Response to Interrogatory from Ontario Energy Board Staff

Ref: Board's letter[1] dated July 17, 2012

a. Please provide the accounting standard under which Burlington Hydro's Z-factor application has been filed.

b. Please confirm whether or not Burlington Hydro's Z-factor application is reflective of the capitalization policy changes as per the Board's letter "Regulatory accounting policy direction regarding changes to depreciation expense and capitalization policies in 2012 and 2013" dated July 17, 2012.

Response

a. Burlington Hydro's Z Factor application is presented using the Modified IFRS accounting standard.

b. Burlington Hydro adopted the regulatory accounting policy changes set out in the Board's letter of July 17, 2012. The accounting data provided in support of this Z Factor application is consistent the policy described in the letter.

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1 http://www.ontarioenergyboard.ca/oeb/_Documents/Regulatory/Board_Ltr_Accounting_Changes_Under_CGAAP_2012_2013.pdf

Response to Interrogatory from Ontario Energy Board Staff

Ref: Manager's Summary: Exhibit 1, page 7

Board staff notes that Burlington Hydro has calculated the materiality threshold as 0.5% of its Board approved service revenue requirement from its 2014 cost-of-service rate application (EB-2013-0115).

a. Please provide the materiality threshold based on Burlington Hydro's Board approved distribution revenue requirement from its:

   i. 2014 cost-of-service rate application (EB-2013-0115); and
   ii. 2010 cost-of-service rate application (EB-2009-0259).

Response

a. i. Burlington Hydro's materiality threshold based on EB-2013-0115 is $ 154,183.
   ii Burlington Hydro's materiality threshold based on EB-2009-0259 is $ 155,311.

Response to Interrogatory from Ontario Energy Board Staff

Ref: Manager's Summary: Exhibit 1, page 7

Board staff notes that based on the Board's Report on 3rd Generation Incentive Regulation for Ontario's Electricity Distributors[1] dated July 14, 2008, causation is one of the three eligibility criteria to be considered for recovery by way of a Z-factor. The two other criteria are materiality and prudence.

Board staff further notes that in its manager's summary, Burlington Hydro has addressed "incrementality", materiality and prudence.

a. Does Burlington Hydro's usage of the term incrementality refer to causation?
b. Are the components of the total claim amount of $579,365 directly related to the Z-factor event?
c. Is the total claim amount of $579,365 clearly outside of the base upon which rates were derived?

Response

a. Burlington Hydro's evidence on "Incrementality" demonstrates that the costs it seeks to recover through the proposed Z Factor are outside the basis upon which rates were set. Additional evidence on Causation is provided at Exhibit 1 page 4, where Burlington Hydro describes the impacts of the Ice Storm on its customers and the resulting need to restore service.

b. Burlington Hydro confirms that the amount claimed, being $579,365, is directly related to the 2013 Ice Storm.

c. Burlington Hydro confirms that the amount claimed, being $579,365, is outside of the basis upon which rates were set. Burlington Hydro recorded all costs incurred as a result of the Ice Storm on a Work Order. All amounts entered on the Work Order were reviewed and any costs that were identified as 'business as usual' costs were removed and reclassified to the accounts normally used. Burlington

[1] http://www.ontarioenergyboard.ca/oeb/_Documents/EB-2007-0673/Report_of_the_Board_3rd_Generation_20080715.pdf

Hydro notes that the number and duration of outages experienced by its customers have not been incurred since the incorporation of Burlington Hydro.

Response to Interrogatory from Ontario Energy Board Staff

Ref: Manager's Summary: Exhibit 1, page 5, 3rd paragraph and Table 2
Ref: Manager's Summary: Exhibit 1, page 6, Table 4
Ref: Manager's Summary: Exhibit 1, page 7, 1st bullet

Board staff notes that Burlington Hydro is applying for recovery of incremental OM&A costs, which includes labour costs of $219,753 pertaining to Burlington Hydro staff.

a. For each labour category listed in Table 4, please provide the labour hours corresponding to the labour costs indicated in Table 4.

    i. Please confirm whether the labour hours comprise only overtime hours or both regular and overtime hours. If the latter, please provide for each labour category, a breakdown of regular hours and overtime hours, along with the corresponding labour costs, for both, regular hours and overtime hours.

    ii. Please confirm whether "Non-Union Overtime Time" indicated in Table 4 refers to Burlington Hydro's management staff.

b. Please provide the method used to determine the level of incremental regular and overtime hours worked by Burlington Hydro staff that are included in the Z-factor claim.

c. Please include a description of the method for tracking overtime hours and labour rates.

Response

a. The table below provides the hours worked in the form requested.

Table 4: Burlington Hydro Labour Hours		
Outside		
Stations		192
Lines		1,142
Crane Operator		67
Meters		195
Administration		-
Foreman		-
Sub-Total	1,596	
Control Room	158	
Customer Service	35	
Stores	27	
Billing	7	
Engineering	3	
Non-Union Over Time	-	
Total	**1,826**	

i. Burlington Hydro confirms that the labour hours displayed in the table provided above are overtime hours and are not regular time hours.
ii. Burlington Hydro confirms that "Non-Union Overtime Time" refers to time worked by Burlington Hydro's management staff.

b. Burlington Hydro used daily timesheets to determine regular and overtime hours (please see the sample provided at Attachment A), consistent with the terms of the Collective Agreement; the relevant excerpt is provided at Attachment B.

c. A sample Burlington Hydro timesheet is provided at Attachment A. This document is completed in the field by all crews and submitted for processing at the end of each work day. The crew and its Supervisor, or Foreman, are responsible for the accuracy and veracity of the data entered on the timesheet.

DAILY TIME SHEET

DATE _____

Filed: October 22, 2014

Burlington hydro Inc.

CALL _____

JOB			
	DESCRIPTION	1	
		2	
		3	
		4	
		5	
	LOCATION	1	
		2	
		3	
		4	
		5	

	UNIT NUMBER	PRESENT MILEAGE	PREVIOUS MILEAGE	DAILY MILEAGE
VEHICLE				

CONFIRMATION OF NO UNDUE HAZARD COMPETENT PERSON	
SIGNATURE	PRINTED NAME

RECORD OF OVERTIME			
NAME			
	OUT		
	IN		
	OUT		
	IN		
	OUT		
	IN		

LABOUR CHARGE No's

REGULAR HOURS					OVERTIME HOURS					PREMIUM HOURS					MEAL ALLOWANCE
1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	

VEHICLE CHARGE No's

EMPLOYEE																			TOTAL HOURS
NAME	NO.	DIFF.																	

VEHICLE HOURS

VEHICLE																			

SUPERVISOR _____

WORKER _____

DAILY TIME SHEET

REPETITIOUS WORK AT VARIOUS LOCATIONS

			CONFIRMATION OF NO UNDUE HAZARD COMPETENT PERSON		RECORD OF INSPECTION	
	JOB LOCATION	JOB DESCRIPTION	SIGNATURE	PRINTED NAME	SIGNATURE	DATE
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						

RECORD OF INSPECTION

NAME _____ SIGNATURE & POSITION _____ DATE _____

Rest Periods:
Employees will be given a twenty (20) minute paid lunch, taken approximately in the middle of the work period, and allotted two fifteen (15) minute rest periods during the day, either on the job site, or at the nearest appropriate location per the supervisor's discretion, for those participating in compressed work week (summer hours) for the following:

Participating Classifications:
The following classifications are eligible to participate in the 'summer hours' schedule.

Metering Technician	Powerline Technician
Substation Electrician	Powerline Technician Lead Hand
Equipment Operator	Substation Electrician Lead Hand
Crane Operator	Stock Keeper II
Stock Keeper I	Locator

Statutory Holidays:
Will be paid in nine (9) hour segments on compressed with exception to Floater. Floater must be used as an 8 hour day.

Overtime:
All hours worked outside of the regular nine (9) or eight (8) hour work day as scheduled will be at the applicable overtime rates.

Rotation Schedule (Sample 1)
Week 1 Team A 9/9/9/9/8
Week 2 Team A 9/9/9/9/X

Week 1 Team B 9/9/9/9/X
Week 2 Team B 9/9/9/9/8

ARTICLE 10

HOURS OF WORK/OVERTIME

10.01 Except as provided in 10.02, an employee shall receive:

(a) Double time for all work performed outside of a normal work day or a normal work week; or
(b) Double time for all work performed on:
  (i) any of the paid holidays as provided in section 12.01.
  (ii) Saturdays and/or Sundays, providing the employee has worked the previous scheduled five, eight hour shifts at straight time (unless absent in accordance with Article 13 or 14, or otherwise excused by the Company prior to the absence).

10.02 Employees working a shift as referred to in 9.03 shall receive:

(a) Double time for all work performed in excess of their normal work day, or their normal work week; or
(b) Double time for all work performed on:
  (i) any of the paid holidays as provided in section 12.01.

  (ii) Saturdays and/or Sundays, providing the employee has worked the previous scheduled five, eight hour shifts at straight time (unless absent in accordance with Article 13 or 14, or otherwise excused by the Company prior to the absence).
(c) For persons employed as Electrical Operators, overtime will be paid on the basis of Appendix "B".

10.03 Employees will work overtime if required by the Company, it being understood that, except in cases of emergency, the Company will endeavour to provide twenty-four hours notice of overtime, and furthermore accept reasonable excuses to be absent from such overtime, provided the requirements of the Company can be met by other employees in the bargaining unit. In the event the Company calls or asks for overtime work, employees in the bargaining unit who normally perform the work shall be called before contractors.

MEAL ALLOWANCE

10.04 Payment of a meal allowance will be made in accordance with the following conditions:

(a) The Company will pay for an employee's meal if, while working a shift:
  (i) he/she is called in a minimum of one hour before normal starting time; or
  (ii) he/she is requested to continue working a minimum of one hour after normal quitting time

(b) On extended overtime outside normal working hours, payment will be made on the basis of one (1) meal after every four (4) hours working time.

(c) One-half hour recess time for meals will be paid at premium rates each time the four-hour meal allowance is paid.
The half hour recess will not be paid when 10.04 (1) (a) or (b) applies.

(d) Maximum allowance will be: (a)(i)(2)
- $13.00 per meal upon ratification
- $13.50 per meal in year two
- When attending trades training school evening meal allowance will be paid with receipt up to a $25.00 maximum. Note: breakfast as per collective agreement, lunch is provided at school.

(e) Meal allowance is not paid during regularly scheduled shifts; nor when overtime has been pre-arranged, provided the employee has been notified of the overtime prior to the end of his/her shift on the day preceding the overtime.

SLEEP TIME - ALL TRADES EMPLOYEES

10.05 (a) Unscheduled Overtime:(11:00 p.m. to 7:00 a.m.)

  (i) less than three (3) hours – no sleep time entitlement
  (ii) three (3) hours to less than six (6) hours – entitlement to ½ day of sleep time immediately following completion of the work
  (iii) six (6) hours or more – one (1) day sleep time immediately following

(b) Scheduled Overtime: (11:00 p.m. to 7:00 a.m.)

APPENDIX A

CLASSIFICATIONS AND RATES OF PAY

CLASSIFICATION	PROGRESSION	01-Apr-12	01-Apr-13
Powerline Technician Lead Hand		$40.67	$41.85
Powerline Technician	5th Year (Journeyperson)	$37.83	$38.93
	4th Year	$34.51	$35.51
	3rd Year	$31.61	$32.53
	2nd Year	$28.46	$29.29
	2nd 6 Months	$25.50	$26.24
	1st 6 Months	$23.68	$24.37
Substation Electrician Lead Hand		$40.67	$41.85
Substation Electrician	5th Year (Journeyperson)	$37.83	$38.93
	4th Year	$34.51	$35.51
	3rd Year	$31.61	$32.53
	2nd Year	$28.46	$29.29
	2nd 6 Months	$25.50	$26.24
	1st 6 Months	$23.68	$24.37
Electrical Operator	5th Year (Journeyperson)	$37.83	$38.93
	4th Year	$34.51	$35.51
	3rd Year	$31.61	$32.53
	2nd Year	$28.46	$29.29
	2nd 6 Months	$25.50	$26.24
	1st 6 Months	$23.68	$24.37
Underground Cableperson	5th Year (Journeyperson)	$37.83	$38.93
	4th Year	$34.51	$35.51
	3rd Year	$31.61	$32.53
	2nd Year	$28.46	$29.29
	2nd 6 Months	$25.50	$26.24
	1st 6 Months	$23.68	$24.37
Inspector	5th Year (Journeyperson)	$36.32	$37.38
	4th Year	$33.13	$34.09
	3rd Year	$30.37	$31.25
	2nd Year	$27.33	$28.12
	2nd 6 Months	$24.49	$25.20
	1st 6 Months	$22.74	$23.40

APPENDIX A (continued)

CLASSIFICATIONS AND RATES OF PAY

CLASSIFICATION	PROGRESSION	01-Apr-12	01-Apr-13
Metering Technician	5th Year (Journeyperson)	$37.83	$38.93
	4th Year	$34.51	$35.51
	3rd Year	$31.61	$32.53
	2nd Year	$28.46	$29.29
	2nd 6 Months	$25.50	$26.24
	1st 6 Months	$23.68	$24.37
Crane Operator	4th Year (Journeyperson)	$34.51	$35.51
	3rd Year	$31.61	$32.53
	2nd Year	$28.46	$29.29
	2nd 6 Months	$25.50	$26.24
	1st 6 Months	$23.68	$24.37
Equipment Operator	5th Year (Journeyperson)	$32.34	$33.28
	4th Year	$31.24	$32.15
	3rd Year	$30.07	$30.94
	2nd Year	$27.82	$28.63
	2nd 6 Months	$25.50	$26.24
	1st 6 Months	$23.68	$24.37
Stockkeeper II		$34.03	$35.02
Stockkeeper I	3rd Year	$30.80	$31.69
	2nd Year	$28.94	$29.77
	2nd 6 Months	$25.50	$26.24
	1st 6 Months	$23.68	$24.37
Labourer		$23.68	$24.37
Locator	4th Year	$33.57	$34.54
	3rd Year	$30.07	$30.94
	2nd Year	$27.82	$28.63
	2nd 6 Months	$25.50	$26.24
	1st 6 Months	$23.68	$24.37
MeterReader-Power & Commercial	3rd Year	$28.30	$29.11
	2nd Year	$13.14	$13.52
	2nd 6 Months	$11.82	$12.17
	1st 6 Months	$10.64	$10.64
Customer Service – Collector		$31.36	$32.26

Response to Interrogatory from Ontario Energy Board Staff

Ref: Manager's Summary: Exhibit 1, page 6, Table 5
Ref: Manager's Summary: Exhibit 1, Attachment B, page 1
Ref: Utility Partners - GridSmartCity[1]

Board staff notes that Burlington Hydro is one of ten utility partners in GridSmartCity.

Board staff further notes from Table 5 that Burlington Hydro used the services of Cambridge and North Dumfries Hydro and Oakville Hydro. Additionally, Board staff notes from Attachment B, that Burlington Hydro used the services of a 3rd distributor, i.e. Waterloo North Hydro.

Board also staff notes from Appendix B that Burlington Hydro used the services of one power line contractor, i.e. K-Line, and one tree trimming contractor, i.e. Davey Tree and Arborwood Tree Services.

a. With respect to the electricity distributors,

    i. Did Burlington Hydro use services from any distributor aside from the three electricity distributors listed in Attachment B; and

    ii. Please provide an updated Table 5 showing the costs pertaining to Waterloo North Hydro.

b. Did Burlington Hydro reach out to (i) GridSmartCity, and (ii) the Electricity Distributors Association ("EDA"), to seek help regarding the restoration effort?

c. With respect to the power line and tree trimming contractors, please confirm whether or not Burlington Hydro utilized the services of any external contractors that would be in addition to the two contractors listed in Attachment B.

d. Please provide a copy of Burlington Hydro's procurement policies.

[1] http://gridsmartcity.com/partners/utilities/

e. Further to the above, were the external contractors retained in a manner consistent with Burlington Hydro's procurement policies? If not, please provide rationale supporting procurement.

f. Please clarify if the invoiced costs from the local distribution companies and power lines and tree trimming contractors referenced in Table 5 are based on regular labour rates or premium rates, given for example, the timing of the engagement, its urgency, or the amount of notice provided to suppliers.

g. Please confirm if Burlington Hydro verified the hours worked by the local distribution companies and power lines and tree trimming contractors in the restoration effort.

h. Please confirm if Burlington Hydro checked how the invoiced costs for labour rates and equipment were determined by the local distribution companies and power lines and tree trimming contractors.

Response

a. i. Burlington Hydro confirms that it received assistance from Cambridge North Dumfries Hydro, Oakville Hydro Electric Distribution Inc. and Waterloo North Hydro only.

Ii Burlington Hydro capitalized Waterloo North's costs; this is shown at Exhibit 1, Attachment D, page 1 in column 1, 3rd entry. Because Burlington Hydro accounted for Waterloo North's costs as capital, there is no need to update Table 5.

b. Burlington Hydro sought additional resources from its GridSmartCity partners. Burlington Hydro did not contact the Electricity Distributors Association to seek additional resources.

c. Burlington Hydro confirms that Davey Tree provided tree trimming services under contract, K-Line provided power line services under contract and that J & N Traffic Control provided traffic control services and that no other contractors were utilized. The expensed portion of J & N's invoice is included in Table 5 under "Powerlines Contractors".

d. Burlington Hydro's procurement policy is provided at Attachment A.

e. Burlington Hydro confirms that the external contractors were procured pursuant to its procurement policy.

f. The invoiced costs from the neighbouring LDCs reflect their internal costs, whether regular or premium. Pursuant to the negotiated contracts, Burlington Hydro paid premimum rates to its external contractors.

g. Burlington Hydro was invoiced by the neighbouring LDCs for time and materials, and in the same manner that Burlington Hydro invoices neighboring LDCs when it provides assistance. This system is self-reinforcing because the role of recipient of service or provider of service can reverse from event to event and because Revenue Offsets of past periods are disclosed through rate rebasing applications.

   Burlington Hydro crews and management were in the field at all times and had first-hand knowledge of the hours of work performed by all crews. This knowledge was relied on to verify invoices.

h. Burlington Hydro verified against the contract that its external contractors charged the negotiated rates and the negotiated premia. Please see the response to part g.

PURCHASING & DISPOSAL POLICY
POLICY #11-15-2011

Purchasing Authorization

A. *All purchases* must be approved by the appropriate Department Head or his/her designate via the "Purchase Requisition Form" prior to a purchase order being prepared. The Purchase requisition must include either the Work Order #, GL #, or Capital Budget # (Capital purchases over $1000 must also include the completed and signed "Capital Expenditure Request").
B. *All computer purchases* must be approved via the I.T. Director to assure system conformability.
C. *Purchase Cards* can be signed out in the Purchasing Department for the following vendors: *Canadian Tire, Home Depot, Future Shop, Office Depot*. Receipts must be immediately sent to the Accounting Department and signed by the immediate supervisor with the appropriate departmental charge or GL number.
D. *All Office Supplies* (Basics Office Supplies) are purchased through the individual departments. The Stationery Requisition forms must be approved by the individual department head's. All forms are faxed by the Purchasing Department once completed.
E. Purchasing Services to consult with appropriate Responsible Manager and/or HR/Health & Safety, prior to the purchase of new equipment, tools or materials to ensure new hazards due to change of process, standards or equipment are considered.

Known quantities/requirements

A. Quotation
    - Informal quotations will be administered by the Purchasing Manager.
    - The Purchasing Manager may obtain up to three quotes from qualified suppliers in the most expeditious manner possible either by phone, fax, E-mail, or correspondence.
B. Tenders
    - The act of tendering is an important segment of the Burlington Hydro Inc.'s Purchasing Policy in that it ensures the following:
        1. that Burlington Hydro Inc. receives the benefits of competitive pricing
    - Sealed tenders shall be invited to bid based on either the ability to provide the products or services, due diligence documentation for new businesses, or past business relationships.

- Tenders not received by Burlington Hydro Inc. at the stated time and place stipulated in the tendering document will be returned to the vendor unopened.

Negotiations

A. The Purchasing Manager may negotiate where:
    - there is only one source of supply for the goods or services, or
    - there is merit in purchasing at a public auction, or
    - all tenders or quotations received fail to meet specifications or terms and conditions and it is unreasonable to recall tenders or quotations.
B. The negotiation procedures shall be those accepted as standard negotiating procedures that employ fair and ethical practices.

Emergency purchasing

A. Notwithstanding the provisions of this policy, goods and services required to address an emergency, as defined herein, shall be acquired by the most open market procedure. Selection shall be based on the quality and timeliness of service and where possible at the lowest cost.
B. The following shall apply in the case of an emergency situation which requires the immediate procurement of goods and/or services to prevent serious financial consequences to the Utility, to restore a customer's supply, to ensure the health and safety of employees or customers, or to respond to any environmental emergency:
    - During normal business hours, the Purchasing Manager shall procure any required goods and/or services by the quotation/negotiation method.
    - Outside normal business hours, or in the absence of the Purchasing Manager, a Department Head or his/her designate may purchase directly any required goods or services. Where such purchase occurs the Purchasing Manager shall be notified immediately upon starting normal business hours.

Partnerships

A. Depending on the individual circumstances, Burlington Hydro Inc. believes that it can obtain greater benefits by adopting a strategic procurement alliance for the purchase of goods and services rather than treating individual purchases in isolation. The benefits accruing to the Utility are:
    - reduced total inventory levels arising from closely matching production schedules with actual requirements,

- reduced administrative burden and overall costs due to streamlining the procurement process and taking advantage of economies of scale,
- improved service levels,
- better project estimates and improved ability to control final project costs,
- improved ability to meet project schedules,
- reduced expediting and inspection costs,
- innovation will be encouraged and
- adoption of agreed terms and conditions and specifications will reduce time required in both engineering and purchasing

B. Where it is demonstrated that Burlington Hydro Inc. will realize these benefits, a partnership agreement will be submitted to the Utility for approval. As part of the process, in order to ensure open competition, the Utility may entertain expressions of interest from the marketplace. The ability to add and delete products or services to the agreement will be a requirement of the agreement.

Cooperative purchasing

The Utility encourages cooperative purchasing with other Utilities or public agencies whenever the best interests of the Utility will be served. The policies and procedures of the participant responsible for issuing the call shall apply.

Extensions

Where it is to the Utilities advantage, purchasing arrangements may be extended for successive periods, as defined in the original arrangement.

Exceptions

A. This policy does not apply to the following items:
- Power purchases from Hydro One.
- Petty cash items
- Training and education
- Refundable employee expenses
- Refunds
- Utilities
- Payroll related expenditures
    - debenture payments
    - insurance payments
    - damage claims
    - tax remittances

B. A purchase order is not required for the following:
- Professional services
    - counseling fees

- auditing
- consulting fees
- legal fees
- banking
- insurance premiums

Selection criteria

A. The selection criteria for goods shall be based on the following where relevant:
    - Specifications or requirements
    - Quality
    - Service
    - Delivery
    - Place
    - Life cycle costs
    - Price

A. The selection criteria for services shall be based on the following where relevant:
    - the ability, capacity and skill of the vendor to perform the contract,
    - the ability, capacity and skill of the vendor to perform the contract in a safe manner,
    - whether the vendor can perform the service promptly within the time specified without delay or interference,
    - the character, integrity, reputation, judgment, experience and efficiency of the vendor and the proposed staff for this service,
    - the quality of performance provided on previous contracts or services, and
    - all cost to the utility that would result from selecting the vendor.

Disposals

A. The Purchasing Manager's co-operation with Department heads or their designate shall have the authority to sell, exchange or otherwise dispose of all goods declared as surplus to the needs of the Utility. Where it is in the best interest of the Utility, items or groups of items may:
    - Be offered to other public agencies;
    - Be sold by external advertisement, formal request, auction or public sale;
B. In the event that all efforts to dispose of goods by sale are unsuccessful, these items may be offered for refuse or donated to a charity.
C. The Purchasing Manager may sell or trade obsolete or surplus goods to the original supplier or others in that line of business where it is determined that a

higher net return will be obtained than by following the procedures set out above.

D. Where it is deemed appropriate by the Purchasing Manager, a reserve price may be established.

Authorization Date: November 15, 2011

Response to Interrogatory from Ontario Energy Board Staff

Ref: Manager's Summary: Exhibit 1, Attachment B, page 12

Board staff notes that the most extensive damage occurred in areas north of the city.

a. Please comment on the possible reasons for the most extensive damage occurring in areas north of the city, with reference to, among others, tree density, tree trimming operations or undergrounding.

Response

Burlington Hydro observes that the storm's path crossed the northerly portion of the City of Burlington which is heavily treed and where Burlington Hydro's system is predominantly overhead. The storm's path impacted the southerly portion of the City of Burlington to a lesser degree where the distribution system is more extensively undergrounded.

Response to Interrogatory from Ontario Energy Board Staff

Ref: Manager's Summary

a. Please confirm whether or not Burlington Hydro has a tree trimming policy, and if yes:
   i. Please provide a copy of the policy.
   ii. Further, please confirm whether or not Burlington Hydro's tree trimming policy was adhered to in the period prior to the onset of the ice storm, i.e. in the duration of the prior tree trimming time cycle.

Response

a. Burlington Hydro has a written tree trimming policy.
   i. Please see Attachment A.
   ii. Burlington Hydro confirms that its tree trimming policy was adhered to in the period prior to the Ice Storm.

TREE TRIMMING SPECIFICATIONS

SCOPE

The purpose of these specifications is to establish standard practices for line clearing operations on all Burlington Hydro Inc. power lines. The specifications, as written, will govern all line clearing operations authorized by Burlington Hydro Inc. unless specifically amended by the substitution of approved clauses or otherwise, to meet special conditions. Pruning shall be done to provide 6' clearance plus 3 years growth while still maintaining the structural integrity and safety of the trees.

PERIOD OF CONTRACT

This period of contract is to commence within two weeks of being awarded the contract. All work in Area A + Area B shall be completed by June 30th, 2009. Area C to be completed by November 30th, 2009. Please note that certain species of trees shall not be trimmed while the sap is running. If the Contractor comes across any such tree during this time, they must return before June 30th, 2009 to complete the trimming requirements.

PERMISSION

Before any work on trees is commenced, the permission of private property owners, Highways and Road Officials and Municipal Authorities must be obtained. Burlington Hydro Inc. will obtain necessary permits from Highways and Road Officials and Municipal Authorities. The Contractor shall obtain permission of private property owners. Burlington Hydro Inc. staff will provide a single notification letter for distribution by the contractor and render any assistance necessary in this respect.

PROVISION FOR TRAFFIC

The Contractor shall at all times carry on the work in a manner that will create the least interference with traffic, consistent with the faithful performance of the work. The Contractor shall not close the road or reduce the width or number of traffic lanes available for traffic except as specified in the contract documents or as approved.

The Contractor shall, at his own expense and to the satisfaction of Burlington Hydro, provide all vehicular traffic control equipment, material, and labour required to perform the work in a safe manner in accordance with the "Occupational Health and Safety Act" and the "Ontario Traffic Manual"(book 7). The Contractor shall assure that all required forms are completed and on-site for inspection. In the event a traffic control company is contracted for the purpose of signage, information regarding the contractor must be included in the quotation. Vehicle traffic control equipment shall be inspected by Burlington Hydro prior to commencement of the contract to assure adequate protection. A current Traffic Protection Plan must be on site at all times. All Traffic Control Persons shall be fully trained and competent and they will adhere to all the Ontario Ministry of Labour Occupational Health and Safety Act regulations and Ontario Traffic Manual Temporary Conditions (OTM Book 7) regarding Signage and Traffic Control Measures.

PROTECTION OF WORK AND PROPERTY

The Contractor shall continuously maintain adequate protection of the work area from damage or injury and shall make good any property damage or injury. If damage or injury does occur, the Contractor shall restore such property to its original state.

The Contractor shall provide, erect and maintain all guard rails, barriers, night lights, sidewalk and curb protection as may be necessary or as by-laws of the City of Burlington may require.

COMMERICIAL VEHICLE OPERATORS REGISTRATION (CVOR)

When applicable, Contractors are required to have a valid CVOR with a minimum rating of satisfactory. While under contract with Burlington Hydro, the Contractor is required to operate under its own CVOR operating authority. Prior to any work being performed for Burlington Hydro, the Contractor must submit a copy of its current CVOR abstract. During the term of the contract, if there is any change to the Contractors CVOR rating, the Contractor must immediately notify Burlington Hydro and submit a revised CVOR abstract. An unsatisfactory CVOR abstract or rating is cause for contract cancellation or disqualification.

SAFETY REGULATIONS

The Contractor shall be a member of the Electrical and Utilities Safety Association and abide by the Association's rules and regulations regarding tree trimming around energized conductors. And shall ensure that the employees are conversant with the appropriate rules and regulations and anyone failing to abide by the rules may be required to leave the work site. Documentation of membership must be submitted to Burlington Hydro Inc. by successful bidder. All work must be performed in accordance with the Occupational Health and Safety Act.

PERFORMANCE SPECIFICATIONS

The Contractor will be required to comply with the following:

a) Perform the work in accordance with specifications based on approved arboricultural practices. Following ISA or ANSI pruning standards.

b) Comply with all statues, orders, regulations, rules and by-laws of every governmental authority relating to the work.

c) Must submit **each day**, to Burlington Hydro Inc., a suitable form showing the area worked, including exact locations (street names), the degree of pruning and the progress made, along with the names of staff and vehicles used on the job. This submission will be provided to the inspector when the inspector is on-site. If the inspector was not available on a particular day, the submission will be sent via facsimile to 905-332-0684. A delay in submitting these reports will result in a delay of payment. All reports **must** match monthly invoice without exception.

d) The Contractor shall, each day, before commencing work, communicate with Burlington Hydro Inc.'s Control Room (332-1851 Ext. 330) and Burlington Hydro Inc.'s inspector advising of the following:

1) Exact location of area in which work is to be performed, including street names along with names of the crews.

2) "Hold-off" requirements.

e) At the end of each working day, must inform the Control Room Operator that all employees are clear of the work area and release all "Hold-offs".

f) Inform the Control Room Operator immediately should they cause a limb to fall across a feeder that might cause a power interruption.

CIRCUITS AND APPARATUS TO BE CLEARED

a) Branches and limbs will be pruned to provide a minimum clearance of 6' plus 3 years growth in all directions, from the 27,600 volt, 13,800 volt and 4,160 volt high voltage lines.

Clearance shall provide for at least three years growth, except where this would seriously mutilate the tree. Where adequate clearance cannot be obtained without mutilating the tree inform the Engineer at once, in writing. This should be particularly borne in mind when dealing with fast growing trees such as Manitoba Maple and Willow. All limbs that are liable by falling, swaying or other means, to contact the conductor, shall be removed wherever practical.

In establishing clearances, the possibility of children climbing trees and making contact with live apparatus must always be borne in mind and particular caution shall be exercised regarding trees on or near school yards and playground areas.

Sufficient clearance should also be provided so that guy wires and strain insulators are not in contact with heavy limbs.

b) Branches, limbs and vines will be pruned to provide a minimum clearance of 3' plus 3 years growth in all directions, from secondary drop leads, secondary wires and services. In addition, poles will be cleared such that a lineman can climb, without being obstructed by branches and limbs.

c) Remove all dead wood, regardless of location of the tree, which, under normal wind conditions, could strike the conductors or any part of the electrical equipment, in falling.

d) Where Hendrix primary tree cable is installed only reduce to 3' plus 3years growth in all directions.

e) Remove heavy limbs resting on communication line that can potentially cause damage to hydro plant.

PROTECTING THE BARK OF TREES

Spurs will not be used for climbing live trees.

PRUNING

a) **Cuts**

Saw and pruner cuts shall be done following ISA or ANSI standards.

b) **Cut Branches**

Ropes shall be used for lowering cut branches where necessary, to prevent damage to trees, conductors, fences and other property. No "hangers" shall be left in trees after pruning and no twigs or branches shall be left on the conductors.

c) **Saw Cuts to be Protected**

No saw cuts shall be treated with a tree wound dressing unless approved by Burlington Hydro Inc.

d) **Corrective Pruning**

Old stubs remaining from previous line clearing operations shall be removed as well as any stubs on the line side of the tree, resulting from storm damage. Directional pruning shall be done to maintain clearance around wires.

e) **Shaping**

When a line passes through a tree, the opening should be cut back in a slope, away from the line towards the top, so that the notch is a Vee shape. The cutting of slots is not permitted. The cutting of Vee notches shall be kept to a minimum.

Where lines run alongside a tree, the tree should be trimmed to give correct clearance at the lowest Burlington Hydro line and slope away from the upper circuits.

