

DECISION AND RATE ORDER EB-2018-0027

E.L.K. ENERGY INC.

Application for rates and other charges to be effective May 1, 2019

By Delegation, Before: Theodore Antonopoulos

March 28, 2019

1 INTRODUCTION AND SUMMARY

Through this Decision and Order, the Ontario Energy Board (OEB) approves the incentive rate-setting mechanism (IRM) application filed by E.L.K. Energy Inc. (E.L.K. Energy) on November 5, 2018, as amended during the course of the proceeding.

E.L.K. Energy serves about 11,800 mostly residential and commercial electricity customers in the towns of Essex, Lakeshore and Kingsville. The company is seeking the OEB's approval for the rates it charges to distribute electricity to its customers, as is required of licenced and rate-regulated distributors in Ontario.

A distributor may choose one of three rate-setting methodologies approved by the OEB. Each of these is explained in the OEB's <u>Chapter 3 Filing Requirements for Incentive</u> <u>Rate-Setting Applications</u> (Filing Requirements).

E.L.K. Energy's application is based on the Annual IR Index option to set rates for 2019. The Annual IR Index is based on inflation less the OEB's highest stretch factor assessment of a distributor's efficiency. In accordance with the OEB-approved 2019 parameters for an Annual IR Index adjustment, E.L.K. Energy applied for an increase of 0.90% to distribution rates.

As a result of the OEB's findings in this Decision, there will be a monthly total bill decrease before taxes of \$0.34 for a residential customer consuming 750 kWh, effective May 1, 2019.

E.L.K. Energy has also applied to change the composition of its distribution service rates. Residential distribution service rates currently include a fixed monthly charge and a variable usage charge. In 2015, the OEB issued a policy to transition these rates to a fully fixed structure over a four-year period beginning in 2016. Accordingly, in 2019 the final upward adjustment, exceeding the mechanistic adjustment alone, in this decision has been made and now the distribution rates have transitioned to a fully fixed structure. There is no longer a variable usage rate for this class of customer. This policy change does not affect the total revenue that distributors collect from residential customers.

2 THE PROCESS

¹ OEB Policy – "A New Distribution Rate Design for Residential Electricity Customers." EB-2012-0410, April 2, 2015.

This Decision is being issued by delegated authority, without a hearing, under section 6 of the *Ontario Energy Board Act*, 1998 (the OEB Act).

The OEB follows a standardized and streamlined process for IRM applications filed under the Annual IR Index option. In each adjustment year of an Annual IR Index term, the OEB prepares a Rate Generator Model that includes information from the distributor's past proceedings and annual reporting requirements. A distributor will then review and complete the Rate Generator Model and include it with its application. During the course of the proceeding, the Rate Generator Model will also be updated or corrected, as required. The Rate Generator Model updates base rates, retail transmission service rates and, if applicable, shared tax saving adjustments. It also calculates rate riders for the disposition of deferral and variance account balances.

E.L.K. Energy filed its application on November 5, 2018, under section 78 of the OEB Act and in accordance with the Filing Requirements. E.L.K. Energy supported its application with written evidence and a completed Rate Generator Model. Questions were asked of, and answers were provided by, E.L.K. Energy through emails and phone calls with the OEB. Based on this information, a draft decision was prepared and provided to E.L.K. Energy on March 22, 2019. E.L.K. Energy was given the opportunity to provide its comments on the draft for consideration prior to the OEB issuing this Decision.

3 ORGANIZATION OF THE DECISION

In this Decision, the OEB addresses the following issues and provides reasons for approving or denying E.L.K. Energy's proposals relating to each of them:

- Price Cap Adjustment
- Shared Tax Adjustments
- Retail Transmission Service Rates
- Group 1 Deferral and Variance Accounts
- Residential Rate Design

In the final section, the OEB addresses the steps to implement the final rates that flow from this Decision.

This Decision does not address rates and charges approved by the OEB in previous proceedings which are not part of the scope of an IRM proceeding (such as specific

service charges² and loss factors). No further approvals are required to continue to include these items on a distributor's Tariff of Rates and Charges.

4 PRICE CAP ADJUSTMENT

E.L.K. Energy seeks to increase its rates, effective May 1, 2019, based on a mechanistic rate adjustment using the OEB-approved *inflation minus X-factor* formula applicable to Annual IR Index applications.

