

DECISION AND RATE ORDER

EB-2019-0074

WESTARIO POWER INC.

Application for rates and other charges to be effective January 1, 2020

By Delegation, Before: Theodore Antonopoulos

[date]

1 INTRODUCTION AND SUMMARY

Through this Decision and Rate Order, the Ontario Energy Board (OEB) approves the incentive rate-setting mechanism (IRM) application filed by Westario Power Inc. (Westario Power) for new rates effective January 1, 2020.

Westario Power serves approximately 23,000 mostly residential and commercial electricity customers in the Township of Huron-Kinloss (Villages of Ripley and Lucknow), the Municipality of Kincardine (Kincardine Ward 1), the Municipality of South Bruce (Villages of Mildmay and Teeswater), the Town of Saugeen Shores (Towns of Port Elgin and Southampton), the Township of North Huron (Town of Wingham), the Municipality of Brockton (Town of Walkerton and Village of Elmwood), the Town of Hanover, the Town of Minto (Towns of Harriston and Palmerston, Village of Clifford) and the Township of West Grey (Village of Neustadt). The company is seeking the OEB's approval for the rates it charges to distribute electricity to its customers, as is required of licensed 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 <u>Handbook for Utility Rate Applications</u>.

Westario Power's application is based on a Price Cap Incentive Rate-setting option (Price Cap IR), with a five-year term. The Price Cap IR option involves the setting of rates through a cost of service application in the first year. Mechanistic price cap adjustments, based on inflation and the OEB's assessment of the distributor's efficiency, are typically then approved through IRM applications in each of the ensuing four (adjustment) years.

As a result of the OEB's findings in this Decision, there will be a monthly total bill increase before taxes of \$0.90 for a residential customer consuming 750 kWh, effective January 1, 2020.

2 THE PROCESS

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 hearing IRM applications filed under Price Cap IR. In each adjustment year of a Price Cap IR term, the OEB prepares a Rate Generator Model that includes, as a placeholder, information from the

distributor's past proceedings and annual reporting requirements.¹ A distributor will then review and complete the Rate Generator Model, and include it with its application.

Westario Power filed its application on August 20, 2019 under section 78 of the *Ontario Energy Board Act, 1998* (OEB Act) and in accordance with the Chapter 3 of the OEB's <u>Filing Requirements for Incentive Rate-Setting Applications</u> (Filing Requirements) and <u>Addendum to Filing Requirements for Electricity Distribution Rate Applications</u>.

The application was supported by pre-filed written evidence and a completed Rate Generator Model. During the course of the proceeding, the applicant responded to OEB staff questions through emails and phone calls and, where required, updated and clarified the evidence.

3 ORGANIZATION OF THE DECISION

In this Decision, the OEB addresses the following issues, and provides reasons for approving or denying Westario Power's proposals relating to each of them:

- Price Cap Adjustment
- Retail Transmission Service Rates
- Group 1 Deferral and Variance Accounts

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.

¹ The Rate Generator Model is a Microsoft Excel workbook that is used to update 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. During the course of an IRM proceeding, the Rate Generator Model may be updated in order to make any necessary corrections, or to incorporate new rate-setting parameters as they become available.

² Specific service charges have been amended by the OEB through: 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. Certain Service Charges are subject to annual inflationary adjustments to be determined by the OEB through a generic order. The Decision and Order EB-2019-0280 issued November 28, 2019 for energy retailer service charges, and the cover letter dated November 28, 2019 "Inflation Adjustment for Energy Retailer Service Charges (EB-2019-0280) and Wireline Pole Attachment Charge (EB-2015-0304) for Electricity Distributors", established the adjustments effective January 1, 2020.

4 PRICE CAP ADJUSTMENT

Westario Power seeks to increase its rates, effective January 1, 2020, based on a mechanistic rate adjustment using the OEB-approved *inflation minus X-factor* formula applicable to Price Cap IR applications.