If in obtaining the desired line clearance, trees are rendered unsightly due to lack of symmetry, further pruning to restore their appearance shall be carried out. The extent of such shaping shall be governed by the location of the trees to the nature of their surroundings etc. Full shaping shall consist of:

1. The removal or shortening by natural or "drop-crotch" method, of branches in crown of tree. Sufficient growth must be left on branches that are cut back, to keep them alive. When possible, the branch being removed shall be cut in such a way as to preserve the natural appearance of the tree. "Hedge-pruning" or excessive clipping with pole pruners and brush saws shall be avoided.

2. Removal or shortening of long straggly branches at side of trees.

3. Removal or shortening of branches at backs of trees, to restore balance which has suffered as a result of limbs being removed to obtain clearance of the line side.

Care must be exercised to avoid an effect similar to girdling, as a result of removing too many adjacent branches.

4. Removal or shortening of side branches on line side of tree to eliminate or reduce to a minimum a gouged effect.

f) **Limbs Under Conductors**
Limbs growing up into the conductors from the side of a tree shall be removed at the main trunk. If this appears impractical, or inadvisable, the limbs shall be shortened to avoid whipping up into the line.

g) **Limbs Parallel with Conductors**
Limbs that are growing out from the side of a tree, parallel with conductors, and could sway or be flown into the conductors, shall be removed wherever practical. Otherwise they shall be shortened.

h) **Trees Below a Line**
Young trees growing directly under a line are to be topped and rounded in a pleasing manner.

i) **Overhanging Limbs**
Limbs directly over the conductors shall be removed if possible; otherwise they shall be shortened sufficiently to prevent their dropping into the conductors under the additional weight of snow or ice.

j) **Dead Limbs**
All dead wood, level with, or above the conductors, in trees immediately adjacent to the line shall be removed together with dead limbs that might be blown into the line from trees located across the road or elsewhere in the near vicinity.

k) **Tops of Weak-Wooded Trees to be Lowered**
All tall weak-wooded trees towering above the line shall have their tops lowered as much as practical. To lower the tops, the "drop-crotch" method shall be used so that the tree will not appear to have been chopped off at a definite height.

l) **Vines**
Vines growing on poles, down guys and span guys are to be cut at grade elevation and removed. Where the vines have encroached within the safe limits of approach for removal from overhead high voltage conductors and secondary service conductors, notify Burlington Hydro in writing. Burlington Hydro will dispatch a crew to create a safe condition in order to remove the vines.

DISPOSAL OF WOOD, BRUSH AND DEBRIS

The disposal of brush, wood and other debris resulting from the Contractor's activities shall be governed by the following:

a) Timber and branches over 4" in diameter shall be trimmed and cut into convenient lengths for handling unless otherwise designated by the property owner. Alternatively, dispose of all debris at an approved dumping site.

b) Timber and branches that are to be given to property owners shall be piled neatly on the land of the property owner, immediately adjacent to the road allowance, during the progress of the line clearing operation.

c) Wood or brush, which has been cut from private property during the progress of a line clearing operation, shall be cleared up to the satisfaction of the property owner, providing the request is reasonable.

d) Brush, wood and debris, shall not be left lying overnight along streets, highways, county roads or any main travelled road. Brush left overnight on lightly travelled roads shall be stacked neatly so as not to obstruct traffic, and shall be removed no later than the following day. Lawns and grassed areas shall be raked to eliminate small twigs, branches, and debris.

TREES OF DOUBTFUL STRENGTH

Report in writing, all trees of doubtful strength that in falling could strike Burlington Hydro Inc. lines. These shall include all trees that are over-mature, diseased or showing signs of decay, as well as all Oak, Beech, and Basswood Trees, regardless of their outward appearance, since trees of these species are particularly prone to internal decay.

Response to Interrogatory from Ontario Energy Board Staff

Ref: Manager's Summary: Exhibit 1, page 8
Ref: Manager's Summary: Exhibit 1, Attachment D, page 3

Board staff notes that Burlington Hydro proposes to recover the ice storm Z-factor costs by way of a fixed charge rate rider across all customer classes based on allocating the ice storm recovery costs to all customer classes in proportion to Burlington Hydro's 2013 distribution revenues and customer/connection count.

a. Please calculate fixed charge rate riders using customer/connection counts at December 31, 2013 reported in the Reporting and Record Keeping Requirements ("RRR") and by allocating Burlington Hydro's recovery amount of $579,365 to all customer classes on the basis of the last Board approved distribution revenue, i.e. distribution revenue resulting from Burlington Hydro's 2014 cost-of-service rate application (EB-2013-0115).

b. Please also calculate rate riders resulting from customer/connection counts at the end of 3rd quarter 2014.

c. Please provide estimated bill impacts based on the rate riders calculated in a) and b).

Response

a. The requested rate riders are provided in the table below.

Derivation of Proposed Z Factor Rate Rider

Amount to be Recovered	$ 579,365.49				
Period	1.5 Years				
	Allocator	Allocation Factor	Allocation of Ice Storm Costs	Charge Parameter	Rate Rider
	2014 Board Approved Disrtibution Revenue Distribution Revenue			2013 Customer Count or Connections	$/Month
Residential	$ 17,480,231	60.62%	$ 351,214.00	60,386	0.32
General Service <50kW	$ 3,864,127	13.40%	$ 77,638.31	5,298	0.81
General Service >50kW	$ 7,138,613	24.76%	$ 143,429.50	1,020	7.81
Unmetered Scattered Load	$ 113,055	0.39%	$ 2,271.51	577	0.22
Street Lighting	$ 239,506	0.83%	$ 4,812.17	15,189	0.02

b. The requested rate riders are provided in the table below.

Derivation of Proposed Z Factor Rate Rider

Amount to be Recovered	$ 579,365.49					
Period	1.5 Years					
	Allocator	Allocation Factor	Allocation of Ice Storm Costs		Charge Parameter	Rate Rider
	2014 Board Approved Disrtibution Revenue Distribution Revenue				Q3 2014 Customer Count or Connections	$/Month
Residential	$ 17,480,231	60.62%	$	351,214.00	59,924	0.33
General Service <50kW	$ 3,864,127	13.40%	$	77,638.31	5,214	0.83
General Service >50kW	$ 7,138,613	24.76%	$	143,429.50	1,025	7.77
Unmetered Scattered Load	$ 113,055	0.39%	$	2,271.51	567	0.22
Street Lighting	$ 239,506	0.83%	$	4,812.17	15,195	0.02

c. The requested bill impacts are provided at Attachments A and B respectively.

Bill Impacts

Customer Class **Residential**

TOU / non-TOU TOU

Consumption 800 kWh ○ May 1 - October 31 ○ November 1 - April 30 (Select this radio button for applications filed after

		Current Board-Approved			Proposed			Impact	
	Charge Unit	Rate ($)	Volume	Charge ($)	Rate ($)	Volume	Charge ($)	$ Change	% Change
Monthly Service Charge	Monthly	$ 11 88	1	$ 11.88	$ 11.88	1	$ 11 88	$ -	0.00%
Smart Meter Rate Adder	Monthly		1	$ -		1	$ -	$ -	
SM RR	Monthly		1	$ -		1	$ -	$ -	
Z Factor	Monthly		1	$ -	$ 0 3200	1	$ 0 32	$ 0.32	
Stranded Meter Rate Rider	Monthly	$ 1.7300	1	$ 1.73	$ 1.73	1	$ 1.73	$ -	0.00%
MDMR	Monthly	-$ 0 6100	1	$ (0.61)	-$ 0.61	1	$ (0 61)	$ -	0.00%
Distribution Volumetric Rate	per kWh	$ 0 0162	800	$ 12.96	$ 0 0162	800	$ 12 96	$ -	0.00%
Smart Meter Disposition Rider	per kWh		800	$ -		800	$ -	$ -	
LRAM & SSM Rate Rider	per kWh		800	$ -		800	$ -	$ -	
Tax change	per kWh		800	$ -		800	$ -	$ -	
Disposal of 1576 (Acct Chg)	per kWh	-$ 0 0008	800	$ (0.64)	-$ 0 0008	800	$ (0 64)	$ -	0.00%
			800	$ -		800	$ -	$ -	
			800	$ -		800	$ -	$ -	
			800	$ -		800	$ -	$ -	
			800	$ -		800	$ -	$ -	
			800	$ -		800	$ -	$ -	
Sub-Total A (excluding pass through)				$ 25.32			$ 25 64	**$ 0.32**	**1.26%**
DVA RR (2010)	per kWh	$ -	800	$ -	$ -	800	$ -	$ -	
GA DVA RR (2010)	per kWh		800	$ -		800	$ -	$ -	
DVA RR (2012)	per kWh		800	$ -		800	$ -	$ -	
GA DVA RR (2012)	per kWh		800	$ -		800	$ -	$ -	
Proposed DVA Rate Rider	per kWh	-$ 0 0014	800	$ (1.12)	-$ 0 0014	800	$ (1.12)	$ -	0.00%
Proposed DVA GA Rate Rider	per kWh	$ 0 0006	800	$ 0.48	$ 0 0006	800	$ 0.48	$ -	0.00%
Low Voltage Service Charge			800	$ -		800	$ -	$ -	
Line Losses on Cost of Power		$ 0 0925	30	$ 2.77	$ 0 0925	30	$ 2.77	$ -	0.00%
Smart Meter Entity Charge	Monthly	$ 0.7900	1	$ 0.79	$ 0.7900	1	$ 0.79	$ -	
Sub-Total B - Distribution (includes Sub-Total A)				**$ 28.24**			**$ 28.56**	**$ 0.32**	**1.13%**
RTSR - Network	per kWh	$ 0 0075	830	$ 6.22	$ 0 0075	830	$ 6 22	$ -	0.00%
RTSR - Line and Transformation Connection	per kWh	$ 0 0058	830	$ 4.81	$ 0 0058	830	$ 4 81	$ -	0.00%
Sub-Total C - Delivery (including Sub-Total B)				**$ 39.28**			**$ 39.60**	**$ 0.32**	**0.81%**
Wholesale Market Service Charge (WMSC)	per kWh	$ 0 0044	830	$ 3.65	$ 0 0044	830	$ 3 65	$ -	0.00%
Rural and Remote Rate Protection (RRRP)	per kWh	$ 0 0013	830	$ 1.08	$ 0 0013	830	$ 1 08	$ -	0.00%
Standard Supply Service Charge	per kWh	$ 0 2500	1	$ 0.25	$ 0 2500	1	$ 0 25	$ -	0.00%
Debt Retirement Charge (DRC)	per kWh	$ 0 0070	800	$ 5.60	$ 0 0070	800	$ 5 60	$ -	0.00%
TOU - Off Peak	per kWh	$ 0 0750	512	$ 38.40	$ 0 0750	512	$ 38.40	$ -	0.00%
TOU - Mid Peak	per kWh	$ 0.1120	144	$ 16.13	$ 0.1120	144	$ 16.13	$ -	0.00%
TOU - On Peak	per kWh	$ 0.1350	144	$ 19.44	$ 0.1350	144	$ 19.44	$ -	0.00%
Energy - RPP - Tier 1	per kWh	$ 0 0860	FALSE	$ -	$ 0 0860	FALSE	$ -	$ -	
Energy - RPP - Tier 2	per kWh	$ 0.1010	FALSE	$ -	$ 0.1010	FALSE	$ -	$ -	
Total Bill on TOU (before Taxes)				**$ 123.83**			**$ 124.15**	**$ 0.32**	**0.26%**
HST		13%		$ 16.10	13%		$ 16.14	$ 0.04	0.26%
Total Bill (including HST)				$ 139.93			$ 140 29	$ 0.36	0.26%
Ontario Clean Energy Benefit 1				-$ 13.99			-$ 14 03	-$ 0.04	0.29%
Total Bill on TOU (including OCEB)				**$ 125.94**			**$ 126.26**	**$ 0.32**	**0.26%**
Total Bill on RPP (before Taxes)				**$ 49.86**			**$ 50.18**	**$ 0.32**	**0.64%**
HST		13%		$ 6.48	13%		$ 6 52	$ 0.04	0.64%
Total Bill (including HST)				$ 56.34			$ 56.70	$ 0.36	0.64%
Ontario Clean Energy Benefit 1				-$ 5.63			-$ 5 67	-$ 0.04	0.71%
Total Bill on RPP (including OCEB)				**$ 50.71**			**$ 51.03**	**$ 0.32**	**0.63%**

Loss Factor (%) 3.73% 3.73%

Bill Impacts

Customer Class **General Service < 50 kW**

TOU / non-TOU TOU

Consumption 2,000 kWh ○ May 1 - October 31 ○ November 1 - April 30 (Select this radio button for applications filed after

		Current Board-Approved			Proposed			Impact	
	Charge Unit	Rate ($)	Volume	Charge ($)	Rate ($)	Volume	Charge ($)	$ Change	% Change
Monthly Service Charge	Monthly	$ 24.77	1	$ 24.77	$ 24.77	1	$ 24.77	$ -	0.00%
Smart Meter Rate Adder	Monthly		1	$ -		1	$ -	$ -	
SMIRR	Monthly		1	$ -		1	$ -	$ -	
SM Entity Charge	Monthly		1	$ -		1	$ -	$ -	
Stranded Meter Rate Rider	Monthly	$ 8.4000	1	$ 8.40	$ 8.40	1	$ 8.40	$ -	0.00%
MDMR	Monthly	-$ 0 6100	1	$ (0 61)	-$ 0.61	1	$ (0.61)	$ -	0.00%
Distribution Volumetric Rate	per kWh	$ 0 0133	2000	$ 26 60	$ 0.0133	2000	$ 26.60	$ -	0.00%
Smart Meter Disposition Rider	per kWh		2000	$ -		2000	$ -	$ -	
LRAM & SSM Rate Rider	per kWh		2000	$ -		2000	$ -	$ -	
Tax change	per kWh		2000	$ -		2000	$ -	$ -	
Disposal of 1576 (Acct Chg)	per kWh	-$ 0 0008	2000	$ (1 60)	-$ 0.0008	2000	$ (1.60)	$ -	0.00%
Z Factor	Monthly		2000	$ -	$ 0.8100	1	$ 0.81	$ 0 81	
			2000	$ -		2000	$ -	$ -	
			2000	$ -		2000	$ -	$ -	
			2000	$ -		2000	$ -	$ -	
			2000	$ -		2000	$ -	$ -	
Sub-Total A (excluding pass through)				$ 57 56			$ 58.37	**$ 0.81**	**1.41%**
DVA RR (2010)	per kWh		2000	$ -		2000	$ -	$ -	
GA DVA RR (2010)	per kWh		2000	$ -		2000	$ -	$ -	
DVA RR (2012)	per kWh		2000	$ -		2000	$ -	$ -	
GA DVA RR (2012)	per kWh		2000	$ -		2000	$ -	$ -	
Proposed DVA Rate Rider	per kWh	-$ 0 0012	2000	$ (2.40)	-$ 0.0012	2000	$ (2.40)	$ -	0.00%
Proposed DVA GA Rate Rider	per kWh	$ 0 0006	2000	$ 1 20	$ 0.0006	2000	$ 1.20	$ -	0.00%
Low Voltage Service Charge			2000	$ -		2000	$ -	$ -	
Line Losses on Cost of Power		$ 0 0925	75	$ 6 93	$ 0.0925	75	$ 6.93	$ -	0.00%
Smart Meter Entity Charge	Monthly	$ 0.7900	1	$ 0.79	$ 0.7900	1	$ 0.79	$ -	0.00%
Sub-Total B - Distribution (includes Sub-Total A)				**$ 64.08**			**$ 64.89**	**$ 0.81**	**1.26%**
RTSR - Network	per kWh	$ 0 0071	2075	$ 14.73	$ 0.0071	2075	$ 14.73	$ -	0.00%
RTSR - Line and Transformation Connection	per kWh	$ 0 0051	2075	$ 10 58	$ 0.0051	2075	$ 10.58	$ -	0.00%
Sub-Total C - Delivery (including Sub-Total B)				**$ 89.39**			**$ 90.20**	**$ 0.81**	**0.91%**
Wholesale Market Service Charge (WMSC)	per kWh	$ 0 0044	2075	$ 9.13	$ 0.0044	2075	$ 9.13	$ -	0.00%
Rural and Remote Rate Protection (RRRP)	per kWh	$ 0 0013	2075	$ 2.70	$ 0.0013	2075	$ 2.70	$ -	0.00%
Standard Supply Service Charge	per kWh	$ 0 2500	1	$ 0 25	$ 0.2500	1	$ 0.25	$ -	0.00%
Debt Retirement Charge (DRC)	per kWh	$ 0 0070	2000	$ 14 00	$ 0.0070	2000	$ 14.00	$ -	0.00%
TOU - Off Peak	per kWh	$ 0 0750	1280	$ 96 00	$ 0.0750	1280	$ 96.00	$ -	0.00%
TOU - Mid Peak	per kWh	$ 0.1120	360	$ 40 32	$ 0.1120	360	$ 40.32	$ -	0.00%
TOU - On Peak	per kWh	$ 0.1350	360	$ 48 60	$ 0.1350	360	$ 48.60	$ -	0.00%
Energy - RPP - Tier 1	per kWh	$ 0 0860	FALSE	$ -	$ 0.0860	FALSE	$ -	$ -	
Energy - RPP - Tier 2	per kWh	$ 0.1010	FALSE	$ -	$ 0.1010	FALSE	$ -	$ -	
Total Bill on TOU (before Taxes)				**$ 300.39**			**$ 301.20**	**$ 0.81**	**0.27%**
HST		13%		$ 39 05	13%		$ 39.16	$ 0.11	0.27%
Total Bill (including HST)				$ 339.44			$ 340.36	$ 0 92	0.27%
Ontario Clean Energy Benefit [1]				-$ 33 94			-$ 34.04	-$ 0.10	0.29%
Total Bill on TOU (including OCEB)				**$ 305.50**			**$ 306.32**	**$ 0.82**	**0.27%**
Total Bill on RPP (before Taxes)				**$ 115.47**			**$ 116.28**	**$ 0.81**	**0.70%**
HST		13%		$ 15 01	13%		$ 15.12	$ 0.11	0.70%
Total Bill (including HST)				$ 130.48			$ 131.40	$ 0 92	0.70%
Ontario Clean Energy Benefit [1]				-$ 13 05			-$ 13.14	-$ 0 09	0.69%
Total Bill on RPP (including OCEB)				**$ 117.43**			**$ 118.26**	**$ 0.83**	**0.70%**
Loss Factor (%)		3.73%			3.73%				

Bill Impacts

Customer Class **General Service >50kW**

TOU / non-TOU TOU

Consumption 100 kW ○ May 1 - October 31 ○ November 1 - April 30 (Select this radio button for applications filed after Oc
Consumption 36,670.00 kWh

		Current Board-Approved			Proposed			Impact	
	Charge Unit	Rate ($)	Volume	Charge ($)	Rate ($)	Volume	Charge ($)	$ Change	% Change
Monthly Service Charge	Monthly	$ 58.05	1	$ 58 05	$ 58.05	1	$ 58.05	$ -	0.00%
Smart Meter Rate Adder	Monthly		1	$ -		1	$ -	$ -	
SMIRR	Monthly		1	$ -		1	$ -	$ -	
SM Entity Charge	Monthly		1	$ -		1	$ -	$ -	
Stranded Meter Rate Rider	Monthly	$ 35.9500	1	$ 35 95	$ 35.95	1	$ 35.95	$ -	0.00%
MDMR	Monthly	-$ 0.3900	1	$ (0 39)	-$ 0.39	1	$ (0.39)	$ -	0.00%
Distribution Volumetric Rate	per kW	$ 2.8577	100	$ 285.77	$ 2.8577	100	$ 285.77	$ -	0.00%
Smart Meter Disposition Rider	per kW		100	$ -		100	$ -	$ -	
LRAM & SSM Rate Rider	per kW		100	$ -		100	$ -	$ -	
Tax change	per kW		100	$ -		100	$ -	$ -	
Disposal of 1576 (Acct Chg)	per kW	-$ 0.2943	100	$ (29.43)	-$ 0.2943	100	$ (29.43)	$ -	0.00%
Z Factor	per kW		100	$ -	$ 7.8100	1	$ 7.81	$ 7.81	
	per kW		100	$ -		100	$ -	$ -	
	per kW		100	$ -		100	$ -	$ -	
	per kW		100	$ -		100	$ -	$ -	
	per kW		100	$ -		100	$ -	$ -	
Sub-Total A (excluding pass through)				$ 349 95			$ 357.76	$ 7.81	2.23%
DVA RR (2010)	per kW		100	$ -		100	$ -	$ -	
GA DVA RR (2010)	per kW		100	$ -		100	$ -	$ -	
DVA RR (2012)	per kW		100	$ -		100	$ -	$ -	
GA DVA RR (2012)	per kW		100	$ -		100	$ -	$ -	
Proposed DVA Rate Rider	per kW	-$ 0.5488	100	$ (54 88)	-$ 0.5488	100	$ (54.88)	$ -	0.00%
Proposed DVA GA Rate Rider	per kW	$ 0.2506	100	$ 25 06	$ 0.2506	100	$ 25.06	$ -	0.00%
Low Voltage Service Charge			100	$ -		100	$ -	$ -	
Line Losses on Cost of Power		$ 0.0925	1,368	$ 126.49	$ 0.0925	1,368	$ 126.49	$ -	0.00%
Smart Meter Entity Charge			1	$ -		1	$ -	$ -	
Sub-Total B - Distribution (includes Sub-Total A)				$ 446.62			$ 454.43	$ 7.81	1.75%
RTSR - Network	per kW	$ 2.9008	104	$ 300 90	$ 2.9008	104	$ 300.90	$ -	0.00%
RTSR - Line and Transformation Connection	per kW	$ 2.1384	104	$ 221 82	$ 2.1384	104	$ 221.82	$ -	0.00%
Sub-Total C - Delivery (including Sub-Total B)				$ 969.33			$ 977.14	$ 7.81	0.81%
Wholesale Market Service Charge (WMSC)	per kWh	$ 0.0044	38038	$ 167 37	$ 0.0044	38038	$ 167.37	$ -	0.00%
Rural and Remote Rate Protection (RRRP)	per kWh	$ 0.0013	38038	$ 49.45	$ 0.0013	38038	$ 49.45	$ -	0.00%
Standard Supply Service Charge	per kWh	$ 0.2500	1	$ 0 25	$ 0.2500	1	$ 0.25	$ -	0.00%
Debt Retirement Charge (DRC)	per kWh	$ 0.0070	36670	$ 256 69	$ 0.0070	36670	$ 256.69	$ -	0.00%
TOU - Off Peak	per kWh	$ 0.0750	23469	$ 1,760.16	$ 0.0750	23469	$ 1,760.16	$ -	0.00%
TOU - Mid Peak	per kWh	$ 0.1120	6601	$ 739 27	$ 0.1120	6601	$ 739.27	$ -	0.00%
TOU - On Peak	per kWh	$ 0.1350	6601	$ 891 08	$ 0.1350	6601	$ 891.08	$ -	0.00%
Energy - RPP - Tier 1	per kWh	$ 0.0860	600	$ 51 60	$ 0.0860	600	$ 51.60	$ -	0.00%
Energy - RPP - Tier 2	per kWh	$ 0.1010	36070	$ 3,643 07	$ 0.1010	36070	$ 3,643.07	$ -	0.00%
Total Bill on TOU (before Taxes)				$ 4,833.60			$ 4,841.41	$ 7.81	0.16%
HST		13%		$ 628 37	13%		$ 629.38	$ 1.02	0.16%
Total Bill (including HST)				$ 5,461 96			$ 5,470.79	$ 8.83	0.16%
Ontario Clean Energy Benefit [1]				-$ 546 20			-$ 547.08	-$ 0.88	0.16%
Total Bill on TOU (including OCEB)				$ 4,915.76			$ 4,923.71	$ 7.95	0.16%
Total Bill on RPP (before Taxes)				$ 5,137.76			$ 5,145.57	$ 7.81	0.15%
HST		13%		$ 667 91	13%		$ 668.92	$ 1.02	0.15%
Total Bill (including HST)				$ 5,805 67			$ 5,814.49	$ 8.83	0.15%
Ontario Clean Energy Benefit [1]				-$ 580 57			-$ 581.45	-$ 0.88	0.15%
Total Bill on RPP (including OCEB)				$ 5,225.10			$ 5,233.04	$ 7.95	0.15%

Loss Factor (%) 3.73% 3.73%

Bill Impacts

Customer Class **Unscattered Metered Load**

TOU / non-TOU non-TOU

Consumption 150 kWh ○ May 1 - October 31 ○ November 1 - April 30 (Select this radio button for applications filed after (

		Current Board-Approved			Proposed			Impact	
	Charge Unit	Rate ($)	Volume	Charge ($)	Rate ($)	Volume	Charge ($)	$ Change	% Change
Monthly Service Charge	Monthly	$ 8 89	1	$ 8.89	$ 8.89	1	$ 8 89	$ -	0.00%
Smart Meter Rate Adder	Monthly		1	$ -		1	$ -	$ -	
SMIRR	Monthly		1	$ -		1	$ -	$ -	
SM Entity Charge	Monthly		1	$ -		1	$ -	$ -	
Stranded Meter Rate Rider	Monthly		1	$ -		1	$ -	$ -	
Z Factor	Monthly		1	$ -	$ 0 2200	1	$ 0 22	$ 0.22	
Distribution Volumetric Rate	per kWh	$ 0 0154	150	$ 2.31	$ 0 0154	150	$ 2 31	$ -	0.00%
Smart Meter Disposition Rider	per kWh		150	$ -		150	$ -	$ -	
LRAM & SSM Rate Rider	per kWh		150	$ -		150	$ -	$ -	
Tax change	per kWh		150	$ -		150	$ -	$ -	
Disposal of 1576 (Acct Chg)	per kWh	-$ 0 0008	150	$ (0.12)	-$ 0 0008	150	$ (0.12)	$ -	0.00%
	per kWh		150	$ -		150	$ -	$ -	
	per kWh		150	$ -		150	$ -	$ -	
	per kWh		150	$ -		150	$ -	$ -	
	per kWh		150	$ -		150	$ -	$ -	
	per kWh		150	$ -		150	$ -	$ -	
Sub-Total A (excluding pass through)				$ 11.08			$ 11 30	**$ 0.22**	**1.99%**
DVA RR (2010)	per kWh		150	$ -		150	$ -	$ -	
GA DVA RR (2010)	per kWh		150	$ -		150	$ -	$ -	
DVA RR (2012)	per kWh		150	$ -		150	$ -	$ -	
GA DVA RR (2012)	per kWh		150	$ -		150	$ -	$ -	
Proposed DVA Rate Rider	per kWh	-$ 0 0015	150	$ (0.23)	-$ 0 0015	150	$ (0 23)	$ -	0.00%
Proposed DVA GA Rate Rider	per kWh	$ 0 0006	150	$ 0.09	$ 0 0006	150	$ 0 09	$ -	0.00%
Low Voltage Service Charge			150	$ -		150	$ -	$ -	
Line Losses on Cost of Power		$ 0 0860	6	$ 0.52	$ 0 0860	6	$ 0 52	$ -	0.00%
Smart Meter Entity Charge	Monthly			$ -			$ -	$ -	
Sub-Total B - Distribution (includes Sub-Total A)				**$ 11.46**			**$ 11.68**	**$ 0.22**	**1.92%**
RTSR - Network	per kWh	$ 0 0071	156	$ 1.11	$ 0 0071	156	$ 1.11	$ -	0.00%
RTSR - Line and Transformation Connection	per kWh	$ 0 0051	156	$ 0.80	$ 0 0051	156	$ 0 80	$ -	0.00%
Sub-Total C - Delivery (including Sub-Total B)				**$ 13.36**			**$ 13.58**	**$ 0.22**	**1.65%**
Wholesale Market Service Charge (WMSC)	per kWh	$ 0 0044	156	$ 0.69	$ 0 0044	156	$ 0 69	$ -	0.00%
Rural and Remote Rate Protection (RRRP)	per kWh	$ 0 0013	156	$ 0.20	$ 0 0013	156	$ 0 20	$ -	0.00%
Standard Supply Service Charge	per kWh	$ 0 2500	1	$ 0.25	$ 0 2500	1	$ 0 25	$ -	0.00%
Debt Retirement Charge (DRC)	per kWh	$ 0 0070	150	$ 1.05	$ 0 0070	150	$ 1 05	$ -	0.00%
TOU - Off Peak	per kWh	$ 0 0750	96	$ 7.20	$ 0 0750	96	$ 7 20	$ -	0.00%
TOU - Mid Peak	per kWh	$ 0.1120	27	$ 3.02	$ 0.1120	27	$ 3 02	$ -	0.00%
TOU - On Peak	per kWh	$ 0.1350	27	$ 3.65	$ 0.1350	27	$ 3 65	$ -	0.00%
Energy - RPP - Tier 1	per kWh	$ 0 0860	150	$ 12.90	$ 0 0860	150	$ 12 90	$ -	0.00%
Energy - RPP - Tier 2	per kWh	$ 0.1010	0	$ -	$ 0.1010	0	$ -	$ -	
Total Bill on TOU (before Taxes)				**$ 29.42**			**$ 29.64**	**$ 0.22**	**0.75%**
HST		13%		$ 3.82	13%		$ 3 85	$ 0.03	0.75%
Total Bill (including HST)				$ 33.25			$ 33 50	$ 0.25	0.75%
Ontario Clean Energy Benefit [1]				-$ 3.32			-$ 3 35	-$ 0.03	0.90%
Total Bill on TOU (including OCEB)				**$ 29.93**			**$ 30.15**	**$ 0.22**	**0.73%**
Total Bill on RPP (before Taxes)				**$ 28.45**			**$ 28.67**	**$ 0.22**	**0.77%**
HST		13%		$ 3.70	13%		$ 3.73	$ 0.03	0.77%
Total Bill (including HST)				$ 32.15			$ 32.40	$ 0.25	0.77%
Ontario Clean Energy Benefit [1]				-$ 3.22			-$ 3 24	-$ 0.02	0.62%
Total Bill on RPP (including OCEB)				**$ 28.93**			**$ 29.16**	**$ 0.23**	**0.79%**

Loss Factor (%) 3.73% 3.73%

Bill Impacts

Customer Class **Street Lights**

TOU / non-TOU non-TOU

Consumption 0.22 **kW** ○ May 1 - October 31 ○ November 1 - April 30 (Select this radio button for applications filed after

