



Electricity Distribution Licence

ED-2002-0556

Hydro Ottawa Limited

Valid Until

March 31, 2023

Original Signed By

Brian Hewson

**Vice President, Consumer Protection & Industry Performance
Ontario Energy Board**

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LIST OF AMENDMENTS

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1 Definitions

In this Licence:

“Accounting Procedures Handbook” means the handbook, approved by the Board which specifies the accounting records, accounting principles and accounting separation standards to be followed by the Licensee;

“Act” means the *Ontario Energy Board Act, 1998*, S.O. 1998, c. 15, Schedule B;

“Affiliate Relationships Code for Electricity Distributors and Transmitters” means the code, approved by the Board which, among other things, establishes the standards and conditions for the interaction between electricity distributors or transmitters and their respective affiliated companies;

“distribution services” means services related to the distribution of electricity and the services the Board has required distributors to carry out, including the sales of electricity to consumers under section 29 of the Act, for which a charge or rate has been established in the Rate Order;

“Distribution System Code” means the code approved by the Board which, among other things, establishes the obligations of the distributor with respect to the services and terms of service to be offered to customers and retailers and provides minimum, technical operating standards of distribution systems;

“Electricity Act” means the *Electricity Act, 1998*, S.O. 1998, c. 15, Schedule A;

“IESO” means the Independent Electricity System Operator;

“Licensee” means Hydro Ottawa Limited

“Market Rules” means the rules made under section 32 of the Electricity Act;

“OPA” means the Ontario Power Authority;

“Performance Standards” means the performance targets for the distribution and connection activities of the Licensee as established by the Board in accordance with section 83 of the Act;

“Rate Order” means an Order or Orders of the Board establishing rates the Licensee is permitted to charge;

“regulation” means a regulation made under the Act or the Electricity Act;

“Retail Settlement Code” means the code approved by the Board which, among other things, establishes a distributor’s obligations and responsibilities associated with financial settlement among retailers and consumers and provides for tracking and facilitating consumer transfers among competitive retailers;

“service area” with respect to a distributor, means the area in which the distributor is authorized by its licence to distribute electricity;

“Standard Supply Service Code” means the code approved by the Board which, among other things, establishes the minimum conditions that a distributor must meet in carrying out its obligations to sell electricity under section 29 of the Electricity Act;

“wholesaler” means a person that purchases electricity or ancillary services in the IESO administered markets or directly from a generator or, a person who sells electricity or ancillary services through the IESO-administered markets or directly to another person other than a consumer.

2 Interpretation

- 2.1 In this Licence, words and phrases shall have the meaning ascribed to them in the Act or the Electricity Act. Words or phrases importing the singular shall include the plural and vice versa. Headings are for convenience only and shall not affect the interpretation of the Licence. Any reference to a document or a provision of a document includes an amendment or supplement to, or a replacement of, that document or that provision of that document. In the computation of time under this Licence, where there is a reference to a number of days between two events, they shall be counted by excluding the day on which the first event happens and including the day on which the second event happens and where the time for doing an act expires on a holiday, the act may be done on the next day that is not a holiday.

3 Authorization

- 3.1 The Licensee is authorized, under Part V of the Act and subject to the terms and conditions set out in this Licence:
- to own and operate a distribution system in the service area described in Schedule 1 of this Licence;
- to retail electricity for the purposes of fulfilling its obligation under section 29 of the Electricity Act in the manner specified in Schedule 2 of this Licence; and
- to act as a wholesaler for the purposes of fulfilling its obligations under the Retail Settlement Code or under section 29 of the Electricity Act.

4 Obligation to Comply with Legislation, Regulations and Market Rules

- 4.1 The Licensee shall comply with all applicable provisions of the Act and the Electricity Act and regulations under these Acts, except where the Licensee has been exempted from such compliance by regulation.
- 4.2 The Licensee shall comply with all applicable Market Rules.

5 Obligation to Comply with Codes

- 5.1 The Licensee shall at all times comply with the following Codes (collectively the “Codes”) approved by the Board, except where the Licensee has been specifically exempted from such

compliance by the Board. Any exemptions granted to the licensee are set out in Schedule 3 of this Licence. The following Codes apply to this Licence:

the Affiliate Relationships Code for Electricity Distributors and Transmitters;

the Distribution System Code;

the Retail Settlement Code; and

the Standard Supply Service Code.

5.2 The Licensee shall:

make a copy of the Codes available for inspection by members of the public at its head office and regional offices during normal business hours; and

provide a copy of the Codes to any person who requests it. The Licensee may impose a fair and reasonable charge for the cost of providing copies.

6 Obligation to Provide Non-discriminatory Access

- 6.1 The Licensee shall, upon the request of a consumer, generator or retailer, provide such consumer, generator or retailer with access to the Licensee's distribution system and shall convey electricity on behalf of such consumer, generator or retailer in accordance with the terms of this Licence.