The components of the Price Cap IR adjustment formula applicable to Westario Power are set out in Table 4.1, below. Inserting these components into the formula results in a 1.70% increase to Westario Power's rates: 1.70% = 2.00% - (0.00% + 0.30%).

| | Components | Amount |
|-------------------------------|--------------------------------------|--------|
| Inflation Factor ³ | | 2.00% |
| X-Factor | Productivity ⁴ | 0.00% |
| | Stretch (0.00% – 0.60%) ⁵ | 0.30% |

Table 4.1: Price Cap IR Adjustment Formula

The inflation factor of 2.00% applies to all Price Cap IR applications for the 2020 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 declining net income.

The productivity component of the X-factor is based on industry conditions over a historical study period and applies to all Price Cap IR and Annual IR Index applications

³ For the 2020 Inflation Factor, see Ontario Energy Board 2020 Electricity Distribution Rate applications webpage - October 31, 2019.

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: 2018 Benchmarking Update", prepared by Pacific Economics Group LLC., August 15, 2019.

for the 2020 rate year.

The stretch factor component of the X-factor is distributor specific. 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. The stretch factor assigned to Westario Power is 0.30%.

Findings

The OEB finds that Westario Power's request for a 1.70% rate adjustment is in accordance with the annually updated parameters set by the OEB. The adjustment is approved, and Westario Power's new rates shall be effective January 1, 2020.

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

5 RETAIL TRANSMISSION SERVICE RATES

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

Westario Power is fully embedded within Hydro One Networks Inc.'s distribution system and is requesting approval to adjust the RTSRs that it charges its customers to reflect the currently approved rates that it pays for transmission services included in Table 5.1.

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.

| Sub-Transmission Host RTSRs (2019) | per kW |
|--|--------|
| Network Service Rate | \$3.29 |
| Connection Service Rates | |
| Line Connection Service Rate | \$0.79 |
| Transformation Connection Service Rate | \$1.98 |

Table 5.1: Hydro One Networks Inc. Sub-Transmission Host-RTSRs⁷

Findings

Westario Power 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 2020 UTRs will be captured in Accounts RSVA – Retail Transmission Network Charge 1584 and Retail Transmission Connection Charge 1586.

6 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 balances should be disposed.⁸ OEB 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 can justify why balances should not be disposed.⁹ If the balance does not exceed the threshold, a distributor may elect to request disposition.

In 2018, the OEB suspended its approvals of Group 1 rate riders on a final basis pending the development of further accounting guidance on commodity pass-through

⁷ EB-2017-0049, Decision and Order, June 11, 2019.

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

variance accounts.¹⁰ The OEB then issued accounting guidance¹¹ on the commodity accounts on February 21, 2019. In this letter, the OEB indicated that it expects distributors to consider the accounting guidance in the context of historical balances that have not yet been disposed on a final basis. Distributors are expected to make any adjustments needed prior to filing for final disposition.

In Westario Power's 2018 cost of service proceeding, the OEB issued a decision that included an OEB-approved settlement agreement between the utility and intervenors.¹² The settlement agreement provided that Westario Power was to exclude the balances in Accounts 1588 and 1589, as of December 31, 2016, from the disposition of its Group 1 accounts. The settlement agreement also committed Westario Power to undertake an internal review of its commodity accounts and report on the results of its review at its next rates application.

As part of its 2019 IRM proceeding, Westario Power proposed to exclude Accounts 1588 and 1589 again from the disposition of its December 31, 2017 Group 1 account balances. Westario Power stated that it needed more time to analyze the nature and causes of certain discrepancies.¹³ In that proceeding, the OEB approved Westario Power's request to dispose of its Group 1 account balances excluding amounts recorded in Accounts 1588 and 1589. The matter regarding Accounts 1588 and 1589 was referred to the OEB's Audit & Investigations unit for an inspection of these accounts, as there was still uncertainty as to the validity and accuracy of the balances within the accounts as well as the processes that are in place to accumulate such balances.

a) The 2018 actual year-end total balance for Westario Power Group 1 accounts including interest projected to December 31, 2019 is a debit of \$376,614. This amount represents a total debit claim of \$0.0009 per kWh, which does not exceed the disposition threshold, however the utility requested disposition given the fact that this balance represents three years of variances for accounts 1588 and 1589 including the accumulation of carrying charges. *Global Adjustment Variance Account*

Through Accounts 1588 & 1589, February 21, 2019.