The components of the Annual Index IR adjustment formula applicable to E.L.K. Energy are set out in Table 4.1, below. Inserting these components into the formula results in a 0.90% increase to E.L.K. Energy's rates: 0.90% = 1.50% - (0.00% + 0.60%).

ComponentsAmountInflation Factor31.50 %X-FactorProductivity40.00%Stretch $(0.00\% - 0.60\%)^5$ 0.60%

Table 4.1: Annual Index IR Adjustment Formula

The inflation factor of 1.50% applies to all Annual IR Index applications for the 2019 rate year.

The X-factor is the sum of the productivity factor and the stretch factor. It is a productivity offset that will vary among different groupings of distributors. Subtracting the X-factor from inflation ensures that rates decline in real, constant-dollar terms, providing distributors with a tangible incentive to improve efficiency or else experience

² The most recent proceedings where approval was granted to change specific service charges are the Report of the OEB – "Wireline Pole Attachment Charges" EB-2015-0304, Issued March 22, 2018 and the Decision and Order on Energy Retail Service Charges EB-2015-0304, Issued on February 14, 2019.

³ For 2019 Inflation factor see Ontario Energy Board 2019 Electricity Distribution Rate applications - Updates November 23, 2018.

⁴ Report of the OEB – "Rate Setting Parameters and Benchmarking under the Renewed Regulatory Framework for Ontario's Electricity Distributors" EB-2010-0379, Issued November 21, 2013, corrected December 4, 2013.

⁵ The stretch factor groupings are based on the Report to the Ontario Energy Board – "Empirical Research in Support of Incentive Rate-Setting: 2017 Benchmarking Update", prepared by Pacific Economics Group LLC., August 2018.

declining net income.

The productivity component of the X-factor is based on industry conditions over a historical study period and applies to all Annual IR Index applications for the 2019 rate year.

The OEB has established five stretch factor groupings, each within a range from 0.00% to 0.60%. The stretch factor assigned to any particular distributor is based on the distributor's total cost performance as benchmarked against other distributors in Ontario. The most efficient distributor would be assigned the lowest stretch factor of 0.00%. Conversely, a higher stretch factor would be applied to a less efficient distributor (in accordance with its cost performance relative to expected levels) to reflect the incremental productivity gains that the distributor is expected to achieve. For Annual IR Index applications, the OEB applies a default stretch factor of 0.60%.

Findings

The OEB finds that E.L.K. Energy's request for a 0.90% rate adjustment is in accordance with the annually updated parameters set by the OEB. The adjustment is approved, and E.L.K. Energy's new rates shall be effective May 1, 2019.

The adjustment applies to distribution rates (fixed and variable charges) uniformly across all customer classes.⁶

5 SHARED TAX ADJUSTMENTS

In any adjustment year of an Annual IR Index term, a change in legislation may result in a change to the amount of taxes payable by a distributor. For IRM applications, the OEB has long held that a 50/50 sharing of the impact of legislated tax changes between shareholders and ratepayers is appropriate in these situations. The shared tax change amount, whether in the form of a credit or a debit, will be assigned to customer rate classes in the same proportions as the OEB-approved distribution revenue by rate class from a distributor's last cost of service proceeding.

The application identifies a total tax change of \$15,876, resulting in a shared amount of

⁶ Price Cap IR and Annual IR Index adjustments do not apply to the following rates and charges: rate riders, rate adders, low voltage service charges, retail transmission service rates, wholesale market service rate, smart metering entity charge, rural or remote electricity rate protection charge, standard supply service – administrative charge, transformation and primary metering allowances, loss factors, specific service charges, microFIT charge, and retail service charges.

\$7,938 to be collected from rate payers. Since the allocated tax sharing amount does not produce a rate rider in one or more rate classes, the Rate Generator Model does not compute rate riders and distributors are therefore required to transfer the entire OEB-approved tax sharing amount into Account 1595 for disposition at a later date.

Findings

The allocated tax sharing amount of \$7,938 does not produce a rate rider in one or more rate classes. The OEB therefore directs E.L.K. Energy to record the OEB-approved tax sharing debit amount of \$7,983 into Account 1595, Sub-account Principal Balances Approved for Disposition in 2019by June 30, 2019 for disposition at a later date.

