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### Hydro One Networks Inc. Former Norfolk Power Distribution Inc. Service Area TARIFF OF RATES AND CHARGES Effective and Implementation Date February 1, 2016

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

EB-2015-0269

# **RESIDENTIAL SERVICE CLASSIFICATION**

This classification applies to an account taking electricity at 750 volts or less where the electricity is used exclusively in a separate metered living accommodation. Customers shall be residing in single-dwelling units that consist of a detached house or one unit of a semi-detached, duplex, triplex or quadruplex house, with a residential zoning. Separately metered dwellings within a town house complex or apartment building also qualify as residential customers. All customers are single-phase. 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board approval, such as the Debt Retirement Charge, the Global Adjustment and the HST.

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

Service Charge	\$	24.85
Rate Rider for Recovery of Residual Historical Smart Meter Costs – effective until April 30, 2016	\$	0.10
Rate Rider for Recovery of Stranded Meter Assets – effective until April 30, 2016	\$	0.93
Rate Rider for Smart Metering Entity Charge – effective until October 31, 2018	\$	0.79
Rate Rider per Acquisition Agreement – effective until September 7, 2019	\$	(0.37)
Distribution Volumetric Rate	\$/kWh	0.0164
Low Voltage Service Rate	\$/kWh	0.0009
Rate Rider per Acquisition Agreement – effective until September 7, 2019	\$/kWh	(0.0002)
Rate Rider for Application of Tax Change – in effect until the effective date of the next Cost of		
Service based Rate Order	\$/kWh	0.0002
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0067
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0032

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

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

EB-2015-0269

### **ONTARIO ELECTRICITY SUPPORT PROGRAM RECIPIENTS**

In addition to the charges specified on page 1 of this tariff of rates and charges, the following credits are to be applied to eligible residential customers.

#### **APPLICATION**

The application of the credits is in accordance with the Distribution System Code (Section 9) and subsection 79.2 of the Ontario Energy Board Act, 1998.

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

#### In this class:

"Aboriginal person" includes a person who is a First Nations person, a Métis person or an Inuit person; "account-holder" means a consumer who has an account with a distributor that falls within a residential-rate classification as specified in a rate order made by the Ontario Energy Board under section 78 of the Act, and who lives at the service address to which the account relates for at least six months in a year; "electricity-intensive medical device" means an oxygen concentrator, a mechanical ventilator, or such other device as

may be specified by the Ontario Energy Board;

"household" means the account-holder and any other people living at the accountholder's service address for at least six months in a year, including people other than the account-holder's spouse, children or other relatives; "household income" means the combined annual after-tax income of all members of a household aged 16 or over;

#### MONTHLY RATES AND CHARGES

#### **Class A**

(a) account-holders with a household income of \$28,000 or less living in a household of one or two persons; (b) account-holders with a household income of between \$28,001 and \$39,000 living in a household of three persons; (c) account-holders with a household income of between \$39,001 and \$48,000 living in a household of five persons; (d) account-holders with a household income of between \$48,001 and \$52,000 living in a household of seven or more persons; but does not include account-holders in Class E. **OESP** Credit \$ (30.00)Class B (a) account-holders with a household income of \$28,000 or less living in a household of three persons; (b) account-holders with a household income of between \$28,001 and \$39,000 living in a household of four persons; (c) account-holders with a household income of between \$39,001 and \$48,000 living in a household of six persons; but does not include account-holders in Class F. **OESP** Credit \$ (34.00)Class C (a) account-holders with a household income of \$28,000 or less living in a household of four persons;

(b) account-holders with a household income of between \$28,001 and \$39,000 living in a household of five persons; (c) account-holders with a household income of between \$39,001 and \$48,000 living in a household of seven or more persons;

but does not include account-holders in Class G. OESP Credit
(38.00)