 ¹⁰ 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.
 ¹¹ Accounting Procedures Handbook Update – Accounting Guidance Related to Commodity Pass-

¹² EB-2017-0084, Decision and Rate Order, May 17, 2018.

¹³ EB-2018-0078, Decision and Rate Order, December 31, 2018, Page 8.

One of the components of the commodity costs billed by the Independent Electricity System Operator (IESO), which is included in Group 1 accounts, is the Global Adjustment (GA).¹⁴

Different customer groups pay the GA in different ways:

- For Regulated Price Plan (RPP) customers, the GA is incorporated into the standard commodity rates customers pay. Therefore, there is no separate variance account for the GA.
- "Class A" customers are allocated GA costs based on the percentage their demand contributes to the top five Ontario system peaks. As distributors settle with Class A customers based on actual GA costs, there is no resulting variance.
- "Class B" non-RPP customers are billed GA based on the electricity they consume in a month at the IESO published GA price. Distributors track any difference between the billed amounts and actual costs for these customers in the GA Variance Account for disposal, once audited.

Under the general principle of cost causality, customer groups that cause variances which are recorded in Group 1 accounts should be responsible for paying (or receiving credits) for their disposal. A customer's movement from one group to another should not prevent that customer from paying/receiving a debit/credit balance.

Westario Power proposes the refund of its GA variance account balance of \$187,440 as at December 31, 2018, including interest to December 31, 2019, in accordance with the following table.

¹⁴ The GA is established monthly by the IESO to reflect the difference between the wholesale market price for electricity and regulated rates for:

[•] Ontario Power Generation's nuclear and hydroelectric generating stations

payments for building or refurbishing infrastructure such as gas-fired and renewable facilities and other nuclear

[•] contracted rates paid to a number of generators across the province

[•] the cost of delivering conservation programs.

Table 6.1: Refund of GA Variance

| Proposed Amounts | Proposed Method for Refund |
|---|-------------------------------|
| \$138,835 refunded to customers who were Class B for the entire period from January 2016 to December 2018 | per kWh rate rider |
| \$46,140 refunded to customers formerly in Class B during the period | 12 equal |
| January 2016 to December 2018 who were reclassified to Class A | installments ¹⁵ |
| \$2,464 refunded to customers formerly in Class A during the period | 12 equal |
| January 2016 to December 2018 who were reclassified to Class B | installments ¹⁵ |

b) Capacity Based Recovery Class B Sub-account

The balance of the Group 1 accounts includes the Capacity Based Recovery (CBR) sub-account for Class B customers of \$21,254, relating to the IESO's wholesale energy market for the CBR program. Westario Power had Class A customers during the period from January 2018 to December 2018 so it applied to have the balance of this account refunded through a separate kWh rate rider for Class B customers in order to ensure proper allocation between Class A and Class B customers.

As some customers were reclassified between Class A and Class B during the period from January 2018 to December 2018, Westario Power requested refund of a portion of CBR Class B costs by way of 12 equal installments.¹⁶

c) Group 1 Accounts

The Group 1 accounts being sought for disposition (excluding global adjustment) include the following flow through variance accounts: Low Voltage Charges, Smart Meter Entity Charges, Wholesale Market Service Charges, Retail Transmission Service Charges, Commodity Power Charges, and Account 1595 residual balances. These Group 1 accounts have a total debit balance of \$564,055, which results in a charge to customers. This balance combined with the balance for the global adjustment account results in the total debit balance for Group 1 accounts of \$376,614.

The balances proposed for disposition reconcile with the amounts reported as part of the OEB's *Electricity Reporting and Record-Keeping Requirements.*¹⁷ Westario Power

¹⁵ 2020 IRM Rate Generator Model, Tab 6.1a "GA Allocation".

¹⁶ 2020 IRM Rate Generator Model Tab 6.2a "CBR B_Allocation".