6 RETAIL TRANSMISSION SERVICE RATES

Distributors charge retail transmission service rates (RTSRs) to their customers to recover the amounts they pay to a transmitter, a host distributor or both for transmission services. All transmitters charge Uniform Transmission Rates (UTRs) approved by the OEB to distributors connected to the transmission system. Host distributors charge host-RTSRs to distributors embedded within the host's distribution system.

E.L.K. Energy is fully embedded within Hydro One Network Inc.'s distribution system and is requesting approval to adjust the RTSRs that it charges its customers to reflect the rates that it pays for transmission services included in Table 6.1.

Table 6.1: Hydro One Networks Inc. Sub-Transmission Host-RTSRs⁷

Current Approved Sub-Transmission Host-RTSRs (2018)	per kW
Network Service Rate	\$3.19
Connection Service Rates	
Line Connection Service Rate	\$0.77
Transformation Connection Service Rate	\$1.75

Findings

⁷ Decision and Rate Order, EB-2016-0081, December 21, 2016

E.L.K. Energy's proposed adjustment to its RTSRs is approved. The RTSRs were adjusted based on the current host-RTSRs.

The differences resulting from the approval of new 2019 RTSRs will be captured in Accounts 1584 and 1586 for future disposition.

7 GROUP 1 DEFERRAL AND VARIANCE ACCOUNTS

In each year of an IRM term, the OEB will review a distributor's Group 1 deferral and variance accounts in order to determine whether their total balance should be disposed. DEB policy requires that Group 1 accounts be disposed if they exceed (as a debit or credit) a pre-set disposition threshold of \$0.001 per kWh, unless a distributor justifies why balances should not be disposed. If the balance does not exceed the threshold, a distributor may elect to request disposition.

The 2017 actual year-end total balance for E.L.K. Energy's Group 1 accounts including interest projected to April 30, 2019 is a debit of \$1,107,270. This amount represents a total debit claim of \$0.005 per kWh, which exceeds the disposition threshold. E.L.K. Energy proposes the disposition of this debit amount over a one-year period.

In E.L.K. Energy's 2017 rate proceeding, the OEB accepted a settlement proposal between participating parties, which formed a part of the OEB's Decision and Order.¹⁰ Among other things, the settlement proposal provided that Group 1 accounts would be disposed as at December 31, 2015, with the exception of Accounts 1588 and 1589. Accounts 1588 and 1589 were to be included as part of a regulatory audit to be completed before E.L.K. Energy files its next cost of service rebasing application for 2022 rates.¹¹ Since the regulatory audit has not been conducted yet, E.L.K. Energy is not requesting to dispose of these accounts in this proceeding.

The balance of the Group 1 accounts includes a credit balance of \$13,635 for the refund of Capacity Based Recovery (CBR) charges for Class B customers related to the

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⁸ Group 1 accounts track the differences between the costs that a distributor is billed for certain IESO and host distributor services (including the cost of power) and the associated revenues that the distributor receives from its customers for these services. The total net difference between these costs and revenues is disposed to customers through a temporary charge or credit known as a rate rider.
⁹ Report of the OEB on Electricity Distributors' "Deferral and Variance Account Review Initiative" July 31,

¹⁰ Decision and Order, EB-2016-0066, November 2, 2017

¹¹ Ibid.

IESO's wholesale energy market for Capacity Based Recovery program. Distributors pay CBR charges to the IESO and record these to a dedicated sub-account. The disposition of this sub-account is impacted by whether or not a distributor had any customers who were part of Class A during the period from January 2017 to December 2017. The disposition is also impacted by whether or not the Class B CBR rate riders in the 2019 IRM Rate Generator Model¹² rounds to zero at the fourth decimal place in one or more rate classes.

E.L.K. Energy had a Class A customer during the period from July 2017 to December 2017 so it applied to have the balance of this account disposed through a separate kWh rate rider for Class B customers in order to ensure proper allocation between Class A and Class B customers.

As a customer was reclassified between Class A and Class B during the period from January 2017 to December 2017, E.L.K. Energy requested refunding of a portion of CBR Class B costs by way of 12 equal installments.¹³

The remaining Group 1 accounts being sought for disposition, through the general Deferral and Variance Account rate rider, include the following flow through variance accounts: Low Voltage Charges, Smart Meter Entity Charges, Wholesale Market Service Charges, Retail Transmission Service Charges and Account 1595 residual balances. These Group 1 accounts have a total debit balance of \$1,120,905, which results in a charge to customers.

