

## **Responses to Consumers Council of Canada (“CCC”) Technical Conference Questions**

## CCC-1

**The Consumers Council of Canada is interested in developing a better understanding of the following issues at the Technical Conference:**

- The differences between the proposed rates and those contained in Appendix H of the EB-2014-0002 Settlement Agreement.**

### **Response:**

Horizon Utilities provides a reconciliation of the rates in Horizon Utilities' Draft Rate Order in its Custom IR Application (EB-2014-0002) to the proposed rates in its 2016 Annual Filing (EB-2015-0075) in Table 1 below. Subsequent to the submission of the 2016 Annual Filing, Horizon Utilities determined that the Monthly Service Charge and Distribution Volumetric Rate reported for the Large Use (1) customer class were incorrect. Please refer to Horizon Utilities' response to Technical Conference question 5.0-VECC 8(a) for further details. Table 1 below shows the corrected rates for the Large Use (1) customer class.

**Table 1 – Rate Reconciliation: EB-2014-0002 vs. EB-2015-0075**

Residential	\$ per	DRO Dec18_14	UTR Update	DRO Dec 24_14	WC incr due to COP	2016 incl WC incr	Policy Change (SLAF)	2016 incl SLAF	SL Load Profile Change	2016 incl SLAF/LP	Fixed Rate Design	2016 incl WC incr - Fixed Rate
Service Charge	customer	16.29		16.29	0.05	16.34	0.01	16.35		16.35	2.48	18.83
Smart Meter Entity Charge	customer	0.79		0.79		0.79		0.79		0.79		0.79
Stranded Meter Rate Rider	customer	0.80		0.80		0.80		0.80		0.80		0.80
Distribution Volumetric Rate	kWh	0.0161		0.0161		0.0161		0.0161		0.0161	(0.0040)	0.0121
Low Voltage Service Rate	kWh	0.00006		0.00006		0.00006		0.00006		0.00006		0.00006
Retail Transmission Rate – Network Service Rate	kWh	0.0080	(0.0001)	0.0079	(0.0001)	0.0078		0.0078		0.0078		0.0078
Retail Transmission Rate – Connection Service Rate	kWh	0.0059	0.0001	0.0060	(0.0001)	0.0059		0.0059		0.0059		0.0059
Application Reference				n/a only 2015 published		Table 39 and 40 EB-2015-0076		Tab 2 page 11- 22		Tab 2 page 19- 22	Table 33 EB-2015-0075	Table 33 EB-2015-0076

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GS < 50 kW	\$ per	DRO Dec18_14	UTR Update	DRO Dec 24_14	WC incr due to COP	2016 incl WC incr	Policy Change (SLAF)	2016 incl SLAF	SL Load Profile Change	2016 incl SLAF/LP
Service Charge	customer	40.61		40.61	0.11	40.72	0.94	41.66	0.17	41.83
Smart Meter Entity Charge	customer	0.79		0.79		0.79		0.79		0.79
Stranded Meter Rate Rider	customer	2.44		2.44		2.44		2.44		2.44
Distribution Volumetric Rate	kWh	0.0105		0.0105		0.0105	0.0003	0.0108		0.0108
Low Voltage Service Rate	kWh	0.00006		0.00006		0.00006		0.00006		0.00006
Retail Transmission Rate – Network Service Rate	kWh	0.0070	(0.0001)	0.0069	(0.0001)	0.0068		0.0068		0.0068
Retail Transmission Rate – Connection Service Rate	kWh	0.0053	0.0001	0.0054	(0.0001)	0.0053		0.0053		0.0053
Application Reference				n/a only 2015 published		Table 39 and 40 EB-2015-0076		Tab 2 page 11- 22		Tab 2 page 19- 22

