	26.03
1st & 3rd quartiles	21.45 & 29.59	24.83 & 29.45	24.28 & 29.15
Range (min, max)	16.02 to 38.26	17.00 to 38.83	17.15 to 39.51
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	42.65	42.73	43.11
Kenora Hydro Electric		36.86	37.18
Count	1	2	2
Average	42.650	39.795	40.145
Median	42.65	39.80	40.15
1st & 3rd quartiles	42.65 & 42.65	38.33 & 41.26	38.66 & 41.63
Range (min, max)	42.65 to 42.65	36.86 to 42.73	37.18 to 43.11
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	25.851	26.462	26.514
Median	27.45	26.51	26.03
1st & 3rd quartiles	20.45 & 29.85	22.50 & 30.63	22.22 & 30.79
Range (min, max)	12.33 to 42.65	11.76 to 42.73	11.86 to 43.11

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	0.0185	0.0185	0.0202
Whitby Hydro Electric	0.0155	0.0194	0.0195
Veridian Connections Inc.	0.0171	0.0177	0.0177
EnWin Utilities Ltd.	0.0162	0.0163	0.0163
Hydro One Brampton Networks	0.0178	0.0155	0.0156
Oakville Hydro Electricity	0.0143	0.0141	0.0141
Waterloo North Hydro Inc.	0.0104	0.0137	0.0138
Burlington Hydro Inc.	0.0136	0.0135	0.0136
PowerStream Inc.	0.0128	0.0128	0.0127
Cambridge and North Dumfries	0.0131	0.0125	0.0126
Kitchener-Wilmot Hydro Inc.	0.0122	0.0122	0.0123
Entegrus Powerlines Inc.	0.0112	0.0100	0.0101
London Hydro Inc.	0.0091		0.0092
Horizon Utilities Corporation	0.0072	0.0084	0.0084
Count	14	13	14
Average	0.01350	0.01420	0.01401
Median	0.0134	0.0137	0.0137
1st & 3rd quartiles	0.0115 & 0.0160	0.0125 & 0.0163	0.0124 & 0.0161
Range (min, max)	0.0072 to 0.0185	0.0084 to 0.0194	0.0084 to 0.0202
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	0.0202	0.0202	0.0204
St. Thomas Energy Inc.	0.0142	0.0147	0.0148
Festival Hydro Inc.	0.0145	0.0145	0.0146
Woodstock Hydro Services Inc.	0.0123	0.0141	0.0142
Grimsby Power Incorporated		0.0100	0.0125
Orangeville Hydro Limited	0.0100	0.0100	0.0101
Westario Power Inc.	0.0102		0.0092
Peterborough Distribution Inc.	0.0089	0.0089	0.0090
Lakeland Power Distribution Ltd	0.0104	0.0104	0.0084
Halton Hills Hydro Inc.	0.0100	0.0089	0.0083
Lakefront Utilities Inc.		0.0081	0.0082
Brantford Power Inc.			0.0065



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

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		0.01230	0.01198	0.01135
Median		0.0104	0.0102	0.0097
1st & 3rd quartiles		0.0100 & 0.0142	0.0092 & 0.0144	0.0084 & 0.0143
Range (min, max)		0.0089 to 0.0202	0.0081 to 0.0202	0.0065 to 0.0204
Small Utilities		2010	2011	2012
Sioux Lookout Hydro Inc.		0.0081	0.0081	0.0082
Kenora Hydro Electric			0.0057	0.0058
Count		1	2	2
Average		0.00810	0.00690	0.00700
Median		0.0081	0.0069	0.0070
1st & 3rd quartiles		0.0081 & 0.0081	0.0063 & 0.0075	0.0064 & 0.0076
Range (min, max)		0.0081 to 0.0081	0.0057 to 0.0081	0.0058 to 0.0082
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		0.01283	0.01273	0.01237
Median		0.0126	0.0128	0.0126
1st & 3rd quartiles		0.0102 & 0.0148	0.0100 & 0.0147	0.0089 & 0.0147
Range (min, max)		0.0072 to 0.0202	0.0057 to 0.0202	0.0058 to 0.0204

Notes:



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

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	250.33	293.26	294.96
London Hydro Inc.	289.64		292.71
Hydro Ottawa Limited	250.76	251.21	251.21
Kitchener-Wilmot Hydro Inc.	232.71	233.59	236.11
Whitby Hydro Electric	169.48	191.34	192.45
PowerStream Inc.	151.74	150.25	152.59
Waterloo North Hydro Inc.	187.01	162.82	139.45
Veridian Connections Inc.	134.72	133.64	134.71
Oakville Hydro Electricity	116.64	116.85	117.88
Cambridge and North Dumfries	112.20	107.88	108.83
Hydro One Brampton Networks	101.56	107.48	108.32
Entegrus Powerlines Inc.	94.43	95.48	105.26
EnWin Utilities Ltd.	101.96	100.81	100.81
Burlington Hydro Inc.	71.66	71.79	72.42
Count	14	13	14
Average	161.774	155.108	164.836
Median	143.23	133.64	137.08
1st & 3rd quartiles	104.52 & 221.29	107.48 & 191.34	108.45 & 225.20
Range (min, max)	71.66 to 289.64	71.79 to 293.26	72.42 to 294.96
Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	499.95	485.70	487.45
Brantford Power Inc.			293.71
Peterborough Distribution Inc.	244.89	245.33	247.49
Westario Power Inc.	237.63		240.15
Festival Hydro Inc.	220.21	221.05	223.24
Orangeville Hydro Limited	183.39	184.05	185.34
Grimsby Power Incorporated		165.08	165.08
Woodstock Hydro Services Inc.	294.82	149.36	143.22
Haldimand County Hydro Inc.	102.48	102.66	103.56
Lakefront Utilities Inc.		183.85	76.85
Halton Hills Hydro Inc.	77.72	76.18	74.64
St. Thomas Energy Inc.	73.43	70.35	70.97



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	214.947	188.361	192.642
Median	220.21	174.47	175.21
1st & 3rd quartiles	102.48 & 244.89	114.34 & 211.80	96.88 & 241.99
Range (min, max)	73.43 to 499.95	70.35 to 485.70	70.97 to 487.45
Small Utilities	2010	2011	2012
Kenora Hydro Electric		509.19	514.05
Sioux Lookout Hydro Inc.	394.69	395.40	398.88
Count	1	2	2
Average	394.690	452.295	456.465
Median	394.69	452.30	456.47
1st & 3rd quartiles	394.69 & 394.69	423.85 & 480.74	427.67 & 485.26
Range (min, max)	394.69 to 394.69	395.40 to 509.19	398.88 to 514.05
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	191.419	192.184	197.584
Median	176.44	162.82	158.84
1st & 3rd quartiles	102.35 & 246.25	107.48 & 233.59	107.55 & 248.42
Range (min, max)	71.66 to 499.95	70.35 to 509.19	70.97 to 514.05

Notes:



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

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	4.7075	4.6543	4.6543
Waterloo North Hydro Inc.	3.5420	4.3073	4.4733
Kitchener-Wilmot Hydro Inc.	3.9737	3.9888	4.0319
Whitby Hydro Electric	2.7841	3.9178	3.9405
Cambridge and North Dumfries	3.7792	3.6338	3.6658
Oakville Hydro Electricity	3.6216	3.6281	3.6600
Hydro Ottawa Limited	3.0325	3.0380	3.4376
Veridian Connections Inc.	3.0172	3.3372	3.3603
PowerStream Inc.	3.2125	3.2180	3.1392
Entegrus Powerlines Inc.	2.6761	2.6942	2.9607
Burlington Hydro Inc.	2.8286	2.8337	2.8586
Hydro One Brampton Networks	2.2935	2.4192	2.4381
Horizon Utilities Corporation	1.7875	2.0341	2.0459
London Hydro Inc.	1.6052		1.6223
Count	14	13	14
Average	3.06151	3.36188	3.30632
Median	3.0249	3.3372	3.3990
1st & 3rd quartiles	2.7031 & 3.6017	2.8337 & 3.9178	2.8841 & 3.8718
Range (min, max)	1.6052 to 4.7075	2.0341 to 4.6543	1.6223 to 4.6543
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	5.3113	4.7636	4.8055
Lakefront Utilities Inc.		3.4201	3.4067
Halton Hills Hydro Inc.	3.8964	3.3939	3.3287
St. Thomas Energy Inc.	2.9610	3.1490	3.1767
Woodstock Hydro Services Inc.	1.8048	2.7507	2.6377
Brantford Power Inc.			2.6043
Peterborough Distribution Inc.	2.4099	2.4142	2.4354
Festival Hydro Inc.	2.2579	2.2665	2.2889
Westario Power Inc.	2.6128		2.2373
Orangeville Hydro Limited	2.1593	2.1671	2.1822
Grimsby Power Incorporated		1.4136	1.6936
Lakeland Power Distribution Ltd	2.2810	2.2383	1.4113



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2.85493	2.79770	2.68403
Median	2.4099	2.5825	2.5199
1st & 3rd quartiles	2.2579 & 2.9610	2.2454 & 3.3327	2.2235 & 3.2147
Range (min, max)	1.8048 to 5.3113	1.4136 to 4.7636	1.4113 to 4.8055
Small Utilities	2010	2011	2012
Kenora Hydro Electric		1.6224	1.6379
Sioux Lookout Hydro Inc.	1.3686	1.3711	1.3832
Count	1	2	2
Average	1.36860	1.49675	1.51055
Median	1.3686	1.4968	1.5106
1st & 3rd quartiles	1.3686 & 1.3686	1.4339 & 1.5596	1.4469 & 1.5742
Range (min, max)	1.3686 to 1.3686	1.3711 to 1.6224	1.3832 to 1.6379
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	2.91351	2.98700	2.91135
Median	2.8064	3.0380	2.9097
1st & 3rd quartiles	2.2752 & 3.5619	2.2665 & 3.6281	2.2235 & 3.4932
Range (min, max)	1.3686 to 5.3113	1.3711 to 4.7636	1.3832 to 4.8055

Notes:



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

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	250.33	293.26	294.96
London Hydro Inc.	289.64		292.71
Hydro Ottawa Limited	250.76	251.21	251.21
Kitchener-Wilmot Hydro Inc.	232.71	233.59	236.11
Whitby Hydro Electric	169.48	191.34	192.45
Waterloo North Hydro Inc.	187.01	162.82	139.45
Veridian Connections Inc.	134.72	133.64	134.71
Oakville Hydro Electricity	116.64	116.85	117.88
Cambridge and North Dumfries	112.20	107.88	108.83
Entegrus Powerlines Inc.	94.43	95.48	105.26
EnWin Utilities Ltd.	101.96	100.81	100.81
Burlington Hydro Inc.		71.79	
Count	11	11	11
Average	176.353	159.879	179.489
Median	169.48	133.64	139.45
1st & 3rd quartiles	114.42 & 241.52	104.35 & 212.47	113.36 & 243.66
Range (min, max)	94.43 to 289.64	71.79 to 293.26	100.81 to 294.96
Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	499.95	485.70	487.45
Brantford Power Inc.			293.71
Peterborough Distribution Inc.	244.89	245.33	247.49
Westario Power Inc.	237.63		240.15
Festival Hydro Inc.	220.21	221.05	223.24
Orangeville Hydro Limited	183.39	184.05	185.34
Grimsby Power Incorporated		165.08	165.08
Woodstock Hydro Services Inc.		149.36	143.22
Haldimand County Hydro Inc.	102.48	102.66	103.56
Lakefront Utilities Inc.		183.85	76.85
Halton Hills Hydro Inc.		76.18	74.64
St. Thomas Energy Inc.	73.43	70.35	70.97
Count	7	10	12
Average	223.140	188.361	192.642
Median	220.21	174.47	175.21
1st & 3rd quartiles	142.94 & 241.26	114.34 & 211.80	96.88 & 241.99
Range (min, max)	73.43 to 499.95	70.35 to 485.70	70.97 to 487.45



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

Small Utilities	2010	2011	2012
Kenora Hydro Electric		509.19	514.05
Count	0	1	1
Average		509.190	514.050
Median		509.19	514.05
1st & 3rd quartiles		509.19 & 509.19	514.05 & 514.05
Range (min, max)		509.19 to 509.19	514.05 to 514.05
Totals over Large, Medium and Small Utility Classes			
Count	18	22	24
Average	194.548	188.703	200.005
Median	185.20	163.95	175.21
1st & 3rd quartiles	113.31 & 243.08	103.97 & 230.46	107.94 & 248.42
Range (min, max)	73.43 to 499.95	70.35 to 509.19	70.97 to 514.05

Notes:



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

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	4.7075	4.6543	4.6543
Waterloo North Hydro Inc.	3.5420	4.3073	4.4733
Kitchener-Wilmot Hydro Inc.	3.9737	3.9888	4.0319
Whitby Hydro Electric	2.7841	3.9178	3.9405
Cambridge and North Dumfries	3.7792	3.6338	3.6658
Oakville Hydro Electricity	3.6216	3.6281	3.6600
Hydro Ottawa Limited	3.0325	3.0380	3.4376
Veridian Connections Inc.	3.0172	3.3372	3.3603
Entegrus Powerlines Inc.	2.6761	2.6942	2.9607
Horizon Utilities Corporation	1.7875	2.0341	2.0459
London Hydro Inc.	1.6052		1.6223
Burlington Hydro Inc.		2.8337	
Count	11	11	11
Average	3.13878	3.46066	3.44115
Median	3.0325	3.6281	3.6600
1st & 3rd quartiles	2.7301 & 3.7004	2.9359 & 3.9533	3.1605 & 3.9862
Range (min, max)	1.6052 to 4.7075	2.0341 to 4.6543	1.6223 to 4.6543
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	5.3113	4.7636	4.8055
Lakefront Utilities Inc.		3.4201	3.4067
Halton Hills Hydro Inc.		3.3939	3.3287
St. Thomas Energy Inc.	2.9610	3.1490	3.1767
Woodstock Hydro Services Inc.		2.7507	2.6377
Brantford Power Inc.			2.6043
Peterborough Distribution Inc.	2.4099	2.4142	2.4354
Festival Hydro Inc.	2.2579	2.2665	2.2889
Westario Power Inc.	2.6128		2.2373
Orangeville Hydro Limited	2.1593	2.1671	2.1822
Grimsby Power Incorporated		1.4136	1.6936
Lakeland Power Distribution Ltd	2.2810	2.2383	1.4113
Count	7	10	12
Average	2.85617	2.79770	2.68403
Median	2.4099	2.5825	2.5199
1st & 3rd quartiles	2.2695 & 2.7869	2.2454 & 3.3327	2.2235 & 3.2147
Range (min, max)	2.1593 to 5.3113	1.4136 to 4.7636	1.4113 to 4.8055



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

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1.6224	1.6379
Count	0	1	1
Average		1.62240	1.63790
Median		1.6224	1.6379
1st & 3rd quartiles		1.6224 & 1.6224	1.6379 & 1.6379
Range (min, max)		1.6224 to 1.6224	1.6379 to 1.6379
Totals over Large, Medium and Small Utility Classes			
Count	18	22	24
Average	3.02888	3.07576	2.98745
Median	2.8726	3.0935	3.0687
1st & 3rd quartiles	2.3132 & 3.6017	2.3034 & 3.6324	2.2235 & 3.6615
Range (min, max)	1.6052 to 5.3113	1.4136 to 4.7636	1.4113 to 4.8055

Notes:



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

Large Utilities	2010	2011	2012
Veridian Connections Inc.	5,333.07	5,342.67	5,389.69
Hydro Ottawa Limited	4,032.07	4,039.33	4,039.33
Oakville Hydro Electricity	3,417.13	3,388.41	3,383.59
London Hydro Inc.	2,272.27		2,296.39
EnWin Utilities Ltd.	2,088.29	2,106.28	2,106.28
Hydro One Brampton Networks	1,410.33	1,227.95	1,164.89
Cambridge and North Dumfries	894.91	896.52	904.41
Horizon Utilities Corporation	250.33	293.26	294.96
Kitchener-Wilmot Hydro Inc.			236.11
Whitby Hydro Electric	169.48	191.34	192.45
Waterloo North Hydro Inc.	187.01	162.82	139.45
Entegrus Powerlines Inc.	123.54	109.57	96.16
Burlington Hydro Inc.		71.79	72.42
Count	11	11	13
Average	1,834.403	1,620.904	1,562.779
Median	1,410.33	896.52	904.41
1st & 3rd quartiles	218.67 & 2,844.70	177.08 & 2,747.35	192.45 & 2,296.39
Range (min, max)	123.54 to 5,333.07	71.79 to 5,342.67	72.42 to 5,389.69
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		1,766.90	4,069.60
Lakeland Power Distribution Ltd	499.95	485.70	487.45
Woodstock Hydro Services Inc.		441.03	477.81
Brantford Power Inc.			293.71
Westario Power Inc.	237.63		240.15
Festival Hydro Inc.	220.21	221.05	223.24
Halton Hills Hydro Inc.	177.46	173.31	173.31
Grimsby Power Incorporated		165.08	165.08
Haldimand County Hydro Inc.	102.48	102.66	103.56
St. Thomas Energy Inc.	73.43	70.35	70.97
Count	6	8	10
Average	218.527	428.260	630.488
Median	198.84	197.18	231.70
1st & 3rd quartiles	121.23 & 233.28	149.48 & 452.20	167.14 & 431.79
Range (min, max)	73.43 to 499.95	70.35 to 1,766.90	70.97 to 4,069.60



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

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.		395.40	398.88
Count	0	1	1
Average		395.400	398.880
Median		395.40	398.88
1st & 3rd quartiles		395.40 & 395.40	398.88 & 398.88
Range (min, max)		395.40 to 395.40	398.88 to 398.88
Totals over Large, Medium and Small Utility Classes			
Count	17	20	24
Average	1,264.094	1,082.571	1,125.829
Median	250.33	344.33	294.34
1st & 3rd quartiles	177.46 & 2,088.29	164.52 & 1,362.69	171.25 & 1,400.24
Range (min, max)	73.43 to 5,333.07	70.35 to 5,342.67	70.97 to 5,389.69

Notes:



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

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	5.8603	5.1971	4.5600
Waterloo North Hydro Inc.	3.5420	4.3073	4.4733
Kitchener-Wilmot Hydro Inc.			4.0319
London Hydro Inc.	3.9642		4.0062
Whitby Hydro Electric	2.7841	3.9178	3.9405
Hydro Ottawa Limited	2.8962	2.9014	3.3601
Hydro One Brampton Networks	3.7355	3.5321	3.3507
Cambridge and North Dumfries	3.1597	3.1654	3.1933
Burlington Hydro Inc.		2.8337	2.8586
Horizon Utilities Corporation	1.7875	2.0341	2.0459
EnWin Utilities Ltd.	1.9306	1.9473	1.9473
Oakville Hydro Electricity	1.8664	1.8507	1.8480
Veridian Connections Inc.	1.4111	1.6846	1.6970
Count	11	11	13
Average	2.99433	3.03377	3.17791
Median	2.8962	2.9014	3.3507
1st & 3rd quartiles	1.8985 & 3.6388	1.9907 & 3.7250	2.0459 & 4.0062
Range (min, max)	1.4111 to 5.8603	1.6846 to 5.1971	1.6970 to 4.5600
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	5.3113	4.7636	4.8055
St. Thomas Energy Inc.	2.9610	3.1490	3.1767
Halton Hills Hydro Inc.	4.1595	3.6055	3.0517
Brantford Power Inc.			2.6043
Woodstock Hydro Services Inc.		2.3290	2.5232
Festival Hydro Inc.	2.2579	2.2665	2.2889
Westario Power Inc.	2.6128		2.2373
Grimsby Power Incorporated		1.4136	1.6936
Lakefront Utilities Inc.		1.0268	1.5830
Lakeland Power Distribution Ltd	2.2810	2.2383	1.4113
Count	6	8	10
Average	3.26392	2.59904	2.53755
Median	2.7869	2.2978	2.4061
1st & 3rd quartiles	2.3640 & 3.8599	2.0321 & 3.2631	1.8295 & 2.9399
Range (min, max)	2.2579 to 5.3113	1.0268 to 4.7636	1.4113 to 4.8055



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

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.		1.3711	1.3832
Count	0	1	1
Average		1.37110	1.38320
Median		1.3711	1.3832
1st & 3rd quartiles		1.3711 & 1.3711	1.3832 & 1.3832
Range (min, max)		1.3711 to 1.3711	1.3832 to 1.3832
Totals over Large, Medium and Small Utility Classes			
Count	17	20	24
Average	3.08948	2.77675	2.83631
Median	2.8962	2.5814	2.7315
1st & 3rd quartiles	2.2579 & 3.7355	1.9232 & 3.5505	1.9225 & 3.5052
Range (min, max)	1.4111 to 5.8603	1.0268 to 5.1971	1.3832 to 4.8055

Notes:



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

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	11,151.32	22,642.10	22,773.42
London Hydro Inc.	20,421.99		20,638.79
Hydro Ottawa Limited	14,643.46	14,669.82	14,669.82
Kitchener-Wilmot Hydro Inc.	14,195.83	14,249.77	14,403.67
Veridian Connections Inc.	8,011.37	8,025.79	8,096.42
Cambridge and North Dumfries	6,324.41	7,680.31	7,747.90
EnWin Utilities Ltd.	7,570.26	7,635.46	7,635.46
Waterloo North Hydro Inc.	6,686.47	6,686.47	6,758.68
Hydro One Brampton Networks	4,722.21	4,395.85	4,430.14
PowerStream Inc.	3,751.44	3,756.42	3,819.34
Entegrus Powerlines Inc.		3,667.79	3,707.40
Count	10	10	11
Average	9,747.876	9,340.978	10,425.549
Median	7,790.82	7,657.89	7,747.90
1st & 3rd quartiles	6,414.93 & 13,434.70	4,968.51 & 12,693.78	5,594.41 & 14,536.75
Range (min, max)	3,751.44 to 20,421.99	3,667.79 to 22,642.10	3,707.40 to 22,773.42
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	10,692.01	10,648.16	10,676.92
Peterborough Distribution Inc.	6,245.49	6,256.73	6,311.79
Westario Power Inc.			240.15
St. Thomas Energy Inc.	605.57		70.97
Count	3	2	4
Average	5,847.690	8,452.445	4,324.958
Median	6,245.49	8,452.45	3,275.97
1st & 3rd quartiles	3,425.53 & 8,468.75	7,354.59 & 9,550.30	197.86 & 7,403.07
Range (min, max)	605.57 to 10,692.01	6,256.73 to 10,648.16	70.97 to 10,676.92



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

Totals over Large, Medium and Small Utility Classes

Count	13	12	15
Average	8,847.833	9,192.889	8,798.725
Median	7,570.26	7,657.89	7,635.46
1st & 3rd quartiles	6,245.49 & 11,151.32	5,791.51 & 11,548.56	4,124.74 & 12,540.30
Range (min, max)	605.57 to 20,421.99	3,667.79 to 22,642.10	70.97 to 22,773.42

Notes:



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

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	2.6959	3.1991	3.2337
Hydro Ottawa Limited	2.7725	2.7775	3.1907
London Hydro Inc.	2.2552		2.2792
EnWin Utilities Ltd.	2.1824	2.2012	2.2012
Cambridge and North Dumfries	1.7563	2.1328	2.1516
Hydro One Brampton Networks	2.9023	2.1293	2.1459
Veridian Connections Inc.	1.6807	1.9547	1.9695
Kitchener-Wilmot Hydro Inc.	1.3529	1.3580	1.3727
Horizon Utilities Corporation	1.0123	1.3359	1.3436
PowerStream Inc.	1.0676	1.0698	0.9484
Entegrus Powerlines Inc.		0.0540	0.0546
Count	10	10	11
Average	1.96781	1.82123	1.89919
Median	1.9694	2.0420	2.1459
1st & 3rd quartiles	1.4349 & 2.5857	1.3414 & 2.1841	1.3582 & 2.2402
Range (min, max)	1.0123 to 2.9023	0.0540 to 3.1991	0.0546 to 3.2337
Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	0.7063		3.1767
Westario Power Inc.			2.2373
Festival Hydro Inc.	0.9922	0.9881	0.9908
Peterborough Distribution Inc.	0.7296	0.7309	0.7373
Count	3	2	4
Average	0.80937	0.85950	1.78553
Median	0.7296	0.8595	1.6141
1st & 3rd quartiles	0.7180 & 0.8609	0.7952 & 0.9238	0.9274 & 2.4722
Range (min, max)	0.7063 to 0.9922	0.7309 to 0.9881	0.7373 to 3.1767



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

Totals over Large, Medium and Small Utility Classes

Count	13	12	15
Average	1.70048	1.66094	1.86888
Median	1.6807	1.6564	2.1459
1st & 3rd quartiles	1.0123 & 2.2552	1.0494 & 2.1499	1.1672 & 2.2583
Range (min, max)	0.7063 to 2.9023	0.0540 to 3.1991	0.0546 to 3.2337

Notes:



S95 Total Residential kWh Billed

Large Utilities	2010	2011	2012
PowerStream Inc.	2,727,096,928	2,727,580,225	2,755,975,043
Hydro Ottawa Limited	2,291,661,273	2,234,649,169	2,302,188,900
Horizon Utilities Corporation	1,756,713,577	1,726,152,066	1,727,888,581
Hydro One Brampton Networks	1,202,819,803	1,212,303,072	1,235,289,083
London Hydro Inc.	1,193,416,276		1,149,037,970
Veridian Connections Inc.	972,134,187	955,895,335	964,880,907
Kitchener-Wilmot Hydro Inc.	668,390,323	675,694,387	661,080,341
EnWin Utilities Ltd.	647,461,708	639,713,622	630,218,887
Oakville Hydro Electricity	619,331,636	610,764,307	625,090,570
Burlington Hydro Inc.	579,116,811	580,143,817	572,343,354
Waterloo North Hydro Inc.	430,890,325	433,474,481	428,106,297
Cambridge and North Dumfries	395,342,413	401,509,896	398,942,193
Whitby Hydro Electric	364,548,865	361,978,770	373,520,174
Entegrus Powerlines Inc.	236,272,579	299,495,986	296,656,279
Count	14	13	14
Average	1,006,085,478.9	989,181,164.1	1,008,658,469.9
Median	657,926,016	639,713,622	645,649,614
1st & 3rd quartiles	467,946,947 & 1,200,468,921	433,474,481 & 1,212,303,072	464,165,561 & 1,213,726,305
Range (min, max)	236,272,579 to 2,727,096,928	299,495,986 to 2,727,580,225	296,656,279 to 2,755,975,043
Medium Utilities	2010	2011	2012
Brantford Power Inc.			287,058,174
Peterborough Distribution Inc.	287,709,081	293,541,685	285,657,137
Halton Hills Hydro Inc.	224,697,945	213,773,795	213,056,238
Westario Power Inc.	216,435,358		187,379,627
Haldimand County Hydro Inc.	171,293,938	172,049,443	168,096,633
Festival Hydro Inc.	141,316,645	140,929,999	138,788,432
St. Thomas Energy Inc.	120,949,829	118,988,254	117,522,946
Woodstock Hydro Services Inc.	114,946,119	115,339,231	115,231,745
Grimsby Power Incorporated		92,957,574	93,033,674
Orangeville Hydro Limited	86,211,880	89,923,824	85,673,643
Lakeland Power Distribution Ltd	77,894,336	77,905,420	76,738,465
Lakefront Utilities Inc.		52,183,168	70,910,271



S95 Total Residential kWh Billed

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		160,161,681.2	136,759,239.3	153,262,248.8
Median		141,316,645	117,163,743	128,155,689
1st & 3rd quartiles		114,946,119 & 216,435,358	90,682,261 & 164,269,582	91,193,666 & 193,798,780
Range (min, max)		77,894,336 to 287,709,081	52,183,168 to 293,541,685	70,910,271 to 287,058,174
Small Utilities		2010	2011	2012
Kenora Hydro Electric			39,941,836	36,902,300
Sioux Lookout Hydro Inc.		33,180,435	32,694,600	31,928,855
Count		1	2	2
Average		33,180,435.0	36,318,218.0	34,415,577.5
Median		33,180,435	36,318,218	34,415,578
1st & 3rd quartiles		33,180,435 & 33,180,435	34,506,409 & 38,130,027	33,172,217 & 35,658,939
Range (min, max)		33,180,435 to 33,180,435	32,694,600 to 39,941,836	31,928,855 to 36,902,300
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		648,326,344.6	571,983,358.5	572,471,311.4
Median		379,945,639	299,495,986	291,857,227
1st & 3rd quartiles		163,799,615 & 744,326,289	115,339,231 & 639,713,622	116,950,146 & 637,934,251
Range (min, max)		33,180,435 to 2,727,096,928	32,694,600 to 2,727,580,225	31,928,855 to 2,755,975,043

Notes:



S4 Average Monthly Residential Consumption (kWh)

Large Utilities	2010	2011	2012
Oakville Hydro Electricity	907	935	894
Whitby Hydro Electric	815	795	809
Burlington Hydro Inc.	829	823	806
Hydro One Brampton Networks	805	790	782
London Hydro Inc.	745		770
Veridian Connections Inc.	787	858	763
Waterloo North Hydro Inc.	783	776	755
PowerStream Inc.	781	763	753
Hydro Ottawa Limited	698	725	720
Cambridge and North Dumfries	724	725	714
Entegrus Powerlines Inc.	689	800	689
Kitchener-Wilmot Hydro Inc.	713	709	685
EnWin Utilities Ltd.	703	769	679
Horizon Utilities Corporation	684	669	664
Count	14	13	14
Average	761.6	779.8	748.8
Median	763	776	754
1st & 3rd quartiles	706 & 800	725 & 800	696 & 779
Range (min, max)	684 to 907	669 to 935	664 to 894
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	984	920	933
Grimsby Power Incorporated		813	800
Lakeland Power Distribution Ltd	834	819	799
Westario Power Inc.	934		787
Peterborough Distribution Inc.	772	850	756
Haldimand County Hydro Inc.	773	773	752
Brantford Power Inc.			749
Festival Hydro Inc.	678	772	729
Orangeville Hydro Limited	721	747	704
Woodstock Hydro Services Inc.	699	697	689
St. Thomas Energy Inc.	693	680	666
Lakefront Utilities Inc.		515	666



S4 Average Monthly Residential Consumption (kWh)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	787.6	758.6	752.5
Median	772	772	750
1st & 3rd quartiles	699 & 834	709 & 817	700 & 790
Range (min, max)	678 to 984	515 to 920	666 to 933
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	1,196	1,172	1,151
Kenora Hydro Electric		700	647
Count	1	2	2
Average	1,196.0	936.0	899.0
Median	1,196	936	899
1st & 3rd quartiles	1,196 & 1,196	818 & 1,054	773 & 1,025
Range (min, max)	1,196 to 1,196	700 to 1,172	647 to 1,151
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	789.5	783.8	761.1
Median	773	773	752
1st & 3rd quartiles	702 & 818	725 & 819	689 & 790
Range (min, max)	678 to 1,196	515 to 1,172	647 to 1,151

Notes:



S234 Total General Service (<50kW) kWh Billed

Large Utilities	2010	2011	2012
PowerStream Inc.	1,046,652,413	1,052,239,920	1,033,986,840
Hydro Ottawa Limited	729,876,637	739,010,962	702,625,952
Horizon Utilities Corporation	619,549,418	624,626,431	615,655,087
London Hydro Inc.	430,072,965		422,409,776
Hydro One Brampton Networks	306,235,141	322,100,816	334,297,046
Veridian Connections Inc.	309,052,009	312,374,865	299,547,304
Kitchener-Wilmot Hydro Inc.	245,805,430	249,232,671	252,141,711
EnWin Utilities Ltd.	223,701,633	222,403,346	215,859,653
Waterloo North Hydro Inc.	197,270,315	199,195,672	202,943,670
Burlington Hydro Inc.	181,780,372	186,464,680	184,896,137
Oakville Hydro Electricity	176,732,013	173,410,226	173,007,644
Cambridge and North Dumfries	163,489,557	168,900,137	157,737,433
Entegrus Powerlines Inc.	95,572,850	117,915,433	110,156,226
Whitby Hydro Electric	75,513,331	83,412,582	81,618,704
Count	14	13	14
Average	342,950,291.7	342,406,749.3	341,920,227.4
Median	234,753,531	222,403,346	234,000,682
1st & 3rd quartiles	177,994,103 & 399,817,726	173,410,226 & 322,100,816	175,979,767 & 400,381,593
Range (min, max)	75,513,331 to 1,046,652,413	83,412,582 to 1,052,239,920	81,618,704 to 1,033,986,840
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	119,071,914	116,369,522	113,552,796
Brantford Power Inc.			100,340,238
Westario Power Inc.	66,743,899		64,297,787
Festival Hydro Inc.	65,852,707	63,567,429	62,659,799
Haldimand County Hydro Inc.	57,931,037	57,572,871	56,970,754
Halton Hills Hydro Inc.	57,461,968	58,293,204	56,947,445
Woodstock Hydro Services Inc.	44,489,967	44,758,658	46,937,690
Lakeland Power Distribution Ltd	41,809,893	42,830,225	42,707,175
St. Thomas Energy Inc.	36,679,270	36,524,408	36,261,185
Orangeville Hydro Limited	36,470,389	37,896,062	35,683,448
Lakefront Utilities Inc.		36,235,356	33,174,074
Grimsby Power Incorporated		18,539,615	18,775,169



S234 Total General Service (<50kW) kWh Billed

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		58,501,227.1	51,258,735.0	55,692,296.7
Median		57,461,968	43,794,442	51,942,568
1st & 3rd quartiles		41,809,893 & 65,852,707	36,867,322 & 58,113,121	36,116,751 & 63,069,296
Range (min, max)		36,470,389 to 119,071,914	18,539,615 to 116,369,522	18,775,169 to 113,552,796
Small Utilities		2010	2011	2012
Kenora Hydro Electric			24,815,065	23,459,591
Sioux Lookout Hydro Inc.		15,139,849	12,639,600	11,778,630
Count		1	2	2
Average		15,139,849.0	18,727,332.5	17,619,110.5
Median		15,139,849	18,727,332	17,619,111
1st & 3rd quartiles		15,139,849 & 15,139,849	15,683,466 & 21,771,199	14,698,871 & 20,539,351
Range (min, max)		15,139,849 to 15,139,849	12,639,600 to 24,815,065	11,778,630 to 23,459,591
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		222,623,124.0	200,053,190.2	196,086,748.7
Median		141,280,736	116,369,522	105,248,232
1st & 3rd quartiles		57,813,770 & 260,912,858	42,830,225 & 222,403,346	45,880,061 & 224,930,168
Range (min, max)		15,139,849 to 1,046,652,413	12,639,600 to 1,052,239,920	11,778,630 to 1,033,986,840

Notes:



S231 Total General Service (<50kW) kW Billed

Large Utilities	2010	2011	2012
Oakville Hydro Electricity		130,611	
Count	0	1	0
Average		130,611.0	
Median		130,611	
1st & 3rd quartiles		130,611 & 130,611	
Range (min, max)		130,611 to 130,611	to
Medium Utilities	2010	2011	2012
Westario Power Inc.			0
Count	0	0	1
Average			0.0
Median			0
1st & 3rd quartiles			0 & 0
Range (min, max)			0 to 0
Totals over Large, Medium and Small Utility Classes			
Count	0	1	1
Average		130,611.0	0.0
Median		130,611	0
1st & 3rd quartiles			0 & 0
Range (min, max)		130,611 to 130,611	0 to 0

Notes:



S232 Total General Service ($\geq 50\text{kW}$ $\leq 4,999\text{kW}$) kWh Billed

Large Utilities	2010	2011	2012
PowerStream Inc.	4,474,584,664	4,528,259,650	4,563,866,057
Hydro Ottawa Limited	3,854,492,144	3,907,096,046	3,853,330,038
Hydro One Brampton Networks	1,996,212,848	1,972,904,999	1,980,182,500
Horizon Utilities Corporation	1,921,677,796	1,924,853,988	1,912,878,382
London Hydro Inc.	1,661,679,446		1,596,168,372
Veridian Connections Inc.	1,025,845,650	1,064,454,637	1,111,877,410
EnWin Utilities Ltd.	997,089,392	996,056,804	985,169,822
Burlington Hydro Inc.	943,596,172	947,118,756	938,971,556
Kitchener-Wilmot Hydro Inc.	902,826,304	877,419,481	881,693,686
Oakville Hydro Electricity	781,838,426	779,598,542	786,276,842
Waterloo North Hydro Inc.	770,926,654	779,716,274	782,345,883
Cambridge and North Dumfries	702,408,601	726,550,419	681,910,550
Entegrus Powerlines Inc.	286,767,502	476,644,212	486,952,389
Whitby Hydro Electric	410,991,175	416,553,767	412,209,765
Count	14	13	14
Average	1,480,781,198.1	1,492,094,428.8	1,498,130,946.6
Median	970,342,782	947,118,756	962,070,689
1st & 3rd quartiles	773,654,597 & 1,856,678,209	779,598,542 & 1,924,853,988	783,328,623 & 1,833,700,880
Range (min, max)	286,767,502 to 4,474,584,664	416,553,767 to 4,528,259,650	412,209,765 to 4,563,866,057
Medium Utilities	2010	2011	2012
Brantford Power Inc.			539,521,215
Festival Hydro Inc.	308,853,484	342,397,426	373,013,275
Peterborough Distribution Inc.	331,296,295	345,543,415	334,711,785
Woodstock Hydro Services Inc.	228,556,316	228,256,717	229,766,340
Halton Hills Hydro Inc.	228,049,777	220,466,681	213,428,278
Haldimand County Hydro Inc.	188,471,961	193,211,396	189,419,486
Westario Power Inc.	190,213,516		166,645,876
Lakefront Utilities Inc.		143,297,166	143,725,675
St. Thomas Energy Inc.	137,249,474	136,380,632	134,205,543
Orangeville Hydro Limited	123,390,551	127,403,144	120,453,549
Lakeland Power Distribution Ltd	82,034,432	83,774,463	85,769,013
Grimsby Power Incorporated		69,694,186	67,770,133



S232 Total General Service ($\geq 50\text{kW}$ $\leq 4,999\text{kW}$) kWh Billed

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		202,012,867.3	189,042,522.6	216,535,847.3
Median		190,213,516	168,254,281	178,032,681
1st & 3rd quartiles		137,249,474 & 228,556,316	129,647,516 & 226,309,208	130,767,545 & 256,002,701
Range (min, max)		82,034,432 to 331,296,295	69,694,186 to 345,543,415	67,770,133 to 539,521,215
Small Utilities		2010	2011	2012
Kenora Hydro Electric			45,396,739	41,253,255
Sioux Lookout Hydro Inc.		26,783,787	27,265,781	27,016,605
Count		1	2	2
Average		26,783,787.0	36,331,260.0	34,134,930.0
Median		26,783,787	36,331,260	34,134,930
1st & 3rd quartiles		26,783,787 & 26,783,787	31,798,521 & 40,864,000	30,575,767 & 37,694,092
Range (min, max)		26,783,787 to 26,783,787	27,265,781 to 45,396,739	27,016,605 to 41,253,255
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		940,659,848.6	854,412,612.8	844,304,760.0
Median		556,699,888	416,553,767	449,581,077
1st & 3rd quartiles		218,590,712 & 1,004,278,457	143,297,166 & 947,118,756	160,915,826 & 950,521,123
Range (min, max)		26,783,787 to 4,474,584,664	27,265,781 to 4,528,259,650	27,016,605 to 4,563,866,057

Notes:



S233 Total General Service ($\geq 50\text{kW}$ $\leq 4,999\text{kW}$) kW Billed

Large Utilities	2010	2011	2012
PowerStream Inc.	11,933,191	12,056,896	12,133,067
Hydro Ottawa Limited	9,141,187	9,092,735	9,153,253
Horizon Utilities Corporation	5,309,024	5,289,672	5,153,897
Hydro One Brampton Networks	4,949,695	4,942,723	5,003,207
London Hydro Inc.	4,171,885		4,031,616
Veridian Connections Inc.	2,497,124	2,557,875	2,683,994
EnWin Utilities Ltd.	2,542,594	2,566,544	2,550,735
Burlington Hydro Inc.	2,405,197	2,414,370	2,432,030
Kitchener-Wilmot Hydro Inc.	2,260,312	2,244,883	2,227,931
Oakville Hydro Electricity	1,965,914	2,001,720	2,054,110
Cambridge and North Dumfries	1,961,798	1,958,282	1,901,861
Waterloo North Hydro Inc.	1,762,455	1,815,441	1,878,694
Entegrus Powerlines Inc.	798,376	1,265,998	1,265,976
Whitby Hydro Electric	975,051	966,654	972,335
Count	14	13	14
Average	3,762,414.5	3,782,599.5	3,817,336.1
Median	2,451,161	2,414,370	2,491,383
1st & 3rd quartiles	1,962,827 & 4,755,243	1,958,282 & 4,942,723	1,939,923 & 4,760,309
Range (min, max)	798,376 to 11,933,191	966,654 to 12,056,896	972,335 to 12,133,067
Medium Utilities	2010	2011	2012
Brantford Power Inc.			1,402,270
Festival Hydro Inc.	829,669	893,506	959,778
Peterborough Distribution Inc.	825,019	848,381	826,732
Halton Hills Hydro Inc.	606,534	613,138	602,490
Woodstock Hydro Services Inc.	573,152	571,514	574,390
Westario Power Inc.	472,060		468,555
St. Thomas Energy Inc.	353,239	340,694	359,117
Haldimand County Hydro Inc.	513,453	527,184	332,793
Orangeville Hydro Limited	298,437	298,210	295,004
Lakeland Power Distribution Ltd	203,252	202,946	206,132
Grimsby Power Incorporated		180,394	183,321



S233 Total General Service ($\geq 50\text{kW}$ $\leq 4,999\text{kW}$) kW Billed

Medium Utilities	2010	2011	2012
Count	9	9	11
Average	519,423.9	497,329.7	564,598.4
Median	513,453	527,184	468,555
1st & 3rd quartiles	353,239 & 606,534	298,210 & 613,138	313,899 & 714,611
Range (min, max)	203,252 to 829,669	180,394 to 893,506	183,321 to 1,402,270
Small Utilities	2010	2011	2012
Kenora Hydro Electric		104,670	96,956
Sioux Lookout Hydro Inc.	71,492	66,653	66,215
Count	1	2	2
Average	71,492.0	85,661.5	81,585.5
Median	71,492	85,662	81,586
1st & 3rd quartiles	71,492 & 71,492	76,157 & 95,166	73,900 & 89,271
Range (min, max)	71,492 to 71,492	66,653 to 104,670	66,215 to 96,956
Totals over Large, Medium and Small Utility Classes			
Count	24	24	27
Average	2,392,504.6	2,242,545.1	2,215,424.4
Median	1,368,753	1,116,326	1,265,976
1st & 3rd quartiles	558,227 & 2,508,492	480,562 & 2,450,246	413,836 & 2,491,383
Range (min, max)	71,492 to 11,933,191	66,653 to 12,056,896	66,215 to 12,133,067

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	683,489,329	662,045,474	646,432,433
EnWin Utilities Ltd.	446,259,625	396,268,190	630,941,242
Horizon Utilities Corporation	708,851,740	533,588,039	604,447,266
Hydro One Brampton Networks	367,761,156	399,601,013	407,396,400
Cambridge and North Dumfries	196,439,624	193,617,710	212,986,676
Veridian Connections Inc.	216,767,853	199,771,107	191,647,160
London Hydro Inc.	197,877,297		185,948,804
Waterloo North Hydro Inc.	82,669,216	84,663,591	87,090,689
Kitchener-Wilmot Hydro Inc.	48,275,885	52,933,256	69,911,509
Entegrus Powerlines Inc.	6,535,793	34,298,990	34,317,082
PowerStream Inc.	27,609,737	27,116,405	26,676,946
Count	11	10	11
Average	271,139,750.5	258,390,377.5	281,617,837.0
Median	197,877,297	196,694,409	191,647,160
1st & 3rd quartiles	65,472,551 & 407,010,390	60,865,840 & 398,767,807	78,501,099 & 505,921,833
Range (min, max)	6,535,793 to 708,851,740	27,116,405 to 662,045,474	26,676,946 to 646,432,433
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	55,529,141	56,661,880	54,102,548
Festival Hydro Inc.	52,043,067	30,589,560	17,987,095
St. Thomas Energy Inc.	0		0
Count	3	2	3
Average	35,857,402.7	43,625,720.0	24,029,881.0
Median	52,043,067	43,625,720	17,987,095
1st & 3rd quartiles	26,021,534 & 53,786,104	37,107,640 & 50,143,800	8,993,548 & 36,044,822
Range (min, max)	0 to 55,529,141	30,589,560 to 56,661,880	0 to 54,102,548
Totals over Large, Medium and Small Utility Classes			
Count	14	12	14
Average	220,722,104.5	222,596,267.9	226,420,417.9
Median	139,554,420	139,140,651	136,519,747
1st & 3rd quartiles	49,217,681 & 330,012,830	48,274,689 & 397,101,396	39,263,449 & 358,793,969
Range (min, max)	0 to 708,851,740	27,116,405 to 662,045,474	0 to 646,432,433

Notes:



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

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	2,884,523	2,276,683	2,502,409
EnWin Utilities Ltd.	881,104	762,920	1,207,401
Hydro Ottawa Limited	1,221,869	1,182,395	1,178,836
Hydro One Brampton Networks	684,430	716,741	736,264
Cambridge and North Dumfries	420,805	429,511	485,623
London Hydro Inc.	402,894		389,123
Veridian Connections Inc.	387,405	350,197	334,461
Waterloo North Hydro Inc.	155,421	160,630	165,061
Kitchener-Wilmot Hydro Inc.	95,621	105,771	136,790
PowerStream Inc.	80,806	80,298	81,758
Entegrus Powerlines Inc.	27,746	63,856	67,537
Count	11	10	11
Average	658,420.4	612,900.2	662,296.6
Median	402,894	389,854	389,123
1st & 3rd quartiles	125,521 & 782,767	119,486 & 751,375	150,926 & 957,550
Range (min, max)	27,746 to 2,884,523	63,856 to 2,276,683	67,537 to 2,502,409
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	121,690	121,779	122,199
Festival Hydro Inc.	109,729	59,443	31,765
St. Thomas Energy Inc.	0		0
Count	3	2	3
Average	77,139.7	90,611.0	51,321.3
Median	109,729	90,611	31,765
1st & 3rd quartiles	54,865 & 115,710	75,027 & 106,195	15,883 & 76,982
Range (min, max)	0 to 121,690	59,443 to 121,779	0 to 122,199
Totals over Large, Medium and Small Utility Classes			
Count	14	12	14
Average	533,860.2	525,852.0	531,373.4
Median	271,413	255,414	249,761
1st & 3rd quartiles	99,148 & 618,524	99,403 & 728,286	91,868 & 673,604
Range (min, max)	0 to 2,884,523	59,443 to 2,276,683	0 to 2,502,409

Notes:



S98 Total Street Lighting kWh Billed

Large Utilities	2010	2011	2012
PowerStream Inc.	58,367,181	59,196,079	60,228,286
Hydro Ottawa Limited	43,360,972	43,718,587	44,699,159
Horizon Utilities Corporation	42,021,645	40,998,533	40,961,847
Hydro One Brampton Networks	29,344,889	30,800,078	31,699,720
London Hydro Inc.	24,495,009		24,786,684
Veridian Connections Inc.	18,601,464	20,074,896	20,739,716
EnWin Utilities Ltd.	16,997,069	17,061,701	17,377,866
Kitchener-Wilmot Hydro Inc.	16,567,456	15,876,434	16,438,542
Oakville Hydro Electricity	11,784,930	12,033,504	12,270,726
Burlington Hydro Inc.	9,886,279	10,234,555	10,270,630
Waterloo North Hydro Inc.	7,956,638	7,915,355	10,123,613
Whitby Hydro Electric	9,905,253	8,190,912	10,067,639
Cambridge and North Dumfries	9,523,510	10,044,985	9,636,681
Entegrus Powerlines Inc.	6,592,641	8,221,874	8,250,167
Count	14	13	14
Average	21,814,638.3	21,874,422.5	22,682,234.0
Median	16,782,262	15,876,434	16,908,204
1st & 3rd quartiles	9,891,023 & 28,132,419	10,044,985 & 30,800,078	10,160,367 & 29,971,461
Range (min, max)	6,592,641 to 58,367,181	7,915,355 to 59,196,079	8,250,167 to 60,228,286
Medium Utilities	2010	2011	2012
Brantford Power Inc.			7,395,374
Peterborough Distribution Inc.	5,582,044	5,614,215	5,120,511
Westario Power Inc.	8,916,045		4,946,744
Festival Hydro Inc.	4,058,593	4,206,123	4,336,498
St. Thomas Energy Inc.	3,065,784	3,083,850	3,119,827
Halton Hills Hydro Inc.	2,843,420	2,743,202	2,762,364
Woodstock Hydro Services Inc.	2,631,135	2,670,080	2,703,077
Haldimand County Hydro Inc.	2,263,700	2,279,568	2,387,914
Orangeville Hydro Limited	1,777,519	1,661,238	1,870,113
Lakeland Power Distribution Ltd	1,874,279	1,874,274	1,661,260
Grimsby Power Incorporated		1,591,659	1,581,189
Lakefront Utilities Inc.		1,156,274	1,222,128



S98 Total Street Lighting kWh Billed

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		3,668,057.7	2,688,048.3	3,258,916.6
Median		2,843,420	2,474,824	2,732,721
1st & 3rd quartiles		2,263,700 & 4,058,593	1,714,497 & 2,998,688	1,817,900 & 4,489,060
Range (min, max)		1,777,519 to 8,916,045	1,156,274 to 5,614,215	1,222,128 to 7,395,374
Small Utilities		2010	2011	2012
Kenora Hydro Electric			1,571,679	1,949,204
Sioux Lookout Hydro Inc.		498,515	498,452	486,254
Count		1	2	2
Average		498,515.0	1,035,065.5	1,217,729.0
Median		498,515	1,035,066	1,217,729
1st & 3rd quartiles		498,515 & 498,515	766,759 & 1,303,372	851,991 & 1,583,466
Range (min, max)		498,515 to 498,515	498,452 to 1,571,679	486,254 to 1,949,204
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		14,121,498.8	12,532,724.3	12,824,776.2
Median		9,219,778	7,915,355	7,822,771
1st & 3rd quartiles		3,010,193 & 17,398,167	2,279,568 & 15,876,434	2,624,286 & 16,673,373
Range (min, max)		498,515 to 58,367,181	498,452 to 59,196,079	486,254 to 60,228,286

Notes:



S80 Total Sentinel Lighting kWh Billed

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	969,374.90	930,144.00	918,686.00
London Hydro Inc.	865,081.00		822,175.28
Horizon Utilities Corporation	557,805.00	515,080.00	521,512.00
PowerStream Inc.	466,537.00	429,377.00	413,931.84
Entegrus Powerlines Inc.	433,931.00	353,837.00	405,259.00
Veridian Connections Inc.	640,551.00	557,873.00	399,228.00
Oakville Hydro Electricity	131,584.00	126,614.00	124,182.00
Hydro Ottawa Limited	74,233.00	64,267.00	59,894.00
Whitby Hydro Electric	36,880.00	33,556.00	32,929.00
Burlington Hydro Inc.		27,304.00	
Count	9	9	9
Average	463,997.433	337,561.333	410,866.347
Median	466,537.00	353,837.00	405,259.00
1st & 3rd quartiles	131,584.00 & 640,551.00	64,267.00 & 515,080.00	124,182.00 & 521,512.00
Range (min, max)	36,880.00 to 969,374.90	27,304.00 to 930,144.00	32,929.00 to 918,686.00
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	723,118.70	503,097.00	972,429.00
Peterborough Distribution Inc.	788,609.00	768,503.00	752,463.00
Brantford Power Inc.			459,394.00
Haldimand County Hydro Inc.	403,632.00	384,819.00	364,977.00
Festival Hydro Inc.	202,236.00	200,336.00	179,501.00
Orangeville Hydro Limited	127,445.00	103,755.68	124,534.00
St. Thomas Energy Inc.	61,318.00	61,199.00	62,373.00
Lakefront Utilities Inc.		29,766.00	41,938.00
Lakeland Power Distribution Ltd	40,155.00	40,324.00	39,989.00
Westario Power Inc.	19,378.00		17,821.00
Count	8	8	10
Average	295,736.463	261,474.960	301,541.900
Median	164,840.50	152,045.84	152,017.50
1st & 3rd quartiles	56,027.25 & 483,503.68	55,980.25 & 414,388.50	47,046.75 & 435,789.75
Range (min, max)	19,378.00 to 788,609.00	29,766.00 to 768,503.00	17,821.00 to 972,429.00



S80 Total Sentinel Lighting kWh Billed

Totals over Large, Medium and Small Utility Classes

Count	17	17	19
Average	384,815.800	301,755.981	353,327.164
Median	403,632.00	200,336.00	364,977.00
1st & 3rd quartiles	74,233.00 & 640,551.00	61,199.00 & 503,097.00	61,133.50 & 490,453.00
Range (min, max)	19,378.00 to 969,374.90	27,304.00 to 930,144.00	17,821.00 to 972,429.00

Notes:



S237 Total kWh Billed

Large Utilities	2010	2011	2012
PowerStream Inc.	8,334,777,460	8,394,821,656	8,441,147,104
Hydro Ottawa Limited	7,602,954,588	7,586,584,505	7,549,336,376
Horizon Utilities Corporation	5,049,371,981	4,850,734,137	4,902,352,675
Hydro One Brampton Networks	3,902,458,731	3,937,800,213	3,988,864,749
London Hydro Inc.	3,508,406,074		3,379,173,782
Veridian Connections Inc.	2,543,041,714	2,553,128,713	2,589,091,725
EnWin Utilities Ltd.	2,332,478,801	2,272,433,807	2,480,486,156
Kitchener-Wilmot Hydro Inc.	1,881,865,398	1,871,156,230	1,881,265,789
Burlington Hydro Inc.	1,714,379,634	1,723,989,112	1,706,481,677
Oakville Hydro Electricity	1,589,818,589	1,575,933,193	1,596,769,964
Waterloo North Hydro Inc.	1,489,713,148	1,504,965,373	1,510,610,152
Cambridge and North Dumfries	1,467,203,705	1,500,623,147	1,461,213,533
Entegrus Powerlines Inc.	632,131,690	936,600,833	936,737,402
Whitby Hydro Electric	860,995,504	870,169,587	877,449,211
Count	14	13	14
Average	3,064,971,215.5	3,044,533,885.1	3,092,927,163.9
Median	2,107,172,099	1,871,156,230	2,180,875,973
1st & 3rd quartiles	1,514,739,508 & 3,803,945,567	1,504,965,373 & 3,937,800,213	1,532,150,105 & 3,836,442,007
Range (min, max)	632,131,690 to 8,334,777,460	870,169,587 to 8,394,821,656	877,449,211 to 8,441,147,104
Medium Utilities	2010	2011	2012
Brantford Power Inc.			934,774,395
Peterborough Distribution Inc.	799,977,084	818,499,220	793,897,240
Festival Hydro Inc.	572,326,732	581,890,873	596,964,600
Halton Hills Hydro Inc.	513,776,228	495,779,979	487,166,754
Westario Power Inc.	482,328,196		423,287,855
Haldimand County Hydro Inc.	420,364,268	425,498,097	417,239,764
Woodstock Hydro Services Inc.	390,623,537	391,024,686	394,638,852
St. Thomas Energy Inc.	298,005,675	295,038,343	291,171,874
Lakefront Utilities Inc.		232,901,730	249,074,086
Orangeville Hydro Limited	247,977,784	256,988,023	243,805,287
Lakeland Power Distribution Ltd	203,653,095	206,424,706	206,915,902
Grimsby Power Incorporated		182,783,034	181,160,164



S237 Total kWh Billed

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		436,559,177.7	388,682,869.1	435,008,064.4
Median		420,364,268	343,031,515	405,939,308
1st & 3rd quartiles		298,005,675 & 513,776,228	238,923,303 & 478,209,509	247,756,886 & 514,616,216
Range (min, max)		203,653,095 to 799,977,084	182,783,034 to 818,499,220	181,160,164 to 934,774,395
Small Utilities		2010	2011	2012
Kenora Hydro Electric			111,725,319	103,564,350
Sioux Lookout Hydro Inc.		75,602,586	73,098,434	71,210,344
Count		1	2	2
Average		75,602,586.0	92,411,876.5	87,387,347.0
Median		75,602,586	92,411,876	87,387,347
1st & 3rd quartiles		75,602,586 & 75,602,586	82,755,155 & 102,068,598	79,298,846 & 95,475,849
Range (min, max)		75,602,586 to 75,602,586	73,098,434 to 111,725,319	71,210,344 to 103,564,350
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		1,954,759,675.1	1,746,023,718.0	1,739,137,562.9
Median		1,164,099,605	870,169,587	906,111,803
1st & 3rd quartiles		466,837,214 & 2,385,119,529	295,038,343 & 1,871,156,230	368,772,108 & 2,031,070,881
Range (min, max)		75,602,586 to 8,334,777,460	73,098,434 to 8,394,821,656	71,210,344 to 8,441,147,104

Notes:



S99 Current Year (2012) Unbilled in kWh

Large Utilities	2010	2011	2012
PowerStream Inc.	874,541,501	864,540,787	891,116,302
Hydro Ottawa Limited	792,743,118	821,209,266	784,333,710
Horizon Utilities Corporation	524,199,395	491,799,698	519,463,722
London Hydro Inc.	272,352,943		291,057,707
Hydro One Brampton Networks	305,977,760	284,077,169	275,020,479
Veridian Connections Inc.	288,787,961	256,116,948	248,315,681
Kitchener-Wilmot Hydro Inc.	204,913,918	221,402,651	221,926,629
Burlington Hydro Inc.	179,394,535	176,128,870	177,940,508
Oakville Hydro Electricity	167,833,667	168,943,387	158,166,818
Waterloo North Hydro Inc.	160,021,969	152,936,022	152,117,490
Entegrus Powerlines Inc.	114,330,548	122,706,508	120,657,930
Cambridge and North Dumfries	136,128,019	117,900,839	111,494,831
Whitby Hydro Electric	97,062,132	97,958,641	94,145,335
Count	13	12	13
Average	316,791,343.5	314,643,398.8	311,212,087.8
Median	204,913,918	198,765,761	221,926,629
1st & 3rd quartiles	160,021,969 & 305,977,760	145,378,643 & 336,007,801	152,117,490 & 291,057,707
Range (min, max)	97,062,132 to 874,541,501	97,958,641 to 864,540,787	94,145,335 to 891,116,302
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	78,800,000	73,903,000	75,827,000
Brantford Power Inc.			75,647,541
Festival Hydro Inc.	64,986,059	65,543,458	64,149,381
Westario Power Inc.	42,704,182		44,317,830
Haldimand County Hydro Inc.	43,406,108	42,060,361	41,250,928
Woodstock Hydro Services Inc.	36,086,781	35,565,863	34,083,276
St. Thomas Energy Inc.	28,538,453	25,752,610	25,530,518
Lakefront Utilities Inc.		23,315,183	23,460,725
Orangeville Hydro Limited	23,276,882	21,604,683	21,141,598
Lakeland Power Distribution Ltd	21,117,332	19,166,850	19,244,650
Grimsby Power Incorporated		16,085,146	15,007,627
Count	8	9	11
Average	42,364,474.6	35,888,572.7	39,969,188.5
Median	39,395,482	25,752,610	34,083,276
1st & 3rd quartiles	27,223,060 & 48,801,096	21,604,683 & 42,060,361	22,301,162 & 54,233,606
Range (min, max)	21,117,332 to 78,800,000	16,085,146 to 73,903,000	15,007,627 to 75,827,000



S99 Current Year (2012) Unbilled in kWh

Small Utilities	2010	2011	2012
Kenora Hydro Electric		11,149,144	11,162,350
Sioux Lookout Hydro Inc.	10,174,197	10,007,517	10,720,039
Count	1	2	2
Average	10,174,197.0	10,578,330.5	10,941,194.5
Median	10,174,197	10,578,331	10,941,195
1st & 3rd quartiles	10,174,197 & 10,174,197	10,292,924 & 10,863,737	10,830,617 & 11,051,772
Range (min, max)	10,174,197 to 10,174,197	10,007,517 to 11,149,144	10,720,039 to 11,162,350
Totals over Large, Medium and Small Utility Classes			
Count	22	23	26
Average	203,062,611.8	179,124,982.7	173,357,715.6
Median	125,229,284	97,958,641	84,986,167
1st & 3rd quartiles	42,879,664 & 255,493,187	24,533,897 & 198,765,761	27,668,708 & 210,930,099
Range (min, max)	10,174,197 to 874,541,501	10,007,517 to 864,540,787	10,720,039 to 891,116,302

Notes:



\$100 Prior Year Unbilled in kWh

Large Utilities	2010	2011	2012
PowerStream Inc.	857,077,122	874,541,501	864,540,787
Hydro Ottawa Limited	821,036,508	792,743,118	821,209,266
Horizon Utilities Corporation	527,450,527	524,199,395	491,799,698
London Hydro Inc.	329,854,436		293,906,243
Hydro One Brampton Networks	320,239,393	305,977,760	284,077,169
Veridian Connections Inc.	296,973,755	288,787,961	256,116,948
Kitchener-Wilmot Hydro Inc.	199,443,178	204,913,918	221,402,651
Burlington Hydro Inc.	171,911,976	186,660,014	176,128,870
Oakville Hydro Electricity	164,134,321	167,833,667	168,943,387
Waterloo North Hydro Inc.	153,497,558	160,021,969	152,936,022
Entegrus Powerlines Inc.	98,237,332	114,330,548	122,706,508
Cambridge and North Dumfries	132,889,519	136,128,019	117,900,839
Whitby Hydro Electric	95,426,076	97,062,132	97,958,641
Count	13	12	13
Average	320,628,592.4	321,100,000.2	313,048,233.0
Median	199,443,178	195,786,966	221,402,651
1st & 3rd quartiles	153,497,558 & 329,854,436	154,048,482 & 360,533,169	152,936,022 & 293,906,243
Range (min, max)	95,426,076 to 857,077,122	97,062,132 to 874,541,501	97,958,641 to 864,540,787
Medium Utilities	2010	2011	2012
Brantford Power Inc.			80,079,805
Peterborough Distribution Inc.	77,719,000	78,800,000	73,903,000
Festival Hydro Inc.	64,040,778	64,986,059	65,543,458
Haldimand County Hydro Inc.	41,481,833	43,406,108	42,060,361
Westario Power Inc.	46,611,922		39,865,396
Woodstock Hydro Services Inc.	35,023,383	36,086,781	35,565,863
St. Thomas Energy Inc.	27,291,645	28,538,453	25,752,610
Lakefront Utilities Inc.		33,858,104	23,315,183
Orangeville Hydro Limited	21,446,121	24,362,910	21,604,683
Lakeland Power Distribution Ltd	24,540,958	21,117,332	19,166,850
Grimsby Power Incorporated		17,643,039	16,085,146
Count	8	9	11
Average	42,269,455.0	38,755,420.7	40,267,486.8
Median	38,252,608	33,858,104	35,565,863
1st & 3rd quartiles	26,603,973 & 50,969,136	24,362,910 & 43,406,108	22,459,933 & 53,801,909
Range (min, max)	21,446,121 to 77,719,000	17,643,039 to 78,800,000	16,085,146 to 80,079,805



\$100 Prior Year Unbilled in kWh

Small Utilities	2010	2011	2012
Kenora Hydro Electric		12,311,553	11,149,144
Sioux Lookout Hydro Inc.	10,837,433	10,174,197	10,007,517
Count	1	2	2
Average	10,837,433.0	11,242,875.0	10,578,330.5
Median	10,837,433	11,242,875	10,578,331
1st & 3rd quartiles	10,837,433 & 10,837,433	10,708,536 & 11,777,214	10,292,924 & 10,863,737
Range (min, max)	10,837,433 to 10,837,433	10,174,197 to 12,311,553	10,007,517 to 11,149,144
Totals over Large, Medium and Small Utility Classes			
Count	22	23	26
Average	205,325,671.5	183,673,240.8	174,374,078.7
Median	115,563,426	97,062,132	89,019,223
1st & 3rd quartiles	42,764,355 & 272,591,111	31,198,279 & 195,786,966	28,205,923 & 210,084,206
Range (min, max)	10,837,433 to 857,077,122	10,174,197 to 874,541,501	10,007,517 to 864,540,787

Notes:



S101 Total Wholesale kWh - Purchased and Generated

Large Utilities	2010	2011	2012
PowerStream Inc.	8,648,559,116	8,697,299,494	8,775,459,525
Hydro Ottawa Limited	7,719,713,050	7,734,944,448	7,720,975,609
Horizon Utilities Corporation	5,036,440,702	4,836,018,551	4,897,027,899
Hydro One Brampton Networks	3,902,373,837	3,937,709,979	3,988,864,748
London Hydro Inc.	3,428,161,401		3,351,442,979
Veridian Connections Inc.	2,657,924,981	2,671,077,495	2,707,822,231
EnWin Utilities Ltd.	2,404,274,341	2,342,126,140	2,559,908,398
Kitchener-Wilmot Hydro Inc.	1,894,296,405	1,895,134,174	1,885,509,465
Burlington Hydro Inc.	1,708,945,765	1,713,430,664	1,700,979,059
Oakville Hydro Electricity	1,598,703,670	1,581,886,719	1,593,626,603
Waterloo North Hydro Inc.	1,479,508,229	1,488,712,922	1,495,327,431
Cambridge and North Dumfries	1,513,165,803	1,515,539,433	1,462,327,183
Entegrus Powerlines Inc.	748,985,540	974,398,126	978,341,068
Whitby Hydro Electric	903,833,545	913,324,973	916,505,694
Count	14	13	14
Average	3,117,491,884.6	3,100,123,316.8	3,145,294,135.1
Median	2,149,285,373	1,895,134,174	2,222,708,932
1st & 3rd quartiles	1,534,550,270 & 3,783,820,728	1,515,539,433 & 3,937,709,979	1,519,902,224 & 3,829,509,306
Range (min, max)	748,985,540 to 8,648,559,116	913,324,973 to 8,697,299,494	916,505,694 to 8,775,459,525
Medium Utilities	2010	2011	2012
Brantford Power Inc.			964,360,660
Peterborough Distribution Inc.	838,046,263	854,154,687	834,306,527
Festival Hydro Inc.	588,760,782	599,973,850	610,246,119
Halton Hills Hydro Inc.	520,540,577	523,511,782	512,071,000
Westario Power Inc.	470,297,718		460,168,534
Haldimand County Hydro Inc.	446,510,152	448,790,553	440,350,206
Woodstock Hydro Services Inc.	389,940,075	384,401,649	392,680,211
St. Thomas Energy Inc.	306,541,879	306,508,299	300,791,435
Lakefront Utilities Inc.		259,258,902	260,954,434
Orangeville Hydro Limited	257,326,902	257,780,980	255,279,338
Lakeland Power Distribution Ltd	217,000,157	218,613,333	216,917,128
Grimsby Power Incorporated		187,755,494	188,165,359



S101 Total Wholesale kWh - Purchased and Generated

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		448,329,389.4	404,074,952.9	453,024,245.9
Median		446,510,152	345,454,974	416,515,209
1st & 3rd quartiles		306,541,879 & 520,540,577	258,150,460 & 504,831,475	259,535,660 & 536,614,780
Range (min, max)		217,000,157 to 838,046,263	187,755,494 to 854,154,687	188,165,359 to 964,360,660
Small Utilities		2010	2011	2012
Kenora Hydro Electric			109,552,360	107,732,618
Sioux Lookout Hydro Inc.		74,989,583	76,399,313	75,601,634
Count		1	2	2
Average		74,989,583.0	92,975,836.5	91,667,126.0
Median		74,989,583	92,975,837	91,667,126
1st & 3rd quartiles		74,989,583 & 74,989,583	84,687,575 & 101,264,098	83,634,380 & 99,699,872
Range (min, max)		74,989,583 to 74,989,583	76,399,313 to 109,552,360	75,601,634 to 107,732,618
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		1,989,785,019.7	1,781,132,172.8	1,773,347,967.7
Median		1,191,670,887	913,324,973	940,433,177
1st & 3rd quartiles		464,350,827 & 2,467,687,001	306,508,299 & 1,895,134,174	369,708,017 & 2,054,109,198
Range (min, max)		74,989,583 to 8,648,559,116	76,399,313 to 8,697,299,494	75,601,634 to 8,775,459,525

Notes:



S136 Total Cost of Meter Reading

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	388,519.00	240,008.00	1,404,925.00
PowerStream Inc.	4,163,571.00	2,741,828.00	1,270,000.00
Horizon Utilities Corporation	1,738,256.70	1,240,171.44	1,117,074.00
Kitchener-Wilmot Hydro Inc.	373,511.52	362,025.24	800,933.34
EnWin Utilities Ltd.	788,495.00	718,720.00	700,561.00
Oakville Hydro Electricity	595,350.23	695,785.00	657,447.37
Hydro One Brampton Networks	292,804.00	316,521.00	563,797.11
London Hydro Inc.	411,629.74		372,558.69
Veridian Connections Inc.	232,522.00	92,524.00	349,594.00
Waterloo North Hydro Inc.	256,009.39	167,960.00	265,115.00
Whitby Hydro Electric	261,061.98	286,264.84	145,029.86
Cambridge and North Dumfries	528,911.00	371,038.00	90,563.14
Hydro Ottawa Limited	299,938.00	260,000.00	48,000.00
Count	13	12	13
Average	794,659.966	624,403.793	598,892.193
Median	388,519.00	339,273.12	563,797.11
1st & 3rd quartiles	292,804.00 & 595,350.23	255,002.00 & 701,518.75	265,115.00 & 800,933.34
Range (min, max)	232,522.00 to 4,163,571.00	92,524.00 to 2,741,828.00	48,000.00 to 1,404,925.00
Medium Utilities	2010	2011	2012
Brantford Power Inc.			408,268.33
Lakefront Utilities Inc.		85,895.00	295,135.20
Westario Power Inc.	206,100.00		265,345.25
Haldimand County Hydro Inc.	291,013.00	13,132.45	233,287.00
Orangeville Hydro Limited	100,046.29	84,320.27	216,569.04
St. Thomas Energy Inc.	138,962.35	86,127.65	211,699.80
Peterborough Distribution Inc.	212,516.00	168,635.00	184,764.00
Festival Hydro Inc.	128,460.93	125,467.41	141,933.00
Woodstock Hydro Services Inc.	132,476.55	124,361.67	128,578.58
Lakeland Power Distribution Ltd	122,421.66	94,589.00	63,547.00
Grimsby Power Incorporated		54,959.78	34,857.84
Halton Hills Hydro Inc.	131,177.00	26,798.64	32,940.23



S136 Total Cost of Meter Reading

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		162,574.864	86,428.687	184,743.773
Median		132,476.55	86,011.33	198,231.90
1st & 3rd quartiles		128,460.93 & 206,100.00	62,299.90 & 116,918.50	112,320.69 & 241,301.56
Range (min, max)		100,046.29 to 291,013.00	13,132.45 to 168,635.00	32,940.23 to 408,268.33
Small Utilities		2010	2011	2012
Kenora Hydro Electric			101,087.00	51,385.00
Sioux Lookout Hydro Inc.		73,344.25	49,375.38	50,869.00
Count		1	2	2
Average		73,344.250	75,231.190	51,127.000
Median		73,344.25	75,231.19	51,127.00
1st & 3rd quartiles		73,344.25 & 73,344.25	62,303.29 & 88,159.10	50,998.00 & 51,256.00
Range (min, max)		73,344.25 to 73,344.25	49,375.38 to 101,087.00	50,869.00 to 51,385.00
Totals over Large, Medium and Small Utility Classes				
Count		23	24	27
Average		515,960.765	354,483.115	374,251.029
Median		261,061.98	146,713.71	233,287.00
1st & 3rd quartiles		135,719.45 & 400,074.37	86,069.49 & 327,897.06	109,570.86 & 486,032.72
Range (min, max)		73,344.25 to 4,163,571.00	13,132.45 to 2,741,828.00	32,940.23 to 1,404,925.00

Notes: Total cost of meter reading will be redefined based on regulatory dispositions.



S327 Total Number of Bulk Metered Customers

Large Utilities	2010	2011	2012
Burlington Hydro Inc.			12,952
Oakville Hydro Electricity			6,394
Entegrus Powerlines Inc.			5,460
Waterloo North Hydro Inc.			5,363
Veridian Connections Inc.			249
Count	0	0	5
Average			6,083.6
Median			5,460
1st & 3rd quartiles			5,363 & 6,394
Range (min, max)			249 to 12,952
Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.			2,363
Lakeland Power Distribution Ltd			504
Peterborough Distribution Inc.			466
Haldimand County Hydro Inc.			394
Brantford Power Inc.			98
Festival Hydro Inc.			90
St. Thomas Energy Inc.			62
Westario Power Inc.			21
Grimsby Power Incorporated			6
Count	0	0	9
Average			444.9
Median			98
1st & 3rd quartiles			62 & 466
Range (min, max)			6 to 2,363
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			2
Count	0	0	1
Average			2.0
Median			2
1st & 3rd quartiles			2 & 2
Range (min, max)			2 to 2



S327 Total Number of Bulk Metered Customers

Totals over Large, Medium and Small Utility Classes

Count	0	0	15
Average			2,294.9
Median			394
1st & 3rd quartiles			76 & 3,863
Range (min, max)			2 to 12,952

Notes:



S169 Total Number of Customer Reads (for meters)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation		2,214,311	1,498,473
PowerStream Inc.	2,341,576	2,920,401	1,148,296
EnWin Utilities Ltd.	1,164,931	1,078,740	1,058,390
Kitchener-Wilmot Hydro Inc.	543,350	529,206	568,204
Burlington Hydro Inc.	437,665	441,786	447,807
Oakville Hydro Electricity	402,609	407,264	403,872
Cambridge and North Dumfries	416,411	321,441	329,458
Hydro Ottawa Limited	42,550	304,512	312,000
Whitby Hydro Electric	252,894	256,848	261,072
Hydro One Brampton Networks	130,786	138,965	141,798
Veridian Connections Inc.	287,726	113,751	115,325
Waterloo North Hydro Inc.	319,744	52,863	53,650
Entegrus Powerlines Inc.			0
Count	11	12	13
Average	576,385.6	731,674.0	487,565.0
Median	402,609	364,353	329,458
1st & 3rd quartiles	270,310 & 490,508	227,377 & 666,590	141,798 & 568,204
Range (min, max)	42,550 to 2,341,576	52,863 to 2,920,401	0 to 1,498,473
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	420,240	425,232	425,232
Westario Power Inc.	276,138		273,181
Haldimand County Hydro Inc.	250,872	21,078	253,908
Festival Hydro Inc.	235,248	238,896	240,006
St. Thomas Energy Inc.	196,752	212,655	214,079
Woodstock Hydro Services Inc.	206,407	182,168	183,477
Lakeland Power Distribution Ltd	113,844	115,716	116,304
Orangeville Hydro Limited	126,941	99,902	110,447
Grimsby Power Incorporated		10,323	10,488
Count	8	8	9
Average	228,305.3	163,246.3	203,013.6
Median	220,828	148,942	214,079
1st & 3rd quartiles	179,299 & 257,189	80,196 & 219,215	116,304 & 253,908
Range (min, max)	113,844 to 420,240	10,323 to 425,232	10,488 to 425,232
Small Utilities	2010	2011	2012
Kenora Hydro Electric		66,900	66,864



S169 Total Number of Customer Reads (for meters)

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	33,614	33,672	33,657
Count	1	2	2
Average	33,614.0	50,286.0	50,260.5
Median	33,614	50,286	50,261
1st & 3rd quartiles	33,614 & 33,614	41,979 & 58,593	41,959 & 58,562
Range (min, max)	33,614 to 33,614	33,672 to 66,900	33,657 to 66,864
Totals over Large, Medium and Small Utility Classes			
Count	20	22	24
Average	410,014.9	463,028.6	344,416.2
Median	264,516	225,776	246,957
1st & 3rd quartiles	180,261 & 417,368	103,364 & 420,740	114,106 & 409,212
Range (min, max)	33,614 to 2,341,576	10,323 to 2,920,401	0 to 1,498,473

Notes: This metric will be clarified and redefined to accommodate impact of smart metering.



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

Large Utilities	2010	2011	2012
PowerStream Inc.		146,739.00	179,351.00
EnWin Utilities Ltd.		993,106.00	78,718.00
Horizon Utilities Corporation		97,137.00	52,740.00
Oakville Hydro Electricity		23,466.00	31,158.00
Hydro One Brampton Networks		7,921.00	11,291.00
Cambridge and North Dumfries		104,500.00	6,492.00
Kitchener-Wilmot Hydro Inc.		552.00	5,374.00
Veridian Connections Inc.		1,697.00	1,388.00
Waterloo North Hydro Inc.		1,048.00	446.00
Entegrus Powerlines Inc.			0.00
Burlington Hydro Inc.			0.00
Hydro Ottawa Limited	72,593.00	1,000.00	0.00
Count	1	10	12
Average	72,593.000	137,716.600	30,579.833
Median	72,593.00	15,693.50	5,933.00
1st & 3rd quartiles	72,593.00 & 72,593.00	1,210.25 & 102,659.25	334.50 & 36,553.50
Range (min, max)	72,593.00 to 72,593.00	552.00 to 993,106.00	0.00 to 179,351.00
Medium Utilities	2010	2011	2012
Westario Power Inc.			7,971.00
Festival Hydro Inc.		235,248.00	3,636.00
Peterborough Distribution Inc.		0.00	3,000.00
Orangeville Hydro Limited			1,490.00
Woodstock Hydro Services Inc.		111,217.00	990.00
Haldimand County Hydro Inc.		143.00	979.00
Grimsby Power Incorporated		72.00	59.00
St. Thomas Energy Inc.		159,491.25	0.00
Lakeland Power Distribution Ltd		0.00	
Count	0	7	8
Average		72,310.179	2,265.625
Median		143.00	1,240.00
1st & 3rd quartiles		36.00 & 135,354.13	749.00 & 3,159.00
Range (min, max)		0.00 to 235,248.00	0.00 to 7,971.00
Small Utilities	2010	2011	2012
Kenora Hydro Electric		50,330.00	804.00
Sioux Lookout Hydro Inc.		689.00	696.00



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

Small Utilities	2010	2011	2012
Count	0	2	2
Average		25,509.500	750.000
Median		25,509.50	750.00
1st & 3rd quartiles		13,099.25 & 37,919.75	723.00 & 777.00
Range (min, max)		689.00 to 50,330.00	696.00 to 804.00
Totals over Large, Medium and Small Utility Classes			
Count	1	19	22
Average	72,593.000	101,808.224	17,571.955
Median	72,593.00	7,921.00	1,439.00
1st & 3rd quartiles	72,593.00 & 72,593.00	620.50 & 107,858.50	508.50 & 7,601.25
Range (min, max)	72,593.00 to 72,593.00	0.00 to 993,106.00	0.00 to 179,351.00

Notes: This metric will be clarified and redefined to accommodate impact of smart metering.



S238 Distribution System Losses (%)

Large Utilities	2010	2011	2012
Whitby Hydro Electric	4.344	4.447	4.463
Entegrus Powerlines Inc.	3.789	3.840	4.128
PowerStream Inc.	3.760	3.600	3.630
Hydro Ottawa Limited	3.170	3.130	3.602
Burlington Hydro Inc.	3.661	3.537	3.447
Waterloo North Hydro Inc.	3.679	3.479	3.205
Kitchener-Wilmot Hydro Inc.	3.420	3.230	3.198
Oakville Hydro Electricity	3.713	3.901	3.179
Horizon Utilities Corporation	2.786	2.824	3.167
Hydro One Brampton Networks	3.560	3.490	3.151
London Hydro Inc.	3.106		3.052
EnWin Utilities Ltd.	2.871	2.864	2.965
Cambridge and North Dumfries	2.683	2.189	2.848
Veridian Connections Inc.	4.322	4.270	0.042
Count	14	13	14
Average	3.4903	3.4462	3.1484
Median	3.611	3.490	3.189
1st & 3rd quartiles	3.122 & 3.748	3.130 & 3.840	3.076 & 3.563
Range (min, max)	2.683 to 4.344	2.189 to 4.447	0.042 to 4.463
Medium Utilities	2010	2011	2012
Westario Power Inc.	1.048		6.888
Lakefront Utilities Inc.		5.410	5.650
Haldimand County Hydro Inc.	5.425	5.490	5.432
Halton Hills Hydro Inc.	4.990	5.297	4.964
Peterborough Distribution Inc.	4.410	4.748	4.613
Lakeland Power Distribution Ltd	6.151	5.575	4.611
Grimsby Power Incorporated		4.820	3.787
Woodstock Hydro Services Inc.	4.047	2.635	3.654
Brantford Power Inc.			3.370
St. Thomas Energy Inc.	2.864	3.890	3.300
Orangeville Hydro Limited	3.770	3.260	2.680
Festival Hydro Inc.	2.791	2.968	2.480



S238 Distribution System Losses (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.9440	4.4093	4.2858
Median	4.047	4.784	4.199
1st & 3rd quartiles	2.864 & 4.990	3.418 & 5.382	3.353 & 5.081
Range (min, max)	1.048 to 6.151	2.635 to 5.575	2.480 to 6.888
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	5.760	4.539	4.866
Kenora Hydro Electric		3.310	4.122
Count	1	2	2
Average	5.7600	3.9245	4.4940
Median	5.760	3.924	4.494
1st & 3rd quartiles	5.760 & 5.760	3.617 & 4.232	4.308 & 4.680
Range (min, max)	5.760 to 5.760	3.310 to 4.539	4.122 to 4.866
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.7550	3.8697	3.7319
Median	3.696	3.600	3.525
1st & 3rd quartiles	3.047 & 4.328	3.230 & 4.539	3.163 & 4.500
Range (min, max)	1.048 to 6.151	2.189 to 5.575	0.042 to 6.888

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	559.7	571.6	605.0
PowerStream Inc.	497.2	513.4	498.4
Horizon Utilities Corporation	392.0	396.0	403.0
London Hydro Inc.	263.0		305.0
Veridian Connections Inc.	210.0	219.0	223.0
Hydro One Brampton Networks	211.0	207.0	207.0
EnWin Utilities Ltd.	192.0	190.8	195.0
Kitchener-Wilmot Hydro Inc.	172.0	170.0	174.0
Waterloo North Hydro Inc.	116.0	116.5	119.0
Oakville Hydro Electricity	118.0	104.0	114.0
Cambridge and North Dumfries	93.0	94.0	94.0
Burlington Hydro Inc.	93.0	89.0	93.0
Entegrus Powerlines Inc.	65.0	80.0	77.0
Whitby Hydro Electric	61.5	65.5	64.0
Count	14	13	14
Average	217.39	216.68	226.53
Median	182.0	170.0	184.5
1st & 3rd quartiles	98.8 & 250.0	94.0 & 219.0	99.0 & 284.5
Range (min, max)	61.5 to 559.7	65.5 to 571.6	64.0 to 605.0
Medium Utilities	2010	2011	2012
Brantford Power Inc.			69.0
Halton Hills Hydro Inc.	48.0	49.0	51.0
Haldimand County Hydro Inc.	48.0	48.0	51.0
Festival Hydro Inc.	46.0	45.8	46.2
Woodstock Hydro Services Inc.	38.6	38.1	38.4
Westario Power Inc.	37.0		33.0
St. Thomas Energy Inc.	26.7	26.9	29.6
Lakeland Power Distribution Ltd	22.0	20.8	21.4
Lakefront Utilities Inc.		19.5	20.0
Orangeville Hydro Limited	20.0	20.0	20.0
Grimsby Power Incorporated		18.5	18.5



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

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	35.79	31.84	36.19
Median	37.8	26.9	33.0
1st & 3rd quartiles	25.5 & 46.5	20.0 & 45.8	20.7 & 48.6
Range (min, max)	20.0 to 48.0	18.5 to 49.0	18.5 to 69.0
Small Utilities	2010	2011	2012
Kenora Hydro Electric		15.0	14.0
Sioux Lookout Hydro Inc.	8.0	8.0	9.0
Count	1	2	2
Average	8.00	11.50	11.50
Median	8.0	11.5	11.5
1st & 3rd quartiles	8.0 & 8.0	9.8 & 13.3	10.3 & 12.8
Range (min, max)	8.0 to 8.0	8.0 to 15.0	9.0 to 14.0
Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	145.12	130.27	133.06
Median	93.0	72.8	69.0
1st & 3rd quartiles	42.3 & 201.0	25.4 & 175.2	31.3 & 184.5
Range (min, max)	8.0 to 559.7	8.0 to 571.6	9.0 to 605.0

Notes:



S241 Of FTEs, Number That Are Front Line Staff

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	409	452	481
Horizon Utilities Corporation	319	322	326
London Hydro Inc.	221		235
Veridian Connections Inc.	172	179	181
Hydro One Brampton Networks	171	173	174
PowerStream Inc.	338	353	148
Kitchener-Wilmot Hydro Inc.	142	138	141
EnWin Utilities Ltd.	129	132	133
Waterloo North Hydro Inc.	93	91	93
Cambridge and North Dumfries	73	73	73
Burlington Hydro Inc.	75	69	72
Oakville Hydro Electricity	68	66	68
Entegrus Powerlines Inc.	50	61	62
Whitby Hydro Electric	48	51	49
Count	14	13	14
Average	164.9	166.2	159.7
Median	136	132	137
1st & 3rd quartiles	74 & 209	69 & 179	72 & 179
Range (min, max)	48 to 409	51 to 452	49 to 481
Medium Utilities	2010	2011	2012
Brantford Power Inc.			49
Haldimand County Hydro Inc.	38	38	40
Halton Hills Hydro Inc.	36	37	39
Festival Hydro Inc.	34	34	34
Woodstock Hydro Services Inc.	33	32	32
Westario Power Inc.	28		26
St. Thomas Energy Inc.	19	18	21
Lakeland Power Distribution Ltd	15	16	17
Orangeville Hydro Limited	12	12	12
Grimsby Power Incorporated		14	12
Lakefront Utilities Inc.		10	11



S241 Of FTEs, Number That Are Front Line Staff

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	26.9	23.4	26.6
Median	30	18	26
1st & 3rd quartiles	18 & 35	14 & 34	15 & 37
Range (min, max)	12 to 38	10 to 38	11 to 49
Small Utilities	2010	2011	2012
Kenora Hydro Electric		12	11
Sioux Lookout Hydro Inc.	6	6	7
Count	1	2	2
Average	6.0	9.0	9.0
Median	6	9	9
1st & 3rd quartiles	6 & 6	8 & 11	8 & 10
Range (min, max)	6 to 6	6 to 12	7 to 11
Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	110.0	99.5	94.3
Median	68	56	49
1st & 3rd quartiles	33 & 157	17 & 133	24 & 137
Range (min, max)	6 to 409	6 to 452	7 to 481

Notes:



\$288 Of FTEs, Number That Are Union

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	409	411	432
PowerStream Inc.	312	315	330
Horizon Utilities Corporation	277	283	281
London Hydro Inc.	177		188
Hydro One Brampton Networks	155	156	155
Veridian Connections Inc.	138	139	145
EnWin Utilities Ltd.	129	132	133
Kitchener-Wilmot Hydro Inc.	115	113	114
Waterloo North Hydro Inc.	80	78	79
Cambridge and North Dumfries	69	70	70
Oakville Hydro Electricity	68	66	66
Burlington Hydro Inc.	70	63	66
Entegrus Powerlines Inc.	50	55	52
Whitby Hydro Electric	47	48	47
Count	14	13	14
Average	149.7	148.4	154.1
Median	122	113	123
1st & 3rd quartiles	69 & 172	66 & 156	67 & 180
Range (min, max)	47 to 409	48 to 411	47 to 432
Medium Utilities	2010	2011	2012
Brantford Power Inc.			44
Halton Hills Hydro Inc.	36	37	39
Haldimand County Hydro Inc.	33	33	35
Woodstock Hydro Services Inc.	33	32	32
Westario Power Inc.	27		23
St. Thomas Energy Inc.	17	18	21
Festival Hydro Inc.	21	19	19
Orangeville Hydro Limited	12	12	12
Grimsby Power Incorporated		11	11
Lakefront Utilities Inc.		10	11
Lakeland Power Distribution Ltd	10	9	9



S288 Of FTEs, Number That Are Union

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	23.6	20.1	23.3
Median	24	18	21
1st & 3rd quartiles	16 & 33	11 & 32	12 & 34
Range (min, max)	10 to 36	9 to 37	9 to 44
Small Utilities	2010	2011	2012
Kenora Hydro Electric		11	10
Sioux Lookout Hydro Inc.	6	6	6
Count	1	2	2
Average	6.0	8.5	8.0
Median	6	9	8
1st & 3rd quartiles	6 & 6	7 & 10	7 & 9
Range (min, max)	6 to 6	6 to 11	6 to 10
Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	99.6	88.6	90.0
Median	68	51	47
1st & 3rd quartiles	30 & 134	16 & 118	20 & 123
Range (min, max)	6 to 409	6 to 411	6 to 432

Notes:



S16 Number of Customers per Employee

Large Utilities	2010	2011	2012
PowerStream Inc.	660.9	654.3	765.9
Burlington Hydro Inc.	691.4	728.5	703.0
Hydro One Brampton Networks	636.2	666.3	685.3
Whitby Hydro Electric	645.6	616.3	639.8
Horizon Utilities Corporation	603.4	599.6	589.2
Oakville Hydro Electricity	537.1	618.4	568.5
Cambridge and North Dumfries	548.0	549.5	553.1
Entegrus Powerlines Inc.	494.6	443.6	525.7
Veridian Connections Inc.	537.2	526.7	517.6
Kitchener-Wilmot Hydro Inc.	503.7	517.5	511.8
Hydro Ottawa Limited	537.3	534.2	481.3
London Hydro Inc.	560.0		449.7
Waterloo North Hydro Inc.	447.7	451.8	448.8
EnWin Utilities Ltd.	443.8	447.5	440.6
Count	14	13	14
Average	560.49	565.71	562.88
Median	542.6	549.5	539.4
1st & 3rd quartiles	512.1 & 628.0	517.5 & 618.4	488.9 & 627.2
Range (min, max)	443.8 to 691.4	443.6 to 728.5	440.6 to 765.9
Medium Utilities	2010	2011	2012
Westario Power Inc.	595.2		685.2
Orangeville Hydro Limited	567.0	564.5	571.8
Grimsby Power Incorporated		562.5	571.2
St. Thomas Energy Inc.	617.0	611.9	561.4
Brantford Power Inc.			504.5
Lakefront Utilities Inc.		498.4	504.1
Lakeland Power Distribution Ltd	433.3	465.8	455.0
Haldimand County Hydro Inc.	448.9	450.7	425.4
Halton Hills Hydro Inc.	442.4	439.9	416.1
Woodstock Hydro Services Inc.	394.5	399.9	400.1
Festival Hydro Inc.	401.5	436.9	385.8



S16 Number of Customers per Employee

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	487.48	492.28	498.24
Median	445.7	465.8	504.2
1st & 3rd quartiles	425.3 & 574.0	439.9 & 562.5	420.7 & 566.3
Range (min, max)	394.5 to 617.0	399.9 to 611.9	385.8 to 685.2
Small Utilities	2010	2011	2012
Kenora Hydro Electric		371.7	398.0
Sioux Lookout Hydro Inc.	344.5	345.0	306.6
Count	1	2	2
Average	344.50	358.35	352.30
Median	344.5	358.3	352.3
1st & 3rd quartiles	344.5 & 344.5	351.7 & 365.0	329.4 & 375.1
Range (min, max)	344.5 to 344.5	345.0 to 371.7	306.6 to 398.0
Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	525.70	520.89	520.94
Median	537.2	522.1	511.8
1st & 3rd quartiles	445.7 & 599.3	446.5 & 602.7	444.7 & 571.5
Range (min, max)	344.5 to 691.4	345.0 to 728.5	306.6 to 765.9

Notes:



S242 Total Cost of Compensation Packages

Large Utilities	2010	2011	2012
PowerStream Inc.	46,311,102	49,182,145	52,549,081
Hydro Ottawa Limited	43,336,823	49,357,878	51,869,281
Horizon Utilities Corporation	32,753,161	35,764,611	39,795,798
Veridian Connections Inc.	18,007,482	19,551,886	20,822,417
Hydro One Brampton Networks	18,417,892	18,012,685	18,272,760
EnWin Utilities Ltd.	16,015,450	16,953,849	16,452,661
Kitchener-Wilmot Hydro Inc.	14,332,941	14,840,656	14,692,554
Oakville Hydro Electricity		11,523,806	13,079,666
Waterloo North Hydro Inc.	11,424,979	11,094,300	11,769,717
Burlington Hydro Inc.	9,030,200	9,233,524	9,890,475
Cambridge and North Dumfries	6,145,948	7,639,141	8,698,879
Entegrus Powerlines Inc.	4,573,873	6,143,052	6,603,377
London Hydro Inc.			3,846,522
Count	11	12	13
Average	20,031,804.6	20,774,794.4	20,641,783.7
Median	16,015,450	15,897,252	14,692,554
1st & 3rd quartiles	10,227,589 & 25,585,527	10,629,106 & 23,605,067	9,890,475 & 20,822,417
Range (min, max)	4,573,873 to 46,311,102	6,143,052 to 49,357,878	3,846,522 to 52,549,081
Medium Utilities	2010	2011	2012
Brantford Power Inc.			5,005,300
Halton Hills Hydro Inc.	3,294,189	3,970,613	3,987,693
Festival Hydro Inc.	3,582,315	3,772,733	3,839,178
Haldimand County Hydro Inc.	3,387,870	3,679,655	3,797,440
Westario Power Inc.	2,814,611		3,047,154
Woodstock Hydro Services Inc.	2,849,758	2,898,450	3,029,074
St. Thomas Energy Inc.	2,141,468	2,356,958	2,186,840
Orangeville Hydro Limited	1,633,831	1,752,518	1,879,225
Lakeland Power Distribution Ltd	1,694,943	1,685,142	1,698,583
Grimsby Power Incorporated		1,468,232	1,460,736
Lakefront Utilities Inc.		1,768,145	1,347,545
Count	8	9	11
Average	2,674,873.1	2,594,716.2	2,843,524.4
Median	2,832,185	2,356,958	3,029,074
1st & 3rd quartiles	2,029,837 & 3,317,609	1,752,518 & 3,679,655	1,788,904 & 3,818,309
Range (min, max)	1,633,831 to 3,582,315	1,468,232 to 3,970,613	1,347,545 to 5,005,300



S242 Total Cost of Compensation Packages

Small Utilities	2010	2011	2012
Kenora Hydro Electric		1,193,871	1,162,042
Sioux Lookout Hydro Inc.	642,722	660,458	751,792
Count	1	2	2
Average	642,722.0	927,164.5	956,917.0
Median	642,722	927,164	956,917
1st & 3rd quartiles	642,722 & 642,722	793,811 & 1,060,518	854,355 & 1,059,480
Range (min, max)	642,722 to 642,722	660,458 to 1,193,871	751,792 to 1,162,042
Totals over Large, Medium and Small Utility Classes			
Count	20	23	26
Average	12,119,577.9	11,934,969.9	11,597,530.4
Median	5,359,911	6,143,052	4,496,497
1st & 3rd quartiles	2,840,971 & 16,513,458	2,062,551 & 15,897,252	2,397,398 & 14,289,332
Range (min, max)	642,722 to 46,311,102	660,458 to 49,357,878	751,792 to 52,549,081

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	1,438.00	1,470.00	1,617.00
Veridian Connections Inc.	502.00	547.00	634.00
Kitchener-Wilmot Hydro Inc.	838.00	694.00	569.00
Burlington Hydro Inc.	529.74	298.00	567.00
London Hydro Inc.	357.00		424.00
Hydro One Brampton Networks	311.00	341.00	347.00
Entegrus Powerlines Inc.	177.00	251.00	280.00
Waterloo North Hydro Inc.	231.00	253.00	229.00
Whitby Hydro Electric	516.00	506.00	222.00
Cambridge and North Dumfries	210.00	150.00	207.00
Oakville Hydro Electricity		29.00	107.00
PowerStream Inc.	669.00	749.00	0.00
Count	11	11	12
Average	525.340	480.727	433.583
Median	502.00	341.00	313.50
1st & 3rd quartiles	271.00 & 599.37	252.00 & 620.50	218.25 & 567.50
Range (min, max)	177.00 to 1,438.00	29.00 to 1,470.00	0.00 to 1,617.00
Medium Utilities	2010	2011	2012
Westario Power Inc.	238.50		171.00
Haldimand County Hydro Inc.	162.00	150.00	144.00
Festival Hydro Inc.	140.00	189.00	134.00
Brantford Power Inc.			110.00
Woodstock Hydro Services Inc.	71.00	89.00	90.00
Halton Hills Hydro Inc.		27.00	85.00
Orangeville Hydro Limited	100.00	81.00	83.00
Lakeland Power Distribution Ltd	30.00	39.00	71.00
St. Thomas Energy Inc.	86.00	138.00	69.00
Lakefront Utilities Inc.		62.00	57.70
Grimsby Power Incorporated		20.00	22.00
Count	7	9	11
Average	118.214	88.333	94.245
Median	100.00	81.00	85.00
1st & 3rd quartiles	78.50 & 151.00	39.00 & 138.00	70.00 & 122.00
Range (min, max)	30.00 to 238.50	20.00 to 189.00	22.00 to 171.00



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

Small Utilities	2010	2011	2012
Kenora Hydro Electric		46.00	126.00
Sioux Lookout Hydro Inc.	10.00	23.00	12.00
Count	1	2	2
Average	10.000	34.500	69.000
Median	10.00	34.50	69.00
1st & 3rd quartiles	10.00 & 10.00	28.75 & 40.25	40.50 & 97.50
Range (min, max)	10.00 to 10.00	23.00 to 46.00	12.00 to 126.00
Totals over Large, Medium and Small Utility Classes			
Count	19	22	25
Average	348.223	279.636	255.108
Median	231.00	150.00	134.00
1st & 3rd quartiles	120.00 & 509.00	50.00 & 330.25	83.00 & 280.00
Range (min, max)	10.00 to 1,438.00	20.00 to 1,470.00	0.00 to 1,617.00

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	2,071.00	2,079.00	2,268.00
Horizon Utilities Corporation	1,422.00	1,605.00	1,346.13
London Hydro Inc.	875.00		1,016.50
EnWin Utilities Ltd.		962.68	942.00
Kitchener-Wilmot Hydro Inc.	1,215.00	962.00	828.61
Veridian Connections Inc.	690.42	744.33	827.10
Hydro One Brampton Networks	748.00	768.00	792.00
PowerStream Inc.	1,558.00	1,682.00	627.00
Oakville Hydro Electricity		102.00	586.00
Cambridge and North Dumfries	403.00	373.87	408.00
Burlington Hydro Inc.	610.09	436.00	360.00
Entegrus Powerlines Inc.	297.00	304.20	351.00
Waterloo North Hydro Inc.	349.11	442.00	348.00
Whitby Hydro Electric	437.08	398.00	249.70
Count	12	13	14
Average	889.642	835.314	782.146
Median	719.21	744.33	709.50
1st & 3rd quartiles	428.56 & 1,266.75	398.00 & 962.68	372.00 & 913.65
Range (min, max)	297.00 to 2,071.00	102.00 to 2,079.00	249.70 to 2,268.00
Medium Utilities	2010	2011	2012
Brantford Power Inc.			318.00
Haldimand County Hydro Inc.	189.00	194.00	203.00
Westario Power Inc.	248.50		171.00
Halton Hills Hydro Inc.		57.25	170.00
Festival Hydro Inc.	163.00	210.50	157.40
Woodstock Hydro Services Inc.	96.50	120.00	124.00
Lakeland Power Distribution Ltd	42.50	49.50	105.00
St. Thomas Energy Inc.	115.00	133.00	99.95
Lakefront Utilities Inc.		81.25	79.70
Orangeville Hydro Limited	47.49	41.93	55.40
Grimsby Power Incorporated		27.00	27.00



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

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	128.856	101.603	137.314
Median	115.00	81.25	124.00
1st & 3rd quartiles	72.00 & 176.00	49.50 & 133.00	89.83 & 170.50
Range (min, max)	42.50 to 248.50	27.00 to 210.50	27.00 to 318.00
Small Utilities	2010	2011	2012
Kenora Hydro Electric		66.00	122.00
Sioux Lookout Hydro Inc.	11.75	25.57	15.00
Count	1	2	2
Average	11.750	45.785	68.500
Median	11.75	45.79	68.50
1st & 3rd quartiles	11.75 & 11.75	35.68 & 55.89	41.75 & 95.25
Range (min, max)	11.75 to 11.75	25.57 to 66.00	15.00 to 122.00
Totals over Large, Medium and Small Utility Classes			
Count	20	24	27
Average	579.472	494.378	466.574
Median	376.06	257.35	318.00
1st & 3rd quartiles	151.00 & 779.75	77.44 & 750.25	123.00 & 709.50
Range (min, max)	11.75 to 2,071.00	25.57 to 2,079.00	15.00 to 2,268.00