In this proceeding, E.L.K. Energy is proposing to dispose of Account 1595 (2016), in the amount of \$516,108. E.L.K. Energy submits that this balance was mainly caused by the misallocation of a portion of the Global Adjustment (GA) balance to the Embedded Distributor rate class during its 2017 rate proceeding. L.K. Energy notes that the Embedded Distributor rate class is handled similar to Class A customers and a true-up between preliminary and actual GA costs is done on a monthly basis, leaving no GA variance for this class. In addition, the Account 1595 (2016) balance was also partially caused by an incorrect application of the GA rate rider to only a subset of non-RPP customers in the GS>50kW rate class, leading to a shortfall in recovery amount.

In response to OEB staff questions, E.L.K. Energy confirmed that \$477,538 of the balance in Account 1595 (2016) pertains to the GA rate rider and that this amount should be collected from non-RPP customers only. In addition, \$38,570 pertains to the

¹² 2019 IRM Rate Generator Model, Tab 6.2 "CBR B".

¹³ 2019 IRM Rate Generator Model Tab 6.2 "CBR Allocation".

¹⁴ Decision and Order, EB-2016-0066, November 2, 2017.

¹⁵ Ibid.

Group 1 account rate rider and this amount should be collected from all customers and allocated as per the Group 1 disposition in its 2016 rate proceeding.¹⁶

In order to dispose of the amount pertaining to non-RPP customers appropriately, \$477,538 was removed from Account 1595 (2016) and added to Account 1589 RSVA GA in the Rate Generator Model.

The balances proposed for disposition reconcile with the amounts reported as part of the OEB's *Electricity Reporting and Record-Keeping Requirements.*¹⁷ E.L.K. Energy further notes that its proposal for a one-year disposition period is in accordance with the OEB's policy. ¹⁸

Last year, the OEB suspended its approvals of Group 1 rate riders on a final basis. As stated in its letter to the sector dated July 20, 2018, the OEB will determine whether the riders will be approved on an interim basis or not approved at all (i.e. no disposition of account balances) on a case by case basis until further notice.¹⁹

Findings

The OEB approves the disposition of a debit balance of \$1,107,270 as of December 31, 2017, including interest projected to April 30, 2019 for Group 1 accounts on an interim basis.

The following table identifies the principal and interest amounts which the OEB approves for disposition.

¹⁶ Decision and Rate Order EB-2015-0064, March 17, 2016.

¹⁷ Electricity Reporting and Record Keeping Requirements, Version dated May 3, 2016.

¹⁸ Report of the OEB – "Electricity Distributors' Deferral and Variance Account Review Initiative (EDDVAR)." EB-2008-0046, July 31, 2009.

¹⁹ OEB letter to all rate-regulated licensed electricity distributors, Re: OEB's Plan to Standardize Processes to Improve Accuracy of Commodity Pass-Through Variance Accounts, July 20, 2018.

Table 7.1: Group 1 Deferral and Variance Account Balances

Account Name	Account Number	Principal Balance (\$) A	Interest Balance (\$) B	Total Claim (\$) C=A+B
LV Variance Account	1550	349,967	5,531	355,497
Smart Meter Entity Variance Charge	1551	3,154	5	3,159
RSVA - Wholesale Market Service Charge	1580	(317,878)	(5,498)	(323,375)
Variance WMS - Sub- account CBR Class B	1580	(13,368)	(267)	(13,635)
RSVA - Retail Transmission Network Charge	1584	219,024	852	219,876
RSVA - Retail Transmission Connection Charge	1586	347,041	2,599	349,641
Disposition and Recovery of Regulatory Balances (2016)*	1595	520,794	(4,686)	516,108
Totals for all Group 1 a	occounts	1,108,734	(1,464)	1,107,270

^{*}As discussed above, \$477,538 was transferred from Account 1595 (2016) to Account 1589 RSVA Global Adjustment in the IRM model in order to recover costs from non-RPP customers.

The balance of each of the Group 1 accounts approved for disposition shall be transferred to the applicable principal and interest carrying charge sub-accounts of Account 1595. Such transfer shall be pursuant to the requirements specified in Article 220, Account Descriptions, of the *Accounting Procedures Handbook for Electricity Distributors*. The date of the transfer must be the same as the effective date for the associated rates, which is, generally, the start of the rate year. E.L.K. Energy shall ensure these adjustments are included in the reporting period ending June 30, 2019 (Quarter 2).

