Ontario Energy Board Commission de l'énergie de l'Ontario



EB-2014-0103

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

**AND IN THE MATTER OF** an application by Orangeville Hydro Limited for an order approving just and reasonable rates and other charges for electricity distribution to be effective May 1, 2015.

By Delegation, Before: Lynne Anderson

### **DECISION and RATE ORDER**

[Date]

Orangeville Hydro Limited ("Orangeville Hydro") filed an application with the Ontario Energy Board (the "Board") on October 16, 2014 under section 78 of the *Ontario Energy Board Act*, seeking approval for changes to the rates that Orangeville Hydro charges for electricity distribution, effective May 1, 2015 (the "Application").

Orangeville Hydro last appeared before the Board with a cost of service application for the 2014 rate year in the EB-2013-0160 proceeding. To adjust its 2015 rates, Orangeville Hydro selected the Price Cap Incentive Rate-setting option (the "Price Cap IR") which provides for a mechanistic and formulaic adjustment to distribution rates and charges in the period between cost of service proceedings. The Application met the Board's filing requirements<sup>1</sup> for filings by rate-regulated electricity distributors ("distributors") applying for annual rate adjustments under Price Cap.

<sup>&</sup>lt;sup>1</sup> Report of the Board: Renewed Regulatory Framework for Electricity Distributors: A Performance-Based Approach (October 18, 2012); and Filing Requirements for Electricity Distribution Rate Applications (July 25, 2014)

While the entire record in this proceeding has been considered by me, this decision will make reference only to such information as is necessary to provide context to my conclusions. The following issues are addressed in this Decision and Rate Order:

- Price Cap Index Adjustment;
- Rural or Remote Electricity Rate Protection Charge;
- Retail Transmission Service Rates; and
- Review and Disposition of Group 1 Deferral and Variance Account Balances.

### Price Cap Index Adjustment

The Price Cap IR option is a streamlined regulatory process designed to provide distributors with sufficient revenue to cover cost increases due to inflation while providing an incentive structure to drive productivity improvements.

Under the Price Cap IR methodology<sup>2</sup>, distribution rates are adjusted by an inflation factor, less the sum of a productivity factor and a stretch factor. Based on its established method<sup>3</sup>, the Board has set the inflation factor for 2015 rates at 1.6% and the productivity factor remains zero percent. The Board also determined that the stretch factor can range from 0.0% to 0.6%, assigned based on a distributor's cost evaluation ranking. The Board assigned Orangeville Hydro a stretch factor of 0.3% based on the updated benchmarking study for use for rates effective in 2015<sup>4</sup>.

As a result, the net price cap index adjustment for Orangeville Hydro is 1.30% (i.e. 1.6% - (0% + 0.3%)). The price cap index adjustment applies to distribution rates (fixed and variable charges) uniformly across all customer classes. The price cap index adjustment does not apply to the components of delivery rates set out in the list below:

- Rate Riders;
- Rate Adders;
- Low Voltage Service Charges;
- Retail Transmission Service Rates;
- Wholesale Market Service Rate;
- Rural or Remote Electricity Rate Protection Charge;

<sup>&</sup>lt;sup>2</sup> Report on Rate Setting Parameters and Benchmarking under the Renewed Regulatory Framework for Ontario's Electricity Distributors (December 4, 2013)

<sup>&</sup>lt;sup>3</sup> As outlined in the Report cited at footnote 2 above.

<sup>&</sup>lt;sup>4</sup> Report to the Ontario Energy Board – "Empirical Research in Support of Incentive Rate-Setting: 2013 Benchmarking Update." Pacific Economics Group LLC. July, 2014.

- Standard Supply Service Administrative Charge;
- Transformation and Primary Metering Allowances;
- Loss Factors;
- Specific Service Charges;
- MicroFit Charge; and
- Retail Service Charges.

#### **Rural or Remote Electricity Rate Protection Charge**

The Board has determined that the Rural or Remote Electricity Rate Protection ("RRRP") benefit and charge for 2015 shall remain \$0.0013 per kWh<sup>5</sup>. The Tariff of Rates and Charges flowing from this Decision and Rate Order reflects this RRRP charge.