Notes:



S243 Number of Long Term Absences (Over 5 Days)

Large Utilities	2010	2011	2012
PowerStream Inc.	19.0	29.0	1,492.0
Hydro Ottawa Limited	46.0	75.0	92.0
EnWin Utilities Ltd.		40.3	49.0
Hydro One Brampton Networks	28.0	44.0	39.0
London Hydro Inc.	95.0		37.0
Kitchener-Wilmot Hydro Inc.	21.0	28.0	18.0
Veridian Connections Inc.	15.0	35.0	17.0
Whitby Hydro Electric	7.0	10.0	13.0
Waterloo North Hydro Inc.	13.0	15.0	7.0
Cambridge and North Dumfries	10.0	15.0	7.0
Oakville Hydro Electricity		14.0	6.0
Burlington Hydro Inc.	10.0	9.0	5.0
Entegrus Powerlines Inc.	4.0	1.0	4.0
Count	11	12	13
Average	24.36	26.28	137.38
Median	15.0	21.5	17.0
1st & 3rd quartiles	10.0 & 24.5	13.0 & 36.3	7.0 & 39.0
Range (min, max)	4.0 to 95.0	1.0 to 75.0	4.0 to 1,492.0
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	4.0	1.0	8.0
Woodstock Hydro Services Inc.	5.0	5.0	6.0
Lakefront Utilities Inc.		6.0	4.0
Halton Hills Hydro Inc.		3.0	2.0
Westario Power Inc.	4.0		2.0
Brantford Power Inc.			1.0
Lakeland Power Distribution Ltd	9.0	5.0	1.0
St. Thomas Energy Inc.	1.0	2.0	0.0
Haldimand County Hydro Inc.	3.0	6.0	0.0
Grimsby Power Incorporated		1.0	0.0
Orangeville Hydro Limited	1.0	1.0	0.0
Count	7	9	11
Average	3.86	3.33	2.18
Median	4.0	3.0	1.0
1st & 3rd quartiles	2.0 & 4.5	1.0 & 5.0	0.0 & 3.0
Range (min, max)	1.0 to 9.0	1.0 to 6.0	0.0 to 8.0



S243 Number of Long Term Absences (Over 5 Days)

Small Utilities	2010	2011	2012
Kenora Hydro Electric		7.0	2.0
Sioux Lookout Hydro Inc.	0.0	0.0	0.0
Count	1	2	2
Average	0.00	3.50	1.00
Median	0.0	3.5	1.0
1st & 3rd quartiles	0.0 & 0.0	1.8 & 5.3	0.5 & 1.5
Range (min, max)	0.0 to 0.0	0.0 to 7.0	0.0 to 2.0
Totals over Large, Medium and Small Utility Classes			
Count	19	23	26
Average	15.53	15.32	69.69
Median	9.0	7.0	5.5
1st & 3rd quartiles	4.0 & 17.0	2.5 & 21.5	1.3 & 16.0
Range (min, max)	0.0 to 95.0	0.0 to 75.0	0.0 to 1,492.0

Notes:



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

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	816.0	1,496.0	2,089.0
Horizon Utilities Corporation	2,459.0	1,671.0	2,053.7
London Hydro Inc.	1,713.0		1,460.3
Hydro Ottawa Limited	975.0	883.0	1,192.0
EnWin Utilities Ltd.		732.6	1,006.0
Whitby Hydro Electric	93.7	338.0	550.3
Veridian Connections Inc.	524.7	790.1	408.3
Kitchener-Wilmot Hydro Inc.	338.0	297.0	382.2
Waterloo North Hydro Inc.	281.1	200.0	222.0
Entegrus Powerlines Inc.	133.0	17.0	195.0
Cambridge and North Dumfries	389.0	155.6	194.9
Burlington Hydro Inc.	326.0	227.0	136.0
Oakville Hydro Electricity		465.0	102.0
PowerStream Inc.	971.0	1,248.0	30.0
Count	12	13	14
Average	751.63	655.41	715.84
Median	456.9	465.0	395.3
1st & 3rd quartiles	314.8 & 972.0	227.0 & 883.0	195.0 & 1,145.5
Range (min, max)	93.7 to 2,459.0	17.0 to 1,671.0	30.0 to 2,089.0
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	56.0	57.0	168.0
Woodstock Hydro Services Inc.	78.0	68.5	76.5
Lakefront Utilities Inc.		216.3	65.0
Westario Power Inc.	281.5		47.0
Halton Hills Hydro Inc.		57.0	30.0
Brantford Power Inc.			12.0
Lakeland Power Distribution Ltd	45.0	30.0	5.0
St. Thomas Energy Inc.	41.0	44.0	0.0
Orangeville Hydro Limited	5.0	7.0	0.0
Haldimand County Hydro Inc.	227.0	88.0	0.0
Grimsby Power Incorporated		15.0	0.0



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

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	104.79	64.76	36.68
Median	56.0	57.0	12.0
1st & 3rd quartiles	43.0 & 152.5	30.0 & 68.5	0.0 & 56.0
Range (min, max)	5.0 to 281.5	7.0 to 216.3	0.0 to 168.0
Small Utilities	2010	2011	2012
Kenora Hydro Electric		43.5	28.5
Sioux Lookout Hydro Inc.	0.0	0.0	0.0
Count	1	2	2
Average	0.00	21.75	14.25
Median	0.0	21.8	14.3
1st & 3rd quartiles	0.0 & 0.0	10.9 & 32.6	7.1 & 21.4
Range (min, max)	0.0 to 0.0	0.0 to 43.5	0.0 to 28.5
Totals over Large, Medium and Small Utility Classes			
Count	20	24	27
Average	487.65	381.11	387.17
Median	281.3	177.8	102.0
1st & 3rd quartiles	72.5 & 597.5	43.9 & 531.9	20.3 & 395.3
Range (min, max)	0.0 to 2,459.0	0.0 to 1,671.0	0.0 to 2,089.0

Notes:



S110 Actual Overtime Hours Worked

Large Utilities	2010	2011	2012
PowerStream Inc.	51,141.75	59,228.00	53,595.00
Hydro Ottawa Limited	29,114.31	44,460.60	37,352.50
Horizon Utilities Corporation	33,972.00	38,463.00	26,207.85
London Hydro Inc.	17,444.00		16,727.25
Kitchener-Wilmot Hydro Inc.	16,169.00	18,374.00	15,630.00
Hydro One Brampton Networks	13,716.00	13,772.00	14,828.50
Oakville Hydro Electricity		8,506.50	14,581.50
Veridian Connections Inc.	14,042.00	14,469.90	14,176.25
Waterloo North Hydro Inc.	12,587.25	15,196.00	14,144.50
Burlington Hydro Inc.	11,926.00	11,488.00	12,075.75
Cambridge and North Dumfries	9,676.00	12,759.00	10,932.00
EnWin Utilities Ltd.	5,904.63	7,838.80	7,737.00
Whitby Hydro Electric	3,759.00	3,915.00	3,976.25
Entegrus Powerlines Inc.	4,401.00	3,964.08	3,613.00
Count	13	13	14
Average	17,219.457	19,418.068	17,541.239
Median	13,716.00	13,772.00	14,378.88
1st & 3rd quartiles	9,676.00 & 17,444.00	8,506.50 & 18,374.00	11,217.94 & 16,452.94
Range (min, max)	3,759.00 to 51,141.75	3,915.00 to 59,228.00	3,613.00 to 53,595.00
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	5,114.25	6,563.25	5,129.50
Brantford Power Inc.			4,242.00
Halton Hills Hydro Inc.		2,812.50	3,944.75
Festival Hydro Inc.	1,966.25	3,147.00	2,455.41
Westario Power Inc.	1,968.00		1,405.25
Woodstock Hydro Services Inc.	970.75	1,154.75	1,205.50
Lakefront Utilities Inc.		502.50	1,016.25
Orangeville Hydro Limited	556.75	506.25	782.25
Lakeland Power Distribution Ltd	784.00	754.00	717.00
St. Thomas Energy Inc.	498.00	794.00	625.50
Grimsby Power Incorporated		708.75	416.75



S110 Actual Overtime Hours Worked

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	1,694.000	1,882.556	1,994.560
Median	970.75	794.00	1,205.50
1st & 3rd quartiles	670.38 & 1,967.13	708.75 & 2,812.50	749.63 & 3,200.08
Range (min, max)	498.00 to 5,114.25	502.50 to 6,563.25	416.75 to 5,129.50
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	341.00	330.50	227.50
Kenora Hydro Electric		149.50	176.00
Count	1	2	2
Average	341.000	240.000	201.750
Median	341.00	240.00	201.75
1st & 3rd quartiles	341.00 & 341.00	194.75 & 285.25	188.88 & 214.63
Range (min, max)	341.00 to 341.00	149.50 to 330.50	176.00 to 227.50
Totals over Large, Medium and Small Utility Classes			
Count	21	24	27
Average	11,240.569	11,244.078	9,923.000
Median	5,904.63	5,263.67	4,242.00
1st & 3rd quartiles	1,966.25 & 14,042.00	784.00 & 13,946.48	1,110.88 & 14,378.88
Range (min, max)	341.00 to 51,141.75	149.50 to 59,228.00	176.00 to 53,595.00

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	1,136,576.33	1,160,971.07	1,236,084.61
PowerStream Inc.	1,022,314.25	1,113,281.00	1,156,442.00
Horizon Utilities Corporation	753,143.00	797,557.80	821,466.63
London Hydro Inc.			501,868.00
Veridian Connections Inc.	429,447.75	440,406.25	442,503.00
EnWin Utilities Ltd.	365,640.85	384,184.00	409,807.00
Hydro One Brampton Networks	435,815.00	417,630.75	407,926.75
Kitchener-Wilmot Hydro Inc.	346,934.00	349,004.00	359,775.40
Oakville Hydro Electricity		216,913.00	305,581.25
Waterloo North Hydro Inc.	253,723.25	249,265.75	260,275.25
Cambridge and North Dumfries	176,022.00	184,402.00	205,721.00
Burlington Hydro Inc.	185,250.00	125,583.00	185,767.75
Entegrus Powerlines Inc.	133,631.00	167,186.00	156,520.00
Whitby Hydro Electric	124,301.00	124,129.00	130,928.00
Count	12	13	14
Average	446,899.869	440,808.740	470,047.617
Median	356,287.43	349,004.00	383,851.08
1st & 3rd quartiles	182,943.00 & 515,147.00	184,402.00 & 440,406.25	219,359.56 & 487,026.75
Range (min, max)	124,301.00 to 1,136,576.33	124,129.00 to 1,160,971.07	130,928.00 to 1,236,084.61
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.		96,318.00	100,843.90
Haldimand County Hydro Inc.	92,865.50	95,380.00	96,496.50
Brantford Power Inc.			93,187.00
Festival Hydro Inc.	96,360.28	94,026.36	92,564.61
Woodstock Hydro Services Inc.	78,104.50	76,265.13	78,041.46
Westario Power Inc.	72,373.00		67,047.25
St. Thomas Energy Inc.	55,068.00	61,847.00	60,074.25
Orangeville Hydro Limited	39,780.00	41,928.25	42,413.25
Lakeland Power Distribution Ltd	42,287.00	40,196.00	40,910.00
Lakefront Utilities Inc.		36,669.50	40,576.25
Grimsby Power Incorporated		34,108.00	34,770.25



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

Medium Utilities		2010	2011	2012
Count		7	9	11
Average		68,119.754	64,082.027	67,902.247
Median		72,373.00	61,847.00	67,047.25
1st & 3rd quartiles		48,677.50 & 85,485.00	40,196.00 & 94,026.36	41,661.63 & 92,875.81
Range (min, max)		39,780.00 to 96,360.28	34,108.00 to 96,318.00	34,770.25 to 100,843.90
Small Utilities		2010	2011	2012
Kenora Hydro Electric			30,420.00	28,535.00
Sioux Lookout Hydro Inc.		16,688.00	16,250.00	16,812.50
Count		1	2	2
Average		16,688.000	23,335.000	22,673.750
Median		16,688.00	23,335.00	22,673.75
1st & 3rd quartiles		16,688.00 & 16,688.00	19,792.50 & 26,877.50	19,743.13 & 25,604.38
Range (min, max)		16,688.00 to 16,688.00	16,250.00 to 30,420.00	16,812.50 to 28,535.00
Totals over Large, Medium and Small Utility Classes				
Count		20	24	27
Average		292,816.236	264,746.744	273,071.810
Median		154,826.50	124,856.00	130,928.00
1st & 3rd quartiles		76,671.63 & 381,592.58	56,867.31 & 357,799.00	63,560.75 & 383,851.08
Range (min, max)		16,688.00 to 1,136,576.33	16,250.00 to 1,160,971.07	16,812.50 to 1,236,084.61

Notes:



S112 Total Number of Payable Employee Hours

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	1,165,690.64	1,205,431.67	1,273,437.11
PowerStream Inc.	1,073,456.00	1,172,509.00	1,210,037.00
Horizon Utilities Corporation	787,115.00	836,020.80	847,674.48
London Hydro Inc.			518,595.25
Veridian Connections Inc.	443,489.75	454,876.15	456,679.25
Hydro One Brampton Networks	449,531.00	431,402.75	422,755.25
EnWin Utilities Ltd.	371,545.48	392,023.00	417,544.00
Kitchener-Wilmot Hydro Inc.	363,104.00	367,378.00	375,405.40
Oakville Hydro Electricity		225,419.50	320,162.75
Waterloo North Hydro Inc.	266,310.50	264,461.75	274,419.75
Cambridge and North Dumfries	185,697.00	197,161.00	216,653.00
Burlington Hydro Inc.	197,176.00	137,071.00	197,843.50
Entegrus Powerlines Inc.	138,032.00	171,150.08	160,133.00
Whitby Hydro Electric	128,060.00	128,044.00	134,904.25
Count	12	13	14
Average	464,100.614	460,226.823	487,588.856
Median	367,324.74	367,378.00	396,474.70
1st & 3rd quartiles	194,306.25 & 533,927.00	197,161.00 & 454,876.15	231,094.69 & 503,116.25
Range (min, max)	128,060.00 to 1,165,690.64	128,044.00 to 1,205,431.67	134,904.25 to 1,273,437.11
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.		99,130.50	104,788.65
Haldimand County Hydro Inc.	97,979.75	101,943.25	101,626.00
Brantford Power Inc.			97,429.00
Festival Hydro Inc.	98,326.53	97,173.36	95,020.02
Woodstock Hydro Services Inc.	79,075.25	77,419.88	79,246.96
Westario Power Inc.	74,341.00		68,452.50
St. Thomas Energy Inc.	55,566.00	62,641.00	60,699.75
Orangeville Hydro Limited	40,337.00	42,434.50	43,195.50
Lakeland Power Distribution Ltd	43,071.00	40,950.00	41,627.00
Lakefront Utilities Inc.		37,172.00	41,592.50
Grimsby Power Incorporated		34,816.75	37,857.00



S112 Total Number of Payable Employee Hours

Medium Utilities		2010	2011	2012
Count		7	9	11
Average		69,813.790	65,964.582	70,139.535
Median		74,341.00	62,641.00	68,452.50
1st & 3rd quartiles		49,318.50 & 88,527.50	40,950.00 & 97,173.36	42,411.25 & 96,224.51
Range (min, max)		40,337.00 to 98,326.53	34,816.75 to 101,943.25	37,857.00 to 104,788.65
Small Utilities		2010	2011	2012
Kenora Hydro Electric			30,420.00	28,535.00
Sioux Lookout Hydro Inc.		17,029.00	16,580.50	17,040.00
Count		1	2	2
Average		17,029.000	23,500.250	22,787.500
Median		17,029.00	23,500.25	22,787.50
1st & 3rd quartiles		17,029.00 & 17,029.00	20,040.38 & 26,960.13	19,913.75 & 25,661.25
Range (min, max)		17,029.00 to 17,029.00	16,580.50 to 30,420.00	17,040.00 to 28,535.00
Totals over Large, Medium and Small Utility Classes				
Count		20	24	27
Average		303,746.645	275,984.602	283,087.180
Median		161,864.50	132,557.50	134,904.25
1st & 3rd quartiles		77,891.69 & 389,531.55	57,589.38 & 373,539.25	64,576.13 & 396,474.70
Range (min, max)		17,029.00 to 1,165,690.64	16,580.50 to 1,205,431.67	17,040.00 to 1,273,437.11

Notes:



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

Large Utilities	2010	2011	2012
Veridian Connections Inc.	0	8	7
London Hydro Inc.	3		4
Hydro Ottawa Limited	7	1	4
Cambridge and North Dumfries	0	1	3
Entegrus Powerlines Inc.	3	1	1
Burlington Hydro Inc.	2	2	1
PowerStream Inc.	1	3	1
Whitby Hydro Electric	0	0	1
Oakville Hydro Electricity	3	3	1
Hydro One Brampton Networks	6	6	1
Waterloo North Hydro Inc.	1	0	0
EnWin Utilities Ltd.	0	0	0
Kitchener-Wilmot Hydro Inc.	0	2	0
Horizon Utilities Corporation	3	0	0
Count	14	13	14
Average	2.1	2.1	1.7
Median	2	1	1
1st & 3rd quartiles	0 & 3	0 & 3	0 & 3
Range (min, max)	0 to 7	0 to 8	0 to 7
Medium Utilities	2010	2011	2012
Brantford Power Inc.			1
Westario Power Inc.	0		1
Woodstock Hydro Services Inc.	0	2	1
Festival Hydro Inc.	0	0	1
Grimsby Power Incorporated		0	0
Haldimand County Hydro Inc.	1	3	0
Halton Hills Hydro Inc.		1	0
Orangeville Hydro Limited	0	0	0
St. Thomas Energy Inc.	0	0	0
Lakefront Utilities Inc.		1	0
Lakeland Power Distribution Ltd	1	0	0



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

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	0.3	0.8	0.4
Median	0	0	0
1st & 3rd quartiles	0 & 1	0 & 1	0 & 1
Range (min, max)	0 to 1	0 to 3	0 to 1
Small Utilities	2010	2011	2012
Kenora Hydro Electric			1
Sioux Lookout Hydro Inc.	0	0	0
Count	1	1	2
Average	0.0	0.0	0.5
Median	0	0	1
1st & 3rd quartiles	0 & 0	0 & 0	0 & 1
Range (min, max)	0 to 0	0 to 0	0 to 1
Totals over Large, Medium and Small Utility Classes			
Count	22	23	27
Average	1.4	1.5	1.1
Median	1	1	1
1st & 3rd quartiles	0 & 3	0 & 2	0 & 1
Range (min, max)	0 to 7	0 to 8	0 to 7

Notes:



S114 Number of Days Lost

Large Utilities	2010	2011	2012
London Hydro Inc.	212.0		313.0
Hydro Ottawa Limited	45.0	2.0	93.0
Cambridge and North Dumfries	0.0	5.0	30.0
PowerStream Inc.	10.0	88.0	11.0
Whitby Hydro Electric	0.0	0.0	11.0
EnWin Utilities Ltd.	9.0	17.2	5.0
Burlington Hydro Inc.	24.5	129.0	2.0
Oakville Hydro Electricity	3.0	0.0	1.0
Entegrus Powerlines Inc.	45.0	47.9	1.0
Hydro One Brampton Networks	0.0	2.5	0.0
Veridian Connections Inc.	0.0	109.0	0.0
Kitchener-Wilmot Hydro Inc.	0.0	4.0	0.0
Waterloo North Hydro Inc.	24.0	0.0	0.0
Horizon Utilities Corporation		0.0	0.0
Count	13	13	14
Average	28.65	31.12	33.36
Median	9.0	4.0	1.5
1st & 3rd quartiles	0.0 & 24.5	0.0 & 47.9	0.0 & 11.0
Range (min, max)	0.0 to 212.0	0.0 to 129.0	0.0 to 313.0
Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	0.0	3.0	68.0
Festival Hydro Inc.	0.0	0.0	40.3
Westario Power Inc.	0.0		10.0
Brantford Power Inc.			7.0
Lakeland Power Distribution Ltd	6.0	0.0	0.0
Haldimand County Hydro Inc.	77.0	19.0	0.0
Lakefront Utilities Inc.		81.5	0.0
St. Thomas Energy Inc.	0.0	0.0	0.0
Orangeville Hydro Limited	0.0	0.0	0.0
Grimsby Power Incorporated		0.0	0.0
Halton Hills Hydro Inc.		23.0	0.0



S114 Number of Days Lost

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	11.86	14.06	11.39
Median	0.0	0.0	0.0
1st & 3rd quartiles	0.0 & 3.0	0.0 & 19.0	0.0 & 8.5
Range (min, max)	0.0 to 77.0	0.0 to 81.5	0.0 to 68.0
Small Utilities	2010	2011	2012
Kenora Hydro Electric			18.0
Sioux Lookout Hydro Inc.	0.0	0.0	0.0
Count	1	1	2
Average	0.00	0.00	9.00
Median	0.0	0.0	9.0
1st & 3rd quartiles	0.0 & 0.0	0.0 & 0.0	4.5 & 13.5
Range (min, max)	0.0 to 0.0	0.0 to 0.0	0.0 to 18.0
Totals over Large, Medium and Small Utility Classes			
Count	21	23	27
Average	21.69	23.09	22.60
Median	0.0	2.5	1.0
1st & 3rd quartiles	0.0 & 24.0	0.0 & 21.0	0.0 & 11.0
Range (min, max)	0.0 to 212.0	0.0 to 129.0	0.0 to 313.0

Notes:



S245 Total Third Party Costs for Staff Development (does not include safe work training)

Large Utilities	2010	2011	2012
PowerStream Inc.	297,725	785,354	769,660
Waterloo North Hydro Inc.	214,624	164,501	256,661
Veridian Connections Inc.	309,781	239,730	201,208
Horizon Utilities Corporation	635,424	169,685	147,703
Cambridge and North Dumfries	76,067	188,303	133,709
London Hydro Inc.			122,723
Kitchener-Wilmot Hydro Inc.	122,666	113,557	107,476
Entegrus Powerlines Inc.	61,558	80,098	96,651
Hydro One Brampton Networks	116,980	190,349	95,954
Oakville Hydro Electricity		124,865	51,891
Burlington Hydro Inc.	31,000	56,000	34,000
Whitby Hydro Electric	39,894	31,925	
Count	10	11	11
Average	190,571.9	194,942.5	183,421.5
Median	119,823	164,501	122,723
1st & 3rd quartiles	65,185 & 276,950	96,827 & 189,326	96,302 & 174,455
Range (min, max)	31,000 to 635,424	31,925 to 785,354	34,000 to 769,660
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	80,582	88,195	76,339
Grimsby Power Incorporated		13,771	32,157
Haldimand County Hydro Inc.	11,902	16,235	27,824
St. Thomas Energy Inc.	89,437	29,468	26,115
Brantford Power Inc.			24,539
Halton Hills Hydro Inc.		24,803	18,000
Lakefront Utilities Inc.			17,790
Woodstock Hydro Services Inc.	24,427	24,809	11,712
Westario Power Inc.	6,560		10,511
Lakeland Power Distribution Ltd	18,260	7,692	9,751
Count	6	7	10
Average	38,528.0	29,281.9	25,473.8
Median	21,344	24,803	21,269
1st & 3rd quartiles	13,492 & 66,543	15,003 & 27,139	13,231 & 27,397
Range (min, max)	6,560 to 89,437	7,692 to 88,195	9,751 to 76,339
Small Utilities	2010	2011	2012
Kenora Hydro Electric		9,237	45,186



S245 Total Third Party Costs for Staff Development (does not include safe work training)

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	25,773	23,406	24,625
Count	1	2	2
Average	25,773.0	16,321.5	34,905.5
Median	25,773	16,321	34,905
1st & 3rd quartiles	25,773 & 25,773	12,779 & 19,863	29,765 & 40,045
Range (min, max)	25,773 to 25,773	9,237 to 23,406	24,625 to 45,186
Totals over Large, Medium and Small Utility Classes			
Count	17	20	23
Average	127,215.3	119,099.2	101,834.1
Median	76,067	68,049	45,186
1st & 3rd quartiles	25,773 & 122,666	24,454 & 165,797	24,582 & 115,099
Range (min, max)	6,560 to 635,424	7,692 to 785,354	9,751 to 769,660

Notes:



S246 Total Internal Costs for Staff Development (include internal labour costs of participating, but not safe work training)

Large Utilities	2010	2011	2012
PowerStream Inc.	698,256	331,745	560,513
Hydro One Brampton Networks	239,580	450,164	296,358
Veridian Connections Inc.	271,482	280,738	294,157
Horizon Utilities Corporation		408,818	283,181
Waterloo North Hydro Inc.	186,202	137,931	227,301
London Hydro Inc.			91,426
Oakville Hydro Electricity		154,133	60,432
Cambridge and North Dumfries	80,867	76,831	40,062
Burlington Hydro Inc.	21,500	18,588	28,000
Entegrus Powerlines Inc.	66,505	102,936	8,490
Kitchener-Wilmot Hydro Inc.	0		
Count	8	9	10
Average	195,549.0	217,987.1	188,992.0
Median	133,534	154,133	159,363
1st & 3rd quartiles	55,254 & 247,556	102,936 & 331,745	45,155 & 291,413
Range (min, max)	0 to 698,256	18,588 to 450,164	8,490 to 560,513
Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	79,207	65,534	71,167
Festival Hydro Inc.	52,217	54,342	55,143
Grimsby Power Incorporated		16,183	37,776
Westario Power Inc.	18,972		26,631
Halton Hills Hydro Inc.		45,014	24,700
St. Thomas Energy Inc.	44,306	25,335	22,191
Woodstock Hydro Services Inc.	33,116	18,120	15,804
Lakeland Power Distribution Ltd	13,480	11,359	14,122
Brantford Power Inc.			13,115
Haldimand County Hydro Inc.	21,431	9,725	11,384
Count	7	8	10
Average	37,532.7	30,701.5	29,203.3
Median	33,116	21,727	23,446
1st & 3rd quartiles	20,202 & 48,262	14,977 & 47,346	14,543 & 34,990
Range (min, max)	13,480 to 79,207	9,725 to 65,534	11,384 to 71,167
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	7,214	15,200	10,714
Kenora Hydro Electric		11,433	5,606



S246 Total Internal Costs for Staff Development (include internal labour costs of participating, but not safe work training)

Small Utilities	2010	2011	2012
Count	1	2	2
Average	7,214.0	13,316.5	8,160.0
Median	7,214	13,316	8,160
1st & 3rd quartiles	7,214 & 7,214	12,375 & 14,258	6,883 & 9,437
Range (min, max)	7,214 to 7,214	11,433 to 15,200	5,606 to 10,714
Totals over Large, Medium and Small Utility Classes			
Count	16	19	22
Average	114,645.9	117,585.7	99,921.5
Median	48,262	54,342	32,888
1st & 3rd quartiles	20,816 & 107,201	17,151 & 146,032	14,543 & 86,361
Range (min, max)	0 to 698,256	9,725 to 450,164	5,606 to 560,513

Notes:



S14 Total Costs of Staff Development

Large Utilities	2010	2011	2012
PowerStream Inc.	995,981	1,117,099	1,330,173
Veridian Connections Inc.	581,263	520,468	495,365
Waterloo North Hydro Inc.	400,825	302,432	483,962
Horizon Utilities Corporation	635,424	578,503	430,884
Hydro One Brampton Networks	356,560	640,513	392,312
London Hydro Inc.			214,149
Cambridge and North Dumfries	156,934	265,134	173,771
Oakville Hydro Electricity		278,998	112,323
Kitchener-Wilmot Hydro Inc.	122,666	113,557	107,476
Entegrus Powerlines Inc.	128,063	183,034	105,141
Burlington Hydro Inc.	52,500	74,588	62,000
Whitby Hydro Electric	39,894	31,925	0
Hydro Ottawa Limited		0	0
EnWin Utilities Ltd.		0	0
Count	10	13	14
Average	347,011.0	315,865.5	279,111.1
Median	256,747	265,134	143,047
1st & 3rd quartiles	124,015 & 536,154	74,588 & 520,468	72,785 & 421,241
Range (min, max)	39,894 to 995,981	0 to 1,117,099	0 to 1,330,173
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	132,799	142,537	131,482
Orangeville Hydro Limited	79,207	65,534	71,167
Grimsby Power Incorporated		29,954	69,934
St. Thomas Energy Inc.	133,743	54,803	48,306
Halton Hills Hydro Inc.		69,817	42,700
Haldimand County Hydro Inc.	33,333	25,960	39,208
Brantford Power Inc.			37,654
Westario Power Inc.	25,532		37,143
Woodstock Hydro Services Inc.	57,543	42,929	27,516
Lakeland Power Distribution Ltd	31,740	19,051	23,873
Lakefront Utilities Inc.		0	17,790
Peterborough Distribution Inc.			0



S14 Total Costs of Staff Development

Medium Utilities		2010	2011	2012
Count		7	9	12
Average		70,556.7	50,065.0	45,564.4
Median		57,543	42,929	38,431
1st & 3rd quartiles		32,537 & 106,003	25,960 & 65,534	26,605 & 53,713
Range (min, max)		25,532 to 133,743	0 to 142,537	0 to 131,482
Small Utilities		2010	2011	2012
Kenora Hydro Electric			20,670	50,792
Sioux Lookout Hydro Inc.		32,988	38,605	35,340
Count		1	2	2
Average		32,988.0	29,637.5	43,066.0
Median		32,988	29,637	43,066
1st & 3rd quartiles		32,988 & 32,988	25,153 & 34,121	39,203 & 46,929
Range (min, max)		32,988 to 32,988	20,670 to 38,605	35,340 to 50,792
Totals over Large, Medium and Small Utility Classes				
Count		18	24	28
Average		222,055.3	192,338.0	162,159.3
Median		125,364	67,675	56,396
1st & 3rd quartiles		43,046 & 306,654	28,956 & 268,600	33,384 & 142,054
Range (min, max)		25,532 to 995,981	0 to 1,117,099	0 to 1,330,173

Notes:



\$155 Total Cost of Training on Safe Work Practices

Large Utilities	2010	2011	2012
PowerStream Inc.	850,845	1,088,484	1,234,507
Horizon Utilities Corporation		943,470	704,572
Hydro One Brampton Networks	282,363	547,786	365,976
London Hydro Inc.			349,289
Kitchener-Wilmot Hydro Inc.	244,502	293,317	250,183
Hydro Ottawa Limited	202,860	223,395	240,407
Veridian Connections Inc.	163,568	258,614	164,540
Waterloo North Hydro Inc.	192,208	167,548	156,627
Whitby Hydro Electric	74,567	101,536	126,375
Entegrus Powerlines Inc.	84,005	62,877	88,312
Oakville Hydro Electricity		75,237	70,936
Burlington Hydro Inc.	110,000	77,694	65,000
Cambridge and North Dumfries	59,238	55,983	52,723
Count	10	12	13
Average	226,415.6	324,661.8	297,649.8
Median	177,888	195,472	164,540
1st & 3rd quartiles	90,504 & 234,091	77,080 & 356,934	88,312 & 349,289
Range (min, max)	59,238 to 850,845	55,983 to 1,088,484	52,723 to 1,234,507
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	87,749	129,221	100,145
Westario Power Inc.	38,873		71,904
Festival Hydro Inc.	8,496	6,318	71,598
Orangeville Hydro Limited	46,551	53,639	39,096
Halton Hills Hydro Inc.		21,116	34,132
Grimsby Power Incorporated		28,589	25,448
Lakeland Power Distribution Ltd	13,480	11,359	14,122
Lakefront Utilities Inc.		42,437	10,649
Woodstock Hydro Services Inc.	39,401	51,278	8,282
St. Thomas Energy Inc.	9,495	25,206	8,023
Count	7	9	10
Average	34,863.6	41,018.1	38,339.9
Median	38,873	28,589	29,790
1st & 3rd quartiles	11,488 & 42,976	21,116 & 51,278	11,517 & 63,472
Range (min, max)	8,496 to 87,749	6,318 to 129,221	8,023 to 100,145



\$155 Total Cost of Training on Safe Work Practices

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	10,946	26,194	12,564
Kenora Hydro Electric		3,691	6,807
Count	1	2	2
Average	10,946.0	14,942.5	9,685.5
Median	10,946	14,942	9,685
1st & 3rd quartiles	10,946 & 10,946	9,316 & 20,568	8,246 & 11,125
Range (min, max)	10,946 to 10,946	3,691 to 26,194	6,807 to 12,564
Totals over Large, Medium and Small Utility Classes			
Count	18	23	25
Average	139,952.6	186,738.7	170,888.7
Median	79,286	62,877	71,598
1st & 3rd quartiles	39,005 & 185,048	27,392 & 195,472	25,448 & 164,540
Range (min, max)	8,496 to 850,845	3,691 to 1,088,484	6,807 to 1,234,507

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	10,635.0	13,389.5	13,335.0
Horizon Utilities Corporation	12,307.0	10,988.0	9,813.5
London Hydro Inc.			7,764.0
Kitchener-Wilmot Hydro Inc.	5,599.5	7,073.5	6,499.0
Veridian Connections Inc.	4,024.0	6,039.0	5,118.0
Waterloo North Hydro Inc.	4,374.0	3,594.0	3,505.0
Burlington Hydro Inc.	4,673.0	3,764.0	3,206.0
Entegrus Powerlines Inc.	2,601.0	1,971.0	2,296.0
Whitby Hydro Electric	1,559.0	2,250.0	2,250.3
Oakville Hydro Electricity			2,101.8
Cambridge and North Dumfries	1,892.0	1,788.0	1,754.0
Hydro One Brampton Networks	2,571.0	2,137.0	1,461.0
Count	10	10	12
Average	5,023.55	5,299.40	4,925.30
Median	4,199.0	3,679.0	3,355.5
1st & 3rd quartiles	2,578.5 & 5,367.9	2,165.3 & 6,814.9	2,213.1 & 6,815.3
Range (min, max)	1,559.0 to 12,307.0	1,788.0 to 13,389.5	1,461.0 to 13,335.0
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	2,100.7	1,805.6	1,831.0
Haldimand County Hydro Inc.	1,027.5	1,537.5	1,275.0
Halton Hills Hydro Inc.		613.3	768.0
Orangeville Hydro Limited	786.0	874.0	675.0
Westario Power Inc.	953.0		552.2
Lakeland Power Distribution Ltd	452.0	321.0	467.0
Grimsby Power Incorporated		474.0	462.0
Lakefront Utilities Inc.		747.8	409.6
St. Thomas Energy Inc.	454.0	702.0	268.3
Woodstock Hydro Services Inc.	499.5	1,243.5	228.0
Count	7	9	10
Average	896.10	924.30	693.61
Median	786.0	747.8	509.6
1st & 3rd quartiles	476.8 & 990.3	613.3 & 1,243.5	422.7 & 744.8
Range (min, max)	452.0 to 2,100.7	321.0 to 1,805.6	228.0 to 1,831.0
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	80.0	251.0	172.0



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

Small Utilities	2010	2011	2012
Kenora Hydro Electric		80.0	150.0
Count	1	2	2
Average	80.00	165.50	161.00
Median	80.0	165.5	161.0
1st & 3rd quartiles	80.0 & 80.0	122.8 & 208.3	155.5 & 166.5
Range (min, max)	80.0 to 80.0	80.0 to 251.0	150.0 to 172.0
Totals over Large, Medium and Small Utility Classes			
Count	18	21	24
Average	3,143.79	2,935.41	2,765.07
Median	1,996.4	1,788.0	1,607.5
1st & 3rd quartiles	827.8 & 4,286.5	702.0 & 3,594.0	465.8 & 3,280.8
Range (min, max)	80.0 to 12,307.0	80.0 to 13,389.5	150.0 to 13,335.0

Notes:



S328 Total Cost of Staff Development Training and Staff Safety Training

Large Utilities	2010	2011	2012
PowerStream Inc.			2,564,679.60
Horizon Utilities Corporation			1,135,456.11
Hydro One Brampton Networks			758,287.29
Veridian Connections Inc.			659,905.00
Waterloo North Hydro Inc.			640,588.39
London Hydro Inc.			563,437.88
Kitchener-Wilmot Hydro Inc.			357,658.63
Hydro Ottawa Limited			240,407.28
Cambridge and North Dumfries			226,493.73
Entegrus Powerlines Inc.			193,453.06
Oakville Hydro Electricity			183,258.71
Burlington Hydro Inc.			127,000.00
Whitby Hydro Electric			126,375.34
EnWin Utilities Ltd.			0.00
Count	0	0	14
Average			555,500.073
Median			299,032.96
1st & 3rd quartiles			185,807.30 & 655,075.85
Range (min, max)			0.00 to 2,564,679.60
Medium Utilities	2010	2011	2012
Festival Hydro Inc.			203,079.61
Haldimand County Hydro Inc.			139,352.63
Orangeville Hydro Limited			110,263.15
Westario Power Inc.			109,046.53
Grimsby Power Incorporated			95,381.62
Halton Hills Hydro Inc.			76,831.80
St. Thomas Energy Inc.			56,328.69
Lakeland Power Distribution Ltd			37,995.00
Brantford Power Inc.			37,653.90
Woodstock Hydro Services Inc.			35,797.78
Lakefront Utilities Inc.			28,438.43
Peterborough Distribution Inc.			0.00



S328 Total Cost of Staff Development Training and Staff Safety Training

Medium Utilities	2010	2011	2012
Count	0	0	12
Average			77,514.095
Median			66,580.25
1st & 3rd quartiles			37,189.87 & 109,350.69
Range (min, max)			0.00 to 203,079.61
Small Utilities	2010	2011	2012
Kenora Hydro Electric			57,598.63
Sioux Lookout Hydro Inc.			47,903.48
Count	0	0	2
Average			52,751.055
Median			52,751.06
1st & 3rd quartiles			50,327.27 & 55,174.84
Range (min, max)			47,903.48 to 57,598.63
Totals over Large, Medium and Small Utility Classes			
Count	0	0	28
Average			314,738.295
Median			126,687.67
1st & 3rd quartiles			54,222.39 & 269,720.12
Range (min, max)			0.00 to 2,564,679.60

Notes:



S247 Average Age of Employees

Large Utilities	2010	2011	2012
Whitby Hydro Electric	49	48	48
Burlington Hydro Inc.	46	46	47
Hydro One Brampton Networks	46	47	47
EnWin Utilities Ltd.	46	47	47
Entegrus Powerlines Inc.	46	45	47
Veridian Connections Inc.	47	47	47
London Hydro Inc.	46		46
PowerStream Inc.	46	46	46
Cambridge and North Dumfries	46	44	46
Kitchener-Wilmot Hydro Inc.	44	44	45
Oakville Hydro Electricity		44	45
Hydro Ottawa Limited	44	43	44
Horizon Utilities Corporation		44	44
Waterloo North Hydro Inc.	43	44	43
Count	12	13	14
Average	45.8	45.3	45.9
Median	46	45	46
1st & 3rd quartiles	46 & 46	44 & 47	45 & 47
Range (min, max)	43 to 49	43 to 48	43 to 48
Medium Utilities	2010	2011	2012
Brantford Power Inc.			46
Festival Hydro Inc.	46	46	46
Lakeland Power Distribution Ltd	47	48	46
Orangeville Hydro Limited	44	43	45
Woodstock Hydro Services Inc.	45	45	45
Grimsby Power Incorporated		43	44
Lakefront Utilities Inc.		47	43
St. Thomas Energy Inc.	44	39	43
Halton Hills Hydro Inc.		46	43
Westario Power Inc.	40		42
Haldimand County Hydro Inc.	40	41	40



S247 Average Age of Employees

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	43.7	44.2	43.9
Median	44	45	44
1st & 3rd quartiles	42 & 46	43 & 46	43 & 46
Range (min, max)	40 to 47	39 to 48	40 to 46
Small Utilities	2010	2011	2012
Kenora Hydro Electric		47	44
Sioux Lookout Hydro Inc.	41	42	38
Count	1	2	2
Average	41.0	44.5	41.0
Median	41	45	41
1st & 3rd quartiles	41 & 41	43 & 46	40 & 43
Range (min, max)	41 to 41	42 to 47	38 to 44
Totals over Large, Medium and Small Utility Classes			
Count	20	24	27
Average	44.8	44.8	44.7
Median	46	45	45
1st & 3rd quartiles	44 & 46	44 & 47	43 & 46
Range (min, max)	40 to 49	39 to 48	38 to 48

Notes:



S248 # Of Staff <=25

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	53	53	36
PowerStream Inc.	33	31	22
Horizon Utilities Corporation	19	22	16
Waterloo North Hydro Inc.	13	11	12
Kitchener-Wilmot Hydro Inc.	9	8	11
London Hydro Inc.	5		10
Veridian Connections Inc.	9	10	9
Hydro One Brampton Networks	10	8	7
Cambridge and North Dumfries	3	7	6
Oakville Hydro Electricity	5	7	5
EnWin Utilities Ltd.	5	4	3
Whitby Hydro Electric	0	2	2
Burlington Hydro Inc.	4	2	1
Entegrus Powerlines Inc.	1	1	0
Count	14	13	14
Average	12.1	12.8	10.0
Median	7	8	8
1st & 3rd quartiles	4 & 12	4 & 11	4 & 12
Range (min, max)	0 to 53	1 to 53	0 to 36
Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	3	3	4
Haldimand County Hydro Inc.	2	2	3
Halton Hills Hydro Inc.		1	3
Westario Power Inc.	4		3
Woodstock Hydro Services Inc.	2	0	2
Brantford Power Inc.			1
Orangeville Hydro Limited	2	2	1
Grimsby Power Incorporated		1	1
Festival Hydro Inc.	2	1	1
Lakefront Utilities Inc.		1	0
Lakeland Power Distribution Ltd	0	0	0



S248 # Of Staff <=25

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	2.1	1.2	1.7
Median	2	1	1
1st & 3rd quartiles	2 & 3	1 & 2	1 & 3
Range (min, max)	0 to 4	0 to 3	0 to 4
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	1	1	3
Kenora Hydro Electric			1
Count	1	1	2
Average	1.0	1.0	2.0
Median	1	1	2
1st & 3rd quartiles	1 & 1	1 & 1	2 & 3
Range (min, max)	1 to 1	1 to 1	1 to 3
Totals over Large, Medium and Small Utility Classes			
Count	22	23	27
Average	8.4	7.7	6.0
Median	4	2	3
1st & 3rd quartiles	2 & 9	1 & 8	1 & 8
Range (min, max)	0 to 53	0 to 53	0 to 36

Notes:



S249 # Of Staff 26<=35

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	87	99	117
Horizon Utilities Corporation	60	77	84
PowerStream Inc.	60	76	81
London Hydro Inc.	31		43
Veridian Connections Inc.	29	31	35
EnWin Utilities Ltd.	33	30	29
Hydro One Brampton Networks	23	23	26
Waterloo North Hydro Inc.	16	21	25
Oakville Hydro Electricity	23	22	22
Kitchener-Wilmot Hydro Inc.	27	26	19
Entegrus Powerlines Inc.	13	17	17
Burlington Hydro Inc.	14	13	14
Whitby Hydro Electric	8	7	9
Cambridge and North Dumfries	10	10	8
Count	14	13	14
Average	31.0	34.8	37.8
Median	25	23	26
1st & 3rd quartiles	15 & 33	17 & 31	18 & 41
Range (min, max)	8 to 87	7 to 99	8 to 117
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	15	14	16
Brantford Power Inc.			13
Lakefront Utilities Inc.		2	11
Halton Hills Hydro Inc.		8	9
Festival Hydro Inc.	4	8	9
Woodstock Hydro Services Inc.	7	9	8
Westario Power Inc.	6		7
St. Thomas Energy Inc.	4	7	6
Orangeville Hydro Limited	3	3	3
Grimsby Power Incorporated		2	2
Lakeland Power Distribution Ltd	1	1	1



S249 # Of Staff 26<=35

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	5.7	6.0	7.7
Median	4	7	8
1st & 3rd quartiles	4 & 7	2 & 8	5 & 10
Range (min, max)	1 to 15	1 to 14	1 to 16
Small Utilities	2010	2011	2012
Kenora Hydro Electric		3	3
Sioux Lookout Hydro Inc.	2	2	1
Count	1	2	2
Average	2.0	2.5	2.0
Median	2	3	2
1st & 3rd quartiles	2 & 2	2 & 3	2 & 3
Range (min, max)	2 to 2	2 to 3	1 to 3
Totals over Large, Medium and Small Utility Classes			
Count	22	24	27
Average	21.6	21.3	22.9
Median	15	12	13
1st & 3rd quartiles	6 & 29	6 & 24	8 & 26
Range (min, max)	1 to 87	1 to 99	1 to 117

Notes:



S250 # Of Staff 36<=45

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	157	141	140
Horizon Utilities Corporation	107	93	90
PowerStream Inc.	105	99	79
London Hydro Inc.	62		55
Kitchener-Wilmot Hydro Inc.	48	48	49
Hydro One Brampton Networks	47	46	42
Oakville Hydro Electricity	32	32	39
EnWin Utilities Ltd.	42	40	36
Veridian Connections Inc.	39	35	33
Cambridge and North Dumfries	26	27	22
Burlington Hydro Inc.	25	22	21
Waterloo North Hydro Inc.	20	20	20
Whitby Hydro Electric	16	16	14
Entegrus Powerlines Inc.	14	15	14
Count	14	13	14
Average	52.9	48.8	46.7
Median	41	35	38
1st & 3rd quartiles	25 & 59	22 & 48	21 & 54
Range (min, max)	14 to 157	15 to 141	14 to 140
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	16	19	18
Halton Hills Hydro Inc.		12	13
Westario Power Inc.	9		12
Brantford Power Inc.			10
Woodstock Hydro Services Inc.	11	10	10
Lakeland Power Distribution Ltd	13	11	10
Festival Hydro Inc.	12	9	9
Grimsby Power Incorporated		8	8
St. Thomas Energy Inc.	13	14	7
Orangeville Hydro Limited	4	4	5
Lakefront Utilities Inc.		10	3



S250 # Of Staff 36<=45

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	11.1	10.8	9.5
Median	12	10	10
1st & 3rd quartiles	10 & 13	9 & 12	8 & 11
Range (min, max)	4 to 16	4 to 19	3 to 18
Small Utilities	2010	2011	2012
Kenora Hydro Electric		3	3
Sioux Lookout Hydro Inc.	2	1	2
Count	1	2	2
Average	2.0	2.0	2.5
Median	2	2	3
1st & 3rd quartiles	2 & 2	2 & 3	2 & 3
Range (min, max)	2 to 2	1 to 3	2 to 3
Totals over Large, Medium and Small Utility Classes			
Count	22	24	27
Average	37.3	30.6	28.3
Median	23	18	14
1st & 3rd quartiles	13 & 46	10 & 36	10 & 38
Range (min, max)	2 to 157	1 to 141	2 to 140

Notes:



S251 # Of Staff 46<=55

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	259	251	246
PowerStream Inc.	219	221	215
Horizon Utilities Corporation	167	171	180
London Hydro Inc.	122		112
Veridian Connections Inc.	90	94	97
Hydro One Brampton Networks	97	92	95
EnWin Utilities Ltd.	87	87	92
Kitchener-Wilmot Hydro Inc.	69	70	72
Waterloo North Hydro Inc.	48	45	43
Oakville Hydro Electricity	38	44	41
Cambridge and North Dumfries	42	46	39
Burlington Hydro Inc.	36	27	34
Entegrus Powerlines Inc.	36	39	34
Whitby Hydro Electric	26	27	24
Count	14	13	14
Average	95.4	93.4	94.6
Median	78	70	82
1st & 3rd quartiles	39 & 116	44 & 94	40 & 108
Range (min, max)	26 to 259	27 to 251	24 to 246
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	21	20	20
Brantford Power Inc.			18
Halton Hills Hydro Inc.		19	15
St. Thomas Energy Inc.	14	13	13
Lakefront Utilities Inc.		9	13
Woodstock Hydro Services Inc.	15	13	12
Lakeland Power Distribution Ltd	9	8	10
Haldimand County Hydro Inc.	8	7	9
Orangeville Hydro Limited	10	10	8
Grimsby Power Incorporated		8	7
Westario Power Inc.	13		7



S251 # Of Staff 46<=55

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	12.9	11.9	12.0
Median	13	10	12
1st & 3rd quartiles	10 & 15	8 & 13	9 & 14
Range (min, max)	8 to 21	7 to 20	7 to 20
Small Utilities	2010	2011	2012
Kenora Hydro Electric		6	6
Sioux Lookout Hydro Inc.	2	3	3
Count	1	2	2
Average	2.0	4.5	4.5
Median	2	5	5
1st & 3rd quartiles	2 & 2	4 & 5	4 & 5
Range (min, max)	2 to 2	3 to 6	3 to 6
Totals over Large, Medium and Small Utility Classes			
Count	22	24	27
Average	64.9	55.4	54.3
Median	37	27	24
1st & 3rd quartiles	14 & 89	10 & 74	11 & 82
Range (min, max)	2 to 259	3 to 251	3 to 246

Notes:



S252 # Of Staff 56<=65

Large Utilities	2010	2011	2012
PowerStream Inc.	82	87	98
Hydro Ottawa Limited	53	56	64
London Hydro Inc.	41		48
Veridian Connections Inc.	40	49	46
Hydro One Brampton Networks	34	38	37
Horizon Utilities Corporation	27	33	34
EnWin Utilities Ltd.	25	26	28
Kitchener-Wilmot Hydro Inc.	18	18	23
Burlington Hydro Inc.	14	16	20
Whitby Hydro Electric	14	16	19
Waterloo North Hydro Inc.	19	20	19
Oakville Hydro Electricity	17	12	15
Cambridge and North Dumfries	11	8	13
Entegrus Powerlines Inc.	2	8	12
Count	14	13	14
Average	28.4	29.8	34.0
Median	22	20	26
1st & 3rd quartiles	15 & 39	16 & 38	19 & 44
Range (min, max)	2 to 82	8 to 87	12 to 98
Medium Utilities	2010	2011	2012
Brantford Power Inc.			13
Halton Hills Hydro Inc.		9	11
Festival Hydro Inc.	6	6	7
Woodstock Hydro Services Inc.	4	6	6
Haldimand County Hydro Inc.	5	6	5
Westario Power Inc.	5		4
St. Thomas Energy Inc.	3	4	4
Lakeland Power Distribution Ltd	4	3	3
Orangeville Hydro Limited	1	1	3
Grimsby Power Incorporated		0	1
Lakefront Utilities Inc.		7	0



S252 # Of Staff 56<=65

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	4.0	4.7	5.2
Median	4	6	4
1st & 3rd quartiles	4 & 5	3 & 6	3 & 7
Range (min, max)	1 to 6	0 to 9	0 to 13
Small Utilities	2010	2011	2012
Kenora Hydro Electric		3	1
Sioux Lookout Hydro Inc.	1	1	
Count	1	2	1
Average	1.0	2.0	1.0
Median	1	2	1
1st & 3rd quartiles	1 & 1	2 & 3	1 & 1
Range (min, max)	1 to 1	1 to 3	1 to 1
Totals over Large, Medium and Small Utility Classes			
Count	22	24	26
Average	19.4	18.0	20.5
Median	14	9	13
1st & 3rd quartiles	4 & 27	6 & 22	4 & 27
Range (min, max)	1 to 82	0 to 87	0 to 98

Notes:



S253 # Of Staff >65

Large Utilities	2010	2011	2012
PowerStream Inc.	1	1	4
Veridian Connections Inc.	3	4	3
EnWin Utilities Ltd.	0	3	3
Oakville Hydro Electricity	3	1	2
London Hydro Inc.	2		2
Whitby Hydro Electric	2	3	2
Hydro Ottawa Limited	2	3	2
Burlington Hydro Inc.	0	1	1
Cambridge and North Dumfries	2	0	1
Waterloo North Hydro Inc.	0	0	0
Horizon Utilities Corporation	0	0	0
Entegrus Powerlines Inc.		0	0
Kitchener-Wilmot Hydro Inc.	0	0	0
Hydro One Brampton Networks	0	1	0
Count	13	13	14
Average	1.2	1.3	1.4
Median	1	1	2
1st & 3rd quartiles	0 & 2	0 & 3	0 & 2
Range (min, max)	0 to 3	0 to 4	0 to 4
Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	0	1	1
Brantford Power Inc.			0
Orangeville Hydro Limited	0	0	0
St. Thomas Energy Inc.	0	0	0
Festival Hydro Inc.	0	0	0
Grimsby Power Incorporated		0	0
Woodstock Hydro Services Inc.	0	0	0
Lakefront Utilities Inc.		0	0
Halton Hills Hydro Inc.		0	0
Westario Power Inc.	0		0
Count	6	8	10
Average	0.0	0.1	0.1
Median	0	0	0
1st & 3rd quartiles	0 & 0	0 & 0	0 & 0
Range (min, max)	0 to 0	0 to 1	0 to 1



S253 # Of Staff >65

Small Utilities	2010	2011	2012
Kenora Hydro Electric			0
Sioux Lookout Hydro Inc.		0	
Count	0	1	1
Average		0.0	0.0
Median		0	0
1st & 3rd quartiles		0 & 0	0 & 0
Range (min, max)		0 to 0	0 to 0
Totals over Large, Medium and Small Utility Classes			
Count	19	22	25
Average	0.8	0.8	0.8
Median	0	0	0
1st & 3rd quartiles	0 & 2	0 & 1	0 & 2
Range (min, max)	0 to 3	0 to 4	0 to 4

Notes:



S254 Number of Customer Satisfaction Surveys in Year

Large Utilities	2010	2011	2012
London Hydro Inc.			1
Hydro One Brampton Networks	1	1	1
Oakville Hydro Electricity		1	1
Veridian Connections Inc.	1	1	1
Hydro Ottawa Limited	2	1	1
Cambridge and North Dumfries		1	1
Entegrus Powerlines Inc.		1	
Burlington Hydro Inc.		1	
Waterloo North Hydro Inc.		1	
PowerStream Inc.	2	2	
Horizon Utilities Corporation		1	
Count	4	10	6
Average	1.5	1.1	1.0
Median	2	1	1
1st & 3rd quartiles	1 & 2	1 & 1	1 & 1
Range (min, max)	1 to 2	1 to 2	1 to 1
Medium Utilities	2010	2011	2012
Westario Power Inc.	1		1
St. Thomas Energy Inc.	1		1
Halton Hills Hydro Inc.		1	
Count	2	1	2
Average	1.0	1.0	1.0
Median	1	1	1
1st & 3rd quartiles	1 & 1	1 & 1	1 & 1
Range (min, max)	1 to 1	1 to 1	1 to 1
Totals over Large, Medium and Small Utility Classes			
Count	6	11	8
Average	1.3	1.1	1.0
Median	1	1	1
1st & 3rd quartiles	1 & 2	1 & 1	1 & 1
Range (min, max)	1 to 2	1 to 2	1 to 1

Notes:



S255 Number of Employee Satisfaction Surveys in Year

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	1	1	2
Oakville Hydro Electricity		1	
PowerStream Inc.		1	
Hydro Ottawa Limited		1	
Burlington Hydro Inc.		1	
Horizon Utilities Corporation		1	
Count	1	6	1
Average	1.0	1.0	2.0
Median	1	1	2
1st & 3rd quartiles	1 & 1	1 & 1	2 & 2
Range (min, max)	1 to 1	1 to 1	2 to 2
Medium Utilities	2010	2011	2012
Brantford Power Inc.			1
St. Thomas Energy Inc.			1
Count	0	0	2
Average			1.0
Median			1
1st & 3rd quartiles			1 & 1
Range (min, max)			1 to 1
Totals over Large, Medium and Small Utility Classes			
Count	1	6	3
Average	1.0	1.0	1.3
Median	1	1	1
1st & 3rd quartiles	1 & 1	1 & 1	1 & 2
Range (min, max)	1 to 1	1 to 1	1 to 2

Notes:



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

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	23	23	22
Hydro Ottawa Limited	8	11	18
PowerStream Inc.	67	61	12
Veridian Connections Inc.	7	6	11
Hydro One Brampton Networks	7	11	9
Oakville Hydro Electricity	3	14	8
EnWin Utilities Ltd.	5		8
London Hydro Inc.	5		8
Waterloo North Hydro Inc.	8	9	8
Cambridge and North Dumfries	1	4	7
Kitchener-Wilmot Hydro Inc.	12	7	6
Whitby Hydro Electric	2	2	5
Entegrus Powerlines Inc.		1	1
Burlington Hydro Inc.	3	6	1
Count	13	12	14
Average	11.6	12.9	8.9
Median	7	8	8
1st & 3rd quartiles	3 & 8	6 & 12	6 & 11
Range (min, max)	1 to 67	1 to 61	1 to 22
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	4	2	5
Westario Power Inc.	5		4
St. Thomas Energy Inc.	2	0	3
Brantford Power Inc.			2
Woodstock Hydro Services Inc.	1	0	2
Halton Hills Hydro Inc.		0	2
Lakefront Utilities Inc.		1	2
Orangeville Hydro Limited	0	0	0
Grimsby Power Incorporated		2	0
Festival Hydro Inc.	2	2	0
Lakeland Power Distribution Ltd	3	1	0



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

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	2.4	0.9	1.8
Median	2	1	2
1st & 3rd quartiles	2 & 4	0 & 2	0 & 3
Range (min, max)	0 to 5	0 to 2	0 to 5
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.		0	2
Kenora Hydro Electric		1	1
Count	0	2	2
Average		0.5	1.5
Median		1	2
1st & 3rd quartiles		0 & 1	1 & 2
Range (min, max)		0 to 1	1 to 2
Totals over Large, Medium and Small Utility Classes			
Count	20	23	27
Average	8.4	7.1	5.4
Median	5	2	4
1st & 3rd quartiles	2 & 7	1 & 8	2 & 8
Range (min, max)	0 to 67	0 to 61	0 to 22

Notes:



\$260 Net Assets

Large Utilities	2010	2011	2012
PowerStream Inc.	950,577,000	987,164,000	1,047,753,000
Horizon Utilities Corporation	456,292,062	607,093,621	840,247,043
Hydro Ottawa Limited	697,338,867	711,994,382	750,940,806
Hydro One Brampton Networks	330,758,931	356,011,559	375,077,178
London Hydro Inc.	278,123,724		288,594,074
Veridian Connections Inc.	229,456,878	255,582,614	264,078,994
EnWin Utilities Ltd.	233,756,631	231,523,109	263,403,098
Kitchener-Wilmot Hydro Inc.	224,728,396	233,624,856	238,584,429
Oakville Hydro Electricity	162,713,500	171,236,695	207,646,247
Waterloo North Hydro Inc.	151,811,044	181,485,763	196,285,752
Burlington Hydro Inc.	146,578,872	152,004,589	161,462,997
Cambridge and North Dumfries	138,314,242	140,635,092	142,829,847
Entegrus Powerlines Inc.	74,622,072	94,868,674	96,393,312
Whitby Hydro Electric	80,577,898	87,374,852	89,767,131
Count	14	13	14
Average	296,832,151.2	323,892,292.8	354,504,564.9
Median	227,092,637	231,523,109	250,993,763
1st & 3rd quartiles	147,886,915 & 317,600,129	152,004,589 & 356,011,559	170,168,686 & 353,456,402
Range (min, max)	74,622,072 to 950,577,000	87,374,852 to 987,164,000	89,767,131 to 1,047,753,000
Medium Utilities	2010	2011	2012
Brantford Power Inc.			97,629,330
Peterborough Distribution Inc.	102,076,204	90,880,145	78,363,809
Haldimand County Hydro Inc.	50,304,811	55,049,607	59,436,266
Festival Hydro Inc.	43,356,562	45,178,737	56,513,566
Halton Hills Hydro Inc.	50,881,436	52,004,562	55,845,535
Westario Power Inc.	48,723,308		49,852,964
Woodstock Hydro Services Inc.	33,393,857	36,609,515	39,863,227
St. Thomas Energy Inc.	28,409,247	29,813,240	31,328,656
Orangeville Hydro Limited	22,080,415	22,384,884	25,640,205
Lakeland Power Distribution Ltd	20,380,289	22,822,168	23,679,608
Lakefront Utilities Inc.		21,128,540	22,574,210
Grimsby Power Incorporated		16,946,072	20,173,396



S260 Net Assets

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		44,400,681.0	39,281,747.0	46,741,731.0
Median		43,356,562	33,211,378	44,858,096
1st & 3rd quartiles		28,409,247 & 50,304,811	22,494,205 & 50,298,106	25,150,055 & 57,244,241
Range (min, max)		20,380,289 to 102,076,204	16,946,072 to 90,880,145	20,173,396 to 97,629,330
Small Utilities		2010	2011	2012
Kenora Hydro Electric			12,227,352	11,835,034
Sioux Lookout Hydro Inc.		7,907,310	7,959,921	7,695,426
Count		1	2	2
Average		7,907,310.0	10,093,636.5	9,765,230.0
Median		7,907,310	10,093,636	9,765,230
1st & 3rd quartiles		7,907,310 & 7,907,310	9,026,778 & 11,160,494	8,730,328 & 10,800,132
Range (min, max)		7,907,310 to 7,907,310	7,959,921 to 12,227,352	7,695,426 to 11,835,034
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		190,131,814.8	184,944,182.0	197,981,969.3
Median		120,195,223	90,880,145	93,080,221
1st & 3rd quartiles		47,381,622 & 230,531,816	29,813,240 & 231,523,109	37,729,584 & 244,789,096
Range (min, max)		7,907,310 to 950,577,000	7,959,921 to 987,164,000	7,695,426 to 1,047,753,000

Notes:



\$276 Net Book Value of In-Service Assets

Large Utilities	2010	2011	2012
PowerStream Inc.	642,059,000	649,804,000	692,164,281
Hydro Ottawa Limited	512,173,126	528,699,197	547,708,943
Horizon Utilities Corporation	314,048,563	347,041,206	388,456,150
Hydro One Brampton Networks	271,448,612	284,055,902	298,866,239
EnWin Utilities Ltd.	230,080,357	226,876,561	255,947,707
London Hydro Inc.	186,512,995		225,594,439
Veridian Connections Inc.	158,271,094	165,455,429	188,484,769
Kitchener-Wilmot Hydro Inc.	143,352,364	152,037,099	166,977,392
Waterloo North Hydro Inc.	135,733,127	151,806,614	164,778,500
Oakville Hydro Electricity	109,979,097	138,746,635	151,713,548
Cambridge and North Dumfries	137,835,750	140,015,796	139,002,251
Burlington Hydro Inc.	83,944,947	85,903,961	101,655,139
Whitby Hydro Electric	62,868,699	62,904,679	62,595,123
Entegrus Powerlines Inc.	48,345,411	57,894,758	61,332,709
Count	14	13	14
Average	216,903,795.9	230,095,525.9	246,091,227.9
Median	150,811,729	152,037,099	177,731,081
1st & 3rd quartiles	116,417,604 & 261,106,548	138,746,635 & 284,055,902	142,180,075 & 288,136,606
Range (min, max)	48,345,411 to 642,059,000	57,894,758 to 649,804,000	61,332,709 to 692,164,281
Medium Utilities	2010	2011	2012
Brantford Power Inc.			59,327,584
Peterborough Distribution Inc.	44,524,520	45,957,312	52,636,216
Festival Hydro Inc.	43,356,562	44,624,814	48,400,007
Haldimand County Hydro Inc.	34,720,579	36,686,576	41,894,495
Halton Hills Hydro Inc.	30,104,606	30,452,063	38,621,639
St. Thomas Energy Inc.	28,409,247	29,813,240	31,328,656
Westario Power Inc.	30,207,519		30,675,782
Woodstock Hydro Services Inc.	20,937,156	25,335,360	24,425,366
Lakeland Power Distribution Ltd	13,670,798	14,979,007	16,658,177
Orangeville Hydro Limited	13,876,389	14,330,776	15,762,113
Grimsby Power Incorporated		11,334,277	15,200,671
Lakefront Utilities Inc.		11,229,219	15,127,206



S276 Net Book Value of In-Service Assets

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		28,867,486.2	26,474,264.4	32,504,826.0
Median		30,104,606	27,574,300	31,002,219
1st & 3rd quartiles		20,937,156 & 34,720,579	14,492,834 & 35,127,948	16,434,161 & 43,520,873
Range (min, max)		13,670,798 to 44,524,520	11,229,219 to 45,957,312	15,127,206 to 59,327,584
Small Utilities		2010	2011	2012
Kenora Hydro Electric			8,072,612	8,548,498
Sioux Lookout Hydro Inc.		4,499,684	4,447,225	4,941,344
Count		1	2	2
Average		4,499,684.0	6,259,918.5	6,744,921.0
Median		4,499,684	6,259,919	6,744,921
1st & 3rd quartiles		4,499,684 & 4,499,684	5,353,572 & 7,166,265	5,843,132 & 7,646,709
Range (min, max)		4,499,684 to 4,499,684	4,447,225 to 8,072,612	4,941,344 to 8,548,498
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		137,540,008.4	130,740,172.7	137,458,033.7
Median		73,406,823	57,894,758	60,330,146
1st & 3rd quartiles		30,181,791 & 165,331,570	25,335,360 & 152,037,099	29,113,178 & 172,354,236
Range (min, max)		4,499,684 to 642,059,000	4,447,225 to 649,804,000	4,941,344 to 692,164,281

Notes:



\$277 Total Value of Work-in-Progress

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	20,599,143	36,678,893	64,868,477
PowerStream Inc.	26,786,000	31,958,000	33,868,738
Horizon Utilities Corporation	9,157,146	8,694,355	8,873,508
Kitchener-Wilmot Hydro Inc.	3,794,140	4,545,881	8,679,865
Hydro One Brampton Networks	7,682,718	7,071,949	7,501,083
EnWin Utilities Ltd.	3,676,274	4,646,549	7,455,390
London Hydro Inc.	8,596,616		6,720,715
Cambridge and North Dumfries	215,252	197,132	3,798,902
Veridian Connections Inc.	8,774,531	12,486,975	2,222,298
Oakville Hydro Electricity	15,237,371	2,694,853	1,792,055
Waterloo North Hydro Inc.	12,024,820	1,642,282	1,724,715
Entegrus Powerlines Inc.			1,307,948
Burlington Hydro Inc.	1,175,236	209,783	405,570
Count	12	11	13
Average	9,809,937.3	10,075,150.2	11,478,404.9
Median	8,685,574	4,646,549	6,720,715
1st & 3rd quartiles	3,764,673 & 12,827,958	2,168,568 & 10,590,665	1,792,055 & 8,679,865
Range (min, max)	215,252 to 26,786,000	197,132 to 36,678,893	405,570 to 64,868,477
Medium Utilities	2010	2011	2012
Festival Hydro Inc.		312,730	8,113,559
Peterborough Distribution Inc.	3,481,414	3,416,629	2,043,052
Halton Hills Hydro Inc.	2,586,636	1,078,756	1,570,979
Westario Power Inc.	36,488		436,901
Orangeville Hydro Limited		80,295	166,768
Woodstock Hydro Services Inc.	46,961	58,437	156,941
St. Thomas Energy Inc.	0	150,101	114,689
Brantford Power Inc.			13,087
Lakeland Power Distribution Ltd	255,271	0	0
Grimsby Power Incorporated		0	0
Count	6	8	10
Average	1,067,795.0	637,118.5	1,261,597.6
Median	151,116	115,198	161,855
1st & 3rd quartiles	39,106 & 2,003,795	43,828 & 504,237	38,487 & 1,287,459
Range (min, max)	0 to 3,481,414	0 to 3,416,629	0 to 8,113,559



S277 Total Value of Work-in-Progress

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	28,592	20,502	13,779
Count	1	1	1
Average	28,592.0	20,502.0	13,779.0
Median	28,592	20,502	13,779
1st & 3rd quartiles	28,592 & 28,592	20,502 & 20,502	13,779 & 13,779
Range (min, max)	28,592 to 28,592	20,502 to 20,502	13,779 to 13,779
Totals over Large, Medium and Small Utility Classes			
Count	19	20	24
Average	6,534,453.1	5,797,205.1	6,743,709.1
Median	3,676,274	1,360,519	1,758,385
1st & 3rd quartiles	235,262 & 8,965,838	132,650 & 5,252,899	164,311 & 7,466,814
Range (min, max)	0 to 26,786,000	0 to 36,678,893	0 to 64,868,477

Notes:



S54 Current Assets

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	120,289,473	253,657,261	445,817,815
PowerStream Inc.	175,909,000	176,807,000	207,991,000
Hydro Ottawa Limited	155,852,786	162,522,837	159,390,048
Hydro One Brampton Networks	41,433,329	53,110,066	66,372,873
London Hydro Inc.	63,307,579		65,180,681
Kitchener-Wilmot Hydro Inc.	64,169,787	60,846,567	58,894,485
Veridian Connections Inc.	55,468,166	54,437,882	57,009,614
EnWin Utilities Ltd.	24,887,467	26,222,079	55,606,735
Burlington Hydro Inc.	53,103,437	56,854,188	54,726,341
Oakville Hydro Electricity	28,973,612	17,198,084	48,424,319
Cambridge and North Dumfries	45,515,822	36,746,351	44,019,463
Waterloo North Hydro Inc.	28,526,499	29,968,120	31,668,609
Entegrus Powerlines Inc.	20,170,525	25,432,088	26,594,424
Whitby Hydro Electric	18,633,737	23,156,615	25,550,089
Count	14	13	14
Average	64,017,229.9	75,150,702.9	96,231,892.6
Median	49,309,630	53,110,066	56,308,174
1st & 3rd quartiles	28,638,277 & 63,954,235	26,222,079 & 60,846,567	45,120,677 & 66,074,825
Range (min, max)	18,633,737 to 175,909,000	17,198,084 to 253,657,261	25,550,089 to 445,817,815
Medium Utilities	2010	2011	2012
Brantford Power Inc.			32,730,423
Peterborough Distribution Inc.	43,970,699	31,555,428	20,244,029
Haldimand County Hydro Inc.	10,684,575	14,806,902	18,032,264
Woodstock Hydro Services Inc.	11,624,918	11,946,928	13,463,357
Halton Hills Hydro Inc.	12,937,442	12,928,170	12,536,509
Festival Hydro Inc.	10,926,575	11,366,198	11,355,387
Westario Power Inc.	13,743,462		10,116,308
Orangeville Hydro Limited	7,203,814	6,425,386	9,089,601
Lakefront Utilities Inc.		8,698,791	8,795,225
St. Thomas Energy Inc.	7,798,406	8,364,035	6,947,140
Lakeland Power Distribution Ltd	4,625,686	5,204,277	5,549,573
Grimsby Power Incorporated		3,411,925	4,188,698



S54 Current Assets

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		13,723,953.0	11,470,804.0	12,754,042.8
Median		10,926,575	10,032,494	10,735,848
1st & 3rd quartiles		7,798,406 & 12,937,442	6,910,049 & 12,682,859	8,333,204 & 14,605,584
Range (min, max)		4,625,686 to 43,970,699	3,411,925 to 31,555,428	4,188,698 to 32,730,423
Small Utilities		2010	2011	2012
Kenora Hydro Electric			3,689,067	3,322,198
Sioux Lookout Hydro Inc.		3,108,461	3,302,637	2,738,018
Count		1	2	2
Average		3,108,461.0	3,495,852.0	3,030,108.0
Median		3,108,461	3,495,852	3,030,108
1st & 3rd quartiles		3,108,461 & 3,108,461	3,399,245 & 3,592,460	2,884,063 & 3,176,153
Range (min, max)		3,108,461 to 3,108,461	3,302,637 to 3,689,067	2,738,018 to 3,322,198
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		42,619,385.7	43,946,355.3	53,798,400.9
Median		26,706,983	23,156,615	26,072,257
1st & 3rd quartiles		11,450,332 & 53,694,619	8,698,791 & 53,110,066	9,859,631 & 55,957,454
Range (min, max)		3,108,461 to 175,909,000	3,302,637 to 253,657,261	2,738,018 to 445,817,815

Notes:



\$55 Inventory (End of Year Level)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	8,531,998	8,383,370	9,030,346
Horizon Utilities Corporation	6,041,590	6,256,400	5,613,261
Oakville Hydro Electricity	3,631,581	4,068,466	3,216,015
Kitchener-Wilmot Hydro Inc.	3,668,935	3,421,943	3,162,744
EnWin Utilities Ltd.	4,009,420	2,616,911	3,111,498
PowerStream Inc.	3,050,000	3,267,000	2,946,000
Waterloo North Hydro Inc.	2,496,403	2,408,668	2,764,460
Cambridge and North Dumfries	1,366,167	1,435,164	2,405,469
Burlington Hydro Inc.	1,130,332	1,904,397	2,025,607
Veridian Connections Inc.	1,445,419	1,665,219	1,703,513
Hydro One Brampton Networks	1,086,804	1,144,188	1,124,008
Whitby Hydro Electric	924,184	981,726	798,953
Entegrus Powerlines Inc.	618,109	774,224	786,343
London Hydro Inc.	4,649,721		786,065
Count	14	13	14
Average	3,046,475.9	2,948,282.8	2,819,591.6
Median	2,773,201	2,408,668	2,584,965
1st & 3rd quartiles	1,189,291 & 3,924,299	1,435,164 & 3,421,943	1,268,884 & 3,149,932
Range (min, max)	618,109 to 8,531,998	774,224 to 8,383,370	786,065 to 9,030,346
Medium Utilities	2010	2011	2012
Brantford Power Inc.			2,050,264
Peterborough Distribution Inc.	1,209,115	1,361,916	1,377,803
Haldimand County Hydro Inc.	1,113,623	1,254,484	1,334,139
Halton Hills Hydro Inc.	493,907	703,545	1,004,034
Westario Power Inc.	757,793		713,181
St. Thomas Energy Inc.	0		597,185
Festival Hydro Inc.	94,980	124,781	549,003
Woodstock Hydro Services Inc.	610,043	504,576	506,440
Lakefront Utilities Inc.		271,618	270,581
Orangeville Hydro Limited	273,873	227,238	266,523
Grimsby Power Incorporated		232,815	229,905
Lakeland Power Distribution Ltd	238,322	184,200	213,401



S55 Inventory (End of Year Level)

Medium Utilities		2010	2011	2012
Count		9	9	12
Average		532,406.2	540,574.8	759,371.6
Median		493,907	271,618	573,094
1st & 3rd quartiles		238,322 & 757,793	227,238 & 703,545	269,566 & 1,086,560
Range (min, max)		0 to 1,209,115	124,781 to 1,361,916	213,401 to 2,050,264
Small Utilities		2010	2011	2012
Kenora Hydro Electric			244,385	143,137
Sioux Lookout Hydro Inc.		44,830	61,659	83,090
Count		1	2	2
Average		44,830.0	153,022.0	113,113.5
Median		44,830	153,022	113,114
1st & 3rd quartiles		44,830 & 44,830	107,341 & 198,703	98,102 & 128,125
Range (min, max)		44,830 to 44,830	61,659 to 244,385	83,090 to 143,137
Totals over Large, Medium and Small Utility Classes				
Count		24	24	28
Average		1,978,631.2	1,812,453.9	1,743,320.3
Median		1,121,978	1,199,336	1,064,021
1st & 3rd quartiles		581,009 & 3,195,395	264,809 & 2,460,729	538,362 & 2,495,217
Range (min, max)		0 to 8,531,998	61,659 to 8,383,370	83,090 to 9,030,346

Notes:



S257 Non-Current Assets

Large Utilities	2010	2011	2012
PowerStream Inc.	774,668,000	810,357,000	839,762,000
Burlington Hydro Inc.	93,475,435	95,150,401	106,736,656
EnWin Utilities Ltd.	19,420,123	16,708,046	16,683,130
Veridian Connections Inc.	12,072,755	11,786,903	11,292,589
Hydro One Brampton Networks	13,227,522	10,938,055	10,061,965
Kitchener-Wilmot Hydro Inc.	9,743,171	12,773,366	5,567,398
Cambridge and North Dumfries	4,343,662	3,426,006	2,843,059
Horizon Utilities Corporation	99,900	0	803,261
Oakville Hydro Electricity	2,824,068	136,687	185,658
Hydro Ottawa Limited	0		0
Waterloo North Hydro Inc.	50,779	0	0
Count	11	10	11
Average	84,538,674.1	96,127,646.4	90,357,792.4
Median	9,743,171	11,362,479	5,567,398
1st & 3rd quartiles	1,461,984 & 16,323,822	959,017 & 15,724,376	494,459 & 13,987,860
Range (min, max)	0 to 774,668,000	0 to 810,357,000	0 to 839,762,000
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	1,930,000	1,810,000	2,260,000
Haldimand County Hydro Inc.		1,271,300	1,615,829
Brantford Power Inc.			742,782
Orangeville Hydro Limited	595,000	580,000	510,000
Westario Power Inc.	227,288		252,155
St. Thomas Energy Inc.	691,006	415,607	100
Festival Hydro Inc.	16,593	2	2
Halton Hills Hydro Inc.	1	0	0
Grimsby Power Incorporated		94,500	0
Lakeland Power Distribution Ltd		0	0
Woodstock Hydro Services Inc.	162,000		
Count	7	8	10
Average	517,412.6	521,426.1	538,086.8
Median	227,288	255,054	126,127
1st & 3rd quartiles	89,296 & 643,003	2 & 752,825	1 & 684,587
Range (min, max)	1 to 1,930,000	0 to 1,810,000	0 to 2,260,000
Small Utilities	2010	2011	2012
Kenora Hydro Electric		632,247	632,020



S257 Non-Current Assets

Small Utilities	2010	2011	2012
Count	0	1	1
Average		632,247.0	632,020.0
Median		632,247	632,020
1st & 3rd quartiles		632,247 & 632,247	632,020 & 632,020
Range (min, max)		632,247 to 632,247	632,020 to 632,020
Totals over Large, Medium and Small Utility Classes			
Count	18	19	22
Average	51,863,739.1	50,846,322.1	45,452,209.3
Median	1,310,503	632,247	687,401
1st & 3rd quartiles	115,425 & 11,490,359	47,251 & 11,362,479	27 & 4,886,313
Range (min, max)	0 to 774,668,000	0 to 810,357,000	0 to 839,762,000

Notes:



S258 Other Assets and Deferred Charges

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	6,106,136	11,541,828	7,158,231
Burlington Hydro Inc.	9,532,488	9,246,440	5,081,517
Veridian Connections Inc.	-6,575,088	9,750,107	3,366,211
Oakville Hydro Electricity	2,067,770	8,391,970	2,314,652
Whitby Hydro Electric	-1,848,722	331,832	822,965
Cambridge and North Dumfries	5,728,663	13,638,013	477,691
Hydro One Brampton Networks	16,172,245	6,855,191	-2,311,159
EnWin Utilities Ltd.	2,467,647	5,074,837	-6,301,849
London Hydro Inc.	14,617,745		-9,687,826
Waterloo North Hydro Inc.	-7,048,928	-5,174,578	-10,428,541
Horizon Utilities Corporation	-3,097,153	2,844,801	-14,513,110
Hydro Ottawa Limited	181,815	-24,289,914	-32,668,616
Count	12	11	12
Average	3,192,051.5	3,473,684.3	-4,724,152.8
Median	2,267,709	6,855,191	-916,734
1st & 3rd quartiles	-2,160,829 & 6,962,724	1,588,317 & 9,498,274	-9,873,005 & 2,577,542
Range (min, max)	-7,048,928 to 16,172,245	-24,289,914 to 13,638,013	-32,668,616 to 7,158,231
Medium Utilities	2010	2011	2012
Westario Power Inc.	3,787,247		6,594,397
Brantford Power Inc.			2,710,434
Halton Hills Hydro Inc.	7,345,481	6,842,029	2,112,374
Woodstock Hydro Services Inc.	-54,527	-1,235,785	1,311,122
Lakeland Power Distribution Ltd	1,590,212	2,454,685	1,258,457
Grimsby Power Incorporated		1,679,400	269,285
Lakefront Utilities Inc.		928,911	0
Orangeville Hydro Limited	-15,041	681,533	-122,014
Peterborough Distribution Inc.	6,960,457	7,178,860	-197,292
St. Thomas Energy Inc.	1,172,463	1,912,572	-821,823
Festival Hydro Inc.	-1,193,913	-446,040	-1,134,320
Haldimand County Hydro Inc.	3,758,903	2,284,829	-2,106,321
Count	9	10	12
Average	2,594,586.9	2,228,099.4	822,858.3
Median	1,590,212	1,795,986	134,643
1st & 3rd quartiles	-15,041 & 3,787,247	743,378 & 2,412,221	-353,425 & 1,511,435
Range (min, max)	-1,193,913 to 7,345,481	-1,235,785 to 7,178,860	-2,106,321 to 6,594,397



S258 Other Assets and Deferred Charges

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	225,744	127,897	-80,805
Kenora Hydro Electric		342,465	-810,814
Count	1	2	2
Average	225,744.0	235,181.0	-445,809.5
Median	225,744	235,181	-445,809
1st & 3rd quartiles	225,744 & 225,744	181,539 & 288,823	-628,312 & -263,307
Range (min, max)	225,744 to 225,744	127,897 to 342,465	-810,814 to -80,805
Totals over Large, Medium and Small Utility Classes			
Count	22	23	26
Average	2,812,802.0	2,650,516.7	-1,834,890.5
Median	1,828,991	2,284,829	-40,402
1st & 3rd quartiles	-44,655 & 6,011,768	337,149 & 7,017,026	-1,863,321 & 1,912,061
Range (min, max)	-7,048,928 to 16,172,245	-24,289,914 to 13,638,013	-32,668,616 to 7,158,231

Notes:



\$259 Other Capital Assets

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	503,721,667	542,787,800	570,177,053
Horizon Utilities Corporation	660,045,097	670,042,169	438,706,369
London Hydro Inc.	369,927,352		423,787,484
Veridian Connections Inc.	352,694,214	376,186,005	400,018,643
Waterloo North Hydro Inc.	233,036,893	268,022,724	297,445,052
Cambridge and North Dumfries	168,139,327	176,338,019	192,671,052
Whitby Hydro Electric	128,917,771	133,315,613	137,614,560
Hydro Ottawa Limited	975,061,707	1,004,535,626	67,480,084
EnWin Utilities Ltd.		311,765,961	7,455,390
PowerStream Inc.			0
Burlington Hydro Inc.	0		0
Count	9	8	11
Average	376,838,225.3	435,374,239.6	230,486,880.6
Median	352,694,214	343,975,983	192,671,052
1st & 3rd quartiles	168,139,327 & 503,721,667	245,101,548 & 574,601,392	37,467,737 & 411,903,063
Range (min, max)	0 to 975,061,707	133,315,613 to 1,004,535,626	0 to 570,177,053

Medium Utilities	2010	2011	2012
Festival Hydro Inc.	77,484,151	80,753,586	95,692,874
Peterborough Distribution Inc.	77,625,384	82,417,852	93,417,151
St. Thomas Energy Inc.	39,362,298	41,122,288	48,156,564
Halton Hills Hydro Inc.	49,227,467	31,530,818	40,192,618
Lakefront Utilities Inc.		19,567,719	23,967,321
Grimsby Power Incorporated		25,132,850	16,625,359
Westario Power Inc.	46,215,928		2,214,322
Lakeland Power Distribution Ltd	540,138	602,840	704,736
Orangeville Hydro Limited	30,611,560	149,680	149,680
Brantford Power Inc.			54,756
Haldimand County Hydro Inc.	57,525,586	62,226,258	0
Woodstock Hydro Services Inc.	70,848		
Count	9	9	11
Average	42,073,706.7	38,167,099.0	29,197,761.9
Median	46,215,928	31,530,818	16,625,359
1st & 3rd quartiles	30,611,560 & 57,525,586	19,567,719 & 62,226,258	427,208 & 44,174,591
Range (min, max)	70,848 to 77,625,384	149,680 to 82,417,852	0 to 95,692,874



\$259 Other Capital Assets

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	7,460,625	7,704,379	8,420,794
Count	1	1	1
Average	7,460,625.0	7,704,379.0	8,420,794.0
Median	7,460,625	7,704,379	8,420,794
1st & 3rd quartiles	7,460,625 & 7,460,625	7,704,379 & 7,704,379	8,420,794 & 8,420,794
Range (min, max)	7,460,625 to 7,460,625	7,704,379 to 7,704,379	8,420,794 to 8,420,794
Totals over Large, Medium and Small Utility Classes			
Count	19	18	23
Average	198,824,632.3	213,011,232.6	124,563,124.4
Median	77,484,151	81,585,719	40,192,618
1st & 3rd quartiles	34,986,929 & 292,865,554	26,732,342 & 300,830,152	1,459,529 & 165,142,806
Range (min, max)	0 to 975,061,707	149,680 to 1,004,535,626	0 to 570,177,053

Notes:



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

Large Utilities	2010	2011	2012
PowerStream Inc.	1,246,432,000	1,335,735,000	726,033,019
Hydro Ottawa Limited	975,061,707	1,004,535,626	684,647,834
Hydro One Brampton Networks	526,985,492	550,554,608	577,996,357
Veridian Connections Inc.	369,274,333	428,631,000	451,218,000
Horizon Utilities Corporation	641,127,531	681,501,713	425,436,883
London Hydro Inc.	369,927,352		423,787,484
Kitchener-Wilmot Hydro Inc.	277,562,809	289,651,361	309,152,971
Waterloo North Hydro Inc.	232,901,480	268,022,724	297,445,052
Oakville Hydro Electricity	210,581,961	234,355,434	259,540,778
Burlington Hydro Inc.	85,120,183	205,897,591	223,698,255
EnWin Utilities Ltd.	300,417,625	311,765,961	211,853,848
Cambridge and North Dumfries	168,139,327	176,338,019	192,671,052
Whitby Hydro Electric	154,523,239	161,115,416	166,920,223
Entegrus Powerlines Inc.	85,609,843	110,144,347	114,710,412
Count	14	13	14
Average	403,118,920.1	442,942,215.4	361,793,726.3
Median	288,990,217	289,651,361	303,299,012
1st & 3rd quartiles	178,749,986 & 487,720,957	205,897,591 & 550,554,608	214,814,950 & 444,772,721
Range (min, max)	85,120,183 to 1,246,432,000	110,144,347 to 1,335,735,000	114,710,412 to 726,033,019
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	76,940,591	80,200,026	95,149,314
Peterborough Distribution Inc.	77,625,384	82,417,852	93,417,151
Brantford Power Inc.			90,984,682
Haldimand County Hydro Inc.	57,525,586	62,226,258	71,205,183
Halton Hills Hydro Inc.	49,217,374	52,830,533	63,573,730
Westario Power Inc.	43,327,682		49,792,691
St. Thomas Energy Inc.	46,273,436	41,122,288	48,156,564
Woodstock Hydro Services Inc.	38,145,414	44,661,813	45,308,892
Orangeville Hydro Limited	30,611,560	32,219,582	33,408,594
Lakeland Power Distribution Ltd	22,620,946	24,743,037	26,976,238
Lakefront Utilities Inc.		21,967,783	26,520,333
Grimsby Power Incorporated		25,132,850	16,625,359



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

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		49,143,108.1	46,752,202.2	55,093,227.6
Median		46,273,436	42,892,050	48,974,627
1st & 3rd quartiles		38,145,414 & 57,525,586	26,904,533 & 59,877,327	31,800,505 & 76,150,058
Range (min, max)		22,620,946 to 77,625,384	21,967,783 to 82,417,852	16,625,359 to 95,149,314
Small Utilities		2010	2011	2012
Kenora Hydro Electric			14,852,672	15,956,560
Sioux Lookout Hydro Inc.		7,432,033	7,683,877	8,420,794
Count		1	2	2
Average		7,432,033.0	11,268,274.5	12,188,677.0
Median		7,432,033	11,268,275	12,188,677
1st & 3rd quartiles		7,432,033 & 7,432,033	9,476,076 & 13,060,473	10,304,736 & 14,072,619
Range (min, max)		7,432,033 to 7,432,033	7,683,877 to 14,852,672	8,420,794 to 15,956,560
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		253,891,037.0	249,932,294.8	205,378,866.2
Median		120,066,541	110,144,347	104,929,863
1st & 3rd quartiles		48,481,390 & 317,631,802	41,122,288 & 289,651,361	47,444,646 & 300,372,032
Range (min, max)		7,432,033 to 1,246,432,000	7,683,877 to 1,335,735,000	8,420,794 to 726,033,019

Notes:



S58 Accumulated Depreciation/Accumulated Amortization

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	244,882,636	258,823,741	270,347,562
Veridian Connections Inc.	173,057,044	213,756,000	224,118,000
London Hydro Inc.	174,378,674		191,472,329
Kitchener-Wilmot Hydro Inc.	130,416,305	133,068,380	136,588,272
Burlington Hydro Inc.	119,192,445	122,551,334	130,898,408
Waterloo North Hydro Inc.	105,244,363	113,739,171	125,163,828
Oakville Hydro Electricity	85,365,493	92,913,946	106,035,175
Cambridge and North Dumfries	84,779,399	90,948,461	96,586,887
Whitby Hydro Electric	66,049,072	70,410,934	75,019,437
Hydro Ottawa Limited	442,289,438	439,157,536	69,458,807
PowerStream Inc.	604,373,000	645,694,000	67,143,906
Entegrus Powerlines Inc.	37,264,432	52,480,237	52,241,603
Horizon Utilities Corporation	327,086,844	325,707,010	36,180,552
EnWin Utilities Ltd.	117,445,651	130,864,724	17,550,264
Count	14	13	14
Average	193,701,771.1	206,931,959.5	114,200,359.3
Median	124,804,375	130,864,724	101,311,031
1st & 3rd quartiles	90,335,210 & 227,256,645	92,913,946 & 258,823,741	67,722,631 & 135,165,806
Range (min, max)	37,264,432 to 604,373,000	52,480,237 to 645,694,000	17,550,264 to 270,347,562
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	43,971,825	46,619,789	49,949,380
Peterborough Distribution Inc.	29,619,450	33,043,911	38,737,883
Brantford Power Inc.			31,589,256
Haldimand County Hydro Inc.	22,805,007	25,539,682	29,310,689
St. Thomas Energy Inc.	20,614,926	22,001,262	23,550,511
Halton Hills Hydro Inc.	19,112,768	21,299,714	23,381,112
Woodstock Hydro Services Inc.	17,164,840	19,268,016	20,726,584
Westario Power Inc.	16,008,409		19,116,909
Orangeville Hydro Limited	16,588,792	17,748,855	17,512,498
Lakeland Power Distribution Ltd	9,235,016	10,366,871	11,022,797
Lakefront Utilities Inc.		8,338,498	8,840,095
Grimsby Power Incorporated		13,605,417	1,139,851



S58 Accumulated Depreciation/Accumulated Amortization

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	21,680,114.8	21,783,201.5	22,906,463.8
Median	19,112,768	20,283,865	22,053,848
1st & 3rd quartiles	16,588,792 & 22,805,007	14,641,276 & 24,655,077	15,890,073 & 29,880,331
Range (min, max)	9,235,016 to 43,971,825	8,338,498 to 46,619,789	1,139,851 to 49,949,380
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2,932,349	3,236,652	3,465,672
Kenora Hydro Electric		6,780,061	-7,408,067
Count	1	2	2
Average	2,932,349.0	5,008,356.5	-1,971,197.5
Median	2,932,349	5,008,356	-1,971,198
1st & 3rd quartiles	2,932,349 & 2,932,349	4,122,504 & 5,894,208	-4,689,632 & 747,237
Range (min, max)	2,932,349 to 2,932,349	3,236,652 to 6,780,061	-7,408,067 to 3,465,672
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	121,244,924.1	116,718,568.1	66,776,435.7
Median	75,414,236	52,480,237	37,459,218
1st & 3rd quartiles	20,239,387 & 141,076,490	19,268,016 & 130,864,724	18,725,248 & 98,948,959
Range (min, max)	2,932,349 to 604,373,000	3,236,652 to 645,694,000	-7,408,067 to 270,347,562

Notes:



S261 Non Current Liabilities

Large Utilities	2010	2011	2012
PowerStream Inc.	493,083,000	495,593,000	508,485,000
Kitchener-Wilmot Hydro Inc.	94,659,033	93,748,886	91,504,490
Burlington Hydro Inc.	50,866,674	60,201,152	70,519,732
EnWin Utilities Ltd.	59,093,131	56,948,604	59,077,068
Entegrus Powerlines Inc.	36,378,179	43,650,194	44,626,176
Hydro Ottawa Limited	17,240,945	19,130,854	23,137,766
London Hydro Inc.	21,910,600		22,254,002
Veridian Connections Inc.	20,840,901	22,680,191	21,504,374
Oakville Hydro Electricity	16,771,756	17,559,746	18,763,059
Horizon Utilities Corporation	161,798,144	53,437,875	18,508,621
Cambridge and North Dumfries	14,158,735	13,533,389	16,518,429
Hydro One Brampton Networks	14,118,850	11,769,922	13,554,685
Waterloo North Hydro Inc.	6,252,330	6,526,345	7,170,527
Whitby Hydro Electric	-3,880,187	-3,800,271	-3,644,068
Count	14	13	14
Average	71,663,720.8	68,536,914.4	65,141,418.6
Median	21,375,750	22,680,191	21,879,188
1st & 3rd quartiles	14,811,990 & 57,036,517	13,533,389 & 56,948,604	17,015,977 & 55,464,345
Range (min, max)	-3,880,187 to 493,083,000	-3,800,271 to 495,593,000	-3,644,068 to 508,485,000
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	14,958,680	15,318,660	14,870,836
St. Thomas Energy Inc.	684,860	296,960	3,460,706
Woodstock Hydro Services Inc.	353,632	-948,995	2,842,532
Brantford Power Inc.			1,675,595
Orangeville Hydro Limited	733,975	927,380	1,603,700
Grimsby Power Incorporated		452,162	1,285,247
Peterborough Distribution Inc.	747,699	993,941	996,740
Halton Hills Hydro Inc.	951,304	766,662	812,010
Westario Power Inc.	558,753		783,030
Haldimand County Hydro Inc.	333,740	438,321	489,166
Lakefront Utilities Inc.		391,411	354,113
Lakeland Power Distribution Ltd	-654,276	-738,691	-784,303



S261 Non Current Liabilities

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		2,074,263.0	1,789,781.1	2,365,781.0
Median		684,860	445,242	1,140,993
1st & 3rd quartiles		353,632 & 747,699	320,573 & 887,200	709,564 & 1,967,330
Range (min, max)		-654,276 to 14,958,680	-948,995 to 15,318,660	-784,303 to 14,870,836
Small Utilities		2010	2011	2012
Kenora Hydro Electric			296,796	4,535,718
Sioux Lookout Hydro Inc.		76,321	70,062	40,924
Count		1	2	2
Average		76,321.0	183,429.0	2,288,321.0
Median		76,321	183,429	2,288,321
1st & 3rd quartiles		76,321 & 76,321	126,745 & 240,112	1,164,622 & 3,412,019
Range (min, max)		76,321 to 76,321	70,062 to 296,796	40,924 to 4,535,718
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		42,584,865.8	36,369,782.2	33,748,067.0
Median		14,138,792	6,526,345	5,853,123
1st & 3rd quartiles		653,333 & 25,527,495	391,411 & 22,680,191	950,558 & 21,691,781
Range (min, max)		-3,880,187 to 493,083,000	-3,800,271 to 495,593,000	-3,644,068 to 508,485,000

Notes:



S56 Current Liabilities

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	116,019,060	369,170,052	601,020,209
PowerStream Inc.	170,877,000	186,168,000	222,400,000
Hydro Ottawa Limited	111,306,556	118,097,016	142,364,536
Hydro One Brampton Networks	62,186,542	62,899,280	59,463,518
London Hydro Inc.	46,350,402		53,838,015
EnWin Utilities Ltd.	39,419,130	31,616,257	51,087,293
Veridian Connections Inc.	53,167,265	50,536,293	47,154,594
Waterloo North Hydro Inc.	32,866,993	33,702,410	41,564,962
Kitchener-Wilmot Hydro Inc.	28,743,350	30,001,924	31,673,207
Oakville Hydro Electricity	31,643,578	28,906,464	28,291,158
Burlington Hydro Inc.	36,446,245	29,870,154	24,349,599
Entegrus Powerlines Inc.	14,395,562	19,814,515	22,824,613
Cambridge and North Dumfries	18,788,734	19,739,713	14,487,258
Whitby Hydro Electric	12,541,464	12,245,366	13,939,714
Count	14	13	14
Average	55,339,420.1	76,366,726.5	96,747,048.3
Median	37,932,688	31,616,257	44,359,778
1st & 3rd quartiles	29,468,407 & 59,931,723	28,906,464 & 62,899,280	25,334,989 & 58,057,142
Range (min, max)	12,541,464 to 170,877,000	12,245,366 to 369,170,052	13,939,714 to 601,020,209
Medium Utilities	2010	2011	2012
Brantford Power Inc.			16,077,874
Peterborough Distribution Inc.	12,396,874	12,621,965	12,540,612
Haldimand County Hydro Inc.	8,562,973	9,364,021	11,268,274
Halton Hills Hydro Inc.	11,645,937	7,996,271	10,843,281
Festival Hydro Inc.	7,214,407	8,082,644	9,652,062
Westario Power Inc.	9,895,821		7,585,940
Lakeland Power Distribution Ltd	5,679,347	7,519,172	7,426,195
Woodstock Hydro Services Inc.	6,000,037	6,387,285	6,643,351
St. Thomas Energy Inc.	5,168,751	6,045,855	4,562,141
Orangeville Hydro Limited	4,089,826	4,117,921	4,412,669
Grimsby Power Incorporated		2,848,594	3,405,598
Lakefront Utilities Inc.		2,330,179	2,849,178



S56 Current Liabilities

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		7,850,441.4	6,731,390.7	8,105,597.9
Median		7,214,407	6,953,229	7,506,067
1st & 3rd quartiles		5,679,347 & 9,895,821	4,599,905 & 8,061,051	4,524,773 & 10,949,529
Range (min, max)		4,089,826 to 12,396,874	2,330,179 to 12,621,965	2,849,178 to 16,077,874
Small Utilities		2010	2011	2012
Sioux Lookout Hydro Inc.		2,221,488	2,462,382	2,444,263
Kenora Hydro Electric			2,069,531	1,356,685
Count		1	2	2
Average		2,221,488.0	2,265,956.5	1,900,474.0
Median		2,221,488	2,265,956	1,900,474
1st & 3rd quartiles		2,221,488 & 2,221,488	2,167,744 & 2,364,169	1,628,579 & 2,172,368
Range (min, max)		2,221,488 to 2,221,488	2,069,531 to 2,462,382	1,356,685 to 2,444,263
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		35,317,805.9	42,584,530.6	51,983,100.0
Median		16,592,148	12,621,965	14,213,486
1st & 3rd quartiles		8,225,832 & 41,151,948	6,387,285 & 31,616,257	7,230,484 & 42,962,370
Range (min, max)		2,221,488 to 170,877,000	2,069,531 to 369,170,052	1,356,685 to 601,020,209

Notes:



S262 Other Liabilities

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	313,532,651	327,176,385	327,185,000
Hydro One Brampton Networks	143,861,107	163,942,476	183,946,205
Veridian Connections Inc.	82,413,800	107,044,759	116,966,529
Oakville Hydro Electricity	74,577,504	58,094,516	89,492,322
London Hydro Inc.	90,650,000		83,042,000
Waterloo North Hydro Inc.	45,092,378	66,654,447	69,293,154
EnWin Utilities Ltd.	50,452,500	52,295,610	54,348,737
Cambridge and North Dumfries	41,742,415	41,585,522	41,567,172
Whitby Hydro Electric	28,337,942	33,937,942	33,537,942
Horizon Utilities Corporation	-1,909	220,000	13,961,904
Count	10	9	10
Average	87,065,838.8	94,550,184.1	101,334,096.5
Median	62,515,002	58,094,516	76,167,577
1st & 3rd quartiles	42,579,906 & 88,590,950	41,585,522 & 107,044,759	44,762,563 & 110,097,977
Range (min, max)	-1,909 to 313,532,651	220,000 to 327,176,385	13,961,904 to 327,185,000
Medium Utilities	2010	2011	2012
Brantford Power Inc.			44,734,235
Peterborough Distribution Inc.	60,648,568	48,791,753	36,095,918
Halton Hills Hydro Inc.	16,141,969	20,066,322	19,601,570
Woodstock Hydro Services Inc.	12,653,654	20,480,049	18,475,286
Westario Power Inc.	13,277,263		15,316,915
Haldimand County Hydro Inc.	8,770,604	10,947,837	13,209,144
St. Thomas Energy Inc.	10,214,426	11,214,426	11,214,426
Lakefront Utilities Inc.		10,491,591	10,508,419
Orangeville Hydro Limited	7,976,118	7,787,872	9,191,132
Festival Hydro Inc.	2,286,624	2,149,876	8,817,200
Grimsby Power Incorporated		7,263,435	8,520,618
Lakeland Power Distribution Ltd	3,487,500	3,487,500	3,487,500
Count	9	10	12
Average	15,050,747.3	14,268,066.1	16,597,696.9
Median	10,214,426	10,719,714	12,211,785
1st & 3rd quartiles	7,976,118 & 13,277,263	7,394,544 & 17,853,348	9,097,649 & 18,756,857
Range (min, max)	2,286,624 to 60,648,568	2,149,876 to 48,791,753	3,487,500 to 44,734,235
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2,647,680	2,407,488	2,153,737