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

further submits that its proposal for a one-year disposition period is in accordance with the OEB's policy.¹⁸

Findings

While Westario Power has implemented certain adjustments to accounts 1588 and 1589 for the period 2016-2018 that would suggest it has made significant progress toward implementing the OEB's February 2019 accounting guidance,¹⁹ the OEB is not prepared to dispose of the 2016 to 2018 variances on a final basis in advance of the completion of the OEB's inspection. However, the OEB agrees with Westario Power that disposition at this time would assist in mitigating the accumulation of carrying charges as well as having regard to intergenerational inequity. The OEB therefore approves the disposition of the requested balances on an interim basis.

The OEB expects that Westario Power will provide further verification of its Group 1 account balances (as of December 31, 2019) in its 2021 incentive rate-setting application. While the rate riders that will facilitate the interim disposition of the 1588 Group 1 variances (as of December 31, 2018) represent amounts from all Group 1 accounts except Account 1589, the intent of declaring these riders as interim is so that Westario Power can further verify the variances specifically in Account 1588. The OEB has no concerns with the amounts in the other Group 1 accounts as of December 31, 2018²⁰. The rate riders that will facilitate the disposition of Account 1589 will also be declared interim. The following table identifies the principal and interest amounts, which the OEB approves for disposition.

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

¹⁹ Westario Power notes that it expects to be fully compliant with the OEB's February 2019 accounting guidance by the end of the 2019 fiscal year.

²⁰ Other than Account 1589.

| Account Name | Account Number | Principal Balance (\$) A | Interest Balance (\$) B | Total Claim (\$) C=A+B |
|---|-------------------|--------------------------------|-------------------------------|------------------------------|
| LV Variance Account | 1550 | \$203,179 | \$(6,260) | \$196,919 |
| Smart Meter Entity Variance Charge | 1551 | \$(23,071) | \$(26) | \$(23,097) |
| RSVA - Wholesale Market Service Charge | 1580 | \$(91,532) | \$9,106 | \$(82,425) |
| Variance WMS - Sub- account CBR Class B | 1580 | \$(19,830) | \$(1,424) | \$(21,254) |
| RSVA - Retail Transmission Network Charge | 1584 | \$(50,195) | \$(3,980) | \$(54,175) |
| RSVA - Retail Transmission Connection Charge | 1586 | \$(23,150) | \$(554) | \$(23,704) |
| RSVA - Power | 1588 | \$519,003 | \$52,788 | \$571,791 |
| RSVA - Global Adjustment | 1589 | \$(214,544) | \$27,104 | \$(187,440) |
| Totals for all Group 1 a | iccounts | \$299,860 | \$76,754 | \$376,614 |

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.*²¹ 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. Westario Power shall ensure these adjustments are included in the reporting period ending March 31, 2020 (Quarter 1).

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

²¹ Accounting Procedures Handbook for Electricity Distributors, effective January 1, 2012.

payments will be in effect over a one-year period from January 1, 2020 to December 31, 2020.²²

7 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 Westario Power's last cost of service decision, and to ensure that the 2019 OEB-approved Tariff of Rates and Charges, as well as the cost, revenue and consumption results from 2018, are as reported by Westario Power 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.

| 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 |

Table 7.1: Regulatory Charges

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

²² 2020 IRM Rate Generator Model Tab 6.1 GA, Tab 6.1a GA Allocation, Tab 6.2 CBR B, Tab 6.2a CBR B_Allocation and Tab 7 Calculation of Def-Var RR.

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

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

THE ONTARIO ENERGY BOARD ORDERS THAT:

1. The Tariff of Rates and Charges set out in Schedule A of this Decision and Rate Order is approved effective January 1, 2020 for electricity consumed or estimated to have been consumed on and after such date. Westario Power Inc. shall notify its customers of the rate changes no later than the delivery of the first bill reflecting the new interim and final rates.