#### **Retail Transmission Service Rates**

Electricity distributors are charged for transmission costs at the wholesale level and then pass on these charges to their distribution customers through their Retail Transmission Service Rates ("RTSRs"). Variance accounts 1584 and 1586 are used to capture differences in the rate that a distributor pays for wholesale transmission service relative to the retail rate that the distributor is authorized to charge when billing its customers.

The Board has issued guidelines<sup>6</sup> which outline the information that the Board requires electricity distributors to file in order to adjust their RTSRs for 2015. The RTSR guideline requires electricity distributors to adjust their RTSRs based on a comparison of historical transmission costs adjusted for the new Uniform Transmission Rates ("UTR") and the revenues generated under existing RTSRs. Similarly, embedded distributors, such as Orangeville Hydro, must adjust their RTSRs to reflect any changes to the applicable RTSRs of their host distributor, which in this case is Hydro One Networks Inc.

The Board approved new rates for Hydro One's Sub-Transmission class, including the

<sup>&</sup>lt;sup>5</sup> Decision with Reasons and Rate Order, EB-2014-0347

<sup>&</sup>lt;sup>6</sup> Guideline G-2008-0001 - Electricity Distribution Retail Transmission Service Rates, revision 4.0 (June 28, 2012)

applicable RTSRs<sup>7</sup>, as shown in the following table:

Network Service Rate	\$xx per kW
Connection Service Rates	
Line Connection Service Rate	\$xx per kW
Transformation Connection Service Rate	\$xx per kW

### 2015 Sub-Transmission RTSRs

I conclude that these 2015 Sub-Transmission class RTSRs are to be incorporated into the filing module to adjust the RTSRs that Orangeville Hydro will charge its customers accordingly.

### **Review and Disposition of Group 1 Deferral and Variance Account Balances**

The Board's policy on deferral and variance accounts<sup>8</sup> provides that, during the IRM plan term, the distributor's Group 1 account balances will be reviewed and disposed if the preset disposition threshold of \$0.001 per kWh, whether in the form of a debit or credit, is exceeded. The onus is on the distributor to justify why any account balance in excess of the threshold should not be disposed. If the balances are below this threshold, the distributor may propose to dispose of balances.

Orangeville Hydro's deferral and variance account balances as contained in its Application were a credit of (\$40,106), resulting in a threshold calculation of (\$0.0002), which is below the preset disposition threshold. No disposition was proposed with the Application, as originally filed. However, during the discovery process, Orangeville Hydro determined that it had made an error in its IRM rate generator model by neglecting to include the balances approved by the Board for disposition in 2014. Orangeville Hydro filed a corrected model on January 8, 2015 and, at that time, requested disposition of its Group 1 deferral and variance account balances.

As corrected, Orangeville Hydro's 2013 actual year-end total balance for Group 1 accounts including interest projected to April 30, 2015 is a debit of \$343,120. This amount results in a total debit claim of \$0.0014 per kWh, which exceeds the preset

<sup>&</sup>lt;sup>7</sup> Rate Order, EB-2013,0416, issued xxxx

<sup>&</sup>lt;sup>8</sup> Report of the Board on Electricity Distributors' Deferral and Variance Account Review Initiative (July 31, 2009)

disposition threshold. Orangeville Hydro proposed to dispose of this debit amount over a one-year period.

The balances proposed for disposition are the same as the amounts reported as part of the Board's *Reporting and Record-Keeping Requirements*. I approve the disposition of a debit balance of \$343,120 as of December 31, 2013, including interest as of April 30, 2015 for Group 1 accounts. These balances are to be disposed over a one-year period from May 1, 2015 to April 30, 2016.

The table below identifies the principal and interest amounts which the Board approves for disposition.