S262 Other Liabilities

Small Utilities	2010	2011	2012
Kenora Hydro Electric			334,470
Count	1	1	2
Average	2,647,680.0	2,407,488.0	1,244,103.5
Median	2,647,680	2,407,488	1,244,104
1st & 3rd quartiles	2,647,680 & 2,647,680	2,407,488 & 2,407,488	789,287 & 1,698,920
Range (min, max)	2,647,680 to 2,647,680	2,407,488 to 2,407,488	334,470 to 2,153,737
Totals over Large, Medium and Small Utility Classes			
Count	20	20	24
Average	50,438,139.7	49,801,990.3	50,625,064.0
Median	22,239,956	20,273,186	19,038,428
1st & 3rd quartiles	8,571,982 & 64,130,802	7,656,762 & 53,745,336	10,179,097 & 58,084,841
Range (min, max)	-1,909 to 313,532,651	220,000 to 327,176,385	334,470 to 327,185,000

Notes:



\$53 Total Equity

Large Utilities	2010	2011	2012
PowerStream Inc.	286,617,000	305,403,000	316,868,000
Hydro Ottawa Limited	255,258,715	247,590,127	258,253,504
Horizon Utilities Corporation	178,476,768	184,265,694	206,756,308
London Hydro Inc.	119,212,722		129,460,057
Hydro One Brampton Networks	110,592,432	117,399,881	118,112,770
Kitchener-Wilmot Hydro Inc.	101,326,013	109,874,046	115,406,733
EnWin Utilities Ltd.	84,791,870	90,662,639	98,890,000
Veridian Connections Inc.	73,034,912	75,321,372	78,453,496
Waterloo North Hydro Inc.	67,599,343	74,602,561	78,257,109
Oakville Hydro Electricity	39,720,662	66,675,969	71,099,708
Cambridge and North Dumfries	63,624,358	65,776,468	70,256,988
Burlington Hydro Inc.	59,265,953	61,933,283	66,593,666
Whitby Hydro Electric	43,578,679	44,991,815	45,933,543
Entegrus Powerlines Inc.	23,848,331	31,403,967	28,942,523
Count	14	13	14
Average	107,639,125.6	113,530,832.5	120,234,600.4
Median	78,913,391	75,321,372	88,671,748
1st & 3rd quartiles	60,355,554 & 117,057,650	65,776,468 & 117,399,881	70,467,668 & 126,623,235
Range (min, max)	23,848,331 to 286,617,000	31,403,967 to 305,403,000	28,942,523 to 316,868,000
Medium Utilities	2010	2011	2012
Brantford Power Inc.			35,141,625
Haldimand County Hydro Inc.	32,637,493	34,299,428	34,469,682
Peterborough Distribution Inc.	28,283,064	28,472,487	28,730,538
Westario Power Inc.	24,991,472		26,167,080
Halton Hills Hydro Inc.	22,142,226	23,175,307	24,588,674
Festival Hydro Inc.	18,896,850	19,627,557	23,173,468
Lakeland Power Distribution Ltd	11,867,718	12,554,187	13,550,216
St. Thomas Energy Inc.	12,341,211	12,256,000	12,091,384
Woodstock Hydro Services Inc.	14,386,534	10,691,176	11,902,057
Orangeville Hydro Limited	9,280,496	9,551,712	10,432,704
Lakefront Utilities Inc.		7,915,359	8,862,500
Grimsby Power Incorporated		6,381,881	6,961,934



\$53 Total Equity

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		19,425,229.3	16,492,509.4	19,672,655.2
Median		18,896,850	12,405,093	18,361,842
1st & 3rd quartiles		12,341,211 & 24,991,472	9,836,578 & 22,288,370	11,534,719 & 26,807,944
Range (min, max)		9,280,496 to 32,637,493	6,381,881 to 34,299,428	6,961,934 to 35,141,625
Small Utilities		2010	2011	2012
Kenora Hydro Electric			5,291,748	5,608,161
Sioux Lookout Hydro Inc.		2,961,821	3,019,989	3,056,502
Count		1	2	2
Average		2,961,821.0	4,155,868.5	4,332,331.5
Median		2,961,821	4,155,868	4,332,332
1st & 3rd quartiles		2,961,821 & 2,961,821	3,587,929 & 4,723,808	3,694,417 & 4,970,246
Range (min, max)		2,961,821 to 2,961,821	3,019,989 to 5,291,748	3,056,502 to 5,608,161
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		70,197,360.1	65,965,506.1	68,857,890.4
Median		41,649,670	34,299,428	34,805,654
1st & 3rd quartiles		21,330,882 & 88,925,406	12,256,000 & 75,321,372	13,185,508 & 83,562,622
Range (min, max)		2,961,821 to 286,617,000	3,019,989 to 305,403,000	3,056,502 to 316,868,000

Notes:



S264 Liabilities and Equity

Large Utilities	2010	2011	2012
PowerStream Inc.	950,577,000	987,164,000	1,047,753,000
Horizon Utilities Corporation	456,292,062	607,093,621	840,247,043
Hydro Ottawa Limited	697,338,867	711,994,382	750,940,806
Hydro One Brampton Networks	330,758,931	356,011,559	375,077,178
London Hydro Inc.	278,123,724		288,594,074
Veridian Connections Inc.	229,456,878	255,582,615	264,078,993
EnWin Utilities Ltd.	233,756,631	231,523,109	263,403,098
Kitchener-Wilmot Hydro Inc.	224,728,396	233,624,856	238,584,429
Oakville Hydro Electricity	162,713,500	171,236,695	207,646,247
Waterloo North Hydro Inc.	151,811,044	181,485,763	196,285,752
Burlington Hydro Inc.	146,578,872	152,004,589	161,462,997
Cambridge and North Dumfries	138,314,242	140,635,092	142,829,847
Entegrus Powerlines Inc.	74,622,072	94,868,675	96,393,312
Whitby Hydro Electric	80,577,898	87,374,852	89,767,131
Count	14	13	14
Average	296,832,151.2	323,892,292.9	354,504,564.8
Median	227,092,637	231,523,109	250,993,763
1st & 3rd quartiles	147,886,915 & 317,600,129	152,004,589 & 356,011,559	170,168,686 & 353,456,402
Range (min, max)	74,622,072 to 950,577,000	87,374,852 to 987,164,000	89,767,131 to 1,047,753,000
Medium Utilities	2010	2011	2012
Brantford Power Inc.			97,629,330
Peterborough Distribution Inc.	102,076,205	90,880,146	78,363,808
Haldimand County Hydro Inc.	50,304,810	55,049,607	59,436,266
Festival Hydro Inc.	43,356,562	45,178,737	56,513,566
Halton Hills Hydro Inc.	50,881,436	52,004,562	55,845,535
Westario Power Inc.	48,723,308		49,852,964
Woodstock Hydro Services Inc.	33,393,857	36,609,515	39,863,227
St. Thomas Energy Inc.	28,409,247	29,813,240	31,328,656
Orangeville Hydro Limited	22,080,415	22,384,884	25,640,205
Lakeland Power Distribution Ltd	20,380,289	22,822,168	23,679,608
Lakefront Utilities Inc.		21,128,540	22,574,209
Grimsby Power Incorporated		16,946,072	20,173,396



S264 Liabilities and Equity

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		44,400,681.0	39,281,747.1	46,741,730.8
Median		43,356,562	33,211,378	44,858,096
1st & 3rd quartiles		28,409,247 & 50,304,810	22,494,205 & 50,298,106	25,150,055 & 57,244,241
Range (min, max)		20,380,289 to 102,076,205	16,946,072 to 90,880,146	20,173,396 to 97,629,330
Small Utilities		2010	2011	2012
Kenora Hydro Electric			7,658,075	11,835,034
Sioux Lookout Hydro Inc.		7,907,310	7,959,921	7,695,426
Count		1	2	2
Average		7,907,310.0	7,808,998.0	9,765,230.0
Median		7,907,310	7,808,998	9,765,230
1st & 3rd quartiles		7,907,310 & 7,907,310	7,733,536 & 7,884,459	8,730,328 & 10,800,132
Range (min, max)		7,907,310 to 7,907,310	7,658,075 to 7,959,921	7,695,426 to 11,835,034
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		190,131,814.8	184,761,411.0	197,981,969.2
Median		120,195,224	90,880,146	93,080,221
1st & 3rd quartiles		47,381,622 & 230,531,816	29,813,240 & 231,523,109	37,729,584 & 244,789,096
Range (min, max)		7,907,310 to 950,577,000	7,658,075 to 987,164,000	7,695,426 to 1,047,753,000

Notes:



S39 Total Residential Distribution Revenue

Large Utilities	2010	2011	2012
PowerStream Inc.	79,661,790	81,026,110	83,342,879
Hydro Ottawa Limited	81,462,521	80,374,707	83,112,475
Horizon Utilities Corporation	56,999,672	57,709,410	65,838,468
London Hydro Inc.	36,494,211		38,989,771
Veridian Connections Inc.	29,469,856	29,855,043	34,724,236
Hydro One Brampton Networks	33,914,841	32,468,379	32,872,600
Kitchener-Wilmot Hydro Inc.	19,102,331	20,577,428	24,845,556
EnWin Utilities Ltd.	22,978,356	22,810,643	23,790,620
Burlington Hydro Inc.	17,690,678	17,952,168	22,105,229
Oakville Hydro Electricity	17,594,797	18,241,865	18,998,962
Waterloo North Hydro Inc.	13,612,900	15,023,363	16,102,283
Whitby Hydro Electric	12,252,235	12,723,081	12,960,352
Cambridge and North Dumfries	11,323,433	11,562,319	11,751,085
Entegrus Powerlines Inc.	7,941,291	10,349,225	10,379,429
Count	14	13	14
Average	31,464,208.0	31,590,287.8	34,272,424.6
Median	21,040,343	20,577,428	24,318,088
1st & 3rd quartiles	14,608,374 & 35,849,369	15,023,363 & 32,468,379	16,826,453 & 37,923,387
Range (min, max)	7,941,291 to 81,462,521	10,349,225 to 81,026,110	10,379,429 to 83,342,879
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	8,514,378	8,607,062	9,896,943
Peterborough Distribution Inc.	7,842,079	7,759,949	9,736,417
Brantford Power Inc.			8,693,461
Halton Hills Hydro Inc.	5,445,033	5,557,690	6,765,030
Festival Hydro Inc.	5,325,821	5,514,546	6,574,279
Westario Power Inc.	5,351,731		5,376,189
Lakefront Utilities Inc.		5,238,303	5,133,157
Woodstock Hydro Services Inc.	3,959,449	4,768,148	4,827,354
Orangeville Hydro Limited	3,120,339	3,125,258	4,058,109
St. Thomas Energy Inc.	3,820,683	3,865,041	3,839,008
Lakeland Power Distribution Ltd	2,500,355	2,509,429	3,271,658
Grimsby Power Incorporated		2,532,884	3,209,526



S39 Total Residential Distribution Revenue

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		5,097,763.1	4,947,831.0	5,948,427.6
Median		5,325,821	5,003,226	5,254,673
1st & 3rd quartiles		3,820,683 & 5,445,033	3,310,204 & 5,546,904	4,003,334 & 7,247,138
Range (min, max)		2,500,355 to 8,514,378	2,509,429 to 8,607,062	3,209,526 to 9,896,943
Small Utilities		2010	2011	2012
Kenora Hydro Electric			1,381,884	1,680,698
Sioux Lookout Hydro Inc.		987,511	1,010,129	1,245,709
Count		1	2	2
Average		987,511.0	1,196,006.5	1,463,203.5
Median		987,511	1,196,007	1,463,203
1st & 3rd quartiles		987,511 & 987,511	1,103,068 & 1,288,945	1,354,456 & 1,571,951
Range (min, max)		987,511 to 987,511	1,010,129 to 1,381,884	1,245,709 to 1,680,698
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		20,306,928.8	18,501,762.6	19,790,053.0
Median		11,787,834	10,349,225	10,138,186
1st & 3rd quartiles		5,345,253 & 24,601,231	4,768,148 & 20,577,428	5,056,706 & 24,054,354
Range (min, max)		987,511 to 81,462,521	1,010,129 to 81,026,110	1,245,709 to 83,342,879

Notes:



S41 Total General Service Distribution Revenue

Large Utilities	2010	2011	2012
PowerStream Inc.	66,075,501	69,065,163	69,824,192
Hydro Ottawa Limited	58,939,775	59,507,149	67,536,380
Horizon Utilities Corporation	23,478,549	29,574,145	32,644,244
Hydro One Brampton Networks	23,955,383	23,128,609	22,599,222
London Hydro Inc.	19,822,321		20,116,857
EnWin Utilities Ltd.	18,539,260	18,337,131	18,731,424
Veridian Connections Inc.	15,227,419	15,592,800	17,068,519
Kitchener-Wilmot Hydro Inc.	15,724,162	16,911,948	17,054,859
Waterloo North Hydro Inc.	11,039,373	12,595,962	13,557,708
Oakville Hydro Electricity	11,716,421	12,923,670	13,287,316
Burlington Hydro Inc.	10,842,888	11,338,109	12,429,784
Cambridge and North Dumfries	10,115,273	10,461,182	10,202,673
Entegrus Powerlines Inc.	5,734,159	6,882,339	6,953,975
Whitby Hydro Electric	5,624,624	6,443,126	6,500,599
Count	14	13	14
Average	21,202,507.7	22,520,102.5	23,464,839.4
Median	15,475,791	15,592,800	17,061,689
1st & 3rd quartiles	10,892,009 & 22,564,492	11,338,109 & 23,128,609	12,644,167 & 21,978,631
Range (min, max)	5,624,624 to 66,075,501	6,443,126 to 69,065,163	6,500,599 to 69,824,192
Medium Utilities	2010	2011	2012
Brantford Power Inc.			6,467,416
Peterborough Distribution Inc.	5,491,147	5,481,725	5,968,253
Festival Hydro Inc.	3,728,031	3,926,647	4,222,155
Haldimand County Hydro Inc.	4,295,801	3,874,250	4,020,971
Halton Hills Hydro Inc.	3,363,797	3,377,149	3,306,021
Westario Power Inc.	2,937,800		3,127,203
Woodstock Hydro Services Inc.	2,370,821	2,597,247	2,745,723
Lakefront Utilities Inc.		2,834,229	2,733,138
Lakeland Power Distribution Ltd	1,865,041	1,849,016	2,216,598
St. Thomas Energy Inc.	1,952,192	2,039,735	1,957,561
Orangeville Hydro Limited	1,542,654	1,650,022	1,886,152
Grimsby Power Incorporated		845,907	953,129



S41 Total General Service Distribution Revenue

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		3,060,809.3	2,847,592.7	3,300,360.0
Median		2,937,800	2,715,738	2,936,463
1st & 3rd quartiles		1,952,192 & 3,728,031	1,896,696 & 3,749,975	2,151,839 & 4,071,267
Range (min, max)		1,542,654 to 5,491,147	845,907 to 5,481,725	953,129 to 6,467,416
Small Utilities		2010	2011	2012
Kenora Hydro Electric			911,837	1,044,531
Sioux Lookout Hydro Inc.		645,373	634,688	663,423
Count		1	2	2
Average		645,373.0	773,262.5	853,977.0
Median		645,373	773,263	853,977
1st & 3rd quartiles		645,373 & 645,373	703,976 & 842,550	758,700 & 949,254
Range (min, max)		645,373 to 645,373	634,688 to 911,837	663,423 to 1,044,531
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		13,542,823.5	12,911,351.4	13,207,858.1
Median		7,924,716	6,443,126	6,484,008
1st & 3rd quartiles		3,257,298 & 16,427,937	2,597,247 & 15,592,800	2,742,577 & 17,058,274
Range (min, max)		645,373 to 66,075,501	634,688 to 69,065,163	663,423 to 69,824,192

Notes:

A subset of this category will be created to identify unmetered scattered load.



S43 Total Large User Distribution Revenue

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	3,293,001	5,488,603	6,469,588
EnWin Utilities Ltd.	5,112,462	4,754,313	4,705,432
Hydro Ottawa Limited	4,328,424	4,028,330	4,536,970
Hydro One Brampton Networks	1,926,553	1,886,845	1,858,923
London Hydro Inc.	1,537,205		1,601,542
Cambridge and North Dumfries	805,814	1,074,592	1,310,364
Veridian Connections Inc.	867,295	788,215	759,582
Waterloo North Hydro Inc.	410,376	551,497	604,835
Kitchener-Wilmot Hydro Inc.	302,802	365,510	446,369
PowerStream Inc.	109,469	109,527	111,179
Entegrus Powerlines Inc.	196,191	9,335	7,231
Count	11	10	11
Average	1,717,235.6	1,905,676.7	2,037,455.9
Median	867,295	931,403	1,310,364
1st & 3rd quartiles	356,589 & 2,609,777	412,007 & 3,492,958	525,602 & 3,197,946
Range (min, max)	109,469 to 5,112,462	9,335 to 5,488,603	7,231 to 6,469,588
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		1,116,743	1,179,843
Peterborough Distribution Inc.	216,817	234,810	237,978
Festival Hydro Inc.	273,877	168,184	136,174
Grimsby Power Incorporated			0
St. Thomas Energy Inc.			0
Count	2	3	5
Average	245,347.0	506,579.0	310,799.0
Median	245,347	234,810	136,174
1st & 3rd quartiles	231,082 & 259,612	201,497 & 675,777	0 & 237,978
Range (min, max)	216,817 to 273,877	168,184 to 1,116,743	0 to 1,179,843



S43 Total Large User Distribution Revenue

Totals over Large, Medium and Small Utility Classes

Count	13	13	16
Average	1,490,791.2	1,582,808.0	1,497,875.6
Median	805,814	788,215	682,208
1st & 3rd quartiles	273,877 & 1,926,553	234,810 & 1,886,845	129,925 & 1,665,887
Range (min, max)	109,469 to 5,112,462	9,335 to 5,488,603	0 to 6,469,588

Notes:



\$46 Total Distribution Revenue

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	143,433,789	144,649,636	155,985,003
PowerStream Inc.	147,744,083	152,400,103	155,558,140
Horizon Utilities Corporation	85,596,704	94,811,135	107,127,773
London Hydro Inc.	58,748,211		61,779,807
Hydro One Brampton Networks	59,984,627	57,982,269	58,560,775
Veridian Connections Inc.	46,031,606	46,742,273	53,077,617
EnWin Utilities Ltd.	47,952,836	47,421,407	48,918,086
Kitchener-Wilmot Hydro Inc.	35,568,416	38,321,592	42,801,778
Burlington Hydro Inc.	28,636,084	29,486,412	34,760,699
Oakville Hydro Electricity	29,806,975	32,085,187	33,510,648
Waterloo North Hydro Inc.	25,259,076	28,387,339	30,501,385
Cambridge and North Dumfries	22,519,964	23,654,877	23,919,549
Whitby Hydro Electric	18,116,204	19,487,633	19,822,023
Entegrus Powerlines Inc.	14,068,673	17,486,048	17,609,902
Count	14	13	14
Average	54,533,374.9	56,378,147.0	60,280,941.8
Median	40,800,011	38,321,592	45,859,932
1st & 3rd quartiles	26,103,328 & 59,675,523	28,387,339 & 57,982,269	31,253,701 & 60,975,049
Range (min, max)	14,068,673 to 147,744,083	17,486,048 to 152,400,103	17,609,902 to 155,985,003
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	14,054,634	14,047,919	16,515,844
Brantford Power Inc.			15,330,102
Haldimand County Hydro Inc.	13,024,495	12,875,588	14,343,230
Festival Hydro Inc.	9,413,464	9,723,954	11,069,109
Halton Hills Hydro Inc.	9,065,719	9,284,846	10,434,637
Lakefront Utilities Inc.		9,267,394	9,133,159
Westario Power Inc.	8,595,719		8,852,587
Woodstock Hydro Services Inc.	6,400,712	7,498,445	7,768,281
Orangeville Hydro Limited	4,700,594	4,831,020	6,036,703
St. Thomas Energy Inc.	5,778,607	5,961,958	5,927,855
Lakeland Power Distribution Ltd	4,540,343	4,553,877	5,695,479
Grimsby Power Incorporated		3,413,178	4,231,139



S46 Total Distribution Revenue

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		8,397,143.0	8,145,817.9	9,611,510.4
Median		8,595,719	8,382,919	8,992,873
1st & 3rd quartiles		5,778,607 & 9,413,464	5,113,754 & 9,614,177	6,009,491 & 11,887,639
Range (min, max)		4,540,343 to 14,054,634	3,413,178 to 14,047,919	4,231,139 to 16,515,844
Small Utilities		2010	2011	2012
Kenora Hydro Electric			2,330,362	2,780,442
Sioux Lookout Hydro Inc.		1,722,868	1,744,530	2,008,648
Count		1	2	2
Average		1,722,868.0	2,037,446.0	2,394,545.0
Median		1,722,868	2,037,446	2,394,545
1st & 3rd quartiles		1,722,868 & 1,722,868	1,890,988 & 2,183,904	2,201,596 & 2,587,493
Range (min, max)		1,722,868 to 1,722,868	1,744,530 to 2,330,362	2,008,648 to 2,780,442
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		35,031,850.1	32,737,959.3	34,430,728.6
Median		20,318,084	17,486,048	17,062,873
1st & 3rd quartiles		8,948,219 & 46,511,913	7,498,445 & 38,321,592	8,581,510 & 44,330,855
Range (min, max)		1,722,868 to 147,744,083	1,744,530 to 152,400,103	2,008,648 to 155,985,003

Notes:



S266 Total Other Operating & Financial Revenue

Large Utilities	2010	2011	2012
PowerStream Inc.	9,229,000	10,052,000	6,990,000
Hydro Ottawa Limited	10,411,488	8,283,515	6,987,854
London Hydro Inc.	3,768,551		4,092,048
Veridian Connections Inc.	4,352,195	3,823,532	4,037,296
Hydro One Brampton Networks	5,308,382	2,801,049	3,990,525
Horizon Utilities Corporation	5,462,954	4,632,906	2,775,925
Cambridge and North Dumfries	1,678,971	1,568,275	2,397,430
Burlington Hydro Inc.	2,176,729	2,124,527	2,383,972
Oakville Hydro Electricity	3,185,872	2,349,916	2,254,386
Entegrus Powerlines Inc.	1,654,095	1,624,057	1,504,743
Waterloo North Hydro Inc.	1,734,176	1,312,552	1,303,533
Whitby Hydro Electric	1,233,685	1,052,080	962,627
Kitchener-Wilmot Hydro Inc.	2,043,580	1,886,762	-493,867
EnWin Utilities Ltd.	4,737,676	4,210,711	-1,141,354
Count	14	13	14
Average	4,069,811.0	3,517,067.8	2,717,508.4
Median	3,477,211	2,349,916	2,390,701
1st & 3rd quartiles	1,811,527 & 5,165,706	1,624,057 & 4,210,711	1,353,835 & 4,025,603
Range (min, max)	1,233,685 to 10,411,488	1,052,080 to 10,052,000	-1,141,354 to 6,990,000
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1,283,685	1,279,958	1,218,856
Halton Hills Hydro Inc.	1,297,828	1,285,159	1,186,589
Peterborough Distribution Inc.	1,773,119	1,407,634	1,155,490
Westario Power Inc.	764,215		1,118,569
Brantford Power Inc.			979,300
Grimsby Power Incorporated		348,561	946,328
Festival Hydro Inc.	779,739	801,545	909,490
Woodstock Hydro Services Inc.	574,832	722,025	817,873
St. Thomas Energy Inc.	738,340	1,063,277	712,895
Lakefront Utilities Inc.		301,521	388,339
Lakeland Power Distribution Ltd	425,795	398,918	359,895
Orangeville Hydro Limited	443,505	503,104	337,357



S266 Total Other Operating & Financial Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	897,895.3	811,170.2	844,248.4
Median	764,215	761,785	927,909
1st & 3rd quartiles	574,832 & 1,283,685	424,964 & 1,225,788	631,756 & 1,127,799
Range (min, max)	425,795 to 1,773,119	301,521 to 1,407,634	337,357 to 1,218,856
Small Utilities	2010	2011	2012
Kenora Hydro Electric		525,698	310,715
Sioux Lookout Hydro Inc.	130,979	135,974	94,813
Count	1	2	2
Average	130,979.0	330,836.0	202,764.0
Median	130,979	330,836	202,764
1st & 3rd quartiles	130,979 & 130,979	233,405 & 428,267	148,789 & 256,740
Range (min, max)	130,979 to 130,979	135,974 to 525,698	94,813 to 310,715
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	2,716,224.6	2,179,810.2	1,735,058.1
Median	1,706,573	1,312,552	1,137,030
1st & 3rd quartiles	775,858 & 3,914,462	722,025 & 2,349,916	631,756 & 2,387,337
Range (min, max)	130,979 to 10,411,488	135,974 to 10,052,000	-1,141,354 to 6,990,000

Notes:



S44 Total Electricity Service Revenue

Large Utilities	2010	2011	2012
PowerStream Inc.	839,062,496	903,857,442	955,040,140
Hydro Ottawa Limited	763,333,836	808,675,924	865,920,035
Horizon Utilities Corporation	499,055,093	516,651,051	559,322,717
Hydro One Brampton Networks	378,213,985	401,484,368	419,185,754
London Hydro Inc.	337,366,593		378,456,744
Veridian Connections Inc.	254,779,705	285,073,004	298,426,418
EnWin Utilities Ltd.	238,792,342	238,573,749	262,451,675
Kitchener-Wilmot Hydro Inc.	192,508,896	201,406,482	213,083,626
Burlington Hydro Inc.	169,614,691	180,615,632	194,402,273
Cambridge and North Dumfries	144,093,739	155,222,857	190,415,200
Oakville Hydro Electricity	160,191,189	170,214,621	182,644,059
Waterloo North Hydro Inc.	141,013,553	153,895,320	164,382,786
Entegrus Powerlines Inc.	76,013,183	101,271,276	106,258,273
Whitby Hydro Electric	78,868,809	80,807,587	79,359,714
Count	14	13	14
Average	305,207,722.1	322,903,793.3	347,810,672.4
Median	215,650,619	201,406,482	237,767,651
1st & 3rd quartiles	148,118,102 & 368,002,137	155,222,857 & 401,484,368	184,586,844 & 409,003,501
Range (min, max)	76,013,183 to 839,062,496	80,807,587 to 903,857,442	79,359,714 to 955,040,140
Medium Utilities	2010	2011	2012
Brantford Power Inc.			106,154,407
Peterborough Distribution Inc.	78,330,137	82,983,810	86,913,765
Festival Hydro Inc.	56,923,990	62,359,055	66,736,103
Halton Hills Hydro Inc.	50,507,917	55,012,355	56,181,635
Haldimand County Hydro Inc.	50,463,956	53,256,429	54,238,770
Westario Power Inc.	45,223,888		48,939,724
Woodstock Hydro Services Inc.	30,505,250	31,459,999	44,549,089
St. Thomas Energy Inc.	30,702,339	32,580,009	36,159,237
Lakefront Utilities Inc.		32,058,121	32,618,856
Orangeville Hydro Limited	25,366,380	26,716,566	28,943,128
Lakeland Power Distribution Ltd	21,710,795	23,154,715	25,875,251
Grimsby Power Incorporated		19,039,122	20,926,464



S44 Total Electricity Service Revenue

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		43,303,850.2	41,862,018.1	50,686,369.1
Median		45,223,888	32,319,065	46,744,407
1st & 3rd quartiles		30,505,250 & 50,507,917	27,902,424 & 54,573,374	31,699,924 & 58,820,252
Range (min, max)		21,710,795 to 78,330,137	19,039,122 to 82,983,810	20,926,464 to 106,154,407
Small Utilities		2010	2011	2012
Kenora Hydro Electric			11,385,981	12,335,564
Sioux Lookout Hydro Inc.		6,945,193	7,902,292	8,210,104
Count		1	2	2
Average		6,945,193.0	9,644,136.5	10,272,834.0
Median		6,945,193	9,644,136	10,272,834
1st & 3rd quartiles		6,945,193 & 6,945,193	8,773,214 & 10,515,059	9,241,469 & 11,304,199
Range (min, max)		6,945,193 to 6,945,193	7,902,292 to 11,385,981	8,210,104 to 12,335,564
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		194,566,164.8	185,426,310.7	196,361,839.7
Median		109,941,181	82,983,810	96,534,086
1st & 3rd quartiles		49,153,939 & 242,789,183	32,058,121 & 201,406,482	42,451,626 & 225,425,638
Range (min, max)		6,945,193 to 839,062,496	7,902,292 to 903,857,442	8,210,104 to 955,040,140

Notes:



\$265 Revenue From Sale of Power

Large Utilities	2010	2011	2012
PowerStream Inc.	691,318,413	751,457,339	799,482,000
Hydro Ottawa Limited	619,900,047	664,026,288	709,935,032
Horizon Utilities Corporation	413,458,388	421,839,916	452,194,944
Hydro One Brampton Networks	318,229,358	343,502,099	360,624,978
London Hydro Inc.	278,618,382		316,676,937
Veridian Connections Inc.	208,748,099	238,330,731	245,348,801
EnWin Utilities Ltd.	190,839,506	191,152,342	213,533,589
Kitchener-Wilmot Hydro Inc.	156,940,481	163,084,890	170,281,848
Cambridge and North Dumfries	121,573,775	131,567,980	166,495,651
Burlington Hydro Inc.	140,978,607	151,129,220	159,641,574
Oakville Hydro Electricity	130,384,214	138,129,434	149,133,411
Waterloo North Hydro Inc.	115,754,477	125,507,981	133,881,401
Entegrus Powerlines Inc.	61,944,510	83,785,228	88,648,371
Whitby Hydro Electric	60,752,605	61,319,954	59,537,691
Count	14	13	14
Average	250,674,347.3	266,525,646.3	287,529,730.6
Median	173,889,993	163,084,890	191,907,719
1st & 3rd quartiles	123,776,385 & 308,326,614	131,567,980 & 343,502,099	151,760,452 & 349,637,968
Range (min, max)	60,752,605 to 691,318,413	61,319,954 to 751,457,339	59,537,691 to 799,482,000
Medium Utilities	2010	2011	2012
Brantford Power Inc.			90,824,305
Peterborough Distribution Inc.	64,275,503	68,935,891	70,397,921
Festival Hydro Inc.	47,510,526	52,635,101	55,666,994
Halton Hills Hydro Inc.	41,442,198	45,727,509	45,746,998
Westario Power Inc.	36,628,169		40,087,137
Haldimand County Hydro Inc.	37,439,461	40,380,841	39,895,540
Woodstock Hydro Services Inc.	24,104,539	33,256,193	36,780,808
St. Thomas Energy Inc.	24,923,732	26,618,052	30,231,382
Lakefront Utilities Inc.		22,790,727	23,485,697
Orangeville Hydro Limited	20,665,786	21,885,546	22,906,425
Lakeland Power Distribution Ltd	17,170,452	18,600,838	20,179,772
Grimsby Power Incorporated		15,625,944	16,695,325



S265 Revenue From Sale of Power

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		34,906,707.3	34,645,664.2	41,074,858.7
Median		36,628,169	29,937,122	38,338,174
1st & 3rd quartiles		24,104,539 & 41,442,198	22,111,841 & 44,390,842	23,340,879 & 48,226,997
Range (min, max)		17,170,452 to 64,275,503	15,625,944 to 68,935,891	16,695,325 to 90,824,305
Small Utilities		2010	2011	2012
Kenora Hydro Electric			9,055,619	9,555,122
Sioux Lookout Hydro Inc.		5,222,325	6,157,762	6,201,456
Count		1	2	2
Average		5,222,325.0	7,606,690.5	7,878,289.0
Median		5,222,325	7,606,691	7,878,289
1st & 3rd quartiles		5,222,325 & 5,222,325	6,882,226 & 8,331,155	7,039,872 & 8,716,705
Range (min, max)		5,222,325 to 5,222,325	6,157,762 to 9,055,619	6,201,456 to 9,555,122
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		159,534,314.7	153,060,137.0	161,931,111.1
Median		90,014,990	68,935,891	79,523,146
1st & 3rd quartiles		37,236,638 & 195,316,654	26,618,052 & 163,084,890	35,143,452 & 181,094,783
Range (min, max)		5,222,325 to 691,318,413	6,157,762 to 751,457,339	6,201,456 to 799,482,000

Notes:



S45 Total Revenue Including Sale of Power

Large Utilities	2010	2011	2012
PowerStream Inc.	855,046,823	913,909,442	962,030,140
Hydro Ottawa Limited	773,745,324	816,959,439	872,907,889
Horizon Utilities Corporation	504,518,047	521,283,957	562,098,641
Hydro One Brampton Networks	383,522,368	404,285,418	423,176,279
London Hydro Inc.	341,135,143		382,548,792
Veridian Connections Inc.	259,131,898	288,896,536	302,463,714
EnWin Utilities Ltd.	243,530,018	242,784,460	261,310,321
Kitchener-Wilmot Hydro Inc.	194,552,477	203,293,244	212,589,760
Burlington Hydro Inc.	171,791,420	182,740,159	196,786,245
Cambridge and North Dumfries	145,772,710	156,791,132	192,812,630
Oakville Hydro Electricity	163,377,061	172,564,537	184,898,445
Waterloo North Hydro Inc.	142,747,729	155,207,872	165,686,319
Entegrus Powerlines Inc.	77,667,278	102,895,334	107,763,015
Whitby Hydro Electric	80,102,494	81,859,667	80,322,340
Count	14	13	14
Average	309,760,056.4	326,420,861.3	350,528,180.7
Median	219,041,247	203,293,244	236,950,040
1st & 3rd quartiles	150,173,798 & 372,925,562	156,791,132 & 404,285,418	186,876,991 & 413,019,407
Range (min, max)	77,667,278 to 855,046,823	81,859,667 to 913,909,442	80,322,340 to 962,030,140
Medium Utilities	2010	2011	2012
Brantford Power Inc.			107,133,707
Peterborough Distribution Inc.	80,103,256	84,391,444	88,069,255
Festival Hydro Inc.	57,703,729	63,160,600	67,645,593
Halton Hills Hydro Inc.	51,805,745	56,297,514	57,368,224
Haldimand County Hydro Inc.	51,747,641	54,536,387	55,457,626
Westario Power Inc.	45,988,103		50,058,293
Woodstock Hydro Services Inc.	31,080,082	32,182,024	45,366,963
St. Thomas Energy Inc.	31,440,679	33,643,286	36,872,132
Lakefront Utilities Inc.		32,359,641	33,007,195
Orangeville Hydro Limited	25,809,885	27,219,670	29,280,485
Lakeland Power Distribution Ltd	22,136,590	23,553,633	26,235,146
Grimsby Power Incorporated		19,387,683	21,872,792



S45 Total Revenue Including Sale of Power

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		44,201,745.6	42,673,188.2	51,530,617.6
Median		45,988,103	33,001,464	47,712,628
1st & 3rd quartiles		31,080,082 & 51,805,745	28,460,259 & 55,857,232	32,075,518 & 59,937,566
Range (min, max)		22,136,590 to 80,103,256	19,387,683 to 84,391,444	21,872,792 to 107,133,707
Small Utilities		2010	2011	2012
Kenora Hydro Electric			11,911,679	12,646,279
Sioux Lookout Hydro Inc.		7,076,172	8,038,266	8,304,917
Count		1	2	2
Average		7,076,172.0	9,974,972.5	10,475,598.0
Median		7,076,172	9,974,972	10,475,598
1st & 3rd quartiles		7,076,172 & 7,076,172	9,006,619 & 10,943,326	9,390,257 & 11,560,938
Range (min, max)		7,076,172 to 7,076,172	8,038,266 to 11,911,679	8,304,917 to 12,646,279
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		197,563,861.3	187,606,121.0	198,096,897.8
Median		111,425,493	84,391,444	97,601,481
1st & 3rd quartiles		50,307,756 & 247,430,488	32,359,641 & 203,293,244	43,243,255 & 224,769,900
Range (min, max)		7,076,172 to 855,046,823	8,038,266 to 913,909,442	8,304,917 to 962,030,140

Notes:



S67 Total Operations and Maintenance Expenses

Large Utilities	2010	2011	2012
PowerStream Inc.	20,927,189	24,003,155	30,759,893
Horizon Utilities Corporation	18,419,759	19,653,775	27,754,776
Hydro Ottawa Limited	17,634,448	19,046,301	24,877,265
London Hydro Inc.	13,383,752		14,677,478
Kitchener-Wilmot Hydro Inc.	6,894,330	8,114,854	10,048,061
Veridian Connections Inc.	6,589,359	7,081,324	8,485,708
Hydro One Brampton Networks	6,937,234	8,160,588	7,624,993
Burlington Hydro Inc.	6,323,043	7,187,609	7,536,405
Oakville Hydro Electricity	6,432,982	6,936,269	7,308,315
Waterloo North Hydro Inc.	5,022,148	4,855,570	5,724,139
Cambridge and North Dumfries	3,448,483	3,768,975	5,428,204
Whitby Hydro Electric	3,625,194	3,640,024	4,047,707
EnWin Utilities Ltd.	4,266,117	3,709,529	3,924,215
Entegrus Powerlines Inc.	2,942,713	3,464,352	3,456,002
Count	14	13	14
Average	8,774,767.9	9,201,717.3	11,546,654.4
Median	6,511,170	7,081,324	7,580,699
1st & 3rd quartiles	4,455,125 & 11,772,122	3,768,975 & 8,160,588	5,502,188 & 13,520,124
Range (min, max)	2,942,713 to 20,927,189	3,464,352 to 24,003,155	3,456,002 to 30,759,893
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	3,685,143	4,174,024	4,516,306
Peterborough Distribution Inc.	2,899,559	3,524,514	3,054,525
Brantford Power Inc.			2,750,381
Halton Hills Hydro Inc.	1,167,474	1,215,156	2,694,579
Festival Hydro Inc.	1,446,517	1,539,820	2,202,238
Woodstock Hydro Services Inc.	1,366,622	1,482,152	1,734,099
Westario Power Inc.	1,430,975		1,601,281
St. Thomas Energy Inc.	1,086,209	923,289	1,282,789
Grimsby Power Incorporated		686,750	1,138,556
Lakeland Power Distribution Ltd	926,021	965,707	1,009,763
Orangeville Hydro Limited	817,795	968,437	923,926
Lakefront Utilities Inc.		750,753	689,143



S67 Total Operations and Maintenance Expenses

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,647,368.3	1,623,060.2	1,966,465.5
Median	1,366,622	1,091,796	1,667,690
1st & 3rd quartiles	1,086,209 & 1,446,517	933,894 & 1,525,403	1,106,358 & 2,708,530
Range (min, max)	817,795 to 3,685,143	686,750 to 4,174,024	689,143 to 4,516,306
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	609,868	585,105	821,309
Kenora Hydro Electric		667,575	620,865
Count	1	2	2
Average	609,868.0	626,340.0	721,087.0
Median	609,868	626,340	721,087
1st & 3rd quartiles	609,868 & 609,868	605,723 & 646,958	670,976 & 771,198
Range (min, max)	609,868 to 609,868	585,105 to 667,575	620,865 to 821,309
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	5,761,788.9	5,484,224.3	6,667,604.3
Median	3,655,169	3,640,024	3,690,108
1st & 3rd quartiles	1,414,887 & 6,665,602	968,437 & 7,081,324	1,521,658 & 7,558,552
Range (min, max)	609,868 to 20,927,189	585,105 to 24,003,155	620,865 to 30,759,893

Notes:



S267 Transformation Costs

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.	1,099,008	1,382,481	1,541,046
PowerStream Inc.	658,825	862,738	845,947
Oakville Hydro Electricity	287,764	301,877	632,154
Hydro Ottawa Limited	365,078	384,042	497,441
Waterloo North Hydro Inc.	295,289	143,704	413,322
Cambridge and North Dumfries	194,695	114,224	181,093
EnWin Utilities Ltd.	189,937	124,989	123,886
Entegrus Powerlines Inc.			0
Burlington Hydro Inc.	0		
Count	8	7	8
Average	386,324.5	473,436.4	529,361.1
Median	291,527	301,877	455,382
1st & 3rd quartiles	193,506 & 438,515	134,347 & 623,390	166,791 & 685,602
Range (min, max)	0 to 1,099,008	114,224 to 1,382,481	0 to 1,541,046
Medium Utilities	2010	2011	2012
Brantford Power Inc.			86,320
Festival Hydro Inc.			7,427
Grimsby Power Incorporated			0
Orangeville Hydro Limited		0	
Count	0	1	3
Average		0.0	31,249.0
Median		0	7,427
1st & 3rd quartiles		0 & 0	3,714 & 46,874
Range (min, max)		0 to 0	0 to 86,320
Totals over Large, Medium and Small Utility Classes			
Count	8	8	11
Average	386,324.5	414,256.9	393,512.4
Median	291,527	222,791	181,093
1st & 3rd quartiles	193,506 & 438,515	122,298 & 503,716	46,874 & 564,798
Range (min, max)	0 to 1,099,008	0 to 1,382,481	0 to 1,541,046

Notes:



S13 Contractor Expense (Non Capitalized)

Large Utilities	2010	2011	2012
PowerStream Inc.	7,433,119	11,710,154	13,453,607
Hydro Ottawa Limited	11,398,932	12,330,062	11,536,928
Oakville Hydro Electricity	1,370,534	2,097,172	2,248,046
Veridian Connections Inc.	1,481,397	1,128,570	1,886,085
Hydro One Brampton Networks	1,938,097	1,682,248	1,840,015
Burlington Hydro Inc.	165,133	1,848,052	1,820,986
Waterloo North Hydro Inc.	1,152,813	1,070,369	1,227,021
Kitchener-Wilmot Hydro Inc.	1,493,225	1,166,116	1,112,596
Cambridge and North Dumfries	804,867	697,244	1,086,550
EnWin Utilities Ltd.	955,663	755,587	818,747
Entegrus Powerlines Inc.	222,590	318,205	290,967
Count	11	11	11
Average	2,583,306.4	3,163,979.9	3,392,868.0
Median	1,370,534	1,166,116	1,820,986
1st & 3rd quartiles	880,265 & 1,715,661	912,978 & 1,972,612	1,099,573 & 2,067,066
Range (min, max)	165,133 to 11,398,932	318,205 to 12,330,062	290,967 to 13,453,607
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	1,790,117	2,027,666	2,914,512
Haldimand County Hydro Inc.	1,694,539	1,613,028	2,174,236
St. Thomas Energy Inc.	977,218	923,289	802,706
Westario Power Inc.	350,743		696,343
Brantford Power Inc.			469,352
Halton Hills Hydro Inc.	179,604	193,924	391,839
Festival Hydro Inc.	573,216	549,160	280,213
Woodstock Hydro Services Inc.	376,094	144,609	191,633
Grimsby Power Incorporated		267,299	143,936
Lakeland Power Distribution Ltd	108,055	142,302	131,202
Orangeville Hydro Limited	89,301	100,210	87,623
Lakefront Utilities Inc.		84,783	70,773
Count	9	10	12
Average	682,098.6	604,627.0	696,197.3
Median	376,094	230,612	336,026
1st & 3rd quartiles	179,604 & 977,218	142,879 & 829,757	140,753 & 722,934
Range (min, max)	89,301 to 1,790,117	84,783 to 2,027,666	70,773 to 2,914,512



S13 Contractor Expense (Non Capitalized)

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			9,000
Count	0	0	1
Average			9,000.0
Median			9,000
1st & 3rd quartiles			9,000 & 9,000
Range (min, max)			9,000 to 9,000
Totals over Large, Medium and Small Utility Classes			
Count	20	21	24
Average	1,727,762.9	1,945,240.4	1,903,538.2
Median	966,440	923,289	810,726
1st & 3rd quartiles	318,705 & 1,543,554	267,299 & 1,682,248	258,068 & 1,851,532
Range (min, max)	89,301 to 11,398,932	84,783 to 12,330,062	9,000 to 13,453,607

Notes:



S68 Labour Component of Operations and Maintenance Expenses

Large Utilities	2010	2011	2012
PowerStream Inc.	10,683,029	12,235,221	19,384,883
Horizon Utilities Corporation	10,109,220	11,374,519	15,765,116
Hydro Ottawa Limited	10,616,970	11,224,865	12,622,912
Oakville Hydro Electricity	3,643,206	5,217,795	3,898,051
Veridian Connections Inc.	2,531,101	2,726,604	3,365,502
Waterloo North Hydro Inc.	2,762,561	2,773,847	2,995,370
EnWin Utilities Ltd.	2,324,951	2,040,341	2,375,400
Hydro One Brampton Networks	1,979,674	1,983,381	2,329,548
Burlington Hydro Inc.	1,770,652	2,149,607	2,139,799
Cambridge and North Dumfries	1,530,043	1,766,619	1,505,488
Entegrus Powerlines Inc.	866,741	1,279,985	1,068,776
Kitchener-Wilmot Hydro Inc.	0		
Count	12	11	11
Average	4,068,179.0	4,979,344.0	6,131,895.0
Median	2,428,026	2,726,604	2,995,370
1st & 3rd quartiles	1,710,500 & 5,259,710	2,011,861 & 8,221,330	2,234,673 & 8,260,482
Range (min, max)	0 to 10,683,029	1,279,985 to 12,235,221	1,068,776 to 19,384,883
Medium Utilities	2010	2011	2012
Brantford Power Inc.			2,669,800
Haldimand County Hydro Inc.	970,510	1,057,371	1,112,012
Halton Hills Hydro Inc.	887,080	880,612	920,219
Festival Hydro Inc.	867,406	987,802	711,583
Woodstock Hydro Services Inc.	580,753	638,189	656,426
Orangeville Hydro Limited	510,842	588,582	616,963
Lakeland Power Distribution Ltd	517,030	553,323	520,963
Lakefront Utilities Inc.		473,542	466,934
Grimsby Power Incorporated		211,380	427,124
Westario Power Inc.	831,738		377,789
St. Thomas Energy Inc.	752,907	266,315	331,766
Count	8	9	11
Average	739,783.3	628,568.4	801,052.6
Median	792,323	588,582	616,963
1st & 3rd quartiles	564,823 & 872,325	473,542 & 880,612	447,029 & 815,901
Range (min, max)	510,842 to 970,510	211,380 to 1,057,371	331,766 to 2,669,800



S68 Labour Component of Operations and Maintenance Expenses

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	369,064	364,595	393,875
Kenora Hydro Electric		265,267	257,268
Count	1	2	2
Average	369,064.0	314,931.0	325,571.5
Median	369,064	314,931	325,572
1st & 3rd quartiles	369,064 & 369,064	290,099 & 339,763	291,420 & 359,724
Range (min, max)	369,064 to 369,064	265,267 to 364,595	257,268 to 393,875
Totals over Large, Medium and Small Utility Classes			
Count	21	22	24
Average	2,624,070.4	2,775,443.7	3,204,732.0
Median	970,510	1,168,678	1,090,394
1st & 3rd quartiles	752,907 & 2,531,101	562,138 & 2,582,355	507,456 & 2,751,193
Range (min, max)	0 to 10,683,029	211,380 to 12,235,221	257,268 to 19,384,883

Notes:



S69 Total Billing and Collection Expenses

Large Utilities	2010	2011	2012
PowerStream Inc.	11,924,541	12,516,572	14,700,904
Hydro Ottawa Limited	9,142,479	10,998,089	11,022,887
Horizon Utilities Corporation	8,096,055	8,307,921	9,022,692
Veridian Connections Inc.	5,531,475	5,362,555	6,504,406
Hydro One Brampton Networks	4,701,128	5,315,737	5,379,690
London Hydro Inc.	5,232,134		4,406,599
Kitchener-Wilmot Hydro Inc.	2,700,114	2,850,109	3,367,235
Burlington Hydro Inc.	2,396,557	2,001,083	3,114,374
Waterloo North Hydro Inc.	2,157,237	2,208,871	2,814,480
Cambridge and North Dumfries	1,071,672	1,494,842	2,649,010
Entegrus Powerlines Inc.	1,757,562	2,578,938	2,433,637
Whitby Hydro Electric	2,039,601	2,127,480	2,092,773
Oakville Hydro Electricity	1,624,611	1,334,858	2,021,868
EnWin Utilities Ltd.	652,998	1,277,901	1,382,908
Count	14	13	14
Average	4,216,297.4	4,490,381.2	5,065,247.4
Median	2,548,335	2,578,938	3,240,804
1st & 3rd quartiles	1,828,072 & 5,456,640	2,001,083 & 5,362,555	2,487,480 & 6,223,227
Range (min, max)	652,998 to 11,924,541	1,277,901 to 12,516,572	1,382,908 to 14,700,904
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	1,859,141	1,900,286	2,286,152
Brantford Power Inc.			2,131,950
Haldimand County Hydro Inc.	1,305,988	1,154,952	1,867,865
Westario Power Inc.	1,147,133		1,099,387
Halton Hills Hydro Inc.	1,111,430	903,121	1,072,259
St. Thomas Energy Inc.	898,562	982,499	1,039,176
Festival Hydro Inc.	866,998	936,527	893,996
Orangeville Hydro Limited	523,585	628,892	739,649
Lakeland Power Distribution Ltd	646,301	656,885	700,258
Lakefront Utilities Inc.		427,208	597,740
Woodstock Hydro Services Inc.	573,902	627,362	553,554
Grimsby Power Incorporated		485,289	522,998



S69 Total Billing and Collection Expenses

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	992,560.0	870,302.1	1,125,415.3
Median	898,562	780,003	966,586
1st & 3rd quartiles	646,301 & 1,147,133	627,745 & 971,006	674,628 & 1,291,507
Range (min, max)	523,585 to 1,859,141	427,208 to 1,900,286	522,998 to 2,286,152
Small Utilities	2010	2011	2012
Kenora Hydro Electric		506,316	461,913
Sioux Lookout Hydro Inc.	310,460	267,691	293,454
Count	1	2	2
Average	310,460.0	387,003.5	377,683.5
Median	310,460	387,004	377,684
1st & 3rd quartiles	310,460 & 310,460	327,347 & 446,660	335,569 & 419,798
Range (min, max)	310,460 to 310,460	267,691 to 506,316	293,454 to 461,913
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	2,844,652.7	2,714,079.4	3,041,921.9
Median	1,691,086	1,334,858	2,057,321
1st & 3rd quartiles	890,671 & 3,200,367	656,885 & 2,578,938	855,409 & 3,177,589
Range (min, max)	310,460 to 11,924,541	267,691 to 12,516,572	293,454 to 14,700,904

Notes:



S70 Labour Component of Billing and Collection Expenses

Large Utilities	2010	2011	2012
PowerStream Inc.	5,965,927	6,966,996	7,466,669
Hydro Ottawa Limited	3,112,725	3,482,587	3,935,944
Veridian Connections Inc.	1,953,414	2,235,239	2,216,613
Hydro One Brampton Networks	1,396,285	1,440,244	1,509,435
Waterloo North Hydro Inc.	1,234,877	1,376,026	1,416,262
Burlington Hydro Inc.	701,016	710,231	674,022
Oakville Hydro Electricity	561,318	1,107,195	583,715
Cambridge and North Dumfries	535,856	550,188	552,845
Entegrus Powerlines Inc.	0		0
Kitchener-Wilmot Hydro Inc.	0		
EnWin Utilities Ltd.		0	
Count	10	9	9
Average	1,546,141.8	1,985,411.8	2,039,500.6
Median	967,947	1,376,026	1,416,262
1st & 3rd quartiles	542,221 & 1,814,132	710,231 & 2,235,239	583,715 & 2,216,613
Range (min, max)	0 to 5,965,927	0 to 6,966,996	0 to 7,466,669
Medium Utilities	2010	2011	2012
Brantford Power Inc.			856,900
Halton Hills Hydro Inc.	686,085	696,238	724,010
Haldimand County Hydro Inc.	440,212	438,474	566,003
Westario Power Inc.	423,386		416,193
Woodstock Hydro Services Inc.	327,779	323,727	376,721
Lakeland Power Distribution Ltd	323,303	324,244	324,582
Lakefront Utilities Inc.		270,647	281,003
Festival Hydro Inc.	249,522	270,167	268,834
St. Thomas Energy Inc.	331,127	252,529	263,388
Orangeville Hydro Limited	199,070	200,579	222,957
Grimsby Power Incorporated		178,203	192,703
Count	8	9	11
Average	372,560.5	328,312.0	408,481.3
Median	329,453	270,647	324,582
1st & 3rd quartiles	304,858 & 427,593	252,529 & 324,244	266,111 & 491,098
Range (min, max)	199,070 to 686,085	178,203 to 696,238	192,703 to 856,900
Small Utilities	2010	2011	2012
Kenora Hydro Electric		143,569	93,767



S70 Labour Component of Billing and Collection Expenses

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	83,216	68,533	76,673
Count	1	2	2
Average	83,216.0	106,051.0	85,220.0
Median	83,216	106,051	85,220
1st & 3rd quartiles	83,216 & 83,216	87,292 & 124,810	80,946 & 89,493
Range (min, max)	83,216 to 83,216	68,533 to 143,569	76,673 to 93,767
Totals over Large, Medium and Small Utility Classes			
Count	19	20	22
Average	975,006.2	1,051,780.8	1,046,329.0
Median	440,212	381,359	484,519
1st & 3rd quartiles	286,413 & 967,947	239,542 & 1,174,403	264,749 & 823,678
Range (min, max)	0 to 5,965,927	0 to 6,966,996	0 to 7,466,669

Notes:



S71 Total Administration Expense

Large Utilities	2010	2011	2012
PowerStream Inc.	25,269,134	27,758,751	37,152,348
Hydro Ottawa Limited	23,513,764	23,386,665	29,683,125
EnWin Utilities Ltd.	16,490,654	17,285,482	18,375,808
Horizon Utilities Corporation	12,226,585	13,148,552	14,466,571
London Hydro Inc.	11,340,254		12,024,513
Veridian Connections Inc.	8,424,676	8,174,433	9,730,492
Hydro One Brampton Networks	7,371,778	6,971,843	7,376,733
Cambridge and North Dumfries	5,060,402	5,454,838	5,494,299
Burlington Hydro Inc.	5,281,453	5,282,246	5,454,934
Oakville Hydro Electricity	2,860,661	4,744,456	4,461,324
Kitchener-Wilmot Hydro Inc.	2,464,329	2,444,036	2,912,247
Whitby Hydro Electric	3,200,805	2,844,634	2,839,986
Entegrus Powerlines Inc.	2,165,814	2,650,913	2,816,846
Waterloo North Hydro Inc.	2,720,700	2,490,345	2,297,878
Count	14	13	14
Average	9,170,786.4	9,433,630.3	11,077,650.3
Median	6,326,615	5,454,838	6,435,516
1st & 3rd quartiles	2,945,697 & 12,005,002	2,844,634 & 13,148,552	3,299,516 & 13,856,057
Range (min, max)	2,165,814 to 25,269,134	2,444,036 to 27,758,751	2,297,878 to 37,152,348
Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	1,285,684	1,785,161	2,640,531
Brantford Power Inc.			2,538,962
Haldimand County Hydro Inc.	1,832,252	2,029,381	2,037,455
Halton Hills Hydro Inc.	2,100,975	2,697,590	2,036,641
Westario Power Inc.	1,620,844		1,844,633
Peterborough Distribution Inc.	1,607,059	1,578,908	1,805,130
Woodstock Hydro Services Inc.	1,606,567	1,826,399	1,667,020
Festival Hydro Inc.	1,660,077	1,475,652	1,619,629
Lakeland Power Distribution Ltd	1,367,585	1,190,266	1,446,495
Orangeville Hydro Limited	1,280,256	1,332,083	1,407,416
Grimsby Power Incorporated		901,926	1,279,082
Lakefront Utilities Inc.		1,060,391	1,008,980



S71 Total Administration Expense

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		1,595,699.9	1,587,775.7	1,777,664.5
Median		1,607,059	1,527,280	1,736,075
1st & 3rd quartiles		1,367,585 & 1,660,077	1,225,720 & 1,816,089	1,436,725 & 2,036,845
Range (min, max)		1,280,256 to 2,100,975	901,926 to 2,697,590	1,008,980 to 2,640,531
Small Utilities		2010	2011	2012
Kenora Hydro Electric			830,770	739,689
Sioux Lookout Hydro Inc.		253,119	317,411	344,895
Count		1	2	2
Average		253,119.0	574,090.5	542,292.0
Median		253,119	574,090	542,292
1st & 3rd quartiles		253,119 & 253,119	445,751 & 702,430	443,593 & 640,990
Range (min, max)		253,119 to 253,119	317,411 to 830,770	344,895 to 739,689
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		5,958,559.5	5,586,525.3	6,339,416.5
Median		2,592,514	2,490,345	2,589,746
1st & 3rd quartiles		1,617,398 & 7,635,002	1,475,652 & 5,454,838	1,655,172 & 5,964,907
Range (min, max)		253,119 to 25,269,134	317,411 to 27,758,751	344,895 to 37,152,348

Notes:



S72 Labour Component of Administration Expense

Large Utilities	2010	2011	2012
PowerStream Inc.	11,690,537	12,561,480	20,669,833
Hydro Ottawa Limited	10,870,991	11,407,533	13,880,899
EnWin Utilities Ltd.	9,578,769	10,438,450	10,631,656
Horizon Utilities Corporation	5,533,358	6,146,447	5,606,929
Veridian Connections Inc.	2,865,764	2,905,600	3,439,460
Cambridge and North Dumfries	2,473,840	2,611,671	3,407,860
Oakville Hydro Electricity	2,182,878	3,219,342	3,383,770
Hydro One Brampton Networks	2,655,721	2,483,591	2,615,249
Burlington Hydro Inc.	1,860,402	2,123,029	2,246,118
Waterloo North Hydro Inc.	1,540,987	1,576,313	1,477,740
Entegrus Powerlines Inc.	0		0
Kitchener-Wilmot Hydro Inc.	0		
Count	12	10	11
Average	4,271,103.9	5,547,345.6	6,123,592.2
Median	2,564,780	3,062,471	3,407,860
1st & 3rd quartiles	1,780,548 & 6,544,711	2,515,611 & 9,365,449	2,430,683 & 8,119,293
Range (min, max)	0 to 11,690,537	1,576,313 to 12,561,480	0 to 20,669,833
Medium Utilities	2010	2011	2012
Brantford Power Inc.			1,478,600
Halton Hills Hydro Inc.	1,389,659	954,054	982,265
Westario Power Inc.	670,161		940,065
Woodstock Hydro Services Inc.	718,585	749,184	824,318
Haldimand County Hydro Inc.	700,615	776,892	820,619
Festival Hydro Inc.	667,189	688,064	701,043
Orangeville Hydro Limited	558,930	598,154	637,126
St. Thomas Energy Inc.	663,838	327,530	617,809
Lakefront Utilities Inc.		548,635	584,992
Grimsby Power Incorporated		409,637	547,025
Lakeland Power Distribution Ltd	99,481	47,924	67,250
Count	8	9	11
Average	683,557.3	566,674.9	745,555.6
Median	668,675	598,154	701,043
1st & 3rd quartiles	637,611 & 705,107	409,637 & 749,184	601,400 & 882,192
Range (min, max)	99,481 to 1,389,659	47,924 to 954,054	67,250 to 1,478,600



S72 Labour Component of Administration Expense

Small Utilities	2010	2011	2012
Kenora Hydro Electric		525,520	399,797
Sioux Lookout Hydro Inc.	96,691	112,522	112,561
Count	1	2	2
Average	96,691.0	319,021.0	256,179.0
Median	96,691	319,021	256,179
1st & 3rd quartiles	96,691 & 96,691	215,772 & 422,271	184,370 & 327,988
Range (min, max)	96,691 to 96,691	112,522 to 525,520	112,561 to 399,797
Totals over Large, Medium and Small Utility Classes			
Count	21	21	24
Average	2,705,637.9	2,914,836.8	3,169,707.7
Median	1,389,659	954,054	961,165
1st & 3rd quartiles	663,838 & 2,655,721	548,635 & 2,905,600	609,605 & 3,389,793
Range (min, max)	0 to 11,690,537	47,924 to 12,561,480	0 to 20,669,833

Notes:



S73 Expenses - Financial

Large Utilities	2010	2011	2012
PowerStream Inc.	22,014,000	22,776,000	23,694,000
Hydro Ottawa Limited	15,785,223	17,270,574	16,472,828
Hydro One Brampton Networks	9,671,060	10,197,371	10,884,602
Horizon Utilities Corporation	9,423,229	10,962,000	9,132,861
Veridian Connections Inc.	5,389,818	5,419,664	6,560,964
Kitchener-Wilmot Hydro Inc.	5,092,946	5,256,761	5,834,702
Oakville Hydro Electricity	5,426,179	6,008,618	5,693,552
London Hydro Inc.	4,731,003		4,820,127
Waterloo North Hydro Inc.	2,923,580	2,603,591	3,817,021
Burlington Hydro Inc.	3,425,562	3,457,159	3,525,622
EnWin Utilities Ltd.	3,981,428	4,179,753	3,480,445
Entegrus Powerlines Inc.	1,727,477	2,357,635	2,372,525
Whitby Hydro Electric	2,119,128	2,193,489	2,338,045
Cambridge and North Dumfries	1,910,786	2,113,510	2,058,654
Count	14	13	14
Average	6,687,244.2	7,292,009.6	7,191,853.4
Median	4,911,975	5,256,761	5,256,840
1st & 3rd quartiles	3,049,075 & 8,423,966	2,603,591 & 10,197,371	3,491,740 & 8,489,887
Range (min, max)	1,727,477 to 22,014,000	2,113,510 to 22,776,000	2,058,654 to 23,694,000
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	2,440,831	2,249,978	2,582,850
Brantford Power Inc.			2,280,183
Festival Hydro Inc.	1,218,158	1,305,015	1,285,666
Halton Hills Hydro Inc.	1,014,380	1,164,327	1,111,528
St. Thomas Energy Inc.	848,193	890,441	1,002,483
Westario Power Inc.	976,797		938,647
Woodstock Hydro Services Inc.	689,793	817,663	918,317
Lakefront Utilities Inc.		596,017	615,760
Haldimand County Hydro Inc.	563,732	485,501	535,593
Grimsby Power Incorporated		371,054	399,551
Orangeville Hydro Limited	411,625	428,212	357,022
Lakeland Power Distribution Ltd	209,252	266,615	315,197



S73 Expenses - Financial

Medium Utilities		2010	2011	2012
Count	9		10	12
Average	930,306.8		857,482.3	1,028,566.4
Median	848,193		706,840	928,482
1st & 3rd quartiles	563,732 & 1,014,380		442,534 & 1,095,856	501,583 & 1,155,063
Range (min, max)	209,252 to 2,440,831		266,615 to 2,249,978	315,197 to 2,582,850
Small Utilities		2010	2011	2012
Kenora Hydro Electric			133,100	133,584
Sioux Lookout Hydro Inc.		55,556	92,818	85,577
Count	1		2	2
Average	55,556.0		112,959.0	109,580.5
Median	55,556		112,959	109,581
1st & 3rd quartiles	55,556 & 55,556		102,888 & 123,029	97,579 & 121,582
Range (min, max)	55,556 to 55,556		92,818 to 133,100	85,577 to 133,584
Totals over Large, Medium and Small Utility Classes				
Count	24		25	28
Average	4,252,072.3		4,143,874.6	4,044,568.1
Median	2,279,979		2,193,489	2,309,114
1st & 3rd quartiles	944,646 & 5,167,164		596,017 & 5,256,761	842,678 & 5,038,483
Range (min, max)	55,556 to 22,014,000		92,818 to 22,776,000	85,577 to 23,694,000

Notes:



\$47 Net Income

Large Utilities	2010	2011	2012
PowerStream Inc.	26,467,000	30,304,000	29,831,000
Hydro Ottawa Limited	26,371,035	22,331,413	26,891,014
Horizon Utilities Corporation	11,835,432	14,569,699	24,349,795
Hydro One Brampton Networks	13,147,843	15,609,555	16,171,178
Veridian Connections Inc.	8,040,528	7,257,905	10,084,909
Kitchener-Wilmot Hydro Inc.	7,768,024	8,138,250	8,679,974
London Hydro Inc.	6,049,573		8,551,320
Waterloo North Hydro Inc.	5,380,632	7,515,402	6,775,723
EnWin Utilities Ltd.	11,282,201	9,620,767	6,566,707
Burlington Hydro Inc.	4,711,595	5,217,330	6,410,383
Cambridge and North Dumfries	5,124,958	4,714,610	5,242,748
Oakville Hydro Electricity	4,654,857	4,946,417	4,423,739
Whitby Hydro Electric	2,368,596	4,027,675	3,408,764
Entegrus Powerlines Inc.	2,290,387	3,263,894	2,286,388
Count	14	13	14
Average	9,678,047.2	10,578,224.4	11,405,260.1
Median	6,908,798	7,515,402	7,663,522
1st & 3rd quartiles	4,814,936 & 11,697,124	4,946,417 & 14,569,699	5,534,657 & 14,649,611
Range (min, max)	2,290,387 to 26,467,000	3,263,894 to 30,304,000	2,286,388 to 29,831,000
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	1,882,039	1,976,786	2,490,960
Festival Hydro Inc.	1,607,009	2,025,499	2,108,565
Haldimand County Hydro Inc.	2,788,409	2,378,682	1,981,746
Westario Power Inc.	1,818,182		1,704,031
Orangeville Hydro Limited	773,875	654,969	1,546,005
Peterborough Distribution Inc.	2,505,129	1,830,423	1,541,052
Woodstock Hydro Services Inc.	244,544	-169,088	1,475,881
Lakefront Utilities Inc.		473,572	1,417,142
Brantford Power Inc.			1,347,064
Lakeland Power Distribution Ltd	788,080	686,469	996,029
Grimsby Power Incorporated		354,998	853,380
St. Thomas Energy Inc.	535,485	664,789	47,248



\$47 Net Income

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		1,438,083.6	1,087,709.9	1,459,091.9
Median		1,607,009	675,629	1,508,467
1st & 3rd quartiles		773,875 & 1,882,039	518,921 & 1,940,195	1,259,305 & 1,773,460
Range (min, max)		244,544 to 2,788,409	-169,088 to 2,378,682	47,248 to 2,490,960
Small Utilities		2010	2011	2012
Kenora Hydro Electric			67,680	316,415
Sioux Lookout Hydro Inc.		296,900	308,168	241,513
Count		1	2	2
Average		296,900.0	187,924.0	278,964.0
Median		296,900	187,924	278,964
1st & 3rd quartiles		296,900 & 296,900	127,802 & 248,046	260,238 & 297,689
Range (min, max)		296,900 to 296,900	67,680 to 308,168	241,513 to 316,415
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		6,197,179.7	5,950,794.6	6,347,881.2
Median		3,721,633	3,263,894	2,388,674
1st & 3rd quartiles		1,765,389 & 7,836,150	664,789 & 7,515,402	1,461,197 & 7,219,622
Range (min, max)		244,544 to 26,467,000	-169,088 to 30,304,000	47,248 to 29,831,000

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	100,723,465	93,862,883	88,064,405
PowerStream Inc.	105,324,000	105,474,000	85,100,000
Horizon Utilities Corporation	51,999,523	58,195,484	58,475,907
Hydro One Brampton Networks	45,071,541	40,348,660	42,098,437
London Hydro Inc.	32,431,179		34,559,197
Kitchener-Wilmot Hydro Inc.	24,877,233	25,883,741	25,847,838
Veridian Connections Inc.	30,310,166	28,236,628	24,683,715
Oakville Hydro Electricity	21,669,083	20,975,719	24,055,257
Waterloo North Hydro Inc.	16,904,809	19,618,391	23,360,578
EnWin Utilities Ltd.	30,267,089	28,852,603	21,630,150
Burlington Hydro Inc.	16,769,903	16,803,030	18,667,605
Whitby Hydro Electric	10,550,740	12,156,635	11,489,125
Entegrus Powerlines Inc.	8,771,438	10,415,902	10,210,497
Cambridge and North Dumfries	14,611,578	14,434,120	7,680,000
Count	14	13	14
Average	36,448,696.2	36,558,292.0	33,994,479.4
Median	27,572,161	25,883,741	24,369,486
1st & 3rd quartiles	16,803,629 & 41,911,450	16,803,030 & 40,348,660	19,408,241 & 40,213,627
Range (min, max)	8,771,438 to 105,324,000	10,415,902 to 105,474,000	7,680,000 to 88,064,405
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	9,448,072	8,688,615	10,995,807
Brantford Power Inc.			7,924,407
Festival Hydro Inc.	6,199,302	6,481,045	7,163,313
Haldimand County Hydro Inc.	7,390,431	6,797,189	7,140,459
Halton Hills Hydro Inc.	5,846,907	5,771,664	5,695,644
Westario Power Inc.	4,953,303		4,951,455
Woodstock Hydro Services Inc.	3,428,452	2,773,317	4,028,309
Lakefront Utilities Inc.		2,185,772	3,281,761
Orangeville Hydro Limited	2,525,795	2,398,242	3,217,069
Lakeland Power Distribution Ltd	2,015,682	2,127,219	2,880,944
St. Thomas Energy Inc.	3,246,491	3,334,285	2,800,873
Grimsby Power Incorporated		1,650,095	2,183,546



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

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		5,006,048.3	4,220,744.3	5,188,632.3
Median		4,953,303	3,053,801	4,489,882
1st & 3rd quartiles		3,246,491 & 6,199,302	2,238,890 & 6,303,700	3,133,038 & 7,146,173
Range (min, max)		2,015,682 to 9,448,072	1,650,095 to 8,688,615	2,183,546 to 10,995,807
Small Utilities		2010	2011	2012
Kenora Hydro Electric			839,933	1,016,898
Sioux Lookout Hydro Inc.		700,351	715,086	694,204
Count		1	2	2
Average		700,351.0	777,509.5	855,551.0
Median		700,351	777,510	855,551
1st & 3rd quartiles		700,351 & 700,351	746,298 & 808,721	774,878 & 936,225
Range (min, max)		700,351 to 700,351	715,086 to 839,933	694,204 to 1,016,898
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		23,168,188.9	20,760,810.3	19,282,050.0
Median		12,581,159	10,415,902	9,067,452
1st & 3rd quartiles		5,623,506 & 30,277,858	2,773,317 & 25,883,741	3,841,672 & 24,212,372
Range (min, max)		700,351 to 105,324,000	715,086 to 105,474,000	694,204 to 88,064,405

Notes:



S213 EBIT (Earnings Before Interest and Taxes)

Large Utilities	2010	2011	2012
PowerStream Inc.	59,069,000	59,347,000	53,400,000
Hydro Ottawa Limited	57,526,765	49,643,552	51,793,346
Horizon Utilities Corporation	27,402,839	31,806,072	40,106,744
Hydro One Brampton Networks	27,432,666	28,847,844	29,668,331
Kitchener-Wilmot Hydro Inc.	15,078,599	15,769,420	16,185,869
Veridian Connections Inc.	16,679,608	14,715,265	15,926,088
EnWin Utilities Ltd.	18,017,133	15,991,662	14,644,374
London Hydro Inc.	16,481,082		14,507,930
Cambridge and North Dumfries	8,465,686	8,286,120	12,454,000
Waterloo North Hydro Inc.	9,572,788	11,408,686	12,228,741
Burlington Hydro Inc.	9,643,306	9,930,264	11,486,751
Oakville Hydro Electricity	11,672,212	10,756,195	10,703,530
Whitby Hydro Electric	6,993,225	7,279,321	6,468,141
Entegrus Powerlines Inc.	5,105,310	6,031,950	5,691,772
Count	14	13	14
Average	20,652,872.8	20,754,873.2	21,090,401.2
Median	15,779,841	14,715,265	14,576,152
1st & 3rd quartiles	9,590,418 & 25,056,413	9,930,264 & 28,847,844	11,672,249 & 26,297,716
Range (min, max)	5,105,310 to 59,069,000	6,031,950 to 59,347,000	5,691,772 to 53,400,000
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	6,122,904	5,264,154	5,301,835
Festival Hydro Inc.	3,594,127	3,982,418	4,024,231
Halton Hills Hydro Inc.	3,454,434	3,584,717	4,010,707
Brantford Power Inc.			4,007,679
Haldimand County Hydro Inc.	4,561,965	3,822,999	3,204,183
Woodstock Hydro Services Inc.	1,570,798	611,575	2,669,198
Westario Power Inc.	4,292,418		2,640,005
Lakefront Utilities Inc.		1,259,589	2,556,089
Orangeville Hydro Limited	1,470,698	1,296,674	2,245,725
Grimsby Power Incorporated		697,427	1,596,751
Lakeland Power Distribution Ltd	1,050,179	1,093,632	1,549,702
St. Thomas Energy Inc.	1,905,607	1,947,949	1,251,625



S213 EBIT (Earnings Before Interest and Taxes)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3,113,681.1	2,356,113.4	2,921,477.5
Median	3,454,434	1,622,311	2,654,602
1st & 3rd quartiles	1,570,798 & 4,292,418	1,135,121 & 3,763,429	2,083,482 & 4,008,436
Range (min, max)	1,050,179 to 6,122,904	611,575 to 5,264,154	1,251,625 to 5,301,835
Small Utilities	2010	2011	2012
Kenora Hydro Electric		214,411	458,581
Sioux Lookout Hydro Inc.	419,745	437,246	376,517
Count	1	2	2
Average	419,745.0	325,828.5	417,549.0
Median	419,745	325,828	417,549
1st & 3rd quartiles	419,745 & 419,745	270,120 & 381,537	397,033 & 438,065
Range (min, max)	419,745 to 419,745	214,411 to 437,246	376,517 to 458,581
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	13,232,628.9	11,761,045.7	11,827,087.3
Median	7,729,456	6,031,950	5,496,804
1st & 3rd quartiles	3,559,204 & 16,530,714	1,296,674 & 14,715,265	2,619,026 & 14,542,041
Range (min, max)	419,745 to 59,069,000	214,411 to 59,347,000	376,517 to 53,400,000

Notes:



S49 Long Term Debt Service for the Year

Large Utilities	2010	2011	2012
PowerStream Inc.	21,457,000	21,506,000	18,692,000
Hydro Ottawa Limited	16,319,000	17,213,773	17,379,473
Hydro One Brampton Networks	9,938,500	10,172,895	11,445,974
Horizon Utilities Corporation	8,998,860	10,076,000	8,555,342
London Hydro Inc.	5,303,714		7,099,413
Veridian Connections Inc.	5,389,818	5,419,664	6,560,964
Kitchener-Wilmot Hydro Inc.	5,220,150	5,844,131	4,878,574
Oakville Hydro Electricity	4,076,750	3,988,421	4,208,104
Burlington Hydro Inc.	0	3,681,564	3,790,526
Waterloo North Hydro Inc.	2,578,784	2,753,459	3,340,889
EnWin Utilities Ltd.	3,215,060	3,225,000	2,339,096
Entegrus Powerlines Inc.	1,673,275	2,263,578	2,253,036
Whitby Hydro Electric	2,000,000	2,018,227	2,194,283
Cambridge and North Dumfries	1,887,546	1,887,546	1,887,546
Count	14	13	14
Average	6,289,889.8	6,926,942.9	6,758,944.3
Median	4,648,450	3,988,421	4,543,339
1st & 3rd quartiles	2,144,696 & 8,096,600	2,753,459 & 10,076,000	2,589,544 & 8,191,360
Range (min, max)	0 to 21,457,000	1,887,546 to 21,506,000	1,887,546 to 18,692,000
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	2,950,168	2,960,976	2,963,822
Brantford Power Inc.			2,774,086
Westario Power Inc.	1,225,212		1,460,901
Haldimand County Hydro Inc.	8,355,127	1,586,653	1,433,416
Festival Hydro Inc.	1,186,307	1,235,627	1,433,169
Halton Hills Hydro Inc.	1,008,873	1,239,975	1,105,637
Woodstock Hydro Services Inc.	646,822	775,968	1,026,131
Orangeville Hydro Limited	674,989	723,111	737,625
St. Thomas Energy Inc.	796,443	837,763	727,407
Lakefront Utilities Inc.		569,554	577,853
Grimsby Power Incorporated		578,592	438,727
Lakeland Power Distribution Ltd	179,750	179,839	165,818



S49 Long Term Debt Service for the Year

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,891,521.2	1,068,805.8	1,237,049.3
Median	1,008,873	806,865	1,065,884
1st & 3rd quartiles	674,989 & 1,225,212	614,722 & 1,238,888	690,019 & 1,440,287
Range (min, max)	179,750 to 8,355,127	179,839 to 2,960,976	165,818 to 2,963,822
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	325,705	319,740	307,866
Kenora Hydro Electric		117,464	118,679
Count	1	2	2
Average	325,705.0	218,602.0	213,272.5
Median	325,705	218,602	213,272
1st & 3rd quartiles	325,705 & 325,705	168,033 & 269,171	165,976 & 260,569
Range (min, max)	325,705 to 325,705	117,464 to 319,740	118,679 to 307,866
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	4,391,993.9	4,047,020.8	3,924,869.9
Median	2,289,392	2,018,227	2,223,659
1st & 3rd quartiles	955,765 & 5,325,240	775,968 & 3,988,421	954,004 & 4,375,722
Range (min, max)	0 to 21,457,000	117,464 to 21,506,000	118,679 to 18,692,000

Notes:



\$50 Total Debt

Large Utilities	2010	2011	2012
PowerStream Inc.	414,701,000	426,606,000	457,400,000
Hydro Ottawa Limited	312,185,000	327,185,000	354,185,000
Horizon Utilities Corporation	156,000,000	156,000,000	190,820,000
Hydro One Brampton Networks	143,000,000	163,000,000	183,000,000
Veridian Connections Inc.	97,837,000	117,890,748	124,985,014
Oakville Hydro Electricity	80,504,878	80,230,818	101,941,819
London Hydro Inc.	92,954,000		85,346,000
Kitchener-Wilmot Hydro Inc.	86,556,281	85,710,758	84,844,105
Waterloo North Hydro Inc.	46,513,211	68,696,887	83,804,420
EnWin Utilities Ltd.	65,000,000	65,000,000	66,000,000
Burlington Hydro Inc.	55,378,608	57,522,585	63,028,799
Cambridge and North Dumfries	38,019,703	38,019,703	38,019,703
Entegrus Powerlines Inc.	31,273,326	37,073,326	37,073,326
Whitby Hydro Electric	28,337,942	33,937,942	33,537,942
Count	14	13	14
Average	117,732,924.9	127,451,828.2	135,999,009.1
Median	83,530,580	80,230,818	85,095,053
1st & 3rd quartiles	48,729,560 & 131,709,250	57,522,585 & 156,000,000	63,771,599 & 168,496,254
Range (min, max)	28,337,942 to 414,701,000	33,937,942 to 426,606,000	33,537,942 to 457,400,000
Medium Utilities	2010	2011	2012
Brantford Power Inc.			45,170,509
Peterborough Distribution Inc.	61,463,527	49,648,568	36,996,753
Festival Hydro Inc.	18,861,079	19,140,277	25,568,710
Westario Power Inc.	16,042,656		23,760,918
Halton Hills Hydro Inc.	28,918,089	20,066,322	19,601,570
Woodstock Hydro Services Inc.	12,741,862	15,153,654	16,609,072
Haldimand County Hydro Inc.	9,959,099	11,936,339	14,508,746
St. Thomas Energy Inc.	10,964,426	11,214,426	11,214,426
Orangeville Hydro Limited	7,764,715	7,445,276	9,588,691
Grimsby Power Incorporated		10,714,833	8,722,786
Lakeland Power Distribution Ltd	4,127,500	4,826,369	6,444,801
Lakefront Utilities Inc.		3,547,658	3,547,658



\$50 Total Debt

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		18,982,550.3	15,369,372.2	18,477,886.7
Median		12,741,862	11,575,383	15,558,909
1st & 3rd quartiles		9,959,099 & 18,861,079	8,262,665 & 18,143,621	9,372,215 & 24,212,866
Range (min, max)		4,127,500 to 61,463,527	3,547,658 to 49,648,568	3,547,658 to 45,170,509
Small Utilities		2010	2011	2012
Kenora Hydro Electric			4,569,278	4,569,278
Sioux Lookout Hydro Inc.		4,816,271	4,810,267	4,555,722
Count		1	2	2
Average		4,816,271.0	4,689,772.5	4,562,500.0
Median		4,816,271	4,689,773	4,562,500
1st & 3rd quartiles		4,816,271 & 4,816,271	4,629,525 & 4,750,020	4,559,111 & 4,565,889
Range (min, max)		4,816,271 to 4,816,271	4,569,278 to 4,810,267	4,555,722 to 4,569,278
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		75,996,673.9	72,797,881.4	76,244,491.7
Median		42,266,457	37,073,326	37,035,040
1st & 3rd quartiles		15,217,458 & 88,155,711	11,214,426 & 80,230,818	13,685,166 & 84,969,579
Range (min, max)		4,127,500 to 414,701,000	3,547,658 to 426,606,000	3,547,658 to 457,400,000

Notes:



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

Large Utilities	2010	2011	2012
PowerStream Inc.	215,000,000	215,000,000	275,000,000
Hydro One Brampton Networks			183,000,000
EnWin Utilities Ltd.	50,000,000	50,000,000	51,000,000
Waterloo North Hydro Inc.	13,000,000	35,183,675	50,291,209
Veridian Connections Inc.	11,927,919	36,276,215	46,941,183
Cambridge and North Dumfries	35,000,000	35,000,000	35,000,000
Oakville Hydro Electricity			21,936,498
London Hydro Inc.	22,954,000		15,346,000
Burlington Hydro Inc.	7,500,000	9,643,977	15,150,191
Kitchener-Wilmot Hydro Inc.	9,594,139	8,748,616	7,881,963
Horizon Utilities Corporation			820,000
Entegrus Powerlines Inc.			0
Hydro Ottawa Limited	312,185,000	327,185,000	0
Whitby Hydro Electric		5,600,000	
Count	9	9	13
Average	75,240,117.6	80,293,053.7	54,028,234.2
Median	22,954,000	35,183,675	21,936,498
1st & 3rd quartiles	11,927,919 & 50,000,000	9,643,977 & 50,000,000	7,881,963 & 50,291,209
Range (min, max)	7,500,000 to 312,185,000	5,600,000 to 327,185,000	0 to 275,000,000
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	38,305,847	27,990,888	31,839,073
Brantford Power Inc.			20,981,341
Westario Power Inc.	10,782,196		18,500,458
Woodstock Hydro Services Inc.	12,741,862	15,153,654	16,609,072
Haldimand County Hydro Inc.	9,959,099	11,936,339	14,508,746
Festival Hydro Inc.	3,261,079	3,233,036	9,968,710
Orangeville Hydro Limited	7,764,715	7,445,276	9,588,691
Lakeland Power Distribution Ltd	4,127,500	4,826,369	6,444,801
Lakefront Utilities Inc.		3,547,658	3,547,658
St. Thomas Energy Inc.	3,250,000	3,500,000	3,500,000
Halton Hills Hydro Inc.	12,776,119	3,924,352	3,459,600
Grimsby Power Incorporated		4,932,086	2,940,040



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

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		11,440,935.2	8,648,965.8	11,824,015.8
Median		9,959,099	4,879,228	9,778,701
1st & 3rd quartiles		4,127,500 & 12,741,862	3,641,832 & 10,813,573	3,535,744 & 17,081,919
Range (min, max)		3,250,000 to 38,305,847	3,233,036 to 27,990,888	2,940,040 to 31,839,073
Small Utilities		2010	2011	2012
Sioux Lookout Hydro Inc.		4,603,315	4,560,267	4,350,722
Kenora Hydro Electric			1,500,000	1,500,000
Count		1	2	2
Average		4,603,315.0	3,030,133.5	2,925,361.0
Median		4,603,315	3,030,134	2,925,361
1st & 3rd quartiles		4,603,315 & 4,603,315	2,265,067 & 3,795,201	2,212,680 & 3,638,041
Range (min, max)		4,603,315 to 4,603,315	1,500,000 to 4,560,267	1,500,000 to 4,350,722
Totals over Large, Medium and Small Utility Classes				
Count		19	21	27
Average		41,301,725.8	38,818,448.0	31,485,405.8
Median		11,927,919	8,748,616	14,508,746
1st & 3rd quartiles		7,632,358 & 28,977,000	4,560,267 & 35,000,000	3,523,829 & 26,887,786
Range (min, max)		3,250,000 to 312,185,000	1,500,000 to 327,185,000	0 to 275,000,000

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	0	0	354,185,000
Horizon Utilities Corporation	156,000,000	156,000,000	190,000,000
PowerStream Inc.	182,430,000	182,430,000	182,400,000
Oakville Hydro Electricity	80,504,878	80,230,818	80,005,321
Veridian Connections Inc.	85,909,081	82,683,982	78,043,831
Kitchener-Wilmot Hydro Inc.	76,962,142	76,962,142	76,962,142
London Hydro Inc.	70,000,000		70,000,000
Burlington Hydro Inc.	47,878,608	47,878,608	47,878,608
Entegrus Powerlines Inc.	31,273,326	37,073,326	37,073,326
Waterloo North Hydro Inc.	33,513,211	33,512,211	33,513,211
Whitby Hydro Electric	28,337,942	28,337,942	28,337,942
Cambridge and North Dumfries	3,019,703	3,019,703	3,019,703
EnWin Utilities Ltd.	15,000,000	15,000,000	
Count	13	12	12
Average	62,371,453.2	61,927,394.3	98,451,590.3
Median	47,878,608	42,475,967	73,481,071
1st & 3rd quartiles	28,337,942 & 80,504,878	25,003,457 & 80,844,109	36,183,297 & 105,603,991
Range (min, max)	0 to 182,430,000	0 to 182,430,000	3,019,703 to 354,185,000
Medium Utilities	2010	2011	2012
Brantford Power Inc.			24,189,168
Halton Hills Hydro Inc.	16,141,970	16,141,970	16,141,970
Festival Hydro Inc.	15,600,000	15,600,000	15,600,000
St. Thomas Energy Inc.	7,714,426	7,714,426	7,714,426
Lakefront Utilities Inc.		7,000,000	7,000,000
Grimsby Power Incorporated		5,782,746	5,782,746
Westario Power Inc.	5,260,460		5,260,460
Peterborough Distribution Inc.	23,157,680	21,657,680	5,157,680
Orangeville Hydro Limited	0	0	0
Haldimand County Hydro Inc.	0		
Count	7	7	9
Average	9,696,362.3	10,556,688.9	9,649,605.6
Median	7,714,426	7,714,426	7,000,000
1st & 3rd quartiles	2,630,230 & 15,870,985	6,391,373 & 15,870,985	5,260,460 & 15,600,000
Range (min, max)	0 to 23,157,680	0 to 21,657,680	0 to 24,189,168



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

Small Utilities	2010	2011	2012
Kenora Hydro Electric		3,069,278	3,069,278
Sioux Lookout Hydro Inc.	212,956	250,000	205,000
Count	1	2	2
Average	212,956.0	1,659,639.0	1,637,139.0
Median	212,956	1,659,639	1,637,139
1st & 3rd quartiles	212,956 & 212,956	954,820 & 2,364,459	921,070 & 2,353,209
Range (min, max)	212,956 to 212,956	250,000 to 3,069,278	205,000 to 3,069,278
Totals over Large, Medium and Small Utility Classes			
Count	21	21	23
Average	41,853,161.1	39,064,039.6	55,284,339.7
Median	23,157,680	16,141,970	24,189,168
1st & 3rd quartiles	5,260,460 & 70,000,000	5,782,746 & 47,878,608	5,521,603 & 73,481,071
Range (min, max)	0 to 182,430,000	0 to 182,430,000	0 to 354,185,000

Notes:



S51 Long Term Debt

Large Utilities	2010	2011	2012
PowerStream Inc.	373,874,000	375,301,000	366,100,000
Hydro Ottawa Limited	312,185,000	327,185,000	327,185,000
Horizon Utilities Corporation	156,000,000	40,000,000	190,565,000
Hydro One Brampton Networks	143,000,000	163,000,000	183,000,000
Veridian Connections Inc.	82,406,000	106,986,674	116,871,450
Oakville Hydro Electricity	80,230,816	79,932,200	101,153,308
Kitchener-Wilmot Hydro Inc.	85,713,897	84,844,106	83,932,076
London Hydro Inc.	90,650,000		83,042,000
Burlington Hydro Inc.	47,878,608	57,028,799	62,517,277
EnWin Utilities Ltd.	50,000,000	50,000,000	51,000,000
Cambridge and North Dumfries	38,019,703	38,019,703	38,019,703
Entegrus Powerlines Inc.	31,273,326	37,073,326	37,073,326
Waterloo North Hydro Inc.	45,092,378	66,653,447	35,779,943
Whitby Hydro Electric	28,337,942	33,937,942	33,537,942
Count	14	13	14
Average	111,761,547.9	112,304,784.4	122,126,930.4
Median	81,318,408	66,653,447	83,487,038
1st & 3rd quartiles	45,788,936 & 129,912,500	40,000,000 & 106,986,674	41,264,777 & 166,467,863
Range (min, max)	28,337,942 to 373,874,000	33,937,942 to 375,301,000	33,537,942 to 366,100,000
Medium Utilities	2010	2011	2012
Brantford Power Inc.			44,179,375
Peterborough Distribution Inc.	38,668,527	37,853,568	36,996,753
Festival Hydro Inc.	17,931,833	18,833,036	24,462,409
Halton Hills Hydro Inc.	17,114,630	19,836,118	19,601,571
Woodstock Hydro Services Inc.	12,741,862	14,910,564	16,134,299
Westario Power Inc.	15,590,842		15,316,915
Haldimand County Hydro Inc.	9,959,099	10,947,837	13,209,144
St. Thomas Energy Inc.	10,214,426	11,214,426	11,214,426
Lakefront Utilities Inc.		10,547,658	10,547,658
Orangeville Hydro Limited	7,446,118	7,207,872	9,191,132
Grimsby Power Incorporated		7,839,796	7,420,225
Lakeland Power Distribution Ltd	3,487,500	3,487,500	3,487,500



S51 Long Term Debt

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		14,794,981.9	14,267,837.5	17,646,783.9
Median		12,741,862	11,081,132	14,263,030
1st & 3rd quartiles		9,959,099 & 17,114,630	8,516,761 & 17,852,418	10,208,526 & 20,816,781
Range (min, max)		3,487,500 to 38,668,527	3,487,500 to 37,853,568	3,487,500 to 44,179,375
Small Utilities		2010	2011	2012
Sioux Lookout Hydro Inc.		2,606,671	2,377,931	2,153,737
Kenora Hydro Electric			1,500,000	1,500,000
Count		1	2	2
Average		2,606,671.0	1,938,965.5	1,826,868.5
Median		2,606,671	1,938,965	1,826,869
1st & 3rd quartiles		2,606,671 & 2,606,671	1,719,483 & 2,158,448	1,663,434 & 1,990,303
Range (min, max)		2,606,671 to 2,606,671	1,500,000 to 2,377,931	1,500,000 to 2,153,737
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		70,850,965.8	64,260,740.1	68,756,863.2
Median		38,344,115	37,073,326	36,388,348
1st & 3rd quartiles		14,878,597 & 83,232,974	10,947,837 & 66,653,447	12,710,465 & 83,264,519
Range (min, max)		2,606,671 to 373,874,000	1,500,000 to 375,301,000	1,500,000 to 366,100,000

Notes:



S52 Interest on Long Term Debt

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	16,319,000	17,213,773	17,379,473
PowerStream Inc.	21,457,000	21,506,000	17,184,380
Hydro One Brampton Networks	9,938,500	10,172,895	11,445,974
Horizon Utilities Corporation	8,998,860	10,076,000	8,555,342
Veridian Connections Inc.	5,305,576	5,419,664	5,744,658
Oakville Hydro Electricity	5,078,272	5,083,554	5,281,852
Kitchener-Wilmot Hydro Inc.	4,814,290	4,974,341	4,878,574
London Hydro Inc.	4,727,714		4,795,413
Burlington Hydro Inc.	3,027,699	3,187,778	3,274,004
Waterloo North Hydro Inc.	2,396,661	2,186,182	2,814,945
EnWin Utilities Ltd.	3,215,060	3,225,000	2,339,096
Entegrus Powerlines Inc.	1,673,275	2,263,578	2,253,036
Whitby Hydro Electric	2,000,000	2,018,227	2,194,283
Cambridge and North Dumfries	1,736,772	1,736,772	1,736,772
Count	14	13	14
Average	6,477,762.8	6,851,058.8	6,419,843.0
Median	4,771,002	4,974,341	4,836,994
1st & 3rd quartiles	2,554,421 & 8,075,539	2,263,578 & 10,076,000	2,458,058 & 7,852,671
Range (min, max)	1,673,275 to 21,457,000	1,736,772 to 21,506,000	1,736,772 to 17,379,473
Medium Utilities	2010	2011	2012
Brantford Power Inc.			2,163,585
Peterborough Distribution Inc.	2,178,007	2,140,017	2,107,007
Festival Hydro Inc.	1,186,307	1,235,627	1,249,430
Halton Hills Hydro Inc.	1,008,873	1,037,651	957,507
Westario Power Inc.	863,106		838,098
Woodstock Hydro Services Inc.	646,822	687,760	783,042
St. Thomas Energy Inc.	796,443	727,407	727,407
Lakefront Utilities Inc.		507,500	507,500
Haldimand County Hydro Inc.	485,123	398,158	444,915
Grimsby Power Incorporated		471,925	344,453
Orangeville Hydro Limited	394,703	403,678	340,066
Lakeland Power Distribution Ltd	179,750	179,839	165,818



S52 Interest on Long Term Debt

Medium Utilities		2010	2011	2012
Count	9	10	12	
Average	859,903.8	778,956.2	885,735.7	
Median	796,443	597,630	755,224	
1st & 3rd quartiles	485,123 & 1,008,873	420,740 & 960,090	419,799 & 1,030,488	
Range (min, max)	179,750 to 2,178,007	179,839 to 2,140,017	165,818 to 2,163,585	
Small Utilities		2010	2011	2012
Kenora Hydro Electric			117,464	118,679
Sioux Lookout Hydro Inc.		55,556	92,818	85,577
Count	1	2	2	
Average	55,556.0	105,141.0	102,128.0	
Median	55,556	105,141	102,128	
1st & 3rd quartiles	55,556 & 55,556	98,979 & 111,302	93,853 & 110,404	
Range (min, max)	55,556 to 55,556	92,818 to 117,464	85,577 to 118,679	
Totals over Large, Medium and Small Utility Classes				
Count	24	25	28	
Average	4,103,473.7	3,882,544.3	3,596,817.4	
Median	2,089,004	2,018,227	2,135,296	
1st & 3rd quartiles	846,440 & 4,880,285	507,500 & 4,974,341	672,430 & 4,816,204	
Range (min, max)	55,556 to 21,457,000	92,818 to 21,506,000	85,577 to 17,379,473	

Notes:



S59 Amortization

(Depreciation of Fixed Assets Plus Amortization of Contributed Capital)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	43,237,135	44,268,218	36,271,058
PowerStream Inc.	46,255,000	46,127,000	31,586,000
London Hydro Inc.	15,950,097		20,051,267
Horizon Utilities Corporation	24,596,684	26,389,412	18,369,163
Hydro One Brampton Networks	17,638,874	11,500,816	12,430,106
Oakville Hydro Electricity	9,996,871	10,219,524	11,720,662
Waterloo North Hydro Inc.	7,326,948	8,209,705	10,914,957
Kitchener-Wilmot Hydro Inc.	9,798,634	10,114,321	9,661,969
Veridian Connections Inc.	13,630,558	13,521,363	8,757,627
Burlington Hydro Inc.	7,126,597	6,872,766	7,704,198
EnWin Utilities Ltd.	12,249,956	12,860,941	6,985,777
Entegrus Powerlines Inc.	4,128,269	4,814,710	5,091,449
Whitby Hydro Electric	4,484,854	4,757,776	4,908,477
Cambridge and North Dumfries	6,145,892	6,147,959	4,774,056
Count	14	13	14
Average	15,897,597.8	15,831,116.2	13,516,197.6
Median	11,123,414	10,219,524	10,288,463
1st & 3rd quartiles	7,176,685 & 17,216,680	6,872,766 & 13,521,363	7,165,382 & 16,884,399
Range (min, max)	4,128,269 to 46,255,000	4,757,776 to 46,127,000	4,774,056 to 36,271,058
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	3,325,168	3,424,461	6,282,352
Haldimand County Hydro Inc.	2,827,453	2,974,190	3,936,276
Brantford Power Inc.			3,916,728
Festival Hydro Inc.	2,605,175	2,498,627	3,139,082
Westario Power Inc.	1,855,324		2,311,450
Halton Hills Hydro Inc.	2,392,473	2,186,947	1,684,937
St. Thomas Energy Inc.	1,340,883	1,386,336	1,549,248
Lakeland Power Distribution Ltd	1,085,796	1,157,908	1,415,487
Woodstock Hydro Services Inc.	1,857,654	2,161,742	1,359,111
Orangeville Hydro Limited	1,055,344	1,095,592	971,344
Lakefront Utilities Inc.		926,183	725,672
Grimsby Power Incorporated		952,669	586,795



S59 Amortization

(Depreciation of Fixed Assets Plus Amortization of Contributed Capital)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2,038,363.3	1,876,465.5	2,323,206.8
Median	1,857,654	1,774,039	1,617,093
1st & 3rd quartiles	1,340,883 & 2,605,175	1,111,171 & 2,420,707	1,262,169 & 3,333,493
Range (min, max)	1,055,344 to 3,325,168	926,183 to 3,424,461	586,795 to 6,282,352
Small Utilities	2010	2011	2012
Kenora Hydro Electric		625,522	558,297
Sioux Lookout Hydro Inc.	344,552	304,303	230,426
Count	1	2	2
Average	344,552.0	464,912.5	394,361.5
Median	344,552	464,912	394,362
1st & 3rd quartiles	344,552 & 344,552	384,608 & 545,217	312,394 & 476,329
Range (min, max)	344,552 to 344,552	304,303 to 625,522	230,426 to 558,297
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	10,052,341.3	9,019,959.6	7,781,927.5
Median	5,315,373	4,757,776	4,841,266
1st & 3rd quartiles	2,258,768 & 12,595,107	1,386,336 & 10,219,524	1,515,808 & 9,975,216
Range (min, max)	344,552 to 46,255,000	304,303 to 46,127,000	230,426 to 36,271,058

Notes:



S75 Accounts Receivable - Electrical Energy at Year End

Large Utilities	2010	2011	2012
PowerStream Inc.	52,646,715	58,608,273	63,221,775
Hydro Ottawa Limited	61,194,794	53,158,929	57,369,758
Horizon Utilities Corporation	31,377,834	33,921,615	34,609,799
London Hydro Inc.	26,204,507		23,813,708
Veridian Connections Inc.	22,437,488	21,628,398	22,498,623
Hydro One Brampton Networks	18,208,703	19,566,692	21,935,576
EnWin Utilities Ltd.	15,687,184	15,188,053	16,686,572
Cambridge and North Dumfries	6,377,722	12,852,814	13,144,962
Waterloo North Hydro Inc.	9,846,167	10,360,734	12,420,386
Oakville Hydro Electricity	7,472,281	10,115,492	12,079,777
Kitchener-Wilmot Hydro Inc.	14,120,442	11,306,519	12,040,728
Burlington Hydro Inc.	11,250,362	10,592,348	10,183,738
Whitby Hydro Electric	6,363,317	5,514,064	6,449,983
Entegrus Powerlines Inc.	2,199,918	2,550,673	3,298,636
Count	14	13	14
Average	20,384,816.7	20,412,661.8	22,125,287.2
Median	14,903,813	12,852,814	14,915,767
1st & 3rd quartiles	8,065,753 & 25,262,752	10,360,734 & 21,628,398	12,050,490 & 23,484,937
Range (min, max)	2,199,918 to 61,194,794	2,550,673 to 58,608,273	3,298,636 to 63,221,775
Medium Utilities	2010	2011	2012
Brantford Power Inc.			7,880,224
Halton Hills Hydro Inc.	4,376,405	4,503,337	6,402,413
Peterborough Distribution Inc.	4,733,114	4,812,105	5,326,928
Haldimand County Hydro Inc.	2,558,801	2,784,341	3,916,680
Woodstock Hydro Services Inc.	4,037,410	3,252,190	3,502,846
Orangeville Hydro Limited	2,723,242	2,800,075	2,913,687
Westario Power Inc.	3,739,093		2,738,130
Lakeland Power Distribution Ltd	1,894,892	2,367,953	2,607,585
St. Thomas Energy Inc.	2,467,313	2,303,238	2,466,539
Lakefront Utilities Inc.		1,987,424	2,382,618
Festival Hydro Inc.	2,162,799	2,166,370	2,294,768
Grimsby Power Incorporated		629,854	704,421