Consumption 78 kWh

		Current Board-Approved			Proposed			Impact	
	Charge Unit	Rate ($)	Volume	Charge ($)	Rate ($)	Volume	Charge ($)	$ Change	% Change
Monthly Service Charge	Monthly	$ 0 59	1 00	$ 0.59	$ 0 59	1	$ 0.59	$ -	0 00%
Smart Meter Rate Adder	Monthly		1 00	$ -		1	$ -	$ -	
SMIRR	Monthly		1 00	$ -		1	$ -	$ -	
SM Entity Charge	Monthly		1 00	$ -		1	$ -	$ -	
Stranded Meter Rate Rider	Monthly		1 00	$ -		1	$ -	$ -	
Z Factor	Monthly		1 00	$ -	$ 0 0200	1	$ 0.02	$ 0.02	
Distribution Volumetric Rate	per kW	$ 4 3040	0 22	$ 0.95	$ 4 3040	0 22	$ 0.95	$ -	0 00%
Smart Meter Disposition Rider	per kW		0 22	$ -		0 22	$ -	$ -	
LRAM & SSM Rate Rider	per kW		0 22	$ -		0 22	$ -	$ -	
Tax change	per kW		0 22	$ -		0 22	$ -	$ -	
Disposal of 1576 (Acct Chg)	per kW	-$ 0 2734	0 22	$ (0.06)	-$ 0 2734	0 22	$ (0.06)	$ -	0 00%
	per kW		0 22	$ -		0 22	$ -	$ -	
	per kW		0 22	$ -		0 22	$ -	$ -	
	per kW		0 22	$ -		0 22	$ -	$ -	
	per kW		0 22	$ -		0 22	$ -	$ -	
	per kW		0 22	$ -		0 22	$ -	$ -	
Sub-Total A (excluding pass through)				**$ 1.48**			**$ 1.50**	**$ 0.02**	**1.35%**
DVA RR (2010)	per kW		0 22	$ -		0 22	$ -	$ -	
GA DVA RR (2010)	per kW		0 22	$ -		0 22	$ -	$ -	
DVA RR (2012)	per kW		0 22	$ -		0 22	$ -	$ -	
GA DVA RR (2012)	per kW		0 22	$ -		0 22	$ -	$ -	
Proposed DVA Rate Rider	per kW	-$ 0 5237	0 22	$ (0.12)	-$ 0 5237	0 22	$ (0.12)	$ -	0 00%
Proposed DVA GA Rate Rider	per kW	$ 0 2327	0 22	$ 0.05	$ 0 2327	0 22	$ 0.05	$ -	0 00%
Low Voltage Service Charge			0 22	$ -		0 22	$ -	$ -	
Line Losses on Cost of Power		$ 0 0860	3	$ 0.26	$ 0 0860	3	$ 0.26	$ -	0 00%
Smart Meter Entity Charge								$ -	
Sub-Total B - Distribution (includes Sub-Total A)				**$ 1.67**			**$ 1.69**	**$ 0.02**	**1.20%**
RTSR - Network	per kW	$ 2.1505	0 23	$ 0.49	$ 2.1505	0 23	$ 0.49	$ -	0 00%
RTSR - Line and Transformation Connection	per kW	$ 1.6064	0 23	$ 0.37	$ 1 6064	0 23	$ 0.37	$ -	0 00%
Sub-Total C - Delivery (including Sub-Total B)				**$ 2.53**			**$ 2.55**	**$ 0.02**	**0.79%**
Wholesale Market Service Charge (WMSC)	per kWh	$ 0 0044	81	$ 0.36	$ 0 0044	81	$ 0.36	$ -	0 00%
Rural and Remote Rate Protection (RRRP)	per kWh	$ 0 0013	81	$ 0.11	$ 0 0013	81	$ 0.11	$ -	0 00%
Standard Supply Service Charge	per kWh	$ 0 2500	1 00	$ 0.25	$ 0 2500	1	$ 0.25	$ -	0 00%
Debt Retirement Charge (DRC)	per kWh	$ 0 0070	0 22	$ 0.00	$ 0 0070	0 22	$ 0.00	$ -	0 00%
TOU - Off Peak	per kWh	$ 0 0750	49 92	$ 3.74	$ 0 0750	49 92	$ 3.74	$ -	0 00%
TOU - Mid Peak	per kWh	$ 0.1120	14 04	$ 1.57	$ 0.1120	14 04	$ 1.57	$ -	0 00%
TOU - On Peak	per kWh	$ 0.1350	14 04	$ 1.90	$ 0.1350	14 04	$ 1.90	$ -	0 00%
Energy - RPP - Tier 1	per kWh	$ 0 0860	78 00	$ 6.71	$ 0 0860	78 00	$ 6.71	$ -	0 00%
Energy - RPP - Tier 2	per kWh	$ 0.1010	0 00	$ -	$ 0.1010	0 00	$ -	$ -	
Total Bill on TOU (before Taxes)				**$ 10.45**			**$ 10.47**	**$ 0.02**	**0.19%**
HST		13%		$ 1.36	13%		$ 1.36	$ 0.00	0.19%
Total Bill (including HST)				$ 11.81			$ 11.83	$ 0.02	0.19%
Ontario Clean Energy Benefit [1]				-$ 1.18			-$ 1.18	$ -	0 00%
Total Bill on TOU (including OCEB)				**$ 10.63**			**$ 10.65**	**$ 0.02**	**0.21%**
Total Bill on RPP (before Taxes)				**$ 9.95**			**$ 9.97**	**$ 0.02**	**0.20%**
HST		13%		$ 1.29	13%		$ 1.30	$ 0.00	0 20%
Total Bill (including HST)				$ 11.24			$ 11.26	$ 0.02	0 20%
Ontario Clean Energy Benefit [1]				-$ 1.12			-$ 1.13	-$ 0.01	0 89%
Total Bill on RPP (including OCEB)				**$ 10.12**			**$ 10.13**	**$ 0.01**	**0.12%**

Loss Factor (%) 3.73% 3.73%

Bill Impacts

Customer Class **Residential**

TOU / non-TOU TOU

Consumption 800 kWh ○ May 1 - October 31 ○ November 1 - April 30 (Select this radio button for applications filed after

		Current Board-Approved			Proposed			Impact	
	Charge Unit	Rate ($)	Volume	Charge ($)	Rate ($)	Volume	Charge ($)	$ Change	% Change
Monthly Service Charge	Monthly	$ 11 88	1	$ 11.88	$ 11.88	1	$ 11.88	$ -	0.00%
Smart Meter Rate Adder	Monthly		1	$ -		1	$ -	$ -	
SM RR	Monthly		1	$ -		1	$ -	$ -	
Z Factor	Monthly		1	$ -	$ 0 3300	1	$ 0.33	$ 0 33	
Stranded Meter Rate Rider	Monthly	$ 1.7300	1	$ 1.73	$ 1.73	1	$ 1.73	$ -	0.00%
MDMR	Monthly	-$ 0.6100	1	$ (0.61)	-$ 0.61	1	$ (0.61)	$ -	0.00%
Distribution Volumetric Rate	per kWh	$ 0.0162	800	$ 12.96	$ 0 0162	800	$ 12.96	$ -	0.00%
Smart Meter Disposition Rider	per kWh		800	$ -		800	$ -	$ -	
LRAM & SSM Rate Rider	per kWh		800	$ -		800	$ -	$ -	
Tax change	per kWh		800	$ -		800	$ -	$ -	
Disposal of 1576 (Acct Chg)	per kWh	-$ 0.0008	800	$ (0.64)	-$ 0 0008	800	$ (0.64)	$ -	0.00%
			800	$ -		800	$ -	$ -	
			800	$ -		800	$ -	$ -	
			800	$ -		800	$ -	$ -	
			800	$ -		800	$ -	$ -	
			800	$ -		800	$ -	$ -	
Sub-Total A (excluding pass through)				$ 25.32			$ 25.65	**$ 0.33**	**1.30%**
DVA RR (2010)	per kWh	$ -	800	$ -	$ -	800	$ -	$ -	
GA DVA RR (2010)	per kWh		800	$ -		800	$ -	$ -	
DVA RR (2012)	per kWh		800	$ -		800	$ -	$ -	
GA DVA RR (2012)	per kWh		800	$ -		800	$ -	$ -	
Proposed DVA Rate Rider	per kWh	-$ 0.0014	800	$ (1.12)	-$ 0 0014	800	$ (1.12)	$ -	0.00%
Proposed DVA GA Rate Rider	per kWh	$ 0.0006	800	$ 0.48	$ 0 0006	800	$ 0.48	$ -	0.00%
Low Voltage Service Charge			800	$ -		800	$ -	$ -	
Line Losses on Cost of Power		$ 0.0925	30	$ 2.77	$ 0 0925	30	$ 2.77	$ -	0.00%
Smart Meter Entity Charge	Monthly	$ 0.7900	1	$ 0.79	$ 0.7900	1	$ 0.79	$ -	
Sub-Total B - Distribution (includes Sub-Total A)				**$ 28.24**			**$ 28.57**	**$ 0.33**	**1.17%**
RTSR - Network	per kWh	$ 0.0075	830	$ 6.22	$ 0 0075	830	$ 6.22	$ -	0.00%
RTSR - Line and Transformation Connection	per kWh	$ 0.0058	830	$ 4.81	$ 0 0058	830	$ 4.81	$ -	0.00%
Sub-Total C - Delivery (including Sub-Total B)				**$ 39.28**			**$ 39.61**	**$ 0.33**	**0.84%**
Wholesale Market Service Charge (WMSC)	per kWh	$ 0.0044	830	$ 3.65	$ 0 0044	830	$ 3.65	$ -	0.00%
Rural and Remote Rate Protection (RRRP)	per kWh	$ 0.0013	830	$ 1.08	$ 0 0013	830	$ 1.08	$ -	0.00%
Standard Supply Service Charge	per kWh	$ 0.2500	1	$ 0.25	$ 0 2500	1	$ 0.25	$ -	0.00%
Debt Retirement Charge (DRC)	per kWh	$ 0.0070	800	$ 5.60	$ 0 0070	800	$ 5.60	$ -	0.00%
TOU - Off Peak	per kWh	$ 0.0750	512	$ 38.40	$ 0 0750	512	$ 38.40	$ -	0.00%
TOU - Mid Peak	per kWh	$ 0.1120	144	$ 16.13	$ 0.1120	144	$ 16.13	$ -	0.00%
TOU - On Peak	per kWh	$ 0.1350	144	$ 19.44	$ 0.1350	144	$ 19.44	$ -	0.00%
Energy - RPP - Tier 1	per kWh	$ 0.0860	FALSE	$ -	$ 0 0860	FALSE	$ -	$ -	
Energy - RPP - Tier 2	per kWh	$ 0.1010	FALSE	$ -	$ 0.1010	FALSE	$ -	$ -	
Total Bill on TOU (before Taxes)				**$ 123.83**			**$ 124.16**	**$ 0.33**	**0.27%**
HST		13%		$ 16.10	13%		$ 16.14	$ 0 04	0.27%
Total Bill (including HST)				$ 139.93			$ 140.30	$ 0 37	0.27%
Ontario Clean Energy Benefit 1				-$ 13.99			-$ 14.03	-$ 0 04	0.29%
Total Bill on TOU (including OCEB)				**$ 125.94**			**$ 126.27**	**$ 0.33**	**0.26%**
Total Bill on RPP (before Taxes)				**$ 49.86**			**$ 50.19**	**$ 0.33**	**0.66%**
HST		13%		$ 6.48	13%		$ 6.52	$ 0 04	0.66%
Total Bill (including HST)				$ 56.34			$ 56.72	$ 0 37	0.66%
Ontario Clean Energy Benefit 1				-$ 5.63			-$ 5.67	-$ 0 04	0.71%
Total Bill on RPP (including OCEB)				**$ 50.71**			**$ 51.05**	**$ 0.33**	**0.66%**
Loss Factor (%)		3.73%			3.73%				

Bill Impacts

Customer Class **General Service < 50 kW**

TOU / non-TOU TOU

Consumption 2,000 kWh ○ May 1 - October 31 ○ November 1 - April 30 (Select this radio button for applications filed after

		Current Board-Approved			Proposed			Impact	
	Charge Unit	Rate ($)	Volume	Charge ($)	Rate ($)	Volume	Charge ($)	$ Change	% Change
Monthly Service Charge	Monthly	$ 24.77	1	$ 24.77	$ 24.77	1	$ 24.77	$ -	0.00%
Smart Meter Rate Adder	Monthly		1	$ -		1	$ -	$ -	
SMIRR	Monthly		1	$ -		1	$ -	$ -	
SM Entity Charge	Monthly		1	$ -		1	$ -	$ -	
Stranded Meter Rate Rider	Monthly	$ 8.4000	1	$ 8.40	$ 8.40	1	$ 8.40	$ -	0.00%
MDMR	Monthly	-$ 0.6100	1	$ (0.61)	-$ 0.61	1	$ (0.61)	$ -	0.00%
Distribution Volumetric Rate	per kWh	$ 0.0133	2000	$ 26.60	$ 0 0133	2000	$ 26.60	$ -	0.00%
Smart Meter Disposition Rider	per kWh		2000	$ -		2000	$ -	$ -	
LRAM & SSM Rate Rider	per kWh		2000	$ -		2000	$ -	$ -	
Tax change	per kWh		2000	$ -		2000	$ -	$ -	
Disposal of 1576 (Acct Chg)	per kWh	-$ 0.0008	2000	$ (1.60)	-$ 0 0008	2000	$ (1.60)	$ -	0.00%
Z Factor	Monthly		2000	$ -	$ 0 8300	1	$ 0.83	$ 0 83	
			2000	$ -		2000	$ -	$ -	
			2000	$ -		2000	$ -	$ -	
			2000	$ -		2000	$ -	$ -	
			2000	$ -		2000	$ -	$ -	
Sub-Total A (excluding pass through)				$ 57.56			$ 58.39	**$ 0.83**	**1.44%**
DVA RR (2010)	per kWh		2000	$ -		2000	$ -	$ -	
GA DVA RR (2010)	per kWh		2000	$ -		2000	$ -	$ -	
DVA RR (2012)	per kWh		2000	$ -		2000	$ -	$ -	
GA DVA RR (2012)	per kWh		2000	$ -		2000	$ -	$ -	
Proposed DVA Rate Rider	per kWh	-$ 0.0012	2000	$ (2.40)	-$ 0 0012	2000	$ (2.40)	$ -	0.00%
Proposed DVA GA Rate Rider	per kWh	$ 0.0006	2000	$ 1.20	$ 0 0006	2000	$ 1.20	$ -	0.00%
Low Voltage Service Charge			2000	$ -		2000	$ -	$ -	
Line Losses on Cost of Power		$ 0.0925	75	$ 6.93	$ 0 0925	75	$ 6.93	$ -	0.00%
Smart Meter Entity Charge	Monthly	$ 0.7900	1	$ 0.79	$ 0.7900	1	$ 0.79	$ -	0.00%
Sub-Total B - Distribution (includes Sub-Total A)				**$ 64.08**			**$ 64.91**	**$ 0.83**	**1.30%**
RTSR - Network	per kWh	$ 0.0071	2075	$ 14.73	$ 0 0071	2075	$ 14.73	$ -	0.00%
RTSR - Line and Transformation Connection	per kWh	$ 0.0051	2075	$ 10.58	$ 0 0051	2075	$ 10.58	$ -	0.00%
Sub-Total C - Delivery (including Sub-Total B)				**$ 89.39**			**$ 90.22**	**$ 0.83**	**0.93%**
Wholesale Market Service Charge (WMSC)	per kWh	$ 0.0044	2075	$ 9.13	$ 0 0044	2075	$ 9.13	$ -	0.00%
Rural and Remote Rate Protection (RRRP)	per kWh	$ 0.0013	2075	$ 2.70	$ 0 0013	2075	$ 2.70	$ -	0.00%
Standard Supply Service Charge	per kWh	$ 0.2500	1	$ 0.25	$ 0 2500	1	$ 0.25	$ -	0.00%
Debt Retirement Charge (DRC)	per kWh	$ 0.0070	2000	$ 14.00	$ 0 0070	2000	$ 14.00	$ -	0.00%
TOU - Off Peak	per kWh	$ 0.0750	1280	$ 96.00	$ 0 0750	1280	$ 96.00	$ -	0.00%
TOU - Mid Peak	per kWh	$ 0.1120	360	$ 40.32	$ 0.1120	360	$ 40.32	$ -	0.00%
TOU - On Peak	per kWh	$ 0.1350	360	$ 48.60	$ 0.1350	360	$ 48.60	$ -	0.00%
Energy - RPP - Tier 1	per kWh	$ 0.0860	FALSE	$ -	$ 0 0860	FALSE	$ -	$ -	
Energy - RPP - Tier 2	per kWh	$ 0.1010	FALSE	$ -	$ 0.1010	FALSE	$ -	$ -	
Total Bill on TOU (before Taxes)				**$ 300.39**			**$ 301.22**	**$ 0.83**	**0.28%**
HST		13%		$ 39.05	13%		$ 39.16	$ 0.11	0.28%
Total Bill (including HST)				$ 339.44			$ 340.38	$ 0 94	0.28%
Ontario Clean Energy Benefit [1]				-$ 33.94			-$ 34.04	-$ 0.10	0.29%
Total Bill on TOU (including OCEB)				**$ 305.50**			**$ 306.34**	**$ 0.84**	**0.27%**
Total Bill on RPP (before Taxes)				**$ 115.47**			**$ 116.30**	**$ 0.83**	**0.72%**
HST		13%		$ 15.01	13%		$ 15.12	$ 0.11	0.72%
Total Bill (including HST)				$ 130.48			$ 131.42	$ 0 94	0.72%
Ontario Clean Energy Benefit [1]				-$ 13.05			-$ 13.14	-$ 0 09	0.69%
Total Bill on RPP (including OCEB)				**$ 117.43**			**$ 118.28**	**$ 0.85**	**0.72%**

Loss Factor (%) 3.73% 3.73%

Bill Impacts

Customer Class General Service >50kW

TOU / non-TOU TOU

Consumption 100 kW ○ May 1 - October 31 ○ November 1 - April 30 (Select this radio button for applications filed after O
Consumption 36,670 00 kWh

		Current Board-Approved			Proposed			Impact	
	Charge Unit	Rate ($)	Volume	Charge ($)	Rate ($)	Volume	Charge ($)	$ Change	% Change
Monthly Service Charge	Monthly	$ 58 05	1	$ 58.05	$ 58.05	1	$ 58.05	$ -	0 00%
Smart Meter Rate Adder	Monthly		1	$ -		1	$ -	$ -	
SM RR	Monthly		1	$ -		1	$ -	$ -	
SM Entity Charge	Monthly		1	$ -		1	$ -	$ -	
Stranded Meter Rate Rider	Monthly	$ 35.9500	1	$ 35.95	$ 35.95	1	$ 35.95	$ -	0 00%
MDMR	Monthly	-$ 0.3900	1	$ (0.39)	-$ 0.39	1	$ (0.39)	$ -	0 00%
Distribution Volumetric Rate	per kW	$ 2.8577	100	$ 285.77	$ 2 8577	100	$ 285.77	$ -	0 00%
Smart Meter Disposition Rider	per kW		100	$ -		100	$ -	$ -	
LRAM & SSM Rate Rider	per kW		100	$ -		100	$ -	$ -	
Tax change	per kW		100	$ -		100	$ -	$ -	
Disposal of 1576 (Acct Chg)	per kW	-$ 0.2943	100	$ (29.43)	-$ 0 2943	100	$ (29.43)	$ -	0 00%
Z Factor	per kW		100	$ -	$ 7.7700	1	$ 7.77	$ 7.77	
	per kW		100	$ -		100	$ -	$ -	
	per kW		100	$ -		100	$ -	$ -	
	per kW		100	$ -		100	$ -	$ -	
	per kW		100	$ -		100	$ -	$ -	
Sub-Total A (excluding pass through)				$ 349.95			$ 357.72	**$ 7.77**	**2.22%**
DVA RR (2010)	per kW		100	$ -		100	$ -	$ -	
GA DVA RR (2010)	per kW		100	$ -		100	$ -	$ -	
DVA RR (2012)	per kW		100	$ -		100	$ -	$ -	
GA DVA RR (2012)	per kW		100	$ -		100	$ -	$ -	
Proposed DVA Rate Rider	per kW	-$ 0.5488	100	$ (54.88)	-$ 0 5488	100	$ (54.88)	$ -	0 00%
Proposed DVA GA Rate Rider	per kW	$ 0.2506	100	$ 25.06	$ 0 2506	100	$ 25.06	$ -	0 00%
Low Voltage Service Charge			100	$ -		100	$ -	$ -	
Line Losses on Cost of Power		$ 0.0925	1,368	$ 126.49	$ 0 0925	1,368	$ 126.49	$ -	0 00%
Smart Meter Entity Charge			1	$ -		1	$ -	$ -	
Sub-Total B - Distribution (includes Sub-Total A)				**$ 446.62**			**$ 454.39**	**$ 7.77**	**1.74%**
RTSR - Network	per kW	$ 2.9008	104	$ 300.90	$ 2 9008	104	$ 300.90	$ -	0 00%
RTSR - Line and Transformation Connection	per kW	$ 2.1384	104	$ 221.82	$ 2.1384	104	$ 221.82	$ -	0 00%
Sub-Total C - Delivery (including Sub-Total B)				**$ 969.33**			**$ 977.10**	**$ 7.77**	**0.80%**
Wholesale Market Service Charge (WMSC)	per kWh	$ 0.0044	38038	$ 167.37	$ 0 0044	38038	$ 167.37	$ -	0 00%
Rural and Remote Rate Protection (RRRP)	per kWh	$ 0.0013	38038	$ 49.45	$ 0 0013	38038	$ 49.45	$ -	0 00%
Standard Supply Service Charge	per kWh	$ 0.2500	1	$ 0.25	$ 0 2500	1	$ 0.25	$ -	0 00%
Debt Retirement Charge (DRC)	per kWh	$ 0.0070	36670	$ 256.69	$ 0 0070	36670	$ 256.69	$ -	0 00%
TOU - Off Peak	per kWh	$ 0.0750	23469	$ 1,760.16	$ 0 0750	23469	$ 1,760.16	$ -	0 00%
TOU - Mid Peak	per kWh	$ 0.1120	6601	$ 739.27	$ 0.1120	6601	$ 739.27	$ -	0 00%
TOU - On Peak	per kWh	$ 0.1350	6601	$ 891.08	$ 0.1350	6601	$ 891.08	$ -	0 00%
Energy - RPP - Tier 1	per kWh	$ 0.0860	FALSE	$ -	$ 0 0860	FALSE	$ -	$ -	
Energy - RPP - Tier 2	per kWh	$ 0.1010	FALSE	$ -	$ 0.1010	FALSE	$ -	$ -	
Total Bill on TOU (before Taxes)				**$ 4,833.60**			**$ 4,841.37**	**$ 7.77**	**0.16%**
HST		13%		$ 628.37	13%		$ 629.38	$ 1.01	0.16%
Total Bill (including HST)				$ 5,461.96			$ 5,470.74	$ 8.78	0.16%
Ontario Clean Energy Benefit [1]				-$ 546.20			-$ 547.07	-$ 0.87	0.16%
Total Bill on TOU (including OCEB)				**$ 4,915.76**			**$ 4,923.67**	**$ 7.91**	**0.16%**
Total Bill on RPP (before Taxes)				**$ 1,443.09**			**$ 1,450.86**	**$ 7.77**	**0.54%**
HST		13%		$ 187.60	13%		$ 188.61	$ 1.01	0 54%
Total Bill (including HST)				$ 1,630.69			$ 1,639.47	$ 8.78	0 54%
Ontario Clean Energy Benefit [1]				-$ 163.07			-$ 163.95	-$ 0.88	0 54%
Total Bill on RPP (including OCEB)				**$ 1,467.62**			**$ 1,475.52**	**$ 7.90**	**0.54%**
Loss Factor (%)		3.73%			3.73%				

Bill Impacts

Customer Class **Unscattered Metered Load**

TOU / non-TOU non-TOU

Consumption 150 kWh ○ May 1 - October 31 ○ November 1 - April 30 (Select this radio button for applications filed after

		Current Board-Approved			Proposed			Impact	
	Charge Unit	Rate ($)	Volume	Charge ($)	Rate ($)	Volume	Charge ($)	$ Change	% Change
Monthly Service Charge	Monthly	$ 8 89	1	$ 8.89	$ 8.89	1	$ 8.89	$ -	0.00%
Smart Meter Rate Adder	Monthly		1	$ -		1	$ -	$ -	
SMIRR	Monthly		1	$ -		1	$ -	$ -	
SM Entity Charge	Monthly		1	$ -		1	$ -	$ -	
Stranded Meter Rate Rider	Monthly		1	$ -		1	$ -	$ -	
Z Factor	Monthly		1	$ -	$ 0 2200	1	$ 0.22	$ 0 22	
Distribution Volumetric Rate	per kWh	$ 0.0154	150	$ 2.31	$ 0 0154	150	$ 2.31	$ -	0.00%
Smart Meter Disposition Rider	per kWh		150	$ -		150	$ -	$ -	
LRAM & SSM Rate Rider	per kWh		150	$ -		150	$ -	$ -	
Tax change	per kWh		150	$ -		150	$ -	$ -	
Disposal of 1576 (Acct Chg)	per kWh	-$ 0.0008	150	$ (0.12)	-$ 0 0008	150	$ (0.12)	$ -	0.00%
	per kWh		150	$ -		150	$ -	$ -	
	per kWh		150	$ -		150	$ -	$ -	
	per kWh		150	$ -		150	$ -	$ -	
	per kWh		150	$ -		150	$ -	$ -	
	per kWh		150	$ -		150	$ -	$ -	
Sub-Total A (excluding pass through)				$ 11.08			$ 11.30	$ 0.22	1.99%
DVA RR (2010)	per kWh		150	$ -		150	$ -	$ -	
GA DVA RR (2010)	per kWh		150	$ -		150	$ -	$ -	
DVA RR (2012)	per kWh		150	$ -		150	$ -	$ -	
GA DVA RR (2012)	per kWh		150	$ -		150	$ -	$ -	
Proposed DVA Rate Rider	per kWh	-$ 0.0015	150	$ (0.23)	-$ 0 0015	150	$ (0.23)	$ -	0.00%
Proposed DVA GA Rate Rider	per kWh	$ 0.0006	150	$ 0.09	$ 0 0006	150	$ 0.09	$ -	0.00%
Low Voltage Service Charge			150	$ -		150	$ -	$ -	
Line Losses on Cost of Power		$ 0.0860	6	$ 0.52	$ 0.1010	6	$ 0.61	$ 0 09	17.44%
Smart Meter Entity Charge	Monthly			$ -			$ -	$ -	
Sub-Total B - Distribution (includes Sub-Total A)				$ 11.46			$ 11.77	$ 0.31	2.70%
RTSR - Network	per kWh	$ 0.0071	156	$ 1.11	$ 0 0071	156	$ 1.11	$ -	0.00%
RTSR - Line and Transformation Connection	per kWh	$ 0.0051	156	$ 0.80	$ 0 0051	156	$ 0.80	$ -	0.00%
Sub-Total C - Delivery (including Sub-Total B)				$ 13.36			$ 13.67	$ 0.31	2.32%
Wholesale Market Service Charge (WMSC)	per kWh	$ 0.0044	156	$ 0.69	$ 0 0044	156	$ 0.69	$ -	0.00%
Rural and Remote Rate Protection (RRRP)	per kWh	$ 0.0013	156	$ 0.20	$ 0 0013	156	$ 0.20	$ -	0.00%
Standard Supply Service Charge	per kWh	$ 0.2500	1	$ 0.25	$ 0 2500	1	$ 0.25	$ -	0.00%
Debt Retirement Charge (DRC)	per kWh	$ 0.0070	150	$ 1.05	$ 0 0070	150	$ 1.05	$ -	0.00%
TOU - Off Peak	per kWh	$ 0.0750	96	$ 7.20	$ 0 0750	96	$ 7.20	$ -	0.00%
TOU - Mid Peak	per kWh	$ 0.1120	27	$ 3.02	$ 0.1120	27	$ 3.02	$ -	0.00%
TOU - On Peak	per kWh	$ 0.1350	27	$ 3.65	$ 0.1350	27	$ 3.65	$ -	0.00%
Energy - RPP - Tier 1	per kWh	$ 0.0860	FALSE	$ -	$ 0 0860	FALSE	$ -	$ -	
Energy - RPP - Tier 2	per kWh	$ 0.1010	FALSE	$ -	$ 0.1010	FALSE	$ -	$ -	
Total Bill on TOU (before Taxes)				$ 29.42			$ 29.73	$ 0.31	1.05%
HST		13%		$ 3.82	13%		$ 3.87	$ 0 04	1.05%
Total Bill (including HST)				$ 33.25			$ 33.60	$ 0 35	1.05%
Ontario Clean Energy Benefit [1]				-$ 3.32			-$ 3.36	-$ 0 04	1.20%
Total Bill on TOU (including OCEB)				$ 29.93			$ 30.24	$ 0.31	1.04%
Total Bill on RPP (before Taxes)				$ 15.55			$ 15.86	$ 0.31	1.99%
HST		13%		$ 2.02	13%		$ 2.06	$ 0 04	1.99%
Total Bill (including HST)				$ 17.58			$ 17.93	$ 0 35	1.99%
Ontario Clean Energy Benefit [1]				-$ 1.76			-$ 1.79	-$ 0 03	1.70%
Total Bill on RPP (including OCEB)				$ 15.82			$ 16.14	$ 0.32	2.03%
Loss Factor (%)		3.73%			3.73%				

Bill Impacts

Customer Class **Street Lights**

TOU / non-TOU non-TOU

Consumption 0.22 **kW** ○ May 1 - October 31 ○ November 1 - April 30 (Select this radio button for applications filed after

Consumption 78 kWh

		Current Board-Approved			Proposed			Impact	
	Charge Unit	Rate ($)	Volume	Charge ($)	Rate ($)	Volume	Charge ($)	$ Change	% Change
Monthly Service Charge	Monthly	$ 0 59	1.00	$ 0.59	$ 0 59	1	$ 0 59	$ -	0.00%
Smart Meter Rate Adder	Monthly		1.00	$ -		1	$ -	$ -	
SM RR	Monthly		1.00	$ -		1	$ -	$ -	
SM Entity Charge	Monthly		1.00	$ -		1	$ -	$ -	
Stranded Meter Rate Rider	Monthly		1.00	$ -		1	$ -	$ -	
Z Factor	Monthly		1.00	$ -	$ 0 0200	1	$ 0 02	$ 0.02	
Distribution Volumetric Rate	per kW	$ 4.3040	0.22	$ 0.95	$ 4 3040	0.22	$ 0 95	$ -	0.00%
Smart Meter Disposition Rider	per kW		0.22	$ -		0.22	$ -	$ -	
LRAM & SSM Rate Rider	per kW		0.22	$ -		0.22	$ -	$ -	
Tax change	per kW		0.22	$ -		0.22	$ -	$ -	
Disposal of 1576 (Acct Chg)	per kW	-$ 0.2734	0.22	$ (0.06)	-$ 0 2734	0.22	$ (0 06)	$ -	0.00%
	per kW		0.22	$ -		0.22	$ -	$ -	
	per kW		0.22	$ -		0.22	$ -	$ -	
	per kW		0.22	$ -		0.22	$ -	$ -	
	per kW		0.22	$ -		0.22	$ -	$ -	
	per kW		0.22	$ -		0.22	$ -	$ -	
Sub-Total A (excluding pass through)				$ 1.48			$ 1 50	$ 0.02	1.35%
DVA RR (2010)	per kW		0.22	$ -		0.22	$ -	$ -	
GA DVA RR (2010)	per kW		0.22	$ -		0.22	$ -	$ -	
DVA RR (2012)	per kW		0.22	$ -		0.22	$ -	$ -	
GA DVA RR (2012)	per kW		0.22	$ -		0.22	$ -	$ -	
Proposed DVA Rate Rider	per kW	-$ 0.5237	0.22	$ (0.12)	-$ 0 5237	0.22	$ (0.12)	$ -	0.00%
Proposed DVA GA Rate Rider	per kW	$ 0.2327	0.22	$ 0.05	$ 0 2327	0.22	$ 0 05	$ -	0.00%
Low Voltage Service Charge			0.22	$ -		0.22	$ -	$ -	
Line Losses on Cost of Power		$ 0.0860	3	$ 0.26	$ 0.1010	3	$ 0 30	$ 0.05	17.44%
Smart Meter Entity Charge								$ -	
Sub-Total B - Distribution (includes Sub-Total A)				$ 1.67			$ 1.74	$ 0.06	3.89%
RTSR - Network	per kW	$ 2.1505	0.23	$ 0.49	$ 2.1505	0.23	$ 0.49	$ -	0.00%
RTSR - Line and Transformation Connection	per kW	$ 1.6064	0.23	$ 0.37	$ 1 6064	0.23	$ 0 37	$ -	0.00%
Sub-Total C - Delivery (including Sub-Total B)				$ 2.53			$ 2.59	$ 0.06	2.57%
Wholesale Market Service Charge (WMSC)	per kWh	$ 0.0044	81	$ 0.36	$ 0 0044	81	$ 0 36	$ -	0.00%
Rural and Remote Rate Protection (RRRP)	per kWh	$ 0.0013	81	$ 0.11	$ 0 0013	81	$ 0.11	$ -	0.00%
Standard Supply Service Charge	per kWh	$ 0.2500	1.00	$ 0.25	$ 0 2500	1	$ 0 25	$ -	0.00%
Debt Retirement Charge (DRC)	per kWh	$ 0.0070	0.22	$ 0.00	$ 0 0070	0.22	$ 0 00	$ -	0.00%
TOU - Off Peak	per kWh	$ 0.0750	49.92	$ 3.74	$ 0 0750	49.92	$ 3.74	$ -	0.00%
TOU - Mid Peak	per kWh	$ 0.1120	14.04	$ 1.57	$ 0.1120	14.04	$ 1 57	$ -	0.00%
TOU - On Peak	per kWh	$ 0.1350	14.04	$ 1.90	$ 0.1350	14.04	$ 1 90	$ -	0.00%
Energy - RPP - Tier 1	per kWh	$ 0.0860	FALSE	$ -	$ 0 0860	FALSE	$ -	$ -	
Energy - RPP - Tier 2	per kWh	$ 0.1010	FALSE	$ -	$ 0.1010	FALSE	$ -	$ -	
Total Bill on TOU (before Taxes)				$ 10.45			$ 10.52	$ 0.06	0.62%
HST		13%		$ 1.36	13%		$ 1 37	$ 0.01	0.62%
Total Bill (including HST)				$ 11.81			$ 11 88	$ 0.07	0.62%
Ontario Clean Energy Benefit [1]				-$ 1.18			-$ 1.19	-$ 0.01	0.85%
Total Bill on TOU (including OCEB)				$ 10.63			$ 10.69	$ 0.06	0.60%
Total Bill on RPP (before Taxes)				$ 3.24			$ 3.31	$ 0.06	2.01%
HST		13%		$ 0.42	13%		$ 0.43	$ 0.01	2.01%
Total Bill (including HST)				$ 3.66			$ 3.74	$ 0.07	2.01%
Ontario Clean Energy Benefit [1]				-$ 0.37			-$ 0 37	$ -	0.00%
Total Bill on RPP (including OCEB)				$ 3.29			$ 3.37	$ 0.07	2.23%

Loss Factor (%) 3.73% 3.73%

Response to Interrogatory from Ontario Energy Board Staff

Ref: Manager's Summary
Ref: 2014 cost-of-service rate application[1], Exhibit 1, Tab 1, Schedule 3, page 1

Board staff notes that Burlington Hydro is a corporation incorporated pursuant to the *Ontario Business Corporations Act*, and is wholly-owned subsidiary of the City of Burlington.

a. Is Burlington Hydro's shareholder, i.e. City of Burlington making any contribution to the restoration cost?
    i. If not, why not?
    ii. If yes, please provide details.