Account Name	Account Number	Principal Balance (\$) A	Interest Balance (\$) B	Total Claim (\$) C = A + B
LV Variance Account	1550	278,976	11,063	290,039
Smart Meter Entity Variance Charge	1551	5,725	261	5,986
RSVA - Wholesale Market Service Charge	1580	(166,638)	(13,407)	(180,045)
RSVA - Retail Transmission Network Charge	1584	119,931	3,672	123,603
RSVA - Retail Transmission Connection Charge	1586	39,548	1,060	40,608
RSVA - Power	1588	(58,616)	(2,733)	(61,349)
RSVA - Global Adjustment	1589	87,637	5,612	93,249
Recovery of Regulatory Asset Balances	1590	0	0	0
Disposition and Recovery of Regulatory Balances (2010)	1595	(48,118)	79,147	31,029
Total Group 1 Excluding Global Adjustment – Account 1589		170,809	79,062	249,871
Total Group 1		258,447	84,673	343,120

### Group 1 Deferral and Variance Account Balances

The balance of each Group 1 account approved for disposition shall be transferred to the applicable principal and interest carrying charge sub-accounts of Account 1595. Such transfer shall be pursuant to the requirements specified in Article 220, Account Descriptions, of the *Accounting Procedures Handbook for Electricity Distributors,* effective January 1, 2012. The date of the transfer must be the same as the effective

date for the associated rates, which is, generally, the start of the rate year. Orangeville Hydro should ensure these adjustments are included in the reporting period ending June 30, 2015 (Quarter 2).

# Disposition of Deferral and Variance Accounts for Class A customers and Wholesale Market Participants

As indicated in the Filing Requirements<sup>9</sup>, distributors must establish separate rate riders to recover the balances in the retail settlement variance accounts from market participants in order that they not be allocated any balances related to charges for which they settle directly with the IESO (e.g. wholesale energy, wholesale market services).

The Board further determined that a distributor who serves Class A customers per Ontario Regulation 429/04 must propose an appropriate allocation for the recovery of the global adjustment variance balance based on its settlement process with the IESO.

Orangeville Hydro noted that it has one market participant in its GS 50 to 4,999 kW rate class and that Retail Settlement Variance Account balances have not been allocated to this customer.

I conclude that Orangeville Hydro has appropriately addressed the allocation issues relating to wholesale market participants.

### **Rate Model**

With this Decision and Rate Order are a rate model, applicable supporting models and a draft Tariff of Rates and Charges (Appendix A). Entries in the rate model were reviewed to ensure that they were in accordance with the 2014 Board-approved Tariff of Rates and Charges. The rate model was adjusted, where applicable, to correct any discrepancies.

### THE BOARD ORDERS THAT:

1. The Tariff of Rates and Charges set out in Appendix A of this Decision and Rate Order is approved effective May 1, 2015 for electricity consumed or estimated to

<sup>9</sup> See footnote 1

have been consumed on and after such date. Orangeville Hydro Limited shall notify its customers of the rate changes no later than the delivery of the first bill reflecting the new rates.

DATED at Toronto, [Date] ONTARIO ENERGY BOARD

Kirsten Walli Board Secretary Appendix A To Decision and Rate Order Tariff of Rates and Charges Board File No: EB-2014-0103 DATED: [Date]

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

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### **RESIDENTIAL SERVICE CLASSIFICATION**

This classification refers to the supply of electrical energy to residential customers residing in detached, semi detached, townhouse (freehold or condominium) dwelling units duplexes or triplexes. Basic connection is defined as 100 amp 120/240 volt overhead service. Further servicing details are available in the distributor's Conditions of Service.

#### APPLICATION

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

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

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

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

Service Charge	\$	15.45
Rate Rider for Recovery of Stranded Meter Assets - effective until April 30, 2016	\$	1.04
Rate Rider for Smart Metering Entity Charge - effective until October 31, 2018	\$	0.79
Distribution Volumetric Rate	\$/kWh	0.0133
Low Voltage Service Rate	\$/kWh	0.0017
Rate Rider for Disposition of Account 1576 (2014) - effective until April 30, 2019	\$/kWh	(0.0014)
Rate Rider for Disposition of Deferral/Variance Accounts (2015) - effective until April 30, 2016	\$/kWh	0.0010
Rate Rider for Disposition of Global Adjustment Account (2015) - effective until April 30, 2016		
Applicable only for Non RPP Customers	\$/kWh	0.0008
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0068
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0035
MONTHLY RATES AND CHARGES - Regulatory Component		

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

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

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### **GENERAL SERVICE LESS THAN 50 KW SERVICE CLASSIFICATION**

This classification refers to a non-residential account taking electricity at 750 volts or less whose monthly peak demand is less than or expected to be less than 50 kW. Further servicing details are available in our Conditions of Service.