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GS > 50 kW	\$ per	DRO Dec18_14	UTR Update	DRO Dec 24_14	WC incr due to COP	2016 incl WC incr	Policy Change (SLAF)	2016 incl SLAF	SL Load Profile Change	2016 incl SLAF/LP
Service Charge	customer	371.50		371.50	1.00	372.50	8.61	381.11	1.81	382.92
Stranded Meter Rate Rider	customer	3.57		3.57		3.57		3.57		3.57
Distribution Volumetric Rate	kW	2.5087		2.5087	0.0059	2.5146	0.0512	2.5658	0.0108	2.5766
Low Voltage Service Rate	kW	0.02169		0.02169		0.02169		0.02169		0.02169
Retail Transmission Rate – Network Service Rate	kW	2.7826	(0.0270)	2.7556	(0.0491)	2.7065		2.7065		2.7065
Retail Transmission Rate – Connection Service Rate	kW	2.1172	0.0410	2.1582	(0.0368)	2.1215		2.1215		2.1215
Application Reference				n/a only 2015 published		Table 39 and 40 EB-2015-0076		Tab 2 page 11- 22		Tab 2 page 19- 22

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Large Use (1)	\$ per	DRO Dec18_14	UTR Update	DRO Dec 24_14	WC incr due to COP	2016 incl WC incr	Policy Change (SLAF)	2016 incl SLAF	SL Load Profile Change	2016 incl SLAF/LP
Service Charge	customer	23,656.74		23,656.74	63.10	23,719.84	21.72	23,741.56		23,741.56
Distribution Volumetric Rate	kW	1.3957		1.3957	0.0037	1.3994	0.0013	1.4007		1.4007
Low Voltage Service Rate	kW	0.02492		0.02492		0.02492		0.02492		0.02492
Retail Transmission Rate – Network Service Rate	kW	3.1787	(0.0308)	3.1479	(0.0561)	3.0917		3.0917		3.0917
Retail Transmission Rate – Connection Service Rate	kW	2.4330	0.0471	2.4801	(0.0422)	2.4379		2.4379		2.4379
Application Reference				n/a only 2015 published		Table 39 and 40 EB-2015-0076		Tab 2 page 11- 22 EB-2015-0075		Tab 2 page 19- 22 EB-2015-0076

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Large Use (2)	\$ per	DRO Dec18_14	UTR Update	DRO Dec 24_14	WC incr due to COP	2016 incl WC incr	Policy Change (SLAF)	2016 incl SLAF	SL Load Profile Change	2016 incl SLAF/LP
Service Charge	customer	4,351.49		4,351.49	15.92	4,367.41	92.20	4,459.61	19.24	4,478.85
Distribution Volumetric Rate	kW	0.2567		0.2567	0.0009	0.2576	0.0055	0.2631	0.0011	0.2642
Low Voltage Service Rate	kW	0.02492		0.02492		0.02492		0.02492		0.02492
Retail Transmission Rate – Network Service Rate	kW	3.1787	(0.0308)	3.1479	(0.0561)	3.0917		3.0917		3.0917
Retail Transmission Rate – Connection Service Rate	kW	2.4330	0.0471	2.4801	(0.0422)	2.4379		2.4379		2.4379
Application Reference				n/a only 2015 published		Table 39 and 40 EB-2015-0076		Tab 2 page 11- 22 EB-2015-0075		Tab 2 page 19- 22 EB-2015-0076

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Unmetered Scattered Load	\$ per	DRO Dec18_14	UTR Update	DRO Dec 24_14	WC incr due to COP	2016 incl WC incr	Policy Change (SLAF)	2016 incl SLAF	SL Load Profile Change	2016 incl SLAF/LP
Service Charge	customer	8.31		8.31	0.02	8.33	0.13	8.46		8.46
Distribution Volumetric Rate	kWh	0.0129		0.0129		0.0129	0.0002	0.0131		0.0131
Low Voltage Service Rate	kWh	0.00006		0.00006		0.00006		0.00006		0.00006
Retail Transmission Rate – Network Service Rate	kWh	0.0071	(0.0001)	0.0070	(0.0001)	0.0069		0.0069		0.0069
Retail Transmission Rate – Connection Service Rate	kWh	0.0054	0.0001	0.0055	(0.0001)	0.0054		0.0054		0.0054
Application Reference				n/a only 2015 published		Table 39 and 40 EB-2015-0076		Tab 2 page 11- 22 EB-2015-0075		Tab 2 page 19- 22 EB-2015-0076

