



DECISION AND RATE ORDER

EB-2021-0072

ENBRIDGE GAS INC.

**Application to dispose of balances in certain deferral and variance
accounts related to the delivery of conservation programs in 2019**

BEFORE: Michael Janigan
Presiding Commissioner

Anthony Zlahtic
Commissioner

July 22, 2021



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1 INTRODUCTION AND SUMMARY

This is the Decision of the Ontario Energy Board (OEB) on the Rate Order related to the application from Enbridge Gas Inc. (EGI) for approval of amounts related to 2019 natural gas Demand Side Management (DSM) conservation programs.

Enbridge Gas filed the application on March 10, 2021. The OEB issued its Decision and Order on the application on June 24, 2021. That Decision and Order dealt with the amounts approved for disposition, the allocation of the approved amounts by customer rate classes, and the disposition methodology to recover or refund the approved amounts by customer rate classes. The OEB directed Enbridge Gas to file a draft rate order reflecting that Decision and Order.

The OEB has reviewed Enbridge Gas's draft rate order and approves it as filed.

2 THE PROCESS

Enbridge Gas filed its application with the OEB on March 10, 2021. The OEB held a written hearing, which included written interrogatories followed by reply submissions. On June 24, 2021, the OEB issued a Decision and Order. The application, interrogatories, written arguments, and Decision and Order are available on the OEB's website at www.oeb.ca under file number EB-2021-0072.

As part of that Decision and Order, the OEB ordered that Enbridge Gas file a draft rate order showing the unit rates by rate class to recover the approved amounts for disposition.

On June 30, 2021, Enbridge Gas filed its draft rate order. Enbridge Gas's draft rate order outlined the proposed disposition of approved amounts in the Enbridge Gas Distribution (EGD) and Union Gas (Union) rate zones.

The draft Rate Order reflects a one-time billing adjustment for all Enbridge Gas customers. This is the first time that Enbridge Gas is using a common disposition methodology across the EGD and Union rate zones. The billing adjustment is derived for each customer individually by applying the disposition unit rates to each customer's actual consumption volume for the period January 1, 2019 to December 31, 2019 for the EGD rate zone and the Union rate zone contract customers and for the period July 1, 2019 to June 30, 2020 for Union rate zone general service customers.¹

The one-time billing adjustments determined as part of this rate order will be disposed to customers at the same time as the one-time billing adjustments determined in the 2019 Disposition of Deferral and Variance Account Balances² which are also effective October 1, 2021.

On July 7, 2021, OEB staff filed comments on the draft rate order. OEB staff submitted that Enbridge Gas's draft Rate Order for the EGD rate zone and Union rate zones are consistent with the OEB's Decision and Order. Any differences noted are immaterial and is a result of rounding to the nearest dollar.

¹ Enbridge Gas Draft Rate Order, June 30, 2021.

² EB-2020-0134.

OEB staff submitted that the allocation between rate classes, and the resulting one-time billing adjustment amounts, are appropriate and consistent with the application and Decision and Order.

3 DECISION

The OEB has reviewed the draft rate order filed by Enbridge Gas and is satisfied that the unit rates by customer rate classes and type of service arrangements, attached in the Appendices, reflect the allocation methodology approved in the Decision and Order issued on June 24, 2021. The disposition methodology also reflects the Decision and Order. The Draft Rate Order reflects a one-time billing adjustment for all Enbridge Gas customers in October 2021.

The OEB therefore approves the draft rate order as filed.

4 ORDER

THE ONTARIO ENERGY BOARD ORDERS THAT:

1. The unit rates for the EGD rate zone as set out in Appendix A are approved.
2. The unit rates for the Union rate zones as set out in Appendix B are approved.
3. The balances for EGD and Union rate zones shall be recovered or refunded through a one-time billing adjustment in October 2021.