#### APPLICATION

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

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#### **MONTHLY RATES AND CHARGES - Delivery Component**

Service Charge	\$	31.62
Rate Rider for Recovery of Stranded Meter Assets - effective until April 30, 2016	\$	4.24
Rate Rider for Smart Metering Entity Charge - effective until October 31, 2018	\$	0.79
Distribution Volumetric Rate	\$/kWh	0.0096
Low Voltage Service Rate	\$/kWh	0.0015
Rate Rider for Disposition of Account 1576 (2014) - effective until April 30, 2019	\$/kWh	(0.0008)
Rate Rider for Disposition of Deferral/Variance Accounts (2015) - effective until April 30, 2016	\$/kWh	0.0010
Rate Rider for Disposition of Global Adjustment Account (2015) - effective until April 30, 2016		
Applicable only for Non RPP Customers	\$/kWh	0.0008
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0063
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0032
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate	\$/kWh	0.0044
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013

Standard Supply Service - Administrative Charge (if applicable) \$ 0.25

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

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### **GENERAL SERVICE 50 TO 4,999 KW SERVICE CLASSIFICATION**

This classification refers to a non-residential account whose monthly average peak demand is equal to or greater than, or is expected to be equal to or greater than, 50 kW but less than 5000 kW. Further servicing details are available in our Conditions of Service.

#### APPLICATION

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Service Charge	\$	162.08
Distribution Volumetric Rate	\$/kW	2.1761
Low Voltage Service Rate	\$/kW	0.6049
Rate Rider for Disposition of Account 1576 (2014) - effective until April 30, 2019	\$/kW	(0.1100)
Rate Rider for Disposition of Deferral/Variance Accounts (2015) - effective until April 30, 2016		
Applicable only for Non Wholesale Market Participants	\$/kW	0.4062
Rate Rider for Disposition of Deferral/Variance Accounts (2015) - effective until April 30, 2016		
Applicable only for Wholesale Market Participants	\$/kW	0.8105
Rate Rider for Disposition of Global Adjustment Account (2015) - effective until April 30, 2016		
Applicable only for Non RPP Customers, excluding Wholesale Market Participants	\$/kW	0.3084
Retail Transmission Rate - Network Service Rate	\$/kW	2.5738
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.2628
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate	\$/kWh	0.0044

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

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### SENTINEL LIGHTING SERVICE CLASSIFICATION

This classification refers to accounts that are an unmetered lighting load supplied to a sentinel light. Further servicing details are available in the distributor's Conditions of Service.

#### APPLICATION

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

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Service Charge (per connection)	\$	3.16
Distribution Volumetric Rate	\$/kW	12.3299
Low Voltage Service Rate	\$/kW	0.4774
Rate Rider for Disposition of Account 1576 (2014) - effective until April 30, 2019	\$/kW	(0.6901)
Rate Rider for Disposition of Deferral/Variance Accounts (2015) - effective until April 30, 2016	\$/kW	0.3676
Rate Rider for Disposition of Global Adjustment Account (2015) - effective until April 30, 2016		
Applicable only for Non RPP Customers	\$/kW	0.2794
Retail Transmission Rate - Network Service Rate	\$/kW	1.9508
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	0.9968
MONTHLY RATES AND CHARGES - Regulatory Component		
MONTHET RATES AND CHARGES - Regulatory Component		

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

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### STREET LIGHTING SERVICE CLASSIFICATION

This classification refers to accounts concerning roadway lighting for a Municipality, Regional Municipality, and/or the Ministry of Transportation. This lighting will be controlled by photocells. The consumption for these customers will be based on the calculated connected load times as established in the approved OEB Street Lighting Load Shape Template. Further servicing details are available in the distributor's Conditions of Service.