Response

a. The City of Burlington made a contribution to the restoration.
    i. n/a
    ii. The City of Burlington made a 'contribution in kind' through its provision of tree trimming crews, trucks and tools without charge.

1 http://www.rds.ontarioenergyboard.ca/webdrawer/webdrawer.dll/webdrawer/rec/411776/view/BHI%202014%20CoS%20-%20Exhibit%201%20-%20Administration_20130901.PDF

Response to Interrogatory from Ontario Energy Board Staff

Ref: Manager's Summary: Exhibit 1, page 1

Board staff notes that Burlington Hydro's claim suggests that it sustained significant and sustained damage to its distribution system as a result of the ice storm that occurred on December 21st and 22nd, 2013.

a. If the ice storm event had not occurred, would Burlington Hydro have incurred any of the costs included in the $579,365 it is seeking to recover?

Response

a. Burlington Hydro confirms that if it had experienced normal weather during December 2013 and, specifically, had the December Ice Storm not occurred that it would not have incurred any of the costs included in the $579,365.

Response to Interrogatory from Ontario Energy Board Staff

Ref: Manager's Summary: Exhibit 1, page 1

Board staff notes that Burlington Hydro has an Emergency Plan and has developed and established practices and procedures when restoring service subsequent to storms and extreme weather events.

a. Please provide a copy of Burlington Hydro's Emergency Plan.

b. Please comment on the degree to which Burlington Hydro's response to the ice storm accorded with the provisions of the plan, and explain the main reasons for any deviation from it.

Response

a. A redacted copy of Burlington Hydro's Emergency Plan is provided at Attachment A and an unredacted copy is being filed in confidence with the Board. The redactions pertain to personal contact information and to a document provided by a third party.

b. Burlington Hydro confirms that its response to the Ice Storm followed and was in accordance with its Emergency Plan and that it did not deviate from the plan.

BURLINGTON HYDRO INC

EMERGENCY PLAN

DISTRIBUTION SYSTEM LOSS OF SUPPLY

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- **O** Mutual Assistance Plan (Hydro One Networks)
- **P** Pandemic Planning – Preliminary Assessment of Impact on Operations

Burlington Hydro Inc
Emergency Plan: Distribution Loss of Supply
Part 1
Introduction

This plan has been prepared to provide key officials, agencies and employees with a general guideline to the initial response to an emergency and an overview of their responsibilities during an emergency.

For this plan to be effective, it is important that all concerned be made aware of its provisions and that everyone be prepared to carry out their assigned functions and responsibilities in an emergency.

Each Department within Burlington Hydro has the responsibility of supplying the initial response in an emergency. The head of the affected department may request assistance from other departments within Burlington Hydro without contacting the Emergency Coordinator. This may be done without activating the Burlington Hydro Emergency Notification system.

However, when the resources of the affected department are deemed insufficient to control the emergency, the Emergency Coordinator or his/her alternate shall activate the Burlington Hydro emergency notification system in the Burlington Hydro emergency plan.

Once the Burlington Hydro emergency plan is implemented, overall co-ordination and deployment of resources required to mitigate the effect(s) of the emergency will be the responsibility of the emergency control group.

However, it should be stressed that in any emergency or threat of emergency, members of the Emergency Control Group, or their designates, may be called together to make decisions, or to be on standby, without having to declare that an emergency exists.

1. Purpose

The purpose of this emergency plan is to deal with loss of power supply and aim at minimizing the impact of power disruptions. This is a fundamental part of Burlington Hydro's risk management program and of Burlington Hydro's operating practice.

2. Scope and Applicability

2.1. Legislation and Standards

The Electricity Act of 1998, which forms Schedule A of the Energy Competition Act, includes provisions for emergency planning. The following excerpts from the Act are provided as illustration that greater emphasis on emergency planning and accountability is a component of the new legislation governing the electric utility industry in Ontario.

Section 39(2) states that: *"the Minister of Energy, Science & Technology may require participants in the competitive Ontario Electricity market to prepare and file with the minister such emergency plans as the Minister considers necessary."*

2.2. Safety

It is the duty and responsibility of each worker to work safely, with equal concern for the safety of coworkers and the public. The Electrical Utility Safety Rules (EUSR), Burlington Hydro Safe Work Practices and Procedures, Burlington Hydro Local Rules, the Occupational Health and Safety Act and Regulations, WSI Act and Environmental Protection Act legislation must be followed. Short cuts that may impact on safety will not be condoned.

Burlington Hydro Inc
Emergency Plan: Distribution Loss of Supply

2.3. Communications Liability

Any suggested courses of action and safety warnings for power outages that is offered to the public, will be done, without committing Burlington Hydro responsible or indicating that the suggested actions are mandatory measures. These tips and warnings will be made to the public on an ongoing basis.

2.4. Due Diligence

Where outside service providers are procured for emergency situations, Burlington Hydro will do everything reasonable to ensure that these external agents meet all obligations specified in our Due Diligence policy GN-050. Burlington Hydro will also ensure that these external agents have valid liability insurance with minimum acceptable limits and coverage and which covers the utility as an added insured in the event of the agent's negligence.

3. Emergency Planning Committee

For the purposes of implementing this Emergency Plan a committee was formed. The committee consists of:

- VP Engineering and Operations
- VP Corporate Relations
- Director Regulatory Compliance & Asset Management
- Manager, Engineering
- Manager Health, Safety & Environment

The Planning Committee is responsible for the updating of all appendices and shall inform the holders of this plan of any such changes and the amendments shall be inserted. Suggested changes to the plan will be submitted to the Committee for consideration, as will changes in telephone numbers and other details.

4. Emergency Notification System

The Emergency Coordinator – the Vice President, Engineering and Operations or Alternate has the sole authority to activate the Emergency Notification System. The notification system will be implemented after consultation has first been made with the Emergency Control Group. This decision will be passed on to Senior Management and The Board of Directors. Notification system procedure is discussed further in part 3.

5. Emergency Control Group

The following officials and their alternates will become members of the Burlington Hydro Emergency Control Group:

VP Engineering and Operations
President/CEO
Director Regulatory Compliance & Asset Management
Manager, Engineering
Manager Human Resources, Safety & Health

The following officials and their alternates will become members of the Burlington Hydro Support Group and will be directly accountable to the Emergency Control Group during activation of the Emergency Plan:

EVP/CFO
VP Corporate Relations
Director, Information Services
Manager, Operations
Manager, Protection & Control
Chief Operator

Burlington Hydro Inc
Emergency Plan: Distribution Loss of Supply

It should be stressed that in any emergency or threat of emergency, members of the Emergency Control Group, or their alternates, may be called together to make decisions, or to be on standby, without having to declare that an emergency exists. The Emergency Control Group is discussed further in part 4.

6. Emergency Operations Centre

The Emergency Control Group will gather and operate from an Emergency Operations Centre (EOC). The primary EOC shall be at Burlington Hydro Inc., 1340 Brant Street, Burlington, Ontario. The Emergency Control Group will report to the Control Meeting Room.

In the event that the primary EOC is inaccessible, the secondary EOC shall be the Training Center, 1340 Brant Street, Burlington, Ontario - on the same property but physically separated from the main Burlington Hydro building.

Detailed procedure for the set up of the primary EOC is further discussed in Part 5.

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Part 2
Determination of an Emergency & Data Collection

1. Definition of an Emergency

Emergencies, for the purposes of this plan, is defined as a power disruption and/or a probable impending power shortage on the local distribution system, which threatens human life, public property, or the social and economic well-being of the community.

2. Risk Assessment

An assessment of hazards that may have a substantial effect on Burlington Hydro's electricity distribution system indicates a variety of incidents that may have an impact. These are divided between natural and human-caused events.

Natural events that may occur and have a severe effect on the electricity distribution system include ice storms, windstorms, lightning storms, earthquakes, tornadoes, forest fires and floods. Human-caused events include vandalism, civil unrest, hazardous chemical spills, fuel shortages, transportation disruption, technological failures and supply shortages.

The hazards that pose the greatest risk to our distribution system are winter storms. While the others listed above could have a severe impact on the distribution system, they are of less risk.

The Emergency control group will have the flexibility to adjust this plan and its associated implementing procedures to the unique characteristics of each emergency situation. A risk assessment will be done on an annual basis to determine if additional planned responses need to be developed to deal with other emergencies not currently part of the plan.

3. Criteria for Determination of an Emergency

The criteria that may form part of the decision as to whether an emergency exists are:

- Cause of Outage (i.e. storm situation causing widespread outage and likely of long duration versus a problem that can be sectionalized and restored in a few hours);
- Number of customers affected, time of day, temperature, weather conditions;
- Critical nature of customers or operations affected (for instance, hospitals, customers on life support, nursing homes, water pumping stations, sewage treatment plants, transportation authorities, or airports) - Please see appendix C for list of critical customers and shelters;
- Potential of economic loss to customers who are sensitive to outages of a particular duration (for instance customers in process industries such as steel, glass, paint or automotive, or in sensitive agricultural operations).
- Loss of load and estimated duration of outage. The following load loss and outage duration listing could be used in determining emergencies:
    - Less than 50 kW - 8 hours
    - More than 50 kW less than 500 kW - 4 hours
    - More than 500 kW less than 2500 kW - 2 hours
    - More than 2500 kW less than 10000 kW - 1 hour
    - More than 10000 kW less than 25000 kW - 30 minutes
    - More than 25000 kW less than 100000kW - 15 minutes
    - More than 100000 kW - 5 minutes

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Part 3
Emergency Notification System

1. Pre - Emergency Response

1.1. Identifying System Problems

Data Acquisition System (DACS) alarms, no power calls and reports of lines down are the usual first indicators of an actual emergency. In a situation where many no power calls are received from diverse parts of the City, individual radio equipped spotters may be dispatched by the Chief Operator or the Line Supervisor, as required. The Operations Manager and/or the Project Engineer should be contacted at this point as well. They will determine if the damaged area should be assessed further.

Subsequent visual confirmation by Burlington Hydro personnel, of reported problems, should take place.

1.2. Assessing the Damage Area

In order to help assess the area, an Emergency Site Coordinator – P&C Manager, Alt: Line Supervisor will be appointed by the Emergency Control Group, and be directed to the emergency scene. This person should be equipped with a portable radio or cellular phone.

The Emergency Site Coordinator will survey the emergency area, on foot if necessary, and record the nature and extent of the damage in terms of:

- Specific location (street address and visible landmarks)
- Lines down (poles down)
- Are public rights of way blocked?
- Is anyone trapped?
- Do people need to be advised to stay in vehicles or homes?
- Do people need to be advised to stay clear of energized equipment?
- Is any form of access possible (a best route)?
- Does the police, fire department, or ambulance service need to be on the scene?
- All information is to be reported to the Operations Coordinator or Emergency Control Group immediately

It is stressed that this initial survey is to establish key parameters only. This will allow such decisions as:

- Does the area need immediate attention?
- Do we need to isolate or de-energize feeders?
- Does the area need to be cordoned off?
- Can sectionalizing be performed to reduce the outage area?

In this initial survey, as much information as possible should be obtained to assist the Emergency Control Group in making an appropriate decision.

1.3. Action Prior to Declaration

When an emergency exists but has not yet been declared to exist, applicable employees may take such action under this emergency plan as may be required to restore power, protect lives and property at the emergency site.

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1.4. Secure Damage Area

The need to safeguard the general public is to be recognized. The first responsibility is to complete the safe and speedy removal of injured people in the damage area. The area of damage must be cordoned off, by whatever reasonable means, to prevent inadvertent access to, or contact with, energized lines or equipment. When the emergency involves distribution system equipment, we must assume that the equipment is still energized or may be re-energized at any time.

1.5. Isolate the Damage Area

Appropriate steps will be taken to isolate the damage to facilitate power restoration.

2. Emergency Notification

- Upon receipt of a warning of a real or potential emergency, the responding department will immediately contact the Emergency Coordinator, to request that the notification system be activated.
- Upon receipt of the warning, the Emergency Coordinator will notify all members of the Emergency Control Group.
- If the primary person cannot be reached at any of the listed numbers, telephone the Alternate.
- If neither can be reached, go on to the next appointment on the list.
- Upon being notified, it is the responsibility of all Emergency Control Group officials to notify their staff.
- Where a threat of an impending emergency exists, the Emergency Control Group will be notified and placed on standby. The Emergency Notification System List is attached as Appendix B.

3. Meeting of the Emergency Control Group

After an emergency has been identified and while restoration is in progress, the Emergency Coordinator - VP Engineering & Operations will convene a meeting of the Emergency Control Group. The purpose of this meeting will be to review and evaluate available information, and depending on the situation, determine what course of action is most feasible and appropriate.

Many of the communications listed below should be set in motion before an emergency has been declared:

- To the Police Department to block roads, direct traffic, coordinate press releases or respond to other emergencies;
- To the Fire Department to respond to an emergency;
- To the Ambulance Service
- To the Public Works Traffic Departments for assistance to barricade roads, for spare barricades and emergency lights;
- To Senior Management;
- To the Emergency Planning Officer - Canadian Centre for Emergency Preparedness
- To Hydro One, other Mutual Aid Utilities and the Electricity Distributors Association (EDA) for external assistance;
- To Electrical Safety Authority;
- Make arrangements to open the Switchboard and assign extra staff to answer telephones;
- Make arrangements to enable after hours telephones and the Storm Room as appropriate;
- Advise Information Services within 15 minutes if power to Burlington Facility is to be off;
- To radio stations to make announcements and to keep them advised;
- To newspapers with messages;

See Appendix D for above phone numbers

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4. Declaring an Emergency

After consultation with the Emergency Control Group, it will be the responsibility of the Emergency Coordinator – COO / VP Engineering & Operations or his alternate, to determine whether an urgent situation will be declared an emergency. The COO/VP Engineering & Operations will advise the President/CEO, the Board of Directors and Senior Management.

The declaration of an emergency shall be the sole responsibility of the President/CEO or designate of Burlington Hydro Inc. Upon such declaration, the Emergency Coordinator will notify:

- Burlington Hydro Staff
- Region of Halton
- City of Burlington
- Neighbouring Utilities
- Agencies
- The public

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Part 4
Emergency Control Group

1. Composition

The Burlington Hydro Inc. Emergency Control Group (ECG) shall be composed of persons holding the following appointments:

VP Engineering and Operations
President/CEO
Director Regulatory Compliance & Asset Management
Manager, Engineering
Manager, Human Resources, Safety & Health

Additional personnel called or added to the Control Group may include:

EVP/CFO
VP Corporate Relations
Director Information Services
Chief Operator
Any other staff, experts or representatives deemed necessary by the ECG.

2. Emergency Coordinator (EC)

The Emergency Coordinator is responsible for the overall coordination of activities during the emergency. The Vice-President of Engineering and Operations will act as the Emergency Coordinator. In his/her absence the Director, Regulatory Compliance & Asset Management will act as Emergency Coordinator.

2.1. Authority and Responsibilities of the Emergency Coordinator

The Emergency Coordinator position has responsibility to:

- Gain an overview of the total situation and assess overall operations;
- Establish priorities and coordinate the overall restoration effort, liaising with and through the communications, operations and system coordinators;
- Activating the Emergency notification system if required;
- Advise the President/CEO as to whether the declaration of an emergency is necessary;
- Organize workforces, secure the required outside assistance (staff, transport, work equipment and material) and direct these to locations which demand the greatest assistance;
- Prioritize power restoration according to critical customer list – see appendix C;
- Maintain radio communication with field operations;
- Provide food and arrange accommodation for the workforces;
- Keep track of individual time sheets, and assign and record transportation of material;
- Provide telephone answering service;
- Oversee vehicle maintenance;
- Obtain and control material;
- Coordinate and communicate information to customers, media, management and the City of Burlington;
- Coordinate and communicate with Hydro One emergency operations
- Direct the operations of the Emergency Control Group.

Many of the above functions will be delegated, as staff becomes available during the emergency. The EC will be in charge of all total aspects of the emergency. The EC will manage the system resources, analyze information and make decisions in the emergency with positive direction and control.

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The EC will manage the emergency systems, direction and control from the Emergency Operations Centre located at 1340 Brant Street, Burlington, Control Meeting Room.

Note: Based on the damage assessment by the EC, more people may be required. The EC may need to delegate activities in order to make the emergency plan more efficient.

3. Emergency Control Group (ECG)

The emergency control group headed by the Emergency Coordinator consists of a Communications/Media Coordinator, and senior personnel who can direct the Operations Coordinator, Systems Coordinator and Overall Admin Support. ECG is responsible for the overall operation and implementation of the Emergency Plan. This team controls and communicates all incident-related activities and actions taken to and from the EC. Please see Emergency Organization Chart – Appendix A.

3.1 Group Responsibilities

The actions or decisions that the members of the ECG are likely to be responsible for are:

- Determining if the location and composition of the ECG are appropriate;
- Advising the President as to whether the declaration of an emergency is recommended;
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered being in danger;
- Appoint an Emergency Site Coordinator;
- Designating any area in the city as an "emergency area";
- Determine if additional assistance from and/or liaison with outside agencies, utilities, the City of Burlington is necessary;
- Ensuring the pertinent information regarding the emergency is promptly forwarded to the media and public;
- Authorize the expenditures of monies required to deal with the emergency;
- Advising the President to terminate the emergency;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Emergency Planning Committee after the termination of the emergency;
- Participating in debriefing following the emergency.

3.2. Operations Coordination

The Director, Regulatory Compliance & Asset Management will direct operations through the Operations Coordinator is responsible for ensuring that outside crews are effectively deployed and that the needed support services and materials are available during the emergency. The Manager, Operations will act as the Operations Coordinator. In his/her absence the P&C Manager will act as Operations Coordinator.

The Operations Coordinator has responsibility to:

- Assist the ECG to gain an overview of the total situation and assess overall operations;
- Assist the ECG to establish priorities and coordinate the overall restoration effort;
- Recommend an Emergency Site Coordinator to assess, secure and isolate damage area;
- Supervise the role of the Emergency Site Coordinator.
- Organize workforces, secure the required outside assistance (staff, transport, work equipment and material) and direct these to locations which demand the greatest assistance;
- Maintain radio communication with field operations;
- Provide food and arrange accommodation for the workforces;
- Keep track of individual time sheets, and assign and record transportation of material;
- Oversee vehicle maintenance;
- Obtain and control material.

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3.3. Systems Coordination

The Manager, Engineering will direct systems coordination through the Systems Coordinator, who is responsible for recognizing and reporting the extent and magnitude of the emergency. He/she will also ensure that power be restored to the affected distribution system by sectionalizing and switching; to restore power to as many customers as possible, in the shortest time possible, while prioritizing power restoration to critical customers first. The Chief Operator will act as the Systems Coordinator. In his/her absence the Protection & Control Manager will act as Systems Coordinator.

The Systems Coordinator position has responsibility to:

- Assist the ECG to gain an overview of the total situation and assess overall operations;
- Assist the ECG to establish priorities and coordinate the overall restoration effort;
- Prioritize power restoration to critical customers – see appendix C for list of critical customers;
- Maintain radio communication with field operations;
- Direct the role of the System Dispatcher.

3.4. Communications Coordinator

The Communications Coordinator is responsible for coordinating and communicating pertinent information to all stakeholders and that the needed support services and materials are available during the emergency. The President/CEO will act as the Communications Coordinator. In his/her absence the EVP/CFO will act as Communications Coordinator.

The Communications Coordinator position has responsibility to:

- Assist the Emergency Coordinator to gain an overview of the total situation and assess overall operations;
- Assist the Emergency Coordinator to establish priorities and coordinate the overall restoration effort;
- Coordinate and communicate information to customers, media, and senior management;
- Designate and arrange for an area in which to gather members of the media for issuance of accurate media releases and instructions to the public;
- Coordinate the telephone answering service;
- Direct the role of the phone center coordinator;
- Deal with management, Board of Directors, politicians, customers and the media to avoid confusing and conflicting reports throughout the emergency;
- Maintain copies of media releases and newspaper articles pertaining to the emergency;
- Receive information from the systems and operations group through the Emergency Coordinator and from the phone centre staff. He/she helps to ensure the timely flow of pertinent information to the appropriate parties.

A sample news release has been developed for use during an emergency - see appendix F.
Staff will be made aware of the content of press releases, prior to the media.

Suggested courses of action and safety warnings for power outages should be offered to the public, without either committing Burlington Hydro Inc. responsibility or indicating that the suggested actions are mandatory measures. These tips and warnings should be made available to the public on an ongoing basis.

Timely and Periodic Briefings

It is critical that information about the emergency be relayed to the communications team responding to customers and to the media. In most cases, these briefings should be carried out on an hourly basis, and more frequently where necessary. Timely briefings can reduce internal calls between departments and serve to reduce the total number of calls from the public, as broadcasters provide updates on the situation.

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Part 5
Emergency Operations Centre

1. Emergency Operations

The Emergency Operations Center is located at Burlington Hydro, 1340 Brant Street, Burlington, Ontario. The following rooms at Burlington Hydro have been designated for Emergency Operations purposes:

Operations Meeting Room	Emergency Control Group
Control Room	System Dispatch
Office Staff lunch room	Emergency Support Group/Information Centre area
Customer Service Area	Media and Press Conference area
Billing and Collections Area	Phone Center
Construction service centre	Outside assistance support staff area
Trades Lunch Room	Emergency Lounge area

The Emergency Operations Centre is where the Emergency Control Group, Support Group, and any other required support personnel will congregate, work together, share information, support emergency response operations at the emergency site, and ensure that appropriate emergency services provisions are maintained outside, and apart from the emergency site. The Emergency Coordinator – Vice President, Engineering and Operations is responsible for coordinating all operations within the Emergency Operations Centre. See appendix G for layout of EOC.

1.1. Emergency Operations Centre Resources

The Emergency Operations Centre will have the following amenities:

- A meeting room for the Emergency Control Group;
- A room for the Emergency Support Group;
- A designated area for Media and Press Conferences;
- A designated area for Outside assistance personnel;
- Communications equipment;
- A copy of the emergency plan and EOC procedures;
- Blueprints, maps, status boards, chalk or white boards with markers and pens;
- A list of EOC personnel and descriptions of their duties;
- Technical information and data for advising responders such as road maps, line diagrams, pads, maps (hydro lines, city, regional, gas, bell, fiber lines and cable TV);
- Building security system information (keys, cards etc.);
- Information and data management capabilities lists;
- Telephone directories;
- Overhead projectors, laptop computers, projection screens, projection unit, extension cords;
- Washroom and kitchen facilitates, drinking water supply;
- Small secondary room for high profile meetings and or additional room for emergency conference and training if necessary;
- Written briefs posted regarding occupational health, industrial hygiene and safety, chemical/environmental engineering, employee education, or emergency response;
- Manual and digital, recording of response measures, record the entire detailed process of the response;
- Emergency First Aid Supplies;
- Adequate parking for all staff;
- Access to an appropriate Media Information Centre with press conference area and
- An adequate back-up power supply, communications and lighting, adequate electrical receptacles, telephone, Internet and cable receptacles.

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2. Emergency Control Group Meeting Room

The Emergency Control Group will meet in the Operations Meeting Room.

The Emergency Control Group Meeting room contains the following amenities:

- Sufficient tables and chairs for all present;
- A clock;
- A visual board for logging emergency operations status, key decisions and other information;
- All necessary phones, voice radios, fax machines, printers and computers connected to the corporate network required to communicate with others outside the Emergency Operations Centre, at the Emergency site or elsewhere;
- All necessary stationary requirements and office supplies for those present to take notes and record information.

2.1. Emergency Control Group Meetings

It is essential that the Emergency Control Group Members meet on a regular basis to share information, identify actions, and set priorities. These meetings are scheduled by the Emergency Coordinator on a regular rotation, allowing time between meetings for Emergency Control Group members to deal with their individual responsibilities. When a meeting commences, all Emergency Control Group members will come to the table and each member will briefly update the group on the actions of their respective departments identify issues needing resolution and seeking input from the group as a whole with the Emergency Coordinator chairing each meeting. All Emergency Control Group Members must be present at each meeting to hear reports from, and give reports to the group as a whole.

3. Emergency Support/Information Room

While the Emergency Control Group is engaged in meetings, they will require the Emergency Support Group to collect information, relay information, conduct office support functions and convey decisions/actions taken to the Emergency Control Group members. Therefore, the Emergency Support & Communications room must be in close proximity to the Emergency Control Group Meeting Room. The Office Staff Lunchroom has been designated as the Emergency Support/Information Room.

The Support/Information Room contains the following amenities:

- Sufficient tables and chairs for all present;
- A clock;
- All necessary phones, voice radios, fax machines, printers and computers connected to the corporate network required to communicate with others outside the Emergency Operations Centre, at the Emergency site or elsewhere;
- All necessary stationary requirements and office supplies for those present to take notes and record information.

4. Media and Press Conference Area/ Phone Center

To restrict access of the Media and the Public to the day-to-day operations of the building, the Communications/Media Coordinator and his/her support staff have been provided the Customer Service area for conducting Press Conferences and the Billing and Collections area for the Phone Centre operations.

5. System Dispatch

The Systems Coordinator and the System Dispatcher will conduct their designated functions from the Burlington Hydro Control Room.

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6. Outside Assistance Support Staff Area

The Operations Coordinator and his/her staff will conduct their designated functions from the Burlington Hydro Service Center. All outside assistance support staff are to report to this area. The Trades Lunchroom has been designated as the emergency lounge and eating area for emergency staff and outside assistance support staff.

7. Alternate Emergency Operations Centre

It is possible that the Emergency Operations Centre could be directly affected by the emergency itself. Therefore, an alternate Emergency Operations Centre must be available at all times. The Primary EOC will always be the preferred location with an Alternate EOC as a back up.

In the event this operations centre cannot be used, then the secondary location will be the Burlington Hydro Training centre, the building adjacent to Burlington Hydro offices.

Both facilities are equipped with pre-determined equipment and apparatus unique to emergencies. During the emergency, the EOC is a dedicated area equipped with communications equipment, reference materials, activity logs and all the tools necessary to respond quickly and appropriately to an emergency.

7.1 Information Services Back up Centre

The Information Services Department in the event of an emergency has developed a Computer recovery plan. If the AS/400 system fails the plan provides a back up plan to recover the system. IBM CANADA Ltd. in Markham, Ontario, provides the AS/400 recovery site. Please see Appendix H for Computer Recovery Plans.

7.2 Control Room Back up Centre

A contingency plan has been developed in the event, for whatever reason, the Control Room becomes inoperable. Back-up facilities for the Control Room will be at the Palmer Substation on Walkers Line, Burlington. We also have a SCADA master computer installed at Milton Hydro, with a work station set up that allows us to operate the BHI system from the Milton Hydro facililty. Please see Appendix H - Computer Recovery Plans and Appendix I - Control Room Operations in the event of an emergency.
Also, with fibre wire SCADA communications installed to 32 of 32 distribution stations, the system could be operated from any one of these 32 stations.

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Part 6
Emergency Support Staff Responsibilities

Additional assistance by staff other than Line Construction personnel and Operating personnel may be required.

1. Systems Group

The following support staff will fall under the responsibility of the System Coordinator:

1.1. Spotters

- Will come from the Engineering Department and include Technicians and Supervisory Staff
- Will be assisted by drivers who will also come from the Engineering Department

1.2. Engineering

Engineering and locating staff may be critical during the outage because of their knowledge of maps and technical specifications of equipment. In particular, quick access to maps is critical in assisting the crews in locating equipment in the field. In some cases, equipment may have to be substituted for equipment, which has been damaged, and specifications may have to be checked with Engineering. It is important that Engineering keep records of what has been done in the field so those temporary repairs can be made permanent later. Cable locating crews must be available and dispatched quickly to areas where underground systems have failed. Their knowledge of maps and streets can also be useful when performing the duties of the temporary sorters of trouble orders, if required.

Engineering will be available as a support group for the following tasks:

- Will issue a special Work Order (s) to accumulate Capital Costs if required (normal storm damage will be covered under Operations and Maintenance (O&M) work orders)
- Make recommendations regarding the following:
  - Do we put back what was there in the same configuration?
  - Do we re-insulate for higher voltages?
  - Do we need to build temporary lines to permit more extensive reconstruction?
  - Do we need to consider a new alignment?
  - Do we pull the old pole and plant the new pole in its place or do we need to place the new pole adjacent to the old?
- Coordinate communications with other affected utilities; Bell Canada, Cogeco, Ministry of Transportation, City Works Department, Union Gas, etc.

1.3. Inspectors/Technicians

Will be involved in:

- Stakeouts of new poles and anchor locations
- Acquiring emergency temporary easements for guys, etc.
- Procuring locates from other utilities
- Arranging for permits from the City of Burlington

1.4. Drafting Personnel

May become involved in varied duties to go along with their traditional roles:

- Prepare prints as required
- Collect field notes in preparation for drawing revisions
- Be assigned to telephone answering duties
- Be messengers to pick up items as required
- Drivers to assist spotters

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1.5. Electrical Operator Supervisor (System Dispatcher) and Control Room

System Control Operators and Electrical Operator Supervisor, or other designated personnel, who are familiar with the distribution system, switching procedures and Utility Work Protection Code, will staff the Control Room. They will direct and document all switching operations.

2. Operations Group

The following support staff will fall under the responsibility of the Operations Coordinator:

2.1. Emergency Site Coordinator

Reporting to the Operations Coordinator, the Emergency Site Coordinator is responsible for assessing the damage area. He/she is also responsible for securing, isolating and supervising the damage area as discussed in Part 3, section 1.2. A Line Supervisor will act as the Emergency Site Coordinator.

The Emergency Site Coordinator is responsible for:

- Ensuring that priorities, tasks and tactics have been established to contain the problem;
- Ensuring that outside assistance personnel are aware of human and material resources that are available to mitigate the emergency.
- Ensuring the needs of the outside utility crews are met, with regards to stress, fatigue, food, shelter and relief;
- Monitoring the operation of the emergency site and make suggestions where appropriate;
- Exercising foresight as to future events in the management of the emergency such as resource requirements, weather, lighting, etc.;
- Understanding laws and policies that must be taken into consideration during the restoration effort;
- Understanding that outside the emergency area the Emergency Control Group is managing the day-to-day operations of Burlington Hydro.

The Emergency Site Coordinator will report directly to the Operations Coordinator, which he/she will in turn, report any information provided by the Emergency site coordinator to the Emergency Control Group.

2.2. Station Maintenance and Metering Personnel

Will be available to assist and arrange for:

- Emergency lighting in conjunction with portable generators
- Connecting portable generators to assist customers in critical situations only and only as far as it is practical and feasible. In all cases, they will ensure that no back feed is possible on our lines.
- Troubleshoot failures that occur on the radio systems or DACS equipment
- Any electrical repairs or component replacement that might be required to re-establish electrical service
- The pick-up and delivery of materials required at job sites (pole line hardware, transformers, meters, etc.)

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2.3. Purchasing

Under the emergency conditions where large quantities of Stores material are required, the Purchasing department will assume the following duties:

- Anticipate the shortage of certain types of material at the beginning of the emergency and arrange to overcome this problem. Please see appendix C list of manufacturers and their 24-hour telephone numbers. Can we obtain required materials from suppliers, manufacturers, other neighboring utilities, Hydro One, contractors?
- Identify future material requirements. As a storm progresses, the emphasis will change from one item to another. Be aware of what is happening in the field.
- Arrange to provide vehicles for material delivery to field locations, if requested. This is an area where in many cases, for small materials, anyone with a driver's license can drive a small truck to deliver materials.
- Organize Stores personnel to work in shifts if the emergency is anticipated to last past regular working hours.
- Arrange for food and refreshments as directed.

NOTE: Food orders require advance notice. It is necessary to plan ahead. Cash amounts can be readily available through the EVP/CFO.

2.4. Stores Personnel

Will assist in:

- Booking material out and in
- Picking up material and making deliveries
- Fuelling of foreign vehicles at the Burlington Hydro Service Centre.

2.5. Line Construction Personnel

Their main task will be to restore service as expeditiously as possible. Communications with the Control Room regarding distribution system status must be maintained. Where temporary repairs have been completed, records must be kept to facilitate future permanent repairs. As far as practical, major tree cutting, clearing and City crews or tree contractors will handle removals.