DATED at Toronto July 22, 2021

ONTARIO ENERGY BOARD

Original Signed By

Christine E. Long
Registrar

APPENDIX A
DECISION AND RATE ORDER
ENBRIDGE GAS INC. (EGD RATE ZONE)
EB-2021-0072
JULY 22, 2021

UNIT RATE AND TYPE OF SERVICE: CLEARING IN OCTOBER 2021

		COL.1
		<u>Unit Rate</u> (¢/m³)
<u>Bundled Services:</u>		
RATE 1	- SYSTEM SALES	0.3073
	- BUY/SELL	0.0000
	- ONTARIO T-SERVICE	0.3073
	- DAWN T-SERVICE	0.3073
	- WESTERN T-SERVICE	0.3073
RATE 6	- SYSTEM SALES	0.0175
	- BUY/SELL	0.0000
	- ONTARIO T-SERVICE	0.0175
	- DAWN T-SERVICE	0.0175
	- WESTERN T-SERVICE	0.0175
RATE 9	- SYSTEM SALES	(2.5272)
	- BUY/SELL	0.0000
	- ONTARIO T-SERVICE	0.0000
	- DAWN T-SERVICE	0.0000
	- WESTERN T-SERVICE	0.0000
RATE 100	- SYSTEM SALES	2.4205
	- BUY/SELL	0.0000
	- ONTARIO T-SERVICE	2.4205
	- DAWN T-SERVICE	2.4205
	- WESTERN T-SERVICE	0.0000
RATE 110	- SYSTEM SALES	(0.0911)
	- BUY/SELL	0.0000
	- ONTARIO T-SERVICE	(0.0911)
	- DAWN T-SERVICE	(0.0911)
	- WESTERN T-SERVICE	(0.0911)
RATE 115	- SYSTEM SALES	(0.0827)
	- BUY/SELL	0.0000
	- ONTARIO T-SERVICE	(0.0827)
	- DAWN T-SERVICE	(0.0827)
	- WESTERN T-SERVICE	0.0000
RATE 135	- SYSTEM SALES	0.0789
	- BUY/SELL	0.0000
	- ONTARIO T-SERVICE	0.0000
	- DAWN T-SERVICE	0.0789
	- WESTERN T-SERVICE	0.0789
RATE 145	- SYSTEM SALES	(4.8938)
	- BUY/SELL	0.0000
	- ONTARIO T-SERVICE	0.0000
	- DAWN T-SERVICE	(4.8938)
	- WESTERN T-SERVICE	0.0000
RATE 170	- SYSTEM SALES	(0.6557)
	- BUY/SELL	0.0000
	- ONTARIO T-SERVICE	(0.6557)
	- DAWN T-SERVICE	(0.6557)
	- WESTERN T-SERVICE	0.0000
RATE 200	- SYSTEM SALES	(0.0015)
	- BUY/SELL	0.0000
	- ONTARIO T-SERVICE	0.0000
	- DAWN T-SERVICE	(0.0015)
	- WESTERN T-SERVICE	0.0000
<u>Unbundled Services (Billing based on CD):</u>		
RATE 125	- All	(0.0908)
RATE 300	- All	(3.5943)
RATE 332	- All	0.0000

DETERMINATION OF BALANCES TO BE CLEARED
FROM THE 2019 DSM DEFERRAL AND VARIANCE ACCOUNTS

ITEM NO.		COL.1	COL.2	COL.3 (COL.1 + COL.2)
		PRINCIPAL FOR CLEARING (\$000)	INTEREST (\$000)	TOTAL FOR CLEARING (\$000)
1.	DEMAND SIDE MANAGEMENT	6,421.7	27.5	6,449.1
2.	LOST REVENUE ADJ MECHANISM	9.1	0.0	9.1
3.	DEMAND SIDE MANAGEMENT INCENTIVE	6,717.4	101.1	6,818.5
4.	TOTAL	<u>13,148.1</u>	<u>128.6</u>	<u>13,276.8</u>