S75 Accounts Receivable - Electrical Energy at Year End

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		3,188,118.8	2,760,688.7	3,594,736.6
Median		2,723,242	2,576,147	2,825,908
1st & 3rd quartiles		2,467,313 & 4,037,410	2,200,587 & 3,139,161	2,445,559 & 4,269,242
Range (min, max)		1,894,892 to 4,733,114	629,854 to 4,812,105	704,421 to 7,880,224
Small Utilities		2010	2011	2012
Kenora Hydro Electric			1,326,541	1,176,369
Sioux Lookout Hydro Inc.		783,208	682,613	682,839
Count		1	2	2
Average		783,208.0	1,004,577.0	929,604.0
Median		783,208	1,004,577	929,604
1st & 3rd quartiles		783,208 & 783,208	843,595 & 1,165,559	806,222 & 1,052,987
Range (min, max)		783,208 to 783,208	682,613 to 1,326,541	682,839 to 1,176,369
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		13,119,321.3	11,799,225.8	12,669,645.3
Median		6,370,519	4,812,105	6,426,198
1st & 3rd quartiles		2,682,132 & 16,317,564	2,367,953 & 12,852,814	2,705,493 & 14,030,364
Range (min, max)		783,208 to 61,194,794	629,854 to 58,608,273	682,839 to 63,221,775

Notes:



S76 Accounts Receivable - Unbilled Electrical Revenue at Year End

Large Utilities	2010	2011	2012
PowerStream Inc.	92,207,000	90,369,000	96,387,000
Hydro Ottawa Limited	82,221,401	93,686,000	89,935,000
Horizon Utilities Corporation	51,617,560	55,333,284	54,281,114
London Hydro Inc.	27,400,793		33,157,627
Hydro One Brampton Networks	31,026,672	30,933,489	30,992,710
Veridian Connections Inc.	31,016,602	28,546,629	28,055,484
Kitchener-Wilmot Hydro Inc.	19,649,500	23,380,400	22,473,800
Burlington Hydro Inc.	20,330,044	20,474,503	21,348,701
EnWin Utilities Ltd.	15,608,253	16,869,082	17,955,019
Oakville Hydro Electricity	16,858,662	19,074,823	16,737,977
Waterloo North Hydro Inc.	13,356,297	13,425,028	16,737,801
Cambridge and North Dumfries	11,723,044	10,015,819	12,911,215
Whitby Hydro Electric	10,958,930	10,877,603	10,894,857
Entegrus Powerlines Inc.	9,722,658	11,694,409	10,744,448
Count	14	13	14
Average	30,978,386.9	32,667,697.6	33,043,768.1
Median	19,989,772	20,474,503	21,911,251
1st & 3rd quartiles	13,919,286 & 31,024,155	13,425,028 & 30,933,489	16,737,845 & 32,616,398
Range (min, max)	9,722,658 to 92,207,000	10,015,819 to 93,686,000	10,744,448 to 96,387,000
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	8,333,000	8,238,000	9,143,000
Brantford Power Inc.			8,557,480
Festival Hydro Inc.	6,394,437	6,937,210	6,957,971
Haldimand County Hydro Inc.	5,259,993	5,422,772	5,589,542
Halton Hills Hydro Inc.	5,727,873	6,585,900	5,189,927
Westario Power Inc.	4,793,983		4,959,492
Woodstock Hydro Services Inc.	3,670,398	3,968,836	3,947,741
Lakefront Utilities Inc.		3,355,968	3,404,011
St. Thomas Energy Inc.	3,268,937	3,179,927	3,148,848
Orangeville Hydro Limited	2,747,324	2,494,566	2,514,278
Lakeland Power Distribution Ltd	2,355,046	2,262,157	2,384,301
Grimsby Power Incorporated		1,499,005	1,840,881



S76 Accounts Receivable - Unbilled Electrical Revenue at Year End

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		4,727,887.9	4,394,434.1	4,803,122.7
Median		4,793,983	3,662,402	4,453,617
1st & 3rd quartiles		3,268,937 & 5,727,873	2,665,906 & 6,295,118	2,990,206 & 5,931,649
Range (min, max)		2,355,046 to 8,333,000	1,499,005 to 8,238,000	1,840,881 to 9,143,000
Small Utilities		2010	2011	2012
Kenora Hydro Electric			1,361,598	1,320,293
Sioux Lookout Hydro Inc.		1,134,908	1,135,299	1,243,264
Count		1	2	2
Average		1,134,908.0	1,248,448.5	1,281,778.5
Median		1,134,908	1,248,448	1,281,779
1st & 3rd quartiles		1,134,908 & 1,134,908	1,191,873 & 1,305,023	1,262,521 & 1,301,036
Range (min, max)		1,134,908 to 1,134,908	1,135,299 to 1,361,598	1,243,264 to 1,320,293
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		19,890,971.5	18,844,852.3	18,671,920.8
Median		11,340,987	10,015,819	9,943,724
1st & 3rd quartiles		5,143,491 & 22,097,731	3,355,968 & 20,474,503	3,811,809 & 21,629,976
Range (min, max)		1,134,908 to 92,207,000	1,135,299 to 93,686,000	1,243,264 to 96,387,000

Notes:



S77 Actual Write-Offs - Total for All Accounts Written Off (do not include bad debt)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	2,076,904	2,161,438	2,437,699
Hydro Ottawa Limited	1,571,552	1,714,480	2,011,949
PowerStream Inc.	2,007,681	2,387,633	1,487,177
Veridian Connections Inc.	1,118,747	654,000	910,600
Hydro One Brampton Networks	882,850	682,538	802,262
EnWin Utilities Ltd.	-706,000	71,557	467,214
Oakville Hydro Electricity	179,224	198,068	296,541
Cambridge and North Dumfries	175,773	191,215	269,371
Whitby Hydro Electric	145,145	184,007	258,999
Kitchener-Wilmot Hydro Inc.	210,533	246,063	236,415
Burlington Hydro Inc.	271,444	243,248	234,913
Entegrus Powerlines Inc.	207,972	144,224	231,470
Waterloo North Hydro Inc.	100,751	125,894	89,723
Count	13	13	13
Average	634,044.3	692,643.5	748,794.8
Median	210,533	243,248	296,541
1st & 3rd quartiles	175,773 & 1,118,747	184,007 & 682,538	236,415 & 910,600
Range (min, max)	-706,000 to 2,076,904	71,557 to 2,387,633	89,723 to 2,437,699
Medium Utilities	2010	2011	2012
Brantford Power Inc.			228,336
Woodstock Hydro Services Inc.	115,019	136,035	133,700
St. Thomas Energy Inc.	51,550	113,679	129,563
Halton Hills Hydro Inc.	65,154	55,893	118,665
Peterborough Distribution Inc.	202,043	98,966	112,062
Haldimand County Hydro Inc.	59,581	56,414	77,053
Festival Hydro Inc.	84,940	75,882	73,487
Orangeville Hydro Limited	26,716	38,788	27,030
Westario Power Inc.	84,602		20,300
Grimsby Power Incorporated		6,500	18,003
Lakeland Power Distribution Ltd	24,904	25,975	0
Count	9	9	11
Average	79,389.9	67,570.2	85,290.8
Median	65,154	56,414	77,053
1st & 3rd quartiles	51,550 & 84,940	38,788 & 98,966	23,665 & 124,114
Range (min, max)	24,904 to 202,043	6,500 to 136,035	0 to 228,336



S77 Actual Write-Offs - Total for All Accounts Written Off (do not include bad debt)

Small Utilities	2010	2011	2012
Kenora Hydro Electric		17,607	40,224
Sioux Lookout Hydro Inc.	14,821	35,849	28,672
Count	1	2	2
Average	14,821.0	26,728.0	34,448.0
Median	14,821	26,728	34,448
1st & 3rd quartiles	14,821 & 14,821	22,168 & 31,289	31,560 & 37,336
Range (min, max)	14,821 to 14,821	17,607 to 35,849	28,672 to 40,224
Totals over Large, Medium and Small Utility Classes			
Count	23	24	26
Average	390,082.9	402,748.0	413,131.8
Median	145,145	130,964	181,018
1st & 3rd quartiles	62,368 & 240,989	56,284 & 243,952	74,379 & 289,749
Range (min, max)	-706,000 to 2,076,904	6,500 to 2,387,633	0 to 2,437,699

Notes:



S158 Bad Debt Expense Only (does not include write offs reported in S77)

Large Utilities	2010	2011	2012
PowerStream Inc.	1,910,962	2,094,767	1,572,021
Horizon Utilities Corporation	1,504,791	1,536,562	1,549,348
Hydro Ottawa Limited	1,240,035	1,176,400	1,432,802
Veridian Connections Inc.	1,072,354	237,247	941,497
Hydro One Brampton Networks	620,786	939,905	677,070
Waterloo North Hydro Inc.	89,416	96,037	525,006
Oakville Hydro Electricity	167,480	256,873	515,434
London Hydro Inc.	1,120,000		325,000
Cambridge and North Dumfries	119,180	148,915	242,161
Entegrus Powerlines Inc.	225,776	163,440	177,178
Burlington Hydro Inc.	214,304	219,869	156,771
Kitchener-Wilmot Hydro Inc.	-46,363	103,015	146,917
Whitby Hydro Electric	94,963	168,802	136,250
EnWin Utilities Ltd.	-272,472	523,574	-1,353
Count	14	13	14
Average	575,800.9	589,646.6	599,721.6
Median	220,040	237,247	420,217
1st & 3rd quartiles	101,017 & 1,108,089	163,440 & 939,905	161,873 & 875,390
Range (min, max)	-272,472 to 1,910,962	96,037 to 2,094,767	-1,353 to 1,572,021
Medium Utilities	2010	2011	2012
Brantford Power Inc.			163,887
Peterborough Distribution Inc.	165,760	155,097	162,459
Halton Hills Hydro Inc.	89,264	49,194	86,102
Westario Power Inc.	67,602		79,608
Woodstock Hydro Services Inc.	62,050	73,310	79,553
Haldimand County Hydro Inc.	39,405	57,029	63,473
Festival Hydro Inc.	74,628	55,000	57,800
Lakeland Power Distribution Ltd	36,733	27,837	31,623
Orangeville Hydro Limited	22,454	120,695	27,045
Lakefront Utilities Inc.		13,283	15,718
St. Thomas Energy Inc.	54,562	181,401	15,024
Grimsby Power Incorporated		4,350	10,208



S158 Bad Debt Expense Only (does not include write offs reported in S77)

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		68,050.9	73,719.6	66,041.7
Median		62,050	56,015	60,637
1st & 3rd quartiles		39,405 & 74,628	33,176 & 108,848	24,213 & 81,232
Range (min, max)		22,454 to 165,760	4,350 to 181,401	10,208 to 163,887
Small Utilities		2010	2011	2012
Sioux Lookout Hydro Inc.		22,877	9,996	20,094
Kenora Hydro Electric			5,875	-14,885
Count		1	2	2
Average		22,877.0	7,935.5	2,604.5
Median		22,877	7,936	2,605
1st & 3rd quartiles		22,877 & 22,877	6,906 & 8,966	-6,140 & 11,350
Range (min, max)		22,877 to 22,877	5,875 to 9,996	-14,885 to 20,094
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		362,356.1	336,738.9	328,350.4
Median		92,190	148,915	141,583
1st & 3rd quartiles		50,773 & 324,528	55,000 & 237,247	30,479 & 372,609
Range (min, max)		-272,472 to 1,910,962	4,350 to 2,094,767	-14,885 to 1,572,021

Notes:



S204 Customer Deposits

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	18,107,007	38,218,826	35,400,390
PowerStream Inc.	13,549,000	13,035,000	13,064,000
Horizon Utilities Corporation	14,506,647	14,506,647	12,799,638
Cambridge and North Dumfries	9,130,663	9,240,087	12,311,784
Kitchener-Wilmot Hydro Inc.	10,241,131	11,430,355	11,026,492
EnWin Utilities Ltd.	8,013,056	7,513,730	9,619,648
London Hydro Inc.	6,773,295		7,753,270
Waterloo North Hydro Inc.	784,672	3,489,334	5,485,750
Hydro One Brampton Networks	6,664,152	6,228,614	5,463,280
Veridian Connections Inc.	5,233,000	4,914,606	5,029,147
Oakville Hydro Electricity	5,008,070	5,169,019	4,639,337
Entegrus Powerlines Inc.	3,519,861	4,317,856	4,312,677
Burlington Hydro Inc.	3,060,945	3,194,263	2,989,191
Whitby Hydro Electric	1,894,119	1,509,997	1,436,793
Count	14	13	14
Average	7,606,115.6	9,443,718.0	9,380,814.1
Median	6,718,723	6,228,614	6,619,510
1st & 3rd quartiles	3,891,913 & 9,963,514	4,317,856 & 11,430,355	4,736,790 & 11,990,461
Range (min, max)	784,672 to 18,107,007	1,509,997 to 38,218,826	1,436,793 to 35,400,390
Medium Utilities	2010	2011	2012
Brantford Power Inc.			1,860,225
Peterborough Distribution Inc.	2,182,603	1,574,106	1,699,038
Woodstock Hydro Services Inc.	1,430,722	1,249,113	1,335,784
Festival Hydro Inc.	929,246	1,037,951	912,401
Orangeville Hydro Limited	535,868	706,311	853,053
Halton Hills Hydro Inc.	714,105	537,065	720,918
Haldimand County Hydro Inc.	690,184	473,481	544,512
St. Thomas Energy Inc.	690,906	396,751	333,495
Westario Power Inc.	366,759		326,962
Grimsby Power Incorporated		237,242	282,738
Lakeland Power Distribution Ltd	240,224	205,809	191,197
Lakefront Utilities Inc.		96,854	82,251



S204 Customer Deposits

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		864,513.0	651,468.3	761,881.2
Median		690,906	505,273	632,715
1st & 3rd quartiles		535,868 & 929,246	277,119 & 955,041	315,906 & 1,018,247
Range (min, max)		240,224 to 2,182,603	96,854 to 1,574,106	82,251 to 1,860,225
Small Utilities		2010	2011	2012
Sioux Lookout Hydro Inc.		134,817	137,538	132,233
Kenora Hydro Electric			42,359	55,379
Count		1	2	2
Average		134,817.0	89,948.5	93,806.0
Median		134,817	89,948	93,806
1st & 3rd quartiles		134,817 & 134,817	66,154 & 113,743	74,593 & 113,020
Range (min, max)		134,817 to 134,817	42,359 to 137,538	55,379 to 132,233
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		4,766,710.5	5,178,516.6	5,023,628.0
Median		2,621,774	1,574,106	1,779,632
1st & 3rd quartiles		708,305 & 7,083,235	473,481 & 6,228,614	491,758 & 6,052,630
Range (min, max)		134,817 to 18,107,007	42,359 to 38,218,826	55,379 to 35,400,390

Notes:



\$173 Dividends Paid

Large Utilities	2010	2011	2012
PowerStream Inc.	10,532,000	13,857,000	16,087,000
Hydro Ottawa Limited	14,000,000	30,000,000	15,000,000
Hydro One Brampton Networks	11,000,000	10,400,000	12,900,000
Horizon Utilities Corporation	8,113,000	7,456,000	9,918,000
Veridian Connections Inc.	5,220,000	4,900,000	4,600,000
EnWin Utilities Ltd.	4,000,000	3,750,000	3,750,000
Kitchener-Wilmot Hydro Inc.	5,750,000	0	3,640,000
Waterloo North Hydro Inc.	639,000	639,000	3,062,802
London Hydro Inc.	10,000,000		3,000,000
Cambridge and North Dumfries	1,345,000	2,563,000	2,948,000
Entegrus Powerlines Inc.	7,750,000	400,000	2,600,000
Burlington Hydro Inc.	2,025,000	2,550,000	1,750,000
Oakville Hydro Electricity	0	0	0
Count	13	12	13
Average	6,182,615.4	6,376,250.0	6,096,600.2
Median	5,750,000	3,156,500	3,640,000
1st & 3rd quartiles	2,025,000 & 10,000,000	579,250 & 8,192,000	2,948,000 & 9,918,000
Range (min, max)	0 to 14,000,000	0 to 30,000,000	0 to 16,087,000
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	1,204,137	1,294,793	1,294,793
Peterborough Distribution Inc.	1,967,688	1,641,000	1,283,000
Halton Hills Hydro Inc.	913,957	943,705	1,077,592
Brantford Power Inc.			750,000
Orangeville Hydro Limited	346,932	383,754	665,012
Westario Power Inc.	400,284		664,062
Haldimand County Hydro Inc.	691,445	716,750	611,329
Lakefront Utilities Inc.		600,000	470,000
Woodstock Hydro Services Inc.	150,000	115,000	265,000
St. Thomas Energy Inc.	500,000	500,000	250,000
Grimsby Power Incorporated		135,730	81,670
Lakeland Power Distribution Ltd			0



\$173 Dividends Paid

Medium Utilities	2010	2011	2012
Count	8	9	12
Average	771,805.4	703,414.7	617,704.8
Median	595,723	600,000	637,696
1st & 3rd quartiles	386,946 & 986,502	383,754 & 943,705	261,250 & 831,898
Range (min, max)	150,000 to 1,967,688	115,000 to 1,641,000	0 to 1,294,793
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	239,000	212,956	250,000
Count	1	1	1
Average	239,000.0	212,956.0	250,000.0
Median	239,000	212,956	250,000
1st & 3rd quartiles	239,000 & 239,000	212,956 & 212,956	250,000 & 250,000
Range (min, max)	239,000 to 239,000	212,956 to 212,956	250,000 to 250,000
Totals over Large, Medium and Small Utility Classes			
Count	22	22	26
Average	3,944,883.8	3,775,394.9	3,343,010.0
Median	1,656,344	830,228	1,288,897
1st & 3rd quartiles	534,750 & 7,250,000	387,816 & 3,453,250	505,332 & 3,495,701
Range (min, max)	0 to 14,000,000	0 to 30,000,000	0 to 16,087,000

Notes:



\$270 Cash Position at Year End

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	10,446,043	9,758,007	41,922,410
PowerStream Inc.	8,568,000	0	19,963,000
Kitchener-Wilmot Hydro Inc.	5,003,063	11,717,515	17,106,794
EnWin Utilities Ltd.	-8,186,648	3,989,560	15,989,644
Oakville Hydro Electricity	1,617,735	-16,430,493	15,768,926
Burlington Hydro Inc.	12,406,914	13,749,199	11,553,542
Cambridge and North Dumfries	14,569,858	6,183,336	8,523,183
Entegrus Powerlines Inc.	5,322,258	7,798,310	7,799,967
Whitby Hydro Electric	1,555,037	5,738,651	6,749,876
Hydro One Brampton Networks	0		6,557,799
London Hydro Inc.	7,606,002		1,665,589
Hydro Ottawa Limited	2,924,000	4,413,000	1,639,000
Waterloo North Hydro Inc.	130,253	272,665	2,816
Veridian Connections Inc.	0	0	0
Count	14	12	14
Average	4,425,893.9	3,932,479.2	11,088,753.3
Median	3,963,532	5,075,826	8,161,575
1st & 3rd quartiles	486,449 & 8,327,501	204,499 & 8,288,234	2,888,641 & 15,934,464
Range (min, max)	-8,186,648 to 14,569,858	-16,430,493 to 13,749,199	0 to 41,922,410
Medium Utilities	2010	2011	2012
Brantford Power Inc.			13,935,062
Haldimand County Hydro Inc.	2,494,213	3,941,761	5,733,888
Woodstock Hydro Services Inc.	3,188,152	3,025,703	4,378,360
Peterborough Distribution Inc.	7,338,786	5,343,222	4,226,634
Orangeville Hydro Limited	1,271,038	962,239	3,394,169
Lakefront Utilities Inc.		3,304,345	2,994,680
Grimsby Power Incorporated		622,321	1,013,550
Westario Power Inc.	4,511,070		303,268
Festival Hydro Inc.	1,089,077	0	1,060
Lakeland Power Distribution Ltd	-199,196	510	510
St. Thomas Energy Inc.	745,185	1,769,052	-914,329
Halton Hills Hydro Inc.	2,392,329	1,257,808	-2,274,374



\$270 Cash Position at Year End

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		2,536,739.3	2,022,696.1	2,732,706.5
Median		2,392,329	1,513,430	2,004,115
1st & 3rd quartiles		1,089,077 & 3,188,152	707,301 & 3,234,685	923 & 4,264,565
Range (min, max)		-199,196 to 7,338,786	0 to 5,343,222	-2,274,374 to 13,935,062
Small Utilities		2010	2011	2012
Kenora Hydro Electric			828,559	706,762
Sioux Lookout Hydro Inc.		793,425	944,586	285,079
Count		1	2	2
Average		793,425.0	886,572.5	495,920.5
Median		793,425	886,572	495,920
1st & 3rd quartiles		793,425 & 793,425	857,566 & 915,579	390,499 & 601,341
Range (min, max)		793,425 to 793,425	828,559 to 944,586	285,079 to 706,762
Totals over Large, Medium and Small Utility Classes				
Count		24	24	28
Average		3,566,108.1	2,882,910.7	6,750,959.5
Median		2,443,271	2,397,378	3,810,402
1st & 3rd quartiles		781,365 & 5,826,390	534,907 & 5,442,079	298,721 & 9,280,773
Range (min, max)		-8,186,648 to 14,569,858	-16,430,493 to 13,749,199	-2,274,374 to 41,922,410

Notes:



S65 Cash + Short Term Investments

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	10,446,043	9,758,007	41,926,785
Kitchener-Wilmot Hydro Inc.	28,003,063	22,735,022	20,106,794
PowerStream Inc.	8,568,000	0	19,963,000
EnWin Utilities Ltd.	-8,186,648	3,989,560	15,989,644
Oakville Hydro Electricity	1,617,735	-16,430,493	15,768,926
Cambridge and North Dumfries	22,569,858	12,183,336	14,607,193
Burlington Hydro Inc.	12,406,914	13,749,199	11,553,542
Entegrus Powerlines Inc.	5,322,258	7,798,310	7,799,967
Whitby Hydro Electric	1,555,037	5,738,651	6,749,876
Hydro One Brampton Networks	0		6,557,799
London Hydro Inc.	7,606,002		1,665,589
Hydro Ottawa Limited	2,924,000	4,413,000	1,639,000
Waterloo North Hydro Inc.	130,887	273,305	3,462
Veridian Connections Inc.	0	0	0
Count	14	12	14
Average	6,640,224.9	5,350,658.1	11,737,969.8
Median	4,123,129	5,075,826	9,676,755
1st & 3rd quartiles	486,924 & 9,976,532	204,979 & 10,364,340	2,888,641 & 15,934,464
Range (min, max)	-8,186,648 to 28,003,063	-16,430,493 to 22,735,022	0 to 41,926,785
Medium Utilities	2010	2011	2012
Brantford Power Inc.			13,935,062
Haldimand County Hydro Inc.	2,494,213	3,941,761	5,733,888
Woodstock Hydro Services Inc.	7,737,506	3,025,703	4,378,360
Peterborough Distribution Inc.	7,338,786	5,343,222	4,226,634
Orangeville Hydro Limited	1,271,038	962,239	3,394,169
Lakefront Utilities Inc.		3,304,345	2,994,680
Grimsby Power Incorporated		622,471	1,013,700
Westario Power Inc.	4,531,244		320,782
Festival Hydro Inc.	1,089,077	0	1,060
Lakeland Power Distribution Ltd			510
St. Thomas Energy Inc.	745,185	1,769,052	-914,329
Halton Hills Hydro Inc.	2,392,329	1,257,808	-2,274,374



S65 Cash + Short Term Investments

Medium Utilities		2010	2011	2012
Count		8	9	12
Average		3,449,922.3	2,247,400.1	2,734,178.5
Median		2,443,271	1,769,052	2,004,190
1st & 3rd quartiles		1,225,548 & 5,233,129	962,239 & 3,304,345	923 & 4,264,565
Range (min, max)		745,185 to 7,737,506	0 to 5,343,222	-2,274,374 to 13,935,062
Small Utilities		2010	2011	2012
Kenora Hydro Electric			828,559	706,762
Sioux Lookout Hydro Inc.		793,425	944,586	285,079
Count		1	2	2
Average		793,425.0	886,572.5	495,920.5
Median		793,425	886,572	495,920
1st & 3rd quartiles		793,425 & 793,425	857,566 & 915,579	390,499 & 601,341
Range (min, max)		793,425 to 793,425	828,559 to 944,586	285,079 to 706,762
Totals over Large, Medium and Small Utility Classes				
Count		23	23	28
Average		5,276,345.7	3,748,158.4	7,076,198.6
Median		2,494,213	3,025,703	3,810,402
1st & 3rd quartiles		941,251 & 7,671,754	725,515 & 5,540,937	311,856 & 12,148,922
Range (min, max)		-8,186,648 to 28,003,063	-16,430,493 to 22,735,022	-2,274,374 to 41,926,785

Notes:



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

Large Utilities	2010	2011	2012
PowerStream Inc.	691,318,000	751,457,000	800,958,000
Hydro Ottawa Limited	621,842,325	663,855,034	709,935,032
Horizon Utilities Corporation	413,458,388	421,839,916	452,194,942
Hydro One Brampton Networks	318,203,294	343,488,589	360,624,978
London Hydro Inc.	278,618,382		316,676,937
Veridian Connections Inc.	208,748,099	238,330,731	245,348,801
EnWin Utilities Ltd.	190,839,506	191,152,342	213,533,589
Kitchener-Wilmot Hydro Inc.	156,940,481	163,084,890	170,281,848
Burlington Hydro Inc.	140,978,607	151,129,220	159,641,574
Oakville Hydro Electricity	130,384,214	138,129,434	149,133,411
Waterloo North Hydro Inc.	91,338,398	125,507,981	133,881,401
Entegrus Powerlines Inc.	62,065,218	83,785,228	88,648,371
Cambridge and North Dumfries	99,101,056	108,047,115	63,907,354
Whitby Hydro Electric	60,752,605	61,319,954	59,537,691
Count	14	13	14
Average	247,470,612.4	264,702,110.3	280,307,423.5
Median	173,889,993	163,084,890	191,907,719
1st & 3rd quartiles	106,921,845 & 308,307,066	125,507,981 & 343,488,589	137,694,404 & 349,637,968
Range (min, max)	60,752,605 to 691,318,000	61,319,954 to 751,457,000	59,537,691 to 800,958,000
Medium Utilities	2010	2011	2012
Brantford Power Inc.			72,077,010
Peterborough Distribution Inc.	64,275,503	68,935,891	70,397,921
Festival Hydro Inc.	47,738,346	52,635,545	55,666,994
Halton Hills Hydro Inc.	41,442,197	45,727,509	45,746,998
Westario Power Inc.	36,625,253		40,087,137
Haldimand County Hydro Inc.	37,439,461	40,380,841	39,895,541
Woodstock Hydro Services Inc.	24,807,889	33,256,193	36,780,808
St. Thomas Energy Inc.	20,060,957	21,858,426	28,195,849
Lakefront Utilities Inc.		22,790,727	23,485,697
Orangeville Hydro Limited	20,665,785	21,885,544	22,906,425
Lakeland Power Distribution Ltd	17,170,452	18,600,838	20,179,772
Grimsby Power Incorporated		15,625,944	16,695,325



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

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		34,469,538.1	34,169,745.8	39,342,956.4
Median		36,625,253	28,023,460	38,338,175
1st & 3rd quartiles		20,665,785 & 41,442,197	21,865,206 & 44,390,842	23,340,879 & 48,226,997
Range (min, max)		17,170,452 to 64,275,503	15,625,944 to 68,935,891	16,695,325 to 72,077,010
Small Utilities		2010	2011	2012
Sioux Lookout Hydro Inc.		5,202,374	6,153,107	6,157,289
Kenora Hydro Electric			9,144,861	5,964,571
Count		1	2	2
Average		5,202,374.0	7,648,984.0	6,060,930.0
Median		5,202,374	7,648,984	6,060,930
1st & 3rd quartiles		5,202,374 & 5,202,374	6,901,045 & 8,396,922	6,012,751 & 6,109,110
Range (min, max)		5,202,374 to 5,202,374	6,153,107 to 9,144,861	5,964,571 to 6,157,289
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		157,500,699.6	151,924,914.4	157,447,902.4
Median		77,806,951	68,935,891	67,152,638
1st & 3rd quartiles		37,235,909 & 195,316,654	22,790,727 & 163,084,890	34,634,569 & 181,094,783
Range (min, max)		5,202,374 to 691,318,000	6,153,107 to 751,457,000	5,964,571 to 800,958,000

Notes:



S163 Debt Retirement Charges

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	48,283,681	52,589,473	44,322,032
Horizon Utilities Corporation	33,555,316	32,527,055	32,728,604
Hydro One Brampton Networks	26,508,740	26,792,004	27,072,581
London Hydro Inc.	23,637,543		22,694,222
Veridian Connections Inc.	19,157,501	18,502,029	19,554,141
EnWin Utilities Ltd.	16,309,097	16,021,937	15,730,920
Kitchener-Wilmot Hydro Inc.	12,780,191	12,723,133	12,759,783
Burlington Hydro Inc.	11,453,240	11,585,749	11,466,316
Oakville Hydro Electricity	10,812,292	10,570,356	10,904,874
Cambridge and North Dumfries	10,226,225	10,256,919	10,171,151
Entegrus Powerlines Inc.	5,440,507	6,411,579	6,398,823
Whitby Hydro Electric	6,040,682	6,103,091	6,155,856
PowerStream Inc.	58,108,310	58,901,763	4,319,386
Waterloo North Hydro Inc.	760,695	763,310	751,662
Count	14	13	14
Average	20,219,572.9	20,288,338.3	16,073,596.5
Median	14,544,644	12,723,133	12,113,049
1st & 3rd quartiles	10,372,742 & 25,790,941	10,256,919 & 26,792,004	7,341,905 & 21,909,202
Range (min, max)	760,695 to 58,108,310	763,310 to 58,901,763	751,662 to 44,322,032
Medium Utilities	2010	2011	2012
Brantford Power Inc.			6,551,933
Peterborough Distribution Inc.	5,356,836	5,840,843	5,327,995
Festival Hydro Inc.	3,987,343	4,060,856	4,164,339
Halton Hills Hydro Inc.	3,342,853	3,445,411	3,403,275
Orangeville Hydro Limited	3,958,197	3,467,831	3,342,250
Westario Power Inc.	3,249,490		2,965,791
Woodstock Hydro Services Inc.	2,611,851	2,623,283	2,658,359
Haldimand County Hydro Inc.	2,421,430	2,455,111	2,410,138
St. Thomas Energy Inc.	2,073,122	2,061,230	2,035,533
Lakefront Utilities Inc.		1,477,604	1,746,650
Lakeland Power Distribution Ltd	1,352,970	1,365,380	1,359,370
Grimsby Power Incorporated		0	0



S163 Debt Retirement Charges

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		3,150,454.7	2,679,754.9	2,997,136.1
Median		3,249,490	2,539,197	2,812,075
1st & 3rd quartiles		2,421,430 & 3,958,197	1,623,510 & 3,462,226	1,963,312 & 3,593,541
Range (min, max)		1,352,970 to 5,356,836	0 to 5,840,843	0 to 6,551,933
Small Utilities		2010	2011	2012
Kenora Hydro Electric			736,545	754,939
Sioux Lookout Hydro Inc.		497,308	511,307	558,186
Count		1	2	2
Average		497,308.0	623,926.0	656,562.5
Median		497,308	623,926	656,563
1st & 3rd quartiles		497,308 & 497,308	567,616 & 680,235	607,375 & 705,751
Range (min, max)		497,308 to 497,308	511,307 to 736,545	558,186 to 754,939
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		12,996,892.5	11,671,752.0	9,368,182.5
Median		5,740,595	5,840,843	4,823,690
1st & 3rd quartiles		3,090,080 & 17,021,198	2,061,230 & 12,723,133	2,316,487 & 11,789,683
Range (min, max)		497,308 to 58,108,310	0 to 58,901,763	0 to 44,322,032

Notes:



S271 Controllable Costs

Large Utilities	2010	2011	2012
PowerStream Inc.	55,462,332	61,028,106	80,046,838
Hydro Ottawa Limited	49,050,656	52,244,655	64,150,475
Horizon Utilities Corporation	37,075,535	39,573,687	49,694,692
London Hydro Inc.	28,836,139		30,783,590
Veridian Connections Inc.	19,473,156	19,533,914	23,779,109
EnWin Utilities Ltd.	21,682,241	22,149,338	23,215,717
Hydro One Brampton Networks	18,389,354	21,795,489	19,554,887
Kitchener-Wilmot Hydro Inc.	12,105,136	13,305,983	16,327,543
Burlington Hydro Inc.	14,588,414	15,272,634	16,013,190
Cambridge and North Dumfries	9,569,312	10,297,082	13,838,000
Oakville Hydro Electricity	11,017,743	12,758,710	13,463,660
Waterloo North Hydro Inc.	9,810,669	9,458,749	10,443,881
Whitby Hydro Electric	8,723,348	8,435,136	8,844,215
Entegrus Powerlines Inc.	6,589,637	8,695,894	8,619,307
Count	14	13	14
Average	21,598,119.4	22,657,644.4	27,055,364.6
Median	16,488,884	15,272,634	17,941,215
1st & 3rd quartiles	10,112,437 & 27,047,665	10,297,082 & 22,149,338	13,557,245 & 29,032,470
Range (min, max)	6,589,637 to 55,462,332	8,435,136 to 61,028,106	8,619,307 to 80,046,838
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	6,855,118	7,301,329	8,358,153
Brantford Power Inc.			7,421,294
Peterborough Distribution Inc.	6,199,999	6,848,611	6,983,348
St. Thomas Energy Inc.	4,262,694	3,509,549	4,817,640
Halton Hills Hydro Inc.		4,766,673	4,765,769
Westario Power Inc.	4,223,432		4,515,013
Festival Hydro Inc.	3,617,641	3,692,894	4,454,969
Woodstock Hydro Services Inc.	3,475,541	3,862,603	3,875,119
Lakeland Power Distribution Ltd	2,903,174	2,785,021	3,124,893
Orangeville Hydro Limited	2,623,552	2,776,504	3,077,261
Grimsby Power Incorporated		2,069,615	2,926,078
Lakefront Utilities Inc.		2,225,069	2,283,117



S271 Controllable Costs

Medium Utilities		2010	2011	2012
Count		8	10	12
Average		4,270,143.9	3,983,786.8	4,716,887.8
Median		3,920,537	3,601,221	4,484,991
1st & 3rd quartiles		3,332,449 & 4,747,020	2,778,634 & 4,540,655	3,112,985 & 5,359,067
Range (min, max)		2,623,552 to 6,855,118	2,069,615 to 7,301,329	2,283,117 to 8,358,153
Small Utilities		2010	2011	2012
Kenora Hydro Electric			2,143,351	1,975,753
Sioux Lookout Hydro Inc.		1,150,570	1,160,211	1,439,564
Count		1	2	2
Average		1,150,570.0	1,651,781.0	1,707,658.5
Median		1,150,570	1,651,781	1,707,658
1st & 3rd quartiles		1,150,570 & 1,150,570	1,405,996 & 1,897,566	1,573,611 & 1,841,706
Range (min, max)		1,150,570 to 1,150,570	1,160,211 to 2,143,351	1,439,564 to 1,975,753
Totals over Large, Medium and Small Utility Classes				
Count		23	25	28
Average		14,681,973.6	13,507,632.3	15,671,181.3
Median		9,569,312	8,435,136	8,488,730
1st & 3rd quartiles		4,243,063 & 18,931,255	3,509,549 & 15,272,634	4,310,007 & 17,134,379
Range (min, max)		1,150,570 to 55,462,332	1,160,211 to 61,028,106	1,439,564 to 80,046,838

Notes:



S214 Full Year Cost of all Materials Used

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	13,360,099	18,641,688	21,169,515
EnWin Utilities Ltd.	10,488,169	8,570,076	11,336,427
London Hydro Inc.	9,432,543		9,488,829
Horizon Utilities Corporation	19,082,334	16,366,346	8,676,516
Hydro One Brampton Networks	7,767,079	6,924,980	8,494,335
Waterloo North Hydro Inc.	5,735,999	5,886,711	7,830,503
Kitchener-Wilmot Hydro Inc.	4,341,341	5,627,482	6,505,785
Veridian Connections Inc.	4,687,376	4,954,951	5,544,784
Oakville Hydro Electricity	11,711,595	10,844,272	4,424,910
Burlington Hydro Inc.	2,326,581	2,178,419	2,491,745
Entegrus Powerlines Inc.	1,266,818	1,314,763	1,740,514
Cambridge and North Dumfries	2,324,849	1,894,939	1,705,952
PowerStream Inc.	1,149,787	903,573	981,844
Whitby Hydro Electric	262,335	1,116,403	710,640
Count	14	13	14
Average	6,709,778.9	6,555,738.7	6,507,307.1
Median	5,211,688	5,627,482	6,025,284
1st & 3rd quartiles	2,325,282 & 10,224,262	1,894,939 & 8,570,076	1,928,321 & 8,630,971
Range (min, max)	262,335 to 19,082,334	903,573 to 18,641,688	710,640 to 21,169,515
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.		1,291,321	2,747,932
Haldimand County Hydro Inc.	2,505,348	2,588,672	2,216,347
Peterborough Distribution Inc.	1,399,057	1,303,792	1,559,433
Brantford Power Inc.			1,547,146
Lakeland Power Distribution Ltd	1,174,010	549,117	1,503,281
Orangeville Hydro Limited	1,372,795	1,023,767	1,211,912
Woodstock Hydro Services Inc.	1,078,513	814,625	950,638
Festival Hydro Inc.	764,786	979,415	617,994
Westario Power Inc.	398,956		583,676
Grimsby Power Incorporated		696,633	490,704
St. Thomas Energy Inc.			438,802
Lakefront Utilities Inc.		254,077	307,576



S214 Full Year Cost of all Materials Used

Medium Utilities		2010	2011	2012
Count		7	9	12
Average		1,241,923.6	1,055,713.2	1,181,286.8
Median		1,174,010	979,415	1,081,275
1st & 3rd quartiles		921,649 & 1,385,926	696,633 & 1,291,321	560,433 & 1,550,218
Range (min, max)		398,956 to 2,505,348	254,077 to 2,588,672	307,576 to 2,747,932
Small Utilities		2010	2011	2012
Kenora Hydro Electric			198,071	172,788
Sioux Lookout Hydro Inc.		108,650	115,598	109,644
Count		1	2	2
Average		108,650.0	156,834.5	141,216.0
Median		108,650	156,834	141,216
1st & 3rd quartiles		108,650 & 108,650	136,216 & 177,453	125,430 & 157,002
Range (min, max)		108,650 to 108,650	115,598 to 198,071	109,644 to 172,788
Totals over Large, Medium and Small Utility Classes				
Count		22	24	28
Average		4,669,955.5	3,959,987.1	3,770,006.1
Median		2,325,715	1,309,277	1,632,693
1st & 3rd quartiles		1,155,843 & 7,259,309	881,336 & 5,692,289	687,479 & 5,785,034
Range (min, max)		108,650 to 19,082,334	115,598 to 18,641,688	109,644 to 21,169,515

Notes:



S273 Gross In Service Capital Additions for the Year

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	70,283,448	60,862,677	77,946,964
PowerStream Inc.	93,102,075	113,399,335	61,094,278
Horizon Utilities Corporation	35,961,018	39,548,836	52,942,571
Hydro One Brampton Networks	35,696,631	38,257,711	43,928,626
Oakville Hydro Electricity	20,358,827	44,759,427	28,868,632
Veridian Connections Inc.	24,064,405	21,711,606	25,886,049
London Hydro Inc.	19,307,956		24,885,437
Waterloo North Hydro Inc.	23,231,214	38,214,923	24,614,175
Kitchener-Wilmot Hydro Inc.	26,210,293	19,344,932	17,898,533
Burlington Hydro Inc.	9,590,124	8,862,612	15,058,625
EnWin Utilities Ltd.	25,643,032	13,382,703	14,576,231
Cambridge and North Dumfries	11,005,078	9,226,232	13,482,201
Entegrus Powerlines Inc.	6,391,579	6,514,330	10,422,796
Whitby Hydro Electric	12,966,444	8,510,953	5,830,365
Count	14	13	14
Average	29,558,008.9	32,507,405.9	29,816,820.2
Median	23,647,810	21,711,606	24,749,806
1st & 3rd quartiles	14,551,822 & 33,325,046	9,226,232 & 39,548,836	14,696,830 & 40,163,628
Range (min, max)	6,391,579 to 93,102,075	6,514,330 to 113,399,335	5,830,365 to 77,946,964
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	3,302,774	4,780,689	8,978,925
Peterborough Distribution Inc.	6,794,975	6,268,063	7,845,464
Halton Hills Hydro Inc.	3,124,995	4,085,865	7,558,594
Festival Hydro Inc.	4,060,804	3,621,283	7,053,043
Lakeland Power Distribution Ltd	2,454,579	2,535,289	4,672,081
Brantford Power Inc.			4,558,948
St. Thomas Energy Inc.	1,517,416	1,609,889	4,120,433
Woodstock Hydro Services Inc.	3,533,636	6,422,282	4,097,639
Westario Power Inc.	2,936,522		4,085,985
Lakefront Utilities Inc.		1,183,422	3,857,947
Orangeville Hydro Limited	1,605,285	1,597,405	1,864,169
Grimsby Power Incorporated		1,095,750	1,282,861



S273 Gross In Service Capital Additions for the Year

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		3,258,998.4	3,319,993.7	4,998,007.4
Median		3,124,995	3,078,286	4,339,691
1st & 3rd quartiles		2,454,579 & 3,533,636	1,600,526 & 4,606,983	4,028,975 & 7,179,431
Range (min, max)		1,517,416 to 6,794,975	1,095,750 to 6,422,282	1,282,861 to 8,978,925
Small Utilities		2010	2011	2012
Kenora Hydro Electric			1,686,036	1,103,888
Sioux Lookout Hydro Inc.		384,164	325,820	376,949
Count		1	2	2
Average		384,164.0	1,005,928.0	740,418.5
Median		384,164	1,005,928	740,418
1st & 3rd quartiles		384,164 & 384,164	665,874 & 1,345,982	558,684 & 922,153
Range (min, max)		384,164 to 384,164	325,820 to 1,686,036	376,949 to 1,103,888
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		18,480,303.1	18,312,322.8	17,103,300.3
Median		10,297,601	6,514,330	8,412,195
1st & 3rd quartiles		3,258,329 & 24,459,062	2,535,289 & 21,711,606	4,114,735 & 24,681,990
Range (min, max)		384,164 to 93,102,075	325,820 to 113,399,335	376,949 to 77,946,964

Notes: In order to accommodate major capital investments the section on Capital Expenditures for the Year will be reorganized.



S8 Gross Capital Expenditure for the Year

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	95,175,817	95,175,817	111,288,128
PowerStream Inc.	116,138,721	120,051,157	71,461,082
Horizon Utilities Corporation	47,314,753	39,971,577	56,563,512
Hydro One Brampton Networks	35,696,631	38,257,711	44,357,760
London Hydro Inc.	26,572,150		31,356,590
Oakville Hydro Electricity	27,009,142	27,503,923	25,436,436
Kitchener-Wilmot Hydro Inc.	20,832,224	20,096,674	22,567,505
Waterloo North Hydro Inc.	25,003,074	35,001,397	19,915,099
Burlington Hydro Inc.	12,495,314	10,310,228	18,296,870
EnWin Utilities Ltd.	18,549,731	14,352,978	17,468,716
Cambridge and North Dumfries	9,679,883	9,034,827	16,493,370
Entegrus Powerlines Inc.	6,391,579	6,514,330	10,422,796
Veridian Connections Inc.	25,245,866	19,502,030	9,850,928
Whitby Hydro Electric	9,778,623	6,316,618	4,429,381
Count	14	13	14
Average	33,991,679.1	34,006,866.7	32,850,583.8
Median	25,124,470	20,096,674	21,241,302
1st & 3rd quartiles	14,008,918 & 33,524,759	10,310,228 & 38,257,711	16,737,207 & 41,107,468
Range (min, max)	6,391,579 to 116,138,721	6,316,618 to 120,051,157	4,429,381 to 111,288,128
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	4,060,803	3,621,283	14,883,517
Haldimand County Hydro Inc.	2,993,993	4,780,689	8,978,925
Halton Hills Hydro Inc.	3,569,695	4,345,429	7,400,948
Peterborough Distribution Inc.	5,443,662	6,203,278	6,471,887
Lakeland Power Distribution Ltd	2,454,579	2,535,289	4,672,081
Brantford Power Inc.			4,572,035
Lakefront Utilities Inc.		1,413,422	4,556,909
Woodstock Hydro Services Inc.	2,406,975	6,480,719	4,254,580
St. Thomas Energy Inc.	1,517,416	1,759,990	3,766,501
Westario Power Inc.	2,648,909		3,377,654
Orangeville Hydro Limited	1,605,285	1,597,405	1,864,169
Grimsby Power Incorporated		1,086,660	1,374,542



S8 Gross Capital Expenditure for the Year

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		2,966,813.0	3,382,416.4	5,514,479.0
Median		2,648,909	3,078,286	4,564,472
1st & 3rd quartiles		2,406,975 & 3,569,695	1,638,051 & 4,671,874	3,669,289 & 6,704,152
Range (min, max)		1,517,416 to 5,443,662	1,086,660 to 6,480,719	1,374,542 to 14,883,517
Small Utilities		2010	2011	2012
Kenora Hydro Electric			1,663,138	1,103,888
Sioux Lookout Hydro Inc.		299,957	251,844	292,896
Count		1	2	2
Average		299,957.0	957,491.0	698,392.0
Median		299,957	957,491	698,392
1st & 3rd quartiles		299,957 & 299,957	604,668 & 1,310,315	495,644 & 901,140
Range (min, max)		299,957 to 299,957	251,844 to 1,663,138	292,896 to 1,103,888
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		20,953,532.6	19,113,136.5	18,838,525.2
Median		9,729,253	6,480,719	9,414,927
1st & 3rd quartiles		2,907,722 & 25,577,437	2,535,289 & 20,096,674	4,385,680 & 20,578,201
Range (min, max)		299,957 to 116,138,721	251,844 to 120,051,157	292,896 to 111,288,128

Notes:

In order to accommodate major capital investments the section on Capital Expenditures for the Year will be reorganized.



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	18,125,201	18,125,201	17,546,920
PowerStream Inc.	7,191,242	6,539,501	7,034,724
London Hydro Inc.	5,767,672		6,979,973
Veridian Connections Inc.	7,060,723	7,158,889	6,904,006
Horizon Utilities Corporation	4,364,955	5,560,215	5,792,304
Waterloo North Hydro Inc.	3,858,711	4,329,193	4,300,613
Kitchener-Wilmot Hydro Inc.	4,244,602	4,349,787	4,029,998
Hydro One Brampton Networks	3,952,146	3,784,845	3,902,632
Cambridge and North Dumfries	936,163	1,109,744	2,451,484
Entegrus Powerlines Inc.	1,615,516	2,040,000	2,447,731
EnWin Utilities Ltd.	1,377,200	1,622,568	2,141,864
Oakville Hydro Electricity	2,235,404	2,021,825	1,516,932
Burlington Hydro Inc.	831,604	754,158	822,465
Count	13	12	13
Average	4,735,472.2	4,782,993.8	5,067,049.7
Median	3,952,146	4,057,019	4,029,998
1st & 3rd quartiles	1,615,516 & 5,767,672	1,922,011 & 5,805,036	2,447,731 & 6,904,006
Range (min, max)	831,604 to 18,125,201	754,158 to 18,125,201	822,465 to 17,546,920
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	501,884	1,656,402	1,728,521
Festival Hydro Inc.	765,192	779,758	1,213,538
Brantford Power Inc.			755,903
Woodstock Hydro Services Inc.	579,758	734,793	669,944
Lakefront Utilities Inc.		302,077	524,221
Westario Power Inc.	554,370		498,819
St. Thomas Energy Inc.	482,033	183,520	459,966
Haldimand County Hydro Inc.	286,709	313,917	326,364
Lakeland Power Distribution Ltd	272,346	302,215	284,337
Grimsby Power Incorporated		86,769	147,323
Orangeville Hydro Limited	105,576	87,787	104,836
Count	8	9	11
Average	443,483.5	494,137.6	610,342.9
Median	491,958	302,215	498,819
1st & 3rd quartiles	283,118 & 560,717	183,520 & 734,793	305,351 & 712,924
Range (min, max)	105,576 to 765,192	86,769 to 1,656,402	104,836 to 1,728,521



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

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	73,964	94,913	112,697
Kenora Hydro Electric		89,987	106,022
Count	1	2	2
Average	73,964.0	92,450.0	109,359.5
Median	73,964	92,450	109,360
1st & 3rd quartiles	73,964 & 73,964	91,218 & 93,682	107,691 & 111,028
Range (min, max)	73,964 to 73,964	89,987 to 94,913	106,022 to 112,697
Totals over Large, Medium and Small Utility Classes			
Count	22	23	26
Average	2,962,862.3	2,696,872.3	2,800,159.1
Median	1,156,682	1,109,744	1,365,235
1st & 3rd quartiles	515,006 & 4,171,488	302,146 & 4,057,019	469,680 & 3,998,157
Range (min, max)	73,964 to 18,125,201	86,769 to 18,125,201	104,836 to 17,546,920

Notes:



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

Large Utilities	2010	2011	2012
PowerStream Inc.	18,256,229	34,406,790	14,281,221
Hydro One Brampton Networks	6,877,609	6,868,372	7,811,946
Veridian Connections Inc.	3,150,032	6,349,176	5,467,645
Hydro Ottawa Limited	14,081,375	14,081,375	4,908,631
Horizon Utilities Corporation	5,709,018	6,803,223	4,030,018
Kitchener-Wilmot Hydro Inc.	5,775,513	5,246,879	3,637,065
Burlington Hydro Inc.	2,297,809	2,236,606	2,236,606
EnWin Utilities Ltd.	1,888,863	1,940,874	1,803,642
Oakville Hydro Electricity	3,899,328	3,837,693	1,754,425
Waterloo North Hydro Inc.	1,979,436	1,742,954	1,525,573
London Hydro Inc.	1,790,440		1,409,483
Cambridge and North Dumfries	1,106,750	1,311,961	635,431
Entegrus Powerlines Inc.	356,052	377,008	463,905
Count	13	12	13
Average	5,166,804.2	7,100,242.6	3,843,507.0
Median	3,150,032	4,542,286	2,236,606
1st & 3rd quartiles	1,888,863 & 5,775,513	1,891,394 & 6,819,510	1,525,573 & 4,908,631
Range (min, max)	356,052 to 18,256,229	377,008 to 34,406,790	463,905 to 14,281,221
Medium Utilities	2010	2011	2012
Westario Power Inc.	764,227		1,377,752
Brantford Power Inc.			1,104,875
Festival Hydro Inc.	649,441	495,990	494,070
Lakefront Utilities Inc.		100,692	174,740
Haldimand County Hydro Inc.	89,618	98,761	105,687
Orangeville Hydro Limited	84,288	68,371	80,884
Grimsby Power Incorporated		223,907	0
Woodstock Hydro Services Inc.			0
St. Thomas Energy Inc.		925,108	0
Halton Hills Hydro Inc.	465,718	964,689	
Count	5	7	9
Average	410,658.4	411,074.0	370,889.8
Median	465,718	223,907	105,687
1st & 3rd quartiles	89,618 & 649,441	99,727 & 710,549	0 & 494,070
Range (min, max)	84,288 to 764,227	68,371 to 964,689	0 to 1,377,752



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

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	279,923	197,098	295,762
Kenora Hydro Electric		59,973	77,572
Count	1	2	2
Average	279,923.0	128,535.5	186,667.0
Median	279,923	128,535	186,667
1st & 3rd quartiles	279,923 & 279,923	94,254 & 162,817	132,120 & 241,215
Range (min, max)	279,923 to 279,923	59,973 to 197,098	77,572 to 295,762
Totals over Large, Medium and Small Utility Classes			
Count	19	21	24
Average	3,657,982.6	4,206,547.6	2,236,538.9
Median	1,888,863	1,311,961	1,241,314
1st & 3rd quartiles	557,580 & 4,804,173	223,907 & 5,246,879	157,477 & 2,586,721
Range (min, max)	84,288 to 18,256,229	59,973 to 34,406,790	0 to 14,281,221

Notes:



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	31,459,883	31,459,883	35,621,798
Hydro One Brampton Networks	24,811,375	17,774,502	22,447,460
London Hydro Inc.	8,416,234		19,937,552
PowerStream Inc.	45,829,094	52,562,593	15,051,618
Horizon Utilities Corporation	19,360,671	12,820,183	14,673,133
EnWin Utilities Ltd.	15,283,668	10,789,536	13,523,210
Burlington Hydro Inc.	3,164,460	3,175,684	11,359,988
Kitchener-Wilmot Hydro Inc.	8,920,474	11,772,089	10,837,051
Cambridge and North Dumfries	6,872,618	5,907,128	8,077,188
Waterloo North Hydro Inc.	6,596,006	6,832,466	7,984,615
Veridian Connections Inc.	10,500,921	10,395,810	5,125,797
Oakville Hydro Electricity	11,510,063	10,666,523	4,263,842
Entegrus Powerlines Inc.	2,559,689	2,268,664	2,646,642
Whitby Hydro Electric	312,153	373,777	354,462
Count	14	13	14
Average	13,971,236.4	13,599,910.6	12,278,882.6
Median	9,710,697	10,666,523	11,098,519
1st & 3rd quartiles	6,665,159 & 18,341,420	5,907,128 & 12,820,183	5,840,502 & 14,956,997
Range (min, max)	312,153 to 45,829,094	373,777 to 52,562,593	354,462 to 35,621,798
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	2,462,286	1,746,438	12,862,774
Haldimand County Hydro Inc.	1,360,953	2,417,810	5,266,093
Lakefront Utilities Inc.		953,056	3,857,947
Halton Hills Hydro Inc.	2,157,393	1,686,027	2,933,360
Lakeland Power Distribution Ltd	1,620,176	984,438	1,871,109
Brantford Power Inc.			1,501,392
Peterborough Distribution Inc.	1,044,052	1,649,673	1,419,420
Woodstock Hydro Services Inc.	996,185	992,983	1,007,562
Orangeville Hydro Limited	865,486	781,666	935,572
Westario Power Inc.	601,832		751,071
St. Thomas Energy Inc.	592,506	381,861	491,371
Grimsby Power Incorporated		462,425	15,978



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

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,300,096.6	1,205,637.7	2,742,804.1
Median	1,044,052	988,711	1,460,406
1st & 3rd quartiles	865,486 & 1,620,176	824,514 & 1,676,939	889,447 & 3,164,507
Range (min, max)	592,506 to 2,462,286	381,861 to 2,417,810	15,978 to 12,862,774
Small Utilities	2010	2011	2012
Kenora Hydro Electric		511,441	920,294
Sioux Lookout Hydro Inc.	28,927	32,241	58,153
Count	1	2	2
Average	28,927.0	271,841.0	489,223.5
Median	28,927	271,841	489,224
1st & 3rd quartiles	28,927 & 28,927	152,041 & 391,641	273,688 & 704,759
Range (min, max)	28,927 to 28,927	32,241 to 511,441	58,153 to 920,294
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	8,638,629.4	7,575,955.9	7,349,873.3
Median	2,862,075	2,268,664	4,060,894
1st & 3rd quartiles	1,032,085 & 10,753,206	953,056 & 10,666,523	989,565 & 11,735,685
Range (min, max)	28,927 to 45,829,094	32,241 to 52,562,593	15,978 to 35,621,798

Notes: In order to accommodate major capital investments the section on Capital Expenditures for the Year will be reorganized.



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

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	31,509,358	31,509,358	53,210,779
PowerStream Inc.	44,862,156	19,797,452	35,093,519
Horizon Utilities Corporation	9,367,568	14,365,215	28,447,116
Waterloo North Hydro Inc.	20,223,409	25,215,764	10,803,368
Hydro One Brampton Networks	55,501	9,829,992	10,195,722
Whitby Hydro Electric	12,654,391	8,137,176	5,475,903
Oakville Hydro Electricity	12,047,509	13,334,959	5,428,969
Cambridge and North Dumfries	2,568,037	1,516,382	5,329,268
Entegrus Powerlines Inc.	1,860,322	1,828,658	4,864,518
Burlington Hydro Inc.	6,201,441	4,143,780	3,922,833
London Hydro Inc.	10,597,804		3,029,583
Kitchener-Wilmot Hydro Inc.	1,891,636	1,540,968	1,998,291
Veridian Connections Inc.	7,128,718	1,386,554	-1,639,721
Count	13	12	13
Average	12,382,142.3	11,050,521.5	12,781,549.8
Median	9,367,568	8,983,584	5,428,969
1st & 3rd quartiles	2,568,037 & 12,654,391	1,756,736 & 15,723,274	3,922,833 & 10,803,368
Range (min, max)	55,501 to 44,862,156	1,386,554 to 31,509,358	-1,639,721 to 53,210,779
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	4,399,610	4,553,605	5,052,467
Haldimand County Hydro Inc.	1,505,348	2,116,670	3,471,169
Halton Hills Hydro Inc.		1,003,000	2,739,067
Woodstock Hydro Services Inc.	831,032	4,752,942	2,577,074
Lakeland Power Distribution Ltd	562,057	1,248,636	2,516,634
Westario Power Inc.	1,016,093		1,458,343
St. Thomas Energy Inc.	442,877	541,367	1,358,189
Grimsby Power Incorporated		453,577	1,211,242
Brantford Power Inc.			1,209,865
Orangeville Hydro Limited	549,935	659,580	742,877
Festival Hydro Inc.	183,885	599,096	267,825
Lakefront Utilities Inc.		57,596	



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

Medium Utilities	2010	2011	2012
Count	8	10	11
Average	1,186,354.6	1,598,606.9	2,054,977.5
Median	696,545	831,290	1,458,343
1st & 3rd quartiles	523,170 & 1,138,407	555,799 & 1,899,662	1,210,553 & 2,658,070
Range (min, max)	183,885 to 4,399,610	57,596 to 4,752,942	267,825 to 5,052,467
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	1,350	1,568	1,323
Count	1	1	1
Average	1,350.0	1,568.0	1,323.0
Median	1,350	1,568	1,323
1st & 3rd quartiles	1,350 & 1,350	1,568 & 1,568	1,323 & 1,323
Range (min, max)	1,350 to 1,350	1,568 to 1,568	1,323 to 1,323
Totals over Large, Medium and Small Utility Classes			
Count	22	23	25
Average	7,748,183.5	6,460,604.1	7,550,648.9
Median	2,229,836	1,828,658	3,029,583
1st & 3rd quartiles	629,301 & 10,290,245	831,290 & 8,983,584	1,358,189 & 5,428,969
Range (min, max)	1,350 to 44,862,156	1,568 to 31,509,358	-1,639,721 to 53,210,779

Notes:



S9 Contributed Capital for the Year

Large Utilities	2010	2011	2012
PowerStream Inc.	23,036,646	23,862,251	35,696,275
Hydro Ottawa Limited	20,737,483	20,112,646	22,190,943
Hydro One Brampton Networks	8,816,834	14,434,458	14,894,259
Horizon Utilities Corporation	8,512,542	4,570,519	9,405,626
Veridian Connections Inc.	2,594,528	5,788,399	6,006,799
Burlington Hydro Inc.	2,905,190	1,447,615	3,238,245
Waterloo North Hydro Inc.	3,319,656	1,484,110	2,895,451
Oakville Hydro Electricity	3,743,516	4,712,987	2,529,399
Kitchener-Wilmot Hydro Inc.	4,105,073	2,813,049	2,065,100
EnWin Utilities Ltd.	221,209	327,055	1,495,725
Whitby Hydro Electric	3,187,921	2,194,335	1,400,985
Entegrus Powerlines Inc.	277,450	507,424	564,961
Cambridge and North Dumfries	1,803,687	1,342,832	367,721
London Hydro Inc.	-2,695,120		-3,780,997
Count	14	13	14
Average	5,754,758.2	6,430,590.8	7,069,320.9
Median	3,253,789	2,813,049	2,712,425
1st & 3rd quartiles	2,001,397 & 7,410,675	1,447,615 & 5,788,399	1,424,670 & 8,555,919
Range (min, max)	-2,695,120 to 23,036,646	327,055 to 23,862,251	-3,780,997 to 35,696,275
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	1,448,546	1,410,810	1,671,900
Lakeland Power Distribution Ltd	560,961	324,443	1,122,478
Halton Hills Hydro Inc.	446,868	472,705	1,085,378
Westario Power Inc.	287,613		708,331
Brantford Power Inc.			605,551
Festival Hydro Inc.	474,049	106,480	342,654
St. Thomas Energy Inc.	384,529	271,866	318,521
Grimsby Power Incorporated		-709,329	302,965
Orangeville Hydro Limited	267,740	185,167	297,008
Haldimand County Hydro Inc.	308,781	166,469	190,388
Lakefront Utilities Inc.		242,404	152,967
Woodstock Hydro Services Inc.	1,173,622	765,206	-1,049,065



S9 Contributed Capital for the Year

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	594,745.4	323,622.1	479,089.7
Median	446,868	257,135	330,587
1st & 3rd quartiles	308,781 & 560,961	171,144 & 435,640	270,353 & 802,593
Range (min, max)	267,740 to 1,448,546	-709,329 to 1,410,810	-1,049,065 to 1,671,900
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	112,799	73,975	84,053
Kenora Hydro Electric		22,898	69,025
Count	1	2	2
Average	112,799.0	48,436.5	76,539.0
Median	112,799	48,437	76,539
1st & 3rd quartiles	112,799 & 112,799	35,667 & 61,206	72,782 & 80,296
Range (min, max)	112,799 to 112,799	22,898 to 73,975	69,025 to 84,053
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3,584,671.8	3,477,231.0	3,745,451.6
Median	1,311,084	765,206	896,855
1st & 3rd quartiles	303,489 & 3,425,621	242,404 & 2,813,049	301,476 & 2,620,912
Range (min, max)	-2,695,120 to 23,036,646	-709,329 to 23,862,251	-3,780,997 to 35,696,275

Notes:



S205 Does Your LDC Currently Have Any Smart Meters Installed?

Yes = 1, No = 0

Large Utilities	2010	2011	2012
PowerStream Inc.	1	1	1
Horizon Utilities Corporation	1	1	1
London Hydro Inc.	1		1
Waterloo North Hydro Inc.	1	1	1
Burlington Hydro Inc.	1	1	1
Oakville Hydro Electricity	1	1	1
Whitby Hydro Electric	1	1	1
EnWin Utilities Ltd.	1	1	1
Kitchener-Wilmot Hydro Inc.	1	1	1
Hydro One Brampton Networks	1	1	1
Hydro Ottawa Limited	1	1	1
Veridian Connections Inc.	1	1	1
Cambridge and North Dumfries	1	1	1
Entegrus Powerlines Inc.	1	1	1
Count	14	13	14
Average	1.0	1.0	1.0
Median	1	1	1
1st & 3rd quartiles	1 & 1	1 & 1	1 & 1
Range (min, max)	1 to 1	1 to 1	1 to 1
Medium Utilities	2010	2011	2012
Brantford Power Inc.			1
Westario Power Inc.	1		1
Orangeville Hydro Limited	1	1	1
Grimsby Power Incorporated		1	1
Lakeland Power Distribution Ltd	1	1	1
Haldimand County Hydro Inc.	1	1	1
St. Thomas Energy Inc.	1	1	1
Halton Hills Hydro Inc.	1	1	1
Peterborough Distribution Inc.	1	1	1
Festival Hydro Inc.	1	1	1
Lakefront Utilities Inc.		1	1
Woodstock Hydro Services Inc.	1	1	1



S205 Does Your LDC Currently Have Any Smart Meters Installed?

Yes = 1, No = 0

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1.0	1.0	1.0
Median	1	1	1
1st & 3rd quartiles	1 & 1	1 & 1	1 & 1
Range (min, max)	1 to 1	1 to 1	1 to 1
Small Utilities	2010	2011	2012
Kenora Hydro Electric		1	1
Sioux Lookout Hydro Inc.	1	1	1
Count	1	2	2
Average	1.0	1.0	1.0
Median	1	1	1
1st & 3rd quartiles	1 & 1	1 & 1	1 & 1
Range (min, max)	1 to 1	1 to 1	1 to 1
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.0	1.0	1.0
Median	1	1	1
1st & 3rd quartiles	1 & 1	1 & 1	1 & 1
Range (min, max)	1 to 1	1 to 1	1 to 1

Notes:



S206 Number of Smart Meters Installed Up to December 2012

Large Utilities	2010	2011	2012
PowerStream Inc.	297,178	317,031	323,347
Hydro Ottawa Limited	295,951	305,316	312,517
Horizon Utilities Corporation	226,040	229,686	233,220
London Hydro Inc.	137,437		148,112
Hydro One Brampton Networks	132,395	136,156	141,122
Veridian Connections Inc.	109,752	112,354	114,070
Kitchener-Wilmot Hydro Inc.	83,894	86,905	86,991
EnWin Utilities Ltd.	66,941	84,572	85,814
Burlington Hydro Inc.	63,769	64,470	64,891
Oakville Hydro Electricity	60,819	63,216	63,801
Waterloo North Hydro Inc.	49,064	51,883	51,940
Cambridge and North Dumfries	49,847	50,709	51,265
Whitby Hydro Electric	36,510	39,976	40,621
Entegrus Powerlines Inc.	31,520	39,698	39,551
Count	14	13	14
Average	117,222.6	121,690.2	125,518.7
Median	75,418	84,572	86,403
1st & 3rd quartiles	52,590 & 136,177	51,883 & 136,156	54,905 & 146,365
Range (min, max)	31,520 to 297,178	39,698 to 317,031	39,551 to 323,347
Medium Utilities	2010	2011	2012
Brantford Power Inc.			37,470
Peterborough Distribution Inc.	34,522	34,943	35,043
Westario Power Inc.	20,882		22,366
Halton Hills Hydro Inc.	20,394	20,643	22,201
Haldimand County Hydro Inc.	20,245	20,906	20,979
Festival Hydro Inc.	19,262	19,335	19,829
St. Thomas Energy Inc.	15,322	16,480	16,538
Woodstock Hydro Services Inc.	14,871	15,070	15,169
Orangeville Hydro Limited	10,374	11,105	11,269
Grimsby Power Incorporated		10,175	10,372
Lakefront Utilities Inc.		9,503	9,602
Lakeland Power Distribution Ltd	9,366	9,574	9,585



S206 Number of Smart Meters Installed Up to December 2012

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	18,359.8	16,773.4	19,201.9
Median	19,262	15,775	18,184
1st & 3rd quartiles	14,871 & 20,394	10,408 & 20,316	11,045 & 22,242
Range (min, max)	9,366 to 34,522	9,503 to 34,943	9,585 to 37,470
Small Utilities	2010	2011	2012
Kenora Hydro Electric		5,504	5,504
Sioux Lookout Hydro Inc.	2,706	2,756	2,765
Count	1	2	2
Average	2,706.0	4,130.0	4,134.5
Median	2,706	4,130	4,135
1st & 3rd quartiles	2,706 & 2,706	3,443 & 4,817	3,450 & 4,819
Range (min, max)	2,706 to 2,706	2,756 to 5,504	2,765 to 5,504
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	75,377.5	70,318.6	71,284.1
Median	42,787	39,698	38,511
1st & 3rd quartiles	19,999 & 90,359	15,070 & 84,572	16,196 & 86,108
Range (min, max)	2,706 to 297,178	2,756 to 317,031	2,765 to 323,347

Notes: This and the other categories in this section will now be reorganized to recognize regulatory disposition and the accomplishments made as a result of the introduction of smart metering into the Province.



S289 Number of Meters Installed for Residential Life to Date up to December 2012

Large Utilities	2010	2011	2012
PowerStream Inc.	283,397	290,762	296,320
Horizon Utilities Corporation	214,501	215,983	216,244
London Hydro Inc.	132,540		135,995
Hydro One Brampton Networks	124,554	127,950	131,663
Veridian Connections Inc.	102,024	103,719	105,336
Kitchener-Wilmot Hydro Inc.	77,888	79,329	79,384
EnWin Utilities Ltd.	64,490	77,336	78,020
Burlington Hydro Inc.	58,235	58,789	59,210
Oakville Hydro Electricity	56,912	57,783	58,885
Cambridge and North Dumfries	45,509	46,067	46,587
Waterloo North Hydro Inc.	45,836	46,618	46,522
Whitby Hydro Electric	36,160	37,920	38,524
Entegrus Powerlines Inc.	28,710	35,876	35,868
Hydro Ottawa Limited	272,907	277,774	
Count	14	13	13
Average	110,261.6	111,992.8	102,196.8
Median	71,189	77,336	78,020
1st & 3rd quartiles	48,605 & 130,544	46,618 & 127,950	46,587 & 131,663
Range (min, max)	28,710 to 283,397	35,876 to 290,762	35,868 to 296,320
Medium Utilities	2010	2011	2012
Brantford Power Inc.			34,778
Peterborough Distribution Inc.	31,125	31,405	31,471
Halton Hills Hydro Inc.	18,937	19,085	20,643
Westario Power Inc.	19,218		19,883
Haldimand County Hydro Inc.	18,264	18,546	18,535
Festival Hydro Inc.	17,319	17,319	17,817
St. Thomas Energy Inc.	14,301	14,617	14,698
Woodstock Hydro Services Inc.	13,701	13,870	13,946
Orangeville Hydro Limited	9,927	10,021	10,143
Grimsby Power Incorporated		9,510	9,686
Lakefront Utilities Inc.		8,465	8,553
Lakeland Power Distribution Ltd	7,805	7,975	8,003



S289 Number of Meters Installed for Residential Life to Date up to December 2012

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		16,733.0	15,081.3	17,346.3
Median		17,319	14,244	16,258
1st & 3rd quartiles		13,701 & 18,937	9,638 & 18,239	10,029 & 20,073
Range (min, max)		7,805 to 31,125	7,975 to 31,405	8,003 to 34,778
Small Utilities		2010	2011	2012
Kenora Hydro Electric			4,757	4,757
Sioux Lookout Hydro Inc.		2,309	2,324	2,312
Count		1	2	2
Average		2,309.0	3,540.5	3,534.5
Median		2,309	3,541	3,535
1st & 3rd quartiles		2,309 & 2,309	2,932 & 4,149	2,923 & 4,146
Range (min, max)		2,309 to 2,309	2,324 to 4,757	2,312 to 4,757
Totals over Large, Medium and Small Utility Classes				
Count		24	25	27
Average		70,690.4	64,552.0	57,177.1
Median		40,835	35,876	34,778
1st & 3rd quartiles		18,028 & 83,922	13,870 & 77,336	14,322 & 68,615
Range (min, max)		2,309 to 283,397	2,324 to 290,762	2,312 to 296,320

Notes:



S290 Number of Meters Installed for General Service <50kW Life to Date up to December 2012

Large Utilities	2010	2011	2012
PowerStream Inc.	13,781	26,269	27,027
Horizon Utilities Corporation	11,539	13,703	15,456
London Hydro Inc.	4,897		11,986
Veridian Connections Inc.	7,728	8,635	8,734
Hydro One Brampton Networks	7,841	8,206	8,480
Kitchener-Wilmot Hydro Inc.	6,006	7,576	7,607
EnWin Utilities Ltd.	2,451	7,236	7,467
Waterloo North Hydro Inc.	3,228	5,265	5,418
Burlington Hydro Inc.	5,020	5,110	5,110
Oakville Hydro Electricity	3,907	5,433	4,916
Cambridge and North Dumfries	4,338	4,642	4,678
Entegrus Powerlines Inc.	2,810	3,822	3,683
Whitby Hydro Electric	350	2,056	2,097
Hydro Ottawa Limited	23,044	24,272	
Count	14	13	13
Average	6,924.3	9,401.9	8,666.1
Median	4,959	7,236	7,467
1st & 3rd quartiles	3,398 & 7,813	5,110 & 8,635	4,916 & 8,734
Range (min, max)	350 to 23,044	2,056 to 26,269	2,097 to 27,027
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	3,397	3,538	3,572
Brantford Power Inc.			2,692
Westario Power Inc.	1,664		2,483
Haldimand County Hydro Inc.	1,981	2,360	2,361
Festival Hydro Inc.	1,943	2,016	2,012
St. Thomas Energy Inc.	1,021	1,656	1,670
Lakeland Power Distribution Ltd	1,561	1,599	1,582
Halton Hills Hydro Inc.	1,457	1,558	1,558
Woodstock Hydro Services Inc.	1,170	1,200	1,223
Orangeville Hydro Limited	447	1,084	1,126
Lakefront Utilities Inc.		1,038	1,049
Grimsby Power Incorporated		665	686



S290 Number of Meters Installed for General Service <50kW Life to Date up to December 2012

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,626.8	1,671.4	1,834.5
Median	1,561	1,579	1,626
1st & 3rd quartiles	1,170 & 1,943	1,113 & 1,926	1,199 & 2,392
Range (min, max)	447 to 3,397	665 to 3,538	686 to 3,572
Small Utilities	2010	2011	2012
Kenora Hydro Electric		747	747
Sioux Lookout Hydro Inc.	397	379	391
Count	1	2	2
Average	397.0	563.0	569.0
Median	397	563	569
1st & 3rd quartiles	397 & 397	471 & 655	480 & 658
Range (min, max)	397 to 397	379 to 747	391 to 747
Totals over Large, Medium and Small Utility Classes			
Count	24	25	27
Average	4,665.8	5,602.6	5,030.0
Median	3,019	3,538	2,692
1st & 3rd quartiles	1,535 & 5,267	1,558 & 7,236	1,570 & 6,443
Range (min, max)	350 to 23,044	379 to 26,269	391 to 27,027

Notes:



S291 Total Number of Smart Meters to be Deployed in the Utility

Large Utilities	2010	2011	2012
PowerStream Inc.	313,380	317,773	323,480
Hydro Ottawa Limited	297,306	305,601	312,517
Horizon Utilities Corporation		234,828	234,828
Hydro One Brampton Networks	134,000	139,000	141,122
London Hydro Inc.	140,499		140,499
Veridian Connections Inc.	111,415	112,720	114,131
Kitchener-Wilmot Hydro Inc.	85,621	86,914	86,991
EnWin Utilities Ltd.	83,675	85,159	86,038
Burlington Hydro Inc.	63,919	64,470	64,891
Oakville Hydro Electricity	62,400	63,216	63,801
Waterloo North Hydro Inc.	51,248	52,095	51,940
Cambridge and North Dumfries	50,377	50,709	51,265
Whitby Hydro Electric	38,688		40,639
Entegrus Powerlines Inc.	31,520	39,698	39,551
Count	13	12	14
Average	112,619.1	129,348.6	125,120.9
Median	83,675	86,037	86,515
1st & 3rd quartiles	51,248 & 134,000	60,436 & 162,957	54,905 & 140,966
Range (min, max)	31,520 to 313,380	39,698 to 317,773	39,551 to 323,480
Medium Utilities	2010	2011	2012
Brantford Power Inc.			37,470
Peterborough Distribution Inc.	34,754	35,008	35,043
Westario Power Inc.	21,734		22,622
Halton Hills Hydro Inc.	20,394	20,643	22,201
Haldimand County Hydro Inc.	20,822	20,911	20,979
Festival Hydro Inc.	19,335	19,335	19,834
St. Thomas Energy Inc.	15,500	16,538	16,538
Woodstock Hydro Services Inc.	14,871	15,102	15,169
Orangeville Hydro Limited	10,374	11,105	11,269
Grimsby Power Incorporated		10,196	10,374
Lakefront Utilities Inc.		9,602	9,602
Lakeland Power Distribution Ltd	9,366	9,574	9,585



S291 Total Number of Smart Meters to be Deployed in the Utility

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	18,572.2	16,801.4	19,223.8
Median	19,335	15,820	18,186
1st & 3rd quartiles	14,871 & 20,822	10,423 & 20,316	11,045 & 22,306
Range (min, max)	9,366 to 34,754	9,574 to 35,008	9,585 to 37,470
Small Utilities	2010	2011	2012
Kenora Hydro Electric		5,504	5,504
Sioux Lookout Hydro Inc.	2,706	2,756	2,765
Count	1	2	2
Average	2,706.0	4,130.0	4,134.5
Median	2,706	4,130	4,135
1st & 3rd quartiles	2,706 & 2,706	3,443 & 4,817	3,450 & 4,819
Range (min, max)	2,706 to 2,706	2,756 to 5,504	2,765 to 5,504
Totals over Large, Medium and Small Utility Classes			
Count	23	24	28
Average	71,039.3	72,019.0	71,094.6
Median	38,688	37,353	38,511
1st & 3rd quartiles	19,865 & 84,648	14,103 & 85,598	16,196 & 86,276
Range (min, max)	2,706 to 313,380	2,756 to 317,773	2,765 to 323,480

Notes:



S323 How Many Customers of The Utility Do Not Use A Smart Meter?

Large Utilities	2010	2011	2012
PowerStream Inc.		16,162	13,875
Hydro Ottawa Limited		285	1,185
Burlington Hydro Inc.		528	1,004
Oakville Hydro Electricity		894	952
Waterloo North Hydro Inc.		690	691
Whitby Hydro Electric			554
Entegrus Powerlines Inc.			458
EnWin Utilities Ltd.		587	201
Horizon Utilities Corporation		2,119	141
Veridian Connections Inc.		566	61
Cambridge and North Dumfries		0	0
Kitchener-Wilmot Hydro Inc.		9	0
Hydro One Brampton Networks		1,764	0
Count	0	11	13
Average		2,145.8	1,470.9
Median		587	458
1st & 3rd quartiles		407 & 1,329	61 & 952
Range (min, max)		0 to 16,162	0 to 13,875
Medium Utilities	2010	2011	2012
Brantford Power Inc.			1,272
Peterborough Distribution Inc.		65	551
Westario Power Inc.			275
Festival Hydro Inc.		335	223
Lakeland Power Distribution Ltd		191	189
Woodstock Hydro Services Inc.		192	187
Orangeville Hydro Limited		134	123
Grimsby Power Incorporated		21	98
St. Thomas Energy Inc.		26	26
Haldimand County Hydro Inc.		13	11
Lakefront Utilities Inc.			0
Halton Hills Hydro Inc.		485	0



S323 How Many Customers of The Utility Do Not Use A Smart Meter?

Medium Utilities	2010	2011	2012
Count	0	9	12
Average		162.4	246.3
Median		134	155
1st & 3rd quartiles		26 & 192	22 & 236
Range (min, max)		13 to 485	0 to 1,272
Small Utilities	2010	2011	2012
Kenora Hydro Electric		71	71
Sioux Lookout Hydro Inc.		7	1
Count	0	2	2
Average		39.0	36.0
Median		39	36
1st & 3rd quartiles		23 & 55	19 & 54
Range (min, max)		7 to 71	1 to 71
Totals over Large, Medium and Small Utility Classes			
Count	0	22	27
Average		1,142.9	820.3
Median		239	187
1st & 3rd quartiles			19 & 553
Range (min, max)		0 to 16,162	0 to 13,875

Notes:



S207 Capital Expenditure Related to Smart Meters Up to December 2012

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	55,488,000	57,079,000	57,920,870
PowerStream Inc.	49,442,666	52,844,602	49,988,270
Hydro One Brampton Networks	22,644,171	27,107,545	27,020,898
London Hydro Inc.	20,349,344		20,401,346
Veridian Connections Inc.	14,759,899	18,565,456	15,705,969
Kitchener-Wilmot Hydro Inc.	12,184,013	11,339,037	13,382,870
Entegrus Powerlines Inc.	8,261,549	9,605,261	10,851,026
Burlington Hydro Inc.	9,028,405	9,748,657	10,572,846
EnWin Utilities Ltd.	6,295,675	9,637,031	9,785,517
Waterloo North Hydro Inc.	8,567,285	9,461,161	9,490,561
Cambridge and North Dumfries	9,512,944	8,177,997	8,177,997
Whitby Hydro Electric	4,269,579	5,090,665	5,002,324
Oakville Hydro Electricity	13,923,977	16,399,688	3,929,120
Horizon Utilities Corporation	26,510,990	27,440,059	805,305
Count	14	13	14
Average	18,659,892.6	20,192,012.2	17,359,637.1
Median	13,053,995	11,339,037	10,711,936
1st & 3rd quartiles	8,682,565 & 22,070,464	9,605,261 & 27,107,545	8,506,138 & 19,227,502
Range (min, max)	4,269,579 to 55,488,000	5,090,665 to 57,079,000	805,305 to 57,920,870
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	7,424,830	6,395,860	5,535,936
Brantford Power Inc.			5,376,553
Haldimand County Hydro Inc.	3,653,037	3,875,142	3,795,630
Westario Power Inc.	2,932,557		3,699,746
Festival Hydro Inc.	3,351,525	3,626,745	3,694,577
St. Thomas Energy Inc.	2,526,284	3,280,965	3,514,847
Woodstock Hydro Services Inc.	1,989,717	1,993,633	2,300,505
Lakeland Power Distribution Ltd	1,924,738	1,992,192	2,279,032
Lakefront Utilities Inc.		1,951,990	2,003,548
Orangeville Hydro Limited	1,410,932	1,918,432	1,918,432
Grimsby Power Incorporated		1,594,631	1,594,631
Halton Hills Hydro Inc.	4,160,801	3,565,179	



S207 Capital Expenditure Related to Smart Meters Up to December 2012

Medium Utilities		2010	2011	2012
Count		9	10	11
Average		3,263,824.6	3,019,476.9	3,246,676.1
Median		2,932,557	2,637,299	3,514,847
1st & 3rd quartiles		1,989,717 & 3,653,037	1,962,040 & 3,611,354	2,141,290 & 3,747,688
Range (min, max)		1,410,932 to 7,424,830	1,594,631 to 6,395,860	1,594,631 to 5,535,936
Small Utilities		2010	2011	2012
Kenora Hydro Electric			1,057,439	1,067,343
Sioux Lookout Hydro Inc.		715,161	728,249	728,250
Count		1	2	2
Average		715,161.0	892,844.0	897,796.5
Median		715,161	892,844	897,797
1st & 3rd quartiles		715,161 & 715,161	810,546 & 975,141	813,023 & 982,570
Range (min, max)		715,161 to 715,161	728,249 to 1,057,439	728,250 to 1,067,343
Totals over Large, Medium and Small Utility Classes				
Count		24	25	27
Average		12,138,670.0	11,779,064.6	10,390,516.6
Median		7,843,190	6,395,860	5,002,324
1st & 3rd quartiles		3,246,783 & 14,132,958	1,993,633 & 11,339,037	2,289,768 & 10,711,936
Range (min, max)		715,161 to 55,488,000	728,249 to 57,079,000	728,250 to 57,920,870

Notes:



S208 What Was the Rate Rider Collection Account Balance as of Dec 2012?
(Life to Date)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	21,452,034	26,929,146	31,390,720
PowerStream Inc.	15,530,403	16,005,894	16,005,894
Hydro One Brampton Networks	5,003,941	7,163,648	7,271,954
London Hydro Inc.	3,605,117		6,967,629
Veridian Connections Inc.	4,907,327	6,300,428	6,826,148
Kitchener-Wilmot Hydro Inc.	2,489,348	4,128,756	5,150,878
Entegrus Powerlines Inc.	1,564,411	2,622,836	3,809,480
Whitby Hydro Electric	1,174,398	2,246,782	3,007,281
Waterloo North Hydro Inc.	-1,523,794	2,176,834	2,641,640
Horizon Utilities Corporation	11,877,820	17,626,999	2,024,182
Oakville Hydro Electricity	1,962,254	3,218,294	469,591
Burlington Hydro Inc.	1,865,804	3,224,966	0
Cambridge and North Dumfries	-1,384,614	-2,192,277	-2,672,074
EnWin Utilities Ltd.	-2,521,885	-3,606,970	-4,059,568
Count	14	13	14
Average	4,714,468.9	6,603,487.4	5,630,982.5
Median	2,225,801	3,224,966	3,408,380
1st & 3rd quartiles	1,271,901 & 4,979,788	2,246,782 & 7,163,648	858,239 & 6,932,259
Range (min, max)	-2,521,885 to 21,452,034	-3,606,970 to 26,929,146	-4,059,568 to 31,390,720
Medium Utilities	2010	2011	2012
Brantford Power Inc.			2,683,669
Peterborough Distribution Inc.	-938,237	1,372,536	1,476,420
Haldimand County Hydro Inc.	714,395	1,178,733	1,375,046
Festival Hydro Inc.	594,051	912,946	1,077,282
Westario Power Inc.	736,582		1,019,953
Lakefront Utilities Inc.		667,189	927,388
St. Thomas Energy Inc.	418,989	694,109	914,304
Lakeland Power Distribution Ltd	325,116	587,831	708,183
Orangeville Hydro Limited	335,197	556,925	648,327
Grimsby Power Incorporated		394,033	0
Woodstock Hydro Services Inc.	-486,045	664,158	-702,257
Halton Hills Hydro Inc.	631,539	626,478	



S208 What Was the Rate Rider Collection Account Balance as of Dec 2012?
(Life to Date)

Medium Utilities		2010	2011	2012
Count		9	10	11
Average		259,065.2	765,493.8	920,755.9
Median		418,989	665,674	927,388
1st & 3rd quartiles		325,116 & 631,539	597,493 & 858,237	678,255 & 1,226,164
Range (min, max)		-938,237 to 736,582	394,033 to 1,372,536	-702,257 to 2,683,669
Small Utilities		2010	2011	2012
Kenora Hydro Electric			291,475	291,475
Sioux Lookout Hydro Inc.		122,675	217,250	258,734
Count		1	2	2
Average		122,675.0	254,362.5	275,104.5
Median		122,675	254,362	275,104
1st & 3rd quartiles		122,675 & 122,675	235,806 & 272,919	266,919 & 283,290
Range (min, max)		122,675 to 122,675	217,250 to 291,475	258,734 to 291,475
Totals over Large, Medium and Small Utility Classes				
Count		24	25	27
Average		2,852,367.8	3,760,360.0	3,315,269.6
Median		725,488	1,178,733	1,077,282
1st & 3rd quartiles		274,506 & 2,768,291	587,831 & 3,224,966	380,533 & 3,408,380
Range (min, max)		-2,521,885 to 21,452,034	-3,606,970 to 26,929,146	-4,059,568 to 31,390,720

Notes:



S209 Operational and Maintenance Expenditure Related to Smart Meters up to December 2012

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	4,139,423	5,767,182	5,805,690
Veridian Connections Inc.	4,103,723	5,473,620	3,306,527
Hydro One Brampton Networks	3,709,678	2,239,101	2,960,177
Whitby Hydro Electric	691,809	1,447,750	2,083,036
EnWin Utilities Ltd.	216,745	919,520	1,842,052
Cambridge and North Dumfries	606,347	427,716	1,301,044
Kitchener-Wilmot Hydro Inc.	1,361,598	3,200,130	1,084,463
Entegrus Powerlines Inc.	592,842	1,592,487	1,069,430
Waterloo North Hydro Inc.	58,872	190,378	531,849
PowerStream Inc.	4,848,720	240,806	5
Horizon Utilities Corporation	3,973,182	5,153,485	0
Burlington Hydro Inc.	1,568,822	2,466,277	0
Oakville Hydro Electricity	630,341	1,113,847	0
London Hydro Inc.	1,958,108		
Count	14	13	13
Average	2,032,872.1	2,325,561.5	1,537,251.8
Median	1,465,210	1,592,487	1,084,463
1st & 3rd quartiles	612,346 & 3,907,306	919,520 & 3,200,130	5 & 2,083,036
Range (min, max)	58,872 to 4,848,720	190,378 to 5,767,182	0 to 5,805,690
Medium Utilities	2010	2011	2012
Westario Power Inc.	553,362		1,051,438
Haldimand County Hydro Inc.	390,275	1,231,256	729,190
Festival Hydro Inc.	231,558	406,923	546,293
Woodstock Hydro Services Inc.	485,737	528,333	422,293
Orangeville Hydro Limited	115,231	308,367	358,310
Brantford Power Inc.			272,199
St. Thomas Energy Inc.	52,173	248,717	217,258
Lakefront Utilities Inc.		158,605	203,325
Lakeland Power Distribution Ltd	366,108	488,734	156,318
Peterborough Distribution Inc.	945,392	1,373,611	31,093
Grimsby Power Incorporated		296,869	0
Halton Hills Hydro Inc.	794,568	1,266,412	



S209 Operational and Maintenance Expenditure Related to Smart Meters up to December 2012

Medium Utilities		2010	2011	2012
Count		9	10	11
Average		437,156.0	630,782.7	362,519.7
Median		390,275	447,829	272,199
1st & 3rd quartiles		231,558 & 553,362	299,743 & 1,055,525	179,822 & 484,293
Range (min, max)		52,173 to 945,392	158,605 to 1,373,611	0 to 1,051,438
Small Utilities		2010	2011	2012
Kenora Hydro Electric			253,226	309,754
Sioux Lookout Hydro Inc.		115,426	253,425	253,426
Count		1	2	2
Average		115,426.0	253,325.5	281,590.0
Median		115,426	253,326	281,590
1st & 3rd quartiles		115,426 & 115,426	253,276 & 253,376	267,508 & 295,672
Range (min, max)		115,426 to 115,426	253,226 to 253,425	253,426 to 309,754
Totals over Large, Medium and Small Utility Classes				
Count		24	25	26
Average		1,354,585.0	1,481,871.1	943,660.4
Median		618,344	919,520	390,301
1st & 3rd quartiles		332,471 & 1,666,144	296,869 & 1,592,487	168,070 & 1,080,705
Range (min, max)		52,173 to 4,848,720	158,605 to 5,767,182	0 to 5,805,690

Notes:



S210 Smart Meter Variance Account: \$ Amount Transferred Related to Capital.

Large Utilities	2010	2011	2012
Horizon Utilities Corporation			27,440,060
London Hydro Inc.			20,668,950
Hydro One Brampton Networks		19,813,338	19,813,338
Veridian Connections Inc.	7,819,318	7,819,318	15,705,969
Kitchener-Wilmot Hydro Inc.			13,382,870
Oakville Hydro Electricity			10,166,752
Waterloo North Hydro Inc.			9,490,561
Entegrus Powerlines Inc.	5,052,118	6,031,203	8,538,886
Cambridge and North Dumfries			8,177,997
PowerStream Inc.	28,998,262	52,844,602	
Count	3	4	9
Average	13,956,566.0	21,627,115.3	14,820,598.1
Median	7,819,318	13,816,328	13,382,870
1st & 3rd quartiles	6,435,718 & 18,408,790	7,372,289 & 28,071,154	9,490,561 & 19,813,338
Range (min, max)	5,052,118 to 28,998,262	6,031,203 to 52,844,602	8,177,997 to 27,440,060
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.			5,535,936
Haldimand County Hydro Inc.			3,795,630
Festival Hydro Inc.			3,694,577
Halton Hills Hydro Inc.			3,433,343
St. Thomas Energy Inc.			3,267,776
Lakeland Power Distribution Ltd			2,279,032
Orangeville Hydro Limited			1,918,432
Grimsby Power Incorporated			1,482,251
Woodstock Hydro Services Inc.		1,442,731	1,442,731
Count	0	1	9
Average		1,442,731.0	2,983,300.9
Median		1,442,731	3,267,776
1st & 3rd quartiles		1,442,731 & 1,442,731	1,918,432 & 3,694,577
Range (min, max)		1,442,731 to 1,442,731	1,442,731 to 5,535,936
Small Utilities	2010	2011	2012
Kenora Hydro Electric		1,024,635	1,024,635
Sioux Lookout Hydro Inc.			728,250



S210 Smart Meter Variance Account: \$ Amount Transferred Related to Capital.

Small Utilities	2010	2011	2012
Count	0	1	2
Average		1,024,635.0	876,442.5
Median		1,024,635	876,443
1st & 3rd quartiles		1,024,635 & 1,024,635	802,346 & 950,539
Range (min, max)		1,024,635 to 1,024,635	728,250 to 1,024,635
Totals over Large, Medium and Small Utility Classes			
Count	3	6	20
Average	13,956,566.0	14,829,304.5	8,099,398.8
Median	7,819,318	6,925,261	4,665,783
1st & 3rd quartiles	6,435,718 & 18,408,790	2,589,849 & 16,814,833	2,188,882 & 10,970,782
Range (min, max)	5,052,118 to 28,998,262	1,024,635 to 52,844,602	728,250 to 27,440,060

Notes:



S211 Smart Meter Variance Account: \$ Amount Transferred Related to Operations.

Large Utilities	2010	2011	2012
Horizon Utilities Corporation			6,238,258
Veridian Connections Inc.	604,963	604,963	3,306,527
Entegrus Powerlines Inc.	600,654	1,317,174	2,921,448
Cambridge and North Dumfries			1,301,044
Kitchener-Wilmot Hydro Inc.			1,001,984
Waterloo North Hydro Inc.			439,163
London Hydro Inc.			423,511
Hydro One Brampton Networks		343,345	343,345
PowerStream Inc.	3,076,639	4,461,591	
Count	3	4	8
Average	1,427,418.7	1,681,768.3	1,996,910.0
Median	604,963	961,068	1,151,514
1st & 3rd quartiles	602,808 & 1,840,801	539,558 & 2,103,278	435,250 & 3,017,718
Range (min, max)	600,654 to 3,076,639	343,345 to 4,461,591	343,345 to 6,238,258
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.			684,907
Festival Hydro Inc.			546,293
St. Thomas Energy Inc.			247,071
Lakeland Power Distribution Ltd			114,839
Woodstock Hydro Services Inc.		82,910	82,910
Orangeville Hydro Limited			21,471
Count	0	1	6
Average		82,910.0	282,915.2
Median		82,910	180,955
1st & 3rd quartiles		82,910 & 82,910	90,892 & 471,487
Range (min, max)		82,910 to 82,910	21,471 to 684,907
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			116,682
Kenora Hydro Electric		1,220	1,220
Count	0	1	2
Average		1,220.0	58,951.0
Median		1,220	58,951
1st & 3rd quartiles		1,220 & 1,220	30,086 & 87,817
Range (min, max)		1,220 to 1,220	1,220 to 116,682



S211 Smart Meter Variance Account: \$ Amount Transferred Related to Operations.

Totals over Large, Medium and Small Utility Classes

Count	3	6	16
Average	1,427,418.7	1,135,200.5	1,111,917.1
Median	604,963	474,154	431,337
1st & 3rd quartiles	602,808 & 1,840,801	148,019 & 1,139,121	116,221 & 1,076,749
Range (min, max)	600,654 to 3,076,639	1,220 to 4,461,591	1,220 to 6,238,258

Notes:



S212 Smart Meter Variance Account: \$ Amount Transferred Related to Maintenance.

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	600,654	1,317,174	2,921,448
London Hydro Inc.			922,924
Waterloo North Hydro Inc.			92,686
Kitchener-Wilmot Hydro Inc.			82,478
PowerStream Inc.	74,018	95,585	
Count	2	2	4
Average	337,336.0	706,379.5	1,004,884.0
Median	337,336	706,380	507,805
1st & 3rd quartiles	205,677 & 468,995	400,982 & 1,011,777	90,134 & 1,422,555
Range (min, max)	74,018 to 600,654	95,585 to 1,317,174	82,478 to 2,921,448
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.			951,608
Orangeville Hydro Limited			336,838
Grimsby Power Incorporated			156,414
Haldimand County Hydro Inc.			44,283
Lakeland Power Distribution Ltd			41,479
Peterborough Distribution Inc.			31,093
Count	0	0	6
Average			260,285.8
Median			100,349
1st & 3rd quartiles			42,180 & 291,732
Range (min, max)			31,093 to 951,608
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.			136,744
Kenora Hydro Electric		79,747	79,747
Count	0	1	2
Average		79,747.0	108,245.5
Median		79,747	108,246
1st & 3rd quartiles		79,747 & 79,747	93,996 & 122,495
Range (min, max)		79,747 to 79,747	79,747 to 136,744



S212 Smart Meter Variance Account: \$ Amount Transferred Related to Maintenance.