The OEB approves these balances to be disposed through interim rate riders and payments as calculated in the Rate Generator Model. The interim rate riders and

²⁰ Accounting Procedures Handbook for Electricity Distributors, effective January 1, 2012.

payments will be in effect over a one-year period from May 1, 2019 to April 30, 2020.²¹ The OEB expects E.L.K. Energy, in a subsequent rates proceeding, to support the balances proposed for disposition in the commodity accounts by addressing any outcomes of the audit, any concerns expressed by the OEB in its prior rates decisions and to provide a summary of any adjustments made to the subject accounts with clear explanations for the nature of each adjustment.

8 RESIDENTIAL RATE DESIGN

All residential distribution rates currently include a fixed monthly charge and a variable usage charge. The OEB's residential rate design policy stipulates that distributors will transition residential customers to a fully fixed monthly distribution service charge over a four-year period, beginning in 2016.²² This is the last year of E.L.K. Energy's transition period and, accordingly, 2019 is the final year in which E.L.K. Energy's rates will be adjusted upwards by more than the mechanistic adjustment alone. E.L.K. Energy has transitioned to a fully fixed structure.

The OEB expects an applicant to apply two tests to evaluate whether mitigation of bill impacts for customers is required during the transition period. Mitigation usually takes the form of a lengthening of the transition period. The first test is to calculate the change in the monthly fixed charge, and to consider mitigation if it exceeds \$4. The second is to calculate the total bill impact of the proposals in the application for low volume residential customers (defined as those residential RPP customers whose consumption is at the 10th percentile for the class). Mitigation may be required if the bill impact related to the application exceeds 10% for these customers.

E.L.K. Energy notes that the implementation of the transition results in an increase to the fixed charge prior to the price cap adjustment of \$1.68. The bill impacts arising from the proposals in this application, including the fixed rate change, are below 10% for low volume residential customers.

Findings

The distributor has now completed its transition to a fully fixed rate structure.

The OEB finds that the proposed 2019 increase to the monthly fixed charge is calculated in accordance with the OEB's residential rate design policy. The results of the

²¹ 2019 IRM Rate Generator Model Tab 6.1 GA, Tab 6.1a GA Allocation, Tab 6.2 CBR B, Tab 6.2a CBR Allocation and Tab 7 Calculation of Def-Var RR.

²² As outlined in the Policy cited at footnote 1 above.

monthly fixed charge, and total bill impact for low consumption residential consumers demonstrate that no mitigation is required. The OEB approves the increase as proposed by the applicant and calculated in the final Rate Generator Model.

9 IMPLEMENTATION AND ORDER

This Decision is accompanied by a Rate Generator Model, applicable supporting models, and a Tariff of Rates and Charges (Schedule A).

Model entries were reviewed in order to ensure that they are in accordance with E.L.K. Energy's last cost of service decision, and to ensure that the 2018 OEB-approved Tariff of Rates and Charges, as well as the cost, revenue and consumption results from 2017, are as reported by E.L.K. Energy to the OEB.

The Rate Generator Model was adjusted, where applicable, to correct any discrepancies. The Rate Generator Model incorporates the rates set out in the following table.

Table 9.1: Regulatory Charges

Rate	per kWh
Rural or Remote Electricity Rate Protection (RRRP)	\$0.0005
Wholesale Market Service (WMS) billed to Class A and B Customers	\$0.0030
Capacity Based Recovery (CBR) billed to Class B Customers	\$0.0004

Each of these rates is a component of the "Regulatory Charge" on a customer's bill, established annually by the OEB through a separate, generic order. The RRRP, WMS and CBR rates were set by the OEB on December 20, 2018.²³

The Smart Metering Entity Charge is a component of the "Distribution Charge" on a customer's bill, established by the OEB through a separate order. The Smart Metering Entity Charge was set by the OEB on March 1, 2018.²⁴

²³ Decision and Order, EB-2018-0294, December 20, 2018.

²⁴ Decision and Order, EB-2017-0290, March 1, 2018.

