



Ontario
Energy
Board

Commission
de l'énergie
de l'Ontario

VARY ORDER

EB-2019-0072

WELLAND HYDRO-ELECTRIC SYSTEM CORP.

Order Varying the Decision and Order issued on April 16, 2020

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

By Delegation, Before: Pascale Duguay

April 28, 2020

INTRODUCTION AND SUMMARY

The Ontario Energy Board (OEB) has, on its own motion, pursuant to section 41 of the OEB's *Rules of Practice and Procedure*, decided to review and vary its Decision and Rate Order in this proceeding issued on April 16, 2020 (Decision).

The Decision approved the incentive rate-setting mechanism application filed by Welland Hydro-Electric System Corp. (Welland Hydro) for new rates effective May 1, 2020. In light of the uncertainty regarding the severity and duration of the COVID-19 emergency, the Decision also granted Welland Hydro the option to postpone implementation of its new rates until November 1, 2020.

By correspondence to the OEB on April 17 and 23, 2020, Welland Hydro stated that it seeks authorization to implement its new rates in a manner that, while not entirely consistent with the Decision, is in the best interest of its customers. Welland Hydro states that it can achieve reduced bill impacts across all customer classes¹ if it is permitted to defer the implementation of its distribution rates and charges (i.e., service charges and distribution volumetric rates) until November 1, 2020; and, to implement the remainder of its Tariff of Rates and Charges on May 1, 2020.

THE PROCESS

The OEB has decided, pursuant to sections 6(4) and 21(4) of the *Ontario Energy Board Act, 1998*, to review and vary the Decision and Rate Order without a hearing as no person will be adversely impacted by the outcome of this proceeding.

OEB FINDINGS

The OEB finds that Welland Hydro's proposal is in the public interest. It is therefore necessary to vary the Decision and Rate Order such that Welland Hydro shall be authorized to implement the rate riders related to its deferral and variance accounts and new retail transmission rates on May 1, 2020, and to postpone implementation of its distribution rates and service charges set out on the Tariff of Rates and Charges until November 1, 2020. With this Vary Order, the OEB is also issuing a revised Tariff of Rates and Charges.

¹ Table 1, Correspondence on April 17, 2020

THE ONTARIO ENERGY BOARD ORDERS THAT:

1. The Decision and Rate Order in EB-2019-0072, issued April 16, 2020, is varied such that the Tariff of Rates and Charges attached thereto as Schedule A is replaced in its entirety with the updated Tariff of Rates and Charges set out in Schedule A, attached hereto; and, is varied such that paragraphs 1 through 5 of the Order section are replaced, in their entirety, with the following:
 1. The Tariff of Rates and Charges set out in Schedule A of this Decision and Rate Order for Welland Hydro-Electric System Corp. is approved effective May 1, 2020 for electricity consumed or estimated to have been consumed on and after such date.
 2. In light of the COVID-19 emergency, and subject to paragraph 3, the components of the Tariff of Rates and Charges related to distribution rates and charges entitled "Service Charge" and "Distribution Volumetric Rate" are approved to be implemented November 1, 2020; and the remainder of the Tariff of Rates and Charges shall be implemented May 1, 2020.
 3. Any temporarily forgone distribution revenue associated with the postponement referred to in paragraph 2 may be tracked in Account 1509 - Impacts Arising from the COVID-19 Emergency, Sub-account Lost Revenues.
 4. Welland Hydro-Electric System Corp. shall notify its customers of the rate changes no later than the delivery of the first bills reflecting the new interim and final rates.

DATED at Toronto April 28, 2020

ONTARIO ENERGY BOARD

Original Signed By

Christine E. Long
Registrar and Board Secretary

Attachment

Schedule A

To Decision and Rate Order

Tariff of Rates and Charges

OEB File No: EB-2019-0072

DATED: April 28, 2020

Welland Hydro-Electric System Corp.

TARIFF OF RATES AND CHARGES

Effective May 1, 2020

Implementation Date November 1, 2020 unless indicated otherwise

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

EB-2019-0072

RESIDENTIAL SERVICE CLASSIFICATION

This classification refers to the supply of electrical energy to residential customers residing in detached or semi-detached units, as defined in the local zoning by-law. 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	\$	28.24
Smart Metering Entity Charge - effective until December 31, 2022	\$	0.57
Rate Rider for Disposition of Global Adjustment Account (2020) - implementation May 1, 2020 and in effect until April 30, 2021 Applicable only for Non-RPP Customers - Approved on an Interim Basis	\$/kWh	(0.0028)
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - implementation May 1, 2020 and in effect until April 30, 2021 - Approved on an Interim Basis	\$/kWh	(0.0018)
Retail Transmission Rate - Network Service Rate - implementation May 1, 2020	\$/kWh	0.0083
Retail Transmission Rate - Line and Transformation Connection Service Rate - implementation May 1, 2020	\$/kWh	0.0071

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

Originally issued - April 16, 2020

Varied - April 28, 2020

Welland Hydro-Electric System Corp.