2019 CLASSIFICATION AND ALLOCATION OF DSM DEFERRAL AND VARIANCE ACCOUNT BALANCES

		COL.1			
ITEM NO.		<div>TOTAL</div> <div>(\$000)</div>			
CLASSIFICATION					
1.	DEMAND SIDE MANAGEMENT (DSMVA)	6,449.1			
2.	LOST REVENUE ADJ MECHANISM (LRAMVA)	9.1			
3.	DEMAND SIDE MANAGEMENT INCENTIVE (DSMIDA)	6,818.5			
4.	TOTAL	<div>13,276.8</div>			
		COL.A	COL.B	COL.C	COL.D = A +B + C
ALLOCATION		<div>DSMVA</div> <div>(\$000)</div>	<div>LRAMVA</div> <div>(\$000)</div>	<div>DSMIDA</div> <div>(\$000)</div>	<div>TOTAL</div> <div>(\$000)</div>
1.1	RATE 1	11,755.6	0.0	4,711.7	16,467.3
1.2	RATE 6	(918.6)	0.0	1,848.1	929.5
1.3	RATE 9	(0.5)	0.0	0.2	(0.2)
1.4	RATE 100	340.5	0.0	31.7	372.2
1.5	RATE 110	(873.2)	(3.6)	79.4	(797.5)
1.6	RATE 115	(451.3)	7.2	79.0	(365.1)
1.7	RATE 125	(16.9)	0.0	8.5	(8.4)
1.8	RATE 135	15.4	9.5	24.9	49.7
1.9	RATE 145	(1,495.7)	(1.2)	7.2	(1,489.7)
1.10	RATE 170	(1,899.3)	(2.7)	24.4	(1,877.6)
1.11	RATE 200	(5.9)	0.0	3.0	(2.9)
1.12	RATE 300	(1.1)	0.0	0.6	(0.6)
1.13	RATE 332	0.0	0.0	0.0	0.0
1.14	TOTAL	6,449.1	9.1	6,818.5	13,276.8

2019 ALLOCATION AND UNIT RATE DERIVATION BY TYPE OF SERVICE

		COL.1	COL.2	COL.3 (COL.1 / COL.2)
		TOTAL BALANCE (\$000)	2019 VOLUME (m ³)	UNIT RATE (c/m ³)
<u>Bundled Services:</u>				
RATE 1	- SYSTEM SALES	16,020.8	5,213,290,041	0.3073
	- BUY/SELL	0.0	0	0.0000
	- T-SERVICE EXCL WBT	1.0	323,521	0.3073
	- DAWN T-SERVICE	334.5	108,854,995	0.3073
	- WBT	111.0	36,120,942	0.3073
RATE 6	- SYSTEM SALES	567.1	3,233,687,997	0.0175
	- BUY/SELL	0.0	0	0.0000
	- T-SERVICE EXCL WBT	11.6	65,903,170	0.0175
	- DAWN T-SERVICE	313.0	1,784,712,280	0.0175
	- WBT	37.8	215,718,392	0.0175
RATE 9	- SYSTEM SALES	(0.2)	8,875	(2.5272)
	- BUY/SELL	0.0	0	0.0000
	- T-SERVICE EXCL WBT	0.0	0	0.0000
	- DAWN T-SERVICE	0.0	0	0.0000
	- WBT	0.0	0	0.0000
RATE 100	- SYSTEM SALES	304.4	12,577,005	2.4205
	- BUY/SELL	0.0	0	0.0000
	- T-SERVICE EXCL WBT	9.1	376,692	2.4205
	- DAWN T-SERVICE	58.7	2,423,557	2.4205
	- WBT	0.0	0	0.0000
RATE 110	- SYSTEM SALES	(62.7)	68,784,816	(0.0911)
	- BUY/SELL	0.0	0	0.0000
	- T-SERVICE EXCL WBT	(28.8)	31,648,643	(0.0911)
	- DAWN T-SERVICE	(695.7)	763,632,549	(0.0911)
	- WBT	(10.3)	11,329,698	(0.0911)
RATE 115	- SYSTEM SALES	(0.6)	740,520	(0.0827)
	- BUY/SELL	0.0	0	0.0000
	- T-SERVICE EXCL WBT	(150.2)	181,742,053	(0.0827)
	- DAWN T-SERVICE	(214.2)	259,132,471	(0.0827)
	- WBT	0.0	0	0.0000
RATE 135	- SYSTEM SALES	1.3	1,630,676	0.0789
	- BUY/SELL	0.0	0	0.0000
	- T-SERVICE EXCL WBT	0.0	0	0.0000
	- DAWN T-SERVICE	43.6	55,289,161	0.0789
	- WBT	4.8	6,099,997	0.0789
RATE 145	- SYSTEM SALES	(78.2)	1,597,409	(4.8938)
	- BUY/SELL	0.0	0	0.0000
	- T-SERVICE EXCL WBT	0.0	0	0.0000
	- DAWN T-SERVICE	(1,411.5)	28,843,393	(4.8938)
	- WBT	0.0	0	0.0000
RATE 170	- SYSTEM SALES	(119.5)	18,232,955	(0.6557)
	- BUY/SELL	0.0	0	0.0000
	- T-SERVICE EXCL WBT	(928.1)	141,542,754	(0.6557)
	- DAWN T-SERVICE	(830.0)	126,582,275	(0.6557)
	- WBT	0.0	0	0.0000
RATE 200	- SYSTEM SALES	(2.3)	152,503,311	(0.0015)
	- BUY/SELL	0.0	0	0.0000
	- T-SERVICE EXCL WBT	0.0	0	0.0000
	- DAWN T-SERVICE	(0.7)	44,375,615	(0.0015)
	- WBT	0.0	0	0.0000
<u>Unbundled Services: (Billing based on CD)</u>				
RATE 125	- All	(8.4)	9,260,357	(0.0908)
RATE 300	- All	(0.6)	15,600	(3.5943)
RATE 332	- All	0.0	31,144,563	0.0000
TOTAL		<u>13,276.8</u>		