DATED at Toronto, [Date]

ONTARIO ENERGY BOARD

Christine E. Long Registrar and Board Secretary Schedule A To Decision and Rate Order Tariff of Rates and Charges OEB File No: EB-2019-0074 DATED: [Date]

Effective and Implementation Date January 1, 2020

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

EB-2019-0074

RESIDENTIAL SERVICE CLASSIFICATION

This classification refers to customers residing in residential dwelling units taking energy at 600 volts or less, with energy generally supplied as single phase, 3-wire, 60 Hertz, having a nominal voltage of 120/240 volts. Class B consumers are defined in accordance with O. Reg. 429/04. 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.

MONTHLY RATES AND CHARGES - Delivery Component

| Smart Metering Entity Charge - effective until December 31, 2022 \$ | 0.57 0.04 |
|--|------------------|
| | 0.04 |
| Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2018) - effective until May 31, 2020 \$ | |
| Low Voltage Service Rate \$/kWh | 0.0031 |
| Rate Rider for Disposition of Global Adjustment Account (2020) - effective until December 31, 2020 Applicable only for Non-RPP Customers - Approved on an Interim Basis \$/kWh | (0.0012) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until December 31, 2020 - Approved on an Interim Basis \$/kWh \$/kWh | 0.0013 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2020) - effective until December 31, 2020 Applicable only for Class B Customers - Approved on an Interim Basis \$\kWh | (0.0001) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2018) - effective until May 31, 2020 \$/kWh | 0.0010 |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2018) \$/kWh - effective until May 31, 2020 \$/kWh Retail Transmission Rate - Network Service Rate \$/kWh | 0.0001 0.0064 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate \$/kWh | 0.0051 |

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 January 1, 2020

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

EB-2019-0074

GENERAL SERVICE LESS THAN 50 KW SERVICE CLASSIFICATION

This classification refers to general service buildings, defined as buildings that are used for purposes other than single-family dwellings, taking energy at 600 volts or less, requiring a connection with a connected load of less than 50 kW, and including Town Houses and Condominiums that require centralized bulk metering, whose average monthly maximum demand is less than, or is forecast to be less than, 50 kW. Class B consumers are defined in accordance with O. Reg. 429/04. 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.

MONTHLY RATES AND CHARGES - Delivery Component

| Service Charge | \$ | 28.06 |
|--|----------|----------|
| Smart Metering Entity Charge - effective until December 31, 2022 | \$ | 0.57 |
| Distribution Volumetric Rate | \$/kWh | 0.0125 |
| Low Voltage Service Rate | \$/kWh | 0.0028 |
| Rate Rider for Disposition of Global Adjustment Account (2020) - effective until December 31, 2020 | | |
| Applicable only for Non-RPP Customers - Approved on an Interim Basis | \$/kWh | (0.0012) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until December 31, 2020 | | |
| - Approved on an Interim Basis | \$/kWh | 0.0013 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2020) - effective until December 31, 2020 | | |
| Applicable only for Class B Customers - Approved on an Interim Basis | \$/kWh | (0.0001) |
| Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2018) - effective until May 31, 2020 | \$/kWh | 0.0001 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2018) - effective until May 31, 2020 | \$/kWh | 0.0011 |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2018) | | |
| - effective until May 31, 2020 | \$/kWh | 0.0018 |
| Retail Transmission Rate - Network Service Rate | \$/kWh | 0.0059 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kWh | 0.0046 |
| MONTHLY RATES AND CHARGES - Regulatory Component | | |
| Wholesale Market Service Pate (WMS) pet including CPP | \$/k\//b | 0.0030 |

| 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 January 1, 2020

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

EB-2019-0074

GENERAL SERVICE 50 TO 4,999 KW SERVICE CLASSIFICATION

This classification refers to general service buildings, defined as buildings that are used for purposes other than single-family dwellings, requiring a connection with a connected load greater than 50 kW but less than 5,000 kW, 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. Class A and Class B consumers are defined in accordance with O. Reg. 429/04. 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.

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 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.