Pole holes should be excavated using vacuum excavation, where possible. This will reduce the risk to underground facilities.

2.6. Contractors, other Utility Crews

- Will report to the Construction Service Centre and provide assistance where needed. Please see appendix J - Mutual Aid Utility Response Plan.

2.7. Manager, Human Resources, Safety & Health

May be designated to:

- Act as liaison with other disaster agencies: Police, Fire, Public Works, etc.
- Provide assistance in the field as required.
- Monitor the emergency as it progresses and be available if any safety concerns arise, in particular, if staff from other utilities is involved in the emergency.
- For establishing due diligence, review other utilities' staff qualifications before allowing them to work on the electrical system.

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3. Communications Group

The following support staff will fall under the responsibility of the Communications/Media Coordinator:

3.1. Telephone Response System and Staff duties (Phone center)

The telephone response system and staff duties will vary greatly, depending on the time that the emergency is initiated. If it occurs during regular business hours, there is usually many staff available to assist in the emergency. If it occurs outside of Burlington Hydro's business hours, it is often staff that is unfamiliar with the system that must answer the telephones. Documented instructions for the phone system are available in the Control Room to help those who are unfamiliar with the system.

The following staff may be called to provide assistance to the telephone response system:

- Customer Accounts Department (which includes, Customer Service Clerks, Cashiers, Billing Clerks, Floaters and Collections Clerks)

Additional help may be required from the Information Services, Accounting, Regulatory and Conservation, and Engineering Departments.

Staff duties during the emergency include writing trouble orders from customers and responding to customer concerns.

4. Other Support Staff

The following support staff will fall under the responsibility of the Overall Admin Support. This is the EVP/CFO.

4.1. Human Resources Department

The Human Resources Department will have the responsibility to assist the Emergency Control Group in acquiring additional human resources requirements.

4.1.1. Stress Management Counseling

Burlington Hydro has made arrangements through our Employee Assistance Program to help counsel any worker needing assistance. Depending on the situation, EAP may provide assistance on site. Employees are also encouraged to meet with EAP counselors, which is something they are able to arrange themselves, or through the HR Department.

4.1.2. Family Support

It is also recognized that Burlington Hydro employees have substantial commitments to their families, especially during the course of a major emergency or disaster. In order that employees may attend to Burlington Hydro's needs during a declared emergency or disaster, the Human Resources department or an appointed Family Support Coordinator will arrange for appropriate assistance for employees' families, as required, such as:

- Lodging and food; if their home is damaged
- Transportation to a place of safety (Either the Service Centre or other appropriate location)
- Medical care
- Communications arrangements
- Etc.

4.2. Information Services Department

The Information Services Department should be available to:

- Ensure that adequate supplies are provided to emergency personnel such as computers, equipment etc.
- Provide assistance where needed.

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Part 7
External Organizations and Resources

1. Requests for Assistance

Should the resources of Burlington Hydro be deemed insufficient to deal with the emergency, the emergency coordinator may request additional assistance from Contractors, the City of Burlington, Neighboring utilities, external agencies, Hydro One etc. Please see appendix D & E for list of Contacts and Numbers for each organization.

1.1. Staff/Contractor Mix

Under certain circumstances it may be possible to mix contractors with utility staff to help in the emergency. In any case, it is important to have a current inventory of your contractors and their capabilities. Capabilities include trucks, staff, equipment and communications facilities. Please see appendix D.

1.2. City of Burlington

Assistance may be requested from the City of Burlington at any time by contacting the Deputy Fire Chief, Jeff Weber who is COB Emergency Coordinator. The request shall **not** be deemed to be a request that the City assumes authority and control of the emergency. Please see appendix E – City of Burlington contacts.

1.3. Neighbouring Utilities

Assistance may also be requested from neighbouring utilities at anytime without any loss of control or authority. The following utilities have agreed to provide assistance to Burlington Hydro when an emergency exists:

Horizon Utilities
Oakville Hydro
Grid Smart City Partner Utilities

Reciprocal agreements between Burlington Hydro and these utilities are also in place. The Mutual Aid agreement stipulates the types of personnel (e.g., competent in what they will be asked to do) and the equipment we may require. Please see Burlington Hydro's Mutual Aid Utility Response Plan with Neighboring Utilities in Appendix J.

1.4. Hydro One Networks Inc.

Please see appendix K for a summary of where Burlington Hydro Inc. system feeders fit into Hydro One system block load shedding schedules during an emergency.

Note:

- All work performed by external support will be de-energized, unless the Emergency Coordinator authorizes otherwise.
- All mutual aid crews involved in the power restoration process will be assigned a Burlington Hydro Journeyperson Powerline Technician or equivalent who will guide the progress of the work.

Burlington Hydro Inc
Emergency Plan: Distribution Loss of Supply

2. Requests from External Bodies for Burlington Hydro Assistance

External Bodies such as Neighbouring Utilities, the City of Burlington, Regional Municipality of Halton, and the Electricity Distributor's Association could declare an emergency. It is our policy to support the efforts of others, in the emergency, in any way possible.

The City of Burlington and the Region of Halton have an emergency plan that could and may be activated given the circumstances of an emergency. In the event these plans are activated, we will act on instruction given us, based on those plans. The Emergency Plan of the City of Burlington will be activated in this case.

Upon implementation of the City Emergency Plan, the Burlington Hydro Inc. Emergency Plan is superseded.

The BHI Manager, Human Resources Safety & Health is a member of the City of Burlington Emergency Control Group and will receive and delegate instructions. The alternate is the Director, Regulatory Affairs & Asset Management depending on the emergency at hand.

The remaining Burlington Hydro Inc. Emergency Control Group members will then become the support group to the Manager, Human Resources Safety & Health / VP Engineering & Operations as the case may be, while participating on the City of Burlington Emergency Control Group.

Burlington Hydro Inc
Emergency Plan: Distribution Loss of Supply

Part 8
Termination of Emergency

1. Declaring Termination of the Emergency

After consultation with the Emergency Control Group, the Emergency Coordinator – COO / VP Engineering & Operations or alternate will determine whether to terminate the declared emergency when the situation is sufficiently under control.

The Emergency Coordinator will then advise the President/CEO who will officially terminate the emergency on behalf of Burlington Hydro Inc.

Note: Local work forces must be reasonably able to complete remaining work in a timely manner.

If the Mayor of Burlington terminates an emergency, that involves Burlington Hydro, Burlington Hydro's emergency will not be considered terminated until deemed appropriate and terminated by the President/CEO.

Upon termination of an emergency the Emergency Coordinator or alternate will notify:

- Burlington Hydro staff
- City of Burlington
- Neighbouring utilities
- Agencies
- The public

2. Debriefing of Staff

Upon termination of the emergency, the Emergency Control Group and Supervisors will hold meetings with staff to determine areas of concern. All participants in the emergency will be included in the debriefing process.

3. Stress Management Counseling

Burlington Hydro has made arrangements through our Employee Assistance Program to help counsel any worker needing assistance. When a worker identifies the need for assistance he/she is to contact his/her supervisor or the Human Resources department or EAP directly to arrange the appointment. This service is open to all workers working in the restoration effort. EAP may also be brought on site to provide their services.

Burlington Hydro Inc
Emergency Plan: Distribution Loss of Supply

Part 9
Plan Maintenance, Revision, Testing and Internal Procedure

1. Review Summary Report

As an emergency winds down and in the following month, all Supervisors, who have had input and involvement must prepare a summary report addressed to the Emergency Coordinator. These summary reports are to highlight what has happened. In particular, they should provide a critical review on:

- Where can the plan be improved?
- What went wrong?
- What unforeseen events happened, that could be covered in the future?
- What went right?
- Any recommendations?
- Effect of the emergency plan?
- Was there department and personnel cooperation?

On receipt of all summary reports, the Emergency Coordinator will call a review meeting to discuss the recommendations of the Supervisors and gather additional information. The Emergency Coordinator will prepare a concise report and arrange to have the emergency plan reviewed to correct any perceived deficiencies.

2. Audits and Assessments

- The Burlington Hydro Emergency Plan will be maintained by the Emergency Planning Committee chaired by the COO / Vice President, Engineering and Operations.
- This plan will be reviewed annually and, where necessary, revised by the Emergency Planning Committee. The Human Resources Generalist will print and distribute the revised plan in accordance with the distribution list outlined in Appendix M.
- Each time this plan is substantially amended, it must be forwarded to the President/CEO for approval. However, minor editorial revisions and updates to maintain the currency of the plan can be made without resubmitting the plan to the President/CEO each time for approval.
- It is the responsibility of the Emergency Planning Committee to ensure new directors and staff are briefed on the contents of the emergency plan, and to keep the Board of Directors apprised of emergency planning issues.
- It is the responsibility of each person, agency, service or department named within this emergency plan to notify the Emergency Planning Committee forthwith, of any revisions to the appendices or administrative changes.

3. Testing of the Plan

The Burlington Hydro Emergency Planning Committee will review, test and revise Burlington Hydro's Emergency Plan on an annual basis. This procedure will consist of contacting all individuals listed in the plan and making sure all resources are available and up to date.

As required, participate in any IESO-scheduled implementation and testing of the Ontario Electricity Emergency Plan. Coordinate with the IESO the development of and participation in system restoration drills and participate in any IESO-coordinated integrated and/or Restoration Exercises as determined by the IESO.

Burlington Hydro Inc
Emergency Plan: Distribution Loss of Supply

4. Internal Procedures

Each department involved with this emergency plan will prepare functional emergency procedures or guidelines outlining how it will fulfill its responsibilities during an emergency.

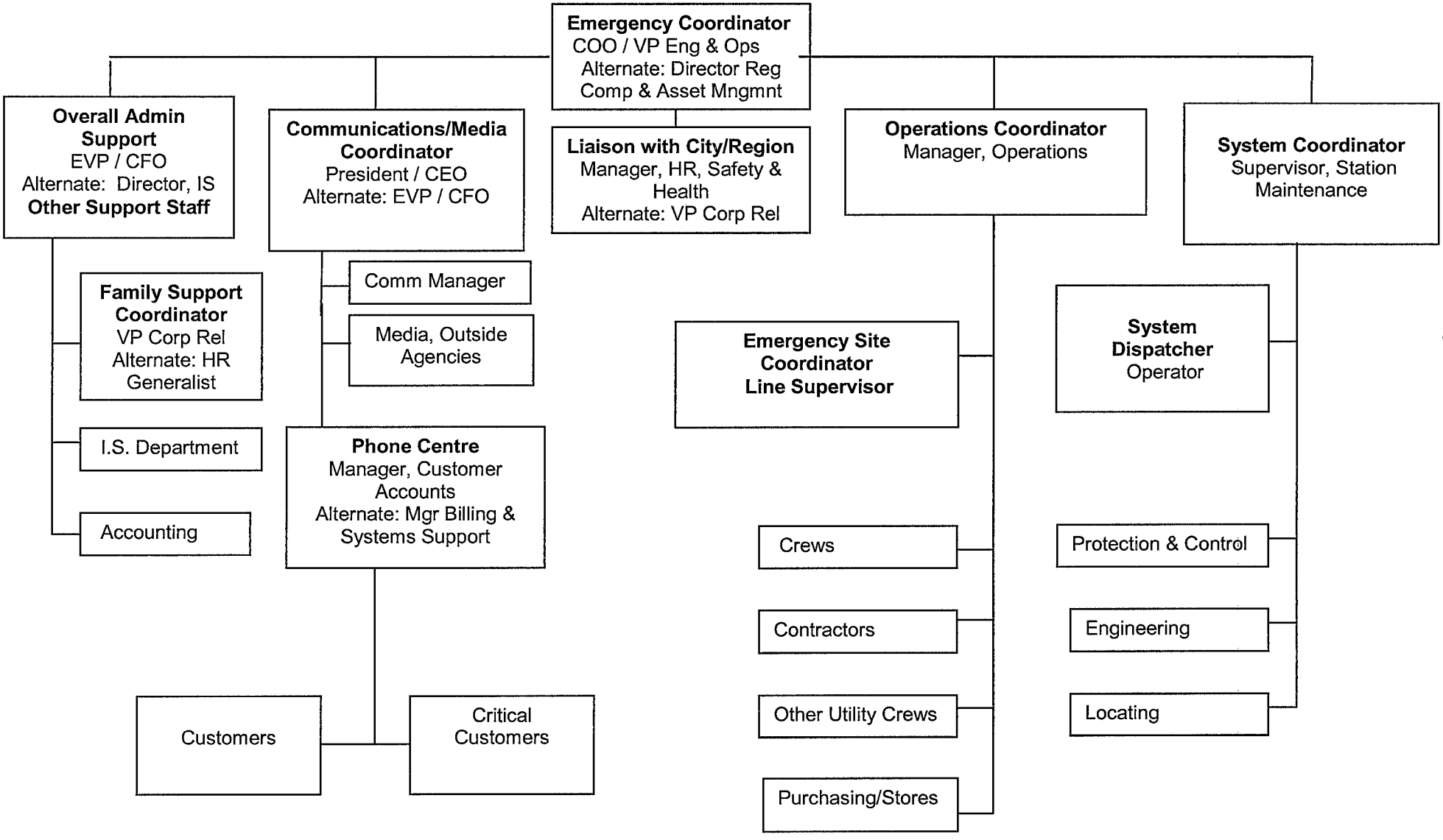
Each department will ensure that it designates a member of its staff to maintain and revise its own emergency procedures and guidelines.

5. Training

All employees at Burlington Hydro will be educated on the contents of this plan through a formal training session conducted by the Emergency Planning Committee. Refresher training will be provided every 3 years to maintain employee familiarization with the plan.

Appendix A

Emergency Organizational Chart



Review / Edit 10/12

Appendix B

Burlington Hydro Emergency Notification System

Procedure

Upon implementation of the Emergency Plan, members of the Emergency Control Group will be contacted in the following order:

1. COO / Vice President, Engineering and Operations
2. Director, Regulatory Compliance & Asset Management
3. Manager, Human Resources, Safety & Health
4. Manager of Engineering
5. President / CEO

The following Burlington Hydro Staff members will be notified after the above have been notified first:

1. Electrical Operator Supervisor
2. Manager Operations
3. Supervisor, Station Maintenance
4. Operations Supervisors
5. EVP/CFO
6. VP Corporate Relations
7. Manager, Communications
8. Director, Information Services
9. Manager, Customer Accounts

The following Outside Agencies will be notified next:

1. Region of Halton
2. City of Burlington
3. Mutual Aid Partners
4. Hydro One
5. Media

Appendix C

Priority Customers

When an emergency affects one or more of the priority customers, the Systems Coordinator or designate will determine priorities for restoration.

1. Joseph Brant Memorial Hospital, 1230 North Shore Blvd. (Full generation capability)
2. Burlington Hydro Inc., 1340 Brant St.
3. Burlington Hydro Substations
4. Burlington Water Plant, Sewage Plants and Pumping Stations
5. Elizabeth Gardens Pumping Station, 5390 Lakeshore Rd. (See list of Reservoirs in the Control Room)
6. Skyway Sewage Treatment Plant, 1125 Lakeshore Rd.
7. City of Burlington Emergency Operation Centre and alternate sites. (see appendix L)
8. Customers dependent on a continuous supply of power for health reasons; see current list in the Control Room. (Sensitive Customer List)
9. Senior centers – Long term care centres
10. Municipal Fire-fighting services
11. Municipal, Regional and Provincial Police Services
12. City of Burlington Offices
13. Telecommunication facilities such as Rogers Cantel, Bell Cellular, Cogeco Radio/Television
14. Urban Transit systems
15. Burlington Air Park

A more detailed list of priority customers is located in the Control Room. A Facilities priority database of priority customers for the City of Burlington is maintained and located at the Department of Health.

Appendix D
BHI STRICTLY CONFIDENTIAL Phone List
BHI STRICTLY CONFIDENTIAL CONTACT LIST

Key Decision Makers

Name	Position	Work	Cellular	Address	Home
[redacted]	President & CEO **Communications / Media Coordinator**	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	COO / VP Engineering and Operations **Emergency Coordinator**	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Director, Regulatory / Asset Mngmnt **Alternate Emergency Coordinator**	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Manager, Operations **Operations Coordinator**	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Line Supervisor **Emergency Site Coordinator**	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	EVP/ CFO Finance and Administration **Over-all Admin Support** **Alternate Communications Coordinator**	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Director, Information Services **Alternate Over all Admin Support**	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Manager, HR, Safety & Health **Liaison with City/Region**	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	VP, Corporate Relations **Family Support Coordinator** **Alternate Liaison with City/Region**	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Human Resources Generalist **Alternate Family Support Coordinator**	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Manager, Customer Accounts **Phone Center Coordinator**	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Supervisor, Billing & Meter Reading **Alternate Phone Center Coordinator**	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Supervisor, Station Maintenance **System Coordinator**	[redacted]	[redacted]	[redacted]	[redacted]

BHI STRICTLY CONFIDENTIAL Phone List

Name	Department	Work	Cellular	Address	Home
[redacted]	Administration	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Administration	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Corporate Relations	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Eng & Operations	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Regulatory Compliance	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Information Services	[redacted]	[redacted]	[redacted]	[redacted]

Name	Department	Work	Cellular	Address	Home
[redacted]	HR, Safety &Health	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Meter Shop	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Administration	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Engineering	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Cust Accounts	[redacted]		[redacted]	[redacted]
[redacted]	Operations Lines	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Operations Lines	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Purchasing	[redacted]	[redacted]	[redacted]	[redacted]

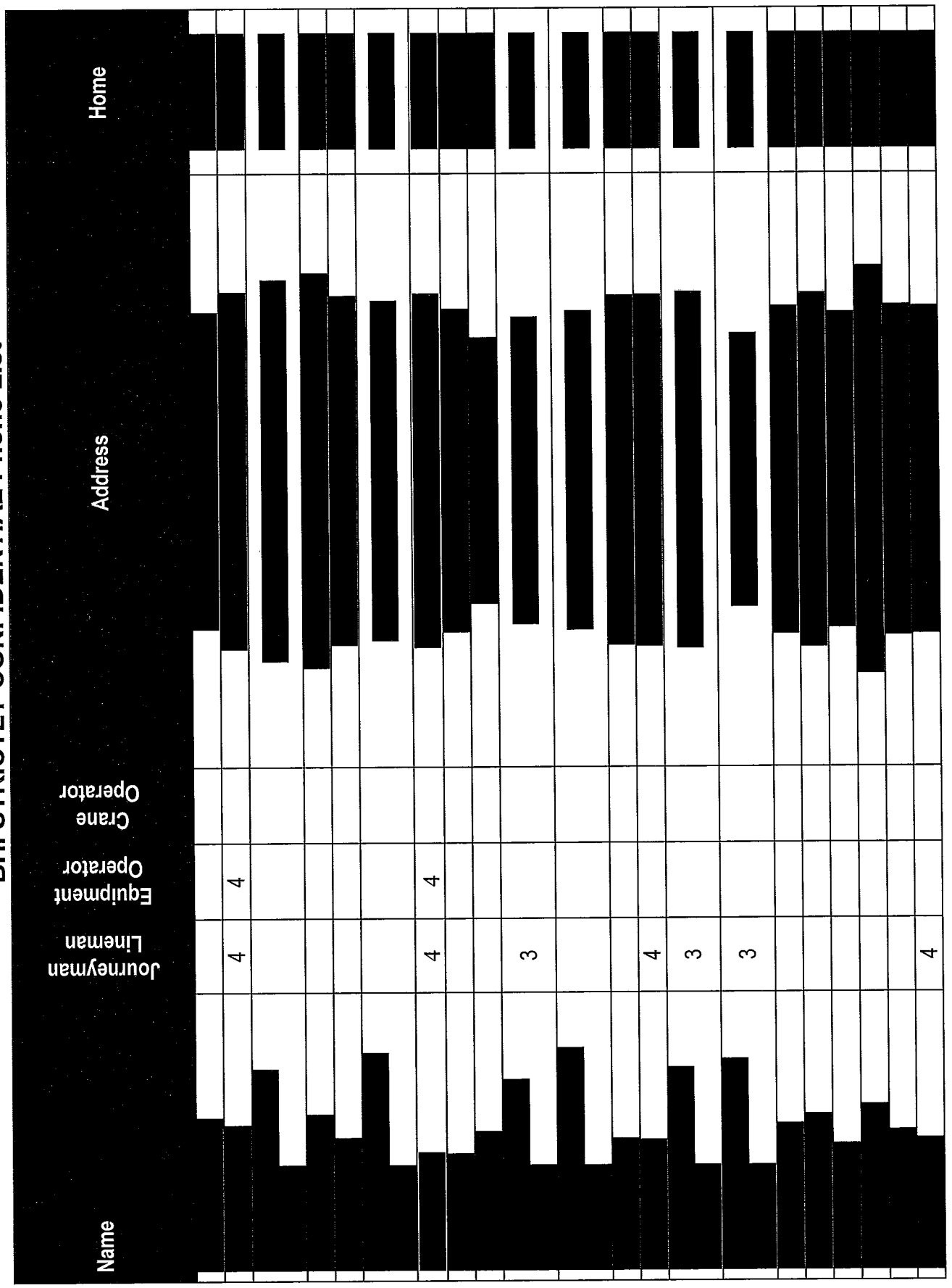
BHI STRICTLY CONFIDENTIAL Phone List

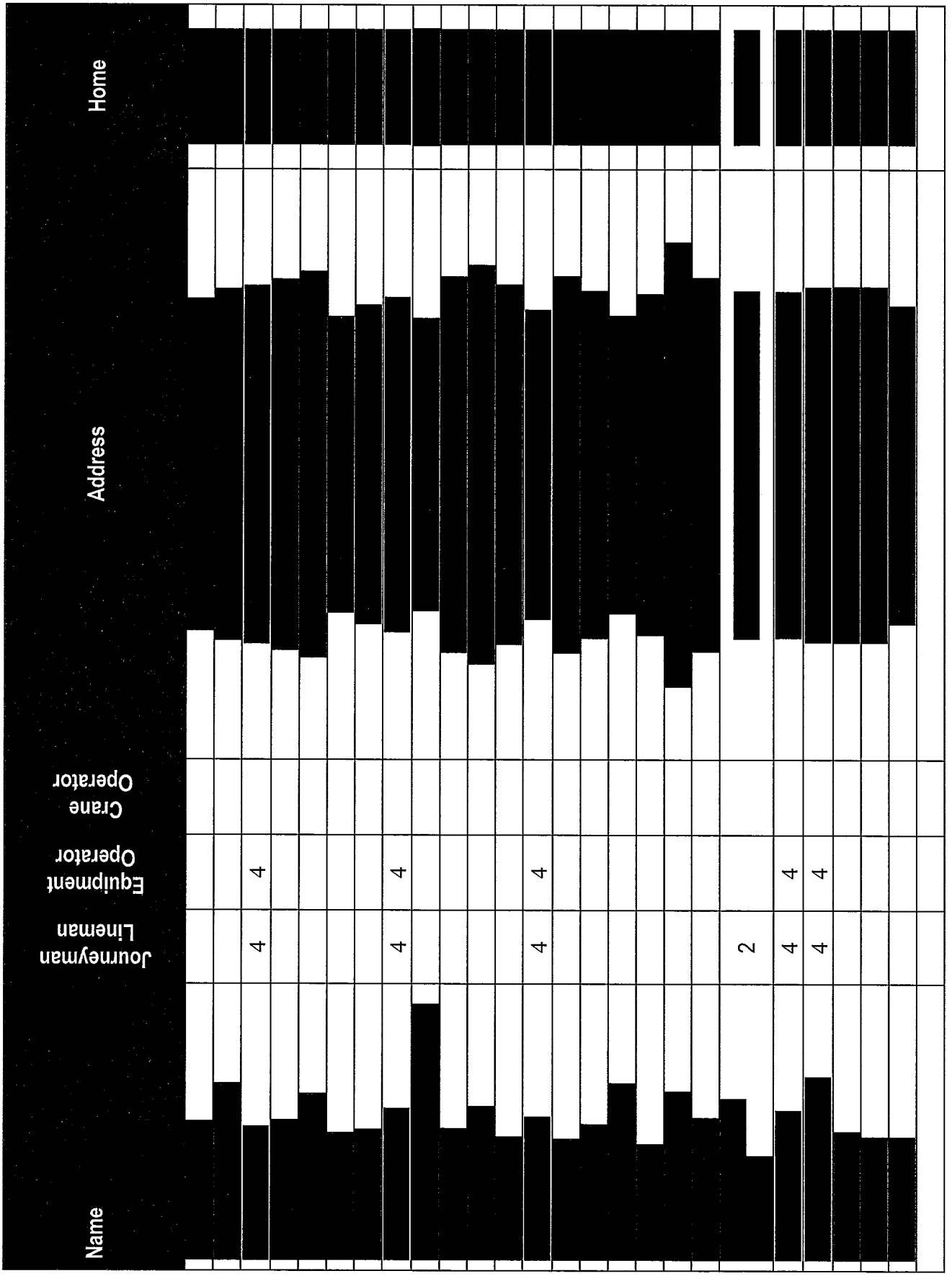
Name	Department	Work	Cellular	Address	Home
[redacted]	Engineering	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	HR, Safety & Health	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Communications	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Regulatory Affairs	[redacted]	[redacted]	[redacted]	
[redacted]	Accounting	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Engineering	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Regulatory Affairs	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	HR, Safety & Health	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Regulatory Compliance & Conservation	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Supervisor, Billing & Meter Reading	[redacted]		[redacted]	[redacted]
[redacted]	Operations Lines	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Operations Lines	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Station Maintenance	[redacted]	[redacted]	[redacted]	[redacted]

BHI STRICTLY CONFIDENTIAL Phone List

Employees and Qualifications

Name	Journeyman Lineman	Equipment Operator	Crane Operator	Address	Home
[redacted]	4	4		[redacted]	[redacted]
[redacted]				[redacted]	[redacted]
[redacted]				[redacted]	[redacted]
[redacted]				[redacted]	[redacted]
[redacted]		4	4	[redacted]	[redacted]
[redacted]	4	4		[redacted]	[redacted]
[redacted]				[redacted]	[redacted]
[redacted]				[redacted]	[redacted]
[redacted]				[redacted]	[redacted]
[redacted]				[redacted]	[redacted]
[redacted]				[redacted]	[redacted]
[redacted]				[redacted]	[redacted]
[redacted]				[redacted]	[redacted]
[redacted]				[redacted]	[redacted]
[redacted]				[redacted]	[redacted]
[redacted]				[redacted]	[redacted]


BHI STRICTLY CONFIDENTIAL Phone List
Name
Address
Home
Journeyman Lineman
Equipment Operator
Crane Operator
4
4
4
4
3
4
3
3
4


BHI STRICTLY CONFIDENTIAL Phone List
Name
Address
Home
Journeyman Lineman
Equipment Operator
Crane Operator
4
4
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4
4
4
2
4
4
4
4

BHI STRICTLY CONFIDENTIAL Phone List

Name	Journeyman Lineman	Equipment Operator	Crane Operator	Address	Home

Manager, Human Resources, Safety & Health

Name	Work Phone No.	Home Phone No.	Cellular	Pager

Infrastructure Health & Safety Association (IHSA/E&USA)

Name	24hr. Phone	Phone	Facsimile
Office			

Electrical Safety Authority (ESA)

Name	24hr. Phone	Phone	Facsimile
ESA Inspections			

Operations Contractors

Overhead & Underground Line Contractors

Company	Contact Name	24hr. Phone	Phone	Cellular	Facsimile	Equipment
K-Line	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
D.L Hannon Inc.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Black & MacDonald Ltd	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A&W High Voltage Contracting Ltd	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Eptcon Ltd	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	

BHI STRICTLY CONFIDENTIAL Phone List

Hydro Vacuum Excavation Contractors

Company	Contact Name	24hr. Phone	Phone	Cellular	Facsimile	Pager/Email	Equipment
Super Sucker Hydro Vac Services Inc.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
Veolia Sewer Services	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]
Badger Daylight Inc.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]
Liquiforce Sewer Services	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]
BF Contracting	[redacted]	[redacted]		[redacted]	[redacted]		
Cleave Brothers Construction	[redacted]				[redacted]		[redacted]

Underground Trenching Contractors

Company	Contact Name	24hr. Phone	Phone	Cellular	Facsimile	Pager/Blackberry	Equipment
BF Contracting	[redacted]	[redacted]		[redacted]	[redacted]		[redacted]
Wm. Bethlehem Trenching	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	

BHI STRICTLY CONFIDENTIAL Phone List

Crane Service

Company Name	Contact	24hr. Phone	Phone	Cell	Facsimile	Machine Mover
Arlington Crane						
Hendries Trans.						

Tree Trimming Contractors

Company Name	Contact	24hr. Phone	Phone	Cellular	Fax
Beswick Tree Serv.					
Davey Tree					

Lead Cable Splicing

Company Name	Contact	24hr. Phone	Phone	Facsimile	Cellular
Power Cable Install. Ltd.					