**Enbridge Gas Distribution Inc.
2019 DSM Deferral and Variance Account Clearing
Bill Adjustment in October 2021 for Typical Customers**

ITEM NO.	COL.1	COL.2	COL.3	COL.4	COL.5	COL.6	COL.7 (COL.2 x COL.3)	COL.8 (COL.2 x COL.4)	COL.9 (COL.2 x COL.5)	COL.10 (COL.2 x COL.6)
			UNIT RATE				BILL ADJUSTMENT			
	<u>GENERAL SERVICE</u>	ANNUAL VOLUME m ³	<u>Sales</u> c/m ³	<u>Ontario TS</u> c/m ³	<u>Dawn TS</u> c/m ³	<u>Western TS</u> c/m ³	<u>Sales Customers</u> \$	<u>Ontario TS Customers</u> \$	<u>Dawn TS Customers</u> \$	<u>Western TS Customers</u> \$
1.1	RATE 1 RESIDENTIAL									
1.2	Heating & Water Heating	2,400	0.3073	0.3073	0.3073	0.3073	7.4	7.4	7.4	7.4
2.1	RATE 6 COMMERCIAL									
2.2	Commercial - Heating & Other Uses	22,606	0.0175	0.0175	0.0175	0.0175	4.0	4.0	4.0	4.0
2.3	General Use	43,285	0.0175	0.0175	0.0175	0.0175	7.6	7.6	7.6	7.6
	<u>CONTRACT SERVICE</u>									
3.1	RATE 100									
3.2	Industrial - small size	339,188	2.4205	2.4205	2.4205	0.0000	8,210.2	8,210.2	8,210.2	-
4.1	RATE 110									
4.2	Industrial - small size, 50% LF	598,568	(0.0911)	(0.0911)	(0.0911)	(0.0911)	(545.3)	(545.3)	(545.3)	(545.3)
4.3	Industrial - avg. size, 75% LF	9,976,121	(0.0911)	(0.0911)	(0.0911)	(0.0911)	(9,088.1)	(9,088.1)	(9,088.1)	(9,088.1)
5.1	RATE 115									
5.2	Industrial - small size, 80% LF	4,471,609	(0.0827)	(0.0827)	(0.0827)	0.0000	(3,696.7)	(3,696.7)	(3,696.7)	-
5.3	Industrial - large size, 80% LF	69,832,850	(0.0827)	(0.0827)	(0.0827)	0.0000	(57,731.8)	(57,731.8)	(57,731.8)	-
6.1	RATE 135									
6.2	Industrial - Seasonal Firm	598,567	0.0789	0.0000	0.0789	0.0789	472.5	-	472.5	472.5
7.1	RATE 145									
7.2	Commercial - avg. size	598,568	(4.8938)	0.0000	(4.8938)	0.0000	(29,292.7)	-	(29,292.7)	-
8.1	RATE 170									
8.2	Industrial - avg. size, 75% LF	9,976,121	(0.6557)	(0.6557)	(0.6557)	0.0000	(65,411.5)	(65,411.5)	(65,411.5)	-

APPENDIX B
DECISION AND RATE ORDER
ENBRIDGE GAS INC. (UNION RATE ZONES)
EB-2021-0072
JULY 22, 2021

ENBRIDGE GAS INC.

