

EB-2014-0272

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 Veridian Connections Inc. for an order, approving the recovery of certain amounts related to the restoration of electricity service in its service territory due to an ice storm in December 2013, to be effective March 1, 2015.

BEFORE: Christine Long

Presiding Member

Allison Duff Member

FINAL RATE ORDER March 5, 2015

Veridian Connections Inc. (Veridian) filed an application with the Ontario Energy Board (the Board) on August 22, 2014 under section 78 of the *Ontario Energy Board Act*, 1998, S.O. 1998, c. 15, (Schedule B), seeking approval for the recovery of certain amounts related to the restoration of electricity service to its customers due to an ice storm in December 2013.

The Energy Probe Research Foundation (Energy Probe) and the Vulnerable Energy Consumers Coalition (VECC) were intervenors in the proceeding.

In its Decision and Order issued on February 19, 2015 (the Decision), the Board ordered Veridian to file a draft Rate Order that included a proposed Tariff of Rates and Charges and all relevant calculations showing the impact of the Decision on Veridian's

determination of the final rates. The Decision also made provision for Board staff and intervenors to comment on the draft Rate Order.

Veridian filed a draft Rate Order on February 23, 2015. Board staff and Energy Probe filed letters which indicated that the Draft Rate Order appropriately reflected the Decision.

The Board has reviewed the information provided in support of the draft Rate Order and the proposed Tariff of Rates and Charges. The Board is satisfied that the Tariff of Rates and Charges filed by Veridian accurately reflects the Board's Decision.

THE BOARD ORDERS THAT:

1. The Tariff of Rates and Charges set out in Appendix A of this Final Rate Order will be effective March 1, 2015. Veridian shall notify its customers of the rate changes no later than the delivery of the first bill reflecting the new rates.

DATED at Toronto, March 5, 2015

ONTARIO ENERGY BOARD

Original Signed By

Kirsten Walli Board Secretary

Appendix A

To Rate Order

Tariff of Rates and Charges

Board File No: EB-2014-0272

DATED: March 5, 2015

Effective and Implementation Date March 1, 2015

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

EB-2013-0174 EB-2014-0272

RESIDENTIAL SERVICE CLASSIFICATION

All residential customers with kilowatt-hour meters shall be deemed to have a demand of 50kW or less. This customer classification includes single family homes, street townhouses, multiplexes, and block townhouses. This classification applies to a customer's main place of abode and may include additional buildings served through the same meter, provided they are not rental income units. To be classified as Residential, the customer must represent and warrant that the premise is designated as his/her principal residence or, in the case of a rented premise, that the premise is the principal residence of the rental occupant.

A principal residence is defined as meeting the following criteria:

- a. The occupant must live in this residence for at least 8 months of the year.
- b. The address of this residence must appear on the occupant's electric bill, driver's license, credit card invoice, property tax bill, etc.
- c. Occupants who are eligible to vote in Provincial or Federal elections must be enumerated for this purpose at the address of this residence.

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	\$	12.77
Rate Rider for Ice Storm Cost Recovery – effective until February 29, 2016	\$	0.36
Rate Rider for Smart Metering Entity Charge – effective until October 31, 2018	\$	0.79
Rate Rider for Recovery of Stranded Meter Assets – effective until April 30, 2015	\$	2.55
Distribution Volumetric Rate	\$/kWh	0.0159
Low Voltage Service Rate	\$/kWh	0.0010
Rate Rider for Disposition of Global Adjustment Account (2014) – effective until April 30, 2015		
Applicable only for Non-RPP Customers in all service areas except Gravenhurst	\$/kWh	(0.0033)
Rate Rider for Disposition of Global Adjustment Account (2014) – effective until April 30, 2015		
Applicable only for Non-RPP Customers in Gravenhurst service area	\$/kWh	(0.0230)
Rate Rider for Disposition of Deferral/Variance Accounts (2014) – effective until April 30, 2015		
Applicable in all service areas except Gravenhurst	\$/kWh	0.0024

Effective and Implementation Date March 1, 2015

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

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RESIDENTIAL SERVICE CLASSIFICATION

MONTHLY RATES AND CHARGES - Delivery Component (continued)

Rate Rider for Disposition of Deferral/Variance Accounts (2014) – effective until April 30, 2015
Applicable in Gravenhurst service area \$/kWh 0.0063
Rate Rider for Disposition of Account 1576 – effective until April 30, 2015 \$/kWh (0.0038)
Retail Transmission Rate – Network Service Rate \$/kWh 0.0071
Retail Transmission Rate – Line and Transformation Connection Service Rate \$/kWh 0.0044