TARIFF OF RATES AND CHARGES

Effective May 1, 2020

Implementation Date November 1, 2020 unless indicated otherwise

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

EB-2019-0072

GENERAL SERVICE LESS THAN 50 KW SERVICE CLASSIFICATION

This classification refers to the supply of electrical energy to commercial buildings taking electricity at 750 volts or less whose monthly average peak demand is less than, or is forecast to be less than, 50 kW. Commercial buildings are defined as buildings, which are used for purposes other than resident dwellings. 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	\$	32.24
Smart Metering Entity Charge - effective until December 31, 2022	\$	0.57
Distribution Volumetric Rate	\$/kWh	0.0095
Rate Rider for Disposition of Global Adjustment Account (2020) - implementation May 1, 2020 and in effect until April 30, 2021 Applicable only for Non-RPP Customers - Approved on an Interim Basis	\$/kWh	(0.0028)
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - implementation May 1, 2020 and in effect until April 30, 2021 - Approved on an Interim Basis	\$/kWh	(0.0017)
Retail Transmission Rate - Network Service Rate - implementation May 1, 2020	\$/kWh	0.0073
Retail Transmission Rate - Line and Transformation Connection Service Rate - implementation May 1, 2020	\$/kWh	0.0059

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

Originally issued - April 16, 2020

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Welland Hydro-Electric System Corp.

TARIFF OF RATES AND CHARGES

Effective May 1, 2020

Implementation Date November 1, 2020 unless indicated otherwise

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EB-2019-0072

GENERAL SERVICE 50 TO 4,999 KW SERVICE CLASSIFICATION

This classification refers to the supply of electrical energy to commercial buildings whose monthly average peak demand is equal to or greater than, or is forecast to be equal to or greater than, 50 kW but less than 5,000 kW. Commercial buildings are defined as buildings, which are used for purposes other than resident dwellings. 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 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.

MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	293.54
Distribution Volumetric Rate	\$/kW	3.1653
Rate Rider for Disposition of Global Adjustment Account (2020) - implementation May 1, 2020 and in effect until April 30, 2021 Applicable only for Non-RPP Customers - Approved on an Interim Basis	\$/kWh	(0.0028)
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - implementation May 1, 2020 and in effect until April 30, 2021 Applicable only for Non-Wholesale Market Participants - Approved on an Interim Basis	\$/kW	(0.7255)
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - implementation May 1, 2020 and in effect until April 30, 2021 - Approved on an Interim Basis	\$/kW	0.1097

Originally issued - April 16, 2020

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Welland Hydro-Electric System Corp.

TARIFF OF RATES AND CHARGES

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Retail Transmission Rate - Network Service Rate - implementation May 1, 2020	\$/kW	2.4866
Retail Transmission Rate - Line and Transformation Connection Service Rate - implementation May 1, 2020	\$/kW	2.3205

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

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Welland Hydro-Electric System Corp.

TARIFF OF RATES AND CHARGES

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EB-2019-0072

UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification refers to an account taking electricity at 750 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. Unmetered or flat connections are permitted with the approval of Welland Hydro-Electric System Corp. Engineering Department. Flat rate connects may include, but are not limited to, Traffic Lights, Street Lights, Bus Shelters, and Signs. Energy consumption is determined by information provided by the customer and/or load measurement taken by Welland Hydro-Electric System Corp. following connection of the flat service. 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.

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It should be noted that this schedule does not list any charges, assessments, or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment and the HST.

MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (per connection)	\$	10.76
Distribution Volumetric Rate	\$/kWh	0.0071
Rate Rider for Disposition of Global Adjustment Account (2020) - implementation May 1, 2020 and in effect until April 30, 2021 Applicable only for Non-RPP Customers - Approved on an Interim Basis	\$/kWh	(0.0028)
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - implementation May 1, 2020 and in effect until April 30, 2021 - Approved on an Interim Basis	\$/kWh	(0.0017)
Retail Transmission Rate - Network Service Rate - implementation May 1, 2020	\$/kWh	0.0073
Retail Transmission Rate - Line and Transformation Connection Service Rate - implementation May 1, 2020	\$/kWh	0.0059

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

Originally issued - April 16, 2020

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Welland Hydro-Electric System Corp.

