

Ontario | Commission Energy | de l'énergie Board | de l'Ontario

FINAL RATE ORDER

EB-2019-0072

WELLAND HYDRO-ELECTRIC SYSTEM CORP.

Final Rate Order for rates and other charges effective May 1, 2020 and implemented November 1, 2020

By Delegation, Before: Theodore Antonopoulos

October 8, 2020

INTRODUCTION AND SUMMARY

In its Decision and Rate Order in this proceeding, issued April 16, 2020, the Ontario Energy Board (OEB) approved new electricity distribution rates for Welland Hydro-Electric System Corp. (Welland Hydro), with an effective date of May 1, 2020. In consideration of the COVID-19 emergency, the Decision and Rate Order also granted Welland Hydro the option to postpone implementation of its new rates, and to track temporarily forgone revenue in a deferral and variance account.

Through this Final Rate Order, the OEB authorizes Welland Hydro to implement its new distribution rates on November 1, 2020, including a rate rider for the recovery of forgone revenues resulting from postponing rate implementation in response to COVID-19. The rider, entitled Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation, will be effective until April 30, 2021.

As a result of the OEB's findings in this order, there will be a monthly total bill increase of \$1.02, before taxes and the Ontario Electricity Rebate for a residential customer consuming 750 kWh, effective November 1, 2020.

THE PROCESS

Welland Hydro filed an Incentive Rate-setting Mechanism (IRM) application with the OEB on October 30, 2019, seeking approval for changes to its electricity distribution rates.

On April 16, 2020, the OEB issued its Decision and Rate Order approving Welland Hydro's new rates, with an effective date of May 1, 2020. However, in light of the uncertainty regarding the severity and duration of the COVID-19 emergency, the Decision and Rate Order also granted Welland Hydro the option to postpone implementation of its new rates and to track temporarily forgone revenue in Account 1509, Impacts Arising from the COVID-19 Emergency, Sub-account Lost Revenues.

On April 17, 2020, Welland Hydro filed a letter with the OEB, advising that the utility had elected to postpone the implementation of its new distribution rates and charges. Welland Hydro requested authorization to postpone the implementation of its new distribution rates and service charges until November 1, 2020, and to implement the remainder of its Tariff of Rates and Charges on May 1, 2020. Welland Hydro stated it could achieve reduced bill impacts across all customer classes by implementing its rates in this manner.

The OEB issued a Vary Order in this proceeding on April 28, 2020. The Vary Order authorized Welland Hydro to postpone implementation of its new distribution rates and service charges to November 1, 2020, and to implement the remainder of the Tariff of Rates and Charges on May 1, 2020.

On April 17, 2020, the OEB issued <u>initial implementation guidance</u> to all distributors who had been authorized to postpone implementation of their 2020 rates. The OEB advised that distribution revenue associated with the postponement of the implementation should be tracked separately, by customer class, within Account 1509 - Impacts Arising from the COVID-19 Emergency, Sub-account Lost Revenues, and may include the following components, as applicable:

- impacts arising from the postponement of changes to monthly fixed service charges and variable distribution charges
- forgone distribution revenue due to the postponement of the implementation of an approved Incremental Capital Module
- impacts arising from the postponement of the change in the microFIT monthly fixed service charge

On August 6, 2020, the OEB issued an <u>Accounting Order</u>, a COVID-19 Forgone Revenue Rate Rider Model, and associated filing instructions and account guidance for those utilities that wished to seek recovery of forgone revenue, the implementation of their 2020 rate increase, or both. In the Accounting Order, the OEB established a new sub-account under the Impacts Arising from the COVID-19 Emergency Account, called the Forgone Revenues from Postponing Rate Implementation sub-Account. The OEB advised that this new sub-account was to be used to record forgone revenues due to the postponement of rate implementation as a result of the COVID-19 emergency. The OEB further explained that any utility that had already recorded forgone revenue amounts due to postponing rate implementation in the Lost Revenues sub-account was to transfer these amounts to the Forgone Revenues from Postponing Rate Implementation sub-account.

The OEB required utilities that wished to seek recovery of forgone revenue, the increase to their 2020 base rates or both, to provide their calculations for the forgone revenue rate rider (if applicable) and tariff of rates and charges as part of the COVID-19 Forgone Revenue Rate Rider model by September 15, 2020.

COVID-19 FORGONE REVENUE RECOVERY

Welland Hydro seeks authorization to implement its new rates on November 1, 2020, and to recover forgone distribution revenue in the amount of \$96,236, over a six-month period.

In support of its request, and in accordance with the OEB's prior instructions in this proceeding, Welland Hydro filed its COVID-19 Forgone Revenue Rate Rider Model (which also calculates class-specific rate riders) on September 11, 2020.

An updated COVID-19 Forgone Revenue Rate Rider Model was filed on September 17, 2020.

FINDINGS

The OEB has reviewed Welland Hydro's request for implementation of 2020 distribution rates and recovery of COVID-19 forgone revenue as well as the revised Tariff of Rates and Charges, and is satisfied that they accurately reflect the Decision and Rate Order issued on April 16, 2020 and Vary Order issued on April 28, 2020.