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

Effective and Implementation Date March 1, 2015

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

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SEASONAL RESIDENTIAL SERVICE CLASSIFICATION

This classification is defined as any residential service not meeting the Residential Service Classification criteria. It includes such dwellings as cottages, chalets, and camps. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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Service Charge	\$	29.15
Rate Rider for Ice Storm Cost Recovery – effective until February 29, 2016	\$	0.67
Rate Rider for Smart Metering Entity Charge – effective until October 31, 2018	\$	0.79
Rate Rider for Recovery of Stranded Meter Assets – effective until April 30, 2015	\$	2.55
Distribution Volumetric Rate	\$/kWh	0.0343
Low Voltage Service Rate	\$/kWh	0.0013
Rate Rider for Disposition of Global Adjustment Account (2014) – effective until April 30, 2015		
Applicable only for Non-RPP Customers in Gravenhurst service area	\$/kWh	(0.0230)
Rate Rider for Disposition of Deferral/Variance Accounts (2014) – effective until April 30, 2015		
Applicable in Gravenhurst service area	\$/kWh	0.0068
Rate Rider for Disposition of Account 1576 – effective until April 30, 2015	\$/kWh	(0.0154)
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0074
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0057
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
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Effective and Implementation Date March 1, 2015

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

EB-2013-0174 EB-2014-0272

GENERAL SERVICE LESS THAN 50 kW SERVICE CLASSIFICATION

This classification applies to a non residential account whose average monthly maximum demand is less than, or is forecast to be less than, 50 kW. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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

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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)

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Service Charge	\$	16.13
Rate Rider for Ice Storm Cost Recovery – effective until February 29, 2016	\$	0.91
Rate Rider for Smart Metering Entity Charge – effective until October 31, 2018	\$	0.79
Rate Rider for Recovery of Stranded Meter Assets – effective until April 30, 2015	\$	9.78
Distribution Volumetric Rate	\$/kWh	0.0162
Low Voltage Service Rate	\$/kWh	0.0009
Rate Rider for Disposition of Global Adjustment Account (2014) – effective until April 30, 2015		
Applicable only for Non-RPP Customers in all service areas except Gravenhurst	\$/kWh	(0.0033)
Rate Rider for Disposition of Global Adjustment Account (2014) – effective until April 30, 2015		
Applicable only for Non-RPP Customers in Gravenhurst service area	\$/kWh	(0.0230)
Rate Rider for Disposition of Deferral/Variance Accounts (2014) – effective until April 30, 2015	******	
Applicable in all service areas except Gravenhurst	\$/kWh	0.0024
Rate Rider for Disposition of Deferral/Variance Accounts (2014) – effective until April 30, 2015	• (1.) • (1.)	0.0000
Applicable in Gravenhurst service area	\$/kWh	0.0060
Rate Rider for Disposition of Account 1576 – effective until April 30, 2015	\$/kWh	(0.0025)
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0065
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0039
MONTHLY DATES AND CHARGES. Domiletoni Commonant		
MONTHLY RATES AND CHARGES – Regulatory Component		
Wholesale Market Service Rate	\$/kWh	0.0044
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013
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\$

0.25

Effective and Implementation Date March 1, 2015

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

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GENERAL SERVICE 50 to 2,999 kW SERVICE CLASSIFICATION

This classification applies to a non residential account whose average monthly maximum demand used for billing purposes is equal to or greater than, or is forecast to be equal to or greater than, 50 kW but less than 3,000 kW. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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

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

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge \$ 10	3.06
Rate Rider for Ice Storm Cost Recovery – effective until February 29, 2016 \$ 10).47
Distribution Volumetric Rate \$/kW 3.	1796
Low Voltage Service Rate \$/kW 0.3	3858
Rate Rider for Disposition of Global Adjustment Account (2014) – effective until April 30, 2015	
Applicable only for Non-RPP Customers in all service areas except Gravenhurst \$/kWh (0.	.0033)
Rate Rider for Disposition of Global Adjustment Account (2014) – effective until April 30, 2015	
Applicable only for Non-RPP Customers in Gravenhurst service area \$/kWh (0.	.0230)
Rate Rider for Disposition of Deferral/Variance Accounts (2014) – effective until April 30, 2015	
Applicable in all service areas except Gravenhurst \$/kW 0.0	8975
Rate Rider for Disposition of Deferral/Variance Accounts (2014) – effective until April 30, 2015	
Applicable in Gravenhurst service area \$/kW 2.	3425
Rate Rider for Disposition of Account 1576 – effective until April 30, 2015 \$/kW (0	.5251)
Retail Transmission Rate – Network Service Rate \$/kW 3.	1552 [′]
Retail Transmission Rate – Line and Transformation Connection Service Rate \$/kW 1.8	8714
MONTHLY DATEC AND CHARGES. Demiletems Comment	
MONTHLY RATES AND CHARGES – Regulatory Component	
Wholesale Market Service Rate \$/kWh 0.0	0044
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Effective and Implementation Date March 1, 2015