Towing/Battery Boosting Contractors

Company Name	Contact	24 hr. Phone	Phone	Fax	Heavy Tow	Medium Tow	Small Tow	Flatbed
Peninsula Towing								
ABC Towing					1	1	4	1
A1 Towing					3		3	

BHI STRICTLY CONFIDENTIAL Phone List

Tire Repair Contractors

Company Name	Contact	24hr. Phone	Phone	Facsimile	Service Trucks
OK/Precision Tire	[redacted]	[redacted]	[redacted]	[redacted]	6
Beverly Tire	[redacted]	[redacted]	[redacted]	[redacted]	

Mechanics

Equipment Type	Company Name	Contact	24hr. Phone	Phone	Facsimile	Service Trucks
Heavy (>4500K)	King Truck	[redacted]	[redacted]	[redacted]	[redacted]	
		[redacted]	[redacted]	[redacted]	[redacted]	
		[redacted]	[redacted]	[redacted]	[redacted]	
	Altruck International	[redacted]	[redacted]	[redacted]	[redacted]	
	Harper Freightliner Inc.		[redacted]	[redacted]	[redacted]	1
Small Vehicles (<4500kG)	Discovery Ford Sales	[redacted]	[redacted]	[redacted]	[redacted]	1
	Holland Chevrolet	[redacted]	[redacted]	[redacted]	[redacted]	
	Fairview Chrysler	[redacted]	[redacted]	[redacted]	[redacted]	
	OK Tires	[redacted]	[redacted]	[redacted]	[redacted]	
Back Hoe - message	Strongco	[redacted]	[redacted]		[redacted]	

Mechanics – Attached Equipment

Company	Contact Name	Repairs To	24hr. Phone	Phone	Facsimile	Cellular	Pager
Altec Industries Ltd	[redacted]	Altec/All	[redacted]	[redacted]	[redacted]	[redacted]	
Fleetall Service	[redacted]	Amador/All	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Fyfe (Allen) Equipment	[redacted]	Holan/Amador/All		[redacted]	[redacted]	[redacted]	[redacted]
Wajax Industries Ltd	[redacted]	Amador/All	[redacted]	[redacted]	[redacted]	[redacted]	

BHI STRICTLY CONFIDENTIAL Phone List

Various Materials Suppliers

Type of Supply	Company	Contact	Phone	Pager	Cell	Facsimile
Street Lights	Ducon					
Wire & Cable Suppliers	Nexans					
Line Hardware Suppliers	Grafton Utility Supply					
	Belvolt Sales					
Line Hardware Suppliers (cont'd)	Westburne Ruddy					
	Nedco Company Ltd.					
	Guelph Utility Pole Co Ltd					
Transformer Suppliers	Moloney Electric					
	Asea Brown Boveri					
	Cam Tran					
	Pioneer Transformers					
	VA Tech					
Security	Polley Security & Controls					
Radio						
Telephone Info. Relay Service Provider	Matrix Telecom					
Generators	L&M Generators					
Fire Alarm	Hamilton Fire Control					
Switchgear	S&C Electric					
	Grafton Utility Supply					
Hardware & Tool	SB Simpson					
Propane	Superior Propane					
Portable Washrooms	Don's Portable Toilets					
	Markle's Pumping Service					
Bottled Water	Cedar Springs					
	Canadian Springs					

BHI STRICTLY CONFIDENTIAL Phone List

	Flamborough Springs		[redacted]			
Bell Canada (Service)		[redacted]	[redacted]			[redacted]

Metering

Company	Contact	Title	Office Phone	Cellular	Facsimile
Itron	[redacted]	Client Services Manager	[redacted]		
	[redacted]	National Support	[redacted]	[redacted]	[redacted]
	[redacted]	Director of Sales	[redacted]		
	[redacted]		[redacted]		
Elster Meters	[redacted]	Director of Sales	[redacted]	[redacted]	[redacted]
	[redacted]	Product Manager	[redacted]		[redacted]
	[redacted]	Vice President	[redacted]		[redacted]
ABB	[redacted]	Sales Manager Primary Metering Division	[redacted]		[redacted]
Olameter	[redacted]	Sales Manager	[redacted]		

Company	Contact	Office Phone	Cell	Home Phone
Power Systems Services Group - Canada	[redacted]	[redacted]	[redacted]	[redacted]

Rental Trucks, Bucket and RBD

Company	Contact	24hr. Phone	Phone	Cell	Facsimile
K-Line	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Altec Industries Ltd.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Black & MacDonald	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Discount Car/Truck Rental	[redacted]		[redacted]		[redacted]
Budget	[redacted]		[redacted]		[redacted]
Wajax Industries Ltd	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

BHI STRICTLY CONFIDENTIAL Phone List

Rental Generator Suppliers

Company	Contact	Phone	24 Hr Phone	Facsimile
L.M. Generating Power				

Landscape Maintenance (Winter Services)

Company	Contact	Phone	24 Hr Phone	Facsimile
ALC Landscape Maintenance Ltd.				
Bethlehem Trenching				

Neighbouring Hydro Utilities (cont'd)

Company	Contact	Phone	After Hours	Cell	Facsimile
Oakville Hydro					
Milton Hydro					
Enersource Hydro Mississauga					
H. One Rural Dundas					

BHI STRICTLY CONFIDENTIAL Phone List

Ministry of Energy & Environment (MOEE)

Description	Identification Numbers
Generator Number	
Provincial Identification	
Location Number	
Oil Skimmings & Sludges (<50ppm), Waste Number	
BHI Yard PCB Site Identification Number	
PCB Waste Number	

Environmental Spills and Cleanup

Company Name	Contact	24hr. Phone (Emergency Response)	Phone	Fax
TEAM-1 Emergency Services				
Philip Environmental				
Ministry of Energy and Environment				
Clean Harbors Environmental				

Sample Testing Laboratories

Company Name	Test Criteria	Phone
Rondar	Any Oil	
Fine Analysis	PCB's in Water	

Appendix D
BHI STRICTLY CONFIDENTIAL Phone List

Emergency Phone Numbers

9-1-1 – Police, Fire and Ambulance

Name	Emergency Phone Number	Other
Local Fire	9-1-1	
Local Police (RHPS)	9-1-1 (District #3)	
Ambulance	9-1-1	
OPP	9-1-1	888-310-1122
Joseph Brant Hospital	905-632-3730	
Region of Halton Spills	905-268-6060	416-325-3000
Region of Halton Sewers	905-825-6030	
Environment Canada Weather Information	800 668-6767	
Ministry of the Environment	800-565-4923	
CANUTEC	613-996-6666	613-992-4624
Hydro One	800-434-1235	888-664-9376
BELL	905-310-2355	888 932-6666
Trans Canada Pipeline	800-447-8066	888-982-7222
Union Energy	888-718-6466	

BHI STRICTLY CONFIDENTIAL Phone List

Name	Emergency Phone Number	Other
Cable Television	866-427-7451 (Cogeco)	
Ministry of Transportation	800-268-4686	
Canadian Red Cross Society	905-637-5664	905-890-1000
Canadian Pacific Railway	800-551-2553	1.800.766.7912
Canadian National Railroad	1.800.465.9239	1-888-888-5909
GO Transit	1.888.438.6646	905.335.7671
Family Doctor's After Hour Clinic	905-639-0910	1010 Downsview, Unit 7
Halton Family Health Centre	905-336-3437	2951 Walkers Line @ Dundas St.
Burlington After Hours Clinic	905-681-7755	3155 Harvester Road Suite 107
North Burlington Medical Centre	905-319-2000	1450 Headon Rd.
Burlington Family Physicians	905-336-1221	2400 Guelph Line

BHI STRICTLY CONFIDENTIAL Phone List

Media Phone Numbers

Type	Name	Phone Number	Contact
RADIO	CHML	905.521.9900 905.521.2700 (Newsroom Phone)	24 hours
	CKOC	905-574 – 1150	
	CJXY Y108	905.521.9900 905.645.1079	
	95.3 The New Country	905.521.9900	
	K-lite FM	905.574.1150	24 hours
	CHAM	905.574.1150	24 hours
TELEVISION	**CH Hamilton (Channel 11)**	905.522.1101	
	CTV Newsroom	1.416.446-5311	
	Global Television	1.800.387.8001	
NEWSPAPER	**Hamilton Spectator**	905.526.3333	905-526-3420
	Burlington Post	905.632.4444	

Appendix E

City of Burlington Contacts

Name	Position	Work	Address
[redacted]	City Clerk **Emergency Co-ordinator**	[redacted] cell [redacted] cell	426 Brant St. Burlington L7R 3Z6
[redacted]	Deputy Fire Chief **Emergency Co-ordinator**	[redacted] cell	1255 Fairview Street Burlington, L7S 1Y3

Burlington Hydro Completes Power Restoration after Weekend Storm that Left 18,000 Customers Without Electricity

For Immediate Release

BURLINGTON, ON – JULY 22, 2013 – In the wake of Friday night's severe storm, over 25% or 18,000 Burlington Hydro customers were left without power. Outages were reported across the city, with the most severe damage in Aldershot, Lowville, Cedar Springs between Side Road 1 and 2, and on a section of Appleby Line between Corporate Dr. and Mainway. Winds brought down trees onto power lines and toppled dozens of distribution poles, making roads impassable in many pockets across the city and north of Highway 5.

As of Sunday evening power had been restored to all but a handful of customers. Crews today are working to ensure electricity is restored to the last dozen or so customers.

"In assessing the widespread damage, our first priority was to ensure that emergency services had power, and then to restore the main feeders that had been knocked out by the storm," says Gerry Smallegange, President and CEO of Burlington Hydro Inc. "I'm proud of our crews who worked tirelessly around the clock to repair damaged equipment and restore power neighbourhood by neighbourhood. I want to thank our customers for their patience through what was a difficult situation for thousands of individuals and families."

The cleanup and rebuild of the power system was extensive, but by Saturday night approximately 16,500 customers had been brought back on line.

Burlington Hydro would like to thank crews from Halton Hills Hydro and Oakville Hydro who arrived on Sunday morning to assist in the restoration efforts, while crews from Guelph Hydro and Niagara Peninsula Energy remained on standby. By late Sunday morning, 300 customers remained without power, and by 10:00 pm last night all but about 10 customers had had their power restored.

For more information contact:

Christine Hallas
Manager, Corporate Communications
Burlington Hydro Inc.
Tel. (905) 332-1851 Ext. 355
E-mail: challas@burlingtonhydro.com

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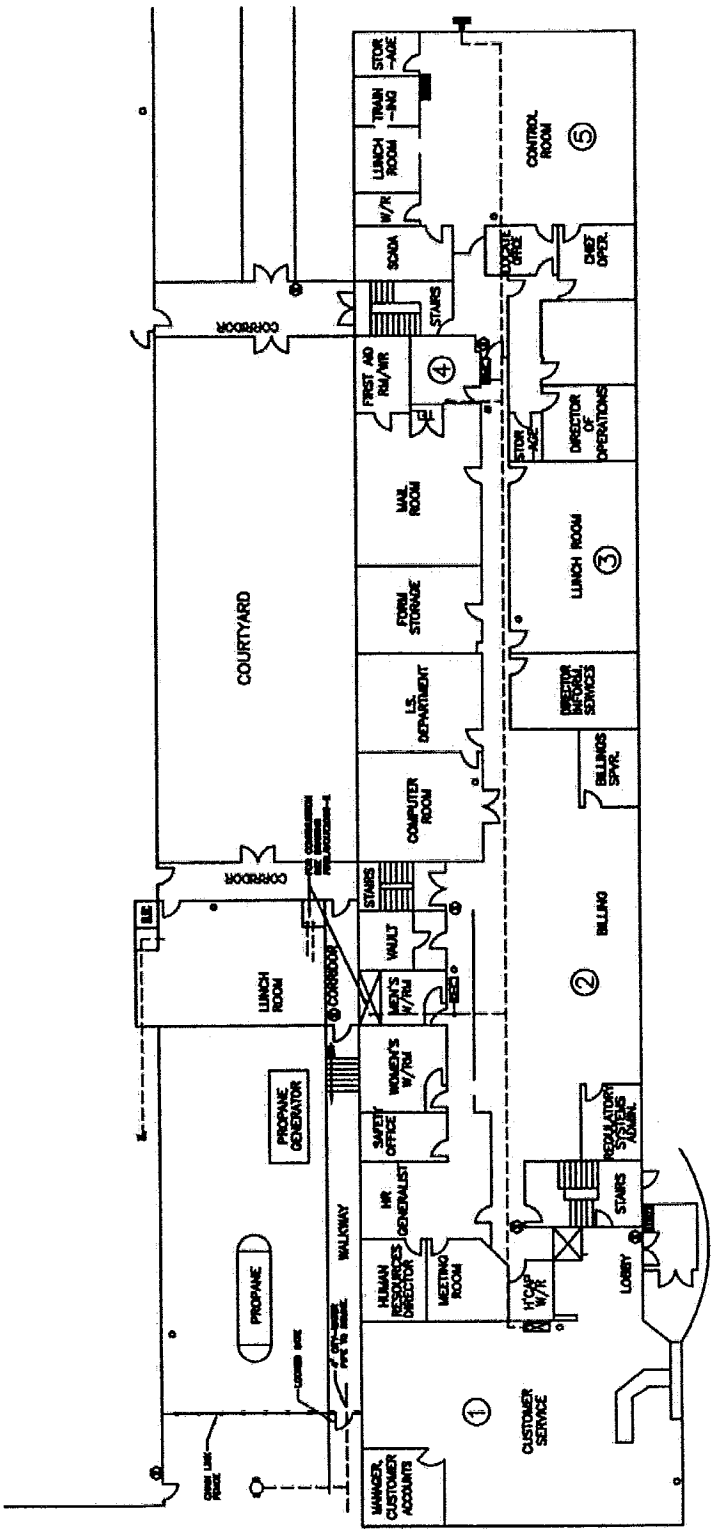
BURLINGTON HYDRO INC.
EMERGENCY OPERATIONS CENTRE



① MEDIA AND PRESS CONFERENCE
② PHONE CENTRE
③ EMERGENCY SUPPORT INFORMATION ROOM
④ EMERGENCY CONTROL GROUP MEETING ROOM
⑤ SYSTEM DISPATCH

Appendix H

BURLINGTON HYDRO INC.
COMPUTER RECOVERY PLANS
OVERVIEW

Summary

The Information Services and Engineering Departments of Burlington Hydro Inc. have developed Computer Recovery Plans to restore the AS/400 (Business Applications) and PC Server (AM/FM mapping) computer platforms after a major disaster. The Computer Recovery Plans are separate documents with detailed procedures and information lists necessary to achieve the recovery within 2 days of a disaster.

The AS/400 Computer Recovery Plan depends on the provision of hotsite services provided by IBM Canada Ltd. in Markham, Ontario. The AS/400 Computer Recovery Team will perform a full 'data centre' recovery at the hotsite. The Mapping System will be recovered by the Engineering Department at the Palmer substation on Walker's Line.

Critical business functions requiring the AS/400, performed in the BHI office, will be recovered in a work group recovery area at the Markham location. The Computer Recovery Team will contact key users as identified in the Computer Recovery Plan to co-ordinate their temporary relocation to the Markham facility. This too will be completed within the 48 hour timeframe.

The Computer Recovery plans are designed to protect the ongoing viability of the organization. Any event disrupting the smooth and continuous availability of our computer systems for more than 2 days threatens this viability and therefore is defined as a disaster. If disaster occurs, the first priority is the safety of human life. Once we are certain that everyone in the area is safe, the Computer Recovery Plans will be executed.

Some information loss is inevitable. The Computer Recovery Teams will work with the users to minimize this loss and to assist them in determining which work must be redone.

BHI's ability to move the computer applications onto the replacement computers has been proven with tests at IBM's hotsite and Palmer substation, religiously conducted every year.

Appendix H

Recovery Strategy

BHI has a contractual agreement with IBM Canada Ltd. for its hotsite services. The salient points of the contract are listed below:

- 24 hours of test time is allowed each year to test the effectiveness of the AS/400 plan.
- If any other hotsite member declares a disaster and requires the facilities, all test activities must be immediately cancelled and rescheduled for a later date.
- The AS/400 hotsite facility is available for a six week period from the date of declaration.
- Workgroup recovery provides stations equipped with PC's to serve up to 20 BHI personnel.
- If multiple subscribers experience disasters simultaneously, the agreement calls for a "first come first serve basis" use of the Recovery Center.
- IBM staff and services are available to the subscriber on a 24 hour, 7 days a week basis.
- The Mapping System will be recovered with a replacement system delivered to the Palmer substation within 48 hours of a declaration.

Appendix I

Control Room Emergency Operations

Control Room
1340 Brant Street
Burlington, ON, L7R 3Z7
Direct Line (905) 336-2004
Cell (905) 220-1386

Alternate Control Site:
Palmer Station
1386 Walkers Line
Burlington, On
Direct Line (905) 335-8839
Cell (905) 220-1386
Alternate Lines (905) 332-1346
(905) 332-7686

Communications

During any disaster or emergency, one of the most important things to have is communications. There are several different methods of communications required and below is an outline of how these might be covered.

Radios – Burlington Hydro has two radio towers and they can be used to communicate with the vehicles as well as to the Control Room. One is at the top of King Road and the North Tower, which is owned by the Halton police, is on the top of Rattlesnake Point (on the eastside back about ½ kilometer). In the event of loss of hydro to these towers, the North Tower has a generator, the King Road Tower uses battery power that is monitored weekly. There is also a truck to truck radio system for short range transmission and this is also available to the Control Center at 1340 Brant St.

If the Hydro Office building is intact and accessible during the disaster/emergency, the existing phone system should be in operation because of the UPS and generator arrangement for hydro electric supply to the building. Depending on the type of disaster/emergency, the telephone system in the area may not be reliable and other means of communicating may have to be used. Cellular telephones could be used and the telephone number may have to be broadcast to the public through local radio and television stations. (See telephone number index for the contact information). Places may also have to be set up in local malls and shopping centers where customers can go and relate their hydro problems to a staff member that would be assigned to take the

information and relay it to the Control Center. The use of office staff to man these mall locations should be incorporated.

Disaster Recovery Site

I the event that the office building is destroyed or inaccessible, then the BHI Disaster recovery site is Palmer Substation at 1386 Walkers Line. Operators will set up a Control Center at this location which is equipped with a telephone line that can be used to contact staff and others. In the event that the Disaster/Emergency is going to be for a considerable length of time, then Bell Canada should be contacted to bring in more telephone lines. These telephone numbers will have to be given to staff and be made available to the public by use of the Public Radio and Television Stations.

If the Palmer site is going to be used as a recovery site, then a portable washroom should be installed at the site and bottled water brought in for the staff there. (See the phone number list at the back of this manual for contact information.)

The Palmer Substation site has been set up to use as a disaster recovery site if the existing Hydro buildings are somehow inaccessible. There has been a telephone line installed that will allow calls or modem connection to be made. It may be necessary to have further lines installed as stated in the above section on communications.

This site has a stand by power supply (to be installed September 2000) as well as a radio setup permanently in the substation. This site also houses the safe that keeps all the utilities backup tapes for the AS400, AM/FM, SCADA, and meter information. There is also the latest 1-2500 set of maps kept at this location. All of this information will help us start to recover from the disaster/emergency. The vault that these backups are kept in is in the Southwest corner of the inside of the substation, with only Information Services (IS) staff having the combination.

Staff at the recovery site will need paper and writing instruments to keep records and information, these items can be purchased from wherever possible. Some of the supplies, forms and reports are stored off site at the Palmer Disaster Recovery site. (See list of

items on last page of Appendix I) There is also data and record information stored on the backup tape from the Control Room PC that is in the safe with the other backup tapes. (Note: these backup tapes were made using a Ditto 3200 tape drive running Iomega 3200NT Ditto software.)

If there is a declared disaster/emergency, Control Room operators and other support staff should be contacted to go to the Palmer site. Senior supervisory staff should take charge and start to contact other staff as needed and make the arrangements to follow the Disaster recovery plan as they see necessary.

Although this document only briefly covers what will go on in the event of a disaster, it does outline the facilities and the contacts to be made to help deal with the situation.

If the Control Room is still functional but inaccessible, the SCADA system can be accessed from a remote location (Palmer Substation) by a dial up method. An Alpha computer with enough speed and capacity will be at the disaster recovery site and can be used to get information from the SCADA system and have some control and monitoring of the substations.

In the event that the existing SCADA system is destroyed or non-functional, there are two terminal servers and modem cards located at the disaster recovery site that could be used with Quindar's assistance to make contact to our substations and devices. There would be a need to acquire a Digital Alpha Computer of sufficient size and speed to be used as a master station. Additional telephone lines or switching may be required.

Station Maintenance Operations

In the event of a disaster/emergency, the staff in the Station Maintenance department can function in several ways.

Their first job would be dealing with any substation problems and making sure that substation's are functioning the best they can during the disaster/emergency.

Their second job which may become a priority, would be to ensure that radio communications are up and working. This may necessitate generators and other equipment being installed and maintained at the radio towers, Control Room or Palmer Station.

In the event that the Service Center is destroyed or inaccessible, then Station Maintenance staff may be required to use their own vehicles while renting of appropriate vehicles is arranged for.

Common tools such as wrenches, pliers, etc. may be required to do emergency repairs during this time. Local suppliers of such equipment may need to be contacted and a request of staff to use some of their own tools may also be helpful. (ie. SB Simpsons, Canadian Tire, Sears, etc.)

Specialized equipment and supplies may require borrowing from other utilities or contacting suppliers for emergency replacements. Vehicles can be rented from Budget, Discount, etc..

Station Maintenance staff can be utilized in other areas of the Utility if need be. There are licensed electricians on staff and also some people with line and underground knowledge that could assist where needed.

Station Maintenance and P&C staff may be utilized in various ways during a disaster. Some staff may be needed to assist the Operations group in controlling substation functions and verifying conditions until monitoring can be re-established.

Pulse Metering Operations

Currently maintaining a Bi-weekly CD backup. This backup contains all operations files in MV-90 which are rotated by-monthly at Palmer Station. Each CD contains all data current and archived.

Appendix I

Inventory

CONTROL ROOM EMERGENCY SUPPLIES

Palmer M.S.

ITEM	QTY.	ITEM	QTY.
27.6kv map		Policy & procedure manual	
BHI Station Prints		Red self protection tags	
Black marker		Scotch tape	
Blue work permit tags		Station & feeder peaks (from pc backup tape)	
Breaker operation forms		Station guarantee forms	
Buff hold off tags		Station intercom numbers	
Callout sheets		Sticky notes	
Coloured push pins		Street index	
Distribution map		Telephone book	
Green caution tags		Time sheets	
Hi-liters		Transformer fusing charts	
Hold off tags (yellow slips for operators)		Trouble reports	
Liquid paper		Various operator information sheets	
List of medical patients		White station guarantee tags	
List of normal open points		Work & test permit forms	
List of work orders		Work permit forms	
Load transfer lists (from pc backup tape)		Yellow lined pads	
Memo forms		Yellow work & test permit tags	
O.t.o. Applications			
O.t.o. Forms			
O.t.o. Lists (from pc backup tape)			
On call list			
Ont. Hydro t.s. Prints			
Ontario hydro phone # list			
Operator's log sheets			
Operator's notes forms			
Other utility phone numbers			
Outage summary forms			
Paper clips			
Pencils			
Pens (various colours)			
Permit / guarantee lists (from pc backup tape)			
Pink note pads			

Appendix I

STATION INFORMATION

Station	Telephone Number	Address
Appleby	[redacted]	4511 New St.
Brant		1328 Brant St.
Bridgeview		1451 Bridgeview Ave Plum Rd
Drury		543 Drury Lane
Easterbrook		1037 King Rd.
Elgin		1300 Elgin St.
Eliz. Gardens		295 Hampton Heath Rd.
Fairleigh		2252 Fairleigh Place
Fairwood		95 Fairwood Place W.
Grahams		1439 Grahams Lane
Hampton		108 Hampton Heath Rd.
Harvester		3050 Harvester Rd.
Howard		1064 Howard Rd.
Maple		1370 Grahams Lane
Marley		719 Marley Rd.
Martha		420 Martha St.
Mount Forest		1312 Tavistock Dr.
Partridge		912 Partridge Dr.
Pine Cove		398 Pine Cove Rd.
Pinedale		730 Mullin Way
Port Nelson		3092 New St.
Spruce		4299 Spruce Ave.
Walkers		535 Walkers Line
Woodward		3193 Woodward Ave.
Fairview		3215 Fairview St.
Interchange		3050 Harvester Rd.
Lowville		3038 Britannia Rd.
Orchard		1340 Brant St.
Palmer		1386 Walkers Line
Reservoir		2267 Guelph Line
Towerline		2099 Appleby Line
Tyandaga		1993 Brant St.

Appendix J

Burlington Hydro Inc.

WORK PROCEDURE

MUTUAL AID UTILITY RESPONSE PLAN

1.0 PURPOSE

The purpose of this Mutual Aid Utility Emergency Plan is to preplan a protocol to acquire assistance from neighboring electric utilities when Burlington Hydro forces cannot restore all customers within the timeframes outlined in the emergency plan. Mutual aid means an agreement between two or more participating electric utilities, which allows for assistance to be provided as the need arises.

This plan is an extension of Burlington Hydro's Emergency Plan, "Distribution Loss of Supply".

2.0 DEFINITIONS AND REFERENCE PUBLICATIONS

2.1 Definitions
2.2 Reference Publications:

- MEA Guide to Utility Emergency Planning

3.0 ORGANIZATION AND DATA COLLECTION

3.1 Policy

Mutual aid may be requested should the resources of Burlington Hydro be deemed insufficient to deal with the emergency. Utilities called upon for assistance must make sure adequate resources are left behind to serve the needs of its community and customers.

3.2 Emergency Plan Development

The development of this plan will involve all stakeholders including Burlington Hydro and its mutual aid partners.

3.3 Planning Coordinator

It will be the responsibility of the VP Engineering & Operations to review this plan involving all stakeholders on an annual basis at the end of each calendar year.

JAS/

EFFECTIVE DATE:	*REVISION DATE:*
APPROVED BY: *VP Engineering & Operations (BHI)*	*REVISIO NO.:*
MUTUAL AID PARTNER: *Utility Name*	*MUTUAL AID PARTNER SIGNING AUTHORITY:* *Print Name*
AGREEMENT DATE WITH MUTUAL AID PARTNER:	*MUTUAL AID PARTNER SIGNING AUTHORITY:*

Mutual Aid Utility Response Plan

	Signature

REVISION DATE:
REVISION NO.:

3.4 Risk Determination

At the current time the greatest risk of prolonged customer outages is from a winter snow/ice storm. Customers with aerial services would be the hardest hit from this type of weather disturbance. Other weather events such as tornado's, high winds, and lightning storms could also have a severe impact on the distribution system. These are of less risk than the winter storm.

A risk assessment will be done on an annual basis to determine if additional planned responses need to be developed to deal with other emergencies not currently part of the plan.

3.5 Legislation and Industry Codes of Practice

This information is detailed in the Burlington Hydro Emergency Plan – Part 1, Section 2.

3.6 Organization, Roles, and Responsibilities

Burlington Hydro's Emergency Control Group is detailed in our Emergency Plan – Part 4. Roles and responsibilities of various workplace parties are detailed in Burlington Hydro's Emergency Plan – Parts 4 & 6.

President (Communications Coordinator)

- Responsible for approving the activation of this plan.

Alternate: VP Engineering & Operations

VP Engineering & Operations (Emergency Coordinator)

- Responsible for assessing and summarizing the magnitude of the damage to the distribution system.

Alternate: Distribution Engineer

Line Division Superintendent (Operations Coordinator)

- Responsible for determining if addition forces to effect repairs to damaged distribution system plant are needed. This will be done in consultation with the Protection & Control Division Superintendent.
- Responsible for detailing the daily work duties of the incoming crews.
- Responsible to assess the current state of affairs with Burlington Hydro personnel and their ability to continue in the restoration effort. The request for mutual assistance will be made from this office.

  Responsible for contacting mutual aid utilities and requesting services as determined at the time of the request.

  Responsible to meet with incoming crews for initial orientation and briefing.

  Alternate: Line Supervisor

Distribution Engineer (System Coordinator)

- Responsible for recognizing and reporting the extent and magnitude of the emergency to the Emergency Coordinator and the Operations Coordinator.

Alternate: Chief Operator

Manager of Purchasing

- Responsible for arranging accommodation and meals for incoming out of town crews.
- Responsible for arranging extra material as required.

4.0 EMERGENCY RESPONSE

4.1 Activation of the Plan

The Line Division Superintendent will determine the time frames to complete distribution repairs and estimate the time to completion taking into account crew work schedules and the pace of repairs in the first 16 hours of the storm relief. When it appears that the timeframes outlined in the Emergency Plan are going to be exceeded the request for mutual aid assistance is to be forwarded to the VP Engineering & Operations.

4.2 Notification to Senior Staff and Board Members

This is covered in Burlington Hydro's Emergency Plan Part 3.

4.3 Appropriate Response

The type of assistance necessary will be determined by consensus between the Line Division Superintendent, VP Engineering & Operations and the Distribution Engineer. Specifics must be worked out at the lower level of the organization and communicated to upper levels of Management.

This response will be dependent on the known conditions at the time the decision is made. A continuous effort must be made to access the current state of affairs by the Line Division Superintendent and determine if more help is needed.

4.4 Reporting Structure

Crews from mutual aid partners are to report to Burlington Hydro at 1340 Brant Street, Burlington. The contact at this location will be the VP Engineering & Operations or the Line Division Superintendent. Once initial orientation is complete work crews will be made up consisting of at least one Burlington Hydro Linesman. These crews will report to the Operations Coordinator.

4.5 Emergency Operations

Emergency operations are described in the Burlington Hydro Emergency Plan.

4.6 Emergency Operations Centre – Location and Setup

The emergency operations centre for mutual aid partners will be located at Burlington Hydro's Service Centre located at 1340 Brant Street. This Centre contains Stores, Overhead & Underground Construction Crews, meter technicians, station maintenance technicians and control room operators.

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5.0 RESOURCE MANAGEMENT

5.1 Information to Send When Requesting Assistance

When requesting assistance from other mutual aid partners the form titled Request for Assistance is to be used. This form is attached as Appendix A. In addition to this request form the Response to Request for Assistance form will be sent. This form is attached as Appendix B. The mutual assistance partner will be requested to use this form for its reply and will be requested to send correspondence by a specified time and day.

5.2 Recording Offers to Assist

The Response to Request for Assistance forms will be evaluated by the VP Engineering & Operations or the Line Division Superintendent and placed in a separate file for reference.

5.3 Dispatching Crews to Utilities Needing Assistance

The mutual aid partner will not dispatch crews to the requesting utility until telephone contact is made between the VP Engineering & Operations or the Line Division Superintendent and the contact person at the mutual aid utility.

It will be the responsibility of the mutual aid partner to ready their crews to be dispatched to the requesting utility. These crews should be outfitted with the requested equipment, material and tools. They should them be dispatched in order to reach the requesting utility at a pre-determined time, date, and place. A checklist should be used to make sure the necessary equipment is on board at the time of departure.

5.4 Crew Orientation and Instruction Packages for Incoming Crews

Upon arrival at the requesting utility all incoming crews will check in with the Line Division Superintendent. An orientation package will be delivered to the whole crew. This package will consist of the following documents:

- Utility Protection Code
- Rescue Procedures
- Mayday Procedure
- City Maps
- Emergency Contact List
- Tailboard Forms
- Incident/Accident Forms

5.5 Meals and Accommodations for Incoming Crews

Burlington Hydro will arrange to house and feed all incoming crews. This information will be passed on to each incoming crew as they receive their orientation package.

5.6 Telephone and Radio Communications

All incoming mutual aid crews are to establish how they will communicate with Burlington Hydro. This could be by cellular phone provided by the mutual aid partner if available. Burlington Hydro may be able to provide a portable two-way radio or cellular phone if available. This information must be confirmed at the time of request for assistance.

5.7 Work Practices, Utility Protection Code, and Hours of Work

Work practices will be centered on working equipment in an isolated and de-energized state or working live apparatus using Protective Cover and Rubber Gloves.

A Burlington Hydro staff member will supervise Work practices. At no time will a crew be working alone without a Burlington Hydro staff resource person. The resource person in direct contact with the Operating Department will apply for all work protection

5.8 Receiving and Issuing Materials

Burlington Hydro will supply all materials. Normal Stores operating procedures will apply to requisitioning of material from stores.

Material provided by the mutual aid partner, at the request of Burlington Hydro, will be received into Stores upon arrival at 1340 Brant Street using normal incoming stock procedures. A copy of this transaction will be given to the supervisor releasing the material.

5.9 Security of Vehicles, Equipment, and Fuel

Vehicles and Equipment can be stored on site at 1340 Brant Street while not in use. Vehicles parked outside should be locked and keys left with the Operations Coordinator. Keys will be posted to the keyboard in the Garage area.

Burlington Hydro at fuelling stations located at 1340 Brant Street will provide fuel for all mutual aid partners. The Stores Department staff on a 24-hour basis will provide access to the pumps.

6.0 SAFETY MEASURES

6.1 Tailboard Safety Meetings

Burlington Hydro has a Tailboard Talk Checklist c/w a Traffic Protection Plan Diary on the reverse side. The written Tailboard Checklist and the Traffic protection plan must be completed for every job. If an existing job continues at a different location then a new tailboard and traffic protection plan must be completed.

Information about the Tailboard Talk Checklist and the Traffic Protection Plan will be introduced in the crew orientation process. All mutual aid partners will be expected to participate in this vital process. Tailboard sheets are to be submitted to the Emergency Site Coordinator at the end of each shift.

6.2 Safety Coordinator

Burlington Hydro has a Director of Loss Prevention on staff who will be available as a resource to solve any safety or health related issues that may arise during the storm restoration period. The OHS Officer will monitor and record all incidents and ensure that any concerns are addressed.

6.3 Non – E&USA Firms

Burlington Hydro's policy will be to use E&USA member firms for the mutual aid program. Non-E&USA firms will only be used in extreme circumstances where member firms cannot keep pace with the restoration effort or are not available participate in the restoration effort.

7.0 ADMINISTRATION OF THE PLAN

7.1 Holder of the Plan

This mutual aid plan will reside at Burlington Hydro with the VP Engineering & Operations, Line Division Superintendent, Distribution Engineer and Director of Loss Prevention.

7.2 Updating

The mutual aid plan will be reviewed and updated as required on an annual basis. All stakeholders will be included with this process.

7.3 Approval

The President of Burlington Hydro will approve this plan and any subsequent revisions.

8.0 CONDITIONS OF PARTICIPATION

8.1 Responsibility of Utilities Requesting Aid to Accept Costs

Burlington Hydro will bear the costs incurred by the mutual aid partner in rendering assistance. Some costs as outlined in this plan may be paid directly by Burlington Hydro and may include the costs of lodging, and meals. It is the responsibility of the mutual aid partner to invoice its costs incurred in rendering assistance including labour, equipment costs, materials, and overheads associated with each.

8.2 Reimbursement of Costs

Burlington Hydro will reimburse its mutual aid partner for all costs and expenses incurred by rendering assistance. Such costs shall include but is not limited to the following:

8.2.1 Employee's wages and salaries for paid time spent in Burlington Hydro's service area plus overheads.

8.2.2 Employee travel and living expenses (meals, lodging and reasonable incidentals).

8.2.3 Charges, at rates used internally by the mutual aid partner, for the use of transportation equipment and other equipment requested.

8.2.4 Replacement cost of materials and supplies expended or furnished.

8.2.5 Administrative and general costs which are properly expended in responding to the emergency assistance to the extent such costs are not charged as burdens in the foregoing subsections.

8.2.6 Mileage allowance for personal vehicles will be paid at prevailing rates.

8.3 Working Hours

Normal shift schedules will be twelve hours of work with twelve hours off. This is a twenty-four hour workday and will rotate around the clock until the restoration is complete.

8.4 Fuel

Burlington Hydro has one fuelling depots located at 1340 Brant Street. It is expected that a mutual aid partner will leave home with a full tank of fuel and when the restoration effort is complete Burlington Hydro will fill the vehicle for the trip home. Burlington Hydro will provide all fuelling and fluids for vehicles.

Alternative fuels such as natural gas and propane are not available at Burlington Hydro fuel depots. Arrangements will be made by Burlington Hydro for the fueling of this type of vehicle. Costs associated with this will be directly invoiced to Burlington Hydro.