#### APPLICATION

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

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Service Charge (per connection)	\$	1.44
Distribution Volumetric Rate	\$/kW	7.9410
Low Voltage Service Rate	\$/kW	0.4675
Rate Rider for Disposition of Account 1576 (2014) - effective until April 30, 2019	\$/kW	(0.3648)
Rate Rider for Disposition of Deferral/Variance Accounts (2015) - effective until April 30, 2016	\$/kW	0.3742
Rate Rider for Disposition of Global Adjustment Account (2015) - effective until April 30, 2016		
Applicable only for Non RPP Customers	\$/kW	0.2951
Retail Transmission Rate - Network Service Rate	\$/kW	1.9411
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	0.9760
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate	\$/kWh	0.0044
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

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

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### UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification refers to an account taking electricity at 750 volts or less whose average monthly maximum demand is less than, or is forecast to be less than, 50 kW and the consumption is unmetered. Such connections include cable TV power packs, bus shelters, telephone booths, traffic lights, railway crossings, etc. The level of the consumption will be agreed to by the distributor and the customer, based on detailed manufacturer information/documentation with regard to electrical consumption of the unmetered load or periodic monitoring of actual consumption. Further servicing details are available in our Conditions of Service.

#### APPLICATION

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

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

#### **MONTHLY RATES AND CHARGES - Delivery Component**

Standard Supply Service - Administrative Charge (if applicable)

Service Charge (per connection)	\$	6.03
Distribution Volumetric Rate	\$/kWh	0.0084
Low Voltage Service Rate	\$/kWh	0.0015
Rate Rider for Disposition of Account 1576 (2014) - effective until April 30, 2019	\$/kWh	(0.0015)
Rate Rider for Disposition of Deferral/Variance Accounts (2015) - effective until April 30, 2016	\$/kWh	0.0010
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0063
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0032
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate	\$/kWh	0.0044
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013

\$

0.25

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

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### microFIT SERVICE CLASSIFICATION

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

#### APPLICATION

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#### **MONTHLY RATES AND CHARGES - Delivery Component**

Service Charge

5.40

\$

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

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### ALLOWANCES

Transformer Allowance for Ownership - per kW of billing demand/month	\$/kW	(0.60)
Primary Metering Allowance for transformer losses – applied to measured demand and energy	%	(1.00)

### SPECIFIC SERVICE CHARGES

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

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

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#### **Customer Administration**

Arrears certificate	\$	15.00
Pulling Post Dated Cheques	\$	15.00
Notification charge	\$	15.00
Account History	\$	15.00
Credit Reference/credit check (plus credit agency costs)	\$	15.00
Returned cheque charge (plus bank charges)	\$	15.00
Charge to certify cheque	\$	15.00
Account set up charge/change of occupancy charge (plus credit agency costs if applicable)	\$	30.00
Meter dispute charge plus Measurement Canada fees (if meter found correct)	\$	30.00
Special meter reads	\$	30.00
Non-Payment of Account Late Payment – per month Late Payment – per annum Collection of account charge – no disconnection Disconnect/Reconnect at meter – during regular hours Disconnect/Reconnect at meter – after regular hours Disconnect/Reconnect at pole – during regular hours Disconnect/Reconnect at pole – during regular hours	% % \$ \$ \$ \$	1.50 19.56 30.00 65.00 185.00 185.00 415.00
Other Temporary Service – Install & remove – overhead – no transformer Temporary Service – Install & remove – underground – no transformer Temporary Service – Install & remove – overhead – with transformer Specific Charge for Access to the Power Poles - \$/pole/year	\$ \$ \$ \$	500.00 300.00 1,000.00 22.35

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

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### **RETAIL SERVICE CHARGES (if applicable)**

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

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

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

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

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

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

### LOSS FACTORS

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

Total Loss Factor – Secondary Metered Customer < 5,000 kW	1.0481
Total Loss Factor – Primary Metered Customer < 5,000 kW	1.0376