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

EB-2013-0174 EB-2014-0272

GENERAL SERVICE 3,000 to 4,999 kW SERVICE CLASSIFICATION

This classification applies to a non residential account whose average peak demand used for billing purposes over the past twelve months is equal to or greater than, or forecast to be equal to or greater than, 3,000 kW but less than 5,000 kW. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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

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Service Charge	\$	5,415.56
Rate Rider for Ice Storm Cost Recovery – effective until February 29, 2016	\$	168.74
Distribution Volumetric Rate	\$/kW	2.0145
Low Voltage Service Rate	\$/kW	0.4346
Rate Rider for Disposition of Global Adjustment Account (2014) – effective until April 30, 2015	·	
Applicable only for Non-RPP Customers in all service areas except Gravenhurst	\$/kWh	(0.0033)
Rate Rider for Disposition of Deferral/Variance Accounts (2014) – effective until April 30, 2015		,
Applicable in all service areas except Gravenhurst	\$/kW	1.0717
Rate Rider for Disposition of Account 1576 – effective until April 30, 2015	\$/kW	(0.5224)
Retail Transmission Rate – Network Service Rate	\$/kW	3.4763
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	2.0554
MONTHLY RATES AND CHARGES – Regulatory Component		
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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

Effective and Implementation Date March 1, 2015

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LARGE USE SERVICE CLASSIFICATION

This classification applies to an account whose average monthly maximum demand used for billing purposes is greater than, or is forecast to be greater than, 5,000 kW. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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Service Charge Rate Rider for Ice Storm Cost Recovery – effective until February 29, 2016 Distribution Volumetric Rate Low Voltage Service Rate	\$ \$ \$/kW \$/kW	8,135.28 383.15 2.8370 0.4157
Rate Rider for Disposition of Global Adjustment Account (2014) – effective until April 30, 2015 Applicable only for Non-RPP Customers in all service areas except Gravenhurst Rate Rider for Disposition of Deferral/Variance Accounts (2014) – effective until April 30, 2015	\$/kWh	(0.0033)
Applicable in all service areas except Gravenhurst Rate Rider for Disposition of Account 1576 – effective until April 30, 2015 Retail Transmission Rate – Network Service Rate Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW \$/kW \$/kW \$/kW	1.2167 (0.6012) 3.4763 2.0554
MONTHLY RATES AND CHARGES – Regulatory Component	·	
Wholesale Market Service Rate Rural or Remote Electricity Rate Protection Charge (RRRP) Standard Supply Service – Administrative Charge (if applicable)	\$/kWh \$/kWh \$	0.0044 0.0013 0.25

Effective and Implementation Date March 1, 2015

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

EB-2013-0174 EB-2014-0272

UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

In general, all services will be metered. However, certain types of electrical loads are not practical to meter, or the cost of metering represents an inordinate expense to both the Customer and Veridian. Such connections include cable TV power packs, bus shelters, telephone booths, traffic lights, railway crossings, etc. These situations can be managed through a controlled connection and a pre-defined basis for estimating consumption. 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)	\$	6.57
Rate Rider for Ice Storm Cost Recovery – effective until February 29, 2016	\$	0.19
Distribution Volumetric Rate	\$/kWh	0.0161
Low Voltage Service Rate	\$/kWh	0.0009
Rate Rider for Disposition of Global Adjustment Account (2014) – effective until April 30, 2015		
Applicable only for Non-RPP Customers in all service areas except Gravenhurst	\$/kWh	(0.0033)
Rate Rider for Disposition of Deferral/Variance Accounts (2014) – effective until April 30, 2015		
Applicable in all service areas except Gravenhurst	\$/kWh	0.0023
Rate Rider for Disposition of Account 1576 – effective until April 30, 2015	\$/kWh	(0.0033)
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0065
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0039
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