THE ONTARIO ENERGY BOARD ORDERS THAT

The Tariff of Rates and Charges set out in Schedule A of this Decision and Rate
Order is approved effective May 1, 2019 for electricity consumed or estimated to
have been consumed on and after such date. E.L.K. Energy Inc. shall notify its
customers of the rate changes no later than the delivery of the first bill, reflecting the
new final and interim rates.

DATED at Toronto, March 28, 2019 **ONTARIO ENERGY BOARD**

Original signed by

Kirsten Walli Board Secretary

Schedule A

To Decision and Rate Order

Tariff of Rates and Charges

OEB File No: EB-2018-0027

DATED: March 28, 2019

Effective and Implementation Date May 1, 2019

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

EB-2018-0027

RESIDENTIAL SERVICE CLASSIFICATION

This classification refers to a service which is less than 50 kW supplied to a single family dwelling unit that is for domestic or household purposes, including seasonal occupancy. At E.L.K.'s discretion, residential rates may be applied to apartment buildings with 6 or less units by simple application of the residential rate or by blocking the residential rate by the number of units. 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. 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 Ontario Energy Board approval, such as the Global Adjustment and the HST.

Service Charge	\$	18.80
· ·	•	
Smart Metering Entity Charge - effective until December 31, 2022	\$	0.57
Low Voltage Service Rate	\$/kWh	0.0012
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Approved on an Interim Basis	\$/kWh	0.0029
Rate Rider for Disposition of Capacity Based Recovery Account (2019) - effective until April 30, 2020 Applicable only for Class B Customers - Approved on an Interim Basis	\$/kWh	(0.0001)
Rate Rider for Disposition of Account 1595 (2016) Applicable only for Non-RPP Customers - effective until April 30, 2020 - Approved on an Interim Basis	\$/kWh	0.0125
Rate Rider for Disposition of Account 1595 (2017) Applicable only for Non-RPP Customers - effective until April 30, 2022	\$/kWh	0.0045
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0072
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0053
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date May 1, 2019

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

EB-2018-0027

GENERAL SERVICE LESS THAN 50 KW SERVICE CLASSIFICATION

This classification refers to premises other than those designated as residential and do not exceed 50 kW in any month of the year. This includes multi-unit residential establishments such as apartment buildings supplied through one service (bulk-metered). 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. 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 Ontario Energy Board approval, such as the Global Adjustment and the HST.

Service Charge	\$	16.22
· ·	\$	0.57
Smart Metering Entity Charge - effective until December 31, 2022	Ф	0.57
Distribution Volumetric Rate	\$/kWh	0.0051
Low Voltage Service Rate	\$/kWh	0.0011
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020		
- Approved on an Interim Basis	\$/kWh	0.0029
Rate Rider for Disposition of Capacity Based Recovery Account (2019) - effective until April 30, 2020		
Applicable only for Class B Customers - Approved on an Interim Basis	\$/kWh	(0.0001)
Rate Rider for Disposition of Account 1595 (2016)		
Applicable only for Non-RPP Customers - effective until April 30, 2020 - Approved on an Interim Basis	\$/kWh	0.0125
Rate Rider for Disposition of Account 1595 (2017)		
Applicable only for Non-RPP Customers - effective until April 30, 2022	\$/kWh	0.0045
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0063
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0046
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date May 1, 2019

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

EB-2018-0027

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

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. 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.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of WMS - Sub-account CBR Class B is not applicable to wholesale market participants (WMP), customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new Class B customers.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of Global Adjustment is only applicable to non-RPP Class B customers. It is not applicable to wholesale market participants (WMP), customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new non-RPP Class B customers.

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 Global Adjustment and the HST.

