Effective and Implementation Date May 01, 2016

### This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors FB-2015-0089

### **RESIDENTIAL SERVICE CLASSIFICATION**

This classification refers to the supply of electrical energy to detached, semi-detached and townhouse residential buildings as defined in local zoning bylaws. A residential service is a single-family unit used for domestic or household purposes, including seasonal occupancy. At Milton Hydro's discretion, residential rates may be applied to apartment buildings with 6 or less units by simple application of the residential rate by blocking the residential rate by the number of units. Further servicing details are available in the distributor's Conditions of Service.

Where the residential dwelling comprises the entire electrical load of a farm, it is defined as a residential service. Where the residential dwelling does not comprise the entire electrical load of the farm:

- The service will be defined as a General Service if the occupant derives his/her principal livelihood from the working of the farm;
- The service will be defined as a Residential Service if the occupant does not derive his/her principal livelihood from the working of the farm;
- Where the residential farm dwelling is supplied by one separately metered service and the electrical loads in other buildings are supplied by a different separately metered service, then the former is defined as a Residential Service and the latter is defined as a General 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	\$	19.64
Rate Rider for Smart Metering Entity Charge - effective until October 31, 2018	\$	0.79
Rate Rider for Group 2 Accounts	\$	0.97
Rate Rider for Account 1576 - Accouting Change CGAAP/MIFRS	\$	(1.4150)
Distribution Volumetric Rate	\$/kWh	0.0116
Low Voltage Service Rate	\$/kWh	0.0006
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)	\$/kWh	0.0036
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)-Power/WMS	\$/kWh	(0.0032)
Rate Rider for Global Adjustment (non - RPP customers only)	\$/kWh	0.0070
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0073
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0060
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate	\$/kWh	0.0036

Wholesale Market Service Rate	\$/KVVN	0.0036
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013
Ontario Electricity Support Program (DESP)	\$/kWh	0.0011
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date May 01, 2016

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

This classification refers to a non-residential customer with an average peak demand below 50 kW over the past twelve months. For a new customer without prior billing history, the peak demand will be based on the customer's proposed capacity. 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.

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

Standard Supply Service - Administrative Charge (if applicable)

Service Charge	\$	16.61
Rate Rider for Smart Metering Entity Charge - effective until October 31, 2018	\$	0.79
Distribution Volumetric Rate	\$/kWh	0.0175
Low Voltage Service Rate	\$/kWh	0.0006
Rate Rider for Group 2 Accounts	\$/kWh	0.0003
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)	\$/kWh	0.0037
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)-Power/WMS	\$/kWh	(0.0032)
Rate Rider for Global Adjustment (non - RPP customers only)	\$/kWh	0.0070
Rate Rider for Account 1576 - Accouting Change CGAAP/MIFRS	\$/kWh	(0.0019)
Rate Rider for LRAM Adjustment	\$/kWh	0.0004
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0067
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0053
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate	\$/kWh	0.0036
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013
Ontario Electricity Support Program (OESP)	\$/kWh	0.0011

\$

0.25

Effective and Implementation Date May 01, 2016

This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors EB-2015-0089

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

This classification refers to a non-residential customer with an average peak demand equal to or greater than 50 kW and less than 1,000 kW over the past twelve months. For a new customer without prior billing history, the peak demand will be based on the customer's proposed capacity. 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.

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

Service Charge	\$	95.42
Distribution Volumetric Rate	\$/kW	3.1573
Low Voltage Service Rate	\$/kW	0.2621
Rate Rider for Group 2 Accounts	\$/kW	0.0064
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)	\$/kW	1.3646
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)-Power/WMS	\$/kWh	(0.0032)
Rate Rider for Global Adjustment (non - RPP customers only)	\$/kWh	0.0070
Rate Rider for Account 1576 - Accouting Change CGAAP/MIFRS	\$/kW	(0.7100)
Rate Rider for LRAM Adjustment	\$/kW	0.1477
Retail Transmission Rate - Network Service Rate	\$/kW	3.0270
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	2.4559
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate	\$/kWh	0.0036
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/k\//b	0.0013