MONTHLY RATES AND CHARGES - Delivery Component

| Service Charge | \$ | 238.79 |
|---|--------|----------|
| Distribution Volumetric Rate | \$/kW | 2.5201 |
| Low Voltage Service Rate | \$/kW | 1.0438 |
| Rate Rider for Disposition of Global Adjustment Account (2020) - effective until December 31, 2020 Applicable only for Non-RPP Customers - Approved on an Interim basis | \$/kWh | (0.0012) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until December 31, 2020 Applicable only for Non-Wholesale Market Participants - Approved on an Interim basis | \$/kW | 0.4306 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until December 31, 2020 - Approved on an Interim basis | \$/kW | 0.1041 |

Effective and Implementation Date January 1, 2020

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

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| Rate Rider for Disposition of Capacity Based Recovery Account (2020) - effective until December 31, 2020 | A 11 1 1 | (0,0000) |
|---|------------------------|----------|
| Applicable only for Class B Customers - Approved on an Interim basis | \$/kW | (0.0200) |
| Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2018) - effective until May 31, 2020 | \$/kW | 0.0261 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2018) - effective until May 31, 2020 | \$/kW | 0.6551 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2018) - effective until May 31, 2020 - Applicable only for Non-Wholesale Market Participants | \$/kW | (0.2562) |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2018) - effective until May 31, 2020 | \$/kW | (0.0051) |
| Retail Transmission Rate - Network Service Rate | \$/kW | 2.4502 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kW | 1.8308 |
| | | |
| 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 January 1, 2020

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

EB-2019-0074

UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification refers to an account taking electricity at 600 volts or less whose monthly average peak 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 customer will provide detailed manufacturer information/documentation with regard to electrical demand/consumption of the proposed unmetered load. Class B consumers are defined in accordance with O. Reg. 429/04. 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.

MONTHLY RATES AND CHARGES - Delivery Component

| Service Charge (per customer) | \$ | 5.21 |
|--|--------|----------|
| Distribution Volumetric Rate | \$/kWh | 0.0194 |
| Low Voltage Service Rate | \$/kWh | 0.0028 |
| Rate Rider for Disposition of Global Adjustment Account (2020) - effective until December 31, 2020 Applicable only for Non-RPP Customers - Approved on an Interim Basis | \$/kWh | (0.0012) |
| Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until December 31, 2020 - Approved on an Interim Basis | \$/kWh | 0.0014 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2020) - effective until December 31, 2020 | | |
| Applicable only for Class B Customers - Approved on an Interim Basis | \$/kWh | (0.0001) |
| Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2018) - effective until May 31, 2020 | \$/kWh | 0.0001 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2018) - effective until May 31, 2020 | \$/kWh | 0.0007 |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2018) | | |
| - effective until May 31, 2020 | \$/kWh | (0.0005) |
| Retail Transmission Rate - Network Service Rate | \$/kWh | 0.0059 |
| 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 January 1, 2020

This schedule supersedes and replaces all previously

approved schedules of Rates, Charges and Loss Factors

EB-2019-0074

SENTINEL LIGHTING SERVICE CLASSIFICATION

This classification refers to accounts that are an unmetered lighting load supplied to a sentinel light. Class B consumers are defined in accordance with O. Reg. 429/04. 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.

MONTHLY RATES AND CHARGES - Delivery Component

| Service Charge (per connection) | \$ | 5.90 |
|---|--------|----------|
| Distribution Volumetric Rate | \$/kW | 30.5354 |
| Low Voltage Service Rate | \$/kW | 0.8245 |
| Rate Rider for Disposition of Global Adjustment Account (2020) - effective until December 31, 2020 Applicable only for Non-RPP Customers - Approved on an Interim Basis Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until December 31, 2020 | \$/kWh | (0.0011) |
| - Approved on an Interim Basis | \$/kW | 0.6950 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2020) - effective until December 31, 2020 Applicable only for Class B Customers - Approved on an Interim Basis | \$/kW | (0.0303) |
| Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2018) - effective until May 31, 2020 | \$/kW | 0.0566 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2018) - effective until May 31, 2020 | \$/kW | 0.5837 |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2018) - effective until May 31, 2020 | \$/kW | (0.1029) |
| Retail Transmission Rate - Network Service Rate | \$/kW | 1.8593 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kW | 1.4457 |
| 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 January 1, 2020

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

EB-2019-0074

STREET LIGHTING SERVICE CLASSIFICATION

This classification refers to an account for roadway lighting with a Municipality, Regional Municipality, Ministry of Transportation and private roadway lighting operation, controlled by photocells. 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. Class B consumers are defined in accordance with O. Reg. 429/04. 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.