Effective and Implementation Date March 1, 2015

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EB-2013-0174 EB-2014-0272

SENTINEL LIGHTING SERVICE CLASSIFICATION

Sentinel lights (dusk-to-dawn) connected to unmetered wires will have a flat rate monthly energy charge added to the regular customer bill. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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Service Charge	\$	4.33
Rate Rider for Ice Storm Cost Recovery – effective until February 29, 2016	\$	0.12
Distribution Volumetric Rate	\$/kW	13.0977
Low Voltage Service Rate	\$/kW	0.2505
Rate Rider for Disposition of Global Adjustment Account (2014) – effective until Ap	ril 30, 2015	
Applicable only for Non-RPP Customers in all service areas except Gravenhurs	t \$/kWh	(0.0033)
Rate Rider for Disposition of Global Adjustment Account (2014) – effective until Ap		(/
Applicable only for Non-RPP Customers in Gravenhurst service area	\$/kWh	(0.0230)
Rate Rider for Disposition of Deferral/Variance Accounts (2014) – effective until Ap	**	(010_00)
Applicable in all service areas except Gravenhurst	\$/kW	0.6798
Rate Rider for Disposition of Deferral/Variance Accounts (2014) – effective until Ap	**	0.0100
Applicable in Gravenhurst service area	\$/kW	2.2231
Rate Rider for Disposition of Account 1576 – effective until April 30, 2015	\$/kW	(4.1664)
Retail Transmission Rate – Network Service Rate	\$/kW	1.9680
Retail Transmission Rate – Network Service Rate Retail Transmission Rate – Line and Transformation Connection Service Rate	·	
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.1765
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
Standard Supply Service - Administrative Charge (ii applicable)	φ	0.23

Effective and Implementation Date March 1, 2015

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

EB-2013-0174 EB-2014-0272

STREET LIGHTING SERVICE CLASSIFICATION

All services supplied to street or roadway lighting equipment owned by or operated for a municipality or the Province of Ontario shall be classified as Street Lighting 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.

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MONTHLY RATES AND CHARGES – Delivery Component

Standard Supply Service – Administrative Charge (if applicable)

Service Charge (per light)	\$	0.67
Rate Rider for Ice Storm Cost Recovery – effective until February 29, 2016	\$	0.02
Distribution Volumetric Rate	\$/kW	3.5814
Low Voltage Service Rate	\$/kW	0.2618
Rate Rider for Disposition of Global Adjustment Account (2014) – effective until April 30, 2015		
Applicable only for Non-RPP Customers in all service areas except Gravenhurst	\$/kWh	(0.0033)
Rate Rider for Disposition of Global Adjustment Account (2014) – effective until April 30, 2015		,
Applicable only for Non-RPP Customers in Gravenhurst service area	\$/kWh	(0.0230)
Rate Rider for Disposition of Deferral/Variance Accounts (2014) – effective until April 30, 2015		,
Applicable in all service areas except Gravenhurst	\$/kW	1.1466
Rate Rider for Disposition of Deferral/Variance Accounts (2014) – effective until April 30, 2015		
Applicable in Gravenhurst service area	\$/kW	2.5599
Rate Rider for Disposition of Account 1576 – effective until April 30, 2015	\$/kW	(1.4675)
Retail Transmission Rate – Network Service Rate	\$/kW	2.0723 [^]
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.2296
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

Effective and Implementation Date March 1, 2015

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

EB-2013-0174 EB-2014-0272

microFIT GENERATOR SERVICE CLASSIFICATION

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

APPLICATION

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

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

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.

MONTHLY RATES AND CHARGES – Delivery Component

Service Charge \$ 5.40

Effective and Implementation Date March 1, 2015

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

APPLICATION

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

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

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

Customer Administration		
Arrears certificate	\$	15.00
Statement of account	\$	15.00
Request for other billing information	\$	15.00
Easement letter		15.00
Account history	\$ \$	15.00
Credit reference/credit check (plus credit agency costs)	\$	15.00
Returned cheque charge (plus bank charges)	\$ \$ \$	15.00
Account set up charge/change of occupancy charge (plus credit agency costs if applicable)	\$	30.00
Special meter reads	\$	30.00
Meter dispute charge plus Measurement Canada fees (if meter found correct)	\$	30.00
Non-Payment of Account		
Late Payment - per month	%	1.50
Late Payment - per annum	%	19.56
Collection of account charge - no disconnection	\$	30.00
Disconnect/Reconnect at meter - during regular hours	\$ \$ \$ \$ \$ \$	65.00
Disconnect/Reconnect at meter - after regular hours	\$	185.00
Install/Remove load control device - during regular hours	\$	65.00
Install/Remove load control device - after regular hours	\$	185.00
Other		
Disconnect/Reconnect at meter - during regular hours	\$	65.00
Disconnect/Reconnect at meter - after regular hours	\$	185.00
Temporary service install & remove - overhead - no transformer	\$	500.00
Temporary service install & remove - overhead - with transformer	\$	1,000.00
Specific Charge for Access to the Power Poles \$/pole/year	\$	22.35
Customer Substation Isolation - After Hours	\$	905.00

Effective and Implementation Date March 1, 2015

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

EB-2013-0174 EB-2014-0272

RETAIL SERVICE CHARGES (if applicable)

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.

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	1.0482
Total Loss Factor – Secondary Metered Customer > 5,000 kW	1.0146
Total Loss Factor – Primary Metered Customer < 5,000 kW	1.0344
Total Loss Factor – Primary Metered Customer > 5,000 kW	1.0045