Totals over Large, Medium and Small Utility Classes

Count	2	3	12
Average	337,336.0	497,502.0	483,145.2
Median	337,336	95,585	114,715
1st & 3rd quartiles	205,677 & 468,995	87,666 & 706,380	70,881 & 483,360
Range (min, max)	74,018 to 600,654	79,747 to 1,317,174	31,093 to 2,921,448

Notes:



FR010 Net Income as a % of Total Revenue

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	2.3	2.8	4.3
Whitby Hydro Electric	3.0	4.9	4.2
Kitchener-Wilmot Hydro Inc.	4.0	4.0	4.1
Waterloo North Hydro Inc.	3.8	4.8	4.1
Hydro One Brampton Networks	3.4	3.9	3.8
Burlington Hydro Inc.	2.7	2.9	3.3
Veridian Connections Inc.	3.1	2.5	3.3
Hydro Ottawa Limited	3.4	2.7	3.1
PowerStream Inc.	3.1	3.3	3.1
Cambridge and North Dumfries	3.5	3.0	2.7
EnWin Utilities Ltd.	4.6	4.0	2.5
Oakville Hydro Electricity	2.8	2.9	2.4
London Hydro Inc.	1.8		2.2
Entegrus Powerlines Inc.	2.9	3.2	2.1
Count	14	13	14
Average	3.17	3.45	3.23
Median	3.1	3.2	3.2
1st & 3rd quartiles	2.9 & 3.5	2.9 & 4.0	2.6 & 4.0
Range (min, max)	1.8 to 4.6	2.5 to 4.9	2.1 to 4.3
Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	3.0	2.4	5.3
Lakefront Utilities Inc.		1.5	4.3
Halton Hills Hydro Inc.	3.6	3.5	4.3
Grimsby Power Incorporated		1.8	3.9
Lakeland Power Distribution Ltd	3.6	2.9	3.8
Haldimand County Hydro Inc.	5.4	4.4	3.6
Westario Power Inc.	4.0		3.4
Woodstock Hydro Services Inc.	0.8	-0.5	3.3
Festival Hydro Inc.	2.8	3.2	3.1
Peterborough Distribution Inc.	3.1	2.2	1.7
Brantford Power Inc.			1.3
St. Thomas Energy Inc.	1.7	2.0	0.1



FR010 Net Income as a % of Total Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.11	2.34	3.18
Median	3.1	2.3	3.5
1st & 3rd quartiles	2.8 & 3.6	1.9 & 3.1	2.8 & 4.0
Range (min, max)	0.8 to 5.4	-0.5 to 4.4	0.1 to 5.3
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	4.2	3.8	2.9
Kenora Hydro Electric		0.6	2.5
Count	1	2	2
Average	4.20	2.20	2.70
Median	4.2	2.2	2.7
1st & 3rd quartiles	4.2 & 4.2	1.4 & 3.0	2.6 & 2.8
Range (min, max)	4.2 to 4.2	0.6 to 3.8	2.5 to 2.9
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.19	2.91	3.17
Median	3.1	2.9	3.3
1st & 3rd quartiles	2.8 & 3.7	2.4 & 3.8	2.5 & 3.9
Range (min, max)	0.8 to 5.4	-0.5 to 4.9	0.1 to 5.3

Notes:



FR020 Debt/Equity Ratio

Large Utilities	2010	2011	2012
Veridian Connections Inc.	1.34	1.57	1.59
Hydro One Brampton Networks	1.29	1.39	1.55
PowerStream Inc.	1.39	1.40	1.44
Oakville Hydro Electricity	2.03	1.20	1.43
Hydro Ottawa Limited	1.22	1.32	1.37
Entegrus Powerlines Inc.	1.31	1.18	1.28
Waterloo North Hydro Inc.	0.69	0.92	1.07
Burlington Hydro Inc.	0.93	0.93	0.95
Horizon Utilities Corporation	0.87	0.85	0.92
Kitchener-Wilmot Hydro Inc.	0.85	0.78	0.74
Whitby Hydro Electric	0.65	0.75	0.73
EnWin Utilities Ltd.	0.77	0.72	0.67
London Hydro Inc.	0.78		0.66
Cambridge and North Dumfries	0.60	0.58	0.54
Count	14	13	14
Average	1.051	1.045	1.067
Median	0.90	0.93	1.01
1st & 3rd quartiles	0.77 & 1.31	0.78 & 1.32	0.73 & 1.42
Range (min, max)	0.60 to 2.03	0.58 to 1.57	0.54 to 1.59
Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	0.89	1.42	1.40
Brantford Power Inc.			1.29
Peterborough Distribution Inc.	2.17	1.74	1.29
Grimsby Power Incorporated		1.68	1.25
Festival Hydro Inc.	1.00	0.98	1.10
St. Thomas Energy Inc.	0.89	0.92	0.93
Orangeville Hydro Limited	0.84	0.78	0.92
Westario Power Inc.	0.64		0.91
Halton Hills Hydro Inc.	1.31	0.87	0.80
Lakeland Power Distribution Ltd	0.35	0.38	0.48
Haldimand County Hydro Inc.	0.31	0.35	0.42
Lakefront Utilities Inc.		0.45	0.40



FR020 Debt/Equity Ratio

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.933	0.957	0.933
Median	0.89	0.89	0.92
1st & 3rd quartiles	0.64 & 1.00	0.53 & 1.31	0.72 & 1.26
Range (min, max)	0.31 to 2.17	0.35 to 1.74	0.40 to 1.40
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	1.63	1.59	1.49
Kenora Hydro Electric		0.86	0.81
Count	1	2	2
Average	1.630	1.225	1.150
Median	1.63	1.23	1.15
1st & 3rd quartiles	1.63 & 1.63	1.05 & 1.41	0.98 & 1.32
Range (min, max)	1.63 to 1.63	0.86 to 1.59	0.81 to 1.49
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.031	1.024	1.015
Median	0.89	0.92	0.94
1st & 3rd quartiles	0.75 & 1.31	0.78 & 1.39	0.73 & 1.31
Range (min, max)	0.31 to 2.17	0.35 to 1.74	0.40 to 1.59

Notes:



FR030 Current Ratio

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	2.4	1.9	3.0
Burlington Hydro Inc.	1.5	1.9	2.2
Kitchener-Wilmot Hydro Inc.	2.2	2.0	1.9
Whitby Hydro Electric	1.5	1.9	1.8
Oakville Hydro Electricity	0.9	0.6	1.7
Veridian Connections Inc.	1.0	1.1	1.2
Entegrus Powerlines Inc.	1.4	1.3	1.2
London Hydro Inc.	1.4		1.2
Hydro One Brampton Networks	0.7	0.8	1.1
Hydro Ottawa Limited	1.4	1.4	1.1
EnWin Utilities Ltd.	0.6	0.8	1.1
PowerStream Inc.	1.0	0.9	0.9
Waterloo North Hydro Inc.	0.9	0.9	0.8
Horizon Utilities Corporation	1.0	0.7	0.7
Count	14	13	14
Average	1.28	1.25	1.42
Median	1.2	1.1	1.2
1st & 3rd quartiles	0.9 & 1.4	0.8 & 1.9	1.1 & 1.8
Range (min, max)	0.6 to 2.4	0.6 to 2.0	0.7 to 3.0
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		3.7	3.1
Orangeville Hydro Limited	1.8	1.6	2.1
Brantford Power Inc.			2.0
Woodstock Hydro Services Inc.	1.9	1.9	2.0
Peterborough Distribution Inc.	3.5	2.5	1.6
Haldimand County Hydro Inc.	1.2	1.6	1.6
St. Thomas Energy Inc.	1.5	1.4	1.5
Westario Power Inc.	1.4		1.3
Grimsby Power Incorporated		1.2	1.2
Halton Hills Hydro Inc.	1.1	1.6	1.2
Festival Hydro Inc.	1.5	1.4	1.2
Lakeland Power Distribution Ltd	0.8	0.7	0.7



FR030 Current Ratio

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1.63	1.76	1.63
Median	1.5	1.6	1.6
1st & 3rd quartiles	1.2 & 1.8	1.4 & 1.8	1.2 & 2.0
Range (min, max)	0.8 to 3.5	0.7 to 3.7	0.7 to 3.1
Small Utilities	2010	2011	2012
Kenora Hydro Electric		1.8	2.4
Sioux Lookout Hydro Inc.	1.4	1.3	1.1
Count	1	2	2
Average	1.40	1.55	1.75
Median	1.4	1.6	1.8
1st & 3rd quartiles	1.4 & 1.4	1.5 & 1.7	1.5 & 2.1
Range (min, max)	1.4 to 1.4	1.3 to 1.8	1.1 to 2.4
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.42	1.48	1.53
Median	1.4	1.4	1.3
1st & 3rd quartiles	1.0 & 1.5	0.9 & 1.9	1.1 & 1.9
Range (min, max)	0.6 to 3.5	0.6 to 3.7	0.7 to 3.1

Notes:



FR040 Number of Days Cash Reserve

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	67.7	34.2	57.3
Kitchener-Wilmot Hydro Inc.	51.0	41.3	34.9
Whitby Hydro Electric	6.7	26.0	32.1
Oakville Hydro Electricity	3.5	-29.7	29.1
Horizon Utilities Corporation	7.7	6.9	27.1
Entegrus Powerlines Inc.	25.2	28.1	25.8
EnWin Utilities Ltd.	-12.4	6.3	22.9
Burlington Hydro Inc.	27.0	28.2	21.7
PowerStream Inc.	3.6	0.0	7.5
Hydro One Brampton Networks	0.0	0.0	5.5
London Hydro Inc.	8.3		1.6
Hydro Ottawa Limited	1.4	2.0	0.7
Veridian Connections Inc.	0.0	0.0	0.0
Waterloo North Hydro Inc.	0.4	0.6	0.0
Count	14	13	14
Average	13.58	11.07	19.01
Median	5.2	6.3	22.3
1st & 3rd quartiles	0.6 & 21.0	0.0 & 28.1	2.6 & 28.6
Range (min, max)	-12.4 to 67.7	-29.7 to 41.3	0.0 to 57.3
Medium Utilities	2010	2011	2012
Brantford Power Inc.			58.9
Orangeville Hydro Limited	18.3	13.1	43.9
Haldimand County Hydro Inc.	18.9	27.1	36.2
Lakefront Utilities Inc.		45.0	36.1
Woodstock Hydro Services Inc.	86.7	24.9	34.9
Peterborough Distribution Inc.	33.5	23.1	17.5
Grimsby Power Incorporated		11.9	17.4
Westario Power Inc.	37.0		2.4
Lakeland Power Distribution Ltd	0.0	0.0	0.0
Festival Hydro Inc.	7.0	0.0	0.0
St. Thomas Energy Inc.	10.6	23.0	-8.7
Halton Hills Hydro Inc.	17.5	8.2	-13.8



FR040 Number of Days Cash Reserve

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	25.50	17.63	18.73
Median	18.3	18.1	17.4
1st & 3rd quartiles	10.6 & 33.5	9.1 & 24.4	0.0 & 36.1
Range (min, max)	0.0 to 86.7	0.0 to 45.0	-13.8 to 58.9
Small Utilities	2010	2011	2012
Kenora Hydro Electric		23.3	28.6
Sioux Lookout Hydro Inc.	42.5	44.5	12.9
Count	1	2	2
Average	42.50	33.90	20.75
Median	42.5	33.9	20.7
1st & 3rd quartiles	42.5 & 42.5	28.6 & 39.2	16.8 & 24.7
Range (min, max)	42.5 to 42.5	23.3 to 44.5	12.9 to 28.6
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	19.25	15.52	19.02
Median	9.5	13.1	19.6
1st & 3rd quartiles	3.0 & 28.6	0.6 & 27.1	1.4 & 32.8
Range (min, max)	-12.4 to 86.7	-29.7 to 45.0	-13.8 to 58.9

Notes:



FR050 Number of Days Sales Outstanding

Large Utilities	2010	2011	2012
Whitby Hydro Electric	29.4	24.9	29.7
Waterloo North Hydro Inc.	25.5	24.6	27.6
Veridian Connections Inc.	32.1	27.7	27.5
Cambridge and North Dumfries	16.2	30.2	25.2
PowerStream Inc.	22.7	23.7	24.2
Hydro Ottawa Limited	29.3	24.0	24.2
Oakville Hydro Electricity	17.0	21.7	24.1
EnWin Utilities Ltd.	24.0	23.2	23.2
London Hydro Inc.	28.4		23.0
Horizon Utilities Corporation	22.9	24.0	22.6
Kitchener-Wilmot Hydro Inc.	26.8	20.5	20.6
Burlington Hydro Inc.	24.2	21.4	19.1
Hydro One Brampton Networks	17.6	17.8	19.1
Entegrus Powerlines Inc.	10.6	9.2	11.3
Count	14	13	14
Average	23.34	22.53	22.96
Median	24.1	23.7	23.7
1st & 3rd quartiles	18.9 & 28.0	21.4 & 24.6	21.1 & 24.9
Range (min, max)	10.6 to 32.1	9.2 to 30.2	11.3 to 29.7
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	31.6	29.9	41.6
Lakeland Power Distribution Ltd	31.9	37.3	36.8
Orangeville Hydro Limited	39.2	38.3	36.7
Woodstock Hydro Services Inc.	48.3	37.7	28.7
Brantford Power Inc.			27.1
Lakefront Utilities Inc.		22.6	26.7
Haldimand County Hydro Inc.	18.5	19.1	26.4
St. Thomas Energy Inc.	29.3	25.8	24.9
Peterborough Distribution Inc.	22.1	21.2	22.4
Westario Power Inc.	30.2		20.4
Festival Hydro Inc.	13.9	12.7	12.6
Grimsby Power Incorporated		12.1	12.3



FR050 Number of Days Sales Outstanding

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	29.44	25.67	26.38
Median	30.2	24.2	26.5
1st & 3rd quartiles	22.1 & 31.9	19.6 & 35.5	21.9 & 30.7
Range (min, max)	13.9 to 48.3	12.1 to 38.3	12.3 to 41.6
Small Utilities	2010	2011	2012
Kenora Hydro Electric		42.5	34.8
Sioux Lookout Hydro Inc.	41.2	31.5	30.4
Count	1	2	2
Average	41.20	37.00	32.60
Median	41.2	37.0	32.6
1st & 3rd quartiles	41.2 & 41.2	34.3 & 39.8	31.5 & 33.7
Range (min, max)	41.2 to 41.2	31.5 to 42.5	30.4 to 34.8
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	26.37	24.94	25.11
Median	26.1	24.0	24.5
1st & 3rd quartiles	21.2 & 30.5	21.2 & 29.9	21.9 & 27.9
Range (min, max)	10.6 to 48.3	9.2 to 42.5	11.3 to 41.6

Notes:



FR060 Average Number of Days Sales Outstanding

Large Utilities	2010	2011	2012
Whitby Hydro Electric	30.6	26.0	29.2
Waterloo North Hydro Inc.	25.6	26.9	27.7
Veridian Connections Inc.	30.3	28.2	27.0
EnWin Utilities Ltd.	28.0	26.3	26.7
Cambridge and North Dumfries	22.5	25.1	25.5
Kitchener-Wilmot Hydro Inc.	26.4	23.3	24.9
PowerStream Inc.	32.5	34.4	24.1
Hydro Ottawa Limited	28.0	25.8	24.0
London Hydro Inc.			23.0
Horizon Utilities Corporation	23.6	25.0	22.8
Hydro One Brampton Networks	23.0	21.3	22.2
Burlington Hydro Inc.	24.5	23.6	21.7
Oakville Hydro Electricity	18.2	20.6	18.5
Entegrus Powerlines Inc.	11.9	12.6	12.0
Count	13	13	14
Average	25.01	24.55	23.52
Median	25.6	25.1	24.0
1st & 3rd quartiles	23.0 & 28.0	23.3 & 26.3	22.3 & 26.4
Range (min, max)	11.9 to 32.5	12.6 to 34.4	12.0 to 29.2
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	31.8	32.5	34.9
Orangeville Hydro Limited	28.4	27.9	34.4
Lakeland Power Distribution Ltd	29.2	35.1	31.0
Woodstock Hydro Services Inc.	46.6		28.4
Brantford Power Inc.			27.9
St. Thomas Energy Inc.	21.8	24.6	25.9
Westario Power Inc.	30.1		23.3
Haldimand County Hydro Inc.	21.1	21.5	22.3
Grimsby Power Incorporated		15.9	20.0
Peterborough Distribution Inc.	22.0	23.2	19.9
Festival Hydro Inc.	12.9	13.2	13.4
Lakefront Utilities Inc.		21.4	



FR060 Average Number of Days Sales Outstanding

Medium Utilities	2010	2011	2012
Count	9	9	11
Average	27.10	23.92	25.58
Median	28.4	23.2	25.9
1st & 3rd quartiles	21.8 & 30.1	21.4 & 27.9	21.2 & 29.7
Range (min, max)	12.9 to 46.6	13.2 to 35.1	13.4 to 34.9
Small Utilities	2010	2011	2012
Kenora Hydro Electric		39.0	37.0
Sioux Lookout Hydro Inc.	35.4	32.8	30.7
Count	1	2	2
Average	35.40	35.90	33.85
Median	35.4	35.9	33.9
1st & 3rd quartiles	35.4 & 35.4	34.4 & 37.5	32.3 & 35.4
Range (min, max)	35.4 to 35.4	32.8 to 39.0	30.7 to 37.0
Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	26.28	25.26	25.13
Median	26.4	25.1	24.9
1st & 3rd quartiles	22.2 & 30.2	21.5 & 28.0	22.3 & 28.2
Range (min, max)	11.9 to 46.6	12.6 to 39.0	12.0 to 37.0

Notes:



FR070 Number of Days of Unbilled Revenue

Large Utilities	2010	2011	2012
Whitby Hydro Electric	50.7	49.1	50.1
Burlington Hydro Inc.	43.7	41.4	40.1
Kitchener-Wilmot Hydro Inc.	37.3	42.4	38.5
Hydro Ottawa Limited	39.3	42.3	37.9
Waterloo North Hydro Inc.	34.6	31.8	37.2
Entegrus Powerlines Inc.	46.7	42.1	36.9
PowerStream Inc.	40.1	36.5	36.8
Horizon Utilities Corporation	37.8	39.1	35.4
Veridian Connections Inc.	44.4	36.6	34.3
Oakville Hydro Electricity	38.4	40.9	33.4
London Hydro Inc.	29.6		32.0
Hydro One Brampton Networks	29.9	28.1	27.0
EnWin Utilities Ltd.	23.9	25.8	25.0
Cambridge and North Dumfries	29.7	23.6	24.7
Count	14	13	14
Average	37.58	36.90	34.95
Median	38.1	39.1	36.1
1st & 3rd quartiles	31.1 & 42.8	31.8 & 42.1	32.3 & 37.7
Range (min, max)	23.9 to 50.7	23.6 to 49.1	24.7 to 50.1
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	38.8	36.2	38.4
Lakefront Utilities Inc.		38.2	38.1
Festival Hydro Inc.	41.0	40.6	38.1
Haldimand County Hydro Inc.	38.0	37.2	37.6
Westario Power Inc.	38.7		37.0
Halton Hills Hydro Inc.	41.4	43.7	33.7
Lakeland Power Distribution Ltd	39.6	35.7	33.6
Woodstock Hydro Services Inc.	43.9	46.0	32.3
Grimsby Power Incorporated		28.7	32.1
St. Thomas Energy Inc.	38.9	35.6	31.8
Orangeville Hydro Limited	39.5	34.1	31.7
Brantford Power Inc.			29.4



FR070 Number of Days of Unbilled Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	39.98	37.60	34.48
Median	39.5	36.7	33.7
1st & 3rd quartiles	38.8 & 41.0	35.6 & 40.0	32.0 & 37.7
Range (min, max)	38.0 to 43.9	28.7 to 46.0	29.4 to 38.4
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	59.6	52.4	55.3
Kenora Hydro Electric		43.6	39.1
Count	1	2	2
Average	59.60	48.00	47.20
Median	59.6	48.0	47.2
1st & 3rd quartiles	59.6 & 59.6	45.8 & 50.2	43.1 & 51.2
Range (min, max)	59.6 to 59.6	43.6 to 52.4	39.1 to 55.3
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	39.40	38.07	35.63
Median	39.1	38.2	36.1
1st & 3rd quartiles	37.6 & 42.0	35.6 & 42.3	32.1 & 38.1
Range (min, max)	23.9 to 59.6	23.6 to 52.4	24.7 to 55.3

Notes:



FR080 Average Number of Days of Unbilled Revenue

Large Utilities	2010	2011	2012
Whitby Hydro Electric	44.4	47.3	49.9
Hydro Ottawa Limited	36.6	40.6	39.2
Burlington Hydro Inc.	38.0	39.8	38.9
Entegrus Powerlines Inc.	42.0	42.8	37.7
PowerStream Inc.	37.8	34.2	36.3
Kitchener-Wilmot Hydro Inc.	34.5	37.9	36.3
Oakville Hydro Electricity	35.3	37.9	34.8
Horizon Utilities Corporation	33.8	35.7	34.6
Veridian Connections Inc.	44.4	38.1	34.6
London Hydro Inc.			32.0
Waterloo North Hydro Inc.	31.7	28.6	30.6
Cambridge and North Dumfries	29.1	26.6	26.5
EnWin Utilities Ltd.	29.0	30.5	25.8
Hydro One Brampton Networks	26.9	26.7	25.2
Count	13	13	14
Average	35.65	35.90	34.46
Median	35.3	37.9	34.7
1st & 3rd quartiles	31.7 & 38.0	30.5 & 39.8	30.9 & 37.3
Range (min, max)	26.9 to 44.4	26.6 to 47.3	25.2 to 49.9
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	39.2	40.9	38.3
Festival Hydro Inc.	37.6	37.9	37.1
Peterborough Distribution Inc.	32.0	33.2	35.1
Haldimand County Hydro Inc.	35.5	34.3	34.5
St. Thomas Energy Inc.		35.6	31.8
Grimsby Power Incorporated		28.0	31.3
Orangeville Hydro Limited	3.3	31.9	29.8
Westario Power Inc.	35.2		29.8
Brantford Power Inc.			29.2
Lakeland Power Distribution Ltd	32.4	30.4	29.0
Woodstock Hydro Services Inc.	34.9	34.4	26.6
Lakefront Utilities Inc.		38.7	



FR080 Average Number of Days of Unbilled Revenue

Medium Utilities	2010	2011	2012
Count	8	10	11
Average	31.26	34.53	32.05
Median	35.1	34.3	31.3
1st & 3rd quartiles	32.3 & 36.0	32.2 & 37.3	29.5 & 34.8
Range (min, max)	3.3 to 39.2	28.0 to 40.9	26.6 to 38.3
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	57.7	52.4	52.9
Kenora Hydro Electric		41.7	39.7
Count	1	2	2
Average	57.70	47.05	46.30
Median	57.7	47.1	46.3
1st & 3rd quartiles	57.7 & 57.7	44.4 & 49.7	43.0 & 49.6
Range (min, max)	57.7 to 57.7	41.7 to 52.4	39.7 to 52.9
Totals over Large, Medium and Small Utility Classes			
Count	22	25	27
Average	35.06	36.24	34.35
Median	35.3	35.7	34.6
1st & 3rd quartiles	32.1 & 38.0	31.9 & 39.8	29.8 & 37.4
Range (min, max)	3.3 to 57.7	26.6 to 52.4	25.2 to 52.9

Notes:



FR090 Write-offs as a % of Total Electricity Service Revenue

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	0.42	0.42	0.44
Whitby Hydro Electric	0.18	0.23	0.33
Veridian Connections Inc.	0.44	0.23	0.31
Hydro Ottawa Limited	0.21	0.21	0.23
Entegrus Powerlines Inc.	0.27	0.14	0.22
Hydro One Brampton Networks	0.23	0.17	0.19
EnWin Utilities Ltd.	-0.30	0.03	0.18
Oakville Hydro Electricity	0.11	0.12	0.16
PowerStream Inc.	0.24	0.26	0.16
Cambridge and North Dumfries	0.12	0.12	0.14
Burlington Hydro Inc.	0.16	0.13	0.12
Kitchener-Wilmot Hydro Inc.	0.11	0.12	0.11
Waterloo North Hydro Inc.	0.07	0.08	0.05
London Hydro Inc.	0.00		0.00
Count	14	13	14
Average	0.161	0.174	0.189
Median	0.17	0.14	0.17
1st & 3rd quartiles	0.11 & 0.24	0.12 & 0.23	0.13 & 0.23
Range (min, max)	-0.30 to 0.44	0.03 to 0.42	0.00 to 0.44
Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	0.17	0.35	0.36
Woodstock Hydro Services Inc.	0.38	0.43	0.30
Brantford Power Inc.			0.22
Halton Hills Hydro Inc.	0.13	0.10	0.21
Haldimand County Hydro Inc.	0.12	0.11	0.14
Peterborough Distribution Inc.	0.26	0.12	0.13
Festival Hydro Inc.	0.15	0.12	0.11
Orangeville Hydro Limited	0.11	0.15	0.09
Grimsby Power Incorporated		0.03	0.09
Westario Power Inc.	0.19		0.04
Lakeland Power Distribution Ltd	0.11	0.11	0.00
Lakefront Utilities Inc.		0.00	0.00



FR090 Write-offs as a % of Total Electricity Service Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.180	0.152	0.141
Median	0.15	0.12	0.12
1st & 3rd quartiles	0.12 & 0.19	0.10 & 0.14	0.07 & 0.21
Range (min, max)	0.11 to 0.38	0.00 to 0.43	0.00 to 0.36
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.21	0.45	0.35
Kenora Hydro Electric		0.15	0.33
Count	1	2	2
Average	0.210	0.300	0.340
Median	0.21	0.30	0.34
1st & 3rd quartiles	0.21 & 0.21	0.23 & 0.38	0.33 & 0.34
Range (min, max)	0.21 to 0.21	0.15 to 0.45	0.33 to 0.35
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.170	0.175	0.179
Median	0.16	0.13	0.16
1st & 3rd quartiles	0.11 & 0.23	0.11 & 0.23	0.11 & 0.25
Range (min, max)	-0.30 to 0.44	0.00 to 0.45	0.00 to 0.44

Notes:



FR100 Bad Debt as a % of Total Electricity Service Revenue

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.0634	0.0624	0.3194
Veridian Connections Inc.	0.4209	0.0832	0.3155
Oakville Hydro Electricity	0.1046	0.1509	0.2822
Horizon Utilities Corporation	0.3015	0.2974	0.2770
Whitby Hydro Electric	0.1204	0.2089	0.1717
Entegrus Powerlines Inc.	0.2970	0.1614	0.1667
Hydro Ottawa Limited	0.1624	0.1455	0.1655
PowerStream Inc.	0.2277	0.2318	0.1646
Hydro One Brampton Networks	0.1641	0.2341	0.1615
Cambridge and North Dumfries	0.0827	0.0959	0.1272
London Hydro Inc.	0.3320		0.0859
Burlington Hydro Inc.	0.1263	0.1217	0.0806
Kitchener-Wilmot Hydro Inc.	-0.0241	0.0511	0.0689
EnWin Utilities Ltd.	-0.1141	0.2195	-0.0005
Count	14	13	14
Average	0.16177	0.15875	0.17044
Median	0.1444	0.1509	0.1650
1st & 3rd quartiles	0.0882 & 0.2797	0.0959 & 0.2195	0.0962 & 0.2507
Range (min, max)	-0.1141 to 0.4209	0.0511 to 0.2974	-0.0005 to 0.3194
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	0.2116	0.1869	0.1869
Woodstock Hydro Services Inc.	0.2034	0.2330	0.1786
Westario Power Inc.	0.1495		0.1627
Brantford Power Inc.			0.1544
Halton Hills Hydro Inc.	0.1767	0.0894	0.1533
Lakeland Power Distribution Ltd	0.1692	0.1202	0.1222
Haldimand County Hydro Inc.	0.0781	0.1071	0.1170
Orangeville Hydro Limited	0.0885	0.4518	0.0934
Festival Hydro Inc.	0.1311	0.0882	0.0866
Grimsby Power Incorporated		0.0228	0.0488
Lakefront Utilities Inc.		0.0414	0.0482
St. Thomas Energy Inc.	0.1777	0.5568	0.0415



FR100 Bad Debt as a % of Total Electricity Service Revenue

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		0.15398	0.18976	0.11613
Median		0.1692	0.1137	0.1196
1st & 3rd quartiles		0.1311 & 0.1777	0.0885 & 0.2215	0.0772 & 0.1565
Range (min, max)		0.0781 to 0.2116	0.0228 to 0.5568	0.0415 to 0.1869
Small Utilities		2010	2011	2012
Sioux Lookout Hydro Inc.		0.3294	0.1265	0.2448
Kenora Hydro Electric			0.0516	-0.1207
Count		1	2	2
Average		0.32940	0.08905	0.06205
Median		0.3294	0.0890	0.0620
1st & 3rd quartiles		0.3294 & 0.3294	0.0703 & 0.1078	-0.0293 & 0.1534
Range (min, max)		0.3294 to 0.3294	0.0516 to 0.1265	-0.1207 to 0.2448
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		0.16583	0.16558	0.13943
Median		0.1633	0.1265	0.1538
1st & 3rd quartiles		0.1005 & 0.2157	0.0882 & 0.2195	0.0846 & 0.1734
Range (min, max)		-0.1141 to 0.4209	0.0228 to 0.5568	-0.1207 to 0.3194

Notes:



FR120 Times Interest Earned

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	3.95	3.71	4.02
Horizon Utilities Corporation	2.32	2.45	3.85
EnWin Utilities Ltd.	4.51	3.98	3.81
Waterloo North Hydro Inc.	3.25	4.44	3.41
Burlington Hydro Inc.	2.56	2.64	2.96
Kitchener-Wilmot Hydro Inc.	2.61	2.64	2.78
London Hydro Inc.	2.28		2.78
Veridian Connections Inc.	2.52	2.34	2.76
PowerStream Inc.	2.23	2.41	2.74
Hydro Ottawa Limited	2.62	2.30	2.55
Whitby Hydro Electric	2.18	3.00	2.55
Hydro One Brampton Networks	2.32	2.53	2.41
Entegrus Powerlines Inc.	2.37	2.44	2.01
Oakville Hydro Electricity	1.92	1.97	1.84
Count	14	13	14
Average	2.689	2.835	2.891
Median	2.44	2.53	2.77
1st & 3rd quartiles	2.29 & 2.62	2.41 & 3.00	2.55 & 3.29
Range (min, max)	1.92 to 4.51	1.97 to 4.44	1.84 to 4.02
Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	5.38	4.82	7.01
Orangeville Hydro Limited	2.96	2.62	5.55
Haldimand County Hydro Inc.	6.75	6.97	5.45
Lakefront Utilities Inc.		1.93	3.79
Halton Hills Hydro Inc.	2.87	2.91	3.60
Grimsby Power Incorporated		1.75	3.48
Westario Power Inc.	3.11		3.03
Woodstock Hydro Services Inc.	1.38	0.75	2.88
Festival Hydro Inc.	2.35	2.64	2.69
Peterborough Distribution Inc.	2.15	1.86	1.73
Brantford Power Inc.			1.62
St. Thomas Energy Inc.	1.67	1.91	1.06



FR120 Times Interest Earned

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.180	2.816	3.491
Median	2.87	2.28	3.26
1st & 3rd quartiles	2.15 & 3.11	1.87 & 2.84	2.45 & 4.21
Range (min, max)	1.38 to 6.75	0.75 to 6.97	1.06 to 7.01
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	6.34	4.32	3.82
Kenora Hydro Electric		1.58	3.67
Count	1	2	2
Average	6.340	2.950	3.745
Median	6.34	2.95	3.74
1st & 3rd quartiles	6.34 & 6.34	2.26 & 3.63	3.71 & 3.78
Range (min, max)	6.34 to 6.34	1.58 to 4.32	3.67 to 3.82
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.025	2.836	3.209
Median	2.54	2.53	2.92
1st & 3rd quartiles	2.27 & 3.14	1.97 & 3.00	2.55 & 3.80
Range (min, max)	1.38 to 6.75	0.75 to 6.97	1.06 to 7.01

Notes:



FR130 Debt Service Coverage (EBITDA Interest Coverage)

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	9.41	8.95	9.25
Waterloo North Hydro Inc.	6.56	7.12	6.99
Horizon Utilities Corporation	5.78	5.78	6.84
Oakville Hydro Electricity	5.32	5.26	5.72
Kitchener-Wilmot Hydro Inc.	4.77	4.43	5.30
Whitby Hydro Electric	5.28	6.02	5.24
Hydro Ottawa Limited	6.17	5.45	5.07
Burlington Hydro Inc.		4.56	4.92
London Hydro Inc.	6.11		4.87
PowerStream Inc.	4.91	4.90	4.55
Entegrus Powerlines Inc.	5.24	4.60	4.53
Cambridge and North Dumfries	7.74	7.65	4.07
Veridian Connections Inc.	5.62	5.21	3.76
Hydro One Brampton Networks	4.54	3.97	3.68
Count	13	13	14
Average	5.958	5.685	5.342
Median	5.62	5.26	5.00
1st & 3rd quartiles	5.24 & 6.17	4.60 & 6.02	4.54 & 5.61
Range (min, max)	4.54 to 9.41	3.97 to 8.95	3.68 to 9.25
Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	11.21	11.83	17.37
Lakefront Utilities Inc.		3.84	5.68
Halton Hills Hydro Inc.	5.80	4.65	5.15
Festival Hydro Inc.	5.23	5.25	5.00
Grimsby Power Incorporated		2.85	4.98
Haldimand County Hydro Inc.	0.88	4.28	4.98
Orangeville Hydro Limited	3.74	3.32	4.36
Woodstock Hydro Services Inc.	5.30	3.57	3.93
St. Thomas Energy Inc.	4.08	3.98	3.85
Peterborough Distribution Inc.	3.20	2.93	3.71
Westario Power Inc.	4.04		3.39
Brantford Power Inc.			2.86



FR130 Debt Service Coverage (EBITDA Interest Coverage)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	4.831	4.650	5.438
Median	4.08	3.91	4.67
1st & 3rd quartiles	3.74 & 5.30	3.38 & 4.56	3.82 & 5.04
Range (min, max)	0.88 to 11.21	2.85 to 11.83	2.86 to 17.37
Small Utilities	2010	2011	2012
Kenora Hydro Electric		7.15	8.57
Sioux Lookout Hydro Inc.	2.15	2.24	2.25
Count	1	2	2
Average	2.150	4.695	5.410
Median	2.15	4.69	5.41
1st & 3rd quartiles	2.15 & 2.15	3.46 & 5.92	3.83 & 6.99
Range (min, max)	2.15 to 2.15	2.24 to 7.15	2.25 to 8.57
Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	5.351	5.192	5.388
Median	5.28	4.65	4.95
1st & 3rd quartiles	4.31 & 5.96	3.97 & 5.78	3.91 & 5.39
Range (min, max)	0.88 to 11.21	2.24 to 11.83	2.25 to 17.37

Notes:



FR140 Operating Ratio (%)

Large Utilities	2010	2011	2012
Whitby Hydro Electric	4.53	4.45	5.04
Horizon Utilities Corporation	3.65	3.77	4.94
Kitchener-Wilmot Hydro Inc.	3.54	3.99	4.73
Oakville Hydro Electricity	3.94	4.02	3.95
London Hydro Inc.	3.92		3.84
Burlington Hydro Inc.	3.68	3.93	3.83
Waterloo North Hydro Inc.	3.52	3.13	3.45
Entegrus Powerlines Inc.	3.79	3.37	3.21
PowerStream Inc.	2.45	2.63	3.20
Hydro Ottawa Limited	2.28	2.33	2.85
Cambridge and North Dumfries	2.37	2.40	2.82
Veridian Connections Inc.	2.54	2.45	2.81
Hydro One Brampton Networks	1.81	2.02	1.80
EnWin Utilities Ltd.	1.75	1.53	1.50
Count	14	13	14
Average	3.126	3.078	3.426
Median	3.53	3.13	3.33
1st & 3rd quartiles	2.39 & 3.76	2.40 & 3.93	2.82 & 3.92
Range (min, max)	1.75 to 4.53	1.53 to 4.45	1.50 to 5.04
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	7.12	7.65	8.14
Grimsby Power Incorporated		3.54	5.21
Halton Hills Hydro Inc.	2.25	2.16	4.70
Lakeland Power Distribution Ltd	4.18	4.10	3.85
Woodstock Hydro Services Inc.	4.40	4.61	3.82
St. Thomas Energy Inc.	3.45	2.74	3.48
Peterborough Distribution Inc.	3.62	4.18	3.47
Festival Hydro Inc.	2.51	2.44	3.26
Westario Power Inc.	3.11		3.20
Orangeville Hydro Limited	3.17	3.56	3.16
Brantford Power Inc.			2.57
Lakefront Utilities Inc.		2.32	2.09



FR140 Operating Ratio (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.757	3.730	3.913
Median	3.45	3.55	3.47
1st & 3rd quartiles	3.11 & 4.18	2.51 & 4.16	3.19 & 4.06
Range (min, max)	2.25 to 7.12	2.16 to 7.65	2.09 to 8.14
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	8.62	7.28	9.89
Kenora Hydro Electric		5.60	4.91
Count	1	2	2
Average	8.620	6.440	7.400
Median	8.62	6.44	7.40
1st & 3rd quartiles	8.62 & 8.62	6.02 & 6.86	6.15 & 8.64
Range (min, max)	8.62 to 8.62	5.60 to 7.28	4.91 to 9.89
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.592	3.608	3.919
Median	3.53	3.54	3.47
1st & 3rd quartiles	2.49 & 3.93	2.44 & 4.10	3.08 & 4.70
Range (min, max)	1.75 to 8.62	1.53 to 7.65	1.50 to 9.89

Notes:



FR150 Distribution Revenue per Residential Customer (\$)

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	304	306	373
Waterloo North Hydro Inc.	297	323	341
Whitby Hydro Electric	329	336	337
Veridian Connections Inc.	286	321	330
Oakville Hydro Electricity	309	335	326
London Hydro Inc.	273		313
Hydro Ottawa Limited	298	313	312
Kitchener-Wilmot Hydro Inc.	244	259	309
EnWin Utilities Ltd.	300	329	308
Horizon Utilities Corporation	266	268	304
Entegrus Powerlines Inc.	278	332	289
PowerStream Inc.	274	272	273
Cambridge and North Dumfries	249	251	253
Hydro One Brampton Networks	272	254	250
Count	14	13	14
Average	284.2	299.9	308.4
Median	282	313	311
1st & 3rd quartiles	273 & 299	268 & 329	293 & 329
Range (min, max)	244 to 329	251 to 336	250 to 373
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		621	579
Haldimand County Hydro Inc.	461	464	531
Festival Hydro Inc.	307	363	414
Lakeland Power Distribution Ltd	321	316	409
Orangeville Hydro Limited	313	312	400
Halton Hills Hydro Inc.	286	287	356
Woodstock Hydro Services Inc.	289	346	346
Grimsby Power Incorporated		266	331
Peterborough Distribution Inc.	253	270	309
Brantford Power Inc.			272
Westario Power Inc.	277		271
St. Thomas Energy Inc.	263	265	261



FR150 Distribution Revenue per Residential Customer (\$)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	307.8	351.0	373.3
Median	289	314	351
1st & 3rd quartiles	277 & 313	274 & 358	300 & 410
Range (min, max)	253 to 461	265 to 621	261 to 579
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	427	435	539
Kenora Hydro Electric		290	353
Count	1	2	2
Average	427.0	362.5	446.0
Median	427	363	446
1st & 3rd quartiles	427 & 427	327 & 399	400 & 492
Range (min, max)	427 to 427	290 to 435	353 to 539
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	299.0	325.4	346.0
Median	288	313	328
1st & 3rd quartiles	273 & 307	270 & 335	300 & 360
Range (min, max)	244 to 461	251 to 621	250 to 579

Notes:



FR160 Distribution Revenue per General Service Customer (\$)

Large Utilities	2010	2011	2012
Hydro Ottawa Limited	2,192	2,435	2,721
Whitby Hydro Electric	2,357	2,667	2,660
EnWin Utilities Ltd.	2,271	2,502	2,266
Hydro One Brampton Networks	2,488	2,323	2,218
Waterloo North Hydro Inc.	1,820	2,064	2,196
Oakville Hydro Electricity	1,821	2,213	2,046
Burlington Hydro Inc.	1,784	1,854	2,016
Kitchener-Wilmot Hydro Inc.	1,853	1,973	1,977
Cambridge and North Dumfries	1,865	1,895	1,873
Veridian Connections Inc.	1,590	1,667	1,723
London Hydro Inc.	1,460		1,613
Horizon Utilities Corporation	1,059	1,335	1,598
Entegrus Powerlines Inc.	1,617	1,695	1,591
PowerStream Inc.	1,764	1,827	910
Count	14	13	14
Average	1,852.9	2,034.6	1,957.7
Median	1,821	1,973	1,996
1st & 3rd quartiles	1,653 & 2,110	1,827 & 2,323	1,640 & 2,213
Range (min, max)	1,059 to 2,488	1,335 to 2,667	910 to 2,721
Medium Utilities	2010	2011	2012
Brantford Power Inc.			2,297
Lakefront Utilities Inc.		2,225	2,255
Festival Hydro Inc.	1,677	2,095	2,237
Woodstock Hydro Services Inc.	1,572	1,820	1,947
Halton Hills Hydro Inc.	1,646	1,675	1,644
Haldimand County Hydro Inc.	1,659	1,491	1,548
Orangeville Hydro Limited	1,164	1,351	1,510
Peterborough Distribution Inc.	1,379	1,503	1,506
Lakeland Power Distribution Ltd	1,098	1,084	1,318
Westario Power Inc.	1,086		1,140
Grimsby Power Incorporated		969	1,092
St. Thomas Energy Inc.	1,037	1,099	1,050



FR160 Distribution Revenue per General Service Customer (\$)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1,368.7	1,531.2	1,628.7
Median	1,379	1,497	1,529
1st & 3rd quartiles	1,098 & 1,646	1,162 & 1,784	1,273 & 2,020
Range (min, max)	1,037 to 1,677	969 to 2,225	1,050 to 2,297
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	1,460	1,462	1,491
Kenora Hydro Electric		1,115	1,280
Count	1	2	2
Average	1,460.0	1,288.5	1,385.5
Median	1,460	1,289	1,385
1st & 3rd quartiles	1,460 & 1,460	1,202 & 1,375	1,333 & 1,438
Range (min, max)	1,460 to 1,460	1,115 to 1,462	1,280 to 1,491
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1,655.0	1,773.6	1,775.8
Median	1,652	1,820	1,683
1st & 3rd quartiles	1,440 & 1,829	1,462 & 2,095	1,502 & 2,202
Range (min, max)	1,037 to 2,488	969 to 2,667	910 to 2,721

Notes:



FR170 Distribution Revenue per Large Customer (\$)

Large Utilities	2010	2011	2012
London Hydro Inc.	512,402		800,771
Waterloo North Hydro Inc.	410,376	551,497	604,835
Horizon Utilities Corporation	253,308	498,964	588,144
EnWin Utilities Ltd.	511,246	950,863	522,826
Hydro Ottawa Limited	360,702	366,212	453,697
Cambridge and North Dumfries	402,907	358,197	436,788
Hydro One Brampton Networks	321,092	314,474	309,820
Kitchener-Wilmot Hydro Inc.	302,802	182,755	223,185
Veridian Connections Inc.	173,459	197,054	189,895
PowerStream Inc.	109,469	109,527	55,590
Entegrus Powerlines Inc.		9,335	7,231
Count	10	10	11
Average	335,776.3	353,887.8	381,162.0
Median	340,897	336,336	436,788
1st & 3rd quartiles	265,681 & 408,509	186,330 & 465,776	206,540 & 555,485
Range (min, max)	109,469 to 512,402	9,335 to 950,863	7,231 to 800,771
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		1,116,743	1,179,843
Festival Hydro Inc.	273,877	168,184	136,174
Peterborough Distribution Inc.	108,409	117,405	118,989
Count	2	3	3
Average	191,143.0	467,444.0	478,335.3
Median	191,143	168,184	136,174
1st & 3rd quartiles	149,776 & 232,510	142,795 & 642,464	127,582 & 658,009
Range (min, max)	108,409 to 273,877	117,405 to 1,116,743	118,989 to 1,179,843
Totals over Large, Medium and Small Utility Classes			
Count	12	13	14
Average	311,670.8	380,093.1	401,984.9
Median	311,947	314,474	373,304
1st & 3rd quartiles	233,346 & 404,774	168,184 & 498,964	149,604 & 571,815
Range (min, max)	108,409 to 512,402	9,335 to 1,116,743	7,231 to 1,179,843

Notes:



FR190 Return on Total Assets Less Depreciation (%)

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	24.757	3.721	4.345
Hydro One Brampton Networks	4.064	4.527	4.324
Kitchener-Wilmot Hydro Inc.	3.676	3.743	3.750
Cambridge and North Dumfries	3.977	3.860	3.742
Veridian Connections Inc.	3.195	2.695	3.550
Hydro Ottawa Limited	3.830	3.068	3.472
PowerStream Inc.	3.236	3.496	3.441
Waterloo North Hydro Inc.	3.445	4.079	3.322
Horizon Utilities Corporation	2.725	2.391	2.916
Whitby Hydro Electric	2.211	3.537	2.902
London Hydro Inc.	2.337		2.874
EnWin Utilities Ltd.	5.428	4.645	2.628
Entegrus Powerlines Inc.	3.343	3.928	2.567
Oakville Hydro Electricity	3.019	3.118	2.191
Count	14	13	14
Average	4.9459	3.6006	3.2874
Median	3.394	3.721	3.382
1st & 3rd quartiles	3.063 & 3.940	3.118 & 3.928	2.881 & 3.694
Range (min, max)	2.211 to 24.757	2.391 to 4.645	2.191 to 4.345
Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	3.646	3.134	6.188
Lakefront Utilities Inc.		2.121	5.353
Halton Hills Hydro Inc.	4.373	4.446	4.724
Lakeland Power Distribution Ltd	4.375	3.506	4.632
Grimsby Power Incorporated		2.376	4.338
Westario Power Inc.	4.428		4.177
Woodstock Hydro Services Inc.	0.750	-0.453	3.879
Festival Hydro Inc.	3.661	4.506	3.728
Haldimand County Hydro Inc.	6.141	4.619	3.307
Peterborough Distribution Inc.	2.724	2.262	2.057
Brantford Power Inc.			1.462
St. Thomas Energy Inc.	1.601	2.419	0.150



FR190 Return on Total Assets Less Depreciation (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.5221	2.8936	3.6663
Median	3.661	2.777	4.028
1st & 3rd quartiles	2.724 & 4.375	2.290 & 4.211	2.994 & 4.655
Range (min, max)	0.750 to 6.141	-0.453 to 4.619	0.150 to 6.188
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	3.902	3.976	3.139
Kenora Hydro Electric		0.575	1.186
Count	1	2	2
Average	3.9020	2.2755	2.1625
Median	3.902	2.276	2.162
1st & 3rd quartiles	3.902 & 3.902	1.426 & 3.126	1.674 & 2.651
Range (min, max)	3.902 to 3.902	0.575 to 3.976	1.186 to 3.139
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	4.3685	3.2118	3.3694
Median	3.653	3.506	3.456
1st & 3rd quartiles	2.945 & 4.141	2.419 & 3.976	2.813 & 4.214
Range (min, max)	0.750 to 24.757	-0.453 to 4.645	0.150 to 6.188

Notes:



FR200 Percent Debt (%)

Large Utilities	2010	2011	2012
Veridian Connections Inc.	57.3	61.0	61.4
Hydro One Brampton Networks	56.4	58.1	60.8
PowerStream Inc.	58.1	58.3	59.1
Oakville Hydro Electricity	67.0	54.6	58.9
Hydro Ottawa Limited	55.0	56.9	57.8
Entegrus Powerlines Inc.	56.7	54.1	56.2
Waterloo North Hydro Inc.	40.8	47.9	51.7
Burlington Hydro Inc.	48.3	48.2	48.6
Horizon Utilities Corporation	46.6	45.8	48.0
Kitchener-Wilmot Hydro Inc.	46.1	43.8	42.4
Whitby Hydro Electric	39.4	43.0	42.2
EnWin Utilities Ltd.	43.4	41.8	40.0
London Hydro Inc.	43.8		39.7
Cambridge and North Dumfries	37.4	36.6	35.1
Count	14	13	14
Average	49.74	50.01	50.14
Median	47.5	48.2	50.2
1st & 3rd quartiles	43.5 & 56.6	43.8 & 56.9	42.2 & 58.6
Range (min, max)	37.4 to 67.0	36.6 to 61.0	35.1 to 61.4
Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	47.0	58.6	58.3
Peterborough Distribution Inc.	68.5	63.6	56.3
Brantford Power Inc.			56.2
Grimsby Power Incorporated		62.7	55.6
Festival Hydro Inc.	50.0	49.4	52.5
St. Thomas Energy Inc.	47.0	47.8	48.1
Orangeville Hydro Limited	45.6	43.8	47.9
Westario Power Inc.	39.1		47.6
Halton Hills Hydro Inc.	56.6	46.4	44.4
Lakeland Power Distribution Ltd	25.8	27.8	32.2
Haldimand County Hydro Inc.	23.4	25.8	29.6
Lakefront Utilities Inc.		30.9	28.6



FR200 Percent Debt (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	44.78	45.68	46.44
Median	47.0	47.1	48.0
1st & 3rd quartiles	39.1 & 50.0	34.2 & 56.3	41.3 & 55.8
Range (min, max)	23.4 to 68.5	25.8 to 63.6	28.6 to 58.3
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	61.9	61.4	59.8
Kenora Hydro Electric		46.3	44.9
Count	1	2	2
Average	61.90	53.85	52.35
Median	61.9	53.9	52.4
1st & 3rd quartiles	61.9 & 61.9	50.1 & 57.7	48.6 & 56.1
Range (min, max)	61.9 to 61.9	46.3 to 61.4	44.9 to 59.8
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	48.38	48.58	48.71
Median	47.0	47.9	48.4
1st & 3rd quartiles	42.7 & 56.7	43.8 & 58.1	42.3 & 56.7
Range (min, max)	23.4 to 68.5	25.8 to 63.6	28.6 to 61.4

Notes:



FR210 Fixed Charge Coverage (EBIT Interest Coverage)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	2.91	2.90	4.39
EnWin Utilities Ltd.	4.53	3.83	4.21
Waterloo North Hydro Inc.	3.28	4.38	3.26
Hydro Ottawa Limited	3.64	2.87	3.14
Burlington Hydro Inc.	2.82	2.87	3.11
London Hydro Inc.	3.48		3.01
Whitby Hydro Electric	2.86	3.37	2.81
Kitchener-Wilmot Hydro Inc.	2.96	3.00	2.77
Hydro One Brampton Networks	2.84	2.83	2.73
Veridian Connections Inc.	3.09	2.72	2.43
PowerStream Inc.	2.68	2.61	2.26
Oakville Hydro Electricity	2.15	1.79	2.17
Entegrus Powerlines Inc.	2.69	2.38	2.16
Cambridge and North Dumfries	4.43	3.92	1.41
Count	14	13	14
Average	3.169	3.036	2.847
Median	2.93	2.87	2.79
1st & 3rd quartiles	2.82 & 3.43	2.72 & 3.37	2.30 & 3.14
Range (min, max)	2.15 to 4.53	1.79 to 4.38	1.41 to 4.39
Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	3.57	3.04	6.29
Haldimand County Hydro Inc.	8.09	7.87	5.98
Lakeland Power Distribution Ltd	4.44	3.64	4.65
Lakefront Utilities Inc.		2.11	4.15
Grimsby Power Incorporated		1.88	4.00
Halton Hills Hydro Inc.	3.41	3.08	3.61
Festival Hydro Inc.	2.95	3.05	3.13
Woodstock Hydro Services Inc.	2.28	0.75	2.91
Westario Power Inc.	3.17		2.81
Peterborough Distribution Inc.	2.51	2.34	1.82
Brantford Power Inc.			1.76
St. Thomas Energy Inc.	2.25	2.19	1.25



FR210 Fixed Charge Coverage (EBIT Interest Coverage)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.630	2.995	3.530
Median	3.17	2.69	3.37
1st & 3rd quartiles	2.51 & 3.57	2.13 & 3.07	2.57 & 4.28
Range (min, max)	2.25 to 8.09	0.75 to 7.87	1.25 to 6.29
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	6.40	4.43	5.42
Kenora Hydro Electric		1.61	3.43
Count	1	2	2
Average	6.400	3.020	4.425
Median	6.40	3.02	4.43
1st & 3rd quartiles	6.40 & 6.40	2.31 & 3.72	3.93 & 4.92
Range (min, max)	6.40 to 6.40	1.61 to 4.43	3.43 to 5.42
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.476	3.018	3.253
Median	3.03	2.87	3.06
1st & 3rd quartiles	2.78 & 3.59	2.34 & 3.37	2.39 & 4.04
Range (min, max)	2.15 to 8.09	0.75 to 7.87	1.25 to 6.29

Notes:



FR220 Cash Flow/Debt

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	0.41	0.38	0.34
London Hydro Inc.	0.27		0.34
Hydro Ottawa Limited	0.31	0.28	0.25
Whitby Hydro Electric	0.16	0.14	0.25
Kitchener-Wilmot Hydro Inc.	0.22	0.23	0.23
Horizon Utilities Corporation	0.23	0.27	0.23
Burlington Hydro Inc.	0.20	0.21	0.23
Waterloo North Hydro Inc.	0.27	0.23	0.21
Entegrus Powerlines Inc.	0.21	0.22	0.21
EnWin Utilities Ltd.	0.20	0.35	0.20
Oakville Hydro Electricity	0.19	0.20	0.17
Hydro One Brampton Networks	0.20	0.16	0.16
Veridian Connections Inc.	0.22	0.18	0.15
PowerStream Inc.	0.18	0.18	0.13
Count	14	13	14
Average	0.234	0.233	0.221
Median	0.21	0.22	0.22
1st & 3rd quartiles	0.20 & 0.26	0.18 & 0.27	0.18 & 0.24
Range (min, max)	0.16 to 0.41	0.14 to 0.38	0.13 to 0.34
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		0.41	0.65
Haldimand County Hydro Inc.	0.56	0.46	0.42
Lakeland Power Distribution Ltd	0.42	0.39	0.38
Orangeville Hydro Limited	0.30	0.31	0.32
Halton Hills Hydro Inc.	0.17	0.21	0.21
Festival Hydro Inc.	0.22	0.24	0.20
Peterborough Distribution Inc.	0.09	0.11	0.20
Westario Power Inc.	0.24		0.18
Woodstock Hydro Services Inc.	0.11	0.10	0.17
Grimsby Power Incorporated		0.12	0.17
St. Thomas Energy Inc.	0.19	0.22	0.14
Brantford Power Inc.			0.12



FR220 Cash Flow/Debt

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.256	0.257	0.263
Median	0.22	0.23	0.20
1st & 3rd quartiles	0.17 & 0.30	0.14 & 0.37	0.17 & 0.33
Range (min, max)	0.09 to 0.56	0.10 to 0.46	0.12 to 0.65
Small Utilities	2010	2011	2012
Kenora Hydro Electric		0.15	0.19
Sioux Lookout Hydro Inc.	0.13	0.13	0.10
Count	1	2	2
Average	0.130	0.140	0.145
Median	0.13	0.14	0.14
1st & 3rd quartiles	0.13 & 0.13	0.13 & 0.15	0.12 & 0.16
Range (min, max)	0.13 to 0.13	0.13 to 0.15	0.10 to 0.19
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.238	0.235	0.234
Median	0.21	0.22	0.21
1st & 3rd quartiles	0.19 & 0.27	0.16 & 0.28	0.17 & 0.25
Range (min, max)	0.09 to 0.56	0.10 to 0.46	0.10 to 0.65

Notes:



FR230 Net Income as a % of Distribution Revenue

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	21.92	26.92	27.61
Horizon Utilities Corporation	13.83	15.37	22.73
Waterloo North Hydro Inc.	21.30	26.47	22.21
Cambridge and North Dumfries	22.76	19.93	21.92
Kitchener-Wilmot Hydro Inc.	21.84	21.24	20.28
PowerStream Inc.	17.91	19.88	19.18
Veridian Connections Inc.	17.47	15.53	19.00
Burlington Hydro Inc.	16.45	17.69	18.44
Hydro Ottawa Limited	18.39	15.44	17.24
Whitby Hydro Electric	13.07	20.67	17.20
London Hydro Inc.	10.30		13.84
EnWin Utilities Ltd.	23.53	20.29	13.42
Oakville Hydro Electricity	15.62	15.42	13.20
Entegrus Powerlines Inc.	16.28	18.67	12.98
Count	14	13	14
Average	17.905	19.502	18.518
Median	17.69	19.88	18.72
1st & 3rd quartiles	15.78 & 21.71	15.53 & 20.67	14.68 & 21.51
Range (min, max)	10.30 to 23.53	15.37 to 26.92	12.98 to 27.61
Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	16.46	13.56	25.61
Halton Hills Hydro Inc.	20.76	21.29	23.87
Grimsby Power Incorporated		10.40	20.17
Westario Power Inc.	21.15		19.25
Festival Hydro Inc.	17.07	20.83	19.05
Woodstock Hydro Services Inc.	3.82	-2.25	19.00
Lakeland Power Distribution Ltd	17.36	15.07	17.49
Lakefront Utilities Inc.		5.11	15.52
Haldimand County Hydro Inc.	21.41	18.47	13.82
Peterborough Distribution Inc.	17.82	13.03	9.33
Brantford Power Inc.			8.79
St. Thomas Energy Inc.	9.27	11.15	0.80



FR230 Net Income as a % of Distribution Revenue

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	16.124	12.666	16.058
Median	17.36	13.29	18.24
1st & 3rd quartiles	16.46 & 20.76	10.59 & 17.62	12.70 & 19.48
Range (min, max)	3.82 to 21.41	-2.25 to 21.29	0.80 to 25.61
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	17.23	17.66	12.02
Kenora Hydro Electric		2.90	11.38
Count	1	2	2
Average	17.230	10.280	11.700
Median	17.23	10.28	11.70
1st & 3rd quartiles	17.23 & 17.23	6.59 & 13.97	11.54 & 11.86
Range (min, max)	17.23 to 17.23	2.90 to 17.66	11.38 to 12.02
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	17.209	16.030	16.977
Median	17.41	17.66	17.96
1st & 3rd quartiles	16.11 & 21.19	13.56 & 20.29	13.37 & 20.20
Range (min, max)	3.82 to 23.53	-2.25 to 26.92	0.80 to 27.61

Notes:



FR240 Profitability

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	0.46	0.50	0.51
Waterloo North Hydro Inc.	0.38	0.40	0.41
Kitchener-Wilmot Hydro Inc.	0.42	0.41	0.38
Oakville Hydro Electricity	0.39	0.34	0.37
Horizon Utilities Corporation	0.32	0.34	0.37
PowerStream Inc.	0.40	0.39	0.34
Whitby Hydro Electric	0.33	0.38	0.33
Hydro Ottawa Limited	0.40	0.34	0.33
Burlington Hydro Inc.	0.34	0.34	0.32
EnWin Utilities Ltd.	0.38	0.34	0.30
Veridian Connections Inc.	0.36	0.31	0.30
Entegrus Powerlines Inc.	0.33	0.32	0.29
London Hydro Inc.	0.28		0.23
Cambridge and North Dumfries	0.38	0.35	0.12
Count	14	13	14
Average	0.369	0.366	0.329
Median	0.38	0.34	0.33
1st & 3rd quartiles	0.34 & 0.40	0.34 & 0.39	0.30 & 0.37
Range (min, max)	0.28 to 0.46	0.31 to 0.50	0.12 to 0.51
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	0.38	0.39	0.38
Grimsby Power Incorporated		0.20	0.38
Orangeville Hydro Limited	0.31	0.27	0.37
Festival Hydro Inc.	0.38	0.41	0.36
Woodstock Hydro Services Inc.	0.25	0.08	0.34
Westario Power Inc.	0.36		0.30
Peterborough Distribution Inc.	0.44	0.37	0.29
Lakefront Utilities Inc.		0.14	0.28
Brantford Power Inc.			0.26
Lakeland Power Distribution Ltd	0.20	0.21	0.26
Haldimand County Hydro Inc.	0.35	0.30	0.22
St. Thomas Energy Inc.	0.33	0.33	0.21



FR240 Profitability

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.333	0.270	0.304
Median	0.35	0.28	0.29
1st & 3rd quartiles	0.31 & 0.38	0.21 & 0.36	0.26 & 0.37
Range (min, max)	0.20 to 0.44	0.08 to 0.41	0.21 to 0.38
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.21	0.24	0.23
Kenora Hydro Electric		0.09	0.16
Count	1	2	2
Average	0.210	0.165	0.195
Median	0.21	0.16	0.20
1st & 3rd quartiles	0.21 & 0.21	0.13 & 0.20	0.18 & 0.21
Range (min, max)	0.21 to 0.21	0.09 to 0.24	0.16 to 0.23
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.349	0.312	0.309
Median	0.36	0.34	0.31
1st & 3rd quartiles	0.33 & 0.38	0.27 & 0.38	0.26 & 0.37
Range (min, max)	0.20 to 0.46	0.08 to 0.50	0.12 to 0.51

Notes:



FR250 Return on Equity (%)

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	11.89	13.30	13.69
Veridian Connections Inc.	11.01	9.64	12.85
Horizon Utilities Corporation	6.63	7.91	11.78
Hydro Ottawa Limited	10.33	9.02	10.41
Burlington Hydro Inc.	7.95	8.42	9.63
PowerStream Inc.	9.23	9.92	9.41
Waterloo North Hydro Inc.	7.96	10.07	8.66
Entegrus Powerlines Inc.	9.60	10.39	7.90
Kitchener-Wilmot Hydro Inc.	7.67	7.41	7.52
Cambridge and North Dumfries	8.06	7.17	7.46
Whitby Hydro Electric	5.44	8.95	7.42
EnWin Utilities Ltd.	13.31	10.61	6.64
London Hydro Inc.	5.07		6.61
Oakville Hydro Electricity	11.72	7.42	6.22
Count	14	13	14
Average	8.991	9.248	9.014
Median	8.64	9.02	8.28
1st & 3rd quartiles	7.74 & 10.84	7.91 & 10.07	7.43 & 10.22
Range (min, max)	5.07 to 13.31	7.17 to 13.30	6.22 to 13.69
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		5.98	15.99
Orangeville Hydro Limited	8.34	6.86	14.82
Woodstock Hydro Services Inc.	1.70	-1.58	12.40
Grimsby Power Incorporated		5.56	12.26
Halton Hills Hydro Inc.	8.50	8.53	10.13
Festival Hydro Inc.	8.50	10.32	9.10
Lakeland Power Distribution Ltd	6.64	5.47	7.35
Westario Power Inc.	7.28		6.51
Haldimand County Hydro Inc.	8.54	6.94	5.75
Peterborough Distribution Inc.	8.86	6.43	5.36
Brantford Power Inc.			3.83
St. Thomas Energy Inc.	4.34	5.42	0.39



FR250 Return on Equity (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	6.967	5.993	8.658
Median	8.34	6.21	8.22
1st & 3rd quartiles	6.64 & 8.50	5.49 & 6.92	5.65 & 12.29
Range (min, max)	1.70 to 8.86	-1.58 to 10.32	0.39 to 15.99
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	10.02	10.20	7.90
Kenora Hydro Electric		1.28	5.64
Count	1	2	2
Average	10.020	5.740	6.770
Median	10.02	5.74	6.77
1st & 3rd quartiles	10.02 & 10.02	3.51 & 7.97	6.21 & 7.34
Range (min, max)	10.02 to 10.02	1.28 to 10.20	5.64 to 7.90
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	8.275	7.666	8.701
Median	8.42	7.91	7.90
1st & 3rd quartiles	7.12 & 9.71	6.43 & 9.92	6.58 & 10.75
Range (min, max)	1.70 to 13.31	-1.58 to 13.30	0.39 to 15.99

Notes:



FR260 Free Operating Cash Flow Plus Interest Over Interest

Large Utilities	2010	2011	2012
Whitby Hydro Electric	-2.06	1.14	2.13
Oakville Hydro Electricity	-1.96	-1.89	1.60
Veridian Connections Inc.	-1.15	-0.74	0.72
Kitchener-Wilmot Hydro Inc.	-0.87	0.06	-0.19
London Hydro Inc.	-2.08		-0.20
PowerStream Inc.	-1.51	-1.36	-0.52
Burlington Hydro Inc.	0.11	0.76	-0.83
Horizon Utilities Corporation	-0.16	0.40	-1.35
Hydro One Brampton Networks	-0.60	-1.12	-1.50
Entegrus Powerlines Inc.	-3.62	1.51	-1.51
EnWin Utilities Ltd.	1.31	2.36	-2.28
Waterloo North Hydro Inc.	-7.59	-9.54	-2.55
Hydro Ottawa Limited	-1.42	-2.40	-2.63
Cambridge and North Dumfries	0.10	0.11	-4.43
Count	14	13	14
Average	-1.536	-0.824	-0.967
Median	-1.29	0.06	-1.09
1st & 3rd quartiles	-2.03 & -0.27	-1.36 & 0.76	-2.08 & -0.19
Range (min, max)	-7.59 to 1.31	-9.54 to 2.36	-4.43 to 2.13
Medium Utilities	2010	2011	2012
Peterborough Distribution Inc.	0.27	-0.21	1.03
Brantford Power Inc.			0.97
Orangeville Hydro Limited	0.69	0.43	0.97
Grimsby Power Incorporated		0.88	0.95
Westario Power Inc.	1.39		0.12
St. Thomas Energy Inc.	0.82	0.34	-0.32
Woodstock Hydro Services Inc.	0.30	-5.69	-1.15
Halton Hills Hydro Inc.	1.23	-1.01	-3.49
Lakefront Utilities Inc.		-0.21	-4.68
Haldimand County Hydro Inc.	4.47	0.22	-7.68
Festival Hydro Inc.	0.11	0.68	-7.71
Lakeland Power Distribution Ltd	-2.23	-2.84	-12.63



FR260 Free Operating Cash Flow Plus Interest Over Interest

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.783	-0.741	-2.802
Median	0.69	0.00	-0.74
1st & 3rd quartiles	0.27 & 1.23	-0.81 & 0.41	-5.43 & 0.96
Range (min, max)	-2.23 to 4.47	-5.69 to 0.88	-12.63 to 1.03
Small Utilities	2010	2011	2012
Kenora Hydro Electric		1.27	-0.93
Sioux Lookout Hydro Inc.	1.33	1.79	-1.87
Count	1	2	2
Average	1.330	1.530	-1.400
Median	1.33	1.53	-1.40
1st & 3rd quartiles	1.33 & 1.33	1.40 & 1.66	-1.64 & -1.17
Range (min, max)	1.33 to 1.33	1.27 to 1.79	-1.87 to -0.93
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	-0.547	-0.602	-1.784
Median	-0.03	0.11	-1.04
1st & 3rd quartiles	-1.63 & 0.72	-1.12 & 0.76	-2.57 & 0.27
Range (min, max)	-7.59 to 4.47	-9.54 to 2.36	-12.63 to 2.13

Notes:



FR270 Debt Over EBIT

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	4.49	4.59	13.08
PowerStream Inc.	6.73	7.19	8.55
Oakville Hydro Electricity	6.90	7.46	8.26
Veridian Connections Inc.	5.87	8.01	7.85
Entegrus Powerlines Inc.	6.74	6.62	7.24
Hydro Ottawa Limited	5.43	6.60	6.84
Waterloo North Hydro Inc.	4.86	6.02	6.73
Hydro One Brampton Networks	5.21	5.65	6.17
London Hydro Inc.	5.64		5.88
Burlington Hydro Inc.	5.74	5.79	5.75
Kitchener-Wilmot Hydro Inc.	5.74	5.44	5.24
Whitby Hydro Electric	4.67	4.59	5.10
Horizon Utilities Corporation	5.69	4.90	4.76
EnWin Utilities Ltd.	3.61	4.06	4.51
Count	14	13	14
Average	5.523	5.917	6.854
Median	5.67	5.79	6.45
1st & 3rd quartiles	4.95 & 5.83	4.90 & 6.62	5.37 & 7.70
Range (min, max)	3.61 to 6.90	4.06 to 8.01	4.51 to 13.08
Medium Utilities	2010	2011	2012
Brantford Power Inc.			11.27
Westario Power Inc.	5.18		9.00
St. Thomas Energy Inc.	5.75	5.76	8.96
Peterborough Distribution Inc.	10.04	9.43	7.85
Festival Hydro Inc.	5.25	4.81	6.35
Woodstock Hydro Services Inc.	8.11	24.78	6.22
Grimsby Power Incorporated		15.36	5.46
Halton Hills Hydro Inc.	8.37	5.60	4.89
Haldimand County Hydro Inc.	2.18	3.12	4.53
Lakeland Power Distribution Ltd	4.44	4.98	4.40
Orangeville Hydro Limited	5.28	5.72	4.27
Lakefront Utilities Inc.		2.82	1.39



FR270 Debt Over EBIT

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	6.067	8.238	6.216
Median	5.28	5.66	5.84
1st & 3rd quartiles	5.18 & 8.11	4.85 & 8.51	4.50 & 8.13
Range (min, max)	2.18 to 10.04	2.82 to 24.78	1.39 to 11.27
Small Utilities	2010	2011	2012
Kenora Hydro Electric		21.31	9.96
Sioux Lookout Hydro Inc.	13.54	11.71	9.82
Count	1	2	2
Average	13.540	16.510	9.890
Median	13.54	16.51	9.89
1st & 3rd quartiles	13.54 & 13.54	14.11 & 18.91	9.86 & 9.93
Range (min, max)	13.54 to 13.54	11.71 to 21.31	9.82 to 9.96
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	6.061	7.693	6.798
Median	5.67	5.76	6.29
1st & 3rd quartiles	5.10 & 6.73	4.90 & 7.46	5.04 & 8.34
Range (min, max)	2.18 to 13.54	2.82 to 24.78	1.39 to 13.08

Notes:



FR280 Return on Assets (%)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	1.85	2.14	5.72
PowerStream Inc.	2.12	2.27	4.11
Hydro Ottawa Limited	2.70	2.22	3.93
EnWin Utilities Ltd.	3.76	3.09	3.10
Burlington Hydro Inc.	5.54	2.53	2.87
Kitchener-Wilmot Hydro Inc.	2.80	2.81	2.81
Hydro One Brampton Networks	2.49	2.84	2.80
Cambridge and North Dumfries	3.05	2.67	2.72
Waterloo North Hydro Inc.	2.31	2.80	2.28
Veridian Connections Inc.	2.18	1.69	2.24
Whitby Hydro Electric	1.53	2.50	2.04
London Hydro Inc.	1.64		2.02
Entegrus Powerlines Inc.	2.68	2.96	1.99
Oakville Hydro Electricity	2.21	2.11	1.70
Count	14	13	14
Average	2.633	2.510	2.881
Median	2.40	2.53	2.76
1st & 3rd quartiles	2.14 & 2.78	2.22 & 2.81	2.09 & 3.04
Range (min, max)	1.53 to 5.54	1.69 to 3.09	1.70 to 5.72
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		2.16	5.34
Grimsby Power Incorporated		1.41	5.13
Orangeville Hydro Limited	2.53	2.03	4.63
Halton Hills Hydro Inc.	3.82	3.74	3.92
Lakeland Power Distribution Ltd	3.48	2.77	3.69
Westario Power Inc.	4.20		3.42
Woodstock Hydro Services Inc.	0.64	-0.38	3.26
Haldimand County Hydro Inc.	4.85	3.82	2.78
Festival Hydro Inc.	2.09	2.53	2.22
Peterborough Distribution Inc.	3.23	2.22	1.65
Brantford Power Inc.			1.48
St. Thomas Energy Inc.	1.16	1.62	0.10



FR280 Return on Assets (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2.889	2.192	3.135
Median	3.23	2.19	3.34
1st & 3rd quartiles	2.09 & 3.82	1.72 & 2.71	2.07 & 4.10
Range (min, max)	0.64 to 4.85	-0.38 to 3.82	0.10 to 5.34
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	3.99	4.01	2.87
Kenora Hydro Electric		0.46	1.98
Count	1	2	2
Average	3.990	2.235	2.425
Median	3.99	2.23	2.43
1st & 3rd quartiles	3.99 & 3.99	1.34 & 3.12	2.20 & 2.65
Range (min, max)	3.99 to 3.99	0.46 to 4.01	1.98 to 2.87
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	2.785	2.361	2.957
Median	2.60	2.50	2.80
1st & 3rd quartiles	2.11 & 3.55	2.11 & 2.81	2.04 & 3.75
Range (min, max)	0.64 to 5.54	-0.38 to 4.01	0.10 to 5.72

Notes:



FR290 Return on Capital Employed (%)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	3.65	4.41	6.85
Cambridge and North Dumfries	6.48	5.15	5.60
Hydro One Brampton Networks	5.18	5.57	5.49
Burlington Hydro Inc.	4.61	4.94	5.43
Veridian Connections Inc.	4.71	3.76	4.96
Kitchener-Wilmot Hydro Inc.	4.86	4.71	4.82
Whitby Hydro Electric	3.37	5.50	4.69
EnWin Utilities Ltd.	7.14	6.34	4.41
Hydro Ottawa Limited	4.67	3.92	4.40
Waterloo North Hydro Inc.	4.72	5.25	4.18
London Hydro Inc.	2.96		4.01
PowerStream Inc.	3.92	4.14	3.95
Entegrus Powerlines Inc.	4.60	5.38	3.93
Oakville Hydro Electricity	3.92	3.03	2.81
Count	14	13	14
Average	4.628	4.777	4.681
Median	4.64	4.94	4.55
1st & 3rd quartiles	3.92 & 4.82	4.14 & 5.38	4.05 & 5.31
Range (min, max)	2.96 to 7.14	3.03 to 6.34	2.81 to 6.85
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		5.80	15.05
Orangeville Hydro Limited	4.91	4.08	9.30
Woodstock Hydro Services Inc.	1.26	-0.74	6.12
Grimsby Power Incorporated		2.15	5.82
Halton Hills Hydro Inc.	3.87	4.71	5.36
Lakeland Power Distribution Ltd	4.93	3.95	4.98
Haldimand County Hydro Inc.	6.95	5.62	4.58
Festival Hydro Inc.	4.38	5.22	4.33
Westario Power Inc.	4.98		3.44
Peterborough Distribution Inc.	3.04	2.52	2.51
Brantford Power Inc.			2.03
St. Thomas Energy Inc.	2.37	3.06	0.20



FR290 Return on Capital Employed (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	4.077	3.637	5.310
Median	4.38	4.02	4.78
1st & 3rd quartiles	3.04 & 4.93	2.65 & 5.10	3.20 & 5.89
Range (min, max)	1.26 to 6.95	-0.74 to 5.80	0.20 to 15.05
Small Utilities	2010	2011	2012
Kenora Hydro Electric		0.75	3.34
Sioux Lookout Hydro Inc.	4.25	4.48	3.30
Count	1	2	2
Average	4.250	2.615	3.320
Median	4.25	2.61	3.32
1st & 3rd quartiles	4.25 & 4.25	1.68 & 3.54	3.31 & 3.33
Range (min, max)	4.25 to 4.25	0.75 to 4.48	3.30 to 3.34
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	4.405	4.148	4.853
Median	4.60	4.48	4.50
1st & 3rd quartiles	3.81 & 4.91	3.76 & 5.25	3.80 & 5.44
Range (min, max)	1.26 to 7.14	-0.74 to 6.34	0.20 to 15.05

Notes:



FR300 Operating Margin (%)

Large Utilities	2010	2011	2012
Whitby Hydro Electric	8.87	9.01	8.15
Kitchener-Wilmot Hydro Inc.	7.83	7.83	7.60
Waterloo North Hydro Inc.	6.79	7.41	7.44
Horizon Utilities Corporation	5.49	6.16	7.17
Hydro One Brampton Networks	7.25	7.19	7.08
Cambridge and North Dumfries	5.88	5.34	6.54
Hydro Ottawa Limited	7.54	6.14	5.98
Burlington Hydro Inc.	5.69	5.50	5.91
Oakville Hydro Electricity	7.29	6.32	5.86
PowerStream Inc.	7.04	6.57	5.59
EnWin Utilities Ltd.	7.55	6.70	5.58
Entegrus Powerlines Inc.	6.72	5.96	5.36
Veridian Connections Inc.	6.55	5.16	5.34
London Hydro Inc.	4.89		3.83
Count	14	13	14
Average	6.813	6.561	6.245
Median	6.91	6.32	5.95
1st & 3rd quartiles	6.04 & 7.47	5.96 & 7.19	5.58 & 7.15
Range (min, max)	4.89 to 8.87	5.16 to 9.01	3.83 to 8.15
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		3.93	7.84
Orangeville Hydro Limited	5.80	4.85	7.76
Grimsby Power Incorporated		3.66	7.63
Halton Hills Hydro Inc.	6.84	6.52	7.14
Peterborough Distribution Inc.	7.82	6.34	6.10
Festival Hydro Inc.	6.31	6.39	6.03
Lakeland Power Distribution Ltd	4.84	4.72	5.99
Woodstock Hydro Services Inc.	5.15	1.50	5.99
Haldimand County Hydro Inc.	9.04	7.18	5.91
Westario Power Inc.	9.49		5.39
Brantford Power Inc.			3.78
St. Thomas Energy Inc.	6.21	5.98	3.46



FR300 Operating Margin (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	6.833	5.107	6.085
Median	6.31	5.42	6.01
1st & 3rd quartiles	5.80 & 7.82	4.13 & 6.38	5.78 & 7.26
Range (min, max)	4.84 to 9.49	1.50 to 7.18	3.46 to 7.84
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	6.04	5.53	4.59
Kenora Hydro Electric		1.88	3.72
Count	1	2	2
Average	6.040	3.705	4.155
Median	6.04	3.71	4.15
1st & 3rd quartiles	6.04 & 6.04	2.80 & 4.62	3.93 & 4.37
Range (min, max)	6.04 to 6.04	1.88 to 5.53	3.72 to 4.59
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	6.788	5.751	6.027
Median	6.75	6.14	5.99
1st & 3rd quartiles	5.86 & 7.54	5.16 & 6.57	5.38 & 7.15
Range (min, max)	4.84 to 9.49	1.50 to 9.01	3.46 to 8.15

Notes:



FR310 Net Margin (%)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	2.37	2.82	4.35
Whitby Hydro Electric	3.00	4.98	4.30
Waterloo North Hydro Inc.	3.82	4.88	4.12
Kitchener-Wilmot Hydro Inc.	4.04	4.04	4.07
Hydro One Brampton Networks	3.48	3.89	3.86
Veridian Connections Inc.	3.16	2.55	3.38
Burlington Hydro Inc.	2.78	2.89	3.30
PowerStream Inc.	3.15	3.35	3.12
Hydro Ottawa Limited	3.45	2.76	3.11
Cambridge and North Dumfries	3.56	3.04	2.75
EnWin Utilities Ltd.	4.72	4.03	2.50
Oakville Hydro Electricity	2.91	2.91	2.42
London Hydro Inc.	1.79		2.26
Entegrus Powerlines Inc.	3.01	3.22	2.15
Count	14	13	14
Average	3.231	3.489	3.264
Median	3.16	3.22	3.21
1st & 3rd quartiles	2.93 & 3.54	2.89 & 4.03	2.56 & 4.02
Range (min, max)	1.79 to 4.72	2.55 to 4.98	2.15 to 4.35
Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	3.05	2.45	5.34
Halton Hills Hydro Inc.	3.73	3.59	4.43
Lakefront Utilities Inc.		1.48	4.34
Grimsby Power Incorporated		1.86	4.08
Lakeland Power Distribution Ltd	3.63	2.96	3.85
Haldimand County Hydro Inc.	5.53	4.47	3.65
Westario Power Inc.	4.02		3.48
Woodstock Hydro Services Inc.	0.80	-0.54	3.31
Festival Hydro Inc.	2.82	3.25	3.16
Peterborough Distribution Inc.	3.20	2.21	1.77
Brantford Power Inc.			1.27
St. Thomas Energy Inc.	1.74	2.04	0.13



FR310 Net Margin (%)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.169	2.377	3.234
Median	3.20	2.33	3.57
1st & 3rd quartiles	2.82 & 3.73	1.91 & 3.18	2.81 & 4.14
Range (min, max)	0.80 to 5.53	-0.54 to 4.47	0.13 to 5.34
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	4.27	3.90	2.94
Kenora Hydro Electric		0.59	2.57
Count	1	2	2
Average	4.270	2.245	2.755
Median	4.27	2.25	2.75
1st & 3rd quartiles	4.27 & 4.27	1.42 & 3.07	2.66 & 2.85
Range (min, max)	4.27 to 4.27	0.59 to 3.90	2.57 to 2.94
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.251	2.945	3.215
Median	3.18	2.96	3.31
1st & 3rd quartiles	2.89 & 3.75	2.45 & 3.89	2.55 & 4.07
Range (min, max)	0.80 to 5.53	-0.54 to 4.98	0.13 to 5.34

Notes:



FR320 Interest Coverage Ratio

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	4.43	3.92	6.05
Horizon Utilities Corporation	2.91	2.90	4.39
EnWin Utilities Ltd.	4.53	3.83	4.21
Burlington Hydro Inc.	2.82	2.87	3.26
Waterloo North Hydro Inc.	3.27	4.38	3.20
Hydro Ottawa Limited	3.64	2.87	3.14
London Hydro Inc.	3.48		3.01
Kitchener-Wilmot Hydro Inc.	2.96	3.00	2.77
Whitby Hydro Electric	3.30	3.32	2.77
Hydro One Brampton Networks	2.84	2.83	2.73
Veridian Connections Inc.	3.09	2.72	2.43
Entegrus Powerlines Inc.	2.96	2.56	2.40
PowerStream Inc.	2.68	2.61	2.25
Oakville Hydro Electricity	2.15	1.79	1.88
Count	14	13	14
Average	3.219	3.046	3.178
Median	3.03	2.87	2.89
1st & 3rd quartiles	2.85 & 3.44	2.72 & 3.32	2.50 & 3.24
Range (min, max)	2.15 to 4.53	1.79 to 4.38	1.88 to 6.05
Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	3.57	3.03	6.29
Haldimand County Hydro Inc.	8.09	7.87	5.98
Lakeland Power Distribution Ltd	5.02	4.10	4.92
Lakefront Utilities Inc.		2.11	4.15
Grimsby Power Incorporated		1.88	4.00
Halton Hills Hydro Inc.	3.41	3.08	3.61
Festival Hydro Inc.	2.95	3.05	3.13
Woodstock Hydro Services Inc.	2.28	0.75	2.91
Westario Power Inc.	4.39		2.81
Peterborough Distribution Inc.	2.51	2.34	2.05
Brantford Power Inc.			1.76
St. Thomas Energy Inc.	2.25	2.19	1.25



FR320 Interest Coverage Ratio

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.830	3.040	3.572
Median	3.41	2.68	3.37
1st & 3rd quartiles	2.51 & 4.39	2.13 & 3.07	2.62 & 4.34
Range (min, max)	2.25 to 8.09	0.75 to 7.87	1.25 to 6.29
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	7.56	4.71	4.40
Kenora Hydro Electric		1.61	3.43
Count	1	2	2
Average	7.560	3.160	3.915
Median	7.56	3.16	3.92
1st & 3rd quartiles	7.56 & 7.56	2.39 & 3.94	3.67 & 4.16
Range (min, max)	7.56 to 7.56	1.61 to 4.71	3.43 to 4.40
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.629	3.053	3.399
Median	3.18	2.87	3.14
1st & 3rd quartiles	2.83 & 3.83	2.34 & 3.32	2.65 & 4.17
Range (min, max)	2.15 to 8.09	0.75 to 7.87	1.25 to 6.29

Notes:



ER010 System Unit Cost of Power (\$)

Large Utilities	2010	2011	2012
Oakville Hydro Electricity	0.082	0.087	0.094
London Hydro Inc.	0.081		0.094
Burlington Hydro Inc.	0.082	0.088	0.094
Horizon Utilities Corporation	0.082	0.087	0.092
Hydro Ottawa Limited	0.081	0.086	0.092
Entegrus Powerlines Inc.	0.083	0.086	0.091
Veridian Connections Inc.	0.079	0.089	0.091
PowerStream Inc.	0.080	0.086	0.091
Hydro One Brampton Networks	0.082	0.087	0.090
Kitchener-Wilmot Hydro Inc.	0.083	0.086	0.090
Waterloo North Hydro Inc.	0.062	0.084	0.090
EnWin Utilities Ltd.	0.079	0.082	0.083
Whitby Hydro Electric	0.067	0.067	0.065
Cambridge and North Dumfries	0.065	0.071	0.044
Count	14	13	14
Average	0.0777	0.0835	0.0858
Median	0.081	0.086	0.091
1st & 3rd quartiles	0.079 & 0.082	0.084 & 0.087	0.090 & 0.092
Range (min, max)	0.062 to 0.083	0.067 to 0.089	0.044 to 0.094
Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	0.064	0.087	0.094
St. Thomas Energy Inc.	0.065	0.071	0.094
Lakeland Power Distribution Ltd	0.079	0.085	0.093
Festival Hydro Inc.	0.081	0.088	0.091
Haldimand County Hydro Inc.	0.084	0.090	0.091
Lakefront Utilities Inc.		0.088	0.090
Orangeville Hydro Limited	0.080	0.085	0.090
Grimsby Power Incorporated		0.083	0.089
Halton Hills Hydro Inc.	0.080	0.087	0.089
Westario Power Inc.	0.078		0.087
Peterborough Distribution Inc.	0.077	0.081	0.084
Brantford Power Inc.			0.075



ER010 System Unit Cost of Power (\$)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.0764	0.0845	0.0889
Median	0.079	0.086	0.090
1st & 3rd quartiles	0.077 & 0.080	0.084 & 0.088	0.088 & 0.092
Range (min, max)	0.064 to 0.084	0.071 to 0.090	0.075 to 0.094
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.069	0.081	0.081
Kenora Hydro Electric		0.083	0.055
Count	1	2	2
Average	0.0690	0.0820	0.0680
Median	0.069	0.082	0.068
1st & 3rd quartiles	0.069 & 0.069	0.081 & 0.083	0.062 & 0.075
Range (min, max)	0.069 to 0.069	0.081 to 0.083	0.055 to 0.081
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.0769	0.0838	0.0859
Median	0.080	0.086	0.090
1st & 3rd quartiles	0.075 & 0.082	0.083 & 0.087	0.086 & 0.092
Range (min, max)	0.062 to 0.084	0.067 to 0.090	0.044 to 0.094

Notes:



ER020 Controllable Expense per Customer (\$)

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	254.46	259.39	270.21
Cambridge and North Dumfries	187.78	199.35	266.16
Burlington Hydro Inc.	226.88	235.56	244.92
London Hydro Inc.	195.78		224.46
Hydro Ottawa Limited	163.10	171.10	220.30
Whitby Hydro Electric	219.71	208.95	215.99
Entegrus Powerlines Inc.	204.97	245.06	212.92
PowerStream Inc.	168.79	181.67	209.70
Horizon Utilities Corporation	156.74	166.67	209.30
Oakville Hydro Electricity	173.84	198.38	207.74
Veridian Connections Inc.	172.62	169.34	206.01
Waterloo North Hydro Inc.	188.91	179.70	195.55
Kitchener-Wilmot Hydro Inc.	139.72	151.26	183.35
Hydro One Brampton Networks	137.00	158.03	137.85
Count	14	13	14
Average	185.021	194.189	214.604
Median	180.81	181.67	211.31
1st & 3rd quartiles	164.52 & 202.67	169.34 & 208.95	206.44 & 223.42
Range (min, max)	137.00 to 254.46	151.26 to 259.39	137.85 to 270.21
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	318.12	337.51	385.29
Lakeland Power Distribution Ltd	304.57	287.47	320.96
St. Thomas Energy Inc.	258.77	213.20	289.92
Grimsby Power Incorporated		198.89	276.91
Orangeville Hydro Limited	231.37	245.93	269.11
Woodstock Hydro Services Inc.	228.47	253.73	252.30
Festival Hydro Inc.	183.90	184.76	249.91
Lakefront Utilities Inc.		228.94	226.43
Halton Hills Hydro Inc.		221.13	224.59
Brantford Power Inc.			213.18
Westario Power Inc.	191.77		199.69
Peterborough Distribution Inc.	176.25	210.10	196.24



ER020 Controllable Expense per Customer (\$)

Medium Utilities	2010	2011	2012
Count	8	10	12
Average	236.653	238.166	258.711
Median	229.92	225.03	251.11
1st & 3rd quartiles	189.80 & 270.22	210.88 & 251.78	221.74 & 280.16
Range (min, max)	176.25 to 318.12	184.76 to 337.51	196.24 to 385.29
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	417.48	420.37	521.77
Kenora Hydro Electric		384.46	354.59
Count	1	2	2
Average	417.480	402.415	438.180
Median	417.48	402.41	438.18
1st & 3rd quartiles	417.48 & 417.48	393.43 & 411.39	396.38 & 479.97
Range (min, max)	417.48 to 417.48	384.46 to 420.37	354.59 to 521.77
Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	213.087	228.438	249.477
Median	191.77	210.10	224.52
1st & 3rd quartiles	173.23 & 229.92	181.67 & 245.93	208.91 & 269.38
Range (min, max)	137.00 to 417.48	151.26 to 420.37	137.85 to 521.77

Notes:



ER030 Controllable Expense per MWh Sold (\$)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	7.34	8.16	10.14
Whitby Hydro Electric	10.13	9.69	10.08
PowerStream Inc.	6.65	7.27	9.48
Cambridge and North Dumfries	6.52	6.86	9.47
Burlington Hydro Inc.	8.51	8.86	9.38
EnWin Utilities Ltd.	9.30	9.75	9.36
Entegrus Powerlines Inc.	10.42	9.28	9.20
Veridian Connections Inc.	7.66	7.65	9.18
London Hydro Inc.	8.22		9.11
Kitchener-Wilmot Hydro Inc.	6.43	7.11	8.68
Hydro Ottawa Limited	6.45	6.89	8.50
Oakville Hydro Electricity	6.93	8.10	8.43
Waterloo North Hydro Inc.	6.59	6.29	6.91
Hydro One Brampton Networks	4.71	5.53	4.90
Count	14	13	14
Average	7.561	7.803	8.773
Median	7.14	7.65	9.19
1st & 3rd quartiles	6.54 & 8.44	6.89 & 8.86	8.54 & 9.45
Range (min, max)	4.71 to 10.42	5.53 to 9.75	4.90 to 10.14
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	16.31	17.16	20.03
St. Thomas Energy Inc.	14.30	11.90	16.55
Grimsby Power Incorporated		11.32	16.15
Lakeland Power Distribution Ltd	14.26	13.49	15.10
Orangeville Hydro Limited	10.58	10.80	12.62
Westario Power Inc.	8.76		10.67
Woodstock Hydro Services Inc.	8.90	9.88	9.82
Halton Hills Hydro Inc.		9.61	9.78
Lakefront Utilities Inc.		9.55	9.17
Peterborough Distribution Inc.	7.75	8.37	8.80
Brantford Power Inc.			7.94
Festival Hydro Inc.	6.32	6.35	7.46



ER030 Controllable Expense per MWh Sold (\$)

Medium Utilities	2010	2011	2012
Count	8	10	12
Average	10.898	10.843	12.008
Median	9.74	10.34	10.24
1st & 3rd quartiles	8.50 & 14.27	9.57 & 11.75	9.07 & 15.36
Range (min, max)	6.32 to 16.31	6.35 to 17.16	7.46 to 20.03
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	15.22	15.87	20.22
Kenora Hydro Electric		19.18	19.08
Count	1	2	2
Average	15.220	17.525	19.650
Median	15.22	17.53	19.65
1st & 3rd quartiles	15.22 & 15.22	16.70 & 18.36	19.36 & 19.93
Range (min, max)	15.22 to 15.22	15.87 to 19.18	19.08 to 20.22
Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	9.055	9.797	10.936
Median	8.22	9.28	9.43
1st & 3rd quartiles	6.62 & 10.28	7.27 & 10.80	8.77 & 11.16
Range (min, max)	4.71 to 16.31	5.53 to 19.18	4.90 to 20.22

Notes:



ER040 Operating & Maintenance Expense per Customer (\$)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	77.87	82.78	116.89
Burlington Hydro Inc.	98.34	110.86	115.27
Kitchener-Wilmot Hydro Inc.	79.58	92.25	112.84
Oakville Hydro Electricity	101.50	107.85	112.77
Waterloo North Hydro Inc.	96.70	92.25	107.18
London Hydro Inc.	90.87		107.02
Cambridge and North Dumfries	67.67	72.97	104.41
Whitby Hydro Electric	91.31	90.17	98.85
Hydro Ottawa Limited	58.64	62.38	85.43
Entegrus Powerlines Inc.	91.53	97.63	85.37
PowerStream Inc.	63.69	71.45	80.58
Veridian Connections Inc.	58.41	61.39	73.51
Hydro One Brampton Networks	51.68	59.17	53.75
EnWin Utilities Ltd.	50.07	43.44	45.67
Count	14	13	14
Average	76.990	80.353	92.824
Median	78.72	82.78	101.63
1st & 3rd quartiles	59.90 & 91.48	62.38 & 92.25	81.78 & 111.37
Range (min, max)	50.07 to 101.50	43.44 to 110.86	45.67 to 116.89
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	171.01	192.95	208.19
Halton Hills Hydro Inc.	54.97	56.37	126.98
Festival Hydro Inc.	73.53	77.04	123.54
Woodstock Hydro Services Inc.	89.84	97.36	112.90
Grimsby Power Incorporated		66.00	107.75
Lakeland Power Distribution Ltd	97.15	99.68	103.71
Peterborough Distribution Inc.	82.43	108.12	85.84
Orangeville Hydro Limited	72.12	85.78	80.80
Brantford Power Inc.			79.01
St. Thomas Energy Inc.	65.94	56.09	77.20
Westario Power Inc.	64.98		70.82
Lakefront Utilities Inc.		77.25	68.35



ER040 Operating & Maintenance Expense per Customer (\$)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	85.774	91.664	103.758
Median	73.53	81.51	94.78
1st & 3rd quartiles	65.94 & 89.84	68.76 & 99.10	78.55 & 115.56
Range (min, max)	54.97 to 171.01	56.09 to 192.95	68.35 to 208.19
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	221.29	211.99	297.68
Kenora Hydro Electric		119.74	111.43
Count	1	2	2
Average	221.290	165.865	204.555
Median	221.29	165.87	204.55
1st & 3rd quartiles	221.29 & 221.29	142.81 & 188.93	157.99 & 251.12
Range (min, max)	221.29 to 221.29	119.74 to 211.99	111.43 to 297.68
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	86.297	91.718	105.491
Median	78.72	85.78	104.06
1st & 3rd quartiles	64.65 & 92.83	66.00 & 99.68	80.19 & 112.85
Range (min, max)	50.07 to 221.29	43.44 to 211.99	45.67 to 297.68

Notes:



ER050 Operating & Maintenance Expense per MWh Sold (\$)

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	3.65	4.05	5.66
Kitchener-Wilmot Hydro Inc.	3.66	4.34	5.34
Whitby Hydro Electric	4.21	4.18	4.61
Oakville Hydro Electricity	4.05	4.40	4.58
Burlington Hydro Inc.	3.69	4.17	4.42
London Hydro Inc.	3.81		4.34
Waterloo North Hydro Inc.	3.37	3.23	3.79
Cambridge and North Dumfries	2.35	2.51	3.71
Entegrus Powerlines Inc.	4.66	3.70	3.69
PowerStream Inc.	2.51	2.86	3.64
Hydro Ottawa Limited	2.32	2.51	3.30
Veridian Connections Inc.	2.59	2.77	3.28
Hydro One Brampton Networks	1.78	2.07	1.91
EnWin Utilities Ltd.	1.83	1.63	1.58
Count	14	13	14
Average	3.177	3.263	3.846
Median	3.51	3.23	3.75
1st & 3rd quartiles	2.39 & 3.78	2.51 & 4.17	3.38 & 4.54
Range (min, max)	1.78 to 4.66	1.63 to 4.40	1.58 to 5.66
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	8.77	9.81	10.82
Grimsby Power Incorporated		3.76	6.28
Halton Hills Hydro Inc.	2.27	2.45	5.53
Lakeland Power Distribution Ltd	4.55	4.68	4.88
St. Thomas Energy Inc.	3.64	3.13	4.41
Woodstock Hydro Services Inc.	3.50	3.79	4.39
Peterborough Distribution Inc.	3.62	4.31	3.85
Orangeville Hydro Limited	3.30	3.77	3.79
Westario Power Inc.	2.97		3.78
Festival Hydro Inc.	2.53	2.65	3.69
Brantford Power Inc.			2.94
Lakefront Utilities Inc.		3.22	2.77



ER050 Operating & Maintenance Expense per MWh Sold (\$)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	3.906	4.157	4.761
Median	3.50	3.76	4.12
1st & 3rd quartiles	2.97 & 3.64	3.15 & 4.18	3.76 & 5.04
Range (min, max)	2.27 to 8.77	2.45 to 9.81	2.77 to 10.82
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	8.07	8.00	11.53
Kenora Hydro Electric		5.98	5.99
Count	1	2	2
Average	8.070	6.990	8.760
Median	8.07	6.99	8.76
1st & 3rd quartiles	8.07 & 8.07	6.48 & 7.50	7.38 & 10.15
Range (min, max)	8.07 to 8.07	5.98 to 8.00	5.99 to 11.53
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.654	3.919	4.589
Median	3.56	3.76	4.10
1st & 3rd quartiles	2.52 & 3.87	2.77 & 4.31	3.68 & 5.00
Range (min, max)	1.78 to 8.77	1.63 to 9.81	1.58 to 11.53

Notes:



ER060 Billing and Collection Expense per Customer (\$)

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	54.67	72.68	60.12
Veridian Connections Inc.	49.03	46.49	56.35
Waterloo North Hydro Inc.	41.54	41.97	52.70
Whitby Hydro Electric	51.37	52.70	51.11
Cambridge and North Dumfries	21.03	28.94	50.95
Burlington Hydro Inc.	37.27	30.86	47.63
PowerStream Inc.	36.29	37.26	38.51
Horizon Utilities Corporation	34.23	34.99	38.00
Hydro One Brampton Networks	35.02	38.54	37.92
Hydro Ottawa Limited	30.40	36.02	37.85
Kitchener-Wilmot Hydro Inc.	31.17	32.40	37.81
London Hydro Inc.	35.52		32.13
Oakville Hydro Electricity	25.63	20.76	31.20
EnWin Utilities Ltd.	7.66	14.97	16.10
Count	14	13	14
Average	35.059	37.583	42.027
Median	35.27	36.02	38.26
1st & 3rd quartiles	30.59 & 40.47	30.86 & 41.97	37.82 & 51.07
Range (min, max)	7.66 to 54.67	14.97 to 72.68	16.10 to 60.12
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	60.61	53.39	86.10
Lakeland Power Distribution Ltd	67.80	67.80	71.92
Orangeville Hydro Limited	46.18	55.70	64.68
Peterborough Distribution Inc.	52.85	58.30	64.24
St. Thomas Energy Inc.	54.55	59.69	62.54
Brantford Power Inc.			61.24
Lakefront Utilities Inc.		43.96	59.28
Halton Hills Hydro Inc.	52.33	41.90	50.53
Festival Hydro Inc.	44.07	46.85	50.15
Grimsby Power Incorporated		46.64	49.49
Westario Power Inc.	52.09		48.62
Woodstock Hydro Services Inc.	37.73	41.21	36.04



ER060 Billing and Collection Expense per Customer (\$)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	52.023	51.544	58.736
Median	52.33	50.12	60.26
1st & 3rd quartiles	46.18 & 54.55	44.63 & 57.65	49.99 & 64.35
Range (min, max)	37.73 to 67.80	41.21 to 67.80	36.04 to 86.10
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	112.65	96.99	106.36
Kenora Hydro Electric		90.82	82.90
Count	1	2	2
Average	112.650	93.905	94.630
Median	112.65	93.90	94.63
1st & 3rd quartiles	112.65 & 112.65	92.36 & 95.45	88.76 & 100.50
Range (min, max)	112.65 to 112.65	90.82 to 96.99	82.90 to 106.36
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	44.654	47.673	52.945
Median	42.81	43.96	50.74
1st & 3rd quartiles	34.82 & 52.46	36.02 & 55.70	37.98 & 61.57
Range (min, max)	7.66 to 112.65	14.97 to 96.99	16.10 to 106.36

Notes:



ER070 Billing and Collection Expense per MWh Sold (\$)

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	2.78	2.75	2.60
Veridian Connections Inc.	2.18	2.10	2.51
Whitby Hydro Electric	2.37	2.44	2.39
Waterloo North Hydro Inc.	1.45	1.47	1.86
Horizon Utilities Corporation	1.60	1.71	1.84
Burlington Hydro Inc.	1.40	1.16	1.83
Cambridge and North Dumfries	0.73	1.00	1.81
Kitchener-Wilmot Hydro Inc.	1.43	1.52	1.79
PowerStream Inc.	1.43	1.49	1.74
Hydro Ottawa Limited	1.20	1.45	1.46
Hydro One Brampton Networks	1.20	1.35	1.35
London Hydro Inc.	1.49		1.30
Oakville Hydro Electricity	1.02	0.85	1.27
EnWin Utilities Ltd.	0.28	0.56	0.56
Count	14	13	14
Average	1.469	1.527	1.736
Median	1.43	1.47	1.80
1st & 3rd quartiles	1.20 & 1.58	1.16 & 1.71	1.38 & 1.86
Range (min, max)	0.28 to 2.78	0.56 to 2.75	0.56 to 2.60
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	3.11	2.71	4.48
St. Thomas Energy Inc.	3.02	3.33	3.57
Lakeland Power Distribution Ltd	3.17	3.18	3.38
Orangeville Hydro Limited	2.11	2.45	3.03
Grimsby Power Incorporated		2.65	2.89
Peterborough Distribution Inc.	2.32	2.32	2.88
Westario Power Inc.	2.38		2.60
Lakefront Utilities Inc.		1.83	2.40
Brantford Power Inc.			2.28
Halton Hills Hydro Inc.	2.16	1.82	2.20
Festival Hydro Inc.	1.51	1.61	1.50
Woodstock Hydro Services Inc.	1.47	1.60	1.40



ER070 Billing and Collection Expense per MWh Sold (\$)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2.361	2.350	2.718
Median	2.32	2.38	2.74
1st & 3rd quartiles	2.11 & 3.02	1.82 & 2.70	2.26 & 3.12
Range (min, max)	1.47 to 3.17	1.60 to 3.33	1.40 to 4.48
Small Utilities	2010	2011	2012
Kenora Hydro Electric		4.53	4.46
Sioux Lookout Hydro Inc.	4.11	3.66	4.12
Count	1	2	2
Average	4.110	4.095	4.290
Median	4.11	4.10	4.29
1st & 3rd quartiles	4.11 & 4.11	3.88 & 4.31	4.21 & 4.38
Range (min, max)	4.11 to 4.11	3.66 to 4.53	4.12 to 4.46
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.913	2.062	2.339
Median	1.56	1.82	2.24
1st & 3rd quartiles	1.42 & 2.37	1.47 & 2.65	1.68 & 2.88
Range (min, max)	0.28 to 4.11	0.56 to 4.53	0.56 to 4.48

Notes:



ER080 Administration Expense per Customer (\$)

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	193.53	202.43	213.88
Cambridge and North Dumfries	99.30	105.61	105.68
Hydro Ottawa Limited	78.19	76.59	101.93
PowerStream Inc.	76.90	82.63	97.33
London Hydro Inc.	76.99		87.68
Veridian Connections Inc.	74.68	70.87	84.30
Burlington Hydro Inc.	82.14	81.47	83.43
Entegrus Powerlines Inc.	67.37	74.71	69.58
Whitby Hydro Electric	80.62	70.46	69.36
Oakville Hydro Electricity	45.14	73.77	68.84
Horizon Utilities Corporation	51.69	55.38	60.93
Hydro One Brampton Networks	54.92	50.55	52.00
Waterloo North Hydro Inc.	52.39	47.31	43.02
Kitchener-Wilmot Hydro Inc.	28.44	27.78	32.70
Count	14	13	14
Average	75.879	78.428	83.619
Median	75.79	73.77	76.51
1st & 3rd quartiles	53.02 & 80.01	55.38 & 81.47	62.91 & 94.91
Range (min, max)	28.44 to 193.53	27.78 to 202.43	32.70 to 213.88
Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	78.05	108.45	158.91
Lakeland Power Distribution Ltd	143.47	122.86	148.57
Orangeville Hydro Limited	112.91	117.99	123.08
Grimsby Power Incorporated		86.67	121.04
Woodstock Hydro Services Inc.	105.61	119.98	108.54
Lakefront Utilities Inc.		109.10	100.07
Halton Hills Hydro Inc.	98.93	125.14	95.98
Haldimand County Hydro Inc.	85.03	93.81	93.92
Festival Hydro Inc.	84.39	73.83	90.86
Westario Power Inc.	73.60		81.58
Brantford Power Inc.			72.93
Peterborough Distribution Inc.	45.68	48.44	50.73



ER080 Administration Expense per Customer (\$)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	91.963	100.627	103.851
Median	85.03	108.78	98.02
1st & 3rd quartiles	78.05 & 105.61	88.46 & 119.48	88.54 & 121.55
Range (min, max)	45.68 to 143.47	48.44 to 125.14	50.73 to 158.91
Small Utilities	2010	2011	2012
Kenora Hydro Electric		149.02	132.75
Sioux Lookout Hydro Inc.	91.84	115.00	125.01
Count	1	2	2
Average	91.840	132.010	128.880
Median	91.84	132.01	128.88
1st & 3rd quartiles	91.84 & 91.84	123.51 & 140.51	126.94 & 130.82
Range (min, max)	91.84 to 91.84	115.00 to 149.02	125.01 to 132.75
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	82.575	91.594	95.523
Median	78.12	82.63	92.39
1st & 3rd quartiles	64.26 & 93.61	70.87 & 115.00	69.53 & 111.66
Range (min, max)	28.44 to 193.53	27.78 to 202.43	32.70 to 213.88

Notes:



ER090 Administration Expense per MWh Sold (\$)