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

EB-2015-0269

# **ONTARIO ELECTRICITY SUPPORT PROGRAM RECIPIENTS**

### Class D

<ul> <li>(a) account-holders with a household income of \$28,000 or less living in a household of five persons;</li> <li>(b) account-holders with a household income of between \$28,001 and \$39,000 living in a household of six per but does not include account-holders in Class H.</li> </ul>	ersons;	
OESP Credit	\$	(42.00)
Class E Class E comprises account-holders with a household income and household size described under Class A who also meet any of the following conditions: (a) the dwelling to which the account relates is heated primarily by electricity; (b) the account-holder or any member of the account-holder's household is an Aboriginal person; or (c) the account-holder or any member of the account-holder's household regularly uses, for medical purpose an electricity-intensive medical device at the dwelling to which the account relates. OESP Credit	s, \$	(45.00)
<ul> <li>Class F</li> <li>(a) account-holders with a household income of \$28,000 or less living in a household of six or more persons;</li> <li>(b) account-holders with a household income of between \$28,001 and \$39,000 living in a household of sever or more persons; or</li> <li>(c) account-holders with a household income and household size described under Class B who also meet an of the following conditions: <ul> <li>i. the dwelling to which the account relates is heated primarily by electricity;</li> <li>ii. the account-holder or any member of the account-holder's household is an Aboriginal person; or</li> <li>iii. the account-holder or any member of the account-holder's household regularly uses, for medical purpor an electricity-intensive medical device at the dwelling to which the account relates.</li> </ul> </li> </ul>	и У	(50.00)
<ul> <li>Class G</li> <li>Class G comprises account-holders with a household income and household size described under Class C who also meet any of the following conditions:</li> <li>(a) the dwelling to which the account relates is heated primarily by electricity;</li> <li>(b) the account-holder or any member of the account-holder's household is an Aboriginal person; or</li> <li>(c) the account-holder or any member of the account-holder's household regularly uses, for medical purpose an electricity-intensive medical device at the dwelling to which the account relates.</li> <li>OESP Credit</li> </ul>	s, \$	(55.00)
<ul> <li>Class H</li> <li>Class H comprises account-holders with a household income and household size described under Class D who also meet any of the following conditions:</li> <li>(a) the dwelling to which the account relates is heated primarily by electricity;</li> <li>(b) the account-holder or any member of the account-holder's household is an Aboriginal person; or</li> <li>(c) the account-holder or any member of the account-holder's household regularly uses, for medical purpose an electricity-intensive medical device at the dwelling to which the account relates.</li> <li>OESP Credit</li> </ul>	s, \$	(60.00)
Class I Class I comprises account-holders with a household income and household size described under paragraphs (a) or (b) of Class F who also meet any of the following conditions: (a) the dwelling to which the account relates is heated primarily by electricity; (b) the account-holder or any member of the account-holder's household is an Aboriginal person; or (c) the account-holder or any member of the account-holder's household regularly uses, for medical purpose an electricity-intensive medical device at the dwelling to which the account relates. OESP Credit	s, \$	(75.00)

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### Hydro One Networks Inc. Former Norfolk Power Distribution Inc. Service Area TARIFF OF RATES AND CHARGES Effective and Implementation Date February 1, 2016

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

EB-2015-0269

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

This classification applies to a non residential 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. 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board approval, such as the Debt Retirement Charge, the Global Adjustment and the HST.

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

Rate Rider for Recovery of Residual Historical Smart Meter Costs – effective until April 30, 2016\$ 3.42Rate Rider for Recovery of Stranded Meter Assets – effective until April 30, 2016\$ 0.93Rate Rider for Smart Metering Entity Charge – effective until October 31, 2018\$ 0.79Rate Rider per Acquisition Agreement – effective until September 7, 2019\$ (0.74)Distribution Volumetric Rate\$/kWh0.0156
Rate Rider for Smart Metering Entity Charge – effective until October 31, 2018\$ 0.79Rate Rider per Acquisition Agreement – effective until September 7, 2019\$ (0.74)Distribution Volumetric Rate\$/kWh
Rate Rider per Acquisition Agreement – effective until September 7, 2019\$ (0.74)Distribution Volumetric Rate\$/kWh0.0156
Distribution Volumetric Rate \$/kWh 0.0156
Low Voltage Service Rate \$/kWh 0.0008
Rate Rider per Acquisition Agreement – effective until September 7, 2019 \$/kWh (0.0003)
Rate Rider for Application of Tax Change – in effect until the effective date of the next Cost of
Service based Rate Order \$/kWh 0.0001
Retail Transmission Rate – Network Service Rate         \$/kWh         0.0062
Retail Transmission Rate – Line and Transformation Connection Service Rate         \$/kWh         0.0028

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

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

EB-2015-0269

### **GENERAL SERVICE 50 to 4,999 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 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

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

Service Charge	\$	245.55
Rate Rider for Recovery of Residual Historical Smart Meter Costs – effective until April 30, 2016	\$	(1.03)
Rate Rider for Recovery of Stranded Meter Assets – effective until April 30, 2016	\$	0.93
Rate Rider per Acquisition Agreement – effective until September 7, 2019	\$	(3.61)
Distribution Volumetric Rate	\$/kW	3.9602
Low Voltage Service Rate	\$/kW	0.3050
Rate Rider per Acquisition Agreement – effective until September 7, 2019	\$/kW	(0.0583)
Low Voltage Rate Rider per Acquisition Agreement – effective until September 7, 2019	\$/kW	(0.0030)
Rate Rider for Application of Tax Change – in effect until the effective date of the next Cost of		
Service based Rate Order	\$/kW	0.0211
Retail Transmission Rate – Network Service Rate	\$/kW	2.4951
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.1102

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

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### Hydro One Networks Inc. Former Norfolk Power Distribution Inc. Service Area TARIFF OF RATES AND CHARGES Effective and Implementation Date February 1, 2016

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

EB-2015-0269

### UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification applies 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 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

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Service Charge Rate Rider per Acquisition Agreement – effective until September 7, 2019 Distribution Volumetric Rate Low Voltage Service Rate	\$ \$ \$/kWh \$/kWh	15.49 (0.22) 0.0087 0.0008
Rate Rider per Acquisition Agreement – effective until September 7, 2019	\$/kWh	(0.0001)
Rate Rider for Application of Tax Change – in effect until the effective date of the next Cost of Service based Rate Order Retail Transmission Rate – Network Service Rate	\$/kWh \$/kWh	0.0002 0.0062
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0028
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 Charge (OESP)	\$/kWh	0.0011
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