MONTHLY RATES AND CHARGES - Delivery Component

| Service Charge (per connection) | \$ | 5.89 |
|---|-------------------------|---|
| Distribution Volumetric Rate | \$/kW | 4.9208 |
| Low Voltage Service Rate | \$/kW | 0.8056 |
| Rate Rider for Disposition of Global Adjustment Account (2020) - effective until December 31, 2020 Applicable only for Non-RPP Customers - Approved on an Interim Basis Rate Rider for Disposition of Deferral/Variance Accounts (2020) - effective until December 31, 2020 | \$/kWh | (0.0012) |
| - Approved on an Interim Basis | \$/kW | 0.5137 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2020) - effective until December 31, 2020 Applicable only for Class B Customers - Approved on an Interim Basis | \$/kW | (0.0219) |
| Rate Rider for Disposition of Group 2 Deferral/Variance Accounts (2018) - effective until May 31, 2020 | \$/kW | 0.0227 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2018) - effective until May 31, 2020 | \$/kW | 0.4457 |
| Rate Rider for Disposition of Lost Revenue Adjustment Mechanism Variance Account (LRAMVA) (2018) - effective until May 31, 2020 Retail Transmission Rate - Network Service Rate Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kW \$/kW \$/kW | <mark>(0.0430)</mark> 1.8451 1.4129 |
| | • | |

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 January 1, 2020

This schedule supersedes and replaces all previously

approved schedules of Rates, Charges and Loss Factors

EB-2019-0074

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

10.00

\$

Effective and Implementation Date January 1, 2020

This schedule supersedes and replaces all previously

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ALLOWANCES

EB-2019-0074

(0.60) (1.00)

\$/kW

%

| Transformer Allowance for Ownership - per kW of billing demand/month | |
|---|--|
| Primary Metering Allowance for transformer losses - applied to measured demand and energy | |

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 | | |
|---|----|----------|
| 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 |
| Special meter reads | \$ | 30.00 |
| Non-Payment of Account Late payment - per month (effective annual rate 19.56% per annum or 0.04896% compounded | | |
| daily rate) | % | 1.50 |
| Reconnection charge - at meter - during regular hours | \$ | 65.00 |
| Reconnection charge - at meter - after regular hours | \$ | 185.00 |
| Reconnection charge - at pole - during regular hours | \$ | 185.00 |
| Reconnection charge - at pole - after regular hours | \$ | 415.00 |
| Other | | |
| 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 | | |
| (with the exception of wireless attachments) | \$ | 44.50 |
| | | |

Effective and Implementation Date January 1, 2020

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

EB-2019-0074

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.

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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 | \$ | 102.00 |
|--|----------|-----------|
| Monthly fixed charge, per retailer | \$ | 40.80 |
| Monthly variable charge, per customer, per retailer | \$/cust. | 1.02 |
| Distributor-consolidated billing monthly charge, per customer, per retailer | \$/cust. | 0.61 |
| Retailer-consolidated billing monthly credit, per customer, per retailer | \$/cust. | (0.61) |
| Service Transaction Requests (STR) | | |
| Request fee, per request, applied to the requesting party | \$ | 0.51 |
| Processing fee, per request, applied to the requesting party | \$ | 1.02 |
| 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) | \$ | 4.08 |
| Notice of switch letter charge, per letter (unless the distributor has opted out of applying the charge as per the | 9 | |
| Ontario Energy Board's Decision and Order EB-2015-0304, issued on February 14, 2019) | \$ | 2.04 |

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 | 1.0713 |
|---|--------|
| Total Loss Factor - Primary Metered Customer < 5,000 kW | 1.0607 |