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	7.07	7.61	7.41
PowerStream Inc.	3.03	3.31	4.40
Hydro Ottawa Limited	3.09	3.08	3.93
Cambridge and North Dumfries	3.45	3.64	3.76
Veridian Connections Inc.	3.31	3.20	3.76
London Hydro Inc.	3.23		3.56
Whitby Hydro Electric	3.72	3.27	3.24
Burlington Hydro Inc.	3.08	3.06	3.20
Entegrus Powerlines Inc.	3.43	2.83	3.01
Horizon Utilities Corporation	2.42	2.71	2.95
Oakville Hydro Electricity	1.80	3.01	2.79
Hydro One Brampton Networks	1.89	1.77	1.85
Kitchener-Wilmot Hydro Inc.	1.31	1.31	1.55
Waterloo North Hydro Inc.	1.83	1.65	1.52
Count	14	13	14
Average	3.047	3.112	3.352
Median	3.09	3.06	3.22
1st & 3rd quartiles	2.02 & 3.40	2.71 & 3.27	2.83 & 3.76
Range (min, max)	1.31 to 7.07	1.31 to 7.61	1.52 to 7.41
Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	4.31	6.05	9.07
Grimsby Power Incorporated		4.93	7.06
Lakeland Power Distribution Ltd	6.72	5.77	6.99
Orangeville Hydro Limited	5.16	5.18	5.77
Haldimand County Hydro Inc.	4.36	4.77	4.88
Westario Power Inc.	3.36		4.36
Woodstock Hydro Services Inc.	4.11	4.67	4.22
Halton Hills Hydro Inc.	4.09	5.44	4.18
Lakefront Utilities Inc.		4.55	4.05
Brantford Power Inc.			2.72
Festival Hydro Inc.	2.90	2.54	2.71
Peterborough Distribution Inc.	2.01	1.93	2.27



ER090 Administration Expense per MWh Sold (\$)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	4.113	4.583	4.857
Median	4.11	4.85	4.29
1st & 3rd quartiles	3.36 & 4.36	4.58 & 5.38	3.72 & 6.08
Range (min, max)	2.01 to 6.72	1.93 to 6.05	2.27 to 9.07
Small Utilities	2010	2011	2012
Kenora Hydro Electric		7.44	7.14
Sioux Lookout Hydro Inc.	3.35	4.34	4.84
Count	1	2	2
Average	3.350	5.890	5.990
Median	3.35	5.89	5.99
1st & 3rd quartiles	3.35 & 3.35	5.12 & 6.66	5.42 & 6.57
Range (min, max)	3.35 to 3.35	4.34 to 7.44	4.84 to 7.14
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	3.460	3.922	4.185
Median	3.33	3.31	3.85
1st & 3rd quartiles	2.78 & 4.10	2.83 & 4.93	2.91 & 4.85
Range (min, max)	1.31 to 7.07	1.31 to 7.61	1.52 to 9.07

Notes:



ER110 Customer Density (Per Square Kilometer)

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	710.1	711.6	716.0
Horizon Utilities Corporation	555.3	557.4	557.4
Hydro One Brampton Networks	499.0	512.7	527.4
PowerStream Inc.	407.4	416.5	473.3
Oakville Hydro Electricity	443.2	449.8	453.2
Entegrus Powerlines Inc.	459.3	369.6	421.7
Burlington Hydro Inc.	342.0	344.9	347.8
London Hydro Inc.	349.9		325.8
Whitby Hydro Electric	268.3	272.8	276.7
Hydro Ottawa Limited	272.4	276.6	263.8
Kitchener-Wilmot Hydro Inc.	214.4	217.7	220.4
Veridian Connections Inc.	176.5	180.5	180.6
Cambridge and North Dumfries	168.2	170.5	169.9
Waterloo North Hydro Inc.	77.3	78.3	79.5
Count	14	13	14
Average	353.09	350.68	358.11
Median	345.9	344.9	336.8
1st & 3rd quartiles	227.9 & 455.3	217.7 & 449.8	231.3 & 468.2
Range (min, max)	77.3 to 710.1	78.3 to 711.6	79.5 to 716.0
Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	667.0	664.1	672.6
Peterborough Distribution Inc.	558.4	517.4	556.0
Woodstock Hydro Services Inc.	524.6	524.9	529.6
St. Thomas Energy Inc.	499.2	502.3	503.5
Brantford Power Inc.			470.4
Festival Hydro Inc.	447.1	444.2	396.1
Lakefront Utilities Inc.		360.0	373.4
Westario Power Inc.	449.4		353.3
Grimsby Power Incorporated		150.8	153.1
Halton Hills Hydro Inc.	84.6	77.0	75.8
Lakeland Power Distribution Ltd	66.2	67.3	67.6
Haldimand County Hydro Inc.	17.2	17.3	17.3



ER110 Customer Density (Per Square Kilometer)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	368.19	332.53	347.39
Median	449.4	402.1	384.8
1st & 3rd quartiles	84.6 & 524.6	95.4 & 513.6	133.8 & 510.1
Range (min, max)	17.2 to 667.0	17.3 to 664.1	17.3 to 672.6
Small Utilities	2010	2011	2012
Kenora Hydro Electric		232.3	232.2
Sioux Lookout Hydro Inc.	5.1	5.1	5.1
Count	1	2	2
Average	5.10	118.70	118.65
Median	5.1	118.7	118.7
1st & 3rd quartiles	5.1 & 5.1	61.9 & 175.5	61.9 & 175.4
Range (min, max)	5.1 to 5.1	5.1 to 232.3	5.1 to 232.2
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	344.25	324.86	336.41
Median	378.6	344.9	350.5
1st & 3rd quartiles	174.5 & 499.0	170.5 & 502.3	178.0 & 480.8
Range (min, max)	5.1 to 710.1	5.1 to 711.6	5.1 to 716.0

Notes:



ER120 Cost per Customer Read for Meters

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.80	3.18	4.94
Hydro One Brampton Networks	0.19	2.28	3.98
Burlington Hydro Inc.	0.89	0.54	3.14
Veridian Connections Inc.	0.81	0.81	3.03
Oakville Hydro Electricity	1.48	1.71	1.63
Kitchener-Wilmot Hydro Inc.	0.69	0.68	1.41
PowerStream Inc.	1.78	0.94	1.11
Horizon Utilities Corporation		0.56	0.75
EnWin Utilities Ltd.	0.68	0.67	0.66
Whitby Hydro Electric	1.03	1.11	0.56
Cambridge and North Dumfries	1.27	1.15	0.27
Hydro Ottawa Limited	7.78	0.85	0.15
Count	11	12	12
Average	1.582	1.207	1.803
Median	0.89	0.90	1.26
1st & 3rd quartiles	0.74 & 1.37	0.68 & 1.29	0.64 & 3.06
Range (min, max)	0.19 to 7.78	0.54 to 3.18	0.15 to 4.94
Medium Utilities	2010	2011	2012
Grimsby Power Incorporated		5.32	3.32
Orangeville Hydro Limited	0.79	0.84	1.96
St. Thomas Energy Inc.	0.71	0.41	0.99
Westario Power Inc.	0.75		0.97
Haldimand County Hydro Inc.	1.16	0.62	0.92
Woodstock Hydro Services Inc.	0.64	0.68	0.70
Festival Hydro Inc.	0.55	0.53	0.59
Lakeland Power Distribution Ltd	1.08	0.82	0.55
Peterborough Distribution Inc.	0.51	0.40	0.43
Count	8	8	9
Average	0.774	1.203	1.159
Median	0.73	0.65	0.92
1st & 3rd quartiles	0.62 & 0.86	0.50 & 0.82	0.59 & 0.99
Range (min, max)	0.51 to 1.16	0.40 to 5.32	0.43 to 3.32
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2.18	1.47	1.51
Kenora Hydro Electric		1.51	0.77



ER120 Cost per Customer Read for Meters

Small Utilities	2010	2011	2012
Count	1	2	2
Average	2.180	1.490	1.140
Median	2.18	1.49	1.14
1st & 3rd quartiles	2.18 & 2.18	1.48 & 1.50	0.95 & 1.33
Range (min, max)	2.18 to 2.18	1.47 to 1.51	0.77 to 1.51
Totals over Large, Medium and Small Utility Classes			
Count	20	22	23
Average	1.289	1.231	1.493
Median	0.80	0.83	0.97
1st & 3rd quartiles	0.68 & 1.19	0.63 & 1.39	0.63 & 1.79
Range (min, max)	0.19 to 7.78	0.40 to 5.32	0.15 to 4.94

Notes:



ER140 Inventory Turnover Ratio

Large Utilities	2010	2011	2012
London Hydro Inc.	2.03		12.07
Hydro One Brampton Networks	7.15	6.05	7.56
EnWin Utilities Ltd.	2.62	3.27	3.64
Veridian Connections Inc.	3.24	2.98	3.25
Waterloo North Hydro Inc.	2.30	2.44	2.83
Hydro Ottawa Limited	1.57	2.22	2.34
Entegrus Powerlines Inc.	2.05	1.70	2.21
Kitchener-Wilmot Hydro Inc.	1.18	1.64	2.06
Horizon Utilities Corporation	3.16	2.62	1.55
Oakville Hydro Electricity	3.22	2.67	1.38
Burlington Hydro Inc.	2.06	1.14	1.23
Whitby Hydro Electric	0.28	1.14	0.89
Cambridge and North Dumfries	1.70	1.32	0.71
PowerStream Inc.	0.38	0.28	0.33
Count	14	13	14
Average	2.353	2.267	3.004
Median	2.05	2.22	2.14
1st & 3rd quartiles	1.60 & 3.02	1.32 & 2.67	1.27 & 3.15
Range (min, max)	0.28 to 7.15	0.28 to 6.05	0.33 to 12.07
Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	4.93	2.98	7.04
Orangeville Hydro Limited	5.01	4.51	4.55
Halton Hills Hydro Inc.	0.00	1.84	2.74
Grimsby Power Incorporated		2.99	2.13
Woodstock Hydro Services Inc.	1.77	1.61	1.88
Haldimand County Hydro Inc.	2.25	2.06	1.66
Lakefront Utilities Inc.		0.94	1.14
Peterborough Distribution Inc.	1.16	0.96	1.13
Festival Hydro Inc.	8.05	7.85	1.13
Westario Power Inc.	0.53		0.82
Brantford Power Inc.			0.75
St. Thomas Energy Inc.			0.73



ER140 Inventory Turnover Ratio

Medium Utilities	2010	2011	2012
Count	8	9	12
Average	2.963	2.860	2.142
Median	2.01	2.06	1.40
1st & 3rd quartiles	1.00 & 4.95	1.61 & 2.99	1.05 & 2.29
Range (min, max)	0.00 to 8.05	0.94 to 7.85	0.73 to 7.04
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2.42	1.87	1.32
Kenora Hydro Electric		0.81	1.21
Count	1	2	2
Average	2.420	1.340	1.265
Median	2.42	1.34	1.26
1st & 3rd quartiles	2.42 & 2.42	1.08 & 1.61	1.24 & 1.29
Range (min, max)	2.42 to 2.42	0.81 to 1.87	1.21 to 1.32
Totals over Large, Medium and Small Utility Classes			
Count	23	24	28
Average	2.568	2.412	2.510
Median	2.06	1.97	1.60
1st & 3rd quartiles	1.37 & 3.19	1.28 & 2.98	1.13 & 2.76
Range (min, max)	0.00 to 8.05	0.28 to 7.85	0.33 to 12.07

Notes:



ER150 Controllable Cost per Circuit km of Line

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	18,390.37	18,834.47	20,030.82
Horizon Utilities Corporation	10,856.67	11,591.59	14,496.70
Cambridge and North Dumfries	8,613.24	9,202.04	12,311.39
Hydro Ottawa Limited	9,059.97	9,319.42	11,338.01
London Hydro Inc.	10,395.15		10,831.66
PowerStream Inc.	7,513.24	8,211.75	10,720.94
Burlington Hydro Inc.	8,446.28	8,963.34	10,534.99
Veridian Connections Inc.	8,462.91	8,108.72	9,358.17
Entegrus Powerlines Inc.	7,462.78	9,192.28	8,987.81
Oakville Hydro Electricity	7,656.53	8,768.87	8,805.53
Kitchener-Wilmot Hydro Inc.	6,487.21	7,083.68	8,652.65
Whitby Hydro Electric	8,300.05	7,957.68	8,320.05
Waterloo North Hydro Inc.	6,341.74	6,134.08	6,707.69
Hydro One Brampton Networks	6,514.12	7,526.07	6,624.28
Count	14	13	14
Average	8,892.876	9,299.538	10,551.478
Median	8,373.16	8,768.87	9,946.58
1st & 3rd quartiles	7,475.40 & 8,948.29	7,957.68 & 9,202.04	8,690.87 & 11,211.43
Range (min, max)	6,341.74 to 18,390.37	6,134.08 to 18,834.47	6,624.28 to 20,030.82
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		19,348.43	19,853.19
St. Thomas Energy Inc.	17,257.87	14,151.41	19,117.62
Orangeville Hydro Limited	14,906.54	15,775.59	16,455.94
Festival Hydro Inc.	13,060.08	13,331.75	16,082.92
Woodstock Hydro Services Inc.	14,014.28	15,512.46	15,377.46
Brantford Power Inc.			14,494.71
Peterborough Distribution Inc.	11,231.88	12,384.47	12,470.26
Grimsby Power Incorporated		8,594.75	12,317.38
Lakeland Power Distribution Ltd	8,177.95	8,363.43	10,416.31
Westario Power Inc.	8,200.84		8,767.02
Haldimand County Hydro Inc.	3,978.59	4,210.69	4,781.55
Halton Hills Hydro Inc.		3,255.92	3,183.55



ER150 Controllable Cost per Circuit km of Line

Medium Utilities		2010	2011	2012
Count	8		10	12
Average	11,353.504		11,492.890	12,776.493
Median	12,145.98		12,858.11	13,482.49
1st & 3rd quartiles	8,195.12 & 14,237.34		8,421.26 & 15,172.20	10,003.99 & 16,176.18
Range (min, max)	3,978.59 to 17,257.87		3,255.92 to 19,348.43	3,183.55 to 19,853.19
Small Utilities		2010	2011	2012
Kenora Hydro Electric			21,870.93	20,160.74
Sioux Lookout Hydro Inc.		5,452.94	4,286.28	5,318.32
Count	1		2	2
Average	5,452.940		13,078.605	12,739.530
Median	5,452.94		13,078.61	12,739.53
1st & 3rd quartiles	5,452.94 & 5,452.94		8,682.44 & 17,474.77	9,028.93 & 16,450.14
Range (min, max)	5,452.94 to 5,452.94		4,286.28 to 21,870.93	5,318.32 to 20,160.74
Totals over Large, Medium and Small Utility Classes				
Count	23		25	28
Average	9,599.184		10,479.204	11,661.345
Median	8,446.28		8,963.34	10,776.30
1st & 3rd quartiles	7,488.01 & 11,044.28		7,957.68 & 13,331.75	8,738.42 & 14,716.89
Range (min, max)	3,978.59 to 18,390.37		3,255.92 to 21,870.93	3,183.55 to 20,160.74

Notes:



ER160 Asset Efficiency

Large Utilities	2010	2011	2012
Cambridge and North Dumfries	1.04	1.10	1.33
London Hydro Inc.	1.21		1.31
Burlington Hydro Inc.	1.16	1.19	1.20
Hydro Ottawa Limited	1.09	1.14	1.15
Veridian Connections Inc.	1.11	1.12	1.13
Hydro One Brampton Networks	1.14	1.13	1.12
Entegrus Powerlines Inc.	1.02	1.07	1.10
EnWin Utilities Ltd.	1.02	1.03	1.00
PowerStream Inc.	0.88	0.92	0.91
Kitchener-Wilmot Hydro Inc.	0.86	0.86	0.89
Oakville Hydro Electricity	0.98	0.99	0.88
Whitby Hydro Electric	0.98	0.92	0.88
Waterloo North Hydro Inc.	0.93	0.85	0.84
Horizon Utilities Corporation	1.09	0.85	0.67
Count	14	13	14
Average	1.036	1.013	1.029
Median	1.03	1.03	1.05
1st & 3rd quartiles	0.98 & 1.11	0.92 & 1.12	0.89 & 1.15
Range (min, max)	0.86 to 1.21	0.85 to 1.19	0.67 to 1.33
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		1.52	1.44
Festival Hydro Inc.	1.31	1.38	1.18
St. Thomas Energy Inc.	1.08	1.09	1.15
Orangeville Hydro Limited	1.15	1.19	1.13
Woodstock Hydro Services Inc.	0.91	0.86	1.12
Peterborough Distribution Inc.	0.77	0.91	1.11
Brantford Power Inc.			1.09
Lakeland Power Distribution Ltd	1.07	1.01	1.09
Grimsby Power Incorporated		1.12	1.04
Halton Hills Hydro Inc.	0.99	1.06	1.01
Westario Power Inc.	0.93		0.98
Haldimand County Hydro Inc.	1.00	0.97	0.91



ER160 Asset Efficiency

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1.023	1.111	1.104
Median	1.00	1.08	1.10
1st & 3rd quartiles	0.93 & 1.08	0.98 & 1.18	1.03 & 1.14
Range (min, max)	0.77 to 1.31	0.86 to 1.52	0.91 to 1.44
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.88	0.99	1.07
Kenora Hydro Electric		0.93	1.04
Count	1	2	2
Average	0.880	0.960	1.055
Median	0.88	0.96	1.05
1st & 3rd quartiles	0.88 & 0.88	0.95 & 0.98	1.05 & 1.06
Range (min, max)	0.88 to 0.88	0.93 to 0.99	1.04 to 1.07
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.025	1.048	1.063
Median	1.02	1.03	1.09
1st & 3rd quartiles	0.93 & 1.10	0.92 & 1.12	0.96 & 1.14
Range (min, max)	0.77 to 1.31	0.85 to 1.52	0.67 to 1.44

Notes:



SR010 System Average Interruption Duration Index (SAIDI)

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.79	1.03	3.34
Veridian Connections Inc.	0.92	2.22	1.89
Hydro Ottawa Limited	1.34	2.57	1.73
Entegrus Powerlines Inc.	1.60	1.72	1.60
Horizon Utilities Corporation	1.23	2.25	1.45
EnWin Utilities Ltd.	1.01	2.58	1.08
Cambridge and North Dumfries	0.97	0.73	1.06
PowerStream Inc.	0.80	1.19	1.03
Kitchener-Wilmot Hydro Inc.	0.75	1.52	0.98
London Hydro Inc.	0.87		0.97
Whitby Hydro Electric	0.49	1.47	0.96
Burlington Hydro Inc.	1.12	1.06	0.90
Oakville Hydro Electricity	0.74	0.46	0.81
Hydro One Brampton Networks	0.66	0.72	0.75
Count	14	13	14
Average	0.949	1.502	1.325
Median	0.89	1.47	1.05
1st & 3rd quartiles	0.76 & 1.10	1.03 & 2.22	0.96 & 1.56
Range (min, max)	0.49 to 1.60	0.46 to 2.58	0.75 to 3.34
Medium Utilities	2010	2011	2012
Westario Power Inc.	1.54		4.78
Lakeland Power Distribution Ltd	3.58	4.15	3.25
Lakefront Utilities Inc.		2.19	3.14
Haldimand County Hydro Inc.	2.91	8.28	2.75
Peterborough Distribution Inc.	2.21	5.59	2.48
Festival Hydro Inc.	1.97	1.48	2.21
Halton Hills Hydro Inc.	1.78	1.53	1.55
Orangeville Hydro Limited	2.82	5.46	1.54
Grimsby Power Incorporated		2.07	1.22
Woodstock Hydro Services Inc.	0.29	0.51	0.55
Brantford Power Inc.			0.34
St. Thomas Energy Inc.	0.34	1.72	0.22



SR010 System Average Interruption Duration Index (SAIDI)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1.938	3.298	2.003
Median	1.97	2.13	1.88
1st & 3rd quartiles	1.54 & 2.82	1.57 & 5.13	1.06 & 2.85
Range (min, max)	0.29 to 3.58	0.51 to 8.28	0.22 to 4.78
Small Utilities	2010	2011	2012
Kenora Hydro Electric		9.77	0.73
Sioux Lookout Hydro Inc.	10.94	7.71	0.53
Count	1	2	2
Average	10.940	8.740	0.630
Median	10.94	8.74	0.63
1st & 3rd quartiles	10.94 & 10.94	8.23 & 9.26	0.58 & 0.68
Range (min, max)	10.94 to 10.94	7.71 to 9.77	0.53 to 0.73
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.736	2.799	1.566
Median	1.07	1.72	1.15
1st & 3rd quartiles	0.78 & 1.82	1.19 & 2.58	0.87 & 1.97
Range (min, max)	0.29 to 10.94	0.46 to 9.77	0.22 to 4.78

Notes:



SR020 SAIDI: Loss of Supply

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.04	0.29	1.70
Veridian Connections Inc.	0.15	0.47	0.70
Entegrus Powerlines Inc.	0.23	0.79	0.42
Hydro Ottawa Limited	0.30	0.16	0.40
PowerStream Inc.	0.27	0.15	0.10
Cambridge and North Dumfries	0.00	0.04	0.06
EnWin Utilities Ltd.	0.00	0.03	0.04
Horizon Utilities Corporation	0.09	0.02	0.02
Kitchener-Wilmot Hydro Inc.	0.03	0.53	0.02
Hydro One Brampton Networks	0.20	0.05	0.02
London Hydro Inc.	0.03		0.01
Oakville Hydro Electricity	0.00		0.00
Whitby Hydro Electric	0.01	0.00	0.00
Burlington Hydro Inc.	0.03	0.00	0.00
Count	14	12	14
Average	0.099	0.211	0.249
Median	0.03	0.10	0.03
1st & 3rd quartiles	0.02 & 0.19	0.03 & 0.34	0.01 & 0.33
Range (min, max)	0.00 to 0.30	0.00 to 0.79	0.00 to 1.70
Medium Utilities	2010	2011	2012
Westario Power Inc.	0.39		3.96
Lakeland Power Distribution Ltd	0.35	2.32	2.61
Festival Hydro Inc.	0.12	0.41	1.04
Haldimand County Hydro Inc.	0.22	0.18	0.59
Lakefront Utilities Inc.		0.31	0.48
Orangeville Hydro Limited	1.82	3.93	0.36
Halton Hills Hydro Inc.	0.00	0.17	0.31
Brantford Power Inc.			0.10
Peterborough Distribution Inc.	0.11	0.17	0.06
St. Thomas Energy Inc.	0.00	0.74	0.00
Woodstock Hydro Services Inc.	0.00	0.12	0.00
Grimsby Power Incorporated		0.00	0.00



SR020 SAIDI: Loss of Supply

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.334	0.835	0.793
Median	0.12	0.25	0.33
1st & 3rd quartiles	0.00 & 0.35	0.17 & 0.65	0.04 & 0.70
Range (min, max)	0.00 to 1.82	0.00 to 3.93	0.00 to 3.96
Small Utilities	2010	2011	2012
Kenora Hydro Electric		0.77	0.31
Sioux Lookout Hydro Inc.	10.05	6.01	0.07
Count	1	2	2
Average	10.050	3.390	0.190
Median	10.05	3.39	0.19
1st & 3rd quartiles	10.05 & 10.05	2.08 & 4.70	0.13 & 0.25
Range (min, max)	10.05 to 10.05	0.77 to 6.01	0.07 to 0.31
Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	0.602	0.736	0.478
Median	0.10	0.18	0.08
1st & 3rd quartiles	0.01 & 0.24	0.04 & 0.58	0.02 & 0.43
Range (min, max)	0.00 to 10.05	0.00 to 6.01	0.00 to 3.96

Notes:



SR030 SAIDI: LDC Distribution System

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.75	0.74	1.65
Horizon Utilities Corporation	1.15	2.23	1.44
Hydro Ottawa Limited	1.04	2.41	1.32
Veridian Connections Inc.	0.77	1.75	1.19
Entegrus Powerlines Inc.	1.36	1.01	1.18
EnWin Utilities Ltd.	1.01	2.55	1.05
Cambridge and North Dumfries	0.96	0.69	1.00
Kitchener-Wilmot Hydro Inc.	0.72	0.99	0.96
Whitby Hydro Electric	0.47	1.47	0.96
London Hydro Inc.	0.84		0.96
PowerStream Inc.	0.53	1.03	0.93
Burlington Hydro Inc.	1.09	0.98	0.90
Oakville Hydro Electricity	0.73	0.46	0.81
Hydro One Brampton Networks	0.45	0.67	0.73
Count	14	13	14
Average	0.848	1.306	1.077
Median	0.80	1.01	0.98
1st & 3rd quartiles	0.72 & 1.03	0.74 & 1.75	0.94 & 1.19
Range (min, max)	0.45 to 1.36	0.46 to 2.55	0.73 to 1.65
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		1.88	2.66
Peterborough Distribution Inc.	2.10	5.42	2.43
Haldimand County Hydro Inc.	2.69	8.09	2.16
Halton Hills Hydro Inc.	1.78	1.36	1.24
Grimsby Power Incorporated		2.07	1.22
Festival Hydro Inc.	1.85	1.07	1.17
Orangeville Hydro Limited	1.00	1.53	1.08
Westario Power Inc.	1.14		0.83
Lakeland Power Distribution Ltd	3.24	1.83	0.64
Woodstock Hydro Services Inc.	0.29	0.39	0.55
Brantford Power Inc.			0.24
St. Thomas Energy Inc.	0.34	0.99	0.22



SR030 SAIDI: LDC Distribution System

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1.603	2.463	1.203
Median	1.78	1.68	1.12
1st & 3rd quartiles	1.00 & 2.10	1.14 & 2.02	0.61 & 1.47
Range (min, max)	0.29 to 3.24	0.39 to 8.09	0.22 to 2.66
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.89	1.70	0.47
Kenora Hydro Electric		9.00	0.43
Count	1	2	2
Average	0.890	5.350	0.450
Median	0.89	5.35	0.45
1st & 3rd quartiles	0.89 & 0.89	3.53 & 7.18	0.44 & 0.46
Range (min, max)	0.89 to 0.89	1.70 to 9.00	0.43 to 0.47
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.133	2.092	1.086
Median	0.98	1.47	0.98
1st & 3rd quartiles	0.73 & 1.20	0.99 & 2.07	0.79 & 1.23
Range (min, max)	0.29 to 3.24	0.39 to 9.00	0.22 to 2.66

Notes:



SR040 (CAIDI) Customer Average Interruption Duration Index

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.87	1.11	3.68
Burlington Hydro Inc.	0.66	1.06	0.94
Hydro Ottawa Limited	0.97	1.54	0.90
Kitchener-Wilmot Hydro Inc.	0.58	1.14	0.87
Entegrus Powerlines Inc.	1.38	1.19	0.85
Oakville Hydro Electricity	0.65	0.45	0.84
Horizon Utilities Corporation	0.69	1.29	0.74
Cambridge and North Dumfries	1.14	0.52	0.72
Veridian Connections Inc.	0.58	0.93	0.72
PowerStream Inc.	0.88	0.98	0.68
Whitby Hydro Electric	0.79	0.91	0.67
London Hydro Inc.	0.79		0.63
Hydro One Brampton Networks	0.45	0.61	0.60
EnWin Utilities Ltd.	0.55	0.91	0.49
Count	14	13	14
Average	0.784	0.972	0.952
Median	0.74	0.98	0.73
1st & 3rd quartiles	0.60 & 0.88	0.91 & 1.14	0.67 & 0.87
Range (min, max)	0.45 to 1.38	0.45 to 1.54	0.49 to 3.68
Medium Utilities	2010	2011	2012
Westario Power Inc.	0.16		3.36
Lakeland Power Distribution Ltd	4.36	3.10	2.95
Haldimand County Hydro Inc.	1.71	2.19	1.70
Peterborough Distribution Inc.	1.39	1.89	1.15
Festival Hydro Inc.	0.80	0.68	1.05
Orangeville Hydro Limited	1.56	1.73	1.03
Lakefront Utilities Inc.		1.40	1.00
Halton Hills Hydro Inc.	0.65	0.93	0.80
Grimsby Power Incorporated		1.68	0.71
Woodstock Hydro Services Inc.	0.43	0.32	0.63
Brantford Power Inc.			0.25
St. Thomas Energy Inc.	0.60	1.02	0.21



SR040 (CAIDI) Customer Average Interruption Duration Index

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1.296	1.494	1.237
Median	0.80	1.54	1.02
1st & 3rd quartiles	0.60 & 1.56	0.95 & 1.85	0.69 & 1.29
Range (min, max)	0.16 to 4.36	0.32 to 3.10	0.21 to 3.36
Small Utilities	2010	2011	2012
Kenora Hydro Electric		1.17	0.50
Sioux Lookout Hydro Inc.	3.08	4.39	0.45
Count	1	2	2
Average	3.080	2.780	0.475
Median	3.08	2.78	0.48
1st & 3rd quartiles	3.08 & 3.08	1.98 & 3.58	0.47 & 0.49
Range (min, max)	3.08 to 3.08	1.17 to 4.39	0.45 to 0.50
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.072	1.326	1.040
Median	0.79	1.11	0.77
1st & 3rd quartiles	0.59 & 1.20	0.91 & 1.54	0.63 & 1.01
Range (min, max)	0.16 to 4.36	0.32 to 4.39	0.21 to 3.68

Notes:



SR050 CAIDI: Loss of Supply

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.04	0.31	1.87
Veridian Connections Inc.	0.10	0.20	0.27
Entegrus Powerlines Inc.	0.20	0.54	0.22
Hydro Ottawa Limited	0.22	0.10	0.21
PowerStream Inc.	0.30	0.13	0.07
Cambridge and North Dumfries	0.00	0.03	0.04
EnWin Utilities Ltd.	0.00	0.01	0.02
Kitchener-Wilmot Hydro Inc.	0.02	0.40	0.02
Hydro One Brampton Networks	0.14	0.04	0.01
Horizon Utilities Corporation	0.05	0.01	0.01
London Hydro Inc.	0.03		0.01
Oakville Hydro Electricity	0.00		0.00
Whitby Hydro Electric	0.02	0.00	0.00
Burlington Hydro Inc.	0.02	0.00	0.00
Count	14	12	14
Average	0.081	0.148	0.196
Median	0.03	0.07	0.02
1st & 3rd quartiles	0.02 & 0.13	0.01 & 0.23	0.01 & 0.18
Range (min, max)	0.00 to 0.30	0.00 to 0.54	0.00 to 1.87
Medium Utilities	2010	2011	2012
Westario Power Inc.	0.04		2.78
Lakeland Power Distribution Ltd	0.42	1.74	2.37
Festival Hydro Inc.	0.05	0.19	0.50
Haldimand County Hydro Inc.	0.13	0.05	0.36
Orangeville Hydro Limited	1.01	1.24	0.24
Halton Hills Hydro Inc.	0.00	0.10	0.16
Lakefront Utilities Inc.		0.20	0.15
Brantford Power Inc.			0.08
Peterborough Distribution Inc.	0.07	0.06	0.03
St. Thomas Energy Inc.	0.00	0.43	0.00
Grimsby Power Incorporated		0.00	0.00
Woodstock Hydro Services Inc.	0.00	0.07	0.00



SR050 CAIDI: Loss of Supply

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.191	0.408	0.556
Median	0.05	0.14	0.16
1st & 3rd quartiles	0.00 & 0.13	0.06 & 0.38	0.02 & 0.40
Range (min, max)	0.00 to 1.01	0.00 to 1.74	0.00 to 2.78
Small Utilities	2010	2011	2012
Kenora Hydro Electric		0.09	0.21
Sioux Lookout Hydro Inc.	2.83	3.42	0.06
Count	1	2	2
Average	2.830	1.755	0.135
Median	2.83	1.76	0.14
1st & 3rd quartiles	2.83 & 2.83	0.92 & 2.59	0.10 & 0.17
Range (min, max)	2.83 to 2.83	0.09 to 3.42	0.06 to 0.21
Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	0.237	0.390	0.346
Median	0.04	0.10	0.06
1st & 3rd quartiles	0.01 & 0.15	0.04 & 0.34	0.01 & 0.23
Range (min, max)	0.00 to 2.83	0.00 to 3.42	0.00 to 2.78

Notes:



SR060 CAIDI: LDC Distribution System

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	0.83	0.80	1.81
Burlington Hydro Inc.	0.64	0.98	0.94
Kitchener-Wilmot Hydro Inc.	0.56	0.74	0.86
Oakville Hydro Electricity	0.64	0.45	0.84
Horizon Utilities Corporation	0.64	1.28	0.73
Hydro Ottawa Limited	0.75	1.44	0.69
Cambridge and North Dumfries	1.14	0.49	0.67
Whitby Hydro Electric	0.77	0.91	0.67
London Hydro Inc.	0.76		0.63
Entegrus Powerlines Inc.	1.18	0.70	0.63
PowerStream Inc.	0.58	0.85	0.61
Hydro One Brampton Networks	0.31	0.57	0.58
EnWin Utilities Ltd.	0.55	0.90	0.47
Veridian Connections Inc.	0.48	0.73	0.46
Count	14	13	14
Average	0.702	0.834	0.756
Median	0.64	0.80	0.67
1st & 3rd quartiles	0.57 & 0.77	0.70 & 0.91	0.61 & 0.81
Range (min, max)	0.31 to 1.18	0.45 to 1.44	0.46 to 1.81
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	1.58	2.14	1.34
Peterborough Distribution Inc.	1.32	1.83	1.12
Lakefront Utilities Inc.		1.20	0.85
Orangeville Hydro Limited	0.55	0.49	0.72
Grimsby Power Incorporated		1.68	0.71
Halton Hills Hydro Inc.	0.65	0.82	0.64
Woodstock Hydro Services Inc.	0.43	0.25	0.63
Lakeland Power Distribution Ltd	3.94	1.36	0.58
Westario Power Inc.	0.12		0.58
Festival Hydro Inc.	0.75	0.49	0.55
St. Thomas Energy Inc.	0.60	0.58	0.21
Brantford Power Inc.			0.17



SR060 CAIDI: LDC Distribution System

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	1.104	1.084	0.675
Median	0.65	1.01	0.64
1st & 3rd quartiles	0.55 & 1.32	0.52 & 1.60	0.57 & 0.75
Range (min, max)	0.12 to 3.94	0.25 to 2.14	0.17 to 1.34
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.25	0.97	0.40
Kenora Hydro Electric		1.08	0.30
Count	1	2	2
Average	0.250	1.025	0.350
Median	0.25	1.02	0.35
1st & 3rd quartiles	0.25 & 0.25	1.00 & 1.05	0.32 & 0.37
Range (min, max)	0.25 to 0.25	0.97 to 1.08	0.30 to 0.40
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	0.834	0.949	0.693
Median	0.64	0.85	0.64
1st & 3rd quartiles	0.55 & 0.78	0.58 & 1.20	0.57 & 0.76
Range (min, max)	0.12 to 3.94	0.25 to 2.14	0.17 to 1.81

Notes:



SR070 System Average Interruption Frequency Index (SAIFI)

Large Utilities	2010	2011	2012
Veridian Connections Inc.	1.58	2.40	2.62
EnWin Utilities Ltd.	1.86	2.83	2.22
Horizon Utilities Corporation	1.80	1.74	1.96
Hydro Ottawa Limited	1.38	1.67	1.91
Entegrus Powerlines Inc.	1.16	1.45	1.88
London Hydro Inc.	1.10		1.54
PowerStream Inc.	0.91	1.22	1.52
Cambridge and North Dumfries	0.85	1.40	1.48
Whitby Hydro Electric	0.62	1.61	1.43
Hydro One Brampton Networks	1.45	1.17	1.25
Kitchener-Wilmot Hydro Inc.	1.28	1.33	1.13
Oakville Hydro Electricity	1.14	1.03	0.96
Burlington Hydro Inc.	1.71	1.00	0.95
Waterloo North Hydro Inc.	0.91	0.93	0.91
Count	14	13	14
Average	1.268	1.522	1.554
Median	1.22	1.40	1.50
1st & 3rd quartiles	0.96 & 1.55	1.17 & 1.67	1.16 & 1.90
Range (min, max)	0.62 to 1.86	0.93 to 2.83	0.91 to 2.62
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		1.56	3.13
Peterborough Distribution Inc.	1.58	2.95	2.16
Festival Hydro Inc.	2.47	2.17	2.11
Halton Hills Hydro Inc.	2.74	1.65	1.92
Grimsby Power Incorporated		1.23	1.72
Haldimand County Hydro Inc.	1.70	3.78	1.62
Orangeville Hydro Limited	1.81	3.15	1.49
Westario Power Inc.	9.48		1.42
Brantford Power Inc.			1.36
Lakeland Power Distribution Ltd	0.82	1.34	1.10
St. Thomas Energy Inc.	0.57	1.69	1.04
Woodstock Hydro Services Inc.	0.68	1.57	0.87



SR070 System Average Interruption Frequency Index (SAIFI)

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	2.428	2.109	1.662
Median	1.70	1.67	1.56
1st & 3rd quartiles	0.82 & 2.47	1.56 & 2.76	1.30 & 1.97
Range (min, max)	0.57 to 9.48	1.23 to 3.78	0.87 to 3.13
Small Utilities	2010	2011	2012
Kenora Hydro Electric		8.34	1.46
Sioux Lookout Hydro Inc.	3.56	1.76	1.18
Count	1	2	2
Average	3.560	5.050	1.320
Median	3.56	5.05	1.32
1st & 3rd quartiles	3.56 & 3.56	3.40 & 6.69	1.25 & 1.39
Range (min, max)	3.56 to 3.56	1.76 to 8.34	1.18 to 1.46
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	1.798	2.039	1.584
Median	1.42	1.61	1.49
1st & 3rd quartiles	0.91 & 1.80	1.33 & 2.17	1.16 & 1.91
Range (min, max)	0.57 to 9.48	0.93 to 8.34	0.87 to 3.13

Notes:



SR080 SAIFI: Loss of Supply

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	0.23	0.69	0.91
Hydro Ottawa Limited	0.62	0.28	0.71
Veridian Connections Inc.	0.44	0.38	0.55
EnWin Utilities Ltd.	0.00	0.03	0.30
Kitchener-Wilmot Hydro Inc.	0.18	0.44	0.25
Hydro One Brampton Networks	0.70	0.23	0.20
PowerStream Inc.	0.12	0.23	0.15
Whitby Hydro Electric	0.08	0.00	0.14
Horizon Utilities Corporation	0.25	0.00	0.13
London Hydro Inc.	0.11		0.13
Waterloo North Hydro Inc.	0.06	0.09	0.11
Cambridge and North Dumfries	0.00	0.11	0.06
Oakville Hydro Electricity	0.00		0.00
Burlington Hydro Inc.	0.18	0.05	0.00
Count	14	12	14
Average	0.212	0.211	0.260
Median	0.15	0.17	0.15
1st & 3rd quartiles	0.06 & 0.25	0.05 & 0.31	0.11 & 0.28
Range (min, max)	0.00 to 0.70	0.00 to 0.69	0.00 to 0.91
Medium Utilities	2010	2011	2012
Westario Power Inc.	0.32		1.09
Lakefront Utilities Inc.		0.10	0.96
Lakeland Power Distribution Ltd	0.17	1.00	0.88
Halton Hills Hydro Inc.	0.00	0.18	0.57
Festival Hydro Inc.	0.55	0.45	0.51
Haldimand County Hydro Inc.	0.54	0.57	0.48
Brantford Power Inc.			0.47
Orangeville Hydro Limited	1.02	1.18	0.31
Peterborough Distribution Inc.	0.09	0.07	0.05
St. Thomas Energy Inc.	0.00	0.69	0.00
Grimsby Power Incorporated		0.00	0.00
Woodstock Hydro Services Inc.	0.00	0.63	0.00



SR080 SAIFI: Loss of Supply

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	0.299	0.487	0.443
Median	0.17	0.51	0.47
1st & 3rd quartiles	0.00 & 0.54	0.12 & 0.68	0.03 & 0.65
Range (min, max)	0.00 to 1.02	0.00 to 1.18	0.00 to 1.09
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	3.00	0.99	1.01
Kenora Hydro Electric		1.00	1.00
Count	1	2	2
Average	3.000	0.995	1.005
Median	3.00	1.00	1.00
1st & 3rd quartiles	3.00 & 3.00	1.00 & 1.00	1.00 & 1.01
Range (min, max)	3.00 to 3.00	0.99 to 1.00	1.00 to 1.01
Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	0.361	0.391	0.392
Median	0.17	0.26	0.27
1st & 3rd quartiles	0.05 & 0.47	0.08 & 0.65	0.09 & 0.60
Range (min, max)	0.00 to 3.00	0.00 to 1.18	0.00 to 1.09

Notes:



SR090 SAIFI: LDC Distribution System

Large Utilities	2010	2011	2012
Veridian Connections Inc.	1.14	2.02	2.07
EnWin Utilities Ltd.	1.86	2.80	1.92
Horizon Utilities Corporation	1.55	1.74	1.83
Cambridge and North Dumfries	0.85	1.29	1.43
London Hydro Inc.	0.99		1.41
PowerStream Inc.	0.79	0.99	1.36
Whitby Hydro Electric	0.54	1.61	1.29
Hydro Ottawa Limited	0.76	1.39	1.20
Hydro One Brampton Networks	0.75	1.03	1.05
Entegrus Powerlines Inc.	0.93	0.80	0.97
Oakville Hydro Electricity	1.07	1.00	0.96
Burlington Hydro Inc.	1.53	0.95	0.95
Kitchener-Wilmot Hydro Inc.	1.10	0.89	0.88
Waterloo North Hydro Inc.	0.84	0.84	0.80
Count	14	13	14
Average	1.050	1.335	1.294
Median	0.96	1.03	1.24
1st & 3rd quartiles	0.81 & 1.13	0.95 & 1.61	0.97 & 1.42
Range (min, max)	0.54 to 1.86	0.80 to 2.80	0.80 to 2.07
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		1.46	2.17
Peterborough Distribution Inc.	1.50	2.89	2.11
Grimsby Power Incorporated		1.23	1.72
Festival Hydro Inc.	1.93	1.71	1.60
Halton Hills Hydro Inc.	2.74	1.47	1.35
Orangeville Hydro Limited	0.87	1.97	1.18
Haldimand County Hydro Inc.	1.16	3.21	1.14
St. Thomas Energy Inc.	0.57	1.00	1.04
Brantford Power Inc.			0.90
Woodstock Hydro Services Inc.	0.68	0.94	0.87
Westario Power Inc.	9.16		0.34
Lakeland Power Distribution Ltd	0.65	0.34	0.22



SR090 SAIFI: LDC Distribution System

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		2.140	1.622	1.220
Median		1.16	1.47	1.16
1st & 3rd quartiles		0.68 & 1.93	1.06 & 1.91	0.89 & 1.63
Range (min, max)		0.57 to 9.16	0.34 to 3.21	0.22 to 2.17
Small Utilities		2010	2011	2012
Kenora Hydro Electric			7.34	0.46
Sioux Lookout Hydro Inc.		0.56	0.76	0.17
Count		1	2	2
Average		0.560	4.050	0.315
Median		0.56	4.05	0.31
1st & 3rd quartiles		0.56 & 0.56	2.41 & 5.69	0.24 & 0.38
Range (min, max)		0.56 to 0.56	0.76 to 7.34	0.17 to 0.46
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		1.438	1.667	1.193
Median		0.96	1.29	1.16
1st & 3rd quartiles		0.76 & 1.51	0.95 & 1.74	0.89 & 1.47
Range (min, max)		0.54 to 9.16	0.34 to 7.34	0.17 to 2.17

Notes:



SR100 Index of Reliability

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	0.99993	0.99992	0.99991
Oakville Hydro Electricity	0.99992	0.99995	0.99991
Burlington Hydro Inc.	0.99987	0.99988	0.99990
Kitchener-Wilmot Hydro Inc.	0.99991	0.99983	0.99989
London Hydro Inc.	0.99990		0.99989
Whitby Hydro Electric	0.99994	0.99983	0.99989
EnWin Utilities Ltd.	0.99988	0.99971	0.99988
PowerStream Inc.	0.99991	0.99986	0.99988
Cambridge and North Dumfries	0.99989	0.99992	0.99988
Horizon Utilities Corporation	0.99986	0.99974	0.99983
Entegrus Powerlines Inc.	0.99982	0.99980	0.99982
Hydro Ottawa Limited	0.99985	0.99971	0.99980
Veridian Connections Inc.	0.99989	0.99975	0.99978
Waterloo North Hydro Inc.	0.99991	0.99988	0.99962
Count	14	13	14
Average	0.999891	0.999829	0.999849
Median	0.99990	0.99983	0.99988
1st & 3rd quartiles	0.99987 & 0.99991	0.99975 & 0.99988	0.99982 & 0.99989
Range (min, max)	0.99982 to 0.99994	0.99971 to 0.99995	0.99962 to 0.99991
Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	0.99996	0.99980	0.99998
Brantford Power Inc.			0.99996
Woodstock Hydro Services Inc.	0.99997	0.99994	0.99994
Grimsby Power Incorporated		0.99976	0.99986
Orangeville Hydro Limited	0.99968	0.99938	0.99982
Halton Hills Hydro Inc.	0.99980	0.99983	0.99982
Festival Hydro Inc.	0.99978	0.99983	0.99975
Peterborough Distribution Inc.	0.99975	0.99936	0.99972
Haldimand County Hydro Inc.	0.99967	0.99905	0.99969
Lakefront Utilities Inc.		0.99975	0.99964
Lakeland Power Distribution Ltd	0.99959	0.99953	0.99963
Westario Power Inc.	0.99982		0.99945



SR100 Index of Reliability

Medium Utilities		2010	2011	2012
Count	9	10	12	
Average	0.999780	0.999623	0.999772	
Median	0.99978	0.99976	0.99979	
1st & 3rd quartiles	0.99968 & 0.99982	0.99941 & 0.99982	0.99967 & 0.99988	
Range (min, max)	0.99959 to 0.99997	0.99905 to 0.99994	0.99945 to 0.99998	
Small Utilities		2010	2011	2012
Sioux Lookout Hydro Inc.		0.99875	0.99912	0.99994
Kenora Hydro Electric			0.99888	0.99992
Count	1	2	2	
Average	0.998750	0.999000	0.999930	
Median	0.99875	0.99900	0.99993	
1st & 3rd quartiles	0.99875 & 0.99875	0.99894 & 0.99906	0.99992 & 0.99993	
Range (min, max)	0.99875 to 0.99875	0.99888 to 0.99912	0.99992 to 0.99994	
Totals over Large, Medium and Small Utility Classes				
Count	24	25	28	
Average	0.999802	0.999680	0.999821	
Median	0.99988	0.99980	0.99987	
1st & 3rd quartiles	0.99979 & 0.99991	0.99971 & 0.99986	0.99977 & 0.99990	
Range (min, max)	0.99875 to 0.99997	0.99888 to 0.99995	0.99945 to 0.99998	

Notes:



SR110 Index of Reliability: Loss of Supply

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	0.999996	1.000000	1.000000
Whitby Hydro Electric	0.999999	1.000000	1.000000
Oakville Hydro Electricity	1.000000		1.000000
London Hydro Inc.	0.999996		0.999999
Kitchener-Wilmot Hydro Inc.	0.999997	0.999939	0.999998
Hydro One Brampton Networks	0.999977	0.999995	0.999998
Horizon Utilities Corporation	0.999990	0.999998	0.999998
EnWin Utilities Ltd.	1.000000	0.999997	0.999996
Cambridge and North Dumfries	1.000000	0.999995	0.999993
PowerStream Inc.	0.999969	0.999982	0.999988
Hydro Ottawa Limited	0.999965	0.999982	0.999954
Entegrus Powerlines Inc.	0.999973	0.999910	0.999953
Veridian Connections Inc.	0.999982	0.999946	0.999920
Waterloo North Hydro Inc.	0.999996	0.999967	0.999806
Count	14	12	14
Average	0.9999886	0.9999759	0.9999716
Median	0.999996	0.999989	0.999997
1st & 3rd quartiles	0.999978 & 0.999998	0.999962 & 0.999997	0.999962 & 0.999999
Range (min, max)	0.999965 to 1.000000	0.999910 to 1.000000	0.999806 to 1.000000
Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	1.000000	0.999916	1.000000
Woodstock Hydro Services Inc.	1.000000	0.999987	1.000000
Grimsby Power Incorporated		1.000000	1.000000
Peterborough Distribution Inc.	0.999988	0.999981	0.999993
Brantford Power Inc.			0.999988
Halton Hills Hydro Inc.	1.000000	0.999981	0.999965
Orangeville Hydro Limited	0.999792	0.999552	0.999959
Lakefront Utilities Inc.		0.999965	0.999945
Haldimand County Hydro Inc.	0.999975	0.999979	0.999933
Festival Hydro Inc.	0.999986	0.999954	0.999881
Lakeland Power Distribution Ltd	0.999961	0.999735	0.999702
Westario Power Inc.	0.999955		0.999548



SR110 Index of Reliability: Loss of Supply

Medium Utilities		2010	2011	2012
Count	9	10	12	
Average	0.9999619	0.9999050	0.9999095	
Median	0.999986	0.999972	0.999962	
1st & 3rd quartiles	0.999961 & 1.000000	0.999925 & 0.999981	0.999920 & 0.999995	
Range (min, max)	0.999792 to 1.000000	0.999552 to 1.000000	0.999548 to 1.000000	
Small Utilities		2010	2011	2012
Sioux Lookout Hydro Inc.		0.998853	0.999314	0.999992
Kenora Hydro Electric			0.999912	0.999965
Count	1	2	2	
Average	0.9988530	0.9996130	0.9999785	
Median	0.998853	0.999613	0.999978	
1st & 3rd quartiles	0.998853 & 0.998853	0.999464 & 0.999763	0.999971 & 0.999985	
Range (min, max)	0.998853 to 0.998853	0.999314 to 0.999912	0.999965 to 0.999992	
Totals over Large, Medium and Small Utility Classes				
Count	24	24	28	
Average	0.9999313	0.9999161	0.9999455	
Median	0.999989	0.999980	0.999990	
1st & 3rd quartiles	0.999972 & 0.999999	0.999933 & 0.999995	0.999951 & 0.999998	
Range (min, max)	0.998853 to 1.000000	0.999314 to 1.000000	0.999548 to 1.000000	

Notes:



SR120 Index of Reliability: LDC Distribution System

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	0.999948	0.999923	0.999917
Oakville Hydro Electricity	0.999917	0.999947	0.999908
Burlington Hydro Inc.	0.999876	0.999888	0.999898
PowerStream Inc.	0.999939	0.999882	0.999894
Whitby Hydro Electric	0.999946	0.999833	0.999891
London Hydro Inc.	0.999904		0.999890
Kitchener-Wilmot Hydro Inc.	0.999918	0.999887	0.999890
Cambridge and North Dumfries	0.999890	0.999921	0.999886
EnWin Utilities Ltd.	0.999884	0.999709	0.999880
Entegrus Powerlines Inc.	0.999844	0.999884	0.999865
Veridian Connections Inc.	0.999913	0.999801	0.999864
Hydro Ottawa Limited	0.999881	0.999724	0.999849
Horizon Utilities Corporation	0.999869	0.999745	0.999836
Waterloo North Hydro Inc.	0.999914	0.999915	0.999812
Count	14	13	14
Average	0.9999031	0.9998507	0.9998771
Median	0.999908	0.999884	0.999888
1st & 3rd quartiles	0.999882 & 0.999918	0.999801 & 0.999915	0.999864 & 0.999893
Range (min, max)	0.999844 to 0.999948	0.999709 to 0.999947	0.999812 to 0.999917
Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	0.999961	0.999887	0.999975
Brantford Power Inc.			0.999973
Woodstock Hydro Services Inc.	0.999966	0.999955	0.999937
Lakeland Power Distribution Ltd	0.999630	0.999792	0.999927
Westario Power Inc.	0.999870		0.999906
Orangeville Hydro Limited	0.999886	0.999825	0.999877
Festival Hydro Inc.	0.999789	0.999878	0.999867
Grimsby Power Incorporated		0.999764	0.999860
Halton Hills Hydro Inc.	0.999797	0.999845	0.999859
Haldimand County Hydro Inc.	0.999693	0.999076	0.999753
Peterborough Distribution Inc.	0.999760	0.999382	0.999723
Lakefront Utilities Inc.		0.999786	0.999696



SR120 Index of Reliability: LDC Distribution System

Medium Utilities		2010	2011	2012
Count	9	10	12	
Average	0.9998169	0.9997190	0.9998628	
Median	0.999797	0.999808	0.999872	
1st & 3rd quartiles	0.999760 & 0.999886	0.999769 & 0.999869	0.999832 & 0.999930	
Range (min, max)	0.999630 to 0.999966	0.999076 to 0.999955	0.999696 to 0.999975	
Small Utilities		2010	2011	2012
Kenora Hydro Electric			0.998972	0.999951
Sioux Lookout Hydro Inc.		0.999898	0.999806	0.999947
Count	1	2	2	
Average	0.9998980	0.9993890	0.9999490	
Median	0.999898	0.999389	0.999949	
1st & 3rd quartiles	0.999898 & 0.999898	0.999181 & 0.999597	0.999948 & 0.999950	
Range (min, max)	0.999898 to 0.999898	0.998972 to 0.999806	0.999947 to 0.999951	
Totals over Large, Medium and Small Utility Classes				
Count	24	25	28	
Average	0.9998705	0.9997611	0.9998761	
Median	0.999888	0.999833	0.999888	
1st & 3rd quartiles	0.999863 & 0.999917	0.999764 & 0.999887	0.999860 & 0.999910	
Range (min, max)	0.999630 to 0.999966	0.998972 to 0.999955	0.999696 to 0.999975	

Notes:



SR130 System Average Automatic Reclosure Index (SAARI)

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	5.57	7.07	5.47
Oakville Hydro Electricity	3.02	4.49	4.37
Hydro One Brampton Networks	2.75	3.12	4.17
Whitby Hydro Electric		3.36	4.00
Kitchener-Wilmot Hydro Inc.	2.85	4.62	3.59
London Hydro Inc.	2.79		3.55
Burlington Hydro Inc.	3.61	2.61	3.11
PowerStream Inc.	1.92	3.51	3.02
Entegrus Powerlines Inc.	3.01	5.48	1.93
Horizon Utilities Corporation	1.82	1.90	1.65
Waterloo North Hydro Inc.	0.00	0.01	0.01
Count	10	10	11
Average	2.734	3.617	3.170
Median	2.82	3.43	3.55
1st & 3rd quartiles	2.13 & 3.02	2.74 & 4.59	2.48 & 4.08
Range (min, max)	0.00 to 5.57	0.01 to 7.07	0.01 to 5.47
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	6.69	9.62	9.45
Peterborough Distribution Inc.	6.00	9.36	6.26
Westario Power Inc.			0.00
St. Thomas Energy Inc.	0.00	0.00	0.00
Woodstock Hydro Services Inc.	0.00	0.00	0.00
Count	4	4	5
Average	3.173	4.745	3.142
Median	3.00	4.68	0.00
1st & 3rd quartiles	0.00 & 6.18	0.00 & 9.42	0.00 & 6.26
Range (min, max)	0.00 to 6.69	0.00 to 9.62	0.00 to 9.45



SR130 System Average Automatic Reclosure Index (SAARI)

Totals over Large, Medium and Small Utility Classes

Count	14	14	16
Average	2.859	3.939	3.161
Median	2.82	3.43	3.33
1st & 3rd quartiles	1.85 & 3.47	2.08 & 5.26	1.24 & 4.22
Range (min, max)	0.00 to 6.69	0.00 to 9.62	0.00 to 9.45

Notes:



SR140 SAARI: Loss of Supply

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.	0.33	0.45	0.38
Entegrus Powerlines Inc.	3.01	2.20	0.31
Hydro One Brampton Networks	0.00	0.09	0.12
PowerStream Inc.	0.07	0.19	0.03
Waterloo North Hydro Inc.	0.00	0.00	0.00
London Hydro Inc.	0.00		0.00
EnWin Utilities Ltd.	0.00	0.00	0.00
Burlington Hydro Inc.	0.00		
Oakville Hydro Electricity	0.00		
Count	9	6	7
Average	0.379	0.488	0.120
Median	0.00	0.14	0.03
1st & 3rd quartiles	0.00 & 0.07	0.02 & 0.39	0.00 & 0.21
Range (min, max)	0.00 to 3.01	0.00 to 2.20	0.00 to 0.38
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	0.49	0.41	1.35
Westario Power Inc.			0.00
Woodstock Hydro Services Inc.	0.00	0.00	0.00
St. Thomas Energy Inc.	0.00	0.00	0.00
Count	3	3	4
Average	0.163	0.137	0.338
Median	0.00	0.00	0.00
1st & 3rd quartiles	0.00 & 0.24	0.00 & 0.20	0.00 & 0.34
Range (min, max)	0.00 to 0.49	0.00 to 0.41	0.00 to 1.35
Totals over Large, Medium and Small Utility Classes			
Count	12	9	11
Average	0.325	0.371	0.199
Median	0.00	0.09	0.00
1st & 3rd quartiles	0.00 & 0.14	0.00 & 0.41	0.00 & 0.21
Range (min, max)	0.00 to 3.01	0.00 to 2.20	0.00 to 1.35

Notes:



SR150 SAARI: LDC Distribution System

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	5.57	7.07	5.47
Oakville Hydro Electricity	3.02	4.49	4.37
Hydro One Brampton Networks	2.75	3.03	4.05
London Hydro Inc.	2.79		3.55
Kitchener-Wilmot Hydro Inc.	2.51	4.17	3.21
Burlington Hydro Inc.	3.61	2.61	3.11
PowerStream Inc.	1.85	3.32	3.00
Entegrus Powerlines Inc.		0.00	1.62
Waterloo North Hydro Inc.	0.00	0.01	0.01
Count	8	8	9
Average	2.763	3.088	3.154
Median	2.77	3.18	3.21
1st & 3rd quartiles	2.35 & 3.17	1.96 & 4.25	3.00 & 4.05
Range (min, max)	0.00 to 5.57	0.00 to 7.07	0.01 to 5.47
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	6.20	9.21	8.10
Woodstock Hydro Services Inc.	0.00	0.00	0.00
St. Thomas Energy Inc.	0.00	0.00	0.00
Westario Power Inc.			0.00
Count	3	3	4
Average	2.067	3.070	2.025
Median	0.00	0.00	0.00
1st & 3rd quartiles	0.00 & 3.10	0.00 & 4.61	0.00 & 2.03
Range (min, max)	0.00 to 6.20	0.00 to 9.21	0.00 to 8.10
Totals over Large, Medium and Small Utility Classes			
Count	11	11	13
Average	2.573	3.083	2.807
Median	2.75	3.03	3.11
1st & 3rd quartiles	0.93 & 3.32	0.00 & 4.33	0.01 & 4.05
Range (min, max)	0.00 to 6.20	0.00 to 9.21	0.00 to 8.10

Notes:



SR160 Percent of Customers Experiencing Multiple Outages

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	0.00	24.27	21.07
Cambridge and North Dumfries		0.89	3.28
Oakville Hydro Electricity	0.00	0.44	0.12
Entegrus Powerlines Inc.		0.00	0.00
Burlington Hydro Inc.	12.51		
Horizon Utilities Corporation	17.63	21.48	
Kitchener-Wilmot Hydro Inc.	1.94		
Count	5	5	4
Average	6.416	9.416	6.118
Median	1.94	0.89	1.70
1st & 3rd quartiles	0.00 & 12.51	0.44 & 21.48	0.09 & 7.73
Range (min, max)	0.00 to 17.63	0.00 to 24.27	0.00 to 21.07
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	69.90	9.51	4.74
Haldimand County Hydro Inc.	0.00	0.00	0.01
Westario Power Inc.			0.00
St. Thomas Energy Inc.			0.00
Count	2	2	4
Average	34.950	4.755	1.188
Median	34.95	4.75	0.00
1st & 3rd quartiles	17.48 & 52.42	2.38 & 7.13	0.00 & 1.19
Range (min, max)	0.00 to 69.90	0.00 to 9.51	0.00 to 4.74
Small Utilities	2010	2011	2012
Kenora Hydro Electric		100.00	
Count	0	1	0
Average		100.000	
Median		100.00	
1st & 3rd quartiles		100.00 & 100.00	
Range (min, max)		100.00 to 100.00	to



SR160 Percent of Customers Experiencing Multiple Outages

Totals over Large, Medium and Small Utility Classes

Count	7	8	8
Average	14.569	19.574	3.653
Median	1.94	5.20	0.06
1st & 3rd quartiles	0.00 & 15.07	0.33 & 22.18	0.00 & 3.64
Range (min, max)	0.00 to 69.90	0.00 to 100.00	0.00 to 21.07

Notes:



SR170 Percent of Customers With Long Duration Outages

Large Utilities	2010	2011	2012
Horizon Utilities Corporation	2.54	7.78	6.38
London Hydro Inc.	0.41		2.48
Veridian Connections Inc.	0.71	3.70	1.09
EnWin Utilities Ltd.	1.01	6.56	1.05
Cambridge and North Dumfries	0.55	1.52	1.05
PowerStream Inc.	0.98	1.76	0.81
Waterloo North Hydro Inc.	2.14	14.89	0.47
Hydro One Brampton Networks	0.16	0.30	0.29
Oakville Hydro Electricity	0.02	0.34	0.23
Entegrus Powerlines Inc.			0.00
Kitchener-Wilmot Hydro Inc.	1.12		
Count	10	8	10
Average	0.964	4.606	1.385
Median	0.84	2.73	0.93
1st & 3rd quartiles	0.45 & 1.09	1.22 & 6.86	0.34 & 1.08
Range (min, max)	0.02 to 2.54	0.30 to 14.89	0.00 to 6.38
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	0.00	2.78	6.59
Haldimand County Hydro Inc.	13.02	11.38	4.01
St. Thomas Energy Inc.	0.05		0.30
Westario Power Inc.			0.00
Peterborough Distribution Inc.	2.66		
Count	4	2	4
Average	3.933	7.080	2.725
Median	1.35	7.08	2.15
1st & 3rd quartiles	0.04 & 5.25	4.93 & 9.23	0.23 & 4.65
Range (min, max)	0.00 to 13.02	2.78 to 11.38	0.00 to 6.59
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.		100.58	1.63
Kenora Hydro Electric		30.22	0.13
Count	0	2	2
Average		65.400	0.880
Median		65.40	0.88
1st & 3rd quartiles		47.81 & 82.99	0.50 & 1.25
Range (min, max)		30.22 to 100.58	0.13 to 1.63



SR170 Percent of Customers With Long Duration Outages

Totals over Large, Medium and Small Utility Classes

Count	14	12	16
Average	1.812	15.151	1.657
Median	0.84	5.13	0.93
1st & 3rd quartiles	0.22 & 1.88	1.70 & 12.26	0.28 & 1.84
Range (min, max)	0.00 to 13.02	0.30 to 100.58	0.00 to 6.59

Notes:



SR180 Total Outage Minutes per Customer

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	47.27	61.96	200.61
Veridian Connections Inc.	55.20	133.18	113.52
Hydro Ottawa Limited	80.62	154.49	103.73
Entegrus Powerlines Inc.	95.82	103.17	95.93
Horizon Utilities Corporation	74.06	134.86	87.21
EnWin Utilities Ltd.	60.82	154.71	65.07
Cambridge and North Dumfries	57.92	44.06	63.88
PowerStream Inc.	48.30	71.28	61.79
Kitchener-Wilmot Hydro Inc.	44.82	91.23	59.00
London Hydro Inc.	52.19		58.36
Whitby Hydro Electric	29.15	87.98	57.66
Burlington Hydro Inc.	67.33	63.44	53.74
Oakville Hydro Electricity	44.37	27.77	48.48
Hydro One Brampton Networks	39.32	43.00	44.76
Count	14	13	14
Average	56.942	90.087	79.553
Median	53.70	87.98	62.83
1st & 3rd quartiles	45.43 & 65.71	61.96 & 133.18	57.83 & 93.75
Range (min, max)	29.15 to 95.82	27.77 to 154.71	44.76 to 200.61
Medium Utilities	2010	2011	2012
Westario Power Inc.	92.12		286.95
Lakeland Power Distribution Ltd	214.99	248.96	194.76
Lakefront Utilities Inc.		131.20	188.51
Haldimand County Hydro Inc.	174.31	496.76	165.14
Peterborough Distribution Inc.	132.35	335.22	148.98
Festival Hydro Inc.	118.17	88.59	132.67
Halton Hills Hydro Inc.	106.52	91.56	92.73
Orangeville Hydro Limited	168.96	327.58	92.40
Grimsby Power Incorporated		124.13	73.45
Woodstock Hydro Services Inc.	17.63	30.55	33.06
Brantford Power Inc.			20.26
St. Thomas Energy Inc.	20.41	103.29	12.99



SR180 Total Outage Minutes per Customer

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	116.162	197.784	120.158
Median	118.17	127.67	112.70
1st & 3rd quartiles	92.12 & 168.96	94.49 & 307.92	63.35 & 170.99
Range (min, max)	17.63 to 214.99	30.55 to 496.76	12.99 to 286.95
Small Utilities	2010	2011	2012
Kenora Hydro Electric		586.27	43.83
Sioux Lookout Hydro Inc.	656.69	462.63	32.10
Count	1	2	2
Average	656.690	524.450	37.965
Median	656.69	524.45	37.96
1st & 3rd quartiles	656.69 & 656.69	493.54 & 555.36	35.03 & 40.89
Range (min, max)	656.69 to 656.69	462.63 to 586.27	32.10 to 43.83
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	104.139	167.915	93.985
Median	64.08	103.29	69.26
1st & 3rd quartiles	46.65 & 109.43	71.28 & 154.71	52.42 & 118.31
Range (min, max)	17.63 to 656.69	27.77 to 586.27	12.99 to 286.95

Notes:



CR010 Percent of Requests for New Low Voltage Service Met Within Min. Standard

Large Utilities	2010	2011	2012
Veridian Connections Inc.	100.00	100.00	100.00
Burlington Hydro Inc.	96.31	100.00	100.00
Hydro One Brampton Networks	100.00	100.00	100.00
Hydro Ottawa Limited	100.00	100.00	100.00
Waterloo North Hydro Inc.	100.00	100.00	100.00
Whitby Hydro Electric	100.00	100.00	100.00
EnWin Utilities Ltd.	99.34	100.00	100.00
Cambridge and North Dumfries	98.51	99.40	99.22
Horizon Utilities Corporation	99.66	99.36	99.16
PowerStream Inc.	97.33	93.14	98.05
London Hydro Inc.	98.63		96.76
Oakville Hydro Electricity	95.04	95.42	96.60
Entegrus Powerlines Inc.	97.62	96.24	91.98
Kitchener-Wilmot Hydro Inc.	97.30	94.29	91.34
Count	14	13	14
Average	98.553	98.296	98.079
Median	98.99	100.00	99.61
1st & 3rd quartiles	97.40 & 100.00	96.24 & 100.00	97.08 & 100.00
Range (min, max)	95.04 to 100.00	93.14 to 100.00	91.34 to 100.00
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		100.00	100.00
Grimsby Power Incorporated		100.00	100.00
Halton Hills Hydro Inc.	100.00	100.00	100.00
St. Thomas Energy Inc.	98.80	99.42	100.00
Woodstock Hydro Services Inc.	99.56	100.00	100.00
Brantford Power Inc.			99.60
Festival Hydro Inc.	98.96	99.19	99.49
Lakeland Power Distribution Ltd	97.56	96.81	99.17
Haldimand County Hydro Inc.	99.19	96.98	99.03
Peterborough Distribution Inc.	98.95	95.33	97.99
Orangeville Hydro Limited	100.00	100.00	97.26
Westario Power Inc.	96.88		91.98



CR010 Percent of Requests for New Low Voltage Service Met Within Min. Standard

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	98.878	98.773	98.710
Median	98.96	99.71	99.55
1st & 3rd quartiles	98.80 & 99.56	97.53 & 100.00	98.77 & 100.00
Range (min, max)	96.88 to 100.00	95.33 to 100.00	91.98 to 100.00
Small Utilities	2010	2011	2012
Kenora Hydro Electric		100.00	100.00
Sioux Lookout Hydro Inc.	100.00	100.00	96.43
Count	1	2	2
Average	100.000	100.000	98.215
Median	100.00	100.00	98.21
1st & 3rd quartiles	100.00 & 100.00	100.00 & 100.00	97.32 & 99.11
Range (min, max)	100.00 to 100.00	100.00 to 100.00	96.43 to 100.00
Totals over Large, Medium and Small Utility Classes			
Count	24	25	28
Average	98.735	98.623	98.359
Median	99.08	100.00	99.55
1st & 3rd quartiles	97.60 & 100.00	96.98 & 100.00	97.81 & 100.00
Range (min, max)	95.04 to 100.00	93.14 to 100.00	91.34 to 100.00

Notes:



CR020 Percent of Requests for New High Voltage Service Met Within Min. Standard

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	100.00	100.00	100.00
PowerStream Inc.		100.00	100.00
Horizon Utilities Corporation	100.00	100.00	100.00
Waterloo North Hydro Inc.	100.00	100.00	100.00
London Hydro Inc.			100.00
Kitchener-Wilmot Hydro Inc.	100.00	100.00	100.00
EnWin Utilities Ltd.			100.00
Hydro Ottawa Limited	100.00	100.00	100.00
Veridian Connections Inc.	100.00	100.00	100.00
Count	6	7	9
Average	100.000	100.000	100.000
Median	100.00	100.00	100.00
1st & 3rd quartiles	100.00 & 100.00	100.00 & 100.00	100.00 & 100.00
Range (min, max)	100.00 to 100.00	100.00 to 100.00	100.00 to 100.00
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		100.00	100.00
Peterborough Distribution Inc.	100.00	100.00	100.00
Festival Hydro Inc.			100.00
Westario Power Inc.	100.00		
Orangeville Hydro Limited	0.00		
Lakeland Power Distribution Ltd	100.00		
Woodstock Hydro Services Inc.	100.00	100.00	
Count	5	3	3
Average	80.000	100.000	100.000
Median	100.00	100.00	100.00
1st & 3rd quartiles	100.00 & 100.00	100.00 & 100.00	100.00 & 100.00
Range (min, max)	0.00 to 100.00	100.00 to 100.00	100.00 to 100.00



CR020 Percent of Requests for New High Voltage Service Met Within Min. Standard

Totals over Large, Medium and Small Utility Classes

Count	11	10	12
Average	90.909	100.000	100.000
Median	100.00	100.00	100.00
1st & 3rd quartiles	100.00 & 100.00	100.00 & 100.00	100.00 & 100.00
Range (min, max)	0.00 to 100.00	100.00 to 100.00	100.00 to 100.00

Notes:



CR040 Percent of General Inquiry Telephone Calls Answered Within Min. Standard

Large Utilities	2010	2011	2012
Entegrus Powerlines Inc.	67.02	76.59	95.92
PowerStream Inc.	68.25	77.15	90.32
Cambridge and North Dumfries	74.27	66.22	88.13
Waterloo North Hydro Inc.	88.67	91.53	87.64
Hydro One Brampton Networks	78.42	89.17	84.05
Oakville Hydro Electricity	86.22	81.13	83.75
EnWin Utilities Ltd.	79.72	79.37	82.78
Hydro Ottawa Limited	82.13	80.70	80.99
Horizon Utilities Corporation	81.72	93.84	80.82
Burlington Hydro Inc.	70.99	66.81	77.73
Kitchener-Wilmot Hydro Inc.		76.92	76.37
London Hydro Inc.	67.05		68.25
Veridian Connections Inc.	83.86	64.63	57.63
Whitby Hydro Electric	95.50	95.64	54.51
Count	13	13	14
Average	78.755	79.977	79.206
Median	79.72	79.37	81.88
1st & 3rd quartiles	70.99 & 83.86	76.59 & 89.17	76.71 & 86.74
Range (min, max)	67.02 to 95.50	64.63 to 95.64	54.51 to 95.92
Medium Utilities	2010	2011	2012
Lakefront Utilities Inc.		100.00	100.00
Orangeville Hydro Limited	99.94	99.95	99.97
Westario Power Inc.	81.05		95.98
Lakeland Power Distribution Ltd	80.87	82.56	93.19
Halton Hills Hydro Inc.	86.22	85.49	87.66
Haldimand County Hydro Inc.	88.84	83.44	85.50
Grimsby Power Incorporated		77.82	85.46
St. Thomas Energy Inc.	89.45	82.55	83.81
Festival Hydro Inc.	98.28	95.39	78.66
Woodstock Hydro Services Inc.	70.30	76.74	75.73
Peterborough Distribution Inc.	73.01	77.93	75.32
Brantford Power Inc.			64.71



CR040 Percent of General Inquiry Telephone Calls Answered Within Min. Standard

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	85.329	86.187	85.499
Median	86.22	83.00	85.48
1st & 3rd quartiles	80.87 & 89.45	79.08 & 92.92	77.93 & 93.89
Range (min, max)	70.30 to 99.94	76.74 to 100.00	64.71 to 100.00
Small Utilities	2010	2011	2012
Kenora Hydro Electric		100.00	98.78
Sioux Lookout Hydro Inc.	97.64	97.06	98.14
Count	1	2	2
Average	97.640	98.530	98.460
Median	97.64	98.53	98.46
1st & 3rd quartiles	97.64 & 97.64	97.80 & 99.27	98.30 & 98.62
Range (min, max)	97.64 to 97.64	97.06 to 100.00	98.14 to 98.78
Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	82.149	83.945	83.279
Median	81.72	82.55	83.93
1st & 3rd quartiles	73.64 & 88.76	77.15 & 93.84	77.39 & 91.04
Range (min, max)	67.02 to 99.94	64.63 to 100.00	54.51 to 100.00

Notes:



CR050 Percent of Appointments at a Customer's Premises/Work Site Within
Min. Standard

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	99.80	100.00	100.00
PowerStream Inc.	100.00	100.00	100.00
Oakville Hydro Electricity		100.00	100.00
Waterloo North Hydro Inc.	96.86	99.72	100.00
EnWin Utilities Ltd.	99.56	99.63	99.98
Veridian Connections Inc.	98.21	100.00	99.94
London Hydro Inc.	99.69		99.88
Entegrus Powerlines Inc.	100.00	99.05	98.99
Whitby Hydro Electric	100.00	100.00	98.77
Cambridge and North Dumfries	99.87	99.93	98.68
Hydro One Brampton Networks	100.00	100.00	98.22
Hydro Ottawa Limited	99.96	97.30	97.39
Kitchener-Wilmot Hydro Inc.	97.17	96.05	96.69
Horizon Utilities Corporation	96.60	97.32	95.41
Count	13	13	14
Average	99.055	99.154	98.854
Median	99.80	99.93	99.43
1st & 3rd quartiles	98.21 & 100.00	99.05 & 100.00	98.33 & 100.00
Range (min, max)	96.60 to 100.00	96.05 to 100.00	95.41 to 100.00
Medium Utilities	2010	2011	2012
St. Thomas Energy Inc.	99.66	100.00	100.00
Lakefront Utilities Inc.		100.00	100.00
Orangeville Hydro Limited	100.00	100.00	100.00
Lakeland Power Distribution Ltd	97.44	96.94	100.00
Grimsby Power Incorporated		100.00	100.00
Halton Hills Hydro Inc.	93.45	96.04	100.00
Festival Hydro Inc.	100.00	100.00	99.84
Woodstock Hydro Services Inc.	98.21	99.72	99.73
Haldimand County Hydro Inc.	98.26	98.94	99.69
Brantford Power Inc.			99.46
Westario Power Inc.	97.20		98.33
Peterborough Distribution Inc.	95.04	98.65	97.10



CR050 Percent of Appointments at a Customer's Premises/Work Site Within
Min. Standard

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	97.696	99.029	99.513
Median	98.21	99.86	99.92
1st & 3rd quartiles	97.20 & 99.66	98.72 & 100.00	99.63 & 100.00
Range (min, max)	93.45 to 100.00	96.04 to 100.00	97.10 to 100.00
Small Utilities	2010	2011	2012
Kenora Hydro Electric		100.00	100.00
Sioux Lookout Hydro Inc.	98.80	97.27	92.86
Count	1	2	2
Average	98.800	98.635	96.430
Median	98.80	98.64	96.43
1st & 3rd quartiles	98.80 & 98.80	97.95 & 99.32	94.64 & 98.21
Range (min, max)	98.80 to 98.80	97.27 to 100.00	92.86 to 100.00
Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	98.512	99.062	98.963
Median	99.56	99.93	99.86
1st & 3rd quartiles	97.32 & 99.98	98.65 & 100.00	98.59 & 100.00
Range (min, max)	93.45 to 100.00	96.04 to 100.00	92.86 to 100.00

Notes:



CR060 Percent of Requests for Written Responses Met Within Min. Standard

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	100.00	100.00	100.00
Whitby Hydro Electric	100.00	100.00	100.00
Oakville Hydro Electricity	98.72	99.48	100.00
Hydro One Brampton Networks	100.00	99.96	100.00
Entegrus Powerlines Inc.	100.00	100.00	100.00
Cambridge and North Dumfries	99.29	99.38	100.00
Hydro Ottawa Limited	99.92	99.93	100.00
London Hydro Inc.	99.95		99.99
Veridian Connections Inc.	99.90	100.00	99.98
EnWin Utilities Ltd.	100.00	100.00	99.96
Waterloo North Hydro Inc.	100.00	99.76	99.96
Kitchener-Wilmot Hydro Inc.	99.53	99.58	99.45
Horizon Utilities Corporation	98.99	91.76	98.60
PowerStream Inc.	99.15	98.76	97.93
Count	14	13	14
Average	99.675	99.124	99.705
Median	99.94	99.93	100.00
1st & 3rd quartiles	99.35 & 100.00	99.48 & 100.00	99.96 & 100.00
Range (min, max)	98.72 to 100.00	91.76 to 100.00	97.93 to 100.00
Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	100.00	100.00	100.00
Lakefront Utilities Inc.		100.00	100.00
Halton Hills Hydro Inc.	100.00	100.00	100.00
Westario Power Inc.	94.64		100.00
St. Thomas Energy Inc.	98.41	95.35	100.00
Grimsby Power Incorporated		100.00	100.00
Festival Hydro Inc.	100.00	100.00	100.00
Orangeville Hydro Limited	91.16	99.71	100.00
Lakeland Power Distribution Ltd	98.27	98.97	100.00
Brantford Power Inc.			99.80
Haldimand County Hydro Inc.	99.32	98.40	99.75
Peterborough Distribution Inc.	99.68	99.28	99.35



CR060 Percent of Requests for Written Responses Met Within Min. Standard

Medium Utilities		2010	2011	2012
Count		9	10	12
Average		97.942	99.171	99.908
Median		99.32	99.85	100.00
1st & 3rd quartiles		98.27 & 100.00	99.04 & 100.00	99.95 & 100.00
Range (min, max)		91.16 to 100.00	95.35 to 100.00	99.35 to 100.00
Small Utilities		2010	2011	2012
Kenora Hydro Electric			100.00	100.00
Sioux Lookout Hydro Inc.		100.00	100.00	100.00
Count		1	2	2
Average		100.000	100.000	100.000
Median		100.00	100.00	100.00
1st & 3rd quartiles		100.00 & 100.00	100.00 & 100.00	100.00 & 100.00
Range (min, max)		100.00 to 100.00	100.00 to 100.00	100.00 to 100.00
Totals over Large, Medium and Small Utility Classes				
Count		24	25	28
Average		99.039	99.213	99.813
Median		99.91	99.96	100.00
1st & 3rd quartiles		99.11 & 100.00	99.38 & 100.00	99.96 & 100.00
Range (min, max)		91.16 to 100.00	91.76 to 100.00	97.93 to 100.00

Notes:



CR070 Percent of Emergency Calls for Urban Customers Met Within 60 Minutes

Large Utilities	2010	2011	2012
Oakville Hydro Electricity		0.00	100.00
Hydro One Brampton Networks	100.00	99.15	100.00
Cambridge and North Dumfries	98.29	100.00	100.00
Whitby Hydro Electric	100.00	100.00	100.00
Horizon Utilities Corporation	95.40	96.00	99.64
EnWin Utilities Ltd.	96.92	85.51	99.24
London Hydro Inc.	98.00		99.24
Waterloo North Hydro Inc.	89.47	97.01	98.55
Hydro Ottawa Limited	97.01	82.56	98.53
Entegrus Powerlines Inc.	87.92	90.02	92.72
Burlington Hydro Inc.	84.73	87.37	92.49
PowerStream Inc.	95.12	94.22	92.09
Veridian Connections Inc.	98.70	100.00	90.00
Kitchener-Wilmot Hydro Inc.	90.54	91.04	86.36
Count	13	13	14
Average	94.777	86.375	96.347
Median	96.92	94.22	98.90
1st & 3rd quartiles	90.54 & 98.29	87.37 & 99.15	92.55 & 99.91
Range (min, max)	84.73 to 100.00	0.00 to 100.00	86.36 to 100.00
Medium Utilities	2010	2011	2012
Brantford Power Inc.			100.00
Grimsby Power Incorporated		100.00	100.00
Lakeland Power Distribution Ltd	100.00	100.00	100.00
Orangeville Hydro Limited	100.00	100.00	100.00
Peterborough Distribution Inc.	100.00	94.87	100.00
Lakefront Utilities Inc.		100.00	100.00
St. Thomas Energy Inc.	100.00	100.00	100.00
Woodstock Hydro Services Inc.	100.00	100.00	100.00
Festival Hydro Inc.	100.00	96.00	100.00
Halton Hills Hydro Inc.	100.00	100.00	98.21
Haldimand County Hydro Inc.	95.00	87.50	93.33
Westario Power Inc.	100.00		88.24



CR070 Percent of Emergency Calls for Urban Customers Met Within 60 Minutes

Medium Utilities	2010	2011	2012
Count	9	10	12
Average	99.444	97.837	98.315
Median	100.00	100.00	100.00
1st & 3rd quartiles	100.00 & 100.00	97.00 & 100.00	99.55 & 100.00
Range (min, max)	95.00 to 100.00	87.50 to 100.00	88.24 to 100.00
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	100.00	100.00	100.00
Kenora Hydro Electric		100.00	100.00
Count	1	2	2
Average	100.000	100.000	100.000
Median	100.00	100.00	100.00
1st & 3rd quartiles	100.00 & 100.00	100.00 & 100.00	100.00 & 100.00
Range (min, max)	100.00 to 100.00	100.00 to 100.00	100.00 to 100.00
Totals over Large, Medium and Small Utility Classes			
Count	23	25	28
Average	96.830	92.050	97.451
Median	98.70	99.15	100.00
1st & 3rd quartiles	95.26 & 100.00	91.04 & 100.00	96.99 & 100.00
Range (min, max)	84.73 to 100.00	0.00 to 100.00	86.36 to 100.00

Notes:



CR080 Percent of Emergency Calls for Rural Customers Met Within 120 Minutes

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	100.00	100.00	100.00
Whitby Hydro Electric			100.00
Oakville Hydro Electricity			100.00
Cambridge and North Dumfries	92.98	100.00	100.00
Veridian Connections Inc.	100.00		100.00
Kitchener-Wilmot Hydro Inc.	100.00	88.89	90.91
Count	4	3	6
Average	98.245	96.297	98.485
Median	100.00	100.00	100.00
1st & 3rd quartiles	98.25 & 100.00	94.44 & 100.00	100.00 & 100.00
Range (min, max)	92.98 to 100.00	88.89 to 100.00	90.91 to 100.00
Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	100.00		100.00
Grimsby Power Incorporated		100.00	100.00
Haldimand County Hydro Inc.	100.00	96.55	100.00
Halton Hills Hydro Inc.	100.00	100.00	89.62
Count	3	3	4
Average	100.000	98.850	97.405
Median	100.00	100.00	100.00
1st & 3rd quartiles	100.00 & 100.00	98.28 & 100.00	97.41 & 100.00
Range (min, max)	100.00 to 100.00	96.55 to 100.00	89.62 to 100.00
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	100.00	100.00	
Count	1	1	0
Average	100.000	100.000	
Median	100.00	100.00	
1st & 3rd quartiles	100.00 & 100.00	100.00 & 100.00	
Range (min, max)	100.00 to 100.00	100.00 to 100.00	to



CR080 Percent of Emergency Calls for Rural Customers Met Within 120 Minutes

Totals over Large, Medium and Small Utility Classes

Count	8	7	10
Average	99.123	97.920	98.053
Median	100.00	100.00	100.00
1st & 3rd quartiles	100.00 & 100.00	98.28 & 100.00	100.00 & 100.00
Range (min, max)	92.98 to 100.00	88.89 to 100.00	89.62 to 100.00

Notes:



CR090 Percent of Calls Resolved by First Point of Contact

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	97.99	99.42	98.98
Veridian Connections Inc.	87.66	84.09	88.91
Hydro Ottawa Limited	78.93	83.20	84.44
Burlington Hydro Inc.	0.00	0.00	0.77
EnWin Utilities Ltd.	0.00	0.00	0.00
Oakville Hydro Electricity	0.00	0.00	0.00
London Hydro Inc.	0.00		0.00
Horizon Utilities Corporation	0.00	0.00	0.00
PowerStream Inc.	0.00	0.00	0.00
Kitchener-Wilmot Hydro Inc.	0.00	0.00	0.00
Waterloo North Hydro Inc.	0.00	0.00	0.00
Cambridge and North Dumfries	0.00	0.00	0.00
Count	12	11	12
Average	22.048	24.246	22.758
Median	0.00	0.00	0.00
1st & 3rd quartiles	0.00 & 19.73	0.00 & 41.60	0.00 & 21.68
Range (min, max)	0.00 to 97.99	0.00 to 99.42	0.00 to 98.98
Medium Utilities	2010	2011	2012
Lakeland Power Distribution Ltd	95.85	97.54	99.06
Halton Hills Hydro Inc.	0.00	96.91	98.61
St. Thomas Energy Inc.	0.00	98.14	98.54
Westario Power Inc.	89.97		95.99
Festival Hydro Inc.	96.29	91.95	95.00
Brantford Power Inc.			0.00
Grimsby Power Incorporated		0.00	0.00
Woodstock Hydro Services Inc.	0.00	0.00	0.00
Peterborough Distribution Inc.	0.00	0.00	0.00
Orangeville Hydro Limited	0.00	0.00	0.00
Haldimand County Hydro Inc.	0.00	0.00	0.00
Count	9	9	11
Average	31.346	42.727	44.291
Median	0.00	0.00	0.00
1st & 3rd quartiles	0.00 & 89.97	0.00 & 96.91	0.00 & 97.27
Range (min, max)	0.00 to 96.29	0.00 to 98.14	0.00 to 99.06



CR090 Percent of Calls Resolved by First Point of Contact

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	0.00	98.83	99.44
Kenora Hydro Electric		100.00	98.78
Count	1	2	2
Average	0.000	99.415	99.110
Median	0.00	99.42	99.11
1st & 3rd quartiles	0.00 & 0.00	99.12 & 99.71	98.95 & 99.28
Range (min, max)	0.00 to 0.00	98.83 to 100.00	98.78 to 99.44
Totals over Large, Medium and Small Utility Classes			
Count	22	22	25
Average	24.850	38.640	38.341
Median	0.00	0.00	0.00
1st & 3rd quartiles	0.00 & 59.20	0.00 & 95.67	0.00 & 95.99
Range (min, max)	0.00 to 97.99	0.00 to 100.00	0.00 to 99.44

Notes:



CR100 Percent of Bills Cancelled and Re-issued

Large Utilities	2010	2011	2012
EnWin Utilities Ltd.	4.26	4.49	2.49
Horizon Utilities Corporation	3.43	3.24	0.69
Hydro Ottawa Limited	0.45	0.39	0.41
Entegrus Powerlines Inc.	0.35	0.41	0.19
PowerStream Inc.	0.44	0.36	0.17
Hydro One Brampton Networks	0.24	0.46	0.13
Kitchener-Wilmot Hydro Inc.	0.28	0.23	0.12
Veridian Connections Inc.	0.16	0.10	0.11
Waterloo North Hydro Inc.	0.13	0.08	0.05
Cambridge and North Dumfries	0.31	0.07	0.02
London Hydro Inc.	0.00		0.00
Oakville Hydro Electricity	0.00	0.00	0.00
Burlington Hydro Inc.	0.12	1.35	0.00
Count	13	12	13
Average	0.782	0.932	0.337
Median	0.28	0.37	0.12
1st & 3rd quartiles	0.13 & 0.44	0.09 & 0.69	0.02 & 0.19
Range (min, max)	0.00 to 4.26	0.00 to 4.49	0.00 to 2.49
Medium Utilities	2010	2011	2012
Grimsby Power Incorporated		0.74	0.83
Woodstock Hydro Services Inc.	0.16	0.16	0.33
Halton Hills Hydro Inc.	0.75	0.47	0.29
Peterborough Distribution Inc.	0.25	0.20	0.23
Orangeville Hydro Limited	5.50	0.39	0.20
Haldimand County Hydro Inc.	0.19	0.19	0.15
Lakeland Power Distribution Ltd	0.10	0.15	0.08
St. Thomas Energy Inc.	2.25	0.63	0.07
Brantford Power Inc.			0.00
Festival Hydro Inc.	0.00	0.00	0.00
Westario Power Inc.	0.00		0.00
Count	9	9	11
Average	1.022	0.326	0.198
Median	0.19	0.20	0.15
1st & 3rd quartiles	0.10 & 0.75	0.16 & 0.47	0.04 & 0.26
Range (min, max)	0.00 to 5.50	0.00 to 0.74	0.00 to 0.83



CR100 Percent of Bills Cancelled and Re-issued

Small Utilities	2010	2011	2012
Kenora Hydro Electric		0.09	0.09
Sioux Lookout Hydro Inc.	0.00	0.00	0.00
Count	1	2	2
Average	0.000	0.045	0.045
Median	0.00	0.04	0.04
1st & 3rd quartiles	0.00 & 0.00	0.02 & 0.07	0.02 & 0.07
Range (min, max)	0.00 to 0.00	0.00 to 0.09	0.00 to 0.09
Totals over Large, Medium and Small Utility Classes			
Count	23	23	26
Average	0.842	0.617	0.256
Median	0.24	0.23	0.11
1st & 3rd quartiles	0.11 & 0.44	0.10 & 0.47	0.01 & 0.22
Range (min, max)	0.00 to 5.50	0.00 to 4.49	0.00 to 2.49

Notes:



CR110 Percent of Customers with a Retailer

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	19.89	15.02	10.98
Entegrus Powerlines Inc.	16.45	14.03	9.82
Horizon Utilities Corporation	14.99	11.76	9.57
London Hydro Inc.	14.35		9.36
Veridian Connections Inc.	13.52	11.27	9.26
EnWin Utilities Ltd.	14.14	9.86	7.54
Cambridge and North Dumfries	12.64	9.09	6.75
Waterloo North Hydro Inc.	11.09	8.10	6.56
PowerStream Inc.	11.94	10.71	6.35
Hydro Ottawa Limited	9.96	7.85	6.32
Whitby Hydro Electric	10.75	7.76	6.18
Kitchener-Wilmot Hydro Inc.	9.74	0.74	5.72
Burlington Hydro Inc.	8.24	6.91	5.52
Oakville Hydro Electricity	7.92	6.20	5.12
Count	14	13	14
Average	12.544	9.177	7.504
Median	12.29	9.09	6.65
1st & 3rd quartiles	10.16 & 14.30	7.76 & 11.27	6.21 & 9.34
Range (min, max)	7.92 to 19.89	0.74 to 15.02	5.12 to 10.98
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	18.85	14.21	13.02
St. Thomas Energy Inc.	19.37	15.11	12.85
Woodstock Hydro Services Inc.	16.79	13.60	11.41
Orangeville Hydro Limited	16.31	13.11	10.42
Haldimand County Hydro Inc.	13.34	11.15	10.16
Brantford Power Inc.			9.90
Halton Hills Hydro Inc.	11.64	8.77	8.91
Lakeland Power Distribution Ltd	14.78	11.19	8.66
Lakefront Utilities Inc.		9.53	7.45
Grimsby Power Incorporated		9.31	7.30
Westario Power Inc.	11.73		7.28
Peterborough Distribution Inc.	11.55		6.72



CR110 Percent of Customers with a Retailer

Medium Utilities	2010	2011	2012
Count	9	9	12
Average	14.929	11.776	9.507
Median	14.78	11.19	9.41
1st & 3rd quartiles	11.73 & 16.79	9.53 & 13.60	7.41 & 10.66
Range (min, max)	11.55 to 19.37	8.77 to 15.11	6.72 to 13.02
Small Utilities	2010	2011	2012
Kenora Hydro Electric		11.37	8.83
Sioux Lookout Hydro Inc.	5.41	4.17	2.03
Count	1	2	2
Average	5.410	7.770	5.430
Median	5.41	7.77	5.43
1st & 3rd quartiles	5.41 & 5.41	5.97 & 9.57	3.73 & 7.13
Range (min, max)	5.41 to 5.41	4.17 to 11.37	2.03 to 8.83
Totals over Large, Medium and Small Utility Classes			
Count	24	24	28
Average	13.141	10.034	8.214
Median	12.99	10.29	8.10
1st & 3rd quartiles	11.00 & 15.32	8.04 & 12.10	6.51 & 9.84
Range (min, max)	5.41 to 19.89	0.74 to 15.11	2.03 to 13.02

Notes:



MR010 Short Term Absences per FTE

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	5.70	3.35	6.10
Entegrus Powerlines Inc.	2.72	3.14	3.64
Whitby Hydro Electric	8.39	7.73	3.47
Kitchener-Wilmot Hydro Inc.	4.87	4.08	3.27
Veridian Connections Inc.	2.39	2.50	2.84
Hydro Ottawa Limited	2.57	2.57	2.67
Cambridge and North Dumfries	2.26	1.60	2.20
Waterloo North Hydro Inc.	1.99	2.17	1.92
Hydro One Brampton Networks	0.41	1.65	1.68
London Hydro Inc.	1.36		1.39
Oakville Hydro Electricity		0.28	0.94
PowerStream Inc.	1.35	1.46	0.00
Count	11	11	12
Average	3.092	2.775	2.510
Median	2.39	2.50	2.44
1st & 3rd quartiles	1.67 & 3.80	1.62 & 3.24	1.60 & 3.32
Range (min, max)	0.41 to 8.39	0.28 to 7.73	0.00 to 6.10
Medium Utilities	2010	2011	2012
Westario Power Inc.	6.45		5.18
Orangeville Hydro Limited	5.00	4.05	4.15
Lakeland Power Distribution Ltd	1.36	1.88	3.32
Festival Hydro Inc.	2.86	4.13	2.90
Lakefront Utilities Inc.		3.18	2.89
Haldimand County Hydro Inc.	3.38	3.13	2.82
Woodstock Hydro Services Inc.	1.84	2.34	2.34
St. Thomas Energy Inc.	3.22	5.13	2.33
Halton Hills Hydro Inc.		0.55	1.67
Brantford Power Inc.			1.59
Grimsby Power Incorporated		1.08	1.19
Count	7	9	11
Average	3.444	2.830	2.762
Median	3.22	3.13	2.82
1st & 3rd quartiles	2.35 & 4.19	1.88 & 4.05	2.00 & 3.11
Range (min, max)	1.36 to 6.45	0.55 to 5.13	1.19 to 5.18



MR010 Short Term Absences per FTE

Small Utilities	2010	2011	2012
Kenora Hydro Electric		3.07	9.00
Sioux Lookout Hydro Inc.	1.25	2.88	1.33
Count	1	2	2
Average	1.250	2.975	5.165
Median	1.25	2.97	5.17
1st & 3rd quartiles	1.25 & 1.25	2.92 & 3.02	3.25 & 7.08
Range (min, max)	1.25 to 1.25	2.88 to 3.07	1.33 to 9.00
Totals over Large, Medium and Small Utility Classes			
Count	19	22	25
Average	3.125	2.816	2.833
Median	2.57	2.72	2.67
1st & 3rd quartiles	1.60 & 4.12	1.70 & 3.31	1.67 & 3.32
Range (min, max)	0.41 to 8.39	0.28 to 7.73	0.00 to 9.00

Notes:



MR020 Short Term Absenteeism: Days per FTE

Large Utilities	2010	2011	2012
Oakville Hydro Electricity		0.98	5.14
EnWin Utilities Ltd.		5.05	4.83
Kitchener-Wilmot Hydro Inc.	7.06	5.66	4.76
Entegrus Powerlines Inc.	4.57	3.80	4.56
Cambridge and North Dumfries	4.33	3.98	4.34
Whitby Hydro Electric	7.11	6.08	3.90
Burlington Hydro Inc.	6.56	4.90	3.87
Hydro One Brampton Networks	1.22	3.71	3.83
Hydro Ottawa Limited	3.70	3.64	3.75
Veridian Connections Inc.	3.29	3.40	3.71
Horizon Utilities Corporation	3.63	4.05	3.34
London Hydro Inc.	3.33		3.33
Waterloo North Hydro Inc.	3.01	3.79	2.92
PowerStream Inc.	3.13	3.28	1.26
Count	12	13	14
Average	4.245	4.025	3.824
Median	3.66	3.80	3.85
1st & 3rd quartiles	3.25 & 5.07	3.64 & 4.90	3.43 & 4.50
Range (min, max)	1.22 to 7.11	0.98 to 6.08	1.26 to 5.14
Medium Utilities	2010	2011	2012
Westario Power Inc.	6.72		5.18
Lakeland Power Distribution Ltd	1.93	2.38	4.91
Brantford Power Inc.			4.61
Lakefront Utilities Inc.		4.17	3.99
Haldimand County Hydro Inc.	3.94	4.04	3.98
Festival Hydro Inc.	3.33	4.60	3.41
St. Thomas Energy Inc.	4.31	4.94	3.38
Halton Hills Hydro Inc.		1.17	3.33
Woodstock Hydro Services Inc.	2.50	3.15	3.23
Orangeville Hydro Limited	2.37	2.10	2.77
Grimsby Power Incorporated		1.46	1.46



MR020 Short Term Absenteeism: Days per FTE

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	3.586	3.112	3.659
Median	3.33	3.15	3.41
1st & 3rd quartiles	2.44 & 4.12	2.10 & 4.17	3.28 & 4.30
Range (min, max)	1.93 to 6.72	1.17 to 4.94	1.46 to 5.18
Small Utilities	2010	2011	2012
Kenora Hydro Electric		4.40	8.71
Sioux Lookout Hydro Inc.	1.47	3.20	1.67
Count	1	2	2
Average	1.470	3.800	5.190
Median	1.47	3.80	5.19
1st & 3rd quartiles	1.47 & 1.47	3.50 & 4.10	3.43 & 6.95
Range (min, max)	1.47 to 1.47	3.20 to 4.40	1.67 to 8.71
Totals over Large, Medium and Small Utility Classes			
Count	20	24	27
Average	3.876	3.664	3.858
Median	3.48	3.80	3.83
1st & 3rd quartiles	2.88 & 4.39	3.19 & 4.45	3.33 & 4.58
Range (min, max)	1.22 to 7.11	0.98 to 6.08	1.26 to 8.71

Notes:



MR030 Overtime Hours as a % of Regular Hours

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	6.44	9.15	6.50
Waterloo North Hydro Inc.	4.96	6.10	5.43
Cambridge and North Dumfries	5.50	6.92	5.31
Oakville Hydro Electricity		3.92	4.77
PowerStream Inc.	5.00	5.32	4.63
Kitchener-Wilmot Hydro Inc.	4.66	5.26	4.34
Hydro One Brampton Networks	3.15	3.30	3.64
London Hydro Inc.			3.33
Veridian Connections Inc.	3.27	3.29	3.20
Horizon Utilities Corporation	4.51	4.82	3.19
Whitby Hydro Electric	3.02	3.15	3.04
Hydro Ottawa Limited	2.56	3.83	3.02
Entegrus Powerlines Inc.	3.29	2.37	2.31
EnWin Utilities Ltd.	1.61	2.04	1.89
Count	12	13	14
Average	3.998	4.575	3.900
Median	3.90	3.92	3.48
1st & 3rd quartiles	3.12 & 4.97	3.29 & 5.32	3.08 & 4.74
Range (min, max)	1.61 to 6.44	2.04 to 9.15	1.89 to 6.50
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	5.51	6.88	5.32
Brantford Power Inc.			4.55
Halton Hills Hydro Inc.		2.92	3.91
Festival Hydro Inc.	2.04	3.35	2.65
Lakefront Utilities Inc.		1.37	2.50
Westario Power Inc.	2.72		2.10
Orangeville Hydro Limited	1.40	1.21	1.84
Lakeland Power Distribution Ltd	1.85	1.88	1.75
Woodstock Hydro Services Inc.	1.24	1.51	1.54
Grimsby Power Incorporated		2.08	1.20
St. Thomas Energy Inc.	0.90	1.28	1.04