TARIFF OF RATES AND CHARGES

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EB-2019-0072

SENTINEL LIGHTING SERVICE CLASSIFICATION

This classification refers to an account for roadway lighting not classified as unmetered or street lighting. The consumption for the customer will be based on the calculated connected load times a twelve hour day times the applicable billing period. 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.

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge (per connection)	\$	3.96
Distribution Volumetric Rate	\$/kW	8.8705
Rate Rider for Disposition of Global Adjustment Account (2020) - implementation May 1, 2020 and in effect until April 30, 2021 Applicable only for Non-RPP Customers - Approved on an Interim Basis	\$/kWh	(0.0028)
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - implementation May 1, 2020 and in effect until April 30, 2021 - Approved on an Interim Basis	\$/kW	(0.6041)
Retail Transmission Rate - Network Service Rate - implementation May 1, 2020	\$/kW	2.3281
Retail Transmission Rate - Line and Transformation Connection Service Rate - implementation May 1, 2020	\$/kW	1.9133

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

Originally issued - April 16, 2020

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Welland Hydro-Electric System Corp.

TARIFF OF RATES AND CHARGES

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EB-2019-0072

STREET LIGHTING SERVICE CLASSIFICATION

This classification refers to the Street Lighting system owned by the City of Welland. Welland Hydro-Electric System Corp. provides new installations and maintenance of the street lighting system, as required by the City of Welland. 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 device)	\$	0.63
Distribution Volumetric Rate	\$/kW	2.6275
Rate Rider for Disposition of Global Adjustment Account (2020) - implementation May 1, 2020 and in effect until April 30, 2021 Applicable only for Non-RPP Customers - Approved on an Interim Basis	\$/kWh	(0.0028)
Rate Rider for Disposition of Deferral/Variance Accounts (2020) - implementation May 1, 2020 and in effect until April 30, 2021 - Approved on an Interim Basis	\$/kW	(0.6035)
Retail Transmission Rate - Network Service Rate - implementation May 1, 2020	\$/kW	2.3231
Retail Transmission Rate - Line and Transformation Connection Service Rate - implementation May 1, 2020	\$/kW	1.9090

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

Originally issued - April 16, 2020

Varied - April 28, 2020

Welland Hydro-Electric System Corp.

TARIFF OF RATES AND CHARGES

Effective May 1, 2020

Implementation Date November 1, 2020 unless indicated otherwise

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EB-2019-0072

microFIT SERVICE CLASSIFICATION

This classification applies to an electricity generation facility contracted under the Independent Electricity System Operator's microFIT program and connected to the distributor's distribution system. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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

No rates and charges for the distribution of electricity and charges to meet the costs of any work or service done or furnished for the purpose of the distribution of electricity shall be made except as permitted by this schedule, unless required by the Distributor's Licence or a Code or Order of the Ontario Energy Board, and amendments thereto as approved by the Ontario Energy Board, or as specified herein.

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	11.00
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Welland Hydro-Electric System Corp.

TARIFF OF RATES AND CHARGES

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ALLOWANCES

Transformer Allowance for Ownership - per kW of billing demand/month	\$/kW	(0.70)
Primary Metering Allowance for Transformer Losses - applied to measured demand & 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.

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Customer Administration

Arrears certificate	\$	15.00
Statement of account	\$	15.00
Request for other billing information	\$	15.00
Easement letter	\$	15.00
Account history	\$	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
Special meter reads	\$	30.00
Meter dispute charge plus Measurement Canada fees (if meter found correct)	\$	30.00

Non-Payment of Account

Late payment - per month (effective annual rate 19.56% per annum or 0.04896% compounded daily rate)	%	1.50
Reconnection at meter - during regular hours	\$	65.00
Reconnection at meter - after regular hours	\$	185.00

Other

Specific charge for access to the power poles - \$/pole/year (with the exception of wireless attachments)	\$	44.50
Meter upgrade requested by customer plus installation-per month plus installation on a time and material basis	\$	10.00

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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.

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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 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	1.0476
Total Loss Factor - Primary Metered Customer < 5,000 kW	1.0371

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