8.5 Permits, Approvals, Clearances

Each mutual aid partner should ascertain and record whether or not special permits for their vehicles are necessary from the Ministry of Transportation and Communications when traveling outside of their municipality. Also, whether or not the personnel and vehicles and equipment are covered by the assisting utility insurance carrier. This information is to be determined when the mutual aid agreements are signed by both parties.

8.6 Servicing Equipment

Burlington Hydro will make arrangements with repair facilities for fully trained staff capable of making repairs to aerial devices, hydraulic systems, lifting equipment, and normal chassis mechanical problems. During the relief effort these repair facilities will be on duty 24 hours a day 7 days a week.

Costs incurred for repairing and servicing vehicles/equipment will be charged to the mutual aid partner including material, labour, and overheads.

8.7 Supervision From the Assisting Utility

All mutual aid crews will be assigned a Journeyman Lineman who will guide the progress of the work. The mutual aid partner will be responsible for designating a supervisor to supervise their workers.

8.8 Record of Hours Worked

In order to account for the time spent in the restoration effort accurate records must be kept with regard to hours worked. In order to accomplish this it will be necessary for the supervisor of the mutual aid crew to check in with the Operations Coordinator both at the start and end of the shift. A work report must be filled out for each shift detailing start and finish times as well as detailed description about where the crew worked during the day. A sample is attached.

8.9 Invoicing

The mutual aid partner should be prepared to send an itemized statement outlining total costs incurred to Burlington Hydro as soon as possible after the restoration effort is complete. Labour charges should list total regular hours and total overtime hours. A break down on the invoice identifying overhead, underground, transformers, etc., will assist Burlington Hydro with cost allocation.

9.0 MEDIA & COMMUNICATIONS

All media and communications will be handled through Burlington Hydro's Communications Coordinator.

10.0 APPENDICES

A	Emergency Contact List – Mutual Aid Partners
B	Request for Assistance Form
C	Response to Request for Assistance Form
D	Material Requirements and Request Form
E	Daily Time Sheet

SCHEDULE A
DETAILS OF SPECIFIC OPERATION

1. Telephone Contacts

Either Party has the right to change the position designations and telephone numbers listed below with immediate effect at any time by notice in writing delivered to the other Party by fax or other telegraphic means. Any employee of a Party with apparent authority may deliver such a notice to the other Party.

Day-to-Day Operation

For the operation of **HYDRO ONE NETWORKS INC**., **(Transmitter)** Transmission Network and **BURLINGTON HYDRO INC. (Customer)** connection.

	HYDRO ONE	**CUSTOMER**
Operating Contacts (Real Time)		
Position:	Controller - Sector 2	Control Room
Name:	Various	
Location:	Ontario Grid Control Centre Barrie ON	Burlington Hydro Inc
Phone Number:	[redacted]	[redacted]
Fax Number:	[redacted]	[redacted]
Email Address:		[redacted]
**** Emergency Number:**	[redacted] **+ Access Code**	
* Emergency Operations (primary):	[redacted]	[redacted]
* Emergency Operations (alternate):	[redacted]	[redacted]
Outage Planning (Pre-event)		
Position:	Outage Planning - Sector 2	Control Room Supervisor
Name:	Various	
Location:	Ontario Grid Control Centre Barrie ON	P.O. Box 5018 1340 Brant St. Burlington ON L7R 3Z7
Phone Number:	[redacted]	[redacted]
Fax Number:	[redacted]	[redacted]
Email Address:	[redacted]	[redacted]

Outage Planning Group Mailbox		
Position:	Outage Planner - Sector 2	
Name:	Various	Group Mailbox
Location:	Ontario Grid Control Centre Barrie ON [redacted]	P.O. Box 5018 1340 Brant St. Burlington ON L7R 3Z7
Phone Number:	[redacted]	
Fax Number:	[redacted]	
Email Address:	[redacted]	[redacted]
Operating Support (Post Event)		
Position:	Network Mgmt Eng/Off	Manager of Operations
Name:	[redacted]	[redacted]
Location:	[redacted] Barrie ON [redacted]	P.O. Box 5018 1340 Brant St. Burlington ON L7R 3Z7
Phone Number:	[redacted]	[redacted]
Fax Number:		
Email Address:	[redacted]	[redacted]
Operations Manager		
Position:	On-Shift Operating Manager	Manager of Operations
Name:	Various	Brad Cumming
Location:	Ontario Grid Control Centre [redacted]	P.O. Box 5018 1340 Brant St. Burlington ON L7R 3Z7
Phone Number:	[redacted]	[redacted]
Fax Number:	[redacted]	
Email Address:	[redacted]	[redacted]

Notes:

**Hydro One Networks has installed an emergency phone line that will be answered on a priority basis. The number is provided for your use exclusively as per the following criteria:

1. To reach a Controller when public/employee safety is at risk (i.e. downed power line but still energized, public inside transformer station fence, public climbing towers, power line on a vehicle with people trapped inside or public contact with a live conductor).

2. To reach a Hydro One Controller when a serious environmental impact is possible.

***** The Emergency Operation primary and alternate phone numbers are specifically to facilitate communication with Local Distribution Companies for restoring supply to critical and/or priority loads (i.e. water treatment, sewage, hospitals) in the event of a widespread transmission blackout.

Contract Administration for Operating Service

	HYDRO ONE	CUSTOMER
Position:	Account Executive	President & CEO
Name:	[redacted]	[redacted]
Location:	[redacted]	P.O. Box 5018 1340 Brant St.
	Toronto ON M5G 2P5	Burlington ON L7R 3Z7
Phone Number:	[redacted]	[redacted]
Fax Number:	[redacted]	[redacted]
Email Address:	[redacted]	[redacted]
Position:	Network Mgmt Eng/Off	VP of Engineering & Operations
Name:	[redacted]	[redacted]
Location:	[redacted]	P.O. Box 5018 1340 Brant St.
	Barrie ON [redacted]	Burlington ON L7R 3Z7
Phone Number:	[redacted]	[redacted]
Fax Number:	[redacted]	[redacted]
Email Address:	[redacted]	[redacted]

2. Description of Facilities, Single Line Diagram & Connection Point (s)

Burlington Hydro Inc. is located in Burlington, (at 1340 Brant Street, PO Box 5018, Burlington, L7R 3Z7) and is a licensed Load Distribution Customer, supplying distribution load to the City of Burlington.

Print Owner	Print Reference #
Hydro One Networks Inc	**Refer to Hydro One Customer Website for the latest Operating revision of print on file for operating purposes.**

The Transmitter agrees to provide the Customer with a copy of its Single Line Diagram detailing the Customer's connection point to the Transmitter. Where the Transmitter's Single Line Diagram contains connection information for more than one Customer, the Customer authorizes the Transmitter to provide the information contained on the Single Line Diagram to the Transmitter's other customers shown on the said document.

3. List of Facilities on the Property of the Other Party

3.1 The following Customer facilities are located on the Transmitter's Site:

Refer to description provided within Section 4 Tables

4. Ownership and Controlling Authority

A Party may change its designated controlling authority set out below at any time during the term of the Agreement, subject to the following conditions:

a. The Transmitter may change its designated controlling authority only for the Transmitter-owned facilities.

b. The Customer may change its designated controlling authority only for the Customer-owned facilities.

c. Either Party shall notify the other in writing of any change in its designated controlling authority at least ten (10) business days before implementing a change.

d. Notification of any changes to the controlling authority shall be exchanged between the Transmitter and the Customer, as follows:

TRANSMITTER	CUSTOMER
• Senior Network Management Officer (See Section 1) • Controlling Authority at OGCC	• President & CEO (See Section 1) • All Affected Controlling Authorities

The Transmitter's Controlling Authority has control over the following:

All equipment identified as Transmitter-owned equipment except where otherwise indicated.

The Customer's Controlling Authority has control over the following:

All equipment identified as Customer-owned equipment except where otherwise indicated.

Burlington T.S. (NAR39)	
Transmitter owns the following: Note: * Indicates Controlling Authority belongs to the Customer	Customer owns the following: Note: * Indicates Controlling Authority belongs to the Transmitter
Transformers: 39T15, 39T16	**Transformers:** None
Breakers: 39M1, 39M2, 39M3, 39M4, 39M5, 39M6, BY, 39M31, 39M32, 39M33, 39M34, 39M35, 39M36, JQ,	**Breakers**: None
Switches: 39M1-L, 39M2-L, 39M1-M2, 39M3-L, 39M4-L, 39M3-M4, 39M5-L, 39M6-L, 39M5-M6, 39M31-L, 39M32-L, 39M31-M32, 39M33-L, 39M34-L, 39M33-M34, 39M35-L, 39M36-L, 39M35-M36	**Switches:** None
Current/Voltage Transformers: BVT, YVT, JVT, QVT	**Current/Voltage Transformers:** None
Feeders: None	**Feeders:** M2, M4, M6, M33, M34, M35, M36, Overhead lines, up to and including the dead-end insulators on the 27.6 kV structure. M1, M3, M5, M31 M32 Underground cables up to and including the potheads at the 27.6 kV structure.
Protection Systems: Standard Transmitter feeder protections	**Protection Systems:** None
Remote Terminal Unit: Yes	**Remote Terminal Unit:** Yes – RTU in HON Relay Room
Telecommunications: None	**Telecommunications:** Leased Lines for B.H.I. RTU, is the responsibility of B.H.I.

Bronte T.S. (NT13)	
Transmitter owns the following: Note: * Indicates Controlling Authority belongs to Customer	Customer owns the following: Note: * Indicates Controlling Authority belongs to Transmitter
Transformers T2	**Transformers** None
Breakers 13M25, 13M26, 13M27, 13M28	**Breakers** None
Switches 13M25-L, 13M26-L, 13M27-L, 13M27-Q, 13M28-L, 13M28-Q	**Switches** None
Current/Voltage Transformers QVT	**Current/Voltage Transformers** None
Transmission Circuits 115 kV Ckts: B7, B8	**Transmission Circuits** None
Feeders None	**Feeders** M25, M26 Oakville Hydro owns these overhead lines, up to and including the dead-end insulators on the 27.6 kV structure. **Note:** The M25 & M26 are leased to Burlington Hydro Inc. BHI is the Controlling Authority for these two feeders. Oakville Hydro and Burlington Hydro are required to notify Hydro One at least 60 days before cancellation of this lease. M27 & M28 Burlington Hydro owns these overhead lines up to and including the dead-end insulators on the 27.6kV structure
Remote Terminal Unit RTU-Relay Room- Harris	**Remote Terminal Unit**
Telecommunications	**Telecommunications**

Cumberland TS (NA76)	
The Transmitter owns the following : Note: *Indicates Controlling Authority belongs to the Customer,	The Customer, , owns the following: Note: *Indicates Controlling Authority belongs to the Transmitter
Transformers 76T3, 76T4	**Transformers** None
Breakers 76M21, 76M22, 76M23, 76M24, 76M25, 76M26,76M27, 76M28, 76M29, 76M30, 76BQ	**Breakers** None
Switches 76M21-L, 76M22-L, 76M21-M22, 76M23-L, 76M24-L, 76M23-M24, 76M25-L, 76M26-L, 76M25-M26, 76M27-L, 76M28-L, 76M27-M28, 76M29-L, 76M30-L, 76M29-M30	**Switches** None
Current/Voltage Transformers BVT, QVT	**Current/Voltage Transformers** None
Transmission Circuits B40C, B41C	**Feeders:** M27, M28, M29, M30, Overhead lines, up to and including the dead-end insulators on the 27.6 kV structure. M21, M22, M23, M24, M25, M26, Underground cables up to and including the potheads at the 27.6 kV structure.
Protection Systems Standard HON Inc. feeder protections	**Protection Systems** None
Remote Terminal Unit Yes	**Remote Terminal Unit** Yes – RTU in HON Relay room

Palermo TS (NAA4)	
The Transmitter owns the following : Note: *Indicates Controlling Authority belongs to the Customer,	The Customer owns the following: Note: *Indicates Controlling Authority belongs to the Transmitter
Transformers T3, T4	**Transformers** None
Breakers A4BY, A4T4Y, A4T3B, A4M1, A4M2, A4M3, A4M4, A4M5, A4M6, A4M7, A4M8,	**Breakers** None
Switches A4M2-L, A4M3-L, A4M5-L, A4M7-L, A4M2-B, A4M3-B, A4M5-B, A4M7-B, A4M1-M2, A4M3-M4, A4M5-M6, A4M7-M8, A4M2-L, A4M4-L, A4M6-L, A4M8-L, A4M2-Y, A4M4-Y, A4M6-Y, A4M8-Y	**Switches** None
Current/Voltage Transformers BPT, YPT	**Current/Voltage Transformers** None
Feeders	**Feeders** • A4M5, A4M6 • Customer owns these 27.6kV overhead feeder circuits up to and including the strain insulators on the dead-end station switchyard structures. Customer owns poles PS108786 & PS108779 located inside station fence.
Transmission Circuits 230kV ckts, T36B, T37B	**Transmission Circuits**
Protection Systems Standard HON Inc feeder protection	**Protection Systems** None
Remote Terminal Unit Yes, RTU relay room - Motorola	**Remote Terminal Unit** None
Telecommunications	**Telecommunications** None

5. Metering Facilities Diagram

This diagram is based on the Protection, Control & Metering Diagram. If the Transmitter is not your Meter Service Provider (MSP) please provide a metering facilities diagram. If the Transmitter is your MSP, provide your drawing number submitted as part of Schedule B Customer Connection Information.

6. Normal Operations

This Section includes **Customer-specific** Information during normal operations.

6.1 Hold-off Procedure

A hold-off is used to restrict the operation of the device(s) to previously agreed limits, except with the holder's consent.

Hold-offs are most commonly used to block the auto reclosing and the manual re-energization of a line following an automatic trip.

Under no circumstances shall a hold-off be used in place of a work protection.

If remote control is lost to devices under a hold-off, the holder must be notified that the hold-off is no longer in effect until the integrity of the hold-off is confirmed.

When a hold-off is in effect on a line or other apparatus, it shall not be re-energized following an automatic trip until communication is established with the holder and his/her consent is obtained. It is a basic requirement of hold-off procedures that satisfactory communication be established and maintained with the holder of the hold-off.

6.1.1 Electronic Hold-off Procedure

The Transmitter and the Customer have developed and implemented an operating tool to facilitate the electronic exchange and establishment of hold-offs by the Customer on Hydro One owned breakers. The electronic exchange of hold-off information occurs via the Real Time data link. If a 'change of state' is not annunciated for a Block Reclose change & tags (Hold offs) can not be viewed by the other party, then either party (Hydro One or the Customer) must advise the other party of a change in Block Reclose control prior to executing that control change. Each party must apply & record their own Hold-offs & Holder of Records. When either Hydro One or the Customer have a hold off in effect the other will not restore reclosure until communication between the two parties has been established and only their **own** hold tag will be removed.

6.2 Switching

The Customer must comply with the **Transmission System Code** when performing all switching operations. The Customer is not to parallel circuits and through the bus.

7. Emergency Operations

This Section includes Customer specific Information during Emergency operations.

Conditions of Restoration

The Transmitter's Controlling Authority will contact the Burlington Hydro Operator for direction with regards to closing a feeder breaker after an "auto / reclose / auto" relay operation.

8. Rotational Load Shedding

8.1 Scope

This Instruction assigns authority and defines responsibilities for manual primary load shedding that may be required to correct abnormal conditions on the IESO-controlled grid or the Transmitter's transmission facilities. Procedures are also outlined for conducting simulation of rotational load shedding.

8.2 Information

A from-time-to-time the IESO-controlled grid or the Transmitter's transmission facilities may experience abnormal conditions. To minimize their impact, and to restore and maintain security of operations, prompt control action must be taken. The control actions are numerous and vary according to the abnormal condition.

In extreme situations, the only way to correct abnormal conditions may be to shed primary firm load. Recognizing the impact on the Customer, this control action must be pre-planned as much in advance as possible. Rotational load shedding of primary firm load provides assurance that the abnormal condition will be quickly corrected while allowing for Customer selectivity. The schedule shall comply with IESO's Rules, Procedures and Policies in effect at the relevant time.

8.3 Response to Controlled Rotational Load Shedding

The request to implement a controlled rotational load shed will be as directed by the IESO and can come from the Transmitter's controlling Authority located at the Transmitter's territory operating centre.

The request for implementation will follow this model:

"To comply with directions from the IESO, this is the Transmitter's Controlling Authority calling. We are currently implementing a Rotational Load Shed. Would you please reduce your load to X MWs (megawatts)? You will be notified when conditions allow you to return to full load."

The Customer's response will follow this model:

"I understand that the Transmitter's Controlling Authority is implementing a Rotational Load Shed and that I am to reduce load to X MWs (megawatts). Is that correct?"

The Transmitter's Controlling Authority will confirm the request.

8.4 Response to Controlled Rotational Load Shedding Simulation

The request to simulate a controlled Rotational Load Shed will be as directed by the IESO and can come from the Transmitter's Controlling Authority located at the Transmitter's territory operating centre.

The request for simulation will follow this model:

"To comply with directions from the IESO, this is the Transmitter's Controlling Authority call. We are currently simulating a Rotational Load Shed. Would you please simulate a load shed of X MWs (Megawatts)? Please inform me of your steps and the actual amount of the simulated load shed you are able to achieve."

The Customer's response will follow this model:

"I understand that the Transmitter's Controlling Authority is simulating a Rotational Load Shed and that I am to simulate a load shed of X MWs (Megawatts). Is this correct?"

The Transmitter's Controlling Authority will confirm the request and both operators will remain on line to review procedure and collect information.

9. Re-verification Schedules – Protection and Control

This section does not apply to feeders connected to the Transmitter's TSs where the protections are owned by the Transmitter. Therefore customer re-verifications are not required.

9.1 A Customer shall re-verify its station protections and control systems that can impact on the Transmitter's transmission system. The maximum verification or re-verification interval is eight (8) years for most of the transmission system elements including transformer stations and transmissions lines and other high voltage elements. The maintenance cycle can be site specific.

Maintenance Intervals for Protection Groups

	Non-Self Monitored **Protection Assembly** Note (1)	Microprocessor-Based **Protection Assembly** Note (2)	Microprocessor-Based **Protection Assembly** Note (3)
All **Protection Groups**	4 years	6 years	8 years

Notes:
(1) Non-Self Monitored **protection** assemblies includes electromechanical **relays** and solid state **relays**.
(2) Microprocessor-based **protection** assemblies where the principal fault-sensing and logic components include self monitoring or self checking, and the failure alarm is monitored to an Operator.
(3) Microprocessor-based **protection** assemblies as per Note (2), plus additional self monitoring or self checking of ac voltage and current input integrity, and the failure alarm is monitored to an Operator.

9.2 Customer shall advise the transmitter at least fourteen (14) business days notice of its intention to conduct a re-verification test, so that the transmitter's protection & control staff and system performance staff (if required) can observe the following:

a) re-verification of protection equipment settings specified in this Agreement;

b) relay recalibration;

c) test tripping of station breakers that impact on the Transmitter/Customer interface measurement and analysis of secondary AC voltages and currents to confirm measuring circuit integrity as well as protection directioning; and

d) measurement and analysis of secondary AC voltages and currents to confirm measuring circuit integrity.

Note: All tests must be coordinated and approved ahead of time through the normal Outage Planning Process.

9.3 The following specific actions are required:

a) observe all station protections that trip and open the "enter the devices that interface with the Transmitter" for proper operation, and

Type of Equipment	Equipment Designation
Breakers	**None**
Circuit Switchers	**None**
Other	**None**

b) confirm that settings approved by the Transmitter are applied to the following protections:

I. over and under voltage;
II. transformer differential;
III. transformer phase and ground backup protection;
IV. line protections;
V. breaker or HVI failure protection; and
VI. transfer and remote trip protections.

10. General Protections

This section does not apply to feeders connected to Transmitter TSs where the protections are owned by the Transmitter. Therefore customer re-verifications are not required.

Standard Transmitter feeder protections are used.

1. Transmitter high voltage transmission line protections
2. Transmitter transformer protections.
3. Transmitter low voltage bus protections.
4. Transmitter feeder protections.

11. Telecommunications Facility Details for Protection and Control Applications

Hydro One Networks Inc. does not have telecommunication requirements for this connection.

11.1 Telecommunication Medium

The communication medium used will be two (2) leased telephone circuits from Bell Telephone and these circuits are the responsibility of the Customer**.**

11.2 Types of Telecommunication Channels

2 Blocking Channels

2Transfer Trip Channels

11.3 Ownership of Telecommunication Terminal Equipment

The terminal equipment located at a given facility is owned by the Customer. The communication medium (leased telephone circuits) is considered to be owned by the Customer. Therefore, the Customer is responsible for the restoration of the failed communication medium. The terminal equipment located at a switching station is owned by the Transmitter.

11.4 Responsibility for Work & Costs Associated with Breakdown & Routine Maintenance

If maintenance is required on the terminal equipment located at the Customer's facility, the Customer will bear all incurred costs.

If maintenance is required on terminal equipment located at sites owned by the Transmitter, the Transmitter will bear all incurred costs.

If maintenance or repair is required on the leased telephone circuits, the Customer will incur all associated costs. These costs will include charges by Bell Telephone and the Transmitter if its personnel are required to participate in any of the related activities.

11.5 Re-verification Schedule

Routine maintenance and testing on telecommunications terminal equipment shall be on the same time interval as the **protection** assemblies as per section 9.1 above.

Routine Maintenance and testing on communication channels must be performed every two years.

11.6 Inventory of Communication Equipment

The provision of spare communication equipment is the Customer's responsibility and will be located at its site.

11.7 Failure of Communication Equipment

If a communication failure affects either the transfer trip channels or the blocking channels, the Transmitter will decide whether or not the Customer should remain connected to the high-voltage system. The Transmitter must advise the Customer, through appropriate communication protocol outlined in this Code, of the situation, the choices available to the Customer and the risks involved. Since the Transmitter will make the decision according to its own interests, the Customer can choose to remain or separate from the high-voltage system at its own risk.

11.8 Mean Time for Repairs

The mean time for repairs will be within two (2) working days, dependent upon the availability of staff from Bell Telephone and the Transmitter.

11.9 Provision of Purchase Order by Customer to Transmitter

The Customer will provide the Transmitter's designated leader with a purchase order, so that the Transmitter may apply appropriate charges to the Customer.

12. Embedded Generation

N/A - The Customer does not have embedded generation at this time.

The Parties acknowledge that the Customer has embedded generators that could impact on the Transmitter. This section sets the details of all such generators and the particulars of all such arrangements. In the event that the Terms of any arrangements described now or in the future are amended, in any way, the Customer shall immediately provide details of such amendments to the Transmitter and the Parties shall revise this Section accordingly.

In the event that the Customer acquires additional generators after the date upon which the Connection Agreement is executed, the Customer shall expeditiously, without delay, provide details of such connections to Transmitter.

Operations Agreements between the Customer and the "Customer Generating Stations (CGS)" connected to the Customer's distribution system are separate from this document.

1. The Customer will not perform a switching operation that parallels the XXMXX feeder with any other Customer feeder unless the "CGS" is shutdown.

2. The "CGS" will be separated from the distribution system, any time there is a loss of the Transfer Trip protection.

INFORMATION

Generator	Location	Size	Voltage	Protections
				Over/under voltage. Over/under frequency , Over current
				Over/under voltage. Over/under frequency , Over current

***must be forced off line on loss of remote trip/transfer trip**

Communication during normal and emergent conditions will be between the Transmitter Controlling Authority and the Customer Controlling Authority.

Other specific CGS information as required.

Appendix L

Burlington Hydro Inc.
Emergency Plan Distribution List

Position	Department	Appendix (Confidential)	
Burlington Hydro Internal			
President / CEO	Administration	Yes	
EVP / CFO Fin & Admin	Administration	Yes	
VP Corp Relations	Corp Relations	Yes	
COO / VP, Engineering and Operations	Engineering	Yes	
Director, Reg Affairs & Asset Mngmnt	Regulatory Affairs & Asset Mngmnt	Yes	
Director, Information Services	Information Services	Yes	
Manager, HR, Safety & Health	HR & Safety	Yes	
Manager of Engineering	Engineering	Yes	
Manager, Metering Services	Metering Services	Yes	
Manager, Operations	Construction	Yes	
Manager, Purchasing	Purchasing	Yes	
Manager, Customer Accounts	Customer Accounts	Yes	
Station Maintenance Supervisor	Operations	Yes	
Electrical Operator Supervisor	Control Room	Yes	
Line Supervisors (3)	Construction	Yes	
Human Resources Generalist	Human Resources	Yes	
Coordinator HR, Safety & Health	HR, Safety & Health	Yes	
Billing & Systems Manager	Billing & Meter Reading	Yes	
Controller	Accounting	Yes	
Manager Regulatory Affairs	Regulatory Affairs	Yes	
Manager Communications	Communications	Yes	

Appendix L

External Agencies		Appendix (Confidential)	
City of Burlington		Yes	
Horizon Utilities		No	
Oakville Hydro		No	
Region of Halton		No	
IESO		Yes	
Departmental Copy			
Lines (3)		No	
Metering Services (1)		No	
Station Maintenance (1)		No	
Control Room (1)		No	
Stores (1)		No	

Appendix M

MEMORY JOGGERS

1. Assess extent of damage to obtain as clear an indication as possible to:
    1. Number of Line Persons or other staff required
    2. Type and quantity of vehicles required
    3. Type of work likely to be encountered; i.e. Sub-transmission, distribution, services, underground, pole replacement conductor repair, forestry work, etc.
    4. Material needs.
    5. Voltage levels to be encountered

2. Advise as to any specific material and equipment that incoming crews should bring; i.e. reels of conductor, pole trailers, heavy duty rigging, emergency lighting, chainsaws, etc.

3. Indicate sizes of conductor likely to be worked on to ensure that the proper sizes of sleeves, grips, presses and dies, etc. are brought along.

4. Indicate where incoming crews are to report, and provide directions on how to get there.

5. Arrange for accommodation and feeding of incoming crews.

6. Establish clear starting and quitting times.

7. A "hand out sheet" containing all pertinent instructions; such as priorities, utility policy and hours of work; expenses, charge numbers, names and phone numbers of local staff, radio data, etc. would be helpful.

8. "Check in" and "Check out" sheets are useful for recording information on outside crews.

9. Guard against auxiliary power supplies. (Apply grounds)

10. Have adequate supply of Burlington Hydro's distribution system maps to hand out.

11. Establish a plan for material issuing and delivering.

12. Consider a special time-reporting procedure for restoration period, i.e. time sheets submitted daily.

13. Indicate approximate length of time in which the assisting crews may expect to be away from home base.

14. Review inspection policy for use during emergency conditions.

15. Indicate radio status and requirements.

16. Notify Control Room (when possible use phones) of field conditions periodically. During emergencies the Control Room is used as information center for others; informing the public, customers, government and emergency services.

17. Limit hours of work to sixteen (16) hours.

Appendix N

BHI Portable Generators

Type	Location	Watt Rating	Year	Make	Sec Output
Generator	Station Main. Tr. 34	3.5 kW	1980	Honda	120/230 V
Generator	Station Main. Shop	800 W	1984	Honda	120 V
Generator	Station Main. Shop	15 kW		Onan	120/230 V
Inverter	Station Main. Truck 13	3.4 kW	1998	Dimension	120V
Inverter	Station Main. Truck 28	1.8 kW	1999	Prosine	120V
Inverter	Station Main. Truck 18	1.8 kW	1999	Prosine	120V
Inverter	Station Main. Truck 34	1.8 kW	1999	Prosine	120V
Inverter	Line Dept. Truck 23	6.0 kW	1994	Dynamote	120V
Inverter	Station Main. Truck 20	2500 W	2003	ProWatt	120V
Generator	Station Main. Shop	EA 50005	2003	Honda	120/240 V
Generator	Station Main. Shop	EB 11000	2004	Honda	120/240 V

Appendix O

Emergency Mutual Assistance Plan for Use with Ontario LDC's

1.0 Introduction:

Assistance from others when acts of the elements, equipment malfunction, accidents, sabotage or any other occurrence that exceeds the capabilities of the utility to reasonably restore or maintain electrical service to its customers can be facilitated by the cooperative mechanism of an Emergency Mutual Assistance Plan.

The Emergency Mutual Assistance Plan would be activated by a utility after it has implemented its own Emergency Plan and determined that the scope of the emergency requires a response beyond the capacity of the utility's own resources.

Participation in mutual assistance is voluntary. The ability to provide assistance may be limited by situations such as the conditions or other prior commitments of a member company ("Partner"). When damage is widespread and several electric systems have asked for assistance, consideration should be given to allocating resources on the basis of number of customers affected and the damage severity.

2.0 Procedure:

The following terms and conditions shall be the basis for a plan governing assistance by a company willing to furnish assistance ("Responding Company") to a company requesting emergency assistance ("Requesting Company") at the time such assistance is requested.

2.1 Administration:

The "Agreement to Participate in Mutual Assistance Plan" (Appendix A) shall be signed by each Partner to state its willingness to participate on a voluntary basis in the Emergency Mutual Assistance Plan on the terms stated herein.

The Emergency Mutual Assistance Plan is to be reviewed by Partners on an annual basis to ensure that the Plan remains current and meets the needs of the Partners.

2.2 Communications:

Once the Requesting Company has determined that the Emergency Mutual Assistance Plan needs to be activated, it will contact the Mutual Assistance Partners directly.

Once the Mutual Assistance Partners have confirmed their availability, a "Request for Assistance Form" outlining the assistance required will be forwarded to the contact persons.

Those Partners will complete the "Response for Assistance Form" to outline the assistance that can be provided and return the form to the Requesting Company (Refer to Appendices "B" & "C").

The Requesting Company shall confirm with the Responding Company as to which resources of those offered will be required and shall authorize mobilization, which confirmation could be done by returning a marked-up, signed Response for Assistance Form.

2.3 Contact Personnel:

Each participating Partner will provide a list of contact personnel, telephone numbers, fax numbers and emergency phone numbers for use by the Mutual Assistance Partners.

The list of contacts will be compiled by Hydro One's Emergency Coordinator and provided to the Mutual Assistance Partners. It will be the responsibility of each Mutual Assistance Partner to ensure that its information remains current. (See Appendix A for List of Contacts.)

The contact list will be updated annually and sent to Mutual Assistance Partners.

2.4 Electrical Inspection:

The Requesting Company shall be responsible for contacting the local office of the Electrical Safety Authority and ensuring that the proper inspection and reconnection authorization procedures are followed.

2.5 A copy of the inspection and reconnection authorization procedure will be provided to the Responding Company. Further Escalation:

Should the Mutual Assistance Plan fail to provide adequate support to restore power in a reasonable length of time, consideration should be given to invoking the District Emergency Plan. In general, the initiating conditions for activating the District Emergency Plan will have some of the following characteristics:

- There is a potential for negative impacts on the health, safety, welfare and property of citizens of Ontario.
- A major portion or all of the power is out of service.
- There is, or a potential exists for, a severe power system disruption (fuel shortage, major equipment outages, etc).
- The emergency situation is expected to extend for a period of time.

3.0 Conditions of Participation:

3.1 Costs Reimbursement:

Employees of the Responding Company shall at all times during the emergency assistance period continue to be employees of the Responding Company and shall not be deemed employees of the Requesting Company for any purpose.

The wages, hours of work and other terms and conditions of employment of the Responding Company shall remain applicable to its employees during the emergency assistance period.

The Requesting Company shall reimburse the Responding Company for all costs and expenses incurred by the Responding Company as a result of furnishing emergency assistance. Such costs and expenses shall include, but not be limited to, the following:

a. Employees' wages and salaries for paid time worked in the Requesting Company's service area and paid time during travel to and from such service area, plus the Responding Company's standard payable additives to cover all employee benefits and allowances for vacation, sick leave, holiday pay, social and retirement benefits, all payroll taxes, workplace safety payments, employer's liability insurance and other contingencies and benefits imposed by applicable law or regulations;

b. Employee travel and living expenses (meals, lodging and reasonable incidentals);

c. Replacement cost of materials and supplies expended or furnished;

d. Repair or replacement cost of equipment damaged or lost;

e. Charges at rates internally used by Responding Company for the use of transportation equipment and other equipment requested and the cost of fuel, oils and lubricants; and

f. Administration and general costs, which are properly allocated to the emergency assistance to the extent such costs are not chargeable pursuant to the foregoing subsections.

3.2 Travel Time:

The emergency assistance period shall commence when the Responding Company, in response to the Requesting Company's authorization, initially incurs personnel and/or equipment expenses. This would include any request to prepare its employees and/or equipment for transport to the Requesting Company's location.

The emergency assistance period shall terminate when such employees and/or equipment have returned to the Responding Company and shall include reasonable time required to prepare the equipment for return to normal activities (e.g. cleaning off trucks, restocking minor materials, etc.).

3.3 Work Practices:

The existing work practices and work protection code of the Requesting Company shall be adopted for the duration of the emergency. The Responding Company crews shall be informed of local construction practices, work protection code, status of energized and de-energized circuits, and any special hazards or concerns.