Union Rate Zones

Unit Rates for Recovery/(Refund) - Delivery

2019 DSM Deferral Account Disposition

Line No.	Particulars	Rate Class	2019 Unit Rate (cents/m ³) (1) (a)
	<u>Union North</u>		
1	Small Volume General Service	01	0.0365
2	Large Volume General Service	10	(0.3566)
3	Medium Volume Firm Service	20	(0.0891)
4	Large Volume High Load Factor	100	(0.0398)
5	Large Volume Interruptible	25	-
	<u>Union South</u>		
6	Small Volume General Service	M1	0.3631
7	Large Volume General Service	M2	(0.1923)
8	Firm Com/Ind Contract	M4	0.2297
9	Interruptible Com/Ind Contract	M5A	0.2615
10	Special Large Volume Contract	M7	0.3908
11	Large Wholesale	M9	-
12	Small Wholesale	M10	-
13	Contract Carriage Service	T1	(0.1543)
14	Contract Carriage Service	T2	(0.0149)
15	Contract Carriage- Wholesale	T3	-

Notes:

- (1) Unit rates are applied to July 1, 2019 to June 30, 2020 actual volumes for general service customers and 2019 actual volumes for contract rate customers for a one-time adjustment in October 2021.

Union Rate Zones
2019 DSM Deferral & Variance Account Balances

Line No.	Account Number	Account Name (\$000's)	2019		
			Balance	Interest	Total
			(a)	(b)	(c)
1	179-111	Demand Side Management VA	2,336	41	2,377
2	179-126	Demand Side Management Incentive DA	5,950	109	6,060
3	179-75	Lost Revenue Adjustment Mechanism VA	928	15	943
4	Total 2019 Union Rate Zones		<u>9,214</u>	<u>165</u>	<u>9,379</u>

ENBRIDGE GAS INC.
Union Rate Zones
Allocation of 2019 DSM Deferral and Variance Account Balances

No.	Particulars (\$000's)	Acct No.	Union North					Union South										Total
			Rate 01	Rate 10	Rate 20	Rate 100	Rate 25	M1	M2	M4	M5	M7	M9	M10	T1	T2	T3	
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
<u>2019 DSM Deferral Account Balances</u>																		
<u>Delivery-Related Deferrals</u>																		
1	Demand Side Management VA (1)	179-111	(340)	(1,374)	(580)	(412)	-	7,400	(3,088)	388	42	1,697	-	-	(739)	(618)	-	2,377
2	Demand Side Management Incentive DA	179-126	697	171	83	-	-	3,476	744	437	29	368	-	-	55	-	-	6,060
3	Lost Revenue Adjustment Mechanism VA	179-75	-	-	28	6	-	-	-	722	121	52	-	-	10	4	-	943
4	Total Delivery-Related Deferrals		358	(1,203)	(469)	(406)	-	10,876	(2,344)	1,547	192	2,117	-	-	(674)	(615)	-	9,379

Notes:

(1) Demand Side Management Variance Account balances for Rate M4 and M5 are allocated based on 2019 actual volumes to derive a common unit rate for disposition for both rate classes, as illustrated below.

Rate Class	2019 Account Balances (\$000s) (a)	2019 Interest (\$000s) (b)	Total Account Balances (\$000s) (c) = (a + b)	2019 Actual Volume (10 ³ m ³) (d)	Pooled Account Balances (i) (\$000s) (e)	Unit Rate (cents/m ³) (f)=(e/d) x 100
M4	1,873	33	1,906	673,787	388	0.0576
M5	(1,449)	(25)	(1,475)	73,541	42	0.0576
Total	423	7	431	747,328	431	

(i) - Allocated in proportion to column (a).