 Wholesale Market Service Rate
 \$/kWh
 0.0036

 Rural or Remote Electricity Rate Protection Charge (RRRP)
 \$/kWh
 0.0013

 Ontario Electricity Support Program (OESP)
 \$/kWh
 0.0011

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

Effective and Implementation Date May 01, 2016

This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors EB-2015-0089

### **GENERAL SERVICE 1,000 TO 4,999 KW SERVICE CLASSIFICATION**

This classification refers to a non-residential customer with an average peak demand equal to or greater than 1,000 kW and less than 5,000 kW, regardless of when the demand occurs, averaged over twelve months. For a new customer without prior billing history, the peak demand will be based on the customer's proposed capacity. 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.

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

Service Charge	\$	578.53
Distribution Volumetric Rate	\$/kW	2.0233
Low Voltage Service Rate	\$/kW	0.2578
Rate Rider for Group 2 Accounts	\$/kW	0.0006
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)	\$/kW	1.7396
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)-Power/WMS	\$/kWh	(0.0032)
Rate Rider for Global Adjustment (non - RPP customers only)	\$/kWh	0.0070
Rate Rider for Account 1576 - Accouting Change CGAAP/MIFRS	\$/kW	(0.9042)
Rate Rider for LRAM Adjustment	\$/kW	0.0844
Retail Transmission Rate - Network Service Rate	\$/kW	2.9770
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	2.4158
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate	\$/kWh	0.0036
Pural or Pamoto Electricity Poto Protection Charge (PPPP)	¢/L/M/b	0.0012

 Wholesale Market Service Rate
 \$/kWh
 0.0036

 Rural or Remote Electricity Rate Protection Charge (RRRP)
 \$/kWh
 0.0013

 Ontario Electricity Support Program (OESP)
 \$/kWh
 0.0011

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

Effective and Implementation Date May 01, 2016

This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors FB-2015-0089

### LARGE USE SERVICE CLASSIFICATION

This classification refers to a non-residential customer with an average peak demand equal to or greater than 5,000 kW, regardless of when the demand occurs, averaged over twelve months. For a new customer without prior billing history, the peak demand will be based on the customer's proposed capacity. 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.

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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.

Service Charge	\$	2,446.91
Distribution Volumetric Rate	\$/kW	1.4649
Low Voltage Service Rate	\$/kW	0.2884
Rate Rider for Group 2 Accounts	\$/kW	0.0001
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)	\$/kW	1.9092
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)-Power/WMS	\$/kWh	(0.0032)
Rate Rider for Account 1576 - Accouting Change CGAAP/MIFRS	\$/kW	(0.9960)
Rate Rider for LRAM Adjustment	\$/kW	(0.0085)
Retail Transmission Rate - Network Service Rate - Interval Metered	\$/kW	3.2237
Retail Transmission Rate - Line and Transformation Connection Service Rate - Interval Metered	\$/kW	2.7017
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Pate	¢/k\//b	0.0036

Wholesale Market Service Rate \$/kWh	0.0036
Rural or Remote Electricity Rate Protection Charge (RRRP)         \$/kWh	0.0013
Ontario Electricity Support Program (ØESP) \$/kWh	0.0011
Standard Supply Service - Administrative Charge (if applicable) \$	0.25

Effective and Implementation Date May 01, 2016

This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors EB-2015-0089

### UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification refers to the supply of electricity to unmetered loads less than 50 kW including traffic signals and pedestrian X-walks signals/beacons, bus shelters, telephone booths, signs, Cable TV amplifiers and decorative lighting and tree lighting connected to Milton Hydro's distribution system, and similar small unmetered loads. 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.

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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.