Service Charge	\$	192.36
Distribution Volumetric Rate	\$/kW	1.6274
Low Voltage Service Rate	\$/kW	0.4332
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Approved on an Interim Basis	\$/kW	0.7485
Rate Rider for Disposition of Capacity Based Recovery Account (2019) - effective until April 30, 2020 Applicable only for Class B Customers - Approved on an Interim Basis	\$/kW	(0.0144)
Rate Rider for Disposition of Account 1595 (2016) Applicable only for Non-RPP Customers - effective until April 30, 2020 - Approved on an Interim Basis	\$/kWh	0.0125
Rate Rider for Disposition of Account 1595 (2017) Applicable only for Non-RPP Customers - effective until April 30, 2022	\$/kWh	0.0045
Rate Rider for Disposition of Account 1595 (2017) Applicable only for Non-RPP Customers excluding Wholesale Market Participant customers, and those customers who paid a Rate Rider for the Disposition of Global Adjustment for a minimum of		
12 months - effective until April 30, 2022	\$/kWh	0.0056
Retail Transmission Rate - Network Service Rate	\$/kW	2.6428
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.8887
	Distribution Volumetric Rate Low Voltage Service Rate Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Approved on an Interim Basis Rate Rider for Disposition of Capacity Based Recovery Account (2019) - effective until April 30, 2020 Applicable only for Class B Customers - Approved on an Interim Basis Rate Rider for Disposition of Account 1595 (2016) Applicable only for Non-RPP Customers - effective until April 30, 2020 - Approved on an Interim Basis Rate Rider for Disposition of Account 1595 (2017) Applicable only for Non-RPP Customers - effective until April 30, 2022 Rate Rider for Disposition of Account 1595 (2017) Applicable only for Non-RPP Customers excluding Wholesale Market Participant customers, and those customers who paid a Rate Rider for the Disposition of Global Adjustment for a minimum of 12 months - effective until April 30, 2022 Retail Transmission Rate - Network Service Rate	Distribution Volumetric Rate \$/kW Low Voltage Service Rate \$/kW Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Approved on an Interim Basis \$/kW Rate Rider for Disposition of Capacity Based Recovery Account (2019) - effective until April 30, 2020 Applicable only for Class B Customers - Approved on an Interim Basis \$/kW Rate Rider for Disposition of Account 1595 (2016) Applicable only for Non-RPP Customers - effective until April 30, 2020 - Approved on an Interim Basis \$/kWh Rate Rider for Disposition of Account 1595 (2017) Applicable only for Non-RPP Customers - effective until April 30, 2022 \$/kWh Rate Rider for Disposition of Account 1595 (2017) Applicable only for Non-RPP Customers excluding Wholesale Market Participant customers, and those customers who paid a Rate Rider for the Disposition of Global Adjustment for a minimum of 12 months - effective until April 30, 2022 \$/kWh Retail Transmission Rate - Network Service Rate \$/kW

Effective and Implementation Date May 1, 2019

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

EB-2018-0027

MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date May 1, 2019

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

EB-2018-0027

UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification applies to an account whose average monthly maximum demand is less than, or is forecast to be less than, 50kW 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. E.L.K. is not in the practice of connecting new unmetered scattered load services. 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. 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 Ontario Energy Board approval, such as the Global Adjustment and the HST.

Service Charge (per connection)	\$	6.59
Distribution Volumetric Rate	\$/kWh	0.0019
Low Voltage Service Rate	\$/kWh	0.0011
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Approved on an Interim Basis	\$/kWh	0.0029
Rate Rider for Disposition of Capacity Based Recovery Account (2019) - effective until April 30, 2020 Applicable only for Class B Customers - Approved on an Interim Basis	\$/kWh	(0.0001)
Rate Rider for Disposition of Account 1595 (2016) Applicable only for Non-RPP Customers - effective until April 30, 2020 - Approved on an Interim Basis	\$/kWh	0.0125
Rate Rider for Disposition of Account 1595 (2017) Applicable only for Non-RPP Customers - effective until April 30, 2022	\$/kWh	0.0045
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0063
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0046
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date May 1, 2019

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

EB-2018-0027

SENTINEL LIGHTING SERVICE CLASSIFICATION

This classification refers to accounts that are an unmetered lighting load supplied to a sentinel light. E.L.K. is not in the practice of connecting new unmetered scattered load services. 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. 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 Ontario Energy Board approval, such as the Global Adjustment and the HST.

Service Charge (per connection)	\$	3.22
Distribution Volumetric Rate	\$/kW	6.0562
Low Voltage Service Rate	\$/kW	0.3421
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Approved on an Interim Basis	\$/kW	1.0941
Rate Rider for Disposition of Capacity Based Recovery Account (2019) - effective until April 30, 2020 Applicable only for Class B Customers - Approved on an Interim Basis	\$/kW	(0.0246)
Rate Rider for Disposition of Account 1595 (2016) Applicable only for Non-RPP Customers - effective until April 30, 2020 - Approved on an Interim Basis	\$/kWh	0.0125
Rate Rider for Disposition of Account 1595 (2017) Applicable only for Non-RPP Customers - effective until April 30, 2022	\$/kWh	0.0045
Retail Transmission Rate - Network Service Rate	\$/kW	2.0030
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.4918
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date May 1, 2019

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

EB-2018-0027

STREET LIGHTING SERVICE CLASSIFICATION

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. 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 Ontario Energy Board approval, such as the Global Adjustment and the HST.