ENBRIDGE GAS INC.
 Union Rate Zones
 General Service Unit Rates for One-Time Adjustment - Delivery
2019 DSM Deferral and Varaince Account Disposition

Filed: 2021-06-30
 EB-2021-0072
 Rate Order
 Appendix B
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Line No.	Particulars	Rate Class	Deferral Balance for Disposition (\$000's) (a)	July 1, 2019 to June 30, 2020 Actual Volume (10 ³ m ³) (b)	Unit Rate (cents/m ³) (c) = (a/b)*100
	<u>Union North</u>				
1	Small Volume General Service	01	358	980,339	0.0365
2	Large Volume General Service	10	(1,203)	337,281	(0.3566)
	<u>Union South</u>				
3	Small Volume General Service	M1	10,876	2,995,204	0.3631
4	Large Volume General Service	M2	(2,344)	1,219,012	(0.1923)
5	Total General Service		<u>7,687</u>		

ENBRIDGE GAS INC.
Union Rate Zones
Contract Unit Rates for One-Time Adjustment - Delivery
2019 DSM Deferral and Varaince Account Disposition

Filed: 2021-06-30
EB-2021-0072
Rate Order
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Line No.	Particulars	Rate Class	Deferral Balance for Disposition (\$000's) (a)	2019 Actual Volume (10 ³ m ³) (b)	Unit Rate (cents/m ³) (c) = (a/b)*100
	<u>Union North</u>				
1	Medium Volume Firm Service	20	(469)	527,023	(0.0891)
2	Large Volume High Load Factor	100	(406)	1,019,749	(0.0398)
3	Large Volume Interruptible	25	-	119,134	-
	<u>Union South</u>				
4	Firm Com/Ind Contract	M4	1,547	673,787	0.2297
5	Interruptible Com/Ind Contract	M5	192	73,541	0.2615
6	Special Large Volume Contract	M7	2,117	541,821	0.3908
7	Large Wholesale	M9	-	103,774	-
8	Small Wholesale	M10	-	391	-
9	Contract Carriage	T1	(674)	437,245	(0.1543)
10	Contract Carriage	T2	(615)	4,136,946	(0.0149)
11	Contract Carriage	T3	-	283,374	-
12	Total Contract Service		<u>1,693</u>		

ENBRIDGE GAS INC.
Union Rate Zones
Calculation of One-Time Adjustments for General Service Customers
2019 DSM Deferral Account Disposition

Line No.	Particulars	Unit Rate (cents/m ³) (a)	Annual Volume (m ³) (b)	Bill Impact (\$)(1) (c) = (a x b) / 100
<u>Union North - Delivery</u>				
1	Rate 01	0.0365	2,200	0.80
2	Rate 10	(0.3566)	93,000	(331.64)
<u>Union South - Delivery</u>				
3	Rate M1	0.3631	2,200	7.99
4	Rate M2	(0.1923)	73,000	(140.38)

Notes:

- (1) One-time adjustment for sales service and direct purchase customers.

ENBRIDGE GAS INC.
Union Rate Zones
Calculation of One-Time Adjustments for Typical Small and Large Customers
2019 DSM Deferral Account Disposition

Line No.	Particulars	Unit Rate (cents/m ³)	Annual Volume (m ³)	Bill Impact (\$ (1))
		(a)	(b)	(c) = (a x b) / 100
<u>Union North - Delivery</u>				
1	Small Rate 20	(0.0891)	3,000,000	(2,673)
2	Large Rate 20	(0.0891)	15,000,000	(13,365)
3	Average Rate 25	-	2,275,000	-
4	Small Rate 100	(0.0398)	27,000,000	(10,746)
5	Large Rate 100	(0.0398)	240,000,000	(95,520)
<u>Union South</u>				
6	Small Rate M4	0.2297	875,000	2,010
7	Large Rate M4	0.2297	12,000,000	27,564
8	Small Rate M5 Interruptible	0.2615	825,000	2,157
9	Large Rate M5 Interruptible	0.2615	6,500,000	16,998
10	Small Rate M7	0.3908	36,000,000	140,688
11	Large Rate M7	0.3908	52,000,000	203,216
12	Small Rate M9	-	6,950,000	-
13	Large Rate M9	-	20,178,000	-
14	Rate M10	-	94,500	-
15	Small Rate T1	(0.1543)	7,537,000	(11,630)
16	Average Rate T1	(0.1543)	11,565,938	(17,846)
17	Large Rate T1	(0.1543)	25,624,080	(39,538)
18	Small Rate T2	(0.0149)	59,256,000	(8,829)
19	Average Rate T2	(0.0149)	197,789,850	(29,471)
20	Large Rate T2	(0.0149)	370,089,000	(55,143)
21	Large Rate T3	-	272,712,000	-

Notes:

- (1) One-time adjustment for sales service and direct purchase customers.