MR030 Overtime Hours as a % of Regular Hours

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	2.237	2.498	2.582
Median	1.85	1.88	2.10
1st & 3rd quartiles	1.32 & 2.38	1.37 & 2.92	1.65 & 3.28
Range (min, max)	0.90 to 5.51	1.21 to 6.88	1.04 to 5.32
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2.04	2.03	1.35
Kenora Hydro Electric		0.49	0.62
Count	1	2	2
Average	2.040	1.260	0.985
Median	2.04	1.26	0.98
1st & 3rd quartiles	2.04 & 2.04	0.88 & 1.65	0.80 & 1.17
Range (min, max)	2.04 to 2.04	0.49 to 2.03	0.62 to 1.35
Totals over Large, Medium and Small Utility Classes			
Count	20	24	27
Average	3.284	3.520	3.147
Median	3.09	3.22	3.04
1st & 3rd quartiles	1.99 & 4.74	1.99 & 4.93	1.87 & 4.45
Range (min, max)	0.90 to 6.44	0.49 to 9.15	0.62 to 6.50

Notes:



MR040 Accidents: Frequency per 200,000 hours

Large Utilities	2010	2011	2012
Veridian Connections Inc.	0.00	3.52	3.07
Cambridge and North Dumfries	0.00	1.01	2.77
London Hydro Inc.			1.54
Whitby Hydro Electric	0.00	0.00	1.48
Entegrus Powerlines Inc.	4.35	1.17	1.25
Burlington Hydro Inc.	2.03	2.92	1.01
Hydro Ottawa Limited	1.20	0.17	0.63
Oakville Hydro Electricity		2.66	0.62
Hydro One Brampton Networks	2.67	2.78	0.47
PowerStream Inc.	0.19	0.51	0.17
Kitchener-Wilmot Hydro Inc.	0.00	1.09	0.00
EnWin Utilities Ltd.	0.00	0.00	0.00
Waterloo North Hydro Inc.	0.75	0.00	0.00
Horizon Utilities Corporation	0.76	0.00	0.00
Count	12	13	14
Average	0.996	1.218	0.929
Median	0.47	1.01	0.63
1st & 3rd quartiles	0.00 & 1.41	0.00 & 2.66	0.04 & 1.42
Range (min, max)	0.00 to 4.35	0.00 to 3.52	0.00 to 3.07
Medium Utilities	2010	2011	2012
Westario Power Inc.	0.00		2.92
Woodstock Hydro Services Inc.	0.00	5.17	2.52
Festival Hydro Inc.	0.00	0.00	2.10
Brantford Power Inc.			2.05
Orangeville Hydro Limited	0.00	0.00	0.00
Lakefront Utilities Inc.		5.38	0.00
St. Thomas Energy Inc.	0.00	0.00	0.00
Haldimand County Hydro Inc.	2.04	5.89	0.00
Halton Hills Hydro Inc.		2.02	0.00
Lakeland Power Distribution Ltd	4.64	0.00	0.00
Grimsby Power Incorporated		0.00	0.00



MR040 Accidents: Frequency per 200,000 hours

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	0.954	2.051	0.872
Median	0.00	0.00	0.00
1st & 3rd quartiles	0.00 & 1.02	0.00 & 5.17	0.00 & 2.08
Range (min, max)	0.00 to 4.64	0.00 to 5.89	0.00 to 2.92
Small Utilities	2010	2011	2012
Kenora Hydro Electric			7.01
Sioux Lookout Hydro Inc.	0.00	0.00	0.00
Count	1	1	2
Average	0.000	0.000	3.505
Median	0.00	0.00	3.50
1st & 3rd quartiles	0.00 & 0.00	0.00 & 0.00	1.75 & 5.26
Range (min, max)	0.00 to 0.00	0.00 to 0.00	0.00 to 7.01
Totals over Large, Medium and Small Utility Classes			
Count	20	23	27
Average	0.932	1.491	1.097
Median	0.00	0.51	0.47
1st & 3rd quartiles	0.00 & 1.41	0.00 & 2.72	0.00 & 1.80
Range (min, max)	0.00 to 4.64	0.00 to 5.89	0.00 to 7.01

Notes:



MR050 Accidents: Severity Rate per 200,000 Hours

Large Utilities	2010	2011	2012
London Hydro Inc.			120.71
Cambridge and North Dumfries	0.00	5.07	27.69
Whitby Hydro Electric	0.00	0.00	16.31
Hydro Ottawa Limited	7.72	0.33	14.61
EnWin Utilities Ltd.	4.84	8.79	2.39
Burlington Hydro Inc.	24.85	188.22	2.02
PowerStream Inc.	1.86	15.01	1.82
Entegrus Powerlines Inc.	65.20	55.95	1.25
Oakville Hydro Electricity		0.00	0.62
Waterloo North Hydro Inc.	18.02	0.00	0.00
Veridian Connections Inc.	0.00	47.93	0.00
Horizon Utilities Corporation		0.00	0.00
Hydro One Brampton Networks	0.00	1.16	0.00
Kitchener-Wilmot Hydro Inc.	0.00	2.18	0.00
Count	11	13	14
Average	11.135	24.972	13.387
Median	1.86	2.18	1.53
1st & 3rd quartiles	0.00 & 12.87	0.00 & 15.01	0.00 & 11.55
Range (min, max)	0.00 to 65.20	0.00 to 188.22	0.00 to 120.71
Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	0.00	7.75	171.62
Festival Hydro Inc.	0.00	0.00	84.72
Westario Power Inc.	0.00		29.22
Brantford Power Inc.			14.37
Lakefront Utilities Inc.		438.50	0.00
St. Thomas Energy Inc.	0.00	0.00	0.00
Orangeville Hydro Limited	0.00	0.00	0.00
Lakeland Power Distribution Ltd	27.86	0.00	0.00
Halton Hills Hydro Inc.		46.40	0.00
Haldimand County Hydro Inc.	157.18	37.28	0.00
Grimsby Power Incorporated		0.00	0.00



MR050 Accidents: Severity Rate per 200,000 Hours

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	26.434	58.881	27.266
Median	0.00	0.00	0.00
1st & 3rd quartiles	0.00 & 13.93	0.00 & 37.28	0.00 & 21.79
Range (min, max)	0.00 to 157.18	0.00 to 438.50	0.00 to 171.62
Small Utilities	2010	2011	2012
Kenora Hydro Electric			126.16
Sioux Lookout Hydro Inc.	0.00	0.00	0.00
Count	1	1	2
Average	0.000	0.000	63.080
Median	0.00	0.00	63.08
1st & 3rd quartiles	0.00 & 0.00	0.00 & 0.00	31.54 & 94.62
Range (min, max)	0.00 to 0.00	0.00 to 0.00	0.00 to 126.16
Totals over Large, Medium and Small Utility Classes			
Count	19	23	27
Average	16.186	37.155	22.723
Median	0.00	1.16	0.62
1st & 3rd quartiles	0.00 & 12.87	0.00 & 26.14	0.00 & 15.46
Range (min, max)	0.00 to 157.18	0.00 to 438.50	0.00 to 171.62

Notes:



MR070 Staff Development Expenses per FTE

Large Utilities	2010	2011	2012
Waterloo North Hydro Inc.	3,455	2,596	4,067
PowerStream Inc.	2,003	2,176	2,669
Veridian Connections Inc.	2,768	2,377	2,221
Hydro One Brampton Networks	1,690	3,094	1,895
Cambridge and North Dumfries	1,687	2,821	1,849
Entegrus Powerlines Inc.	1,970	2,288	1,365
Horizon Utilities Corporation	1,621	1,461	1,069
Oakville Hydro Electricity		2,683	985
London Hydro Inc.			702
Burlington Hydro Inc.	565	838	667
Kitchener-Wilmot Hydro Inc.	713	668	618
EnWin Utilities Ltd.		0	0
Hydro Ottawa Limited		0	0
Whitby Hydro Electric	649	487	0
Count	10	13	14
Average	1,712.1	1,653.0	1,293.4
Median	1,689	2,176	1,027
1st & 3rd quartiles	940 & 1,995	668 & 2,596	630 & 1,884
Range (min, max)	565 to 3,455	0 to 3,094	0 to 4,067
Medium Utilities	2010	2011	2012
Grimsby Power Incorporated		1,619	3,780
Orangeville Hydro Limited	3,960	3,277	3,558
Festival Hydro Inc.	2,710	3,116	2,846
St. Thomas Energy Inc.	5,009	2,037	1,632
Westario Power Inc.	690		1,126
Lakeland Power Distribution Ltd	1,443	916	1,116
Lakefront Utilities Inc.		0	889
Halton Hills Hydro Inc.		1,425	837
Haldimand County Hydro Inc.	694	541	769
Woodstock Hydro Services Inc.	1,492	1,128	717
Brantford Power Inc.			546



MR070 Staff Development Expenses per FTE

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	2,285.4	1,562.1	1,619.6
Median	1,492	1,425	1,116
1st & 3rd quartiles	1,069 & 3,335	916 & 2,037	803 & 2,239
Range (min, max)	690 to 5,009	0 to 3,277	546 to 3,780
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	4,123	4,826	3,927
Kenora Hydro Electric		1,378	3,628
Count	1	2	2
Average	4,123.0	3,102.0	3,777.5
Median	4,123	3,102	3,777
1st & 3rd quartiles	4,123 & 4,123	2,240 & 3,964	3,703 & 3,852
Range (min, max)	4,123 to 4,123	1,378 to 4,826	3,628 to 3,927
Totals over Large, Medium and Small Utility Classes			
Count	18	24	27
Average	2,069.0	1,739.7	1,610.3
Median	1,689	1,540	1,116
1st & 3rd quartiles	896 & 2,753	796 & 2,618	709 & 2,445
Range (min, max)	565 to 5,009	0 to 4,826	0 to 4,067

Notes:



MR090 Cost of Safety Training per FTE

Large Utilities	2010	2011	2012
PowerStream Inc.	1,711	2,120	2,477
Whitby Hydro Electric	1,212	1,550	1,975
Hydro One Brampton Networks	1,338	2,646	1,768
Horizon Utilities Corporation		2,382	1,748
Kitchener-Wilmot Hydro Inc.	1,422	1,725	1,438
Waterloo North Hydro Inc.	1,657	1,438	1,316
Entegrus Powerlines Inc.	1,292	786	1,147
London Hydro Inc.			1,145
Veridian Connections Inc.	779	1,181	738
Burlington Hydro Inc.	1,183	873	699
Oakville Hydro Electricity		723	622
Cambridge and North Dumfries	637	596	561
Hydro Ottawa Limited	362	391	397
Count	10	12	13
Average	1,159.3	1,367.6	1,233.2
Median	1,252	1,310	1,147
1st & 3rd quartiles	880 & 1,401	770 & 1,824	699 & 1,748
Range (min, max)	362 to 1,711	391 to 2,646	397 to 2,477
Medium Utilities	2010	2011	2012
Westario Power Inc.	1,051		2,179
Haldimand County Hydro Inc.	1,828	2,692	1,964
Orangeville Hydro Limited	2,328	2,682	1,955
Festival Hydro Inc.	173	138	1,550
Grimsby Power Incorporated		1,545	1,376
Halton Hills Hydro Inc.		431	669
Lakeland Power Distribution Ltd	613	546	660
Lakefront Utilities Inc.		2,176	532
St. Thomas Energy Inc.	356	937	271
Woodstock Hydro Services Inc.	1,022	1,347	216
Count	7	9	10
Average	1,053.0	1,388.2	1,137.2
Median	1,022	1,347	1,022
1st & 3rd quartiles	484 & 1,439	546 & 2,176	564 & 1,854
Range (min, max)	173 to 2,328	138 to 2,692	216 to 2,179



MR090 Cost of Safety Training per FTE

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	1,368	3,274	1,396
Kenora Hydro Electric		246	486
Count	1	2	2
Average	1,368.0	1,760.0	941.0
Median	1,368	1,760	941
1st & 3rd quartiles	1,368 & 1,368	1,003 & 2,517	714 & 1,169
Range (min, max)	1,368 to 1,368	246 to 3,274	486 to 1,396
Totals over Large, Medium and Small Utility Classes			
Count	18	23	25
Average	1,129.6	1,409.8	1,171.4
Median	1,198	1,347	1,147
1st & 3rd quartiles	672 & 1,408	659 & 2,148	622 & 1,748
Range (min, max)	173 to 2,328	138 to 3,274	216 to 2,477

Notes:



MR100 Number of Hours of Safe Work Practices Training per FTE

Large Utilities	2010	2011	2012
Kitchener-Wilmot Hydro Inc.	32.6	41.6	37.4
Whitby Hydro Electric	25.3	34.4	35.2
Burlington Hydro Inc.	50.2	42.3	34.5
Entegrus Powerlines Inc.	40.0	24.6	29.8
Waterloo North Hydro Inc.	37.7	30.8	29.5
London Hydro Inc.			25.5
Horizon Utilities Corporation	31.4	27.7	24.4
Veridian Connections Inc.	19.2	27.6	23.0
Hydro Ottawa Limited	19.0	23.4	22.0
Cambridge and North Dumfries	20.3	19.0	18.7
Oakville Hydro Electricity			18.4
Hydro One Brampton Networks	19.3	10.3	7.1
Count	10	10	12
Average	29.50	28.17	25.46
Median	28.4	27.6	24.9
1st & 3rd quartiles	19.6 & 36.4	23.7 & 33.5	21.2 & 31.0
Range (min, max)	19.0 to 50.2	10.3 to 42.3	7.1 to 37.4
Medium Utilities	2010	2011	2012
Festival Hydro Inc.	42.9	39.5	39.6
Orangeville Hydro Limited	39.3	43.7	33.8
Grimsby Power Incorporated		25.6	25.0
Haldimand County Hydro Inc.	21.4	32.0	25.0
Lakeland Power Distribution Ltd	20.5	15.4	21.8
Lakefront Utilities Inc.		38.3	20.5
Westario Power Inc.	25.8		16.7
Halton Hills Hydro Inc.		12.5	15.1
St. Thomas Energy Inc.	17.0	26.1	9.1
Woodstock Hydro Services Inc.	13.0	32.7	5.9
Count	7	9	10
Average	25.70	29.53	21.25
Median	21.4	32.0	21.1
1st & 3rd quartiles	18.8 & 32.5	25.6 & 38.3	15.5 & 25.0
Range (min, max)	13.0 to 42.9	12.5 to 43.7	5.9 to 39.6
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	10.0	31.4	19.1



MR100 Number of Hours of Safe Work Practices Training per FTE

Small Utilities	2010	2011	2012
Kenora Hydro Electric		5.3	10.7
Count	1	2	2
Average	10.00	18.35	14.90
Median	10.0	18.4	14.9
1st & 3rd quartiles	10.0 & 10.0	11.8 & 24.9	12.8 & 17.0
Range (min, max)	10.0 to 10.0	5.3 to 31.4	10.7 to 19.1
Totals over Large, Medium and Small Utility Classes			
Count	18	21	24
Average	26.94	27.82	22.83
Median	23.4	27.7	22.5
1st & 3rd quartiles	19.2 & 36.4	23.4 & 34.4	18.0 & 29.5
Range (min, max)	10.0 to 50.2	5.3 to 43.7	5.9 to 39.6

Notes:



MR110 Employee Turnover Ratio

Large Utilities	2010	2011	2012
Whitby Hydro Electric	0.03	0.03	0.08
Cambridge and North Dumfries	0.01	0.04	0.07
Waterloo North Hydro Inc.	0.06	0.08	0.07
Oakville Hydro Electricity	0.03	0.13	0.07
Horizon Utilities Corporation	0.06	0.06	0.05
Veridian Connections Inc.	0.03	0.03	0.05
Hydro One Brampton Networks	0.03	0.05	0.04
EnWin Utilities Ltd.	0.03		0.04
Kitchener-Wilmot Hydro Inc.	0.07	0.04	0.03
London Hydro Inc.	0.02		0.03
Hydro Ottawa Limited	0.01	0.02	0.03
PowerStream Inc.	0.13	0.12	0.02
Entegrus Powerlines Inc.		0.01	0.01
Burlington Hydro Inc.	0.03	0.07	0.01
Count	13	12	14
Average	0.042	0.057	0.043
Median	0.03	0.05	0.04
1st & 3rd quartiles	0.03 & 0.06	0.03 & 0.07	0.03 & 0.06
Range (min, max)	0.01 to 0.13	0.01 to 0.13	0.01 to 0.08
Medium Utilities	2010	2011	2012
Westario Power Inc.	0.14		0.12
Lakefront Utilities Inc.		0.05	0.10
St. Thomas Energy Inc.	0.07	0.00	0.10
Haldimand County Hydro Inc.	0.08	0.04	0.10
Woodstock Hydro Services Inc.	0.03	0.00	0.05
Halton Hills Hydro Inc.		0.00	0.04
Brantford Power Inc.			0.03
Festival Hydro Inc.	0.04	0.04	0.00
Orangeville Hydro Limited	0.00	0.00	0.00
Grimsby Power Incorporated		0.11	0.00
Lakeland Power Distribution Ltd	0.14	0.05	0.00



MR110 Employee Turnover Ratio

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	0.071	0.032	0.049
Median	0.07	0.04	0.04
1st & 3rd quartiles	0.03 & 0.11	0.00 & 0.05	0.00 & 0.10
Range (min, max)	0.00 to 0.14	0.00 to 0.11	0.00 to 0.12
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.		0.00	0.22
Kenora Hydro Electric		0.07	0.07
Count	0	2	2
Average		0.035	0.145
Median		0.03	0.15
1st & 3rd quartiles		0.02 & 0.05	0.11 & 0.18
Range (min, max)		0.00 to 0.07	0.07 to 0.22
Totals over Large, Medium and Small Utility Classes			
Count	20	23	27
Average	0.052	0.045	0.053
Median	0.03	0.04	0.04
1st & 3rd quartiles	0.03 & 0.07	0.02 & 0.06	0.03 & 0.07
Range (min, max)	0.00 to 0.14	0.00 to 0.13	0.00 to 0.22

Notes:



MR120 Percent of Total Staff in Executive Positions

Large Utilities	2010	2011	2012
Whitby Hydro Electric	6.50	6.11	7.81
Cambridge and North Dumfries	7.53	7.45	7.45
PowerStream Inc.	1.01	0.97	6.42
Burlington Hydro Inc.	6.45	4.49	4.30
Waterloo North Hydro Inc.	4.31	4.29	4.20
Kitchener-Wilmot Hydro Inc.	0.58	0.59	3.45
Veridian Connections Inc.	1.90	1.83	2.69
Oakville Hydro Electricity	2.54	3.85	2.63
Entegrus Powerlines Inc.	3.08	2.50	2.60
Horizon Utilities Corporation	2.04	2.02	1.99
Hydro One Brampton Networks	1.42	0.97	1.45
London Hydro Inc.	1.52		1.31
EnWin Utilities Ltd.	3.13	5.03	1.24
Hydro Ottawa Limited	0.18	0.17	0.17
Count	14	13	14
Average	3.014	3.098	3.408
Median	2.29	2.50	2.66
1st & 3rd quartiles	1.45 & 4.01	0.97 & 4.49	1.58 & 4.28
Range (min, max)	0.18 to 7.53	0.17 to 7.45	0.17 to 7.81
Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	20.00	20.00	20.00
Lakefront Utilities Inc.		12.82	15.00
St. Thomas Energy Inc.	10.22	3.72	14.19
Woodstock Hydro Services Inc.	10.37	10.51	10.42
Brantford Power Inc.			8.70
Festival Hydro Inc.	6.12	8.74	8.66
Lakeland Power Distribution Ltd	9.09	9.62	8.41
Westario Power Inc.	5.41		6.06
Grimsby Power Incorporated		5.41	5.41
Halton Hills Hydro Inc.	4.17	4.08	3.92
Haldimand County Hydro Inc.	10.42	10.42	1.96



MR120 Percent of Total Staff in Executive Positions

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	9.475	9.480	9.339
Median	9.66	9.62	8.66
1st & 3rd quartiles	5.94 & 10.38	5.41 & 10.51	5.73 & 12.30
Range (min, max)	4.17 to 20.00	3.72 to 20.00	1.96 to 20.00
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	12.50	25.00	11.11
Kenora Hydro Electric			0.00
Count	1	1	2
Average	12.500	25.000	5.555
Median	12.50	25.00	5.56
1st & 3rd quartiles	12.50 & 12.50	25.00 & 25.00	2.78 & 8.33
Range (min, max)	12.50 to 12.50	25.00 to 25.00	0.00 to 11.11
Totals over Large, Medium and Small Utility Classes			
Count	23	23	27
Average	5.673	6.547	5.983
Median	4.31	4.49	4.30
1st & 3rd quartiles	1.97 & 8.31	2.26 & 9.18	2.29 & 8.53
Range (min, max)	0.18 to 20.00	0.17 to 25.00	0.00 to 20.00

Notes:



MR130 Percent of Total Staff in Management Positions

Large Utilities	2010	2011	2012
Oakville Hydro Electricity	39.83	32.69	39.47
EnWin Utilities Ltd.	29.69	25.94	30.75
PowerStream Inc.	30.93	30.35	27.45
Hydro Ottawa Limited	26.68	20.77	20.33
Burlington Hydro Inc.	12.90	17.98	18.28
Waterloo North Hydro Inc.	15.52	18.03	17.65
Horizon Utilities Corporation	16.58	16.67	17.12
Entegrus Powerlines Inc.	20.00	21.25	16.88
Veridian Connections Inc.	16.19	16.44	16.14
Whitby Hydro Electric	15.45	16.49	15.63
Kitchener-Wilmot Hydro Inc.	16.86	15.88	15.52
Cambridge and North Dumfries	15.05	14.89	14.89
Hydro One Brampton Networks	25.12	15.46	14.49
London Hydro Inc.	14.45		12.46
Count	14	13	14
Average	21.089	20.218	19.790
Median	16.72	17.98	17.00
1st & 3rd quartiles	15.46 & 26.29	16.44 & 21.25	15.54 & 19.82
Range (min, max)	12.90 to 39.83	14.89 to 32.69	12.46 to 39.47
Medium Utilities	2010	2011	2012
Grimsby Power Incorporated		21.62	32.43
Lakefront Utilities Inc.		36.41	30.00
Brantford Power Inc.			20.29
Orangeville Hydro Limited	20.00	20.00	20.00
Haldimand County Hydro Inc.	10.42	10.42	19.61
Halton Hills Hydro Inc.	20.83	20.41	19.61
Festival Hydro Inc.	16.33	18.03	17.32
Westario Power Inc.	18.92		15.15
St. Thomas Energy Inc.	20.41	30.48	14.53
Lakeland Power Distribution Ltd	22.73	12.50	12.15
Woodstock Hydro Services Inc.	5.19	5.25	5.21



MR130 Percent of Total Staff in Management Positions

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	16.854	19.458	18.755
Median	19.46	20.00	19.61
1st & 3rd quartiles	14.85 & 20.52	12.50 & 21.62	14.84 & 20.14
Range (min, max)	5.19 to 22.73	5.25 to 36.41	5.21 to 32.43
Small Utilities	2010	2011	2012
Kenora Hydro Electric		20.00	21.43
Sioux Lookout Hydro Inc.	12.50	0.00	11.11
Count	1	2	2
Average	12.500	10.000	16.270
Median	12.50	10.00	16.27
1st & 3rd quartiles	12.50 & 12.50	5.00 & 15.00	13.69 & 18.85
Range (min, max)	12.50 to 12.50	0.00 to 20.00	11.11 to 21.43
Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	19.243	19.082	19.107
Median	16.86	18.03	17.32
1st & 3rd quartiles	15.25 & 21.78	15.78 & 21.34	15.02 & 20.31
Range (min, max)	5.19 to 39.83	0.00 to 36.41	5.21 to 39.47

Notes:



MR140 Percent of Total Staff in Front Line Positions

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	73.46	83.57	84.06
Veridian Connections Inc.	81.90	81.74	81.17
Kitchener-Wilmot Hydro Inc.	82.56	81.18	81.03
Horizon Utilities Corporation	81.38	81.31	80.89
Entegrus Powerlines Inc.	76.92	76.25	80.52
Hydro Ottawa Limited	73.15	79.06	79.50
Waterloo North Hydro Inc.	80.17	78.11	78.15
Cambridge and North Dumfries	78.49	77.66	77.66
Burlington Hydro Inc.	80.65	77.53	77.42
London Hydro Inc.	84.03		77.05
Whitby Hydro Electric	78.05	77.40	76.56
EnWin Utilities Ltd.	67.19	69.03	68.02
Oakville Hydro Electricity	57.63	63.46	59.65
PowerStream Inc.	68.06	68.68	29.70
Count	14	13	14
Average	75.974	76.537	73.670
Median	78.27	77.66	77.91
1st & 3rd quartiles	73.22 & 81.19	76.25 & 81.18	76.68 & 80.80
Range (min, max)	57.63 to 84.03	63.46 to 83.57	29.70 to 84.06
Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	84.28	84.06	83.36
Lakeland Power Distribution Ltd	68.18	77.88	79.44
Westario Power Inc.	75.68		78.79
Haldimand County Hydro Inc.	79.17	79.17	78.43
Halton Hills Hydro Inc.	75.00	75.51	76.47
Festival Hydro Inc.	69.39	73.22	73.96
St. Thomas Energy Inc.	69.36	65.80	71.28
Brantford Power Inc.			71.01
Grimsby Power Incorporated		72.97	62.16
Orangeville Hydro Limited	60.00	60.00	60.00
Lakefront Utilities Inc.		50.77	55.00



MR140 Percent of Total Staff in Front Line Positions

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	72.633	71.042	71.809
Median	72.19	73.22	73.96
1st & 3rd quartiles	69.07 & 76.55	65.80 & 77.88	66.59 & 78.61
Range (min, max)	60.00 to 84.28	50.77 to 84.06	55.00 to 83.36
Small Utilities	2010	2011	2012
Kenora Hydro Electric		80.00	78.57
Sioux Lookout Hydro Inc.	75.00	75.00	77.78
Count	1	2	2
Average	75.000	77.500	78.175
Median	75.00	77.50	78.17
1st & 3rd quartiles	75.00 & 75.00	76.25 & 78.75	77.98 & 78.37
Range (min, max)	75.00 to 75.00	75.00 to 80.00	77.78 to 78.57
Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	74.770	74.557	73.246
Median	75.68	77.47	77.66
1st & 3rd quartiles	69.38 & 80.41	71.99 & 79.38	71.15 & 79.47
Range (min, max)	57.63 to 84.28	50.77 to 84.06	29.70 to 84.06

Notes:



MR150 Total Compensation per FTE

Large Utilities	2010	2011	2012
Oakville Hydro Electricity		110,806	114,734
Burlington Hydro Inc.	97,099	103,747	106,349
PowerStream Inc.	93,144	95,797	105,436
Waterloo North Hydro Inc.	98,491	95,230	98,905
Horizon Utilities Corporation	83,554	90,315	98,749
Veridian Connections Inc.	85,750	89,278	93,374
Cambridge and North Dumfries	66,085	81,267	92,541
Hydro One Brampton Networks	87,289	87,018	88,274
Entegrus Powerlines Inc.	70,367	76,788	85,758
Hydro Ottawa Limited	77,429	86,350	85,734
Kitchener-Wilmot Hydro Inc.	83,331	87,298	84,440
EnWin Utilities Ltd.	83,414	88,857	84,373
London Hydro Inc.			12,612
Count	11	12	13
Average	84,177.5	91,062.6	88,559.9
Median	83,554	89,067	92,541
1st & 3rd quartiles	80,380 & 90,216	86,851 & 95,372	85,734 & 98,905
Range (min, max)	66,085 to 98,491	76,788 to 110,806	12,612 to 114,734
Medium Utilities	2010	2011	2012
Orangeville Hydro Limited	81,692	87,626	93,961
Westario Power Inc.	76,071		92,338
Festival Hydro Inc.	64,019	82,464	83,099
Lakeland Power Distribution Ltd	77,043	81,016	79,373
Grimsby Power Incorporated		79,364	78,959
Woodstock Hydro Services Inc.	73,905	76,135	78,903
Halton Hills Hydro Inc.	68,629	81,033	78,190
Haldimand County Hydro Inc.	70,581	76,659	74,460
St. Thomas Energy Inc.	80,205	87,619	73,880
Brantford Power Inc.			72,541
Lakefront Utilities Inc.		90,674	67,377
Count	8	9	11
Average	74,018.1	82,510.0	79,371.0
Median	74,988	81,033	78,903
1st & 3rd quartiles	70,093 & 77,833	79,364 & 87,619	74,170 & 81,236
Range (min, max)	64,019 to 81,692	76,135 to 90,674	67,377 to 93,961



MR150 Total Compensation per FTE

Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	80,340	82,557	83,532
Kenora Hydro Electric		79,591	83,003
Count	1	2	2
Average	80,340.0	81,074.0	83,267.5
Median	80,340	81,074	83,268
1st & 3rd quartiles	80,340 & 80,340	80,333 & 81,816	83,135 & 83,400
Range (min, max)	80,340 to 80,340	79,591 to 82,557	83,003 to 83,532
Totals over Large, Medium and Small Utility Classes			
Count	20	23	26
Average	79,921.9	86,847.3	84,265.2
Median	80,273	87,018	84,406
1st & 3rd quartiles	73,074 & 84,103	81,025 & 89,796	78,917 & 93,166
Range (min, max)	64,019 to 98,491	76,135 to 110,806	12,612 to 114,734

Notes:



MR160 Overtime Hours as a % of Total Hours Worked

Large Utilities	2010	2011	2012
Burlington Hydro Inc.	6.05	8.38	6.10
Waterloo North Hydro Inc.	4.73	5.75	5.15
Cambridge and North Dumfries	5.21	6.47	5.05
Oakville Hydro Electricity		3.77	4.55
PowerStream Inc.	4.76	5.05	4.43
Kitchener-Wilmot Hydro Inc.	4.45	5.00	4.16
Hydro One Brampton Networks	3.05	3.19	3.51
London Hydro Inc.			3.23
Veridian Connections Inc.	3.17	3.18	3.10
Horizon Utilities Corporation	4.32	4.60	3.09
Whitby Hydro Electric	2.94	3.06	2.95
Hydro Ottawa Limited	2.50	3.69	2.93
Entegrus Powerlines Inc.	3.19	2.32	2.26
EnWin Utilities Ltd.	1.59	2.00	1.85
Count	12	13	14
Average	3.830	4.343	3.740
Median	3.75	3.77	3.37
1st & 3rd quartiles	3.02 & 4.74	3.18 & 5.05	2.98 & 4.52
Range (min, max)	1.59 to 6.05	2.00 to 8.38	1.85 to 6.10
Medium Utilities	2010	2011	2012
Haldimand County Hydro Inc.	5.22	6.44	5.05
Brantford Power Inc.			4.35
Halton Hills Hydro Inc.		2.84	3.76
Festival Hydro Inc.	2.00	3.24	2.58
Lakefront Utilities Inc.		1.35	2.44
Westario Power Inc.	2.65		2.05
Orangeville Hydro Limited	1.38	1.19	1.81
Lakeland Power Distribution Ltd	1.82	1.84	1.72
Woodstock Hydro Services Inc.	1.23	1.49	1.52
Grimsby Power Incorporated		2.04	1.18
St. Thomas Energy Inc.	0.90	1.27	1.03



MR160 Overtime Hours as a % of Total Hours Worked

Medium Utilities	2010	2011	2012
Count	7	9	11
Average	2.171	2.411	2.499
Median	1.82	1.84	2.05
1st & 3rd quartiles	1.30 & 2.32	1.35 & 2.84	1.62 & 3.17
Range (min, max)	0.90 to 5.22	1.19 to 6.44	1.03 to 5.05
Small Utilities	2010	2011	2012
Sioux Lookout Hydro Inc.	2.00	1.99	1.34
Kenora Hydro Electric		0.49	0.61
Count	1	2	2
Average	2.000	1.240	0.975
Median	2.00	1.24	0.97
1st & 3rd quartiles	2.00 & 2.00	0.87 & 1.62	0.79 & 1.15
Range (min, max)	2.00 to 2.00	0.49 to 1.99	0.61 to 1.34
Totals over Large, Medium and Small Utility Classes			
Count	20	24	27
Average	3.158	3.360	3.030
Median	2.99	3.12	2.95
1st & 3rd quartiles	1.95 & 4.52	1.96 & 4.70	1.83 & 4.26
Range (min, max)	0.90 to 6.05	0.49 to 8.38	0.61 to 6.10

Notes:



MR170 Percent of Total Staff in Union Positions

Large Utilities	2010	2011	2012
Hydro One Brampton Networks	73.46	75.36	74.88
Cambridge and North Dumfries	74.19	74.47	74.47
Whitby Hydro Electric	75.61	72.82	73.44
Hydro Ottawa Limited	73.15	71.94	71.40
Burlington Hydro Inc.	75.27	70.79	70.97
Horizon Utilities Corporation	70.66	71.46	69.73
EnWin Utilities Ltd.	67.19	69.03	68.02
Entegrus Powerlines Inc.	76.92	68.75	67.53
Waterloo North Hydro Inc.	68.97	66.95	66.39
PowerStream Inc.	62.67	61.28	66.13
Kitchener-Wilmot Hydro Inc.	66.86	66.47	65.52
Veridian Connections Inc.	65.71	63.47	65.02
London Hydro Inc.	67.30		61.64
Oakville Hydro Electricity	57.63	63.46	57.89
Count	14	13	14
Average	69.685	68.942	68.074
Median	69.81	69.03	67.77
1st & 3rd quartiles	66.94 & 74.01	66.47 & 71.94	65.67 & 71.30
Range (min, max)	57.63 to 76.92	61.28 to 75.36	57.89 to 74.88
Medium Utilities	2010	2011	2012
Woodstock Hydro Services Inc.	84.28	84.06	83.36
Halton Hills Hydro Inc.	75.00	75.51	76.47
St. Thomas Energy Inc.	63.75	65.80	71.28
Westario Power Inc.	72.97		69.70
Haldimand County Hydro Inc.	68.75	68.75	68.63
Brantford Power Inc.			63.77
Orangeville Hydro Limited	60.00	60.00	60.00
Grimsby Power Incorporated		59.46	59.46
Lakefront Utilities Inc.		50.77	55.00
Lakeland Power Distribution Ltd	45.45	43.27	42.06
Festival Hydro Inc.	42.86	41.53	41.13



MR170 Percent of Total Staff in Union Positions

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	64.133	61.017	62.805
Median	66.25	60.00	63.77
1st & 3rd quartiles	56.36 & 73.48	50.77 & 68.75	57.23 & 70.49
Range (min, max)	42.86 to 84.28	41.53 to 84.06	41.13 to 83.36
Small Utilities	2010	2011	2012
Kenora Hydro Electric		73.33	71.43
Sioux Lookout Hydro Inc.	75.00	75.00	66.67
Count	1	2	2
Average	75.000	74.165	69.050
Median	75.00	74.17	69.05
1st & 3rd quartiles	75.00 & 75.00	73.75 & 74.58	67.86 & 70.24
Range (min, max)	75.00 to 75.00	73.33 to 75.00	66.67 to 71.43
Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	67.985	66.405	66.000
Median	68.97	68.75	67.53
1st & 3rd quartiles	64.73 & 74.60	62.92 & 72.95	62.70 & 71.34
Range (min, max)	42.86 to 84.28	41.53 to 84.06	41.13 to 83.36

Notes:



MR180 Percent of Total Front Line Staff in Union Positions

Large Utilities	2010	2011	2012
PowerStream Inc.	92.08	89.22	222.70
EnWin Utilities Ltd.	100.00	100.00	100.00
Oakville Hydro Electricity	100.00	100.00	97.06
Whitby Hydro Electric	96.88	94.08	95.92
Cambridge and North Dumfries	94.52	95.89	95.89
Burlington Hydro Inc.	93.33	91.30	91.67
Hydro Ottawa Limited	100.00	90.99	89.81
Hydro One Brampton Networks	100.00	90.17	89.08
Horizon Utilities Corporation	86.83	87.89	86.20
Waterloo North Hydro Inc.	86.02	85.71	84.95
Entegrus Powerlines Inc.	100.00	90.16	83.87
Kitchener-Wilmot Hydro Inc.	80.99	81.88	80.85
Veridian Connections Inc.	80.23	77.65	80.11
London Hydro Inc.	80.09		80.00
Count	14	13	14
Average	92.212	90.380	98.436
Median	93.93	90.17	89.45
1st & 3rd quartiles	86.22 & 100.00	87.89 & 94.08	84.14 & 95.91
Range (min, max)	80.09 to 100.00	77.65 to 100.00	80.00 to 222.70
Medium Utilities	2010	2011	2012
Halton Hills Hydro Inc.	100.00	100.00	100.00
Orangeville Hydro Limited	100.00	100.00	100.00
St. Thomas Energy Inc.	91.90	100.00	100.00
Woodstock Hydro Services Inc.	100.00	100.00	100.00
Lakefront Utilities Inc.		100.00	100.00
Grimsby Power Incorporated		81.48	95.65
Brantford Power Inc.			89.80
Westario Power Inc.	96.43		88.46
Haldimand County Hydro Inc.	86.84	86.84	87.50
Festival Hydro Inc.	61.76	56.72	55.60
Lakeland Power Distribution Ltd	66.67	55.56	52.94



MR180 Percent of Total Front Line Staff in Union Positions

Medium Utilities	2010	2011	2012
Count	8	9	11
Average	87.950	86.733	88.177
Median	94.16	100.00	95.65
1st & 3rd quartiles	81.80 & 100.00	81.48 & 100.00	87.98 & 100.00
Range (min, max)	61.76 to 100.00	55.56 to 100.00	52.94 to 100.00
Small Utilities	2010	2011	2012
Kenora Hydro Electric		91.67	90.91
Sioux Lookout Hydro Inc.	100.00	100.00	85.71
Count	1	2	2
Average	100.000	95.835	88.310
Median	100.00	95.83	88.31
1st & 3rd quartiles	100.00 & 100.00	93.75 & 97.92	87.01 & 89.61
Range (min, max)	100.00 to 100.00	91.67 to 100.00	85.71 to 90.91
Totals over Large, Medium and Small Utility Classes			
Count	23	24	27
Average	91.068	89.467	93.507
Median	94.52	91.15	89.81
1st & 3rd quartiles	86.43 & 100.00	86.56 & 100.00	85.33 & 98.53
Range (min, max)	61.76 to 100.00	55.56 to 100.00	52.94 to 222.70

Notes:

2013 Utility Performance Management Survey

UPM Survey



3700 Steeles Avenue West, Suite 1100
Vaughan, Ontario L4L 8K8
905.265.5300
1.800.668.9979
mearie.ca

Attachment 2 of 5

Evaluation Update Presentation



St. Thomas Energy Services & IBEW Local 636 Update Job Evaluation & Pay Equity

Annette Cyr
Cyr & Associates Inc.
November 14, 2012

Joint Job Evaluation - 2012

2012	JJEC to review proposed changes to the Accounting Payroll and the Billing positions	• Billing & Customer Service Coordinator has increased in point value to 225 points from 191, which moves it up a grade level to grade 13. There is a male comparator in the same grade – Purchasing Agent. The predicted rate for the Purchasing Agent would be \$29.50. <u>Both positions need to be adjusted to the predicted rate – both for internal equity purposes and pay equity purposes.</u> • No change in value assessed to the Accounting Payroll Clerk.
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Results—Job Evaluation

St. Thomas Energy Services & IBEW Position Review 2012	FULL POINTS	Gender	Grade	Grade Level Impact	Male Comparator	Current Maximum Hourly Pay Rate May 2012	Predicted Job Rate for Internal Equity May 2012*	Adjustments Required
POSITION								
Linesperson	302	M	11		N/A	\$35.33		
Engineering Technician	241	M	12		N/A	\$30.24		
Field Representative	238	M	12		N/A	\$31.91		
Purchasing Agent/Storeskeeper	230	M	13		N/A	\$27.59	\$29.50	\$1.91**
Billing & Customer Service Coordinator	225	F	13	up one grade to 13	Purchasing Agent	\$27.59	\$29.05	\$1.91
Operations Clerk	199	F	14		PV Analysis	\$27.72	\$26.71	none
Accounting Clerk - Payroll	187	F	14	no change	PV Analysis	\$27.59	\$25.63	none
Accounting Clerk - Reporting	187	F	14		PV Analysis	\$27.59	\$25.63	none
Customer Support Clerk	162	F	15		PV Analysis	\$25.53	\$23.38	none
Accounting Clerk - A/P	159	F	15		PV Analysis	\$25.53	\$23.11	none
Groundskeeper	104	M	18		N/A	\$24.98	\$18.15	none

**internal equity – male comparator for Billing and Cust. Serv Coordinator

Attachment 3 of 5

Final Job Evaluation

Update June 15, 2012
Denotes results from previous evaluation process

St. Thomas Energy Services & IBEW Job Evaluation 2012	KNOW-HOW				PROBLEM SOLVING				ACCOUNTABILITY					WORKING CONDITION					FULL POINTS
POSITION	Technical	Managerial	Human Relations	KH Points	Thinking Environment	Thinking Challenge	%	PS Points	Freedom	Magnitude	Impact	AC pts	Total Points	PHYS. EFFORT	PHYS ENV.	SENS. ATT	MENTAL STRESS	TOTAL WC	
Linesperson	D	I	1	152	C	3	25	38	D	1	C	50	240	19	19	12	12	62	302
Previous Evaluation Results	D	I	1	152	C	3	25	38	C	1	C	43	233	19	16	22	16	73	306
Engineering Technician	D	I	1	132	C	3	25	33	D	M	S	50	215	3	3	12	8	26	241
Previous Evaluation Results	D	I	1	132	C	2	22	29	C	1	C	38	199	5	4	9	10	26	227
Field Representative	D	I	1	132	C	3	25	33	C	M	C	33	198	10	10	12	8	40	238
Previous Evaluation Results	D	I	1	132	C	3	25	33	C	1	C	43	208	9	10	14	8	41	249
Purchasing Agent/Storeskeeper	D	I	1	132	C	2	22	29	C	M	C	33	194	10	8	10	8	36	230
Previous Evaluation Results	C	I	1	115	C	3	25	29	C	1	C	38	182	10	6	8	7	31	213
Billing & Customer Service Coordinator	D	I	2	132	C	3	29	38	C	M	C	33	203	3	3	8	8	22	225
Previous Evaluation Results	C	I	2	115	C	2	19	22	B	1	C	29	166	3	4	9	9	25	191
Operations Clerk	C	I	1	115	C	3	25	29	C	M	C	33	177	3	3	8	8	22	199
Previous Evaluation Results	C	I	1	115	C	2	22	25	C	1	C	33	173	3	4	9	10	26	199
Accounting Clerk - Payroll	C	I	1	115	C	2	22	25	C	M	C	25	165	3	3	10	6	22	187
Accounting Clerk - Reporting	C	I	1	115	C	2	22	25	C	M	C	25	165	3	3	10	6	22	187
Previous Evaluation Results	C	I	1	115	C	2	22	25	B	1	C	29	169	3	4	9	9	25	194
Customer Support Clerk	C	I	2	100	C	2	19	19	B	M	C	19	138	3	3	8	10	24	162
Previous Evaluation Results	C	I	2	100	B	2	19	19	B	1	C	25	144	3	4	8	9	24	168
Accounting Clerk - A/P	C	I	1	100	C	2	19	19	B	M	C	19	138	3	3	10	5	21	159
Groundskeeper	B	T	1	57	A	1	12	7	A	M	A	10	74	12	10	5	3	30	104
Previous Evaluation Results	C	I	1	76	B	2	16	12	B	1	A	22	110	16	12	12	6	46	156

St. Thomas Energy Union Pay Grade Strucutre

GRADE	MIN	MIDPOINT	MAX
11	274	295	316
12	238	256	273
13	206	221	237
14	178	192	205
15	154	166	177
16	133	143	153
17	115	123	132
18	99	106	114

Grade	Min\$
11	30.61
12	27.65
13	25.01
14	22.70
15	20.72
16	18.99
17	17.51
18	16.19

Start pt. = 99 pts

progression = 15%

8.0348+(0.0824x) regression formula

Max\$

34.07
30.53
27.56
24.93
22.62
20.64
18.91
17.43

St. Thomas Energy Services & IBEW Position Review 2012

	FULL POINTS	Gender	OLD Grade	NEW Grade
POSITION				
Linesperson	302	M	11	11
Engineering Technician	241	M	13	12
Field Representative	238	M	12	12
Purchasing Agent/Storeskeeper	230	M	13	13
Billing & Customer Service Coordinator	225	F	14	13
Operations Clerk	199	F	14	14
Accounting Clerk - Payroll	187	F	14	14
Accounting Clerk - Reporting	187	F	14	14
Customer Support Clerk	162	F	15	15
Accounting Clerk - A/P	159	F	14	15
Groundskeeper	104	M	15	18

 = denotes female dominated posit

Grade Level Impact	Male Comparator	Current Maximum Hourly Pay Rate May 2012	Predicted Job Rate for Internal Equity May 2012*	Adjustments Required
no change	N/A	\$35.33	\$35.99	\$0.66
up one grade	N/A	\$30.24	\$30.49	\$0.25
no change	N/A	\$31.91	\$30.22	none
no change	N/A	\$27.59	\$29.50	\$1.91
up one grade	Purchasing Agent	\$27.59	\$29.05	\$1.91
no change	PV Analysis	\$27.72	\$26.71	none
no change	PV Analysis	\$27.59	\$25.63	none
no change	PV Analysis	\$27.59	\$25.63	none
no change	PV Analysis	\$25.53	\$23.38	none
down one grade	PV Analysis	\$25.53	\$23.11	none
down three grades	N/A	\$24.98	\$18.15	none

*includes annual and bi-annual adjustments

ions

$8.0348 + (0.0824x)$ regression line

nts as per collective agreements

Attachment 4 of 5

Final Pay Structure

STEI- Management

		KNOW HOW			
POSITION	INCUMBENT	Technical	Managerial	Human Relations	KH Points
President & COO (STEI)	Shawn	F	III	3	460
Director, Finance & Regulatory Affairs	Rob	E	II	3	350
Director, Engineering & Operations	Larry	E	II	3	350
Engineering Manager	Danny	E	II	2	304
Manager, Finance	TBD	E	II	2	304
Director, Customer Service	Jennifer Shannon-Mou	E	II	3	264
Information Technology Supervisor	Shawn	E	II	2	264
Operations Supervisor	John P	E	II	2	230
Financial Analyst	TBD	E	I	1	175
Executive Assistant	S. Dutton	D	I	2	175
IT Analyst	Tad G.	D	I	1	152

STEI - Union

		KNOW HOW			
POSITION	INCUMBENT	Technical	Managerial	Human Relations	KH Points
Linesperson		D	I	1	152
Engineering Technician		D	I	1	132
Field Representative		D	I	1	132
Purchasing Agent/Storeskeeper		D	I	1	132
Billing & Customer Service Coordinator		D	I	2	132
Operations Clerk		C	I	1	115
Accounting Clerk - Payroll		C	I	1	115
Accounting Clerk - Reporting		C	I	1	115
Customer Support Clerk		C	I	2	100
Accounting Clerk - A/P		C	I	1	100
Groundskeeper		B	T	1	57
Ascent Energy Services		KNOW HOW			
Position	INCUMBENT	Technical	Managerial	Human Relations	KH Points
Field Supervisor		E	II	2	230

PROBLEM SOLVING				ACCOUNTABILITY				
Thinking Environment	Thinking Challenge	%	PS Points	Freedom	Magnitude	Impact	AC pts	Total Points
F	4	50	230	F	3	P	400	1090
E	4	43	175	E	3	P	264	789
E	4	43	152	E	3	P	264	766
E	4	43	132	E	2	P	175	611
E	3	38	115	E	2	C	132	551
E	3	38	100	D	2	P	132	496
E	3	38	100	D	2	P	115	479
E	3	38	87	D	2	P	132	449
E	3	33	57	D	1	C	57	289
D	3	33	57	D	1	C	57	289
D	3	29	43	C	M	C	33	228

PROBLEM SOLVING				ACCOUNTABILITY				
Thinking Environment	Thinking Challenge	%	PS Points	Freedom	Magnitude	Impact	AC pts	Total Points
C	3	25	38	D	1	C	50	240
C	3	25	33	D	M	S	50	215
C	3	25	33	C	M	C	33	198
C	2	22	29	C	M	C	33	194
C	3	29	38	C	M	C	33	203
C	3	25	29	C	M	C	33	177
C	2	22	25	C	M	C	25	165
C	2	22	25	C	M	C	25	165
C	2	19	19	B	M	C	19	138
C	2	19	19	B	M	C	19	138
A	1	12	7	A	M	A	10	74

PROBLEM SOLVING				ACCOUNTABILITY				
Thinking Environment	Thinking Challenge	%	PS Points	Freedom	Magnitude	Impact	AC pts	Total Points
E	3	38	87	D	1	P	87	404

WORKING CONDITION					POINTS	
PHYS. _EFF	PHYS._ENV	SENS. ATT	MENTAL STRESS	TOTAL WC	Full Points	Education Required
3	3	14	16	36	1126	P.Eng or CA/CMA or equivalent
3	3	14	14	34	823	Degree; Designation CA/CMA
5	6	14	14	39	805	Powerline cert.;meter tech, P.Eng
3	3	14	12	32	643	CET; PEng an asset
3	3	10	10	26	577	Degree; Designation CA/CMA
3	3	12	14	32	528	High school plus courses
3	3	10	10	26	505	Diploma in IT; courses
10	12	12	12	46	495	Powerline cert.
3	3	10	10	26	315	CMA/CGA
3	3	10	10	26	315	Diploma in business admin
3	5	8	8	24	252	Diploma in IT

WORKING CONDITION					POINTS	
PHYS. _EFF	PHYS._ENV	SENS. ATT	MENTAL STRESS	TOTAL WC	Full Points	Grade
19	19	12	12	62	302	11
3	3	12	8	26	241	12
10	10	12	8	40	238	12
10	8	10	8	36	230	13
3	3	8	8	22	225	13
3	3	8	8	22	199	14
3	3	10	6	22	187	14
3	3	10	6	22	187	14
3	3	8	10	24	162	15
3	3	10	5	21	159	15
12	10	5	3	30	104	18

WORKING CONDITION					POINTS	
PHYS. _EFF	PHYS._ENV	SENS. ATT	MENTAL STRESS	TOTAL WC	Full Points	Education Required
6	3	10	10	29	433	Master Electrician; journeyman

Experience	Comments
More than 10 years	
More than 10 years	
10 years	
7 to 10 years	
5 years plus	
5 years plus	
5 to 7 years	
7 to 10 years	
2 to 3 years	
3 to 5 years	
2 years	

Comments	Evaluated By

Experience	Comments
5 to 7 years	

STEI Revised Dec 11.2012

Recommended Classification and Pay Structure

BAND	FULL POINTS		Incumbent	POSITIONS
	From	To		
11	939	1136		President & COO (STEI)
10	775	938		Director, Finance & Regulatory Affairs (STEI)
				Director, Engineering & Operations
9	640	774		Engineering Manager
8	546	639		Manager, Finance
7	485	567		Director, Customer Service
				Information Technology Supervisor
				Operations Supervisor
6	414	484		Field Supervisor
5	353	413		
4	301	352		Executive Assistant
				Financial Analyst
3	256	300		
2	218	255		IT Analyst
1	187	217		

			ANNUAL SALARY RANGES		
FULL PTS	CURRENT SALARY	HOURLY RATE	MINIMUM	MIDPOINT	MAXIMUM
1126			\$129,554	\$155,465	\$186,558
823			\$103,643	\$124,372	\$149,246
805			\$103,643	\$124,372	\$149,246
643			\$86,369	\$103,643	\$124,372
577			\$75,104	\$90,125	\$108,150
528			\$70,191	\$84,229	\$101,074
505			\$70,191	\$84,229	\$101,074
495			\$70,191	\$84,229	\$101,074
433			\$65,599	\$78,718	\$94,462
			\$62,475	\$74,970	\$89,964
315			\$59,500	\$71,400	\$85,680
315			\$59,500	\$71,400	\$85,680
			\$56,667	\$68,000	\$81,600
252			\$53,968	\$64,762	\$77,714
			\$51,398	\$61,678	\$74,013

MEARIE 2012
P50
\$146,700
\$120,400
\$113,900
\$95,000
\$87,000
\$85,900
\$88,100
\$71,200
\$72,900

Attachment 5 of 5

Final Pay Equity Plan



St. Thomas Energy Inc. /
Ascent Energy Services Inc.
& Local 636 IBEW
Pay Equity Plan

St. Thomas Energy Inc. / Ascent Energy Services Inc.
Pay Equity Plan - Amended Posting

A. Date of Posting

Pay Equity Maintenance Posting – December 10, 2012.

B. Establishment

This plan refers to all employees of St. Thomas Energy Inc. and Ascent Energy Services Inc. represented by Local 636 of the International Brotherhood of Electrical Workers located at 135 Edward Street, St. Thomas, Ontario, N4P 4A8.

C. Jobs Classes Covered by this Plan

Female and Male Dominated Job classes in this bargaining unit, as at December 2012, are listed below:

Female:

Male:

Operations Coordinator	Lineperson
Accounting Clerk – Payroll; Reporting	Engineering Technician
Billing & Customer Service Coordinator	Field Representative
Customer Service Clerk	Purchasing Agent & Stores keeper
Accounting Clerk – A/P	Grounds Keeper

Note: There are no gender-neutral jobs in this bargaining unit as of the date of the plan.

D. Method of Comparison

The original method of comparison used in 1989 was the Hay Chart/Guide method of job evaluation. We have continued to use this plan to evaluate jobs in the organization, with the intention of updating and maintaining the plan. This is a Point Factor Job Evaluation plan incorporating measures of skill, effort, responsibility and working conditions. This method of job evaluation is described in more detail in Appendix A.

Further, each job has been evaluated and rated when the plan was established, or through a maintenance process by the Joint Job Evaluation Committee comprised of employees and representatives of the bargaining unit as well as management trained on job evaluation with the organization. For each unique job class, Job Questionnaires were

completed by job incumbents, signed off by managers and incumbents and approved by the Joint Job Evaluation Committee.

To evaluate any position within the organization the position must be scored on all factors. For each factor, a series of degrees has been described. The Job Evaluation Committee must select the most appropriate degree which applies to the job being evaluated. The points awarded for each factor are then summed to produce an overall total score.

It must be remembered that it is the job and *not the employee* which is evaluated. The Job Evaluation Committee assumes that a fully qualified employee with a satisfactory level of performance fills the position when evaluating the job worth. For this reason, it must be recognized that the Job Evaluation System is *not* designed as a standard for determining entry qualifications for selection purposes.

These job evaluation sub factors were applied to each job and used in the process to ensure consistency in application. Each job is rated on current documentation, gathered through the questionnaire, which describes the content of the job and the environment in which it is performed.

The Job Evaluation Committee then worked together to obtain a full understanding of the job. Using the definitions and measures provided in the job evaluation plan document, each job was given a rating on the basis of the sub factors in total, in relation to other jobs in the organization. Final ratings and assignment of points for each job were determined through the evaluation process conducted by the JE Committee.

The final step involved grouping together job classes of comparable or equal value. Job classes of equal or comparable value were determined by placing each job in a representative pay band. Where male and female dominated positions were found within the same band, a male comparator was established, based upon Pay Equity guidelines.

The male comparators for female dominated positions are listed below in Section E. If no appropriate male comparator existed, the Proportional Value method was used. This method normally includes all male job classes or a representative group of male job classes within the pay equity plan and proportionally compares the evaluated points and subsequent pay to those of the female dominated position to determine if any adjustment is required.

E. Pay Equity Maintenance Results

The original Pay Equity plan was created in approximately 1999. As a result of changes in the business and the normal evolution of jobs in the organization, the plan has been updated and revised. Some changes and adjustments were required for maintenance purposes.

The following chart outlines the pay equity maintenance status for job classes effective December 2012:

Job Class and Pay Equity Adjustments as of December 2012:

Female Job Class	Male Comparator	Pay Equity Adjustment Required to Maintain Pay Equity as at December 10th, 2012
Operations Coordinator	No male comparator – Proportional Value Analysis	None
Accounting Clerk-Payroll; Reporting	No male comparator – Proportional Value Analysis	None
Billing & Customer Service Coordinator	Purchasing Agent	\$1.91
Customer Service Clerk	No male comparator – Proportional Value Analysis	None
Accounting Clerk – A/P	No male comparator – Proportional Value Analysis	None

Proportional Value Analysis:

If no male comparator is determined from the job to job comparison, the Pay Equity Legislation requires the use of proportional value analysis. To do this, the job value and job rates of all male job classes were plotted on a graph. A representative group of male job classes was selected and statistical method called Regression Analysis was used to determine the relationship between the value of the male jobs and their job rates. This produced a formula which was then used to calculate pay equity job rates for female job classes. Pay equity is achieved when the female job classes are paid the Proportional Value pay equity job rate. Female job classes that are paid less than the pay equity job rate receive an adjustment until pay equity is achieved.

Female job classes that are paid more than the pay equity job rate do not receive a Proportional Value adjustment.

F. Pay Adjustments

Female dominated positions evaluated that were determined to be below the male comparator have been provided an adjustment as indicated in the table above. Where it was determined that the female dominated job was at or above the rate the male comparator or at or above the male comparator pay line (determined through regression analysis), no adjustment was required. Pay adjustments required for Pay Equity purposes as of the date of this plan have been provided. Pay Equity is deemed to be achieved.

G. Permissible Differences

No permissible differences were found between job rates of female and male job classes.

H. Maintaining Pay Equity

Pay Equity rates for new female job classes are determined using the job-to-job method of comparison. This method calculates the pay equity rates for new female job classes by comparing the evaluated points to the values and pay ranges of existing male job classes.

I. Further Information

For further information, please contact the President.

J. Approval

Management:

President

Date

IBEW Representative:

Brian Manninger, Business Representative

Date

Appendix A - The Hay Method of Job Evaluation

The Hay Method of job evaluation provides a means of measuring the four essential factors specified in the Ontario Pay Equity Act. Each factor, as defined, is free of gender bias and is widely applicable. The focus of the job evaluation process is on the nature and requirements of the job itself - and not on the skills, educational background, personal characteristics or current pay level of the job holder.

The Hay Method is based on the notion that jobs can be measured on the basis of their relative contribution to the overall objectives of the organization. This is reflected in the use of four factors which include the knowledge and skill required to do the job, the thinking needed to solve the problems faced, the answerability for actions and their consequences and the working conditions associated with the job.

The four factors used by Hay are:

A. Know-How

This factor is used to measure the total of every kind of knowledge and skill, however acquired, needed for acceptable job performance by considering three dimensions:

- Practical procedures and knowledge, specialized techniques and learned skills;
- Planning, coordinating, directing and controlling the activities and resources associated with an organizational unit or function;
- Active, practising, person-to-person skills in the area of human relationships.

B. Problem-Solving

This factor measures the thinking required in the job by considering two dimensions:

- The environment in which the thinking takes place; and
- The challenge by the thinking to be done.

C. Accountability

This factor measures the relative degree to which the job performed competently, can affect the end results of the organization or a unit within the organization. The opportunity to contribute to the organization is reflected through several factors:

- The nature and degree of the decision-making or influence of the job; and
- The unit or function most clearly affected by the job and the nature of that effect.

D. Working Conditions

This factor measures the conditions under which the job is performed by considering:

- Physical Effort – jobs require levels of physical activity that vary in intensity, duration and frequency or any combination of these factors that contribute to physical stress and fatigue.
- Physical Environment – jobs may include progressive degrees of exposure of varying intensities to unavoidable physical and environmental factors which increase the risk of accident, ill health or discomfort.
- Sensory Attention – jobs may require levels of sensory attention (seeing, hearing, smelling, tasting or touching), during the work process that vary in intensity, duration and frequency.
- Mental Stress – mental stress refers to progressive degrees of exposure to varying intensities of factors inherent in the work process or environment which increase the risk of such things as tension or anxiety.

By focusing on the important aspects of the content of each job and the context in which it is performed, the Hay Method provides a vehicle for systematically assessing the relationships among various positions and their relative value to the organization. The factor definitions described above have evolved over time to more accurately reflect changing values, perceptions and jobs and legal requirements.

The Weighting of the Factors:

This is a frequently asked question. The answer is there is no universal weighting system as the weighting differs from job to job and organization to organization. In the Hay Method, the Factors and dimensions are assigned pre-established weights in order to remain consistent.

The Joint Job Evaluation Committee works on the basis of consensus in evaluating the jobs. Once trained, each member participates in the rating of the jobs. Each job is rated on current documentation which describes the content of the job and the environment in which it is performed. The Committee works together to obtain a full understanding of the job. Using the definitions and measures provided, each job is given a rating on the basis of the four factors in total, in relation to other jobs in the organization.

1-SEC-4

Please details of all productivity initiatives the Applicant has undertaken since 2011. Please provide details of all productivity initiatives the Applicant plans to do in the Test Year.

Response: reference EX4, T1, Sch 1, page 5 & 7

As part of STEI's philosophy of continuous improvement and increased operational effectiveness, STEI reviewed its operating and maintenance practices, and specifically the substation maintenance practices. This resulted in a new maintenance program with half the stations being scheduled for maintenance on an annual rotating basis. The 2014BY is the first year of implementing the new maintenance program, STEI is anticipating that this cost saving will be sustainable.

STEI also implemented the Paymentus Program a user pay model for credit card payments and brought bank deposit deliveries in house resulting in customer service savings.

For the 2015TY, STEI implemented an internal questionnaire as a means to gain a better understanding of our customer's desires/plans around social media usage, conservation, e-billing and internet usage. To date STEI has not seen great demand for e-billing, but STEI will continue to educate the customers with aspect to this service as well as other services.

1-SEC-5

Please provide all customer feedback and preferences received, by customer class, with respect to the Applicant's proposed Test Year:

a. Capital expenditures

b. OM&A expenses

Response:

STEI did not solicit customer feedback beyond the public filing requirements associated with the proposed Test Year application.

STEI has a formal customer service survey that is completed on a bi-annual basis which asks customers to provide views on all services provided. It is believed that this survey will reflect the customer's attitude regarding the economic impact of the services provided by customer class.

STEI has historically received a positive response from customers through this survey and believe that the current application for 2015 rates will not materially impact the customer's current view of STEI.

1-SEC-6

[Ex.1-5-1/p.19] Was the Applicant's smart meter expenses and amortization costs recorded in 2012, actually incurred in 2012? If not, please provide a breakdown of the years these costs were actually incurred.

Response:

The smart meter expenses and amortization were incurred from 2010 to 2012. The following table shows a summary of the costs per the Board Smart Meter model that supported EB-2012-0348

Smart Meter Transfer	2010	2011	Sub total	2012	Total
Smart Meter Capital	2,393,291	689,196	3,082,487	-	3,082,487
Computer Hardware	16,624	31,851	48,475	-	48,475
Computer Software	81,444	27,259	108,703	-	108,703
Tools & Equipment	28,110	-	28,110	-	28,110
Total Capital	2,519,469	748,306	3,267,775	-	3,267,775
OM&A	51,876	195,195	247,071	-	247,071
Interest Exp	7,112	41,416	48,528	46,851	95,379
Total OM&A	58,988	236,611	295,599	46,851	342,450
Amortization	181,977	237,020	418,997	237,020	656,017

Tab 3 of 5

Exhibit 2

2-SEC-7

[Ex.2-1-6] Please provide the forecasted in-service date for all 2014 and 2015 material capital projects.

Response:

Per Board Appendix 2-AA;

2014 material Capital Projects:

- Voltage Conversion, item 37 completed
- Voltage Conversion, item 38 completed
- Voltage Conversion, item 39 completed
- Voltage Conversion, item 40 completed
- Voltage Conversion, item 41 greater than 50% in 2014, final Q2, 2015
- System Upgrade, item 42, greater than 50% in 2014, final Q1, 2015
- Voltage Conversion, item 43, completed
- Voltage Conversion, item 44, 100% Q4, 2014
- Voltage Conversion, item 45, 100% Q4, 2014

2015 Material Capital Projects:

- Voltage Conversion, item 46, Q3
- Voltage Conversion, item 47, 25% Q4, final Q2, 2016
- Voltage Conversion, item 48 Q4, 2014
- New Power Line, item 49, 25% Q4, final Q2, 2016

2-SEC-8

[Ex.2-1-6] Please explain the Applicant's internal approval process for material capital projects.

Response:

As part of the Budget and Business Planning process, the Engineering department, in conjunction with the Director of Operations and Engineering, submits a capital program that is reviewed by finance and presented to the STEI Board as part of the Business Plan. During the review process the need and alternatives to the submitted capital programs are discussed. The individual steps in this process are outlined below.

- Engineering prepares a capital budget request
- Review and discussions with COO and Director of Finance and Regulatory Affairs
- Review with CEO and CFO
- Presented to Board of Directors.
- Engineering provides list of capital projects on Gant chart
- Engineering provides detailed specifications for each project
- Capital projects Gant chart and individual project scope and detail reviewed, approved by Director Operations and Engineering
- Engineering and operations meet on a bi-weekly basis and all third party projects that impact the proposed plan are reviewed and that year's capital plan may be adjusted.
- Engineering, Operations and Finance review periodically throughout the year to review completion plan and capital forecast/budget
- Any material changes to the total capital budget require Board approval

2-SEC-9

[Ex.2-1-6/p.12] Please explain how the Applicant forecasted Test Year capital contributions.

Response:

a) The contributed capital forecast for 2014BY and 2015TY is based upon the known Subdivisions for 2014. The new subdivisions for 2014 are Orchard Park Phase 4B and Dalewood Meadows Phase 7, totalling 100 lots; STEI's cost is \$2,000 per lot and STEI receives 50% as contributed capital.

Additionally, recent subdivision plans, despite being in the municipality of St. Thomas are adjacent to St. Thomas infrastructure but in Hydro One service area. STEI has submitted a Service Area Amendment in order to obtain servicing of this major 8 phase subdivision. Hydro One has indicated that they will contest the SAA and as such STEI has not included potential contributed capital associated with this subdivision in its forecast.

1 **2-SEC-10**

2 [Ex.2] Please provide a list of asset categories that the Applicant runs to failure.

3

4 **Response:**

5

6 STEI, clarifies, that it does not necessarily run assets to failure, as STEI does not feel that it is a
7 prudent strategy for managing distribution assets, in light of its anticipated impact on system
8 reliability and safety.

9

10 STEI will run assets beyond its anticipated financial useful life. STEI has an inspection program
11 that targets older distribution assets that may be deemed at "failure" dependent upon the
12 inspection results in addition to those assets that may experience a failure.

Tab 4 of 5

Exhibit 3

3-SEC-11

[Ex.3-1-6/p.4] Please add a column to Appendix 2-H which provides year-to-date actuals for 2014.

Response:

Attached is a revised Board Appendix 2-H, Other Operating Revenue showing results as of July 31, 2014.

**Appendix 2-H
Other Operating Revenue**

USoA #	USoA Description	2011	2011 Actual	2012 Actual	2013 Actual	Bridge Year ^a	Bridge Year ^a	Test Year
		Approved				2014 July 30	2014	2015
	Reporting Basis	CGAAP	CGAAP	CGAAP	CGAAP	MIFRS	MIFRS	MIFRS
4080	Standard Supply Service	\$ 33,130	\$ 48,039	\$ 57,834	\$ 58,337	\$ 34,453	\$ 50,000	\$ 37,410
4082	Retail Services Revenues	\$ 37,386	\$ 31,980	\$ 27,269	\$ 25,111	\$ 13,894	\$ 29,252	\$ 29,245
4084	STR Processing	\$ 967	\$ 898	\$ 696	\$ 631	\$ 328	\$ 746	\$ 746
4210	Rent from Electric Property	\$305,058	\$ 312,994	\$ 77,313	\$ 34,074	\$ -	\$ 30,000	\$ 29,994
4220	Other Electric Revenues	\$ 69,935	\$ 69,935	\$ 70,135	\$ 69,935	\$ -	\$ 65,000	\$ 65,000
4225	Late Payment Charges	\$138,817	\$ 122,874	\$ 118,049	\$ 130,857	\$ 77,019	\$ 120,000	\$ 120,000
4235	Specific Service Charges	\$163,834	\$ 147,745	\$ 165,278	\$ 168,396	\$ 89,366	\$ 149,000	\$ 149,000
4355	Gain on Disposal		\$ -					
4375	Revenues from Non Rate-Regulated Utility Operations	\$ 58,374	\$ 343,085	\$1,064,456	\$ 1,458,239	\$ 247,749	\$ 342,000	\$ 324,000
4390	Miscellaneous Non-Operating Income	\$ 41,000	\$ 41,000	\$ 71,848	\$ 129,922	\$ 32,082	\$ 60,000	\$ -
	Specific Service Charges	\$163,834	\$ 147,745	\$ 165,278	\$ 168,396	\$ 89,366	\$ 149,000	\$ 149,000
	Late Payment Charges	\$138,817	\$ 122,874	\$ 118,049	\$ 130,857	\$ 77,019	\$ 120,000	\$ 120,000
	Other Operating Revenues	\$545,850	\$ 847,932	\$1,369,551	\$ 1,776,249	\$ 328,506	\$ 576,998	\$ 486,395
	Other Income or Deductions	-\$ 39,559	-\$ 200,025	-\$ 938,566	-\$ 1,124,370	-\$ 211,373	-\$ 292,256	-\$ 299,351
	Total	\$808,942	\$ 918,526	\$ 714,312	\$ 951,132	\$ 283,518	\$ 553,742	\$ 456,044

Items, 4210 Rent from Electric Property and 4220 Other Electric Revenues are expected to be as per the 2014BY forecast amounts as these items are recovered closer to year-end.

Tab 5 of 5

Exhibit 4

4-SEC-12

[Ex.4-1-1/p.3] Please explain the basis for assuming a 2.1% inflation increase for the Test Year.

Response:

The 2.1% inflation increase is a combination of expected labour and benefit increase of approximately 2.5% and general inflationary increase of approximately 1.7%.

Based upon STEI's cost structure it was determined that labour and benefits, (excluding retiree costs) represent 50% of total operating costs. STEI's collective agreement expired on May 1, 2014. Per Exhibit 4, tab 1, Schedule 4, page 2, the expiring contract included wage increases of 2% each May 1 and 1% each December 1, for the 2015TY it management assumed a labour and benefit increase of 2.5%.

The general inflation increase was based upon STEI's 2014 IRM EB-2013-0171 inflation factor of 1.7%. This was reviewed and compared to the OPSEU Ontario CPI Percentage Change the rate appeared reasonable.

Ontario CPI Percentage Change

From the Same Month a Year Previous

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
2014	1.6	1.5	1.5	2.4	2.8	3.0							2.1

Total Inflation factor of 2.1% = Labour 50% of 2.50% plus General Inflation 50% of 1.7%

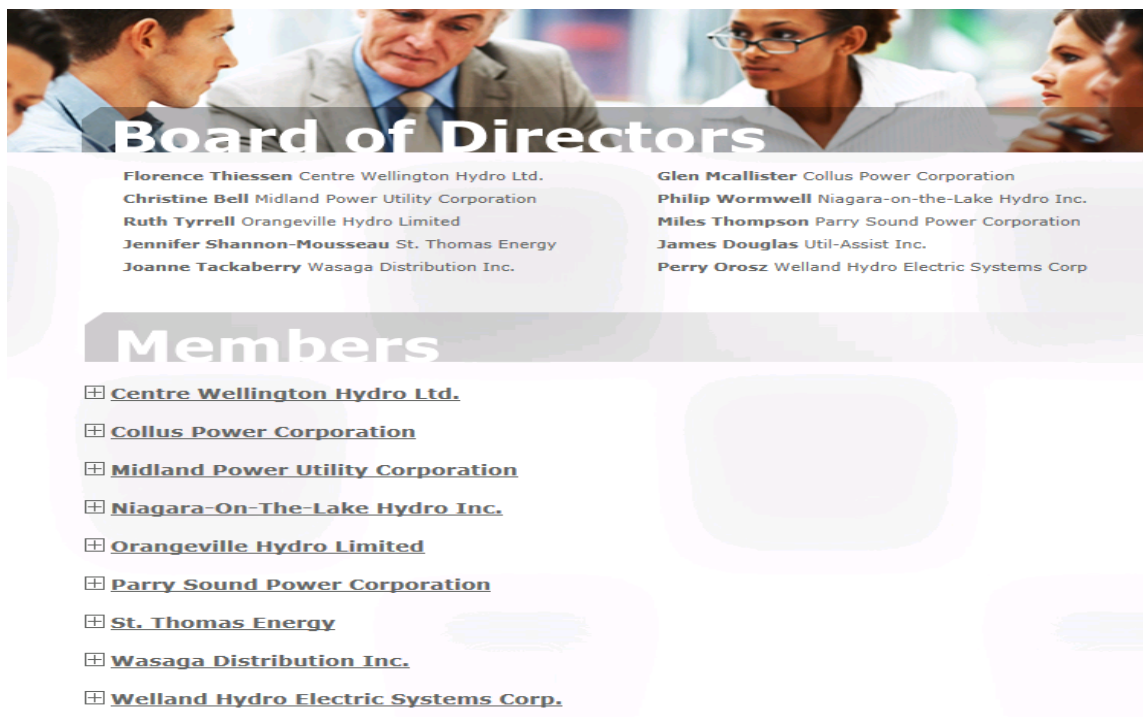
4-SEC-13

[Ex.4-1-1/p.6] With respect to the Utility Collaborative Service:

- a. Please provide a list of other participating LDCs.
- b. Please explain how costs are allocated between members/participants.
- c. Please provide a copy of the agreement between the Applicant and Utility Collaborative Service

Response:

- a. The list of participating LDC's and the Board of Directors are provided below



- b. Cost are allocated based upon the following

The allocation of costs within members of UCS is determined by the type of expense.

1) Operating Costs

- UCS has been set up as a non profit organization. As such there are certain operating costs such as accounting, legal, and insurance which are allocated

equally amongst members (i.e. total costs/number of LDCs). UCS operating costs are minimal and the cost to an individual LDC is less than \$3,000 per year.

2) Labour Costs

- Util-Assist provides personnel in order to manage and assist members of UCS. The type of assistance and cost allocation is as follows:
- Supervisor/Administrative
- The number of personnel assigned by Util-Assist to assist UCS members is determined by the total number of customers serviced by the LDC members which currently exceeds 100,000. Equivalent headcount at this customer level is 1.4 employees or .16 employee/LDC member.
- EBT/Billing Services
- Util-Assist also provides optional EBT and Billing services should an LDC require such services. These cost are dependent upon the number of customers of the LDC requesting the services. Charges for these services are only allocated to participating LDCs.
- CIS Senior Analyst
- Util-Assist also provides UCS with a CIS Senior Analyst. The cost of this position is allocated equally per LDC member. This analyst has significant expertise in the current CIS System (Harris-North Star) used by every member of UCS. This position was also invaluable in converting each LDC to time of use billing, monitors MDMR updates and OEB billing regulations, and assists in software installations/upgrades.
- This position allows the group to have access to expertise in many areas without having a full time position on staff and represents an equivalent head count of .11/LDC member.

3) Management Costs

- Management costs are in the form of a commission paid to Util-Assist. Total commission payable is based upon the total dollar value of services provided by vendors to members of UCS. Util-Assist negotiates group pricing which is less than would be available to individual LDCs. Current examples of group

pricing obtained include CIS software including NorthStar and Home Connect, financial systems including Cayenta, document management software from Loris Technologies, and IT hosting services for all of the above software. Total commission expense is allocated by the total dollar value of services provided to each LDC (i.e. Total Service by LDC/Total Services for Group).

- Charges for services obtained by Util-Assist on behalf of the group are typically allocated to members of USC by customer count.

c. A copy of the agreement between STEI and Utility Collaborative Service is attached to this response.

Attachment 1 of 1

UCS Service Agreement

MEMBER AGREEMENT

THIS APPLICATION SERVICE PROVIDER AGREEMENT (the "**Agreement**") is made as of June 1, 2010 (the "**Effective Date**") between

UTILITY COLLABORATIVE SERVICES INC. (UCS) with its principal place of business at 125 William Street, Parry Sound, Ontario, P2A 1V9 and **St. Thomas Energy Inc.** with its principal place of business at 135 Edward Street, St. Thomas, Ontario, N5P 4A8

WHEREAS LDC is a Corporation licensed by the Ontario Energy Board to provide electric distribution within its licensed distribution service area, Ontario;

AND WHEREAS UCS provides billing, mailing, financial, call centre, collections services, remittance, software licensing, and IT infrastructure, for utilities in Ontario;

AND WHEREAS LDC has selected UCS as its service provider with respect to the services outlined in Schedule "B" ("Services") of LDC's customers;

AND WHEREAS UCS is the owner of or otherwise has the authority to license certain Software as specified in this Agreement and is prepared to supply or arrange for the supply of such other products or services as specified in this Agreement;

AND WHEREAS UCS has agreed to provide the Services and associated data (the "Data") on the Software running on a database server system provided by UCS and located at 17705 Leslie Street, Suite 103, Newmarket, Ontario, L3Y 3E3 which shall be connected via the Internet to LDC User Terminals;

AND WHEREAS UCS has a confidentiality and security agreement with the Company that binds the Company to the terms of this agreement.

NOW THEREFORE, in consideration of the premises, the mutual covenants contained herein and other good and valuable consideration (the receipt and sufficiency of which are hereby acknowledged), the Parties agree as follows:

1. Interpretation.

Definitions.

In this Agreement, the following terms shall have the following meanings:

- (a) "**Agreement**" has the meaning ascribed thereto in the recitals hereto.
- (b) "**Approved Third Parties**" has the meaning ascribed thereto in section 2 of this Agreement.

- (c) "**Confidential Information**" means any and all data or information relating to the business or management of either Party, its customers, its affiliates or its licensors, including the Software and Documentation, except any data or information which:
 - (i) is or becomes publicly available through no fault of the other Party;
 - (ii) is already in the rightful possession of the other Party prior to its receipt under this Agreement;
 - (iii) is independently developed by the other Party without use or reference to Confidential Information;
 - (iv) is rightfully obtained by the other Party from a third party; or
 - (v) is disclosed pursuant to court order or other legal compulsion;
- (d) "**Documentation**" shall mean all technical and user documentation supplied by UCS to LDC
- (e) "**Effective Date**" has the meaning ascribed thereto in the recitals hereto.
- (f) "**Exit Payment**" has the meaning ascribed thereto in Schedule "A" Section (c) of this Agreement.
- (g) "**Fail**" means a critical malfunction where UCS's disaster recovery program takes place, or the code or functionality available in the program today no longer works, or where a malfunction interferes with the payments of funds to LDC.
- (h) "**License**" has the meaning ascribed thereto in section 2 of this Agreement.
- (i) "**LDC Data**" has the meaning ascribed thereto in the recitals hereto.
- (j) "**LDC**" has the meaning ascribed thereto in the recitals hereto.
- (k) "**Parties**" means each of UCS and LDC and "Party" means either one of them.
- (l) "**Services**" has the meaning ascribed thereto in section 9 of this Agreement.
- (m) "**Software**" means the Harris Customer Information and Billing Software (or any updated version thereof adopted by UCS), the Harris CARE software and any other software, owned by Harris Computer Corporation and licensed to UCS, as at any time modified or enhanced for LDC's purposes hereunder.
- (n) "**UCS**" has the meaning ascribed thereto in the recitals hereto.
- (o) "**User**" has the meaning ascribed thereto in section 2 of this Agreement.
- (p) "**User Terminals**" has the meaning ascribed thereto in Schedule "B" of this Agreement.

2. Grant of License.

- (a) Subject to the terms of this Agreement, UCS hereby grants to LDC and LDC hereby accepts a non-transferable, non-exclusive license (the "License") to use the Software as it is designed to be used during the Term of this Agreement. The License allows for a maximum of 10 initial concurrent LDC employees and employees of other third parties approved in writing by UCS ("Approved Third Parties") (collectively "Users" and individually, a "User") to access remotely and use the object code version of the Software.
- (b) The License granted to LDC is limited to use of the Software for LDC's normal internal business purposes and solely for the purposes of running and operating the Software.

3. Use of the Computer Equipment.

UCS hereby agrees to provide Users with remote access to the appropriate computer equipment for the purpose of running the Software. LDC shall, at its cost, provide a connection from the User Terminals to the Internet of speed satisfactory to UCS acting reasonably and UCS shall, at its cost, provide a connection from the computer equipment to the Internet of equivalent standard. UCS will ensure that all data transmissions are secure, encrypted and are monitored for security.

4. Ownership and Proprietary Rights.

- (a) LDC acknowledges that the Software owned by UCS, including tables, file specifications, formats and layouts of screens and reports, and all Documentation, are the property of UCS or its licensors and the only right LDC obtains to the Software is the right to use in accordance with the terms of the License granted hereunder.
- (b) The computer equipment shall at all times remain the sole and exclusive property of UCS and its subcontractors. LDC hereby covenants and agrees that the computer equipment shall not be used for any purposes other than as set out in this Agreement. UCS reserves the right to use the computer equipment in connection with providing similar Services to third parties, or for any other reason which UCS deems appropriate. UCS shall have the right, at its sole discretion, to replace or upgrade any of the computer equipment from time to time, at no cost to LDC, provided that any such replaced or upgraded equipment shall be of equal or greater functionality than the existing computer equipment and will have no functional and financial impact on LDC's equipment.
- (c) **Both parties** acknowledge that any logos, product names, program products, manuals, documentation and other support materials that are either patented, copyrighted, trademarked, owned or licensed by either party as trade secrets and proprietary information will be respected by the other Party and use of any of these for promotional purposes or otherwise will not take place without written consent from the other Party.

- (d) UCS acknowledges that all LDC Data including data transmitted by LDC to the computer equipment for processing and any and all LDC systems used by LDC to access the computer equipment shall be and remain the property of LDC. UCS, and its employees and agents, shall have the right to use and reproduce the LDC Data solely to the extent necessary to provide the Services and fulfil its obligations to LDC hereunder.
- (e) UCS warrants that it has the right to provide the License herein in accordance with this Agreement and that it has the authority to enter into this Agreement and to grant LDC the rights granted herein. UCS shall indemnify and hold harmless LDC from any claims, demands or actions alleging losses, costs, expenses or damages, including reasonable legal fees and all settlement costs arising out of any patent, copyright, trademark, trade secret or other proprietary rights claim, suit, action or judgement resulting from the use of the Software or remote access to the computer equipment by LDC in accordance with the provisions of this Agreement, provided that LDC notifies UCS promptly in writing of the claim and gives UCS the right to participate fully in the defence of such claim.
- (f) UCS warrants to LDC that the Services provided by UCS pursuant to this Agreement will be performed in accordance with applicable regulatory standards and with generally accepted industry standards.
- (g) UCS warrants to notify LDC verbally and in writing or by way of e-mail of any instances where the Services performed by UCS on behalf of LDC Fail as soon as practical within 24 hours of such an event.
- (h) Notwithstanding Section 4(a), where LDC has licensing agreements entered into between LDC and Harris, UCS acknowledges that upon exit or termination of this agreement LDC shall be provided copies of all tables, file specifications, formats and reports prepared using the NorthStar and related Harris Software.

5. Restrictions, Security Obligations and Indemnity.

- (a) Except as specifically provided under this Agreement, LDC shall not during the Term of this Agreement and at any time thereafter:
 - (i) use the Software in a computer service business, on a time sharing or internet arrangement to provide services to parties which are not members of UCS;
 - (ii) copy, distribute, translate, disassemble, decompile or in any other way reverse engineer, transmit, export, merge, modify, transfer, adapt, loan, rent, lease, assign, share, sub-license or make available to another party the Software, in any way, in whole or in part;
 - (iii) export, run or execute the Software outside of Ontario, Canada, without the prior written consent of UCS; or
 - (iv) use the Software except as authorized by this Agreement.
- (b) LDC shall take reasonable precautions to prevent any of LDC's servants, agents or employees and any Approved Third Parties from violating the terms of this Agreement.

- (c) LDC shall assume responsibility for the use of the Software by Approved Third Parties, access to the computer equipment by Approved Third Parties and for taking reasonable steps to ensure that Approved Third Parties comply with the provisions of this Agreement.
- (d) LDC shall indemnify and hold harmless UCS, its agents, affiliates, employees, officers and directors from any claim, demand or action alleging losses, costs, expenses or damages, including reasonable legal fees, which result from a breach of any provision of this section 5 of the Agreement by LDC or any Approved Third Party or any act or omission of an Approved Third Party which impairs UCS's ability to perform its obligations hereunder, provided that UCS notifies LDC promptly in writing of the claim and gives LDC the right to participate fully in the defence of such claim.
- (e) UCS shall be responsible for the overall security of the Software and computer equipment including logical security for systems access, physical security over servers, change control procedure and, monitoring of security as outlined in Schedule "E".
- (f) When in the opinion of LDC, any aspect of the contract between the Parties requires financial or other auditing or appraisal, representatives designated by LDC shall have the right to examine any copy and all writing relating to this agreement in the possession or control of UCS, and UCS agrees to make them available to LDC at reasonable times for said purposes. LDC's right-to-audit shall extend for a period of one year after termination of the agreement. UCS shall include in all subcontractors' agreements a like provision under which LDC shall have the above rights to audit such subcontractors.

6. Fees.

During the Term of this Agreement, LDC shall pay to UCS the fees, plus any applicable taxes and duties, including withholding, excise, sales, use and value added taxes as described in the attached Schedule "A".

7. Prepayment of Service Fees

Only if required by UCS LDC shall prepay an equivalent of two months average service fee.

8. Payment

- (a) All payments hereunder shall be made in Canadian dollars. All payments shall be due within thirty days of receipt of an invoice from UCS. UCS shall render invoices to LDC in advance at the beginning of each month.
- (b) UCS reserves the right to charge interest on any late payment at the rate of 18% per annum calculated monthly from the due date until such payment is made in full.
- (c) If the whole or any part of the fees and other payments remain outstanding for 90 days after the same have become due, UCS shall at its sole discretion, be entitled to discontinue the provision of services provided such fees or other payments are not disputed by LDC.

9. UCS Products and Services.

- (a) UCS shall perform certain services during the Term of this Agreement, the description, terms and conditions of which are set forth in the attached Schedule "B" (the "Services").
- (b) LDC recognizes that UCS is in the business of providing billing, mailing, financial, call centre, collections services, remittance, software licensing, and IT infrastructure, for utilities and may perform services similar to the Services for other persons.
- (c) Subject to UCS confidentiality obligations pursuant to section 11 and except for any products or data developed exclusively for LDC pursuant to this Agreement, UCS retains the right and shall not be prevented from using any ideas, concepts, methods, processes, know how, organization, techniques or any software including the Software, in providing any services to any third party, developed by UCS.

10. Implementation.

- (a) Upon successful testing of any and all Software, UCS will install the Software, including a test environment at LDC's premises, which includes the agreed upon modifications and enhancements within one month following the initial written notice. Any and all installations, patches, modifications or enhancements shall not cause an interruption to LDC's daily business.
- (b) LDC will indicate its acceptance and approval of the Software, and any modifications and enhancements thereto, in writing to UCS within sixty days following installation and testing of the Software, or any modification or enhancement thereto, as the case may be. In the event that UCS does not receive such notification within such sixty day period, approval shall be automatically deemed to have been given by LDC.
- (c) User documentation will be provided by UCS to LDC within sixty days following complete installation of the Software including all modifications and enhancements. Upon receipt thereof, LDC will have sixty days to test and request changes to the User documentation. Thereafter UCS will have sixty days to amend and deliver the final User documentation to LDC. Draft User documentation will be provided for LDC training immediately upon execution of this Agreement.
- (d) In the event that a modification or enhancement fails to function in accordance with the specifications mutually agreed between LDC and UCS, then UCS will be responsible to correct such failure provided UCS has been notified in writing by LDC within the sixty day period referred to in paragraph (b) above.
- (e) Simultaneously with the installation of the Software and the agreed upon modifications and enhancements, UCS shall provide remote access to the computer equipment to LDC.
- (f) The fees specified in Schedule "A" in respect of initial setup and conversion shall be payable by LDC to UCS notwithstanding the results of testing and acceptance of the Software by LDC.

11. Confidentiality.

- (a) Neither Party shall use, disclose, or permit any person to obtain any Confidential Information (in written, tangible or other form) acquired from or provided by the other Party whether directly or indirectly, except as specifically authorized by the other Party. Each Party shall take all reasonable steps to ensure that any person having access to the other Party's Confidential Information complies with this provision. The Parties acknowledge that disclosure of Confidential Information may cause serious and irreparable harm which cannot be adequately compensated in damages and accordingly agree that each Party shall be entitled to obtain injunctive relief, in addition to any other appropriate remedy, to prevent such disclosure.
- (b) Without limiting the generality of the foregoing, LDC acknowledges that the Software and the Documentation constitute Confidential Information of UCS and/or its licensors and UCS acknowledges that all Data provided by LDC to UCS hereunder constitutes Confidential Information of LDC.
- (c) Each Party shall use the same care to safeguard the Confidential Information of the other Party as it takes to safeguard its own Confidential Information and this shall not be any less than would be taken by a reasonable person to safeguard its own Confidential Information.
- (d) Each Party shall permit access to the Confidential Information only to authorized persons with a need for access to perform their duties. Authorized persons having such access shall be specifically advised of the confidentiality provisions of this section 11. The Parties acknowledge and agree that the confidentiality provisions of this section 11 shall survive the termination of this Agreement for any reason whatsoever.
- (e) The Parties shall ensure that all contractors and subcontractors and their respective employees and agents comply with this section. Evidence of Confidentiality Agreements shall be attached and form part of this Agreement.

12. Warranty.

UCS warrants that the Software and the computer equipment shall be free from defects in material, content and workmanship from the date of first training provided by UCS to LDC hereunder. UCS warrants that the Software and the computer equipment shall meet or exceed all features and functionality as described in the Documentation and in compliance with industry code which might be amended from time to time. LDC's remedy, and UCS's sole liability under the foregoing, shall be to repair or replace defects in material, content and workmanship within twenty-four hours or a mutually agreed upon time period. UCS shall have no liability pursuant to this warranty to the extent that:

- (a) the Software or the computer equipment has not been properly used by LDC in accordance with the Documentation;
- (b) LDC or any third party has without prior approval of UCS changed or modified the Software or the computer equipment and such change or modification has contributed to the defect in the material, content or workmanship at issue.
- (c) LDC shall not be liable to make payments during down time that is above and beyond LDC's control.

13. No Other Warranties.

Except as expressly provided in this agreement, the Software and computer equipment is provided "as is" and UCS gives no warranty, representation, condition or indemnity of any kind, expressed or implied, statutory or otherwise, with respect to the Software or computer equipment including implied warranties or conditions of merchantable quality and fitness for a particular purpose or those arising from a course of dealing or usage of trade or relating to functionality, accuracy, reliability, completeness, uninterrupted error or virus free operation.

14. Technical Support and Maintenance.

UCS shall provide front line support services, as more particularly described in Schedule "B" hereto, during the Term of this Agreement.

15. Limitations of Liability.

- (a) In no event shall LDC, its affiliates and their respective directors, officers, employees, agents and contractors be liable for any claim for any indirect, consequential or special damages which UCS may incur or experience as a result of entering into or relying on this agreement even if LDC has been advised of the possibility of such damages. Except for the indemnity set out in Section 5 (for which there is no limit on liability) and LDC's obligation to compensate UCS in the event of early termination will according to the terms in Unanimous Shareholders' Agreement.
- (b) In no event shall UCS, its affiliates and their respective directors, officers, employees, agents and contractors be liable for any claim for any indirect, consequential or special damages which LDC may incur or experience as a result of entering into or relying on this agreement or the equipment, even if UCS has been advised of the possibility of such damages. Except for the indemnity set out in Section 5 (for which there is no limit on liability) UCS's liability for claims, costs, losses, damages of any kind, regardless of the form of action, shall not exceed an amount equivalent to the sums paid to UCS for services under this agreement during the three (3) month period immediately preceding the date of the cause of action to which the claim relates.
- (c) Notwithstanding any provision of this agreement, UCS's liability and LDC's sole remedy for errors caused by UCS in the LDC data or errors caused by UCS in providing the billing services hereunder shall be limited to the correction and rebilling of LDC's customer accounts at no additional cost to LDC. The aforesaid correction and rebilling shall be completed by UCS within one billing cycle of either party becoming aware of or being advised of an error.

16. Term.

Early termination of this Agreement will be in accordance with the provisions contained in the Unanimous Shareholders' Agreement.

17. Independent Contractor Status.

UCS employees or agents shall not be deemed at any time to be employees or servants of LDC and UCS is and shall remain an independent contractor for all purposes. Except as expressly set out in this Agreement, UCS does not undertake to perform any obligation of LDC, whether regulatory or contractual, or to assume any responsibility for LDC's business or operations.

18. Invalidity of Provisions.

Each of the provisions contained in this Agreement is distinct and severable and a declaration of invalidity or unenforceability of any provision or part thereof by a court of competent jurisdiction shall not affect the validity or enforceability of any other provision of this Agreement.

19. Waiver.

A waiver of any provision of this Agreement shall constitute neither a waiver of any other provision nor a continuing waiver, unless expressly indicated otherwise in writing.

20. Entire Agreement.

This Agreement and Schedules hereto shall constitute the entire agreement between the Parties with regards to licensing of the Software and the use of the Software on the computer equipment. No supplement, modification, waiver or termination of this Agreement shall be binding unless executed in writing by both Parties.

21. Counterparts.

This Agreement may be executed in any number of counterparts, each of which shall be deemed to be an original and all of which taken together shall be deemed to constitute one and the same instrument. Counterparts may be executed in either original or faxed form and the Parties adopt any signatures received by a receiving fax machine as original signatures of the Parties; provided, however, that any Party providing its signature in such manner shall forward by Registered Mail or Courier the next business day to the other Party an original of the signed copy of this Agreement which was so faxed.

22. Applicable Law.

This Agreement shall be governed by and construed in accordance with the laws of Ontario and federal laws of Canada applicable therein and shall be treated, in all respects, as an Ontario contract.

23. Arbitration.

The Parties shall attempt in good faith to resolve any disputes in connection with interpretation or performance of any terms and conditions hereunder by negotiation. In the event that the Parties are unable to resolve any dispute through good faith negotiations, either Party shall have the right by means of written notice to the other to require any such dispute to be settled by means of arbitration pursuant to the *Arbitration Act*, SO 1991, before a single arbitrator. Such written notice may only be delivered if the dispute has not been resolved within thirty (30) days of the commencement of good faith negotiations. For the purposes of calculating the expiry of the thirty (30) day negotiation period, the commencement date of negotiations shall

be evidenced by a written notice of the dispute and the Party's intention to commence negotiations which may be provided by either Party to the other Party at any time. The Parties shall agree upon the choice of arbitrator within seven days following written notice of the request by either Party to commence arbitration proceedings, failing which either Party may apply to the Ontario Superior Court of Justice for the appointment of the arbitrator. Any arbitration proceedings shall take place in the City of Toronto and shall be conducted in the English language.

24. Force Majeure.

Performance obligations of either Party to this Agreement (other than dates for payment) shall be postponed automatically to the extent and for the period of time that such Party is prevented from meeting them by reason of any causes beyond the Party's reasonable control including, without limitation, acts of God, acts of civil or military authority, fires, floods, epidemics, quarantine restrictions, war, riots, strikes, lock-outs, accidents to machinery or delays in transportation, provided the Party prevented from rendering performance notifies the other Party immediately and in detail of the commencement and nature of such a cause.

Either Party will have the right to terminate this Agreement should the events of defaults not be remedied within 10 days from the commencement of the postponed activity.

25. Assignment

Neither Party may assign this Agreement or any of its rights or obligations hereunder, in whole or in part, without the prior written consent of the other Party, which consent may not be unreasonably withheld. Despite the foregoing, either Party may assign its rights hereunder to an affiliate (as defined in the *Business Corporations Act* (Ontario)) upon prior written notice to the other Party.

26. Survival.

Sections 4, 5, 6, 7, 8, 9, 11 and 15 shall survive the termination or expiry of this Agreement.

27. Enurement.

This Agreement shall enure to the benefit of and be binding upon each of LDC and UCS and their respective successors, heirs and permitted assigns.

28. Notice.

Any notice required or permitted hereunder shall be given by personal delivery, registered mail or facsimile to the Parties at the following addresses:

If to UCS, at:

Utility Collaborative Services Inc.
125 William Street
Parry Sound, Ontario
P2A 1V9

Attention: Miles Thompson
President

If to LDC, at:

St. Thomas Energy Inc.
135 Edward Street
St. Thomas, Ontario
N5P 4A8

Attention: Brian Hollywood, President & CEO

Any notice given by personal delivery or facsimile shall be deemed to have been given on the date of delivery or transmission, as the case may be, unless such delivery or transmission is made following normal business hours in the location of the recipient in which case notice shall be deemed to have been given on the next succeeding business day in the location of the recipient. Notices given by registered mail shall be deemed to have been given five business days following the date of mailing. Either Party may change its address for service by means of written notice to the other in the manner provided above.

Each Party hereby acknowledges having read this Agreement before signing it, having the authority to sign this Agreement and having received a copy of this Agreement.

SIGNED, SEALED AND DELIVERED

UTILITY COLLABORATIVE SERVICES INC.

Per: 
Miles Thompson, President
[I have authority to bind the corporation]

ST. THOMAS ENERGY INC.

Per: 
Brian Hollywood, President & CEO
[I have authority to bind the corporation]

Per: 
Glen Farrow, CFO
[I have authority to bind the corporation]

SCHEDULE "A" FEES

DEFINITIONS

In this Schedule "A" and in the following schedules, the following terms shall have the meanings given to them below:

"Final Billing" shall mean a billing by UCS to LDC in respect of the period of time from the date of the last Regular Billing to the point in time at which the customer's account is closed.

"Manual Billing" means any billing prepared in circumstances in which the standard billing system provided by the Software is inoperable and a billing must be prepared by alternative means.

"Rebilling" means the rebilling of a customer following a Regular Billing where LDC has notified UCS of a billing and/or rate change necessitating the issuance of a further invoice, such rebilling to be charged by UCS to LDC at the same rate as Regular Billings unless UCS is responsible for such rebilling.

"Regular Billing" means the generation of a single customer invoice including any combination of commodities, value added services and products.

SERVICES

LDC agrees to pay to UCS fees as set out in the annual updated fee schedule to be provided on January 1st of each year.

EXIT PAYMENT

If LDC should exit the contract prior to the expiry date, an exit payment is due to UCS as per the Early Cancellation Charges "Exit Payment" below. If UCS should exit the contract prior to the expiry date, no Exit Payment is required from LDC.

Early Cancellation Charges "Exit Payment"

- a redemption fee equal to three (3) years worth of average revenue paid to the Company by the Shareholder for services or products, and such calculation shall be based on the previous three (3) years or from the date the Shareholder first acquired Stock if that was less than three (3) years prior to the date of redemption; or,- Providing three (3) years notice of the redemption and continue to receive services until the notice period expires as per the Unanimous Shareholders' Agreement.

 BH
Initials LDC


Initials UCS

SCHEDULE "B"
SERVICES TO BE PROVIDED BY UCS

1. GENERAL SERVICES

- (a) UCS will host the LDC Data on the Software running on the computer equipment.
- (b) UCS will provide LDC with 24 hour secure internet access to the LDC Data for up to 15 concurrent LDC User terminals ("User Terminals") operating from various LDC facilities.
- (c) UCS will provide LDC with 24 hour access to the full range of analysis and reporting features of the Harris software from each User Terminal.
- (d) UCS will input new LDC customer data and meter reading data into the LDC Data within 24 hours of receipt of data in approved data file formats from LDC.
- (e) LDC shall have the sole responsibility to review, approve and reconcile all Data including processing results, exceptions and completeness for all billing transactions.
- (f) UCS will input billing rate changes into the UCS system within 24 hours of receiving appropriately authorised written requests for change from LDC.
- (g) UCS will perform Manual Billings, Re-billings, and Final Billings as requested by LDC.
- (h) UCS will comply with Ontario Energy Board requirements.
- (i) UCS shall provide access to standard month end reports and balances.
- (j) LDC shall monitor the month end reports and balances and report any errors to UCS within ten days of such month end. In the absence of any such errors being reported by LDC the Parties agree that UCS may rely on the billings and reports for that month as being correct.

2. INITIAL SETUP AND CONVERSION REQUIREMENTS

- (a) UCS will install and set up access software on the LDC User Terminals requiring Internet access to the Software and computer equipment.
- (b) LDC will provide LDC customers and meter files, customer accounts, formatted as directed by Harris Computer Corporation for electronic conversion to the Harris format.
- (c) As an alternative to the electronic conversion for small numbers of LDC customer accounts (less than 1,000 customer accounts) UCS, at LDC's request, will manually perform the initial input of LDC customers and meter information into the Harris format.
- (d) LDC shall be responsible for providing customer and meter file data to be converted electronically in a format and on media which is acceptable to UCS.

- (e) Upon LDC's written request, UCS will assist in conversion of additional customer and meter file data or make changes to the file formats utilized by UCS to accept additional electronic data from time to time. Any such changes to the file formats must be described in writing to UCS.
- (f) If LDC is unable to provide customer and meter file data to UCS electronically or wishes to convert such data on a manual basis, UCS, at LDC's request, shall manually enter such data into the UCS System.

3. FRONT LINE SUPPORT SERVICES

UCS shall provide a one hour response to service calls made by LDC employees or Approved Third Parties. The calls will be resolved in accordance with one of the following categories, depending on the nature of the call:

- (A) Correctable within 4 hours - process errors, training, general inquiries;
- (B) Correctable by next business day - minor system problems;
- (C) Developmental issues shall be addressed within a time frame to be agreed upon between the Parties at such time.