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

EB-2015-0269

### SENTINEL LIGHTING SERVICE CLASSIFICATION

This classification refers to accounts that are 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

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

Service Charge	\$	6.53
Rate Rider per Acquisition Agreement – effective until September 7, 2019	\$	(0.09)
Distribution Volumetric Rate	\$/kW	19.4330
Low Voltage Service Rate	\$/kW	0.2407
Rate Rider per Acquisition Agreement – effective until September 7, 2019	\$/kW	(0.2862)
Low Voltage Rate Rider per Acquisition Agreement – effective until September 7, 2019	\$/kW	(0.0024)
Rate Rider for Application of Tax Change – in effect until the effective date of the next Cost of		
Service based Rate Order	\$/kW	0.2079
Retail Transmission Rate – Network Service Rate	\$/kW	1.8913
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	0.8762

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

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### Hydro One Networks Inc. Former Norfolk Power Distribution Inc. Service Area TARIFF OF RATES AND CHARGES Effective and Implementation Date February 1, 2016

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

EB-2015-0269

### STREET LIGHTING SERVICE CLASSIFICATION

This classification applies to an account for roadway lighting with a Municipality, Regional Municipality, Ministry of Transportation and private roadway lighting, controlled by photo cells. The consumption for these customers will be based on the calculated connected load times the required lighting times established in the approved Ontario Energy Board 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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.

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Service Charge (per connection)	\$	1.97
Rate Rider per Acquisition Agreement – effective until September 7, 2019	\$	(0.03)
Distribution Volumetric Rate	\$/kW	7.4269
Low Voltage Service Rate	\$/kW	0.2358
Rate Rider per Acquisition Agreement – effective until September 7, 2019	\$/kW	(0.1094)
Low Voltage Rate Rider per Acquisition Agreement – effective until September 7, 2019	\$/kW	(0.0024)
Rate Rider for Application of Tax Change – in effect until the effective date of the next Cost of		
Service based Rate Order	\$/kW	0.0655
Retail Transmission Rate – Network Service Rate	\$/kW	1.8818
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	0.8583
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 Charge (OESP)	\$/kWh	0.0011
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

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

EB-2015-0269

### EMBEDDED DISTRIBUTOR SERVICE CLASSIFICATION

This classification applies to an electricity distributor licensed by the Ontario Energy Board, and provided electricity by means of Norfolk Power Distribution Inc.'s distribution facilities. 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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.

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Service Charge (per connection)	\$	616.86
Rate Rider per Acquisition Agreement – effective until September 7, 2019	\$/kW	(9.09)
Retail Transmission Rate – Network Service Rate	\$/kW	0.0000
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	0.0000
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 Charge (OESP)	\$/kWh	0.0011
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

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### Hydro One Networks Inc. Former Norfolk Power Distribution Inc. Service Area TARIFF OF RATES AND CHARGES Effective and Implementation Date February 1, 2016

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

EB-2015-0269

# microFIT SERVICE CLASSIFICATION

This classification applies to an electricity generation facility contracted under the Independent Electricity System Operator'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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

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Service Charge	\$	5.40
ALLOWANCES		
Transformer Allowance for Ownership - per kW of billing demand/month Primary Metering Allowance for transformer losses – applied to measured demand and energy	\$/kW %	(0.60) (1.00)

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

EB-2015-0269

### 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

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Customer Administration		
Arrears certificate	\$	15.00
Statement of account	\$	15.00
Pulling post-dated cheques	\$	15.00
Duplicate invoices for previous billing	\$	15.00
Request for other billing information	\$	15.00
Easement letter	\$	15.00
Income tax letter	\$	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
Legal letter charge	\$	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
Collection of account charge – no disconnection – after regular hours	\$	165.00
Disconnect/Reconnect at meter – during regular hours	\$\$ \$\$ \$\$ \$\$ \$\$ \$\$ \$\$ \$\$	65.00
Disconnect/Reconnect at meter – after regular hours	\$	185.00
Disconnect/Reconnect at pole – during regular hours	\$	185.00
Disconnect/Reconnect at pole – after regular hours	\$	415.00
Install/remove load control device – during regular hours	\$	65.00
Install/remove load control device – after regular hours	\$	185.00
Other		
Service call – customer-owned equipment	\$	30.00
Service call – after regular hours	\$ \$ \$	165.00
Specific charge for access to the power poles – per pole/year	\$	22.35
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This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors

EB-2015-0269

### **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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Ontario Energy Board, and amendments thereto as approved by the Ontario Energy 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 Monthly Fixed Charge, per retailer	\$ \$	100.00 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	1.0564
Total Loss Factor – Secondary Metered Customer > 5,000 kW	1.0564
Total Loss Factor – Primary Metered Customer < 5,000 kW	1.0464
Total Loss Factor – Primary Metered Customer > 5,000 kW	1.0464