THE ONTARIO ENERGY BOARD ORDERS THAT:

1. The Tariff of Rates and Charges set out in Schedule A of this Final Rate Order is approved effective May 1, 2020 and is to be implemented November 1, 2020. The Tariff of Rates and Charges will apply to electricity consumed, or estimated to have been consumed, on and after November 1, 2020. Welland Hydro-Electric System Corp. shall notify its customers of the rate changes no later than the delivery of the first bill reflecting the new rates.

DATED at Toronto, October 8, 2020

ONTARIO ENERGY BOARD

Original Signed By

Christine E. Long Registrar Schedule A To Final Rate Order Tariff of Rates and Charges OEB File No: EB-2019-0072 DATED: October 8, 2020

TARIFF OF RATES AND CHARGES Effective May 1, 2020

Amended to Reflect the Implementation Date of 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

Standard Supply Service - Administrative Charge (if applicable)

Service Charge	\$	28.24
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until April 30, 2021	\$	0.51
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

Originally Issued - April 16, 2020 Varied - April 28, 2020 Updated - October 8, 2020

0.25

\$

TARIFF OF RATES AND CHARGES

Effective May 1, 2020 Amended to Reflect the Implementation Date of 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.

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Service Charge	\$	32.24
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until April 30, 2021	\$	0.59
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 Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until April 30, 2021	\$/kWh	0.0002
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 Retail Transmission Rate - Network Service Rate - implementation May 1, 2020	\$/kWh \$/kWh	<mark>(0.0017)</mark> 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

TARIFF OF RATES AND CHARGES Effective May 1, 2020 Amended to Reflect the Implementation Date of 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 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.

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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.

Originally Issued - April 16, 2020 Varied - April 28, 2020 Updated - October 8, 2020

TARIFF OF RATES AND CHARGES

Effective May 1, 2020

Amended to Reflect the Implementation Date of November 1, 2020

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Service Charge	\$	293.54
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until April 30, 2021	\$	5.31
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 Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until April 30, 2021	\$/kW	0.0562
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
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

TARIFF OF RATES AND CHARGES Effective May 1, 2020 Amended to Reflect the Implementation Date of November 1, 2020 (unless indicated otherwise) This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors

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

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Service Charge (per connection)	\$	10.76
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation	¢	0.00
- effective from November 1, 2020 and effective until April 30, 2021	\$	0.20
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 Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until April 30, 2021	\$/kWh	0.0001
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

Welland Hydro-Electric System Corp. TARIFF OF RATES AND CHARGES

Effective May 1, 2020 Amended to Reflect the Implementation Date of November 1, 2020 (unless indicated otherwise) This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors

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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Service Charge (per connection)	\$	3.96
Rate Rider for Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until April 30, 2021	\$	0.07
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 Recovery of COVID-19 Forgone Revenue from Postponing Rate Implementation - effective from November 1, 2020 and effective until April 30, 2021	\$/kW	0.1611
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

TARIFF OF RATES AND CHARGES

Effective May 1, 2020 Amended to Reflect the Implementation Date of November 1, 2020 (unless indicated otherwise) This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors

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.

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\$	0.63
\$	0.01
\$/kW	2.6275
\$/kWh	(0.0028)
\$/kW	0.0477
\$/kW	(0.6035)
\$/kW	2.3231
\$/kW	1.9090
\$/kWh	0.0030
\$/kWh	0.0004
\$/kWh	0.0005
\$	0.25
	\$ \$/kW \$/kWh \$/kW \$/kW \$/kW \$/kWh \$/kWh

TARIFF OF RATES AND CHARGES

Effective May 1, 2020 Amended to Reflect the Implementation Date of November 1, 2020 (unless indicated otherwise) This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors

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

\$

TARIFF OF RATES AND CHARGES

Effective May 1, 2020

Amended to Reflect the Implementation Date of November 1, 2020

(unless indicated otherwise)

This schedule supersedes and replaces all previously

approved schedules of Rates, Charges and Loss Factors

		EB-2019-0072
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.

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

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Customer Administration

Arrears certificate	\$	15.00
Statement of account	\$	15.00
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
Late payment - per annum	%	19.56
Collection of account charge – no disconnection – during regular hours	\$	30.00
Reconnection at meter - during regular hours	\$	65.00
Reconnection at meter - after regular hours	\$	185.00
Install/remove load control device - during regular hours	\$	65.00
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 an basis	nd material \$	10.00

Welland Hydro-Electric System Corp. TARIFF OF RATES AND CHARGES

Effective May 1, 2020 Amended to Reflect the Implementation Date of November 1, 2020 (unless indicated otherwise) This schedule supersedes and replaces all previously approved schedules of Rates, Charges and Loss Factors

EB-2019-0072

RETAIL SERVICE CHARGES (if applicable)

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

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Retail Service Charges refer to services provided by a distributor to retailers or customers related to the supply of competitive electricity.

One-time charge, per retailer, to establish the service agreement between the distributor and the retailer	\$	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 - Primary Metered Customer < 5,000 kW

Originally Issued - April 16, 2020 Varied - April 28, 2020 Updated - October 8, 2020

1.0476

1.0371