Service Charge (per connection)	\$	7.84
Distribution Volumetric Rate	\$/kWh	0.0166
Low Voltage Service Rate	\$/kWh	0.0006
Rate Rider for Group 2 Accounts	\$/kWh	0.0019
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)	\$/kWh	0.0033
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)-Power/WMS	\$/kWh	(0.0032)
Rate Rider for Account 1576 - Accouting Change CGAAP/MIFRS	\$/kWh	(0.0019)
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0067
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0053
MONTHLY RATES AND CHARGES - Regulatory Component		

Wholesale Market Service Rate	\$/kWh	0.0036
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013
Ontario Electricity Support Program (OESP)	\$/kWh	0.0011
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date May 01, 2016

This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors EB-2015-0089

### SENTINEL LIGHTING SERVICE CLASSIFICATION

This classification refers to all services supported to supply sentinel lighting equipment. 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.

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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.

Service Charge (per connection)	\$	5.31
Distribution Volumetric Rate	\$/kW	40.3668
Low Voltage Service Rate	\$/kW	0.1800
Rate Rider for Group 2 Accounts	\$/kW	6.9666
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)	\$/kW	1.2278
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)-Power/WMS	\$/kWh	(0.0032)
Rate Rider for Account 1576 - Accouting Change CGAAP/MIFRS	\$/kW	(0.6877)
Retail Transmission Rate - Network Service Rate	\$/kW	2.0606
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.6867
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate	\$/kWh	0.0036

Wholesale Market Service Rate	\$/kWh	0.0036
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013
Ontario Electricity Support Program (OESP)	\$/kWh	0.0011
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date May 01, 2016

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### STREET LIGHTING SERVICE CLASSIFICATION

This classification refers to all services supplied to street lighting equipment owned by or operated for a municipality or the Province of Ontario. 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.

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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**

Service Charge (per connection)	\$	2.00
Distribution Volumetric Rate	\$/kW	8.7426
Low Voltage Service Rate	\$/kW	0.1763
Rate Rider for Group 2 Accounts	\$/kW	1.6149
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)	\$/kW	1.3160
Rate Rider for Deferral Variance Account Balances (excluding Global Adjustment)-Power/WMS	\$/kWh	(0.0032)
Rate Rider for Account 1576 - Accouting Change CGAAP/MIFRS	\$/kW	(0.6794)
Rate Rider for Global Adjustment (non - RPP customers only)	\$/kWh	0.0070
Retail Transmission Rate - Network Service Rate	\$/kW	2.0501
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.6520

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

Wholesale Market Service Rate	\$/kWh	0.0036
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0013
Ontario Electricity Support Program (OESP)	\$/kWh	0.0011
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date May 01, 2016

This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors EB-2015-0089

### **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

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

5.40

\$

Effective and Implementation Date May 01, 2016

This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors EB-2015-0089

### **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
Statement of Account	\$	15.00
Easement Letter	\$	15.00
Credit Reference/credit check (plus credit agency costs)	\$	15.00
Account set up charge/change of occupancy charge (plus credit agency costs if applicable)	\$	30.00
Returned cheque charge (plus bank charges)	\$	15.00
Special meter reads	\$	30.00
Non-Payment of Account		
Late Payment – per month	%	1.5000
Late Payment – per annum	%	19.5600
Collection of account charge – no disconnection	\$	30.00
Disconnect/Reconnect Charges for non payment of account - At Meter During Regular Hours	\$	65.00
Disconnect/Reconnect Charges for non payment of account - At Meter After Hours	\$	185.00
Optional Interval/TOU Meter charge \$/month	\$	5.50
Specific Charge for Access to the Power Poles - \$/pole/year	\$	22.35
Clearance Pole Attachment charge \$/pole/year	\$	5.59

Effective and Implementation Date May 01, 2016

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

EB-2015-0089

### **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.

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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	1.0375
Distribution Loss Factor - Secondary Metered Customer > 5,000 kW	1.0154
Distribution Loss Factor - Primary Metered Customer < 5,000 kW	1.0272
Distribution Loss Factor - Primary Metered Customer > 5,000 kW	1.0054