Service Charge (per connection)	\$	1.21
Distribution Volumetric Rate	\$/kW	11.7612
Low Voltage Service Rate	\$/kW	0.3351
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Approved on an Interim Basis	\$/kW	0.6272
Rate Rider for Disposition of Capacity Based Recovery Account (2019) - effective until April 30, 2020 Applicable only for Class B Customers - Approved on an Interim Basis	\$/kW	(0.0133)
Rate Rider for Disposition of Account 1595 (2016) Applicable only for Non-RPP Customers - effective until April 30, 2020 - Approved on an Interim Basis	\$/kWh	0.0125
Rate Rider for Disposition of Account 1595 (2017) Applicable only for Non-RPP Customers - effective until April 30, 2022	\$/kWh	0.0045
Retail Transmission Rate - Network Service Rate	\$/kW	1.9933
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.4610
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date May 1, 2019

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

EB-2018-0027

EMBEDDED DISTRIBUTOR SERVICE CLASSIFICATION

This classification applies to an electricity distributor licensed by the Ontario Energy Board, and provided electricity by means of E.L.K. Energy 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. 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 Ontario Energy Board approval, such as the Global Adjustment and the HST.

Service Charge	\$	1,901.92
Distribution Volumetric Rate	\$/kW	0.2829
Low Voltage Service Rate	\$/kW	0.4332
Rate Rider for Disposition of Deferral/Variance Accounts (2019) - effective until April 30, 2020 - Approved on an Interim Basis	\$/kWh	0.0029
Rate Rider for Disposition of Capacity Based Recovery Account (2019) - effective until April 30, 2020 Applicable only for Class B Customers - Approved on an Interim Basis	\$/kWh	(0.0001)
Retail Transmission Rate - Network Service Rate	\$/kW	2.6428
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.8887
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0030
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0005
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date May 1, 2019

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

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microFIT SERVICE CLASSIFICATION

This classification applies to an electricity generation facility contracted under the 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.

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 Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

Service Charge \$ 5.40

Effective and Implementation Date May 1, 2019

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

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ALLOWANCES

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

SPECIFIC SERVICE CHARGES

The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Code or Order of the 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.

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 Global Adjustment and the HST.

Customer Administration

Arragra cortificata

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 (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
Meter dispute charge plus Measurement Canada fees (if meter found correct)	\$	30.00
Non-Payment of Account (see Note below)		
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

Effective and Implementation Date May 1, 2019

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

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Other

Special meter reads	\$ 30.00
Service call - customer-owned equipment	\$ 30.00
Service call - after regular hours	\$ 165.00
Temporary service - install & remove - overhead - no transformer	\$ 500.00
Temporary service - install & remove - underground - no transformer	\$ 300.00
Temporary service - install & remove - overhead - with transformer	\$ 1,000.00
Specific charge for access to the power poles - \$/pole/year	\$ 43.63

(with the exception of wireless attachments)

NOTE: Ontario Energy Board Rate Order EB-2017-0183, issued on March 14, 2019, identifies changes to the Non-Payment of Account Service Charges effective July 1, 2019

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 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 Global Adjustment 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	\$	40.00
Monthly Variable Charge, per customer, per retailer	\$/cust.	1.00
Distributor-consolidated billing monthly charge, per customer, per retailer	\$/cust.	0.60
Retailer-consolidated billing monthly credit, per customer, per retailer	\$/cust.	(0.60)
Service Transaction Requests (STR)		
Request fee, per request, applied to the requesting party	\$	0.50
Processing fee, per request, applied to the requesting party	\$	1.00
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)	\$	4.00
Notice of switch letter charge, per letter (unless the distributor has opted out of applying the charge as per the		
Ontario Energy Board's Decision and Order EB-2015-0304, issued on February 14, 2019)	\$	2.00

Effective and Implementation Date May 1, 2019 This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors

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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

1.0810

Total Loss Factor - Primary Metered Customer < 5,000 kW

1.0703