The location(s) for first aid and hospital(s) will be made available to Responding Company crews.

3.4 Supervision:

One or more competent employee(s) of the Responding Company shall be appointed crew supervisor(s) and be responsible for maintaining and monitoring all work programs, time sheets and expenditures.

All instructions for work to be done by Responding Company's crews shall be given by Requesting Company to Responding Company's supervisor(s); or, when Responding Company's crews are to work in widely separate areas, to such of Responding Company's foremen as may be designated for the purpose by Responding Company's supervisor(s).

The Requesting Company will provide competent employee(s) to provide geographical direction and guidance in the local utility system protection. The number of employees to be provided will vary depending on geographical distribution of Responding Company crews.

3.5 Distribution System and Municipal Maps:

Geographical maps of the municipality or geographical area shall be provided to Responding Company crews. Any applicable schematics or system maps of the affected areas should be provided and discussed with the Responding Company.

3.6 Working Hours:

It is recommended that full use be made of crews when they are remote from their home base. Therefore, shifts of a minimum of 12 hours (including meals and travel time) would be standard, with a suggested maximum of 16 hours. A minimum eight-hour rest period between shifts is recommended.

3.7 Materials:

Where possible, all materials for restoration of the emergency will be provided by the Requesting Company. A Responding Company that provides materials will be reimbursed by the Requesting Company for the costs and expenses incurred.

A complete list of all materials provided by the Responding Company will be provided to the Requesting Company on a daily issue.

3.8 Fuel:

The Requesting Company will be responsible for making necessary arrangements for fueling stations, including appropriate oil and lubricants.

The Responding Company will be responsible for payment of its own fuel, oil and lubricants that will be covered in the vehicle costs charged to the Requesting Company. If the arrangements made by the Requesting Company do not require the Responding Company to pay for fuel, oil and lubricants, the appropriate adjustment will be made in the vehicles costs charged to the Requesting Company.

4.0 Resources:

4.1 Accommodations and Meals

The Requesting Company shall be responsible for making the necessary arrangements for meals and lodgings.

Employees of the Responding Company shall pay for their expenses and submit their claims as per their standard method within their company. The Responding Company will recover these costs from the Requesting Company.

If the Requesting Company makes the necessary arrangement for meals, including the payment, the Responding Company shall reduce the expenses charged to reflect the meals provided.

4.2 Vehicle and Equipment Security:

The Requesting Company will attempt to provide a secure parking area for vehicles and equipment of the Responding Company.

4.3 Radio Communications:

Where a Responding Company requires radio communications to the Requesting Company dispatch, it is recommended that a radio-equipped vehicle from the Requesting Company be assigned to the Responding Company work crews. Alternatively, a portable radio or cellular phone from the Requesting Company may be provided to the Responding Company. Personal phone calls (long distance or local) will not be the responsibility of the Requesting Company.

5.0 Administration:

5.1 Permits, Approvals, Clearances:

It will be the responsibility of the Responding Company to verify that its insurance covers its personnel and vehicles while responding on Mutual Assistance outside of its normal service territory.

The Responding Company should also verify that its vehicle licence allows travel on Ministry of Transportation highways.

5.2 Public Complaints, Claims and Media Enquiries:

The Requesting Company, not the Responding Company, will handle all customer enquiries, complaints and claims arising out of the emergency.

5.3 Workplace Safety and Insurance

The Workplace Safety and Insurance Act provides that if an emergency is declared by the Premier of Ontario or the head of council of a municipality, and a person is sent to assist, the Crown (Government of Ontario) or the municipality, whichever declared the emergency, is considered the employer of that person for the purposes of assessing any accident costs. However, the worker's regular employer continues to be responsible for:

- Maintaining employment benefits as required by section 25 of the Workplace Safety and Insurance Act,
- Complying with the obligation to co-operate in the early and safe return to work of the worker (section 40), and,
- Complying with the obligation to re-employ the worker (section 41) if it applies.

Any costs incurred by the worker's regular employer in meeting these obligations are reimbursed by the Crown or the municipality, whichever is applicable.

5.4 Liability:

The Requesting Company shall indemnify and hold the Responding Company harmless from and against any and all liability for loss, including, but not limited to, damage, cost or expense which the Responding Company may incur by reason of bodily injury, including death, to any person or persons, or by reason of damage to or destruction of any property, including the loss of use thereof, which result from furnishing emergency assistance and whether or not due in whole or in part to any act, omission, or negligence of the Responding Company.

Where payments are made to Responding Company's employees under a workers' compensation or disability benefits law or any similar law for bodily injury or death resulting from furnishing emergency assistance, Requesting Company shall make reimbursement to Responding Company to the extent such payment increases the Responding Company's workers' compensation or disability benefits costs, whether such increase in costs occurs in the form of an increase in premiums or contributions or in the form of reduction in dividends or premium refunds, or otherwise.

In the event any claim or demand is made or suit or action is filed against Responding Company alleging liability for which Requesting Company shall indemnify and hold harmless Responding Company under the above paragraphs, Responding Company shall promptly notify Requesting Company thereof, and Requesting Company, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it in its sole discretion deems necessary or prudent.

5.5 Invoicing:

The Requesting Company shall pay all costs and expenses of the Responding Company within 30 days after receiving an invoice therefor.

Appendix A

Agreement to Participate in Emergency Mutual Assistance Plan

The corporations named below hereby enter into an Emergency Mutual Assistance Plan under the above-stated terms.

The corporation below that is not Hydro One Networks Inc. further agrees to deem any other Partner who contracts with Hydro One Networks Inc. to be a Partner in the Emergency Mutual Assistance Plan as if that other Partner were a party to this Agreement. In this manner, a Mutual Assistance Plan shall be extended to all Partners who sign the "Agreement to Participate in the Emergency Mutual Assistance Plan".

It is agreed that Hydro One Networks Inc. will coordinate the signing of the "Agreement to Participate" and further that Hydro One Networks Inc. will provide, on an annual basis, an updated list of Partners to the Emergency Mutual Assistance Plan.

HYDRO ONE NETWORKS INC.

_____
Name:
Title:
I have authority to bind the corporation.

Date:_____

(FULL NAME OF OTHER UTILITY)

_____
Name:
Title:
I have authority to bind the corporation

Date:_____

Appendix B

Requesting Party - First Contact Critical Information

See the corresponding file that contains the form.

Pandemic Planning - Preliminary Assessment of Impact on Operations

ref. Continuity of Operations Planning Guide, Section 3 * (http://www.ieso.ca/imoweb/pubs/ep/ontElect-Pandemic-ContOps-Planning-guide.pdf)

DISTRIBUTOR: Burlington Hydro Inc.

	QUESTIONS *	ABSENTEEISM SCENARIOS (x% for one week / y % for remainder of wave)			COMMENTS
		20% / 10%	30% / 15%	[redacted]	
1	Will equipment and facilities be maintained?	Yes / Yes	Yes / Yes	Yes / Yes	We have a full time two crew plus equipment commitment from a major Line Contractor, primarily for project work; they would be reassigned to Maintenance and Repair work to supplement our own crews. Our biggest challenge will be in the Control Room; however, with support from other areas, creative shift scheduling and a revised expectation of duties while on shift, this challenge will be adequately addressed.
	If not, can maintenance be deferred and if so for how long?				
2	Will equipment and facilities be repaired?	Yes / Yes	Yes / Yes	Yes / Yes	
	If not, can repairs be deferred and if so for how long?				
3	Will equipment and facilities be operable?	Yes / Yes	Yes / Yes	Yes / Yes	
	If not would you be able to shut down, and subsequently resume operations?				
4	Can customer demand for services be met?	Yes / Yes	No / Yes	No / Yes	Non-essential services deferred at the 30% and 40% absenteeism levels; 'standard' prioritization at the 15% and 20% levels.
5	Can suppliers or mutual assistance arrangements support essential functions?	Yes / Yes	Yes / Yes	Yes / Yes	
6	Will you be able to continue to support reliable system and market operations?	Yes / Yes	Yes / Yes	Yes / Yes	Worst case situation would be a challenge for any market participant, i.e. a major wide spread storm (whether January or July) when already operating at a level 3 absenteeism. Outages in this type of scenario would be exacerbated.

Prepared by: [redacted] Mgr-HSE; [redacted] Director of Operations

Date: March 20, 2008

Response to Interrogatory from Ontario Energy Board Staff

Ref: Burlington Hydro's 2010 cost-of-service rate application[1] (EB-2009-0259), Exhibit 4

Board staff notes that Burlington Hydro's 2010 cost-of-service rate application alludes to the OM&A budgeting process including provisions for emergency repairs.

a. What was Burlington Hydro's budget for emergency distribution system problems for 2013?

b. What was the unspent amount in Burlington Hydro's 2013 emergency distribution system problems budget just prior to the occurrence of the ice storm on December 21, 2013?

c. Up to what dollar value, if any, was the ice storm restoration effort funded by Burlington Hydro's 2013 emergency distribution system problems budget?

d. Please provide Burlington's Hydro's annual emergency distribution system problems budget and actual annual expenditure for the 5-year period prior to 2013.

e. Further to the above, please comment on accounting changes, if any, during the 5-year period prior to 2013, that might impede the comparison of a year-to-year comparison of the annual emergency distribution system problems budget and actual annual expenditure.

Response

a. Burlington Hydro does not budget for either major storms or extreme weather.

b. Please see the response to part a.

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1 http://www.rds.ontarioenergyboard.ca/webdrawer/webdrawer.dll/webdrawer/rec/147331/view/Burlington_APPL_COS_20090828.PDF

c. Burlington Hydro does not have an Emergency Distribution System Problems budget.

d. Please see the response to part a.

e. Please see the response to part a.

Response to Interrogatory from Ontario Energy Board Staff

Ref: Manager's Summary

Board staff notes that the manager's summary does not make reference to insurance coverage available to offset Burlington Hydro's costs of restoration.

a. Does Burlington Hydro have any insurance coverage to offset its costs of restoration?
b. If no, did Burlington Hydro investigate the possibility of reimbursement through its current property insurance? Was any reimbursement for damage available through current coverage?
c. Please provide a copy of any communication received from Burlington Hydro's insurance provider regarding potential reimbursement for ice storm damage.
d. Did Burlington Hydro attempt to obtain funding to offset the costs of restoration from other sources, including but not limited to the Ontario Disaster Relief Assistance Program[1]?
    i. If yes, please provide details.
    ii. If not, why not?

Response

a. Burlington Hydro does not have insurance for force majeure events such as extreme weather events.

b. Burlington Hydro's property insurance covers its Stations and buildings, it does not provide coverage for the impact of extreme weather events on its distribution system.

c. Since Burlington Hydro does not have insurance on its distribution system there is no insurer to communicate with.

d. To the best of Burlington Hydro's knowledge there are no other funding sources available to it.

[1] http://www.mah.gov.on.ca/Page237.aspx

i. n/a

ii. Burlington Hydro is not eligible to seek funding through the Ontario Disaster Relief Assistance Program.

Response to Interrogatory from Ontario Energy Board Staff

Ref: Manager's Summary: Exhibit 1, page 4
Ref: Manager's Summary: Exhibit 1, Attachment B, page 1

Board staff notes that at peak approximately 7,500 of Burlington Hydro's customers were without power.

a. What percentage of Burlington Hydro's customer base was without power at peak of the ice storm.

Response

a. Approximately 11% of Burlington Hydro's customers were without power simultaneously.

Response to Interrogatory from Ontario Energy Board Staff

Ref: Manager's Summary

a. Please provide Burlington Hydro's views on the retention of any over-recoveries or the forgoing of any under-recoveries that may arise at the end of the 18-month cost recovery period.

Response

a. Burlington Hydro intends to dispose of any residual balance, favourable or unfavourable, to its customers. At the conclusion of the proposed 18 month disposition period and upon completion of the audit, Burlington Hydro would seek disposition of the residual balance through the Board's review of deferral and variance account balances in the next available rates application.

Response to Interrogatory from Energy Probe

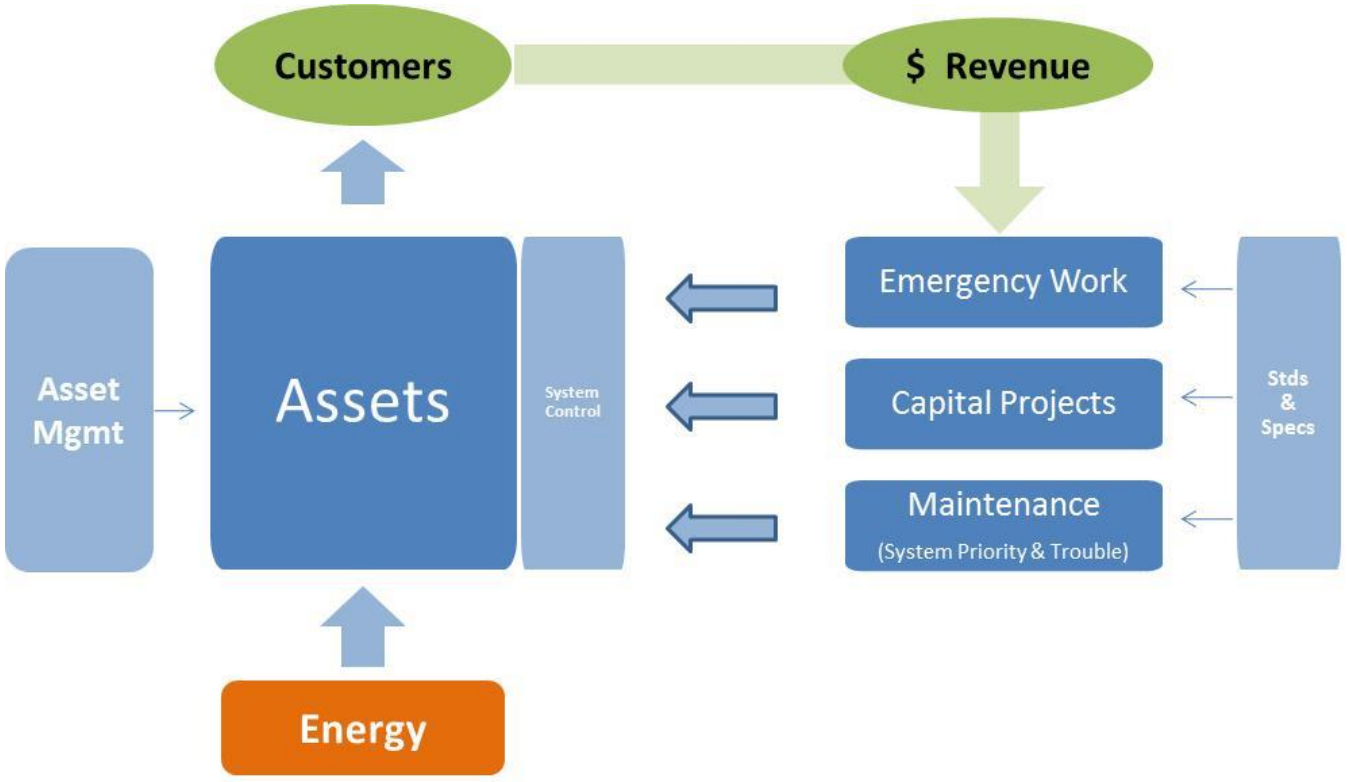
Ref: Page 1

Please provide a copy of BHI's established practices and procedures when restoring service subsequent to storms and extreme weather events.

Response

Burlington Hydro does not have a written practice or procedure governing the restoration of service subsequent to storms or extreme weather.

The following Model illustrates provides context to Burlington Hydro's service restoration.



Burlington Hydro's response to storms falls under Emergency Work. Whereas previously, Burlington Hydro would not know of outages until calls from affected customers were received, it is through technology (including SCADA, smart meters and intelligent switches) able to identify outages well before customers call in.

Burlington Hydro follows a diligent system for responding to emergencies that is summarized below:

1) Control Room receives alarm and determines whether the problem requires a crew to respond to site.
2) Crew comes in, gets equipment and boards vehicle(s).
3) Crew is dispatched and responds to the site within an hour of first alarm.
4) Work protection is established.
5) Crew assesses the problem and advises the Control Room if additional help is required.
6) Lines Supervisor is called if problem is significant.
7) Repairs are made.
8) Crew releases work protection and Control Room and Crew co-ordinate the re-energization of the circuit.

No matter what the weather or time of day, Burlington Hydro Crews respond immediately and work continuously until the emergency is resolved.

When there are large outages and/or multiple pockets of customers without power, the following prioritization occurs:

i) Damaged plant is made safe.
ii) Substations and feeders are restored.
iii) Customers with specific critical needs are restored (e.g., Senior's home with no heat).
iv) Largest pockets of customers are restored.
v) Smaller pockets of customers are restored.
vi) Individual customers are restored.

Part of Burlington Hydro's value contribution is in its ability to respond quickly, safely and effectively to emergencies on the power system. These skills are honed through everyday work on capital projects, maintenance, use of safety skills and training, and our combined efforts to continuously improve at what we do.

Response to Interrogatory from Energy Probe

Ref: Page 1

a) Did BHI experience any other events that would have qualified for Z-factor status in 2013 but were less than the materiality threshold? If yes, please provide an estimate of the cost of these other events in 2013.

b) Please provide the level of costs incurred in 2013 for emergency restorations excluding the costs included in this application.

Response

a) Burlington Hydro experienced a Wind Storm in July of 2013 that resulted in approximately $275,000 of capital costs. The Wind Storm would have been eligible for Z Factor status, had the costs been expensed.

b) Burlington Hydro does not track the costs of emergency restorations.

Response to Interrogatory from Energy Probe

Ref: Page 7

The evidence states BHI does not budget for extraordinary and random weather events such as the December ice storm.

a) What level of costs were included in the historical years of 2010 through 2013 in the EB-2009-0259 cost of service OM&A related to storm damage and/or emergency maintenance/restorations?

b) Please indicate where in the EB-2009-0259 rebasing application it is stated that the budget does not include any OM&A costs related to storm damage and/or emergency maintenance/restorations.

Response

a) Burlington Hydro does not budget for either major storms or extreme weather events. Burlington Hydro's 2010 Cost of Service application did not explicitly quantify the costs to be recovered through rates for either storm damage or emergency maintenance/restorations. The costs reported in that Application for the Historic Years 2006, 2007 and 2008 included the costs for storm damage and extreme weather under the general headings of Labour, Materials etc. In those years Burlington Hydro did not experience extreme weather comparable to that of the Ice Storm.

b) To be clear, Burlington Hydro's budgets include costs related to normal/typical and ongoing levels of storms and emergency maintenance/restorations. Burlington Hydro's budgets do not include the costs for extraordinary, extreme and random weather events, such as the December 2013 Ice Storm.

Response to Interrogatory from Energy Probe

Ref: Page 8 & Attachment D

BHI is proposing to allocate the storm costs to all customer classes in proportion with distribution revenues. In Exhibit 4, Tab 2, Schedule 2, (page 10) in the EB-2013-0115 evidence, BHI states that events such as weather related failures or equipment failures are allocated to account 5025 – Overhead Distribution Lines & Feeders.

Please provide a version of Attachment D that shows the derivation of the proposed Z factor if the costs were allocated based on the allocation of account 5025 rather than based on distribution revenues.

Response

Burlington Hydro notes that account 5025 generally pertains to work performed to manage the overhead distribution system.

The requested version of Attachment D is provided below.

Derivation of Proposed Z Factor Rate Rider

Amount to be Recovered	$	579,365.49				
Period		1.5	Years			
	Allocator		Allocation Factor	Allocation of Ice Storm Costs	Charge Parameter	Rate Rider
	Allocation per CAM, Account 5025				2013 Customer Count or Connections	$/Month
Residential	$	294,975	53.03%	$ 307,247.54	60,386	0.28
General Service <50kW	$	63,965	11.50%	$ 66,626.62	5,298	0.70
General Service >50kW	$	188,339	33.86%	$ 196,174.96	1,020	10.68
Unmetered Scattered Load	$	6,524	1.17%	$ 6,794.94	600	0.63
Street Lighting	$	2,421	0.44%	$ 2,521.44	15,130	0.01

Burlington Hydro notes that the projected 2014 balance in account 5025 is $556,225.

Response to Interrogatory from Energy Probe

Ref: Attachment D

BHI is proposing to use 2013 customer count/connections to calculate the rate rider.

a) How many customers/connections does BHI forecast that it will have at the end of October, 2014?

b) How many customers/connections does BHI forecast that it will have at the end of April, 2016?

c) Based on the most recent month available on an actual basis, how many customers/connections does BHI have?

d) If the rate rider is calculated based on the 2013 number of customers/connections, does BHI agree that it is likely to recover in excess of the amount through the rate rider because the number of customers/connections will be higher than the number used to calculate the rate rider?

e) Will any over collection resulting from the increase in the number of customers/connections be held in the Z-factor account and refunded to ratepayers after the rate rider expires? If not, why not?

f) Would BHI be able to track the revenues received from the rate rider and to refund any over collection to ratepayers by rate class following a review in a subsequent proceeding? If not, why not?

Response

a) Burlington Hydro has not forecast the number of customers and connections that it will serve as of the end of October, 2014.

b) Burlington Hydro has not forecast the number of customers and connections that it will serve as of the end of April 2016.

c) Burlington Hydro's customers and connections as of September 30, 2014 are provided in the table below.

Residential	Customers	59,924
General Service <50kW	Customers	5,214
General Service >50kW	Customers	1,025
Unmetered Scattered Load	Connections	567
Street Lighting	Connections	15,195

d) Burlington Hydro agrees that if the Z Factor rate rider to be charged during the period November 1, 2014 – April 30, 2016 is calculated using 2013 customer count and connection data that it can be expected to over-recover the amount to be disposed of.

e) Please refer to Board Staff Interrogatory # 15.

f) Burlington Hydro is able to track the revenues received from the rate riders and intends to seek disposition through rates of any residual balance in a future application.

Response to Interrogatory from Energy Probe

Ref: Page 2

a) Please provide a copy of BHI's tree trimming policy.

b) When was this tree trimming policy implemented and/or changed?

c) Please provide the actual tree trimming costs incurred in each of 2011, 2012 and 2013.

Response

a) Please see the response to Board staff interrogatory 7.

b) Burlington Hydro's tree trimming policy was changed in 2007-08.

c) The requested information is provided below.

Account	2011	2012	2013
72080-32-55	119,902	42,235	66,789
72082-32-55	246,820	343,493	180,350
Total	366,723	385,728	247,139

Response to Interrogatory from Vulnerable Energy Consumers Coalition

Ref: Application, Paragraph 3

Preamble: Burlington Hydro is applying for recovery of a total Z-Factor claim of $573,047 plus carrying charges of $6,318.

a) Please confirm the costs included in the Z-Factor amount are incremental costs (outside of the base upon which rates were derived).

b) Please confirm that all regular payroll costs and the associated truck costs were deducted from the total cost claim.

c) Please confirm the amount amounts are directly related to the Z-Factor event and if the ice storm event had not occurred, Burlington Hydro would not have incurred any of the costs.

Response

a) Please see the response to Board staff interrogatory 3c.

b) Please see the response to Board staff interrogatory 4a. i. Burlington Hydro has included truck costs in the cost claim as having the fleet available and able to deployed to restore service was an essential element of providing restoration service, because the timing of the Ice Storm was such that normal, ongoing truck costs had been appropriately expensed in 2013 and so that fuel costs are correctly incorporated as an incremental cost.

c) Please see the response to Board staff interrogatory 10.

Response to Interrogatory from Vulnerable Energy Consumers Coalition

Ref: Exhibit 1, Page 6, Table 3 Burlington Hydro Materials

a) Please confirm the materials acquired were at normal rates from regular suppliers.

b) If not, please provide a breakdown and explanation of the premium paid.

Response

a) Burlington Hydro confirms that nearly all materials were acquired at normal rates and from regular suppliers. As a precaution, Burlington Hydro acquired a few reels/spools of conductor for which it paid normal materials rates and, because it was procured on an urgent basis, premium rates.

b) Burlington Hydro paid the conductor supplier a $980.00 premium for expedited delivery (i.e., delivery outside of normal business hours).

Response to Interrogatory from Vulnerable Energy Consumers Coalition

Ref: Exhibit 1, Page 6, Table 4 Burlington Hydro Labour

a) Please confirm the employee groups that non-union overtime applies to.

b) Please provide Burlington Hydro's policy regarding non-union over time and include any written policies.

c) Please discuss how non-union overtime was treated in the past 3 years.

Response

a) Trades Supervisors are primarily the employee group that is eligible for non-union overtime. Under exceptional circumstances, management staff is also eligible for non-union overtime.

b) Please see Attachment A.

c) Overtime has been treated as per Burlington Hydro policy for the past 3 years. The amount fluctuates depending on the amount of planned capital construction that occurs outside normal working hours and the level of emergency response in any given year.

HR225

Human Resources

Overtime

for

Management/Non-Union

Date: August 2014 – V.1

Issued by: Sharon Goodwin, Human Resources Manager

Approved by: Jennifer Smith, Vice President, Corporate Relations

Review Schedule - Annual

Table of Contents

1.0 Introduction

Burlington Hydro Inc. (BHI) provides eligible salaried employees overtime determined by situation and circumstances. Considerations are given to the situation, the length and necessity of the overtime and the consistency with company practice.

2.0 Policy Scope

This Policy applies to all salaried employees (management and non-union). Overtime provisions for Union employees are governed by the terms of the Collective Agreement.

3.0 Overtime Eligibility for Salaried Employees

Due to the nature of their positions, Trades Supervisors from time to time are required to work overtime.

All other salaried employees who perform professional/management/supervisor/leadership functions primarily are generally exempt from overtime.

4.0 When Overtime is Acceptable

Eligible employees are only entitled to overtime wages for work that is requested, acknowledged or authorized by the employer. Burlington Hydro Inc. provides eligible employees overtime pay only when it involves planned overtime, overtime for projects with strict timelines that require work to be completed in a condensed period of time, after-hour emergencies or extenuating circumstances. Overtime will **not** be or authorized for administrative work.

Meal Allowances do not apply to non-unionized employees. Expense meals as appropriate with relevant Business Expense (HR155).

5.0 Time Management

All salaried employees are expected to manage workload effectively and delegate appropriately to meet their objectives and work targets. Employees are expected to identify staffing and training/development opportunities to their Departmental Head.

6.0 Extraordinary Efforts

When extraordinary after-hour individual efforts/contributions by salaried employees' have been identified by their departments, time-off or a special bonus may be considered as approved by VP Corporate Relations and CEO.

7.0 Processing Overtime & Authorization

Employees are responsible to inform and/or obtain approval for all overtime work completed from their direct Manager. Overtime work, in excess of 40 hours per week must be authorized by the departmental. Authorized overtime hours worked is paid at the rate of two (2) times the employee's base hourly rate.

8.0 Compliance

Compliance with the provisions and expectations of this Policy is an essential element in BHI's business success. Managers/Supervisors are responsible for ensuring the provisions of this Policy are communicated to, understood and observed by all employees.

Failure to conduct oneself in accordance with this Policy may result in the individual(s) being subject to corrective measures up to and including termination of employment, contingent upon the type and severity of the violation, whether it causes any liability or loss to the company, and/or the presence of any repeated violations.

9.0 Inquiries

For further information regarding this policy, contact Human Resources.

10.0 Supporting Policies

Employees are expected to understand, follow align his/her obligations under all relevant policies.

- Business Expenses (HS380)

Response to Interrogatory from Vulnerable Energy Consumers Coalition

Ref: Exhibit 1, Page 6, Table 5 Contractor Charges

a) Please provide a separate schedule (breakdown) of each Powerline Contractor invoice based on labour, materials, accommodations, meals, truck, other (provide explanation).

b) Please provide a separate schedule (breakdown) of each Tree Trimming Contractor invoice based on labour, materials, accommodations, meals, truck, other (provide explanation).

c) Please provide a separate schedule (breakdown) of each LDC invoice based on labour, materials, accommodations, meals, truck, other (provide explanation).

d) Please discuss is any premium was paid for any of the above services and provide an explanation.

Response

a. Please see pages 2, 3 and 4.

b. Please see pages 5 and 6.

c. The prevailing practice is for LDCs to invoice each other for mutual aid based on internal costs. This is a self-reinforcing system where the provider and recipient of mutual aid are both aware that they may reverse roles in future.

d. Under the terms of the previously negotiated contracts, Burlington Hydro pays double time for crews working overtime. No other premia were incurred.

Contractor	Date	Labour	Fleet	Total
K-Line	22-Dec	$2,387	$230	
		$10,500	$2,200	
		$3,063	$998	
		$2,625	$1,015	
		$2,450	$298	
		$3,273		
		$24,297	$4,740	$29,037
	23-Dec	$3,364	$310	
		$15,500	$1,225	
		$2,713	$2,024	
		$2,325	$884	
		$2,170	$899	
		$2,899	$264	
		$2,604	$340	
		$3,400	$1,496	
		$2,975	$969	
		$2,754	$986	
		$4,760	$289	
		$45,463	$9,685	$55,147
	24-Dec	$2,713	$310	
		$12,500	$1,225	
		$2,188	$2,024	
		$2,025	$884	
		$1,875	$899	
		$1,750	$264	
		$2,338	$230	
		$2,496	$1,012	
		$2,300	$656	
		$2,013	$667	
		$1,863	$196	
		$3,220		
		$37,279	$8,365	$45,643
	25-Dec	$2,387	$1,628	
		$2,200	$627	
		$1,925		
		$6,512	$2,255	$8,767

26-Dec	$3,472	$2,068	
	$6,400	$1,824	
	$8,400	$320	
	$2,592	$2,528	
	$3,472		
	$3,200		
	$5,600		
	$2,400		
	$35,536	$6,740	$42,276
27-Dec	$3,472	$2,068	
	$6,400	$1,824	
	$8,400	$320	
	$2,592	$2,528	
	$3,472		
	$6,400		
	$2,800		
	$2,400		
	$35,936	$6,740	$42,676
28-Dec	$3,472	$2,068	
	$3,200	$1,824	
	$2,200	$320	
	$5,600	$2,528	
	$2,592		
	$3,472		
	$3,200		
	$2,800		
	$26,536	$6,740	$33,276
29-Dec	$2,496	$230	
	$2,300	$909	
	$6,038	$2,024	
	$2,496	$656	
	$2,300		
	$4,025		
	$1,863		
	$21,517	$3,818	$25,335
Grand Total	$233,075	$49,082	$282,157

Please note that $75,000 or 26.6% of the invoice amount was capitalized.

J & N Traffic Control	Labour	
		$1,035

Please note that 12% of the invoiced amount was capitalized.

Contractor	Date	Labour
Davey Tree		
Dec	22	$1,532
Dec	22	$680
Dec	22	$1,362
Dec	22	$3,186
Dec	22	$2,043
SubTotal		$8,803
Dec	23	$427
Dec	23	$427
Dec	23	$3,589
Dec	23	$1,624
Dec	23	$1,348
Dec	23	$674
Dec	23	$1,738
SubTotal		$9,827
Dec	24	$1,223
Dec	24	$1,545
SubTotal		$2,767
Dec	25	$5,020
Dec	25	$5,906
Dec	25	$8,744
SubTotal		$19,669
Dec	26	$3,418
Dec	26	$2,832
Dec	26	$3,676
SubTotal		$9,925
Dec	27	$1,802
Dec	27	$1,899
Dec	27	$1,122
Dec	27	$1,030
SubTotal		$5,852
Dec	28	$2,317
Dec	28	$2,820
Dec	28	$1,738

Dec	28	$579
SubTotal		$7,454
Dec	29	$1,738
SubTotal		$1,738
Jan	8	$769
Jan	8	$384
SubTotal		$1,153
Grand Total		$67,189

Response to Interrogatory from Vulnerable Energy Consumers Coalition

Ref: Exhibit 1, Page 6, Table 6 Burlington Hydro Other Costs

a) BHI Fleet $22,480 – Please provide the inputs to this cost.

b) Twitter $6,950 – Please explain how the cost was derived.

c) BHI Miscellaneous $8,356 – Please explain the nature of these costs.

Response

a) Fleet charges were computed using Time Sheet data and applying normal cost rates. Fuel charges were computed using fuel consumption data and normal cost rates.

b) The Twitter costs reflect the costs incurred to establish a Twitter feed on an expedited basis and include consultant time and hosting costs.

c) The table below provides further detail of the Miscellaneous costs of $8,356.

Miscellaneous Detail

December	Meals	Coffee	Accommodation	Other	Total
22	262		211		473
23	416	88	466		970
24	1,212	55			1,267
25	244	55		159	458
26	1,038	55	528		1,621
27	1,103	55			1,158
28	1,174	55	519		1,749
29	606	55	-	-	661
Total	6,055	418	1,725	159	8,356