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Street Lighting	\$ per	DRO Dec18_14	UTR Update	DRO Dec 24_14	WC incr due to COP	2016 incl WC incr	Policy Change (SLAF)	2016 incl SLAF	SL Load Profile Change	2016 incl SLAF/LP
Service Charge	device	2.93		2.93		2.93	(1.03)	1.90	(0.19)	1.71
Distribution Volumetric Rate	kW	7.7770		7.7770	0.0208	7.7978	(2.7495)	5.0483	(0.5080)	4.5403
Low Voltage Service Rate	kW	0.01702		0.01702		0.01702		0.01702		0.01702
Retail Transmission Rate – Network Service Rate	kW	2.1906	(0.0213)	2.1693	(0.0387)	2.1306		2.1306		2.1306
Retail Transmission Rate – Connection Service Rate	kW	1.6611	0.0322	1.6933	(0.0288)	1.6644		1.6644		1.6644
Application Reference				n/a only 2015 published		Table 39 and 40 EB-2015-0076		Tab 2 page 11- 22 EB-2015-0075		Tab 2 page 19- 22 EB-2015-0076

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Sentinel	\$ per	DRO Dec18_14	UTR Update	DRO Dec 24_14	WC incr due to COP	2016 incl WC incr	Policy Change (SLAF)	2016 incl SLAF	SL Load Profile Change	2016 incl SLAF/LP
Service Charge	connection	5.37		5.37	0.01	5.38	0.13	5.51	0.03	5.54
Distribution Volumetric Rate	kW	14.7163		14.7163	0.0392	14.7555	0.3574	15.1129	0.0717	15.1846
Low Voltage Service Rate	kW	0.01745		0.01745		0.01745		0.01745		0.01745
Retail Transmission Rate – Network Service Rate	kW	2.3122	(0.0224)	2.2898	(0.0408)	2.2490		2.2490		2.2490
Retail Transmission Rate – Connection Service Rate	kW	1.7037	0.0330	1.7367	(0.0296)	1.7071		1.7071		1.7071
Application Reference				n/a only 2015 published		Table 39 and 40 EB-2015-0076		Tab 2 page 11- 22 EB-2015-0075		Tab 2 page 19- 22 EB-2015-0076

## **CCC-2**

**The Consumers Council of Canada is interested in developing a better understanding of the following issues at the Technical Conference:**

- **How Horizon intends to communicate with its customers regarding the changes coming to the bill - OESP, Fixed Charges, end of DRC and Clean Energy Benefit etc.**

### **Response:**

- 1 Horizon Utilities has developed a communication strategy to inform customers about the Ontario  
2 Energy Board's ("OEB") new Ontario Electricity Support Program ("OESP"). Information will be  
3 communicated through the following channels: notice included in customer bills; Horizon Utilities'  
4 website; social media promotion; posters located in the lobby of Horizon Utilities' buildings; and  
5 the provision of supporting information to Horizon Utilities' social assistance partners including  
6 posters and client handout materials. The OEB has advised that distributors should not initiate  
7 any communications regarding the OESP prior to its scheduled launch on October 26, 2015.  
8 Consequently, Horizon Utilities' communications will commence on or after October 26, 2015  
9 utilizing the information and materials provided by the OEB.
- 10 Horizon Utilities has updated its website to inform customers of the Debt Retirement Charge  
11 ("DRC") and Ontario Clean Energy Benefit ("OCEB") regulation changes. This includes the  
12 provision of a DRC Exemption Form that can be completed by qualifying bulk-metered multi-  
13 residential customers.
- 14 Horizon Utilities' communication strategy to broadly inform customers of the regulation changes  
15 that come into effect as of January 1, 2016 and the resulting impact to customers' bills is in  
16 development. The customer communication plan is expected to include: bill print messages; bill  
17 inserts; customer-specific e-mails or letters to key account holders; website materials; social  
18 media messages; and one-one meetings with Large Use customers and other customers upon  
19 request.

**CCC-3**

**The Consumers Council of Canada is interested in developing a better understanding of the following issues at the Technical Conference:**

- **The costs associated with monthly billing.**

**Response:**

- 1 Please refer to Horizon Utilities' response to Technical Conference Question SEC-2.