Initials LDC


Initials UCS

SCHEDULE "C"
BACK-UP SYSTEM AND DISASTER RECOVERY

UCS is responsible to ensure that LDC Customer Data is backed up by the Company once every 24 hours to ensure it can be retrieved should a failure of computer equipment, Software or unforeseen event occur. Any change in the scheduling of the back-up of LDC's Customer Data must be approved by LDC and in keeping with LDC's legal requirements for retention of data. It is acknowledged by the Parties that LDC shall have access to LDC's Customer Data back-up tapes whenever deemed necessary by LDC.

It is acknowledged by the Parties that as the UCS Customer Data grows in quantity so will it grow in importance and the need to have more current archival of data than the minimums specified below in paragraph (c) will exist. At such time, as identified by UCS, at its sole discretion alternate archival solutions will be explored along with the technical feasibility and costs to deploy such solutions.

ITM Company will ensure all UCS Customer Data is backed up a minimum of once every 24 hours, Monday to Friday inclusive. Further, an archive process will be maintained that will provide a catalogue of back up tapes for each day, of the week, Tuesday to Friday, a weekly catalogue for five weeks, (Monday Week 1, Monday Week 2, Monday Week 3, Monday Week 4, and Monday Week 5) and three months of single monthly tapes, (current month, one month previous, and two months previous). These tapes will be recycled as their time in archive expires, i.e. the Monday Week 1 tape for January would be over written on Monday Week 1 in February and so on. Additionally, UCS will ensure a month end archive tape for a rolling 12 month period. This month end tape will be stored on site to provide an archive reference only. The monthly tapes will be over written as their time in cycle expires, i.e. the Month 1 Year 1 tape will be over written with a Month 1 Year 2 data image.

For tapes stored UCS will provide a safe, secure, and fire retardant lockable media safe and ensure all UCS Customer Data on archive tape is stored within the media safe with the exception of off site storage requirements.

UCS will provide at its cost a suitable off site storage arrangement where daily back up tape(s) will be stored.

LDC acknowledges that should an extreme event occur, which is beyond the control of UCS, that there may be some data that is not recoverable from archive tape. This potential data loss would be limited to the period between the time of the event and the time of the last successful back up task.

UCS agrees to at least once every two month period ensure it can recover data from a sample of back up tapes holding Customer Data in archive, AND will keep record of the test(s) and make available

UCS shall arrange for prompt LDC notification of any instances where the UCS Customer Data back up process fails.

Initials LDC

A handwritten signature in blue ink, appearing to be "BL", written over the printed text "Initials LDC".

Initials UCS

A handwritten signature in blue ink, appearing to be a stylized "R" or "U", written over the printed text "Initials UCS".

SCHEDULE "D"
SOFTWARE MODIFICATIONS AND ENHANCEMENTS REQUESTED

None requested: September 1, 2008


Initials LDC


Initials UCS

SCHEDULE "E"

BILLING SYSTEM SECURITY

UCS is responsible for the overall security of the billing system including physical and virtual accesses.

Physical Access

UCS shall have in place reasonable means to ensure physical access to the billing system is controlled at all times. There should be no public access to the servers. A monitored security system will be in effect ensuring unauthorized intrusions are immediately reported.

Virtual Access

UCS is responsible to take all reasonable steps and procedures to ensure the billing system is not accessible by unauthorized individuals on a virtual basis. Virtual being any electronic means. This includes having recognized firewall(s) in place, secure passwords on all logons, and controlled use of system administration account.

Change Control Procedures

It is anticipated that periodically there will be upgrades in software to both the operating system and the programs running the billing system. UCS must have a process of change control in place to ensure all upgrades are reasonably verified before insertion and checked after insertion. The customer should be made aware of all billing system upgrades.


Initials LDC


Initials UCS

4-SEC-14

[Ex.4-1-1/p.7] Besides applying for a Roving Energy Manager position, please provide details about how has the Applicant utilized to date or plan to utilize in the Test Year, any of the other group collaborative efforts listed on lines 5-8.

Response:

1. Roving Energy Managers

Three Roving Energy Managers have been approved by the OPA and are now being shared among five distribution companies. They will be working with STEI's largest companies to identify, determine the feasibility of and support implementation of conservation and demand management opportunities.

As provided in Exhibit 4, Tab 1, Schedule 1 Pages 7 and 8.

2. Mutual Assistance Plan

STEI is party to a Mutual Assistance Plan between eight distribution companies in the EDA Western District. This Mutual Assistance Plan provides a framework for a coordinated repair and restoration effort by participating utilities. It provides a process to deal with an emergency of a magnitude that requires outside assistance.

3. Utility Collaborative Services

The UCS model enables LDCs the ability to use class leading CIS and financial software at a shared cost. When STEI joined UCS, the membership was smaller and STEI was paying a higher price for the CIS and financial software, as well as for IT hosting. As the membership grew STEI has achieved savings through economies of scale.

Collaborative efforts of this group include but not limited to:

- Customer Connect Web Portal
- Shared billing and collection systems
- Shared financial systems
- Shared reporting

- Shared Interactive Voice Response (IVR)
- Shared IT Hosting
- Shared back office support

4. CustomerFirst

This Group consists of 7 non-contiguous LDCs working together to provide ever increasing efficiencies, level of service and preserving the close relationships with our customers. STEI, together with four other LDCs, applied to the Ontario Power Authority for three Roving Energy Managers (REMs). The shared REMs approach is a cost effective initiative that will enhance STEI's CDM effort and produce more energy savings which will improve the competitive position of our consumers.

Collaborative efforts of this group include but not limited to:

- Group buying effort
- Sharing CDM resources such as REMs to manage overall costs
- Group effort to update Conditions of Service
- Sharing Asset Management software

CustomerFirst is also currently working on a collaborative approach to the 2015 – 2020 Conservation First Framework. The scope of this effort is still in development and the group has a meeting scheduled in September 2014 with the OPA to discuss this further.

4-SEC-16

Please explain how the Applicant is showing continuous improvement in costs effectiveness if its OM&A / customer measure is increasing faster than inflations

Response: reference EX4, T1, Sch 2, page 14

As provided in response to SEC question 4, STEI reviewed its operating and maintenance practices, and specifically the substation maintenance practices. This resulted in a new maintenance program with half the stations being scheduled for maintenance on an annual rotating basis. The 2014BY is the first year of implementing the new maintenance program, STEI is anticipating that this cost saving will be sustainable.

STEI also implemented the Paymentus Program a user pay model for credit card payments and brought bank deposit deliveries in house resulting in customer service savings.

As explained in Exhibit 4, Tab 1, Schedule 4, page 1 STEI has reduced its labour compliment by 1.42 FTE from 2012 to 2015TY as a result of this initiative.

Additionally, it is important to note that, coincident with this restructuring, management made two non-discretionary changes in accounting policy as required by the Board's July 17, 2012 letter to all distributors entitled "regulatory accounting policy direction regarding changes to depreciation expense and capitalization policies in 2012 and 2013." These changes were made both for regulatory reporting and for external financial reporting purposes. As STEI has indicated that it will continue to use legacy Canadian GAAP (per Part V of the CPA Handbook) until it adopts IFRS effective January 1, 2015, it could have deferred the required policy changes to January 1, 2013 under the terms of the Board's letter. However, management decided it was more appropriate to make the required changes as part of its wider restructuring in 2012, believing that this timing would improve the comparability of year-over-year financial information. Similar to most other local distribution companies, for external reporting purposes, the revisions to the company's accounting policies for depreciation and cost capitalization were treated prospectively as changes in accounting estimate. Both of the IFRS accounting policy

changes required by the Board can be considered consistent with legacy Canadian GAAP for external financial reporting purposes.

STEI's new depreciation policy is consistent with the requirements of IAS 16 "Property, Plant and Equipment." Assets are now amortized over their useful economic service lives rather than on the basis of the generally shorter service lives previously prescribed by the Board.

STEI's cost capitalization policy for overhead and indirect costs was also developed to be consistent with IAS 16 such that only directly attributable costs can be included in the cost of a self-constructed item of property, plant and equipment. It was particularly important that this policy change occur in 2012 as prior to restructuring capital assets had been constructed by STEI's affiliate AESI and had been treated as purchased asset acquisitions from this related party. As STEI moved to building its own assets in 2012, a more robust capitalization policy was required to ensure that only appropriate internal costs were capitalized.

The financial impact of this policy change has increased operating expenses in the range of \$600,000 to \$700,000 a year which has contributed to the increased OM&A per customer

4-SEC-17

[Ex.4-1-2/p.15] Please revise table 4.7 showing actual OM&A/customer for 2013 based on the Board's Yearbook of Electricity Distributors (issued August 14, 2014).

Response:

A revised OM&A per customer per Board's Yearbook of Electricity Distributors issued August 14, 2014 as well as the 2011 OM&A per customer is provided in the following table

OM&A per Customer per OEB Year Book Aug 14, 2014		OM&A per Customer per OEB Year Book	
OM&A Per Customer	2013	OM&A Per Customer	2011
Mid-Size Southern Medium-High Undergrounding	Actual	Mid-Size Southern Medium-High Undergrounding	Actual
E.L.K. Energy Inc.	187.66	Wasaga Distribution Inc.	180.22
Wasaga Distribution Inc.	212.83	Essex Powerlines Corporation	197.44
Essex Powerlines Corporation	212.94	Peterborough Distribution Incorporated	198.57
Chatham-Kent Hydro Inc. (Entegrus)	237.24	Festival Hydro Inc.	199.51
Festival Hydro Inc.	250.11	Westario Power Inc.	206.52
St. Thomas Energy Inc.	253.15	Chatham-Kent Hydro Inc. (Entegrus)	208.95
Westario Power Inc.	253.28	E.L.K. Energy Inc.	214.56
Kingston Hydro Corporation	258.89	Kingston Hydro Corporation	223.95
COLLUS Power Corp.	272.87	St. Thomas Energy Inc.	224.56
Niagara Peninsula Energy Inc.	276.34	Welland Hydro-Electric System Corp.	242.45
Peterborough Distribution Incorporated	276.62	Woodstock Hydro Services Inc.	250.78
Woodstock Hydro Services Inc.	276.80	COLLUS Power Corp.	259.27
Welland Hydro-Electric System Corp.	277.73	Niagara Peninsula Energy Inc.	274.98
Erie Thames Powerlines Corporation	311.81	Bluewater Power Distribution Corporation	309.28
Bluewater Power Distribution Corporation	348.52	Erie Thames Powerlines Corporation	315.45
Group Average	260.45	Group Average	233.77

STEI's 2013 OM&A per customer ranks favourably within its cohort group, 6th out of 15 LDC's. This would indicate that the restructuring has not had a material impact on the customers.

In relation to the 2011 OM&A cost per customer, STEI has improved it's ranking despite the fact that STEI has adopted IFRS like capitalization policies and has therefore increased OM&A cost in 2013 in comparison to those that have not adopted IFRS.

4-SEC-18

[Ex.4-1-3/p.1] Please revise Appendix 2-JC to show an added column for 2014 year-to-date actuals.

Response:

An updated Board Appendix 2-JC is presented in the following table with July 31, 2014 actuals

**Appendix 2-JC
OM&A Programs Table**

	Last Rebasing Year (2011 Board- Approved)	Last Rebasing Year (2011 Actuals)	2012 Actuals	2013 Actuals	2014BY July 31, 2014	2014 Bridge Year	2015 Test Year	Variance (Test Year vs. 2013 Actuals)	Variance (Test Year vs. Last Rebasing Year (2011 Board- Approved)
Programs									
Reporting Basis	CGAAP	CGAAP	CGAAP	CGAAP	CGAAP	CGAAP	MIFRS	MIFRS	
Program Name O&M									
Operations management	283,657	294,196	454,809	447,318	231,637	496,775	507,208	59,890	223,551
Control Room, Purchasing, benefits	87,670	99,571	287,293	343,510	233,570	334,398	374,420	30,910	286,750
Substation Maintenance	111,967	84,446	57,657	20,478	16,406	40,490	41,340	20,862	-70,627
Tree Trimming	63,030	95,448	69,272	81,254	52,228	91,441	93,361	12,107	30,331
Planned Inspections	307,328	245,527	259,450	107,462	56,713	123,690	126,035	18,573	-181,293
Customer Initiated	63,030	104,103	154,307	143,366	95,346	172,399	176,178	32,812	113,148
								0	0
Sub-Total	916,682	923,291	1,282,788	1,143,388	685,900	1,259,193	1,318,542	175,154	401,860
Program Name Customer Service									
Meter Reading & Billing	697,716	654,764	751,778	626,534	416,662	726,457	741,713	115,179	43,997
Collecting	477,456	424,727	456,187	448,814	245,605	402,376	410,826	-37,988	-66,630
Bad Debt	81,000	181,401	144,856	100,586	79,215	120,000	122,520	21,934	41,520
Collection Charges	-123,042	-278,391	-313,646	-306,890	-179,798	-310,000	-310,000	-3,110	-186,958
								0	0
Sub-Total	1,133,130	982,501	1,039,175	869,044	561,684	938,833	965,058	96,015	-168,072
Program Name Administration									
Salary and Expenses	808,635	1,087,252	1,751,489	1,152,125	717,545	1,272,193	1,346,002	193,877	537,367
Regulatory	175,896	193,220	184,110	178,327	117,487	175,000	178,675	348	2,779
Property taxes	121,496	108,911	83,343	82,987	79,960	100,000	102,100	19,113	-19,396
Outside Services	49,987	49,405	66,466	67,154	37,422	87,000	88,827	21,673	38,840
General Building and Office	346,095	393,946	606,078	518,338	358,555	625,000	635,415	117,077	289,320
Sub-Total	1,502,109	1,832,734	2,691,486	1,998,931	1,310,969	2,259,193	2,351,019	352,088	848,910
Program Name #5									
Community Relations	19,513	2,684	32,390	0	0	0	0	0	-19,513
								0	0
Sub-Total	19,513	2,684	32,390	0	0	0	0	0	-19,513
Miscellaneous									
								0	0
Total	3,571,434	3,741,210	5,045,839	4,011,362	2,558,553	4,457,219	4,634,619	623,257	1,063,185

1 **4-SEC-19**

2 [Ex. 4-1-4/p.2] Please provide a copy of the latest MEARIE study.

3

4 **Response:**

5

6 STEI's 2013 Utility Performance Measurement Survey is included as part of 1-SEC-3 response,

7 Exhibit 2

4-SEC-20

[Ex.4-1-4/p.2] Please provide an update on the status of the Applicant's negotiations with the IBEW on a new collective agreement. Please provide a copy of the most recent collective agreement.

Response:

STEI has a new three year collective agreement that expires April 30, 2017. The collective agreement is attached to this response.

Attachment 1 of 1

2014-2017 Collective Agreement

COLLECTIVE AGREEMENT

BETWEEN

St. Thomas*energy***inc.**

We're Your Local Power Distributor

a division of **Ascent**



AND



LOCAL UNION 636 OF

THE INTERNATIONAL BROTHERHOOD

OF ELECTRICAL WORKERS

A.F. OF L., C.I.O., C.L.C

MAY 1, 2014 TO APRIL 30, 2017

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THIS AGREEMENT made and entered into this 7th day of July, 2014.

BETWEEN:

ST. THOMAS ENERGY INC. /
ASCENT ENERGY SERVICES INC.

(hereinafter referred to as the “Employer”)

OF THE FIRST PART

- and –

LOCAL UNION 636 OF THE INTERNATIONAL

BROTHERHOOD OF ELECTRICAL WORKERS,

A.F. of L., C.I.O., C.L.C.

REPRESENTING EMPLOYEES IN THE

ELECTRIC, AND OFFICE AND TECHNICAL

DEPARTMENTS OF
ST. THOMAS ENERGY INC. / ASCENT ENERGY SERVICES INC.

(hereinafter referred to as the “Union”)

OF THE SECOND PART

WHEREAS the Employer and the Union have authorized their respective executive officers to enter into this Agreement on their behalf

NOW THIS AGREEMENT WITNESSETH:

1. RECOGNITION

The Employer recognizes the Union as the sole collective bargaining agent for all employees in the Operations, Engineering and Administrative Departments, save, and except the foreman and persons above the rank of foreman and students employed during vacation periods and students employed on a cooperative training program.

2. MANAGEMENT RIGHTS

- 2.01 The Union recognizes the right of the Employer to manage its operations in all respects in accordance with its commitments and responsibilities.

Without limiting the generality of the foregoing, it is agreed that the direction of the working force, the schedules of installation, repair or maintenance, the methods and processes used, the right to decide on the number of employees needed by the Employer at any time, and the right to use improved or changed methods, machinery and equipment, and jurisdiction over all its operations, machinery, tools and employees, are exclusively the responsibility of the Employer, the Employer also has the right to make and alter from time to time rules and regulations to be observed by the employees. Any such rules and regulations shall not be inconsistent with the provisions of this Agreement.

- 2.02 The Union acknowledges that it is the exclusive function of the Employer to hire, retire, at a normal retirement age, promote, demote, classify, lay off, recall, relieve from duty because of lack of work, assign duties and rates, train, test and transfer employees and also the right of the Employer to suspend, discipline or discharge any employee for just cause, subject to the terms and conditions of this Agreement.
- 2.03 The Union agrees that its members shall execute their work safely and adhere to all relevant safety rules and work in an efficient, neat and workmanlike manner consistent with the interests of the Employer, promotion of business, goodwill and good public relations.

3. UNION SECURITY AND CHECK OFF

- 3.01 Union dues deduction commences on the date of hire for probationary employees as per Section 47 of the Ontario Labour Relations Act.

The Company shall forward these deductions to the Union by the 15th of each month with an alphabetical listing of names showing:

- the amount deducted from each employee;
- the total amount of dues deducted to date from each individual employee; and
- the information used to determine this deduction – the employee's gross monthly earnings, inclusive of overtime, etc.

The Company also agrees to deduct and remit an amount equivalent to the Union initiation fee from each new employee upon the successful completion of their probationary period.

The Unit Chairperson or designate to be notified when a probationary Employee is hired. Unit Chairperson or designate shall provide a photocopy of the Union application of Membership form to payroll at the end of the Employee's probationary period. The Unit Chair or Designate shall be allowed a thirty (30) minute orientation with all employees upon completion of probation. This time shall be scheduled at a time mutually agreed between the parties.

The Union shall notify the Company in writing of the amount of such dues to be deducted under this section and provide at least sixty (60) days written notice of any changes in the amounts thereof that may be directed from time to time.

Payroll deductions will not include any Union fines. Union dues will be included on the employee's T4 slip for income tax purposes.

- 3.02 Probationary, casual and temporary employees will be included in such check-off system, and shall have deducted from their pay an amount equivalent to union dues, which shall be submitted to the Union. It shall be a condition of employment with the Employer that eligible employees become members of the Union and maintain such membership while so employed. Students exempt.

- 3.03 The Union shall indemnify the Employer and hold it harmless against any and all suits, claims, demands or other forms of liability that shall arise out of or by reason of any action taken or not taken by the Employer for the purpose of complying with this provision.
- 3.04 The Employer further agrees that it will not object in any manner to any employee being or becoming a member of this Union and will not discriminate against any employee because of his membership or proposed membership in the said Union. The employees in this Union, collectively or otherwise, will not in any way interfere with, or attempt to limit the rights of any officer duly authorized to act for the Employer in its behalf.
- 3.05 The Employer and the Union agree and recognize their respective responsibilities under the Human Rights code. Both parties agree that no employee should be subjected to discrimination or harassment and agree to take such actions as necessary to assure that this purpose is achieved.
- 3.06 In the event there is a merger with another Employer, Company or Companies in which the covered employees therein are represented by another Union, the representation rights and the status quo of Local 636, IBEW members shall be maintained until a final determination is made under the Labour Relations Act of Ontario as to the proper representation of the combined group.
- 3.07 Should the Employer merge, amalgamate or combine any of its operations or functions with another Employer, Company or Companies, the Employer agrees to give the Union notice in writing at least thirty (30) days, unless legislated otherwise, prior to implementation.
- 3.08 Substance abuse is a serious medical and social problem that can affect employees, their families and fellow workers. The Employer and the Union actively promote and encourage early diagnosis and treatment that assists employees towards full rehabilitation.

4. SENIORITY

- 4.01 The seniority of any employee shall be defined as the length of continuous service in the employ of the Employer in the bargaining unit

and shall include all continuous service with the Employer from the most recent date of hire.

4.02 An employee shall lose his seniority standing and have his employment terminated upon any of the following conditions:

- a) If he voluntarily leaves his employment with the Employer.
- b) If he is discharged for just cause and is not reinstated pursuant to the grievance procedure.
- c) If he has been laid off for a period in excess of twelve (12) consecutive calendar months.
- d) If he has been laid off and fails to report for work within five (5) days after being recalled to work unless such failure to report is due to illness or other cause satisfactory to the Employer. Notice of recall shall be sent to the employee at his last known address. It shall be the responsibility of the employee to keep the Employer informed of his mailing address.
- e) If an employee is absent from work because of sickness in excess of eighteen (18) consecutive calendar months and who otherwise cannot be accommodated as may be required pursuant to clause 3.05.

4.03 Employees may be granted leave of absence in writing for legitimate cause. Employees granted such leave of absence, or employees absent for just cause, such as illness, for any period not exceeding eighteen (18) consecutive calendar months, shall continue to accumulate seniority during their absences.

4.04 Seniority lists with names, positions and dates of hire of all employees shall be maintained annually and a copy provided to the Union.

4.05 An employee who is promoted or voluntarily transfers out of and later returns to the bargaining unit shall continue to accumulate bargaining unit seniority for a period of six (6) months. The return to the bargaining unit must occur within six (6) months from the date of promotion or transfer and the Employee will return to his or her original job

classification as per Wage and Progression Schedule in the Collective Agreement.

5. JOB POSTING AND SELECTION

5.01 In cases of promotion (other than promotions to positions outside the bargaining unit) and demotion and in all cases of increase or decrease of the work force, the following factors shall govern:

- (a) Qualification (i.e., academic qualification or certification, skill, ability, experience, knowledge, training and physical fitness),
- (b) Employer seniority

It is understood that where the qualifications referred to in factor (a) above are relatively equal, factor (b) will govern. In the evaluation of factor (a), the Employer shall be the judge, subject to its obligation not to exercise such judgment in a manner that is arbitrary, discriminatory or in bad faith.

5.02 When a vacancy occurs within the bargaining unit and the Employer decides to fill the vacancy, it shall, within thirty (30) days of occurring, be advertised for at least ten (10) working days, and any employee within the department in which the vacancy exists shall have the right to apply for same at any time within the said ten (10) days. In selecting applicants, the Employer shall consider the relative seniority standing, qualifications and suitability of applicants. Before being permanently assigned to his new duties, the applicant selected may be required to pass examination applicable thereto. The job posting procedure shall apply only to the filling of the initial opening and the opening created by the move of the successful applicant.

Successful candidates selected to fill a vacancy may elect to revert to their former classification and wage rate without loss of seniority within sixty (60) days worked in the new position. Any other employee who has been promoted or transferred because of the rearrangement of positions shall also be returned to their former position and wage rate without loss of seniority.

5.03 A successful applicant will not suffer any loss of regular pay as a result of his promotion under this Article. Upon assuming his new duties, the

employee shall be paid a rate commensurate with his qualifications and experience. Upon request the Employer agrees to discuss such a rate with a union committee to consist of not more than two (2) persons. In cases where the employee's present rate exceeds that of the starting rate in the new position, his wage shall be frozen at his previous classification rate until the position's rate has been caught up.

5.04 For the purpose of this Article, a promotion shall be defined as a successful application to a classification at a higher rate than such employee's previous classification or where the classification to which the employee is successfully posted has an end rate that is higher than the employee's previous classification.

5.05 In the event the Employer desires to establish a new job classification within the bargaining unit, it shall, before proceeding, consult the Union in an attempt to establish a mutually agreeable rate of pay. In the absence of any mutual agreement, the Employer has the right to unilaterally create and establish the rate of pay for such classification, subject to the Union referring the matter to arbitration, as herein provided.

5.06 Employees will be assigned for duty with the Operations, Engineering and Administrative departments. Should a vacancy occur in a department where the employee is not assigned, he may apply for transfer to the department concerned when same is advertised.

The criteria to be used for determining the employee's selection for the advertised vacancy shall be those set out in 5.01.

6. LAY-OFF AND RECALL

6.01 In the event of layoff, the Employer shall advise the Union of the job classifications to be laid off as soon as possible before the effective day of the layoff.

6.02 Prior to lay off of regular full time employees in the bargaining unit, all students, temporary employees and co-op students shall be laid off first, provided the senior employee affected has the qualifications to perform the work required, and such persons (students etc.) will not be hired while regular employees who have the qualifications to perform the work are on lay off.

- 6.03 In the event of layoff, employees shall be laid off in the reverse order of seniority provided the Employer can retain a workforce qualified to perform the work remaining.
- 6.04 A regular full-time employee laid off may exercise their bumping rights within their job classification, provided they are bumping a regular full-time employee with less seniority and they possess the qualifications to perform the work. An employee so displaced from a classification may then exercise seniority against junior employees in other classifications provided they possess the skill, ability and qualifications to perform the work. The employee will be paid at the rate of pay for the classification that is bumped into.
- 6.05 Regular full-time employees shall be recalled in the reverse order of seniority in which they were laid off provided they possess the qualifications to perform the work. Management will send notice by registered mail to the last known address, which the employee has filed with management.
- 6.06 The union shall be notified in writing of all layoffs and recalls.
- 6.07 For the purpose of this Article, “qualifications” and “qualified” shall be understood to be defined as set out in Article 5.01(a).

7. EMPLOYEE CATEGORIES

7.01 Probationary Employees

The employer may from time to time hire employees into a particular classification and such employees shall be regarded as probationary employees for a period not exceeding six (6) months. During the said six (6) month probation period, the Employer shall have the right to terminate the employment of a probationary employee in its sole discretion and the Union agrees that there shall be no grievance or arbitration in respect of such termination. A probationary employee shall exercise no seniority rights until accepted on regular staff when seniority shall date back to date of employment. It shall be the responsibility of the Employer to assess probationary employees from time to time, and to determine whether or not probationary employees shall be retained on regular staff. As a condition of employment,

probationary employees must pass a medical examination conducted by the Employer's physician as appointed from time to time.

7.02 Casual Employees

- (a) The Employer reserves the right to hire casual employees in accordance with the following restrictions:
 - i) a casual employee may be utilized to replace a regular employee who is absent on a leave provided pursuant to the collective agreement; or
 - ii) a casual employee may be utilized for other purposes provided that such casual employee shall not be employed for a period in excess of nine (9) months in any twelve (12) month period. In no case shall there be two (2) casual employees hired back-to-back in the same classification.
- (b) In the event that the Employer wishes to hire a casual employee for a period in excess of the restriction set out in paragraph 7.02(a)(ii) above, for the purpose of carrying out a specific project or task, the parties shall meet and discuss the matter in good faith. Such requests by the Employer shall not be unreasonably denied.
- (c) A casual employee shall not benefit in any way from the terms and conditions as set forth in this collective agreement.
- (d) If a casual employee is reclassified as a regular employee he shall receive service credit for the period during which he was employed in the previous twelve (12) months.
- (e) Casual employees performing bargaining unit work shall be paid at the appropriate classification rate.
- (f) Casual employees are to be differentiated from probationary employees who are directly hired in a particular classification and who do benefit from the terms and conditions set forth, however if progression is involved, it will apply after six (6) months.

- (g) For greater certainty, a casual employee shall not have access to the grievance and arbitration process in respect of his employment or the termination of that employment.

7.03 Regular Employees

A regular employee as referred to in this agreement shall be an employee, other than a casual employee, who has completed the probationary period and has acquired seniority.

8. STRIKES AND LOCKOUTS

- 8.01 The Union agrees that during the life of this Agreement, there will be no strike, picketing, slowdown or stoppage of work, either complete or partial, and the Employer agrees that there will be no lockout.
- 8.02 The Union further agrees that it will not involve any employees of the Employer, or the Employer itself, in any dispute, which may arise between any other employer and the employees of such other employer. This shall not mean that an employee must proceed with the performance of his duties if he has reason to believe that he, his personal, or Employer property will be in jeopardy due to a labour dispute. See "LETTER OF UNDERSTANDING" Appendix "A".

9. GRIEVANCE PROCEDURE

- 9.01 For the purpose of this Agreement and subject to the provisions in Article 7.01 and 7.02, a dispute, claim or complaint which involves the interpretation, application, administration or alleged violation of a provision of this Agreement shall be a fit matter for grievance and shall be dealt with as specified below.

9.02 Step 1

- (a) An employee believing he has a grievance shall verbally present it to his immediate management supervisor within five (5) working days of the occurrence, which has given rise to the alleged grievance.
- (b) The immediate management supervisor shall verbally give his answer within five (5) working days. Failing settlement at this level,

the employee may, within five (5) working days of receiving management's answer proceed to Step 2.

9.03 Step 2

- (a) The properly authorized representative of the Union for the handling of grievances shall present the grievance in writing to the Chief Operating Officer or Chief Financial Officer within five (5) working days of the verbal answer in Step 1.
- (b) In the event that a satisfactory settlement cannot be reached within a further two (2) working days the grievance may be processed at Step 3.

9.04 Step 3

- (a) Failing settlement in Step 2, the Union reserves the right to file in writing such grievance with the President & COO within five (5) working days of receiving Management's disposition at Step 2. The President & COO shall within five (5) working days of the date on which the grievance was filed with him, meet with the appointed representatives of the Union together with whatever members of his supervisory staff he may select.
- (b) Every effort shall be made between representatives of the Union and the President & COO to arrive at a settlement.
- (c) If no settlement is reached, the President & COO shall provide his final disposition in writing within five (5) working days. If this disposition is not satisfactory to the Union it may, within a further five (5) working days refer the grievance to the process outlined in Section 9.05.

- 9.05 The Employer agrees that in the event grievances are not settled at Step 3 of the grievance procedure, the parties may mutually agree that referral to the Grievance Mediation process shall be a fifty to fifty percent (50/50%) cost sharing arrangement relating to the cost of the Grievance mediator.

9.06 Policy Grievance

Should any difference arise between the Employer and the Union as to the interpretation or alleged violation of the provisions of this Agreement affecting the Union as such and which an employee may not grieve, the Union shall have the right to file a grievance beginning at Step 3 of the grievance procedure outlined in Article 9. Such grievance shall be filed within ten (10) recognized working days from the date of the occurrence upon which the grievance is based. No such grievance shall be filed with respect to the same subject matter that is already the subject of a grievance filed by or on behalf of an employee under Article 9, nor shall any grievance be filed by or on behalf of an employee with respect to the same subject matter that is already the subject of a grievance filed by the union under this Article.

9.07.1 Management Grievance

Any grievance instituted by management may be referred in writing to the Union, and the Union and the President & COO shall meet within five (5) working days thereafter to consider the grievance. In the event that a satisfactory arrangement, decision or understanding in accordance with this Agreement cannot be arrived at within five (5) working days from the time of the first meeting with the President & COO, the grievance may, at any time within twenty (20) days thereafter, then the grievance may be referred by either party to a Board of Arbitration as provided in Article 10 of this Agreement.

- 9.08 Should an employee be required to appear before Management during any investigation or reprimand, he shall be accompanied by a grievance committeeman excepting that an employee may appear on his own, providing however that such request is made to the grievance committeeman in writing and that the Chief Operating Officer or Chief Financial Officer or Supervisor concerned is so advised by the said committeeman.

10. ARBITRATION

- 10.01 If a satisfactory settlement has not been reached within twenty (20) working days from the date of this first meeting with the Employer, the grievance may be referred by either party to a sole arbitrator as

provided in the next following articles hereof at any time within fifteen (15) working days thereafter, but not later.

- 10.02 Within five (5) working days of the request by either party for a Sole Arbitrator, each party shall notify the other of a list of a maximum of three (3) Sole Arbitrators.
- 10.03 The party receiving the notice shall, within five (5) working days advise the other party of its acceptance of one of the three (3) Arbitrators or alternatively, supply a list of three (3) other Arbitrators.
- 10.04 At this time both parties will attempt to come to an agreement on selecting a Sole Arbitrator.
- 10.05 In the event that the parties are unable to agree on a Sole Arbitrator within five (5) working days from the receipt of the second list of Arbitrators as may be provided under article 10.03, the Minister of Labour for Ontario shall be asked to appoint an Arbitrator.
- 10.06 The Sole Arbitrator shall not have any power to alter or change any of the provisions of this Agreement or to substitute any new provisions for any existing provisions nor to give any decision inconsistent with the terms and provisions of this Agreement. The decision of the Sole Arbitrator shall be final and binding upon the parties and upon any employee affected by it.
- 10.07 Each of the parties to this Agreement will bear the expenses of the arbitrator appointed by it, and the parties will jointly bear the expenses.
- 10.08 No person shall be selected as arbitrator who has been directly involved in attempts to negotiate or settle the grievance.

11. HOURS OF WORK

- 11.01 Nothing in this agreement shall be construed as a guarantee of hours of work per week or per day, or of days of work per week.

11.02 The following hours of work will apply:

- (a) Lineman Lead hand, Lineman, Utilityperson and Field Representative hours of work will be five (5) eight (8) hour workdays, Monday through Friday, which will be from 7:30 AM to 3:30 PM, with twenty (20) minutes paid lunch at the job site each day.
- (b) Groundskeeper and Purchasing Agent & Storeskeeper hours of work will be five (5) eight (8) hour workdays, Monday through Friday, which will be from 7:30 AM to 4:00 PM with thirty (30) minutes unpaid time for lunch.
- (c) All other hourly-rated, non-shift Operations Department employees, including Operations Coordinator and Engineering staff, will be five (5) eight (8) hour workdays, Monday through Friday, which will be from 7:30 AM to 4:30 PM, with one (1) hour off for lunch each day.

11.03 (a) The hours of work for the Administrative employees shall be thirty-five (35) hours per week, seven (7) hours per day, Monday through Friday inclusive, arranged between 8:30 A.M. and 4:30 P.M. with one (1) hour off for lunch each day.

- (b) The hours of work for the Accounting and Billing Clerks shall be forty (40) hours per week, Monday through Friday inclusive, arranged between 7:30 A.M. and 4:30 P.M., with one (1) hour off for lunch each day. Employees to have option for a thirty (30) minute unpaid lunch with hours of work 8:00 AM to 4:30 PM, Monday to Friday.

11.04 Employees absenting themselves from duty without just cause for any reason other than verified sickness and without the permission of management will be subject to just and equitable disciplinary action up to and including discharge.

11.05 An employee shall be granted two (2) fifteen (15) minute rest periods each work day, one (1) in the morning and one (1) in the afternoon, at times designated by his Supervisor.

12. OVERTIME

12.01 Overtime Payment

- (a) Employees required to work overtime outside of their normal working hours as defined in Article 11, shall be paid at double their regular rate for all hours worked. Such payment on recognized holidays shall be in addition to recognized holiday compensation.
- (b) When employees are required to remain on duty after the end of the normal working day, they shall be paid at double their regular rate until relieved.

12.02 Minimum Overtime

- (a) Employees called out outside their regular scheduled hours of work shall be paid a minimum of two (2) hours pay at double time or the actual time worked at double time, whichever is the greater.
- (b) Only one call per employee will be paid within the two (2) hour period.
- (c) For the purpose of Article 12.02(a), an employee shall not be considered to have been "called out" in cases where:
 - i. the employee is required to work overtime at the conclusion of his or her regularly scheduled shift; or
 - ii. the employee is required to work overtime during the two hour period prior to his or her regularly scheduled shift.

12.03 Overtime on Recognized Holidays, Saturdays and Sundays

Employees required for emergency or special duty on any of the recognized holidays named in Article 15 hereof or on Saturdays or Sundays shall be paid at double the regular rates of pay. Such payment on recognized holidays shall be in addition to their recognized holiday compensation.

12.04 Distribution of Overtime

- (a) Whenever, reasonably practicable, the opportunity for overtime shall be distributed on a rotational basis based on total overtime hours worked in each calendar year among the employees normally performing the work for which the overtime is being paid. This will not apply where the continuity of work is involved and in no event will this clause be construed to mean equalization of overtime.
- (b) For the purpose of this rotation, an employee shall be credited for all overtime opportunities offered and not only those actually worked. Inequities which occur may be corrected by scheduling further overtime opportunities and in no case will an employee who has been passed over be entitled to pay for time not worked.

12.05 When employees are required for overtime, they shall not be laid off during regular working hours to absorb such overtime. Without permission, no employees having been granted overtime shall fail to appear for work during normal working hours.

12.06 If an employee works more than four (4) cumulative hours within the eight (8) hour period prior to his/her shift, he/she will be entitled to a rest period of up to eight (8) hours' time. If the rest period overlaps with normal working hours, the employee will be paid the overlap time at regular rates.

13. STANDBY TROUBLE DUTY

13.01 All qualified employees shall be assigned, on a rotating basis, standby trouble duty as described in this Article. An employee assigned standby duties is responsible for ensuring that all calls received are responded to by telephone immediately and that they arrive at the site within thirty (30) minutes, driving safely and obeying all traffic laws. Any employee failing to meet his or her responsibility under this provision for reasons outside his or her control shall not be subject to discipline.

13.02 Service and trouble calls received after normal working hours and on Saturdays, Sundays and recognized holidays will be referred to an employee having the necessary skill, ability and qualifications required

for that duty. The Chief Operating Officer or his delegate will assign whatever number of qualified employees is deemed necessary to a pool for this assignment. Employees so assigned will take turns of seven (7) days in rotation with other employees in the pool.

- 13.03 Employees assigned to the pool for after-hour trouble duty shall receive compensation as follows:

Thirty dollars (\$30.00) per weeknight, fifty dollars (\$50.00) per day on Saturday, Sunday, Holidays.

The Employer will give thirty (30) days' notice to discontinue or reinstate designation for on call duty.

- 13.04 An employee who is called out will receive a minimum guarantee as per Article 12.02. If further calls take place during that period covered by the minimum guarantee, there will not be a further minimum guarantee on such call.

14. SHIFT WORK

- 14.01 A shift differential per hour shall apply to the afternoon shift and night shift as follows:

- seventy-five cents (75 ¢) for afternoon shift
- eighty-five cents (85 ¢) for night shift

It is understood and agreed that the shift differential is to be paid only for hours worked and it shall not be used in computing any overtime premium.

- 14.02 It is understood that the Employer shall have the right to schedule a night shift to operate from 4:00 P.M. to Midnight, or between such other hours as the Employer in its discretion may deem advisable. Where such a night shift is established the provisions of Article 13 shall not apply to night work.

15. RECOGNIZED HOLIDAYS

- 15.01 Employees will, on a guarantee basis, be paid a normal days' time for the fourteen (14) recognized holidays designated herein. Should such a holiday fall on a Saturday or a Sunday, and the Municipal Council or other government authority does not declare the observance of such holiday on another day and in lieu of the same, such holiday shall still be paid for as above.
- 15.02 In order to qualify for payment for any of the said recognized holidays, the employee must work as scheduled or assigned both his last regularly scheduled workday prior to and his regularly scheduled workday following the holiday, unless he is prevented from doing so by reason of his sustaining a compensable injury as defined under the Workplace Safety and Insurance Act or by reason of his illness as established by a physician or with the permission of the employee's direct Supervisor or Manager.
- 15.03 Compensation to shift employees will be based upon the normal day on which the recognized holidays occur.
- 15.04 The following fourteen (14) holidays are recognized in this agreement:
- | | |
|--|------------------|
| New Year's Day | Good Friday |
| Easter Monday | Victoria Day |
| Canada Day | Civic Holiday |
| Labour Day | Thanksgiving Day |
| Last Working Day Preceding Christmas Day | |
| Christmas Day | Boxing Day |
- Three (3) floater days per year, with the prior permission of his Supervisor.
- 15.05 For Shift employees, the last working day preceding Christmas shall be deemed to be December 24th.

16. VACATIONS

- 16.01 Employees covered by this agreement shall be entitled to vacation with full pay on the following basis:

- (a) After completion of one (1) year of service, two (2) weeks' vacation.
- (b) After completion of three (3) or more years of service, three (3) weeks' vacation.
- (c) After completion of eight (8) or more years of service, four (4) weeks' vacation.
- (d) After completion of sixteen (16) or more years of service, five (5) weeks' vacation.
- (e) After completion of twenty-five (25) or more years of service, six (6) weeks' vacation.

For employees working thirty-five hour weeks, each week of vacation is defined as thirty-five (35) hours (5 days times 7 hours per day).

For employees working forty-hour weeks, each week of vacation is defined as forty (40) hours (5 days times 8 hours per day or 4 days times 10 hours per day).

- 16.02 When a recognized holiday occurs during an employee's vacation period (Article 15), he will be entitled to one (1) extra day off duty.
- 16.03 The Employer reserves the right to grant time off for such an extra day at its convenience and not necessarily during the employee's vacation period. Such time off must be taken by the employee's anniversary date of each year unless otherwise agreed.
- 16.04 Since the Employer is responsible for maintaining continuous electric service to the City, vacation periods shall be arranged at the discretion of the Employer. A list for the purpose of vacation periods will be posted and each employee will indicate his preferred vacation periods on said list not later than April 15th of each year and employees will be governed by such lists in planning their vacations. The Employer reserves the right to make revisions to such lists in the event of sickness or any emergency that may interfere with the operation of the plants or system.

- 16.05 While recognizing that the scheduling of vacation is management's prerogative, the Employer will endeavour to grant vacations when requested, providing this does not impede the efficient operation of the Employer's business.
- 16.06 All vacations must be taken within the twelve (12) month period following the employee's anniversary date and no allowance may be carried forward as a credit in the following twelve (12) month period.
- 16.07 Should an employee leave the service of Employer, he shall receive payment for his accrued vacation earned but not taken.

17. SICK LEAVE

- 17.01 The Employer's sick leave plan for regular employees is designed to provide a continuation of earnings should he be prevented from performing the duties of his occupation because of illness or injury.

The cost of a note or letter by a medical doctor requested by the Employer shall be at the expense of the Employer.

- 17.02 In order to be entitled to sick leave under this provision, the following shall apply:
- (a) For absences of five (5) working days or more, an employee shall submit a written verification of illness from a qualified medical practitioner.
 - (b) For absences of three (3) working days or more, the Employer may in its discretion require such verification.
 - (c) For absences of two (2) working days or less, verification of illness as set out above is not required.
- 17.03 Sick leave shall accumulate at the rate of two (2) working days each month of work actually performed accumulative to a maximum of two hundred and forty eight (248) working days at full pay.
- 17.04 An employee shall not be entitled to any payment under the provisions of this Article for illness or injury arising from, or sustained while performing work for hire for others.

- 17.05 Cumulated past sick leave credits shall be determined as of January 1, in each year.
- 17.06 Whenever sick leave is used, credits shall be reduced accordingly.
- 17.07 In the event that an employee who has received sick leave grants for absence due to an accident involving a third party, subsequently recovers loss of wages from the third party, he shall repay such sick leave grants to the Employer and shall be credited with sick days used.
- 17.08 In the event an employee being injured during the course of employment for an employer other than the Employer, it is understood that the employee will not be entitled to sick leave and any claim initiated under the Workplace Safety and Insurance Act as a result of such injury shall be made in respect of the third party employer only.
- 17.09 The sickness allowance shall be based upon the number of hours in an employee's normal working week. Should the extent of the normal week be changed at any time, the revised number of hours per week will serve as the basis of calculating this allowance.

18. LONG TERM DISABILITY

- 18.01 The Employer will pay one hundred percent (100%) of premium costs for a long term disability plan which pays seventy percent (70%) of wages; until age sixty-five (65) or death or retirement or return to work, whichever comes first, with an elimination period of one hundred and twenty (120) consecutive calendar days, to a monthly maximum of three thousand and five hundred dollars (\$3,500.00).

It is understood that the disability plan is subject to restrictions contained within the insurance policy and are not subject to this agreement and are not subject to the grievance and arbitration procedure. However, the Employer guarantees that the plan that it purchases shall provide benefits at the level comparable to that currently enjoyed by employees and the issue of level of coverage may be the subject of a policy grievance. In that regard and for this purpose, remedies affecting individual employees as a result of a failure to provide the level of coverage may be the subject of a policy grievance.

19. WORKPLACE SAFETY AND INSURANCE COMPENSATION

- 19.01 Any employee absent from work as a result of injuries suffered while on duty and who is receiving compensation under the Workplace Safety and Insurance Compensation Act will receive from the Employer the difference between the amount of compensation he is receiving from the said board and the income that he would have earned less income tax deductions.

It is understood that under no circumstances shall an employee receive more remuneration under the above provision than had he or she not been on compensation.

Each case will be reviewed on an individual basis to ensure earnings equal that of full time employment.

The Employer will purchase any past service OMERS prior to waiver of premiums.

- 19.02 The Employer shall provide the employee with a copy of the employer's report of injury or disease (Form 7) when submitting same to the Workplace Safety and Insurance Compensation.

20. GROUP HEALTH INSURANCE PLANS

- 20.01 The Employer agrees to pay one hundred percent (100%) of the premium cost of the following plans for each employee and his eligible dependents thereunder:

- (a) Ward Coverage Only
- (b) Extended Health Care Plan, providing prescription drugs only. Generic substitutions for prescriptions unless specifically ordered by physician.

One dollar (\$1.00) deductible for each prescription
Eight dollars (\$8.00) dispensing fee cap on drugs
- (c) Dental Plan at current O.D.A. fee schedule – recall visits once every nine (9) months

Rider 2 (Dentures) Fifty percent (50%) co-payment – zero dollars (\$0) maximum

Rider 3 (Orthodontics) Fifty percent (50%) co-payment, two thousand and five hundred dollars (\$2,500) lifetime maximum

Rider 4 – Major Restorative (Crowns and bridges) Fifty percent (50%) co-payment, maximum one thousand and five hundred dollars (\$1,500) per person per year

- (d) A Vision Care Plan providing as follows:

Combined total of three hundred and fifty dollars (\$350.00) every twenty-four (24) months, including laser surgery and contact lenses. In addition, effective May 1, 2013, the addition of one eye examination every twenty-four (24) months to a maximum cost of seventy-five (\$75.00) dollars.

- (e) Provide all health benefits in the collective agreement for retirees on OMERS pension and surviving spouses only up to age sixty-five (65).

The Employer agrees to pay all current health benefits for all regular employees for eighteen (18) months of absence from work.

- (f) Out of Province coverage.

- (g) Coverage for eligible dependents up to age twenty-five (25) provided dependent is enrolled in post-secondary education such as college or university programs.

- (h) Provide Chiropractic, Physiotherapy, Massage Therapy to a combined maximum of six hundred dollars (\$600.00) per year, effective May 1, 2011.

- (i) An annual two hundred dollar (\$200.00) in a Health Care Spending Account per family member will be established as per the Company's Health Care Provider.

It is understood that the benefit plans are subject to restrictions contained within the insurance policy and are not subject to this agreement and are not subject to this agreement and are not subject to

the grievance and arbitration procedure. However, the Employer guarantees that the plan that it purchases shall provide benefits at the level comparable to that currently enjoyed by employees and the issue of level of coverage may be the subject of a policy grievance. In that regard and for this purpose, remedies affecting individual employees as a result of a failure to provide the level of coverage may be the subject of a policy grievance.

21. PENSION PLAN

- 21.01 All employees eligible for OMERS coverage shall participate in the Ontario Municipal Employees Retirement System on an equal basis with the Employer.
- 21.02 In the event a regular employee is absent from duty due to illness or injury, the Employer will undertake to continue its payment into the pension and insurance plan on behalf of such employee, provided the employee maintains his usual payments. This provision is subject to the terms and conditions of the plans mentioned herein.

22. LIFE INSURANCE PLAN

- 22.01 The Employer will provide life insurance coverage for each employee based on one hundred and fifty percent (150%) of annual base earnings rounded upward to the nearest thousand dollars. Any options for additional term insurance, if available, are at the Employee's expense, see plan booklet for details.

It is understood that the life insurance plan is subject to restrictions contained within the insurance policy and are not subject to this agreement and are not subject to the grievance and arbitration procedure. However, the Employer guarantees that the plan that it purchases shall provide benefits at the level comparable to that currently enjoyed by employees and the issue of level of coverage may be the subject of a policy grievance. In that regard and for this purpose, remedies affecting individual employees as a result of a failure to provide the level of coverage may be the subject of a policy grievance.

23. LEAVE OF ABSENCE

23.01 General

Leave of absence without pay for any period of up to one (1) week may be granted by the Chief Operating Officer or Chief Financial Officer. When leave of absence in excess of one (1) week is desired by an employee, the Supervisor will submit the application to the President & COO.

23.02 Union Business

- (a) Employees who are selected by the Union to serve as accredited delegates to Union conventions or seminars shall receive leave of absence without pay for this purpose, provided, at least two (2) weeks in advance, the Employer is given written request from the Unit Chairman. Designated Union officers may after reasonable notice to his supervisor, be released without pay to attend to local Union business. Such request shall not be unreasonably denied.
- (b) The Employer will pay fifty percent (50%) of the employee's lost-time wages for the purpose of negotiating the collective agreement. This shall apply only for two-party negotiations up to, but not inclusive of, conciliations. The wages will be calculated from the time the negotiations start till the meeting has been adjourned.

23.03 Bereavement Leave

- (a) In the event of death of an employee's spouse, common law spouse, son, daughter, mother or father, the employee will be granted a leave of absence for a reasonable time and will be reimbursed for time necessarily lost from work up to a maximum of five (5) consecutive working days. Such allowance will only be made where circumstances require the employee's absence from work for the purpose of bereavement responsibilities.
- (b) In the event of death of an employee's mother-in-law, father-in-law, step-father, step-mother, brother, sister, step-son, step-daughter, grandparent or grandchild, the employee will

be granted a leave of absence for a reasonable time and will be reimbursed for time necessarily lost from work up to a maximum of three (3) consecutive working days. Such allowance will only be made where circumstances require the employee's absence from work for the purpose of bereavement responsibilities.

- (c) In the event of death of an employee's brother-in-law or sister-in-law, son-in-law, daughter-in-law, grandparent-in-law, aunt, uncle, niece or nephew, the employee will be granted a leave of absence for a maximum of one (1) day and will be reimbursed for time necessarily lost from work on such day, provided that the employee's absence from work is for the purpose of attending the funeral.
- (d) In the event of an employee being required to perform Pall Bearing duties, the employee will be granted one (1) day leave of absence with pay.

23.04 Jury Duty

The Employer will pay an employee, who is required to serve on a jury or who is subpoenaed by the Crown as a witness in a Court proceeding, the difference between his normal base pay and the amount of compensation received for such service. In the event an employee is subpoenaed by a party other than the Crown, the Employer shall exercise its reasonable judgment in determining whether wages shall be paid to such employee. The employee will present proof of service and proof of the amount of pay received.

- 23.05 Pregnancy, Parental and Adoption Leave shall be granted in accordance with The Employment Standards Act of Ontario.

24. **ALLOWANCES**

24.01 Meal Allowance

- (a) The intent of the provision is to generally set forth a meal policy. It is also recognized there must be flexibility in the providing of meals in the event of unusual or other circumstances.

- (b) An employee will be entitled to a meal, if required to work at the end of his normal working day for two (2) consecutive hours or more.
- (c) If on unscheduled after hours work, an employee will be entitled to a meal, if required to work four (4) consecutive hours or more.
- (d) If on scheduled after hours work, an employee will be entitled to a meal, if required to work five (5) consecutive hours or more.
- (e) Receipts will be required for all meals.
- (f) Time spent eating a meal will not be paid.

24.02 Clothing and Footwear Allowance

Regular employees shall be reimbursed annually for the purchase of safety footwear as follows:

Lineman, Utilityman, Field Representative:

One hundred and seventy dollars (\$170.00)

Meter Technician, Groundskeeper, Engineering Technician, Purchasing Agent & Storeskeeper, Operations Coordinator:

One hundred and fifty dollars (\$150.00)

Allowances will be paid in February for a particular calendar year and will only be paid to employees on payroll at time of payment.

24.03 Special Meetings and Courses

In the event that the Employer shall require an employee to attend electric association meetings, or special courses of instruction, then such employee shall be paid for all time lost from his normal hours of work while so doing at his straight time rate and the Employer will reimburse the employee for all expenses necessarily incurred in connection therewith. It is understood and agreed that provision of this Agreement relating to overtime work shall not apply to time so spent.

Nothing in the above items shall be deemed to grant the Employer the right to require employees to partake of such activities in other than their normal working hours.

25. SAFETY

- 25.01 A joint Union-Management Safety Committee will be established and will meet as often as the parties shall mutually agree in order to further cooperation in the promotion of safety and health.
- 25.02 All work shall be carried out as per The Occupational Health and Safety Act/Regulations for construction projects and as per Electrical Utility Safety Association.
- 25.03 The Employer will maintain an adequate supply of protective equipment for use against live equipment. This equipment is supplied on the understanding that it will be properly used for the protection of all employees engaged in hazardous duties.

26. EQUIPMENT SUPPLIED BY EMPLOYER

- 26.01 The Employer will supply employees in the different classifications with the following equipment:
- (a) Lineman, Lineman Lead Hand, Utilityman
 - Eye protection
 - Gloves
 - Hard hat
 - Spurs
 - Rubber gloves with leather covers
 - Lineman's belt
 - (b) Field Representative, Meter Technician
 - Eye protection
 - Gloves
 - Hard hat
 - Rubber gloves with leather covers
 - (c) Engineering Technician, Groundskeeper, Purchasing Agent & Storekeeper
 - Gloves
 - Hard hat

26.02 Small Tools

Small hand tools will be supplied as follows, to those requiring same in the normal performance of their duties:

1. Skinner knife
2. Crescent wrench
3. Pliers
4. Screw Drivers
5. Wooden rule
6. Channel lock pliers

26.03 The Employer reserves the right to withdraw this privilege in instances where an employee has lost such hand tools.

26.04 Employees will also be supplied with rubber coats and rubber boots when they are required to perform work out-of-doors during inclement weather.

26.05 Ear protection will be provided when required.

26.06 The Employer will supply prescription safety glasses for those that require them for their work and as per appropriate safety regulations, with a limit of one (1) pair every twenty-four (24) months, to a maximum payable as prescribed through current benefit program.

26.07 Employees will be required to give the Storekeeper a receipt for any equipment or clothing issued to them and will be acquainted with the cost of same. Any unreasonable damage or abuse suffered by the equipment or clothing as the result of the employee's carelessness or neglect will be charged against the employee. All equipment and clothing issued pursuant to this paragraph shall be used by the employee solely when performing work authorized by the Employer.

27. GENERAL

27.01 Pay Days

The Employer will issue pay cheques to employees on a bi-weekly basis. When the payday so designated falls upon a recognized holiday, pay cheques will be issued on the day preceding. All employees'

remuneration for work performed will be deposited directly into employees' bank accounts bi-weekly, effective May 1, 2012.

27.02 Inclement Weather

When on any day, in the opinion of Management, inclement weather prevents outside work, such time shall be used to repair tools, talks on safety or any work as directed by Management.

27.03 (a) Narcotics

Without restricting the right of the Employer to discharge or discipline employees for just cause, it is understood that any employee being under the influence of narcotics, or in possession of such, either while on duty or while on the premises of the Employer, will be subject to just and equitable disciplinary action up to and including discharge.

(b) Alcohol

Without restricting the right of the Employer to discharge or discipline employees for just cause, it is understood that any employee being under the influence of alcohol, or in possession of such, either while on duty or while on the premises of the Employer, will be subject to discharge.

27.04 Driving License

Employees whose routine duties require them to drive Employer-owned vehicles will be required to furnish such Ontario license as required by law and keep it renewed at their own expense. If required by the Employer, the cost of "A" and "DZ" endorsement for driver's license will be at the expense of the Employer.

27.05 The Employer agrees to grant time off to employees who are required to take a medical examination for the purpose of obtaining such a license and further agrees to bear the costs of such medical examination. Time spent for the medical examination shall be applied to the employee's sick time.

27.06 Gender

References to the male gender in this agreement shall be deemed to be references to the female gender and vice versa. References to the singular shall be deemed to be references to the plural as the meaning may require and vice versa.

28. WAGES AND CLASSIFICATIONS

28.01 Progressions

In classifications where a progression system applies, each year's progression shall not be automatic, but shall be based on skill, ability, qualifications and the successful completion of applicable courses and training.

If the progression is withheld, management shall notify the employee and give reason for it being withheld.

Routine progression shall not be delayed beyond six (6) months.

At the end of this period, the employee's progress and general performance shall again be reviewed and if found satisfactory, the employee shall be granted routine progression. If an employee's progress and general performance is not satisfactory, he shall be transferred, dismissed or may be frozen at his present position. However, none of the aforementioned applies to the first six (6) months in the position.

28.02 Subject to the above, apprentices shall progress to the journeyman level without interruption.

28.03 Temporary Lead Hand

An employee who is temporarily assigned by the Employer to act as Lead Hand will be paid 7.5% above his or her current rate for the entire period of such temporary assigned provided that:

- (a) the period of the assignment is for a period of four (4) consecutive hours or more, and

- (b) (i) the employee is assigned to be in charge of a crew of at least three (3) employees of the Employer (including the employee so assigned); or
- (ii) the employee is assigned to be in charge of a crew of at least two (2) employees of the Employer (including the employee so assigned) as well as one or more staff members of outside agencies or contractors performing work for the Employer.

It is understood and agreed that an employee will not qualify for payment pursuant to Article 28.03(b) of this clause where the employee is assigned to be in charge of staff members of outside agencies or contractors as part of the regular duties and responsibilities of that employee.

28.04 Temporary Transfers

- (a) When it becomes necessary to transfer an employee to a position carrying a higher rate of pay for a period of four (4) consecutive hours or more, such an employee shall receive the higher rate of pay retroactive while performing that work, provided they possess the skill, ability and qualifications to perform the work.
- (b) The Employer may temporarily assign an employee to a lower rated classification by reason of volume of work, emergency or for training or instruction purposes. Such temporary assignment shall in no way affect the employee's rate of pay.

WAGE AND PROGRESSION SCHEDULE **MAY 1, 2014 – APRIL 30, 2017**

40 HOUR WEEK

<u>LINEMAN/UTILITYMAN</u>		<u>30-Apr-14</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>			
1st year	1st 6 Months	\$23.98	\$24.40	\$24.83	\$25.27			
	2nd 6 Months	\$26.32	\$26.79	\$27.26	\$27.74			
2nd year	1st 6 Months	\$27.60	\$28.09	\$28.59	\$29.10			
	2nd 6 Months	\$28.99	\$29.50	\$30.02	\$30.55			
AFTER COMPLETION OF	2nd year	\$30.41	\$30.95	\$31.50	\$32.06			
AFTER COMPLETION OF	3rd year	\$31.87	\$32.43	\$33.00	\$33.58			
AFTER COMPLETION OF	4th year	\$33.46	\$34.05	\$34.65	\$35.26			
AFTER COMPLETION OF	Red Seal	\$36.78	\$37.43	\$38.09	\$38.76			

<u>FIELD REPRESENTATIVE/ METER TECHNICIAN</u>		<u>Employed Prior to May 1, 2014</u>				<u>Employed after May 1, 2014</u>		
		<u>30-Apr-14</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>
1st year	1st 6 Months	\$21.54	\$21.81	\$22.09	\$22.37	\$20.87	\$21.24	\$21.62
	2nd 6 Months	\$23.67	\$23.97	\$24.27	\$24.58	\$22.94	\$23.35	\$23.76
2nd year	1st 6 Months	\$24.87	\$25.19	\$25.51	\$25.83	\$24.10	\$24.53	\$24.96
	2nd 6 Months	\$26.15	\$26.48	\$26.82	\$27.16	\$25.34	\$25.79	\$26.25
After Completion of	2nd year	\$27.43	\$27.78	\$28.13	\$28.49	\$26.58	\$27.05	\$27.53
After Completion of	3rd year	\$28.79	\$29.15	\$29.52	\$29.89	\$27.89	\$28.38	\$28.88
After Completion of	4th year	\$30.21	\$30.59	\$30.98	\$31.37	\$29.28	\$29.80	\$30.33
After Completion of	5th year	\$33.21	\$33.63	\$34.06	\$34.49	\$32.18	\$32.75	\$33.33
		Lump sum as defined*				No lump sum		

<u>ENGINEERING TECHNICIAN</u>		<u>30-Apr-14</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>			
1st year	1st 6 Months	\$20.51	\$20.87	\$21.24	\$21.62			
	2nd 6 Months	\$22.57	\$22.97	\$23.38	\$23.79			
2nd year	1st 6 Months	\$23.69	\$24.11	\$24.54	\$24.97			
	2nd 6 Months	\$24.45	\$24.88	\$25.32	\$25.77			
After Completion of	2nd year	\$26.10	\$26.56	\$27.03	\$27.51			
After Completion of	3rd year	\$28.72	\$29.23	\$29.75	\$30.28			
After Completion of	4th year	\$31.49	\$32.05	\$32.62	\$33.20			

<u>PURCHASING AGENT & STORESKEEPER</u>		<u>30-Apr-14</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>			
1st year	1st 6 Months	\$20.51	\$20.87	\$21.24	\$21.62			
	2nd 6 Months	\$22.57	\$22.97	\$23.38	\$23.79			
2nd year	1st 6 Months	\$23.69	\$24.11	\$24.54	\$24.97			
	2nd 6 Months	\$24.45	\$24.88	\$25.32	\$25.77			
After Completion of	2nd year	\$26.10	\$26.56	\$27.03	\$27.51			
After Completion of	3rd year	\$28.72	\$29.23	\$29.75	\$30.28			

<u>BILLINGS & CUSTOMER SERVICE</u>								
<u>CO-ORDINATOR</u>		<u>30-Apr-14</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>			
1st year	1st 6 Months	\$21.88	\$22.16	\$22.44	\$22.73			
	2nd 6 Months	\$24.09	\$24.40	\$24.71	\$25.02			
2nd year	1st 6 Months	\$25.32	\$25.64	\$25.97	\$26.30			
	2nd 6 Months	\$26.59	\$26.93	\$27.27	\$27.62			
After Completion of	2nd year	\$27.91	\$28.27	\$28.63	\$28.99			
After Completion of	3rd year	\$30.71	\$31.10	\$31.49	\$31.89			
		Lump sum as defined*						

<u>ACCOUNTING CLERK</u>		Employed Prior to May 1, 2014				Employed after May 1, 2014		
		<u>30-Apr-14</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>
1st year	1st 6 Months	\$20.51	\$20.77	\$21.03	\$21.30	\$19.39	\$19.73	\$20.08
	2nd 6 Months	\$22.57	\$22.86	\$23.15	\$23.44	\$21.34	\$21.72	\$22.11
2nd year	1st 6 Months	\$23.69	\$23.99	\$24.29	\$24.60	\$22.40	\$22.80	\$23.20
	2nd 6 Months	\$24.45	\$24.76	\$25.07	\$25.39	\$23.11	\$23.52	\$23.94
After Completion of	2nd year	\$26.10	\$26.43	\$26.77	\$27.11	\$24.68	\$25.12	\$25.56
After Completion of	3rd year	\$28.72	\$29.08	\$29.45	\$29.82	\$27.15	\$27.63	\$28.12
		Lump sum as defined*				No lump sum		

<u>ACCOUNTS PAYABLE CLERK</u>		Employed Prior to May 1, 2014				Employed after May 1, 2014		
		<u>30-Apr-14</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>
1st year	1st 6 Months	\$18.93	\$19.17	\$19.41	\$19.66	\$17.44	\$17.75	\$18.07
	2nd 6 Months	\$20.86	\$21.13	\$21.40	\$21.67	\$19.22	\$19.56	\$19.91
2nd year	1st 6 Months	\$21.91	\$22.19	\$22.47	\$22.76	\$20.18	\$20.54	\$20.90
	2nd 6 Months	\$23.01	\$23.30	\$23.60	\$23.90	\$21.20	\$21.58	\$21.96
After Completion of	2nd year	\$24.15	\$24.46	\$24.77	\$25.08	\$22.25	\$22.64	\$23.04
After Completion of	3rd year	\$26.58	\$26.92	\$27.26	\$27.61	\$24.49	\$24.92	\$25.36
		Lump sum as defined*				No lump sum		

<u>OPERATIONS COORDINATOR</u>		Employed Prior to May 1, 2014				Employed after May 1, 2014		
		<u>30-Apr-14</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>
1st year	1st 6 Months	\$20.60	\$20.86	\$21.13	\$21.40	\$20.20	\$20.56	\$20.92
	2nd 6 Months	\$22.66	\$22.95	\$23.24	\$23.54	\$22.22	\$22.61	\$23.01
2nd year	1st 6 Months	\$23.80	\$24.10	\$24.41	\$24.72	\$23.34	\$23.75	\$24.17
	2nd 6 Months	\$25.00	\$25.32	\$25.64	\$25.97	\$24.52	\$24.95	\$25.39
After Completion of	2nd year	\$26.23	\$26.56	\$26.90	\$27.24	\$25.72	\$26.18	\$26.64
After Completion of	3rd year	\$28.86	\$29.23	\$29.60	\$29.98	\$28.30	\$28.80	\$29.31
		Lump sum as defined*				No lump sum		

<u>GROUNDS KEEPER</u>		Employed after May 1, 2014						
		<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>				
1st year	1st 6 Months	\$15.14	\$15.41	\$15.68				
	2nd 6 Months	\$16.65	\$16.95	\$17.25				
After Completion of	1st year	\$17.49	\$17.80	\$18.12				
After Completion of	2nd year	\$19.23	\$19.57	\$19.92				
<u>CARETAKER</u>		<u>30-Apr-14</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>			
1st year	1st 6 Months	\$14.25	\$14.43	\$14.62	\$14.81			
	2nd 6 Months	\$15.63	\$15.83	\$16.03	\$16.24			
After Completion of	1st year	\$16.41	\$16.62	\$16.83	\$17.05			
After Completion of	2nd year	\$18.58	\$18.82	\$19.06	\$19.30			

35 HOUR WEEK

<u>CUSTOMER SERVICE CLERK</u>		Employed Prior to May 1, 2014				Employed after May 1, 2014		
		<u>30-Apr-14</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>
1st year	1st 6 Months	\$18.93	\$19.17	\$19.41	\$19.66	\$17.65	\$17.96	\$18.28
	2nd 6 Months	\$20.86	\$21.13	\$21.40	\$21.67	\$19.44	\$19.79	\$20.14
2nd year	1st 6 Months	\$21.91	\$22.19	\$22.47	\$22.76	\$20.42	\$20.78	\$21.15
	2nd 6 Months	\$23.01	\$23.30	\$23.60	\$23.90	\$21.44	\$21.82	\$22.21
After Completion of	2nd year	\$24.15	\$24.46	\$24.77	\$25.08	\$22.51	\$22.91	\$23.32
After Completion of	3rd year	\$26.58	\$26.92	\$27.26	\$27.61	\$24.77	\$25.21	\$25.66
		Lump sum as defined*				No lump sum		

<u>CASUAL EMPLOYEES</u>		<u>30-Apr-14</u>	<u>1-May-14</u>	<u>1-May-15</u>	<u>1-May-16</u>			
1st year	1st 6 Months	\$15.11	\$15.30	\$15.50	\$15.70			

* LUMP SUM DEFINITION: During the first pay period in June of Year 1, 2, and 3 in the contract, a lump sum is paid. The lump sum will equal to 0.5% of hourly rate as of April 30, 2014 (2015 for year 2, 2016 for year 3) multiplied by 1820 hours for 35 hour work week and 2080 for 40 hour work week.

29. DURATION

29.01 This Agreement when signed by the Chairman and President & COO for the Employer and duly authorized officers of the Union, shall come into effect as of the 1st day of May, 2011 and shall remain in effect to and including the 30th day of April, 2014, and shall continue in full force and effect from year to year thereafter unless notice in writing of termination or of intention to amend this Agreement shall be given by either party not more than ninety (90) days and not less than thirty (30) days before the date of its termination.

30. CONTRACTING OUT

No employee shall be laid off as a result of contracting out of work provided they are willing and have the necessary skill, ability and qualifications to perform available alternate duties.

IN WITNESS WHEREOF we have attached the corporate seals of our organizations and the hands of our proper officers.

St. Thomas Energy Inc.
Ascent Energy Services Inc.

Local Union 636 of the IBEW
A.F. of L., C.I.O., C.L.C.

DATED this 7th day of July, 2014 at St. Thomas, Ontario

Originals signed by:

For the Company

Larry Martin
Gary Tobin
Glen Farrow

For the Union

Barry Brown
Brian Manninger
Brad Ross
Bryan Donaldson
Mary Lou Gordon

APPENDIX "A"

**PROCEDURE TO BE USED BY
ST. THOMAS ENERGY INC.
&
ASCENT ENERGY SERVICES INC.
EMPLOYEES
WHEN CROSSING PICKET LINES
TO CONDUCT EMPLOYERS' BUSINESS**

1. The employee shall call his/her Supervisor for instructions if the employee or Employer is unaware that a strike/lockout has started and there is a need to conduct Employer business at that company site.
2. If, as a result of procedure # 1, or if the employee is aware that a strike/lockout has started and is required to cross the picket line. The employee will:
 - (a) contact the picket captain
 - (b) identify him/herself as an employee of the Employer
 - (c) identify the job to be done
 - (d) estimate the length of time the job is expected to take until completion
 - (e) identify any health and safety concerns should the job not be completed in a timely manner
 - (f) assure the picket captain that no other work will be done while at the company site
3. If the picket captain allows passage:
 - (a) pass through the picket line as per instruction from the picket captain
 - (b) complete the task as expeditiously as possible
 - (c) leave the premises when the task is completed
 - (d) pass through the picket line as per instruction from the picket captain
 - (e) thank the picket captain for his/her cooperation
4. If you are verbally not allowed to pass through the picket line:

Restate your purpose, assurances of expeditious work and expeditious exit

5. If your passage is refused and/or you feel your health and safety are threatened:
 - (a) contact your Supervisor for further direction
 - (b) do not attempt any crossings of the picket line without direction or assistance
6. Police assistance will be requested as required, or if the above procedures are not successful.

DISCIPLINE – LETTER OF UNDERSTANDING

1. All employees must have a Union Steward present in the event of disciplinary action excluding verbal reprimands.
2. Employees who are going to be disciplined, excluding verbal discipline, shall be given a minimum of twenty-four (24) hours advance notice in order that proper union representation can be secured.
3. Copy of all letters of discipline shall be provided to the Unit Chairperson.
4. The Union, with the consent of the employee, shall have access to the employees personnel file provided twenty-four (24) hours' notice is given.
5. All letters of reprimand, suspension, commendation and performance appraisals shall be removed from the employees personnel file twenty four (24) months following the date of incident provided they are at the final level of progression within their job classification, plus any period of time absent from work due to illness, injury or leave of absence.
6. All members of Local 636, IBEW shall have access to their own personnel file. Permission to be arranged through their immediate supervisor providing twenty-four (24) hours' notice is given.

DATED this 7th day of July, 2014 at St. Thomas, Ontario

Originals signed by:

For the Company

Larry Martin

Gary Tobin

Glen Farrow

For the Union

Barry Brown

Brian Manninger

Brad Ross

Bryan Donaldson

Mary Lou Gordon

MAINTENANCE OF PAY EQUITY – LETTER OF UNDERSTANDING

The parties agree to the establishment of a Joint Pay Equity Maintenance Committee comprised of one (1) member of the Union plus the Union Business Representative and two (2) Management representatives. The Committee shall meet on an annual basis in June of each year. Where the Committee agrees that a significant change in duties has occurred the parties will attempt to agree upon a new rate of pay. Failing agreement the matter may be referred to the Pay Equity Commission.

DATED this 7th day of July, 2014 at St. Thomas, Ontario

Originals signed by:

For the Company

Larry Martin

Gary Tobin

Glen Farrow

For the Union

Barry Brown

Brian Manninger

Brad Ross

Bryan Donaldson

Mary Lou Gordon

BANKED TIME – LETTER OF UNDERSTANDING

TO: ALL EMPLOYEES

RE: BANKING OF OVERTIME

Effective immediately, employees may elect to bank overtime in lieu of pay. Calculation of bank time will be based in the present overtime formula as per Clause 12.01 (a) of the Collective Agreement (two (2) hours banked for each hour of overtime worked)

In order to simplify the accounting of bank time the following guidelines shall apply:

Time is to be banked in blocks of full hours; all other overtime will be paid.

Bank time is to be used in one half (½) day blocks upon request and approval similar to granting of vacation or floaters.

Maximum hours banked per calendar year is not to exceed fifty-six (56) hours for staff working a forty (40) hour work week and forty-nine (49) hours for staff working a thirty-five (35) hour work week.

In the event of conflict between employee leave requests; vacation entitlement under Clause 16.01 of the Collective Agreement will have priority over bank time.

Unused banked time will be paid out to employees at the end of each calendar year.

Banked time shall be used in the calendar year in which it is earned.

DATED this 7th day of July, 2014 at St. Thomas, Ontario

Originals signed by:

For the Company

*Larry Martin
Gary Tobin
Glen Farrow*

For the Union

*Barry Brown
Brian Manninger
Brad Ross
Bryan Donaldson
Mary Lou Gordon*

FOUR (4) 10-HOUR WORK DAYS – LETTER OF UNDERSTANDING

This letter of understanding is between St. Thomas Energy Inc. / Ascent Energy Services Inc. and Local 636, I.B.E.W., Unit #20.

During the period beginning with the third Monday in April and the second Friday in November, the following shall apply:

The Purchasing Agent and Storeskeeper, Groundskeeper, Utilityperson and Field Representative hours of work will be 7:30 AM to 4:00 PM with thirty (30) minutes unpaid time for lunch.

Linemen, Lead Hands, Field Representatives, Groundskeeper and/or Meter Technician may be required to work a workweek consisting of four (4) ten (10) hour days, in which case the following shall apply:

Ten-Hour Workday

- When ten (10) hour workdays are required the workweek will consist of four (4) ten (10)-hour days. The workday will be from 7:00 AM until 5:00 PM, Monday to Thursday or Tuesday to Friday, depending on project requirements.
- The workday will include two (2) fifteen (15) minute paid work breaks on the job and twenty (20) minutes paid lunch on the job.
- Ten (10) hour workdays will not be scheduled during the weeks in which Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day and Thanksgiving Day fall.
- Sick leave and vacation will be deducted at ten (10) hours each day.
- Overtime does not apply until after the ten (10) hour day.
- Inclement weather will be handled as per past practice and staff will remain on four (4) ten (10) hour days.

It is understood and agreed that where four (4) ten (10) hour shifts are necessary for special projects during the period between the third Monday in November and the second Friday in April, the parties shall meet to discuss the manner in which this will be implemented.

Management agrees to provide one (1) week advance notice of implementation or termination of the four (4) ten (10) hour workweek.

Any amendments to this letter of understanding shall be by mutual agreement between the parties.

All other terms and conditions of the collective agreement, not amended by this letter of understanding shall apply.

DATED this 7th day of July, 2014 at St. Thomas, Ontario

Originals signed by:

For the Company

Larry Martin

Gary Tobin

Glen Farrow

For the Union

Barry Brown

Brian Manninger

Brad Ross

Bryan Donaldson

Mary Lou Gordon

TRAVEL TO REMOTE WORK SITES – LETTER OF UNDERSTANDING

The Company will arrange for a location near the worksite for personal vehicles, work vehicles and equipment.

The workday will begin where the work vehicles are located near the remote worksite.

Work locations within thirty (30) km of St. Thomas Energy Services Work Center

Personal vehicles will be used for transportation and no travel allowance will be paid to and from the worksite.

Work locations thirty-one (31) km up to sixty (60) km from St. Thomas Energy Services Work Center

A designated company vehicle will be used for transportation of staff and personal tools and equipment from 135 Edward Street in St. Thomas to remote worksite.

Fifteen dollars (\$15.00) daily travel allowance will be paid to each employee required to report to the remote work location.

Work locations sixty-one (61) km up to one hundred and twenty (120) km from St. Thomas Energy Service Work Center

A designated company vehicle will be used for transportation of staff and personal tools and equipment from 135 Edward Street in St. Thomas to remote worksite.

Thirty dollars (\$30.00) daily travel allowance will be paid to each employee required to report to the remote work location.

DATED this 7th day of July, 2014 at St. Thomas, Ontario

Originals signed by:

For the Company

*Larry Martin
Gary Tobin
Glen Farrow*

For the Union

*Barry Brown
Brian Manninger
Brad Ross
Bryan Donaldson
Mary Lou Gordon*

TRAVEL TO REMOTE WORK SITES
ADDENDUM TO LETTER OF UNDERSTANDING

Following up on our discussions with respect to the issue involving travel to remote work sites at our December 16, 2009 meeting to ensure we have a clear record of our agreement.

As you know, the Letter of Understanding in the current Collective Agreement states that members of the bargaining unit who are required to travel to work sites between 61 and 120 kilometres from the St. Thomas Energy Inc. / Ascent Energy Services Inc. Work Centre will be paid a \$30.00 daily travel allowance. Unfortunately, the Collective Agreement does not specifically set out how we should deal with situations in which a member of the bargaining unit may be required to report to a work site greater than 120 kilometres away from the Work Centre.

What we have proposed to do is pay \$30.00 for each increment or partial increment of 120 kilometres greater than the initial 120 kilometres of travel. For example, in the most recent instance in which an employee was required to travel to a work site which was 374 kilometres from our Work Centre, the Company paid \$120 to the affected individual. For greater clarity, application of the Letter of Understanding and this supplemental agreement come into effect when an employee travels on their own time, outside of normal working hours. The Company has indicated to the Union that it is prepared to continue on that basis for the balance of the Collective Agreement and it is our understanding that the Union has agreed to this manner of dealing with the situation.

Application of the letter of understanding is a management decision; however, situations will be reviewed on an individual voluntary basis, with advance notice and discussion prior to staff's commitment to travel.

We do note that each party will be free to deal with this issue again at the bargaining for the renewal of the current Collective Agreement but, hopefully, this will resolve any issues until that time.

DATED this 7th day of July, 2014 at St. Thomas, Ontario

Originals signed by:

For the Company

*Larry Martin
Gary Tobin
Glen Farrow*

For the Union

*Barry Brown
Brian Manninger
Brad Ross
Bryan Donaldson
Mary Lou Gordon*

OPERATIONS COORDINATOR BACK-FILL – LETTER OF UNDERSTANDING

This Letter of Understanding is between St. Thomas Energy Inc. / Ascent Energy Services Inc. and Local 636, I.B.E.W. Unit #20.

The parties agree that in circumstances in which the Operations Coordinator is absent, the Employer may schedule the Purchasing Agent & Storeskeeper for those hours normally worked by the Operations Coordinator, provided that the Purchasing Agent & Storeskeeper is given notice of the schedule change on the day prior to the day on which the back-fill is to occur.

DATED this 7th day of July, 2014 at St. Thomas, Ontario

Originals signed by:

For the Company

Larry Martin
Gary Tobin
Glen Farrow

For the Union

Barry Brown
Brian Manninger
Brad Ross
Bryan Donaldson
Mary Lou Gordon

LETTER OF UNDERSTANDING – PROFIT SHARING
ST. THOMAS ENERGY INC. / ASCENT ENERGY SERVICES INC.

During the period of the collective agreement, all employees will be eligible to participate in the Profit Sharing Plan ("Plan") if Ascent Group Inc. and its wholly owned subsidiaries.

The Plan is approved by the company's Board of Directors and subject to change from time to time.

The Plan would begin for the fiscal year of 2014, with planned pay-out in April 2015, as approved by the Board.

DATED this 7th day of July, 2014 at St. Thomas, Ontario

Originals signed by:

For the Company

Larry Martin
Gary Tobin
Glen Farrow

For the Union

Barry Brown
Brian Manninger
Brad Ross
Bryan Donaldson
Mary Lou Gordon

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1 **4-SEC-21**

2 [Ex.4-1-4/p.3] Please provide a copy of the 2012 Cyr & Associates study.

3

4 **Response:**

5

6 A copy of the 2012 Cry and Associates study was included as part of 1-SEC-3, Exhibit 1.

4-SEC-22

[Ex.4-1-4/p.3] Please provide a copy of the Applicant's Incentive Compensation Plan? Please provide a copy of the corporate objectives/goals targets for 2013 and 2014.

Response:

Attached is a copy of the 2013 Incentive Compensation Plan, which is unchanged for 2014. Also attached are the 2013 and 2014 President & COO's goals and objectives, which are for the overall operation of the corporation.

Attachment 1 of 3

2014 Goals



MEMORANDUM

Date: December 19, 2013
To: Gary Tobin
From: Ron Osborne, CEO
SUBJECT: 2014 GOALS, OBJECTIVES AND WEIGHTINGS

Introduction

The following is a description of the 2014 goals, objectives and weightings for the President and Chief Operating Officer of St. Thomas Energy Inc. (STEI)

President STEI Strategic Focus for 2014

The President will lead the regulated business operations of AGI to (1) meet financial, regulatory, environmental, safety and cultural objectives (2) meet growth, performance and sustainability objectives, and (3) support Corporate and Shareholder objectives.

Our enterprise strategy revolves around (1) customer centricity; (2) providing the Shareholder an appropriate return on their investment; (3) organic growth with consideration of M&A opportunities as they arise; (4) managing the business (financial, H&S, risk, regulatory, values) and; (5) employee growth and development. The President STEI will support our five year total Enterprise approach to managing and growing the business considering;

Customers – 'Ideal place to do business with'

- Customer centric
- Competitive
- High performance sales and marketing organization
- Relationships
- Offering the right products and services
- Growing, innovative, technology, new products/services, new markets, (R&D), reliability, customer satisfaction

Work – 'Ideal place to work'

- Zero LTA
- Wellness, Recognition, Values/Culture
- Succession, retention plans
- Growth, development, performance management
- Incentive and profit sharing plans

honesty
attitude
respect
teamwork

Social – *'Ideal asset'*

- City investment makes reasonable return
- Deliver on dividends (\$12 million cumulative over 5 year period)
- Environmental programs/sustainability
- Major risks mitigated
- Good governance practices
- Global Reporting Standard

Performance – *'Ideal operational performance'*

- \$200 million annual revenues within 5 years
- Review non performing business lines
- Opportunities for consolidation (AP/AR, Call Centre, Supply Chain, Payroll, Fleet)
- Reliability
- MBRR for LDC
- 2015 rate case approval
- Assess impacts of industry restructuring (LDC)
- Scalability, scheduling, process improvement

PRESIDENT STEI SPECIFIC OBJECTIVES FOR 2014

1. Corporate Objective (70%)

Work towards the 5 year theme of *'ideal'* operational performance

- (a) AGI revenues of \$ 86.5 million, Net Income \$ 1.48 million, EBITDA \$ 5.84 million, Dividend \$500k
- (b) STEI revenues of \$ 38.5 million, Net Income \$ 376k, EBITDA \$ 606k, Capital \$ 2.28 million

2. Personal Objectives (30%)

Objective #1 (5%) – Financial/Risk Management

- a) Ensure the necessary financial, regulatory and operational risk mitigation activities are undertaken and the appropriate quality assurance and risk mitigation measures are in place to limit liabilities for the Board, AGI, and STEI
- b) Support the CEO in ensuring appropriate procedures, structure, systems and processes are in place to ensure the company operates in a safe, efficient and cost effective manner
- c) Continue to work towards a MBRR per plan

Objective #2 (12%) – STEI Operations

- a) Complete the cost of service application and OEB rate submission for January 1, 2015 including successful delivery of the Chapter 5 section
- b) Lead Ascent's involvement in Customer First including supporting the residential demand response pilot working group. Provide a recommendation to the CEO on our involvement and direction with Customer First
- c) Assess and provide recommendations on STEI's longer term involvement with the UCS Group and Burman Energy
- d) Successful re-negotiation of the IBEW collective agreement
- e) STEI customer survey with =>85% satisfaction

- f) Deliver new outage communication plan
- g) Design and gain approval on a new Engineering/Operations organization by end of Q1, develop implementation plan and transition the existing contracted Director
- h) Develop the new Customer Service organization in anticipation of the current Director's retirement
- i) Close the contract with the City for water billing services
- j) Support the CEO in the implementation of the AMI/AMR pilot with the City
- k) Develop and table a service area amendment proposal for OEB approval for the Doug Tarry Subdivision
- l) Support the delivery of two new initiatives through the R&D program
- m) Successful implementation of the GIS system

Objective #3 (10%) – People & Culture

- a) Continue the evolution of HART to meet corporate and business objectives
- b) Support the delivery of the wellness, H&S and recognition programs across Ascent
- c) Support the implementation of the staff training and development program
- d) 0 LTA, incident tracking and reporting, programs in place to address frequent incidents, support the implementation of the Presage survey system
- e) Support the implementation of the Workwell gap analysis
- f) Demonstrated continued improvement in the relationship with the City
- g) Support the development of the environmental sustainability program at Ascent

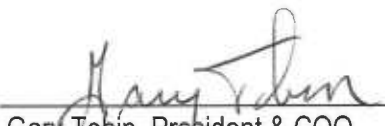
Objective #4 (3%) – Industry Restructuring

- a) Support the CEO in active discussions with neighbouring LDCs to determine if there are real merger and/or investment opportunities
- b) Support the CEO in the analysis of Tillsonburg, Hydro One and other opportunities
- c) Support the CEO and CFO in fully assessing the financial implications of a government forced consolidation

Dated: Jan 21, 2014



Ron Osborne, CEO
Ascent Group Inc.



Gary Tobin, President & COO
St. Thomas Energy Inc.

Attachment 2 of 3

2013 Goals



MEMORANDUM

Date: January 2, 2013
To: Shawn Filice
From: Ron Osborne CEO
SUBJECT: 2013 GOALS AND OBJECTIVES

Introduction

The following is a description of the strategic focus, goals and objectives for the President and COO of St. Thomas Energy Inc. for the 2013 fiscal year.

President and St. Thomas Energy Inc. (STEI) Strategic Focus for 2013:

The President and COO will lead the regulated business operations of AGI to (1) Meet financial, regulatory, environmental and safety objectives (2) Meet growth and sustainability objectives, and (3) Support Corporate and Shareholder objectives. Our high level objectives for 2013 are:

- (1) Pay a dividend to our Shareholder
- (2) Return AGI to profitability
- (3) Emphasize technology and sales innovation
- (4) Manage the business
- (5) Develop an environmentally sustainable business

STEI Specific Objectives for 2013:

Objective #1 – Return the business to profitability

- (a) Net Revenues of \$ 8.05m, Net Income \$ 305k, Expenses of \$ 5.4m, EBITDA \$ 2.68m, Capital \$ 2.43m
- (b) To put appropriate procedures, structure, systems and processes to ensure the company operates in a safe, efficient and cost effective manner while meeting regulatory requirements

Objective #2 – Communications

- (a) Lead the implementation of HART to meet corporate and business objectives
- (b) Establish goals and objectives for all direct reports and ensure an internal communication framework is in place for STEI

Objective #3 – Health, Safety and Environment

- (a) To actively support and promote the successful implementation of the Workwell initiative within STEI

- (b) 0 lost time accidents
- (c) Ensure STEI compliance with Ascent H&S policies and procedures
- (d) To operate a sustainable business with demonstrated examples of green initiatives in the company

Objective #4 – Stability and Growth

- (a) Complete the cost of service application and study in preparation for 2015 rate implementation
- (b) Within the first quarter of 2013 develop a strategic plan to meet a market based rate of return for presentation and discussion with the Board by mid-year
- (c) Develop a plan in for development of relationships and potential shared services with neighbouring LDC's as per the SMBD&C strategic plan
- (a) Support the corporate R&D initiative and identify new business opportunities for STEI in future years

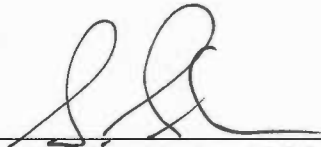
Objective # 5 – Ascent Corporate Goals and Objectives

- (a) To support the CEO in the assessment of various M&A opportunities
- (b) Risk Mitigation – To ensure the necessary financial, regulatory and operational risk mitigation activities are undertaken and that the appropriate quality assurance and risk mitigation measures are in place for STEI to limit liabilities for the Board, AGI and STEI.
- (c) To support Ascent in meeting its overall financial and dividend targets
- (d) To support the CEO with the Board through regular participation and involvement in Board activities
- (e) To support the CEO in developing AGI's position and direction wrt the Electricity Sector panel and LDC amalgamation in SW Ontario.

Dated: January 2, 2013



Ron Osborne CEO
Ascent Group Inc.



Shawn Filice President and COO
St. Thomas Energy Inc..

Attachment 3 of 3

2012 Proposed Incentive Compensation Plan

2013 PROPOSED INCENTIVE COMPENSATION PLAN

Background:

- Original proposed Incentive Compensation Plan (ICP) submitted to Board and Compensation Committee in September 2012
- ICP was not approved, but numerous comments were received. ICP was planned to go to December Board for approval
- New CEO reviewed proposed ICP and suggested to the Board in December 2012 that he had some concerns with the plan and would return in January with revisions
- Historical AGI and STEI plans had financial and employee objectives components based on 50/50
- Previous plans based on EBITDA. EBITDA does not drive behaviours to the bottom line. The bottom line is what enables dividends
- With previous plans employees could get 50% of eligible bonuses even if enterprise did not meet its targets, Board had little say
- Historical plans did not contemplate growth on both the regulated and non-regulated sides

What Do We Want to Achieve?

- Behaviours that drive bottom line results enabling dividends to the Shareholder
- Incentives that pay out when the 'Enterprise' achieves results – no silos
- Board has a simple process to invoke ICP and clear guidelines when the company does not meet plan
- Market based incentives for executives as compared to competitors and other \$70-100m companies
- An ICP that recognizes and rewards for exceptional results
- Ability for the Board to recognize individual results even when the enterprise does not meet all objectives
- Sufficient incentives to actually drive results, tokens will not get the Enterprise to the next level
- Growth in both the regulated and non-regulated businesses

Proposed Plan:

- Bonus calculation based on a % factor of the employee's salary and level
- Inception of Threshold, Target and Maximum bonus potential
- 70% of bonus is based on enterprise results, 30% on individual results

Level of Management	Target % of salary
President & COO / CFO	20%
Director	15%
Managers , EA	10%
Others	5%

Sample (Director)

Threshold (12.9%)	Target (15%)	Maximum (17.1%)
0.8	1.0	1.2

Proposed Plan – Continued:

- Concept: Enterprise meets target/budgeted plan = 1.0
- Once audited financials are received the Board sets annual achievement level based on net income and other contributing factors between 0.8 and 1.2
- Below 0.8 no ICP for Enterprise results (70%)
- Board can make a discretionary decision below 0.8 on Individual results (30%)
- The Board decision to pay ICP in any given year sets the budget/fund for payouts. *(Ex. Meeting target (1.0) across the Enterprise would create a fund of \$416k based on our current complement of Executives/Managers/Others).* Management will still determine the actual payouts to particular staff, companies and departments based on their respective contributions to the Enterprise, but managing within the total budget/fund created.

Sample (2013 Enterprise)

Threshold	NI Target (\$784k)	Maximum
0.8	1.0	1.2

Sample Calculations:

Enterprise Target Achieved/Director ICP:

Based on a \$120k annual salary, 1.0 Enterprise achievement and fully meeting all personal objectives the payout would be:

$$\$120,000 * .15 * 1 = 18,000$$

Board Decides 0.8 Enterprise Achievement/Manager ICP in STEI/Only half of Individual results achieved:

Based on a \$85k annual salary, 0.8 Enterprise achievement and meeting half of the personal objectives the payout would be :

$$(\$85,000 * .1) = \$ 8500 \text{ potential}$$

$$\text{Enterprise Portion} = \$ 8500 * .7 * .8 = \$ 4760$$

$$\text{Individual Portion} = \$ 8500 * .3 * .5 = \$ 1275$$

$$\text{Total Payout} = \$4760 + \$1275 = \$ 6035$$

Enterprise Target Not Achieved/Board Allows Individual Results/President ICP

Based on a \$ 160k annual salary, no Enterprise achievement and meeting half of the personal objectives the payout would be:

$$\$160000 * .2 * .3 * .5 = \$ 4,800$$

Next Steps:

- *Compensation Committee recommends revised ICP to Boards on January 16, 2013*
- *STEI, ASI and AGI Board Approvals*
- *Once 2012 audited financials are received the Board has the responsibility to set 2012 ICP. There is no Enterprise ICP payable based on loss for enterprise, Board decide no to Individual objective results (as recommended by CEO).*
- *Rollout of new ICP to Executives and Management*

4-SEC-23

[Ex.4-1-4/p.5] Please provide the 2011 information for Appendix 2-K using the methodology utilized by the Applicant in its 2011 cost of service application (see EB-2010-0, Ex. 4-4-1).

Response:

Affiliate Employee Costs (Appendix 2-K) that was submitted as supplemental information to STEI's 2011 COS Rate Application, EB-2010-0141 is attached to this response.

Attachment 1 of 1

2011 Appendix 2-K

**Appendix 2-K
Employee Costs**

	2006 Last Rebasings Year	2009 Historical Year (Bridge Year - 1)	2010 Bridge Year	2011 Test Year
Number of Employees (FTEs including Part-Time)				
Executive *				
Management	5.47	5.42	5.40	7.62
Non-Union **				
Union	17.40	17.39	15.66	17.04
Total	22.86	22.81	21.06	24.66
Number of Part-Time Employees				
Executive *				
Management				
Non-Union **				
Union	1.09	0.28	0.55	1.56
Total	1.09	0.28	0.55	1.56
Total Salary and Wages				
Executive *				
Management	\$ 436,651	\$ 511,962	\$ 608,816	\$ 895,482
Non-Union **				
Union	\$ 863,858	\$ 992,975	\$ 905,856	\$ 962,163
Total	\$ 1,300,508	\$ 1,504,937	\$ 1,514,671	\$ 1,857,644
Current Benefits				
Executive *				
Management	\$ 135,870	\$ 163,083	\$ 196,574	\$ 237,689
Non-Union **				
Union	\$ 276,920	\$ 325,732	\$ 292,578	\$ 312,580
Total	\$ 412,791	\$ 488,816	\$ 489,152	\$ 550,269
Accrued Post-Retirement Benefits				
Executive *				
Management	\$ 21,878	\$ 5,667	\$ 8,058	\$ 33,674
Non-Union **				
Union	\$ 43,317	\$ 10,968	\$ 11,921	\$ 37,738
Total	\$ 65,195	\$ 16,635	\$ 19,979	\$ 71,411
Total Benefits (Current and Accrued)				
Executive *	\$ -	\$ -	\$ -	\$ -
Management	\$ 157,749	\$ 168,750	\$ 204,632	\$ 271,362
Non-Union **	\$ -	\$ -	\$ -	\$ -
Union	\$ 320,237	\$ 336,700	\$ 304,499	\$ 350,318
Total	\$ 477,986	\$ 505,450	\$ 509,131	\$ 621,680
Total Compensation (Salary, Wages, and Benefits)				
Executive *	\$ -	\$ -	\$ -	\$ -
Management	\$ 594,399	\$ 680,712	\$ 813,448	\$ 1,166,844
Non-Union **	\$ -	\$ -	\$ -	\$ -
Union	\$ 1,184,095	\$ 1,329,675	\$ 1,210,355	\$ 1,312,481
Total	\$ 1,778,494	\$ 2,010,387	\$ 2,023,803	\$ 2,479,325
Compensation - Average Yearly Base Salaries and Wages				
Executive *				
Management	\$ 76,615	\$ 88,433	\$ 106,126	\$ 108,719
Non-Union **				
Union	\$ 48,064	\$ 55,662	\$ 55,908	\$ 55,884
Total	\$ 54,890	\$ 63,740	\$ 65,081	\$ 72,213
Compensation - Average Yearly Overtime				
Executive *				
Management			\$ 334	
Non-Union **				
Union	\$ 1,587	\$ 1,429	\$ 1,947	\$ 578
Total	\$ 1,208	\$ 794	\$ 1,152	\$ 400
Compensation - Average Yearly Incentive Pay				
Executive *				
Management	\$ 3,265	\$ 6,080	\$ 6,190	\$ 8,765
Non-Union **				
Union				
Total	\$ 780	\$ 1,444	\$ 1,588	\$ 2,709
Compensation - Average Yearly Benefits				
Executive *				
Management	\$ 28,858	\$ 31,153	\$ 37,863	\$ 35,602
Non-Union **				
Union	\$ 18,406	\$ 19,358	\$ 19,448	\$ 20,558
Total	\$ 20,905	\$ 22,159	\$ 28,266	\$ 25,207
Compensation - Average Yearly Total Salary, Wages and Benefits				
Executive *				
Management	\$ 108,738	\$ 125,666	\$ 150,514	\$ 153,087
Non-Union **				
Union	\$ 68,057	\$ 76,449	\$ 77,303	\$ 77,020
Total	\$ 77,783	\$ 88,137	\$ 96,089	\$ 100,528
Compensation Allocation To Capital & OM&A Activities				
Total Compensation	\$ 1,778,494	\$ 2,010,387	\$ 2,023,803	\$ 2,479,325
Total Compensation Charged to OM&A	\$ 1,298,944	\$ 1,627,001	\$ 1,590,044	\$ 1,829,579
Total Compensation Capitalized	\$ 479,550	\$ 383,386	\$ 433,759	\$ 649,745

* Executive Staff are included in Management Category

** Non Union Staff are included in Management Category

4-SEC-24

[Ex.4-1-4/p.5] Please provide a revised Appendix 2-K with two additional rows on the bottom, dividing the total amount of compensation costs in each column into the amounts allocated to OM&A and to capital.

Response:

STEI has provided the employee cost allocation between capital and OM&A for the years 2012 & 2013 actuals, 2014BY and 2015TY. The 2011 totals have not been included as STEI had no employees and all costs from its affiliate were based upon a declining fixed fee structure per customer.

**Appendix 2-K
Employee Costs**

	Last Rebasing Year - 2011- Board Approved	Last Rebasing Year - 2011- Actual	2012 Actuals	2013 Actuals	2014 Bridge Year	2015 Test Year
Number of Employees (FTEs including Part-Time)¹						
Management (including executive)		6	7.58	5.75	5.75	6.00
Non-Management (union and non-union)		22	22.04	21.00	22.19	22.69
Total	-	28	29.63	26.75	27.94	28.69
Total Salary and Wages including overtime and incentive pay						
Management (including executive)			\$ 877,516	\$ 683,018	\$ 765,371	\$ 805,214
Non-Management (union and non-union)			\$ 1,309,323	\$ 1,284,081	\$ 1,404,058	\$ 1,504,874
Total	\$ -	\$ -	\$ 2,186,840	\$ 1,967,099	\$ 2,169,429	\$ 2,310,088
Total Benefits (Current + Accrued)						
Management (including executive)			\$ 171,114	\$ 146,896	\$ 180,384	\$ 187,358
Non-Management (union and non-union)			\$ 328,699	\$ 349,305	\$ 373,900	\$ 390,597
Total	\$ -	\$ -	\$ 499,813	\$ 496,201	\$ 554,284	\$ 577,955
Total Compensation (Salary, Wages, & Benefits)						
Management (including executive)	\$ -	\$ -	\$ 1,048,630	\$ 829,914	\$ 945,755	\$ 992,572
Non-Management (union and non-union)	\$ -	\$ -	\$ 1,638,023	\$ 1,633,386	\$ 1,777,958	\$ 1,895,471
Total	\$ -	\$ -	\$ 2,686,653	\$ 2,463,300	\$ 2,723,713	\$ 2,888,043
Capital	Fixed fee	Fixed fee	\$ 459,966	\$ 459,574	\$ 620,437	\$ 647,489
OM&A			\$ 2,226,687	\$ 2,003,726	\$ 2,103,276	\$ 2,240,554
Total			\$ 2,686,653	\$ 2,463,300	\$ 2,723,713	\$ 2,888,043

4-SEC-25

[Ex.4-1-5/Attachment 1] Has the Applicant's service agreement with AESI being changed to account for the results of the Service Cost Benchmarking undertaken by PwC? If so, please provide details.

Response:

STEI has not changed its service agreement with AESI. The hourly rates being charged, based upon the results of the comparative study by PwC by AESI, are not outside the bandwidth identified in the study.

As well, STEI has not reduced the Engineering rate of \$100 per hour that is being charged to AESI that is significantly higher than the utilities surveyed.

4-SEC-26

Please provide the actual regulated ROE for each year since 2011.

Response:

a) STEI's actual and deemed regulated return for the years 2011 through 2013 is as follow:

a. 2011 COS Board Approved deemed ROE 9.58%

b. 2011 Actual 7.31%

c. 2012 Actual 1.31%

d. 2013 Actual 10.77%

The 2012 ROE of 1.31% was negatively impacted by a number of factors including restructuring costs from a virtual utility to an operating utility as well as an OEB payment-in-lieu tax decision that reduced STEI's variable revenues.

2013 ROE of 10.77% was positively impacted by a number of factors including one-time recoveries of HST and DRC related to historical bad debts, recovery of OPA ERIP funding and reduced income taxes due to the recognition of various tax credits, loss carry forward and excess CCA.