7 Obligation to Connect

- 7.1 The Licensee shall connect a building to its distribution system if:
- the building lies along any of the lines of the distributor's distribution system; and
 - the owner, occupant or other person in charge of the building requests the connection in writing.
- 7.2 The Licensee shall make an offer to connect a building to its distribution system if:
- the building is within the Licensee's service area as described in Schedule 1; and
 - the owner, occupant or other person in charge of the building requests the connection in writing.
- 7.3 The terms of such connection or offer to connect shall be fair and reasonable and made in accordance with the Distribution System Code, and the Licensee's Rate Order as approved by the Board.
- 7.4 The Licensee shall not refuse to connect or refuse to make an offer to connect unless it is permitted to do so by the Act or a regulation or any Codes to which the Licensee is obligated to comply with as a condition of this Licence.

8 Obligation to Sell Electricity

- 8.1 The Licensee shall fulfill its obligation under section 29 of the Electricity Act to sell electricity in accordance with the requirements established in the Standard Supply Service Code, the Retail Settlement Code and the Licensee's Rate Order as approved by the Board.

9 Obligation to Maintain System Integrity

- 9.1 The Licensee shall maintain its distribution system in accordance with the standards established in the Distribution System Code and Market Rules, and have regard to any other recognized industry operating or planning standards adopted by the Board.

10 Market Power Mitigation Rebates

- 10.1 The Licensee shall comply with the pass through of Ontario Power Generation rebate conditions set out in Appendix A of this Licence.

11 Distribution Rates

- 11.1 The Licensee shall not charge for connection to the distribution system, the distribution of electricity or the retailing of electricity to meet its obligation under section 29 of the Electricity Act except in accordance with a Rate Order of the Board.

12 Separation of Business Activities

- 12.1 The Licensee shall keep financial records associated with distributing electricity separate from its financial records associated with transmitting electricity or other activities in accordance with the Accounting Procedures Handbook and as otherwise required by the Board.

13 Expansion of Distribution System

- 13.1 The Licensee shall not construct, expand or reinforce an electricity distribution system or make an interconnection except in accordance with the Act and Regulations, the Distribution System Code and applicable provisions of the Market Rules.
- 13.2 In order to ensure and maintain system integrity or reliable and adequate capacity and supply of electricity, the Board may order the Licensee to expand or reinforce its distribution system in accordance with Market Rules and the Distribution System Code, or in such a manner as the Board may determine.

14 Provision of Information to the Board

- 14.1 The Licensee shall maintain records of and provide, in the manner and form determined by the Board, such information as the Board may require from time to time.
- 14.2 Without limiting the generality of paragraph 14.1, the Licensee shall notify the Board of any material change in circumstances that adversely affects or is likely to adversely affect the business, operations or assets of the Licensee as soon as practicable, but in any event no more than twenty (20) days past the date upon which such change occurs.

15 Restrictions on Provision of Information

- 15.1 The Licensee shall not use information regarding a consumer, retailer, wholesaler or generator obtained for one purpose for any other purpose without the written consent of the consumer, retailer, wholesaler or generator.
- 15.2 The Licensee shall not disclose information regarding a consumer, retailer, wholesaler or generator to any other party without the written consent of the consumer, retailer, wholesaler or generator, except where such information is required to be disclosed:
- to comply with any legislative or regulatory requirements, including the conditions of this Licence;
- for billing, settlement or market operations purposes;
- for law enforcement purposes; or
- to a debt collection agency for the processing of past due accounts of the consumer, retailer, wholesaler or generator.
- 15.3 The Licensee may disclose information regarding consumers, retailers, wholesalers or generators where the information has been sufficiently aggregated such that their particular information cannot reasonably be identified.
- 15.4 The Licensee shall inform consumers, retailers, wholesalers and generators of the conditions under which their information may be released to a third party without their consent.
- 15.5 If the Licensee discloses information under this section, the Licensee shall ensure that the information provided will not be used for any other purpose except the purpose for which it was disclosed.

16 Customer Complaint and Dispute Resolution

- 16.1 The Licensee shall:
- have a process for resolving disputes with customers that deals with disputes in a fair, reasonable and timely manner;
- publish information which will make its customers aware of and help them to use its dispute resolution process;
- make a copy of the dispute resolution process available for inspection by members of the public at each of the Licensee's premises during normal business hours;
- give or send free of charge a copy of the process to any person who reasonably requests it; and
- subscribe to and refer unresolved complaints to an independent third party complaints resolution service provider selected by the Board. This condition will become effective on a date to be determined by the Board. The Board will provide reasonable notice to the Licensee of the date this condition becomes effective.

17 Term of Licence

- 17.1 This Licence shall take effect on June 9, 2003 and expire on March 31, 2023. The term of this Licence may be extended by the Board.

18 Fees and Assessments

- 18.1 The Licensee shall pay all fees charged and amounts assessed by the Board.

19 Communication

- 19.1 The Licensee shall designate a person that will act as a primary contact with the Board on matters related to this Licence. The Licensee shall notify the Board promptly should the contact details change.
- 19.2 All official communication relating to this Licence shall be in writing.
- 19.3 All written communication is to be regarded as having been given by the sender and received by the addressee:
- when delivered in person to the addressee by hand, by registered mail or by courier;
- ten (10) business days after the date of posting if the communication is sent by regular mail; and
- when received by facsimile transmission by the addressee, according to the sender's transmission report.

20 Copies of the Licence

- 20.1 The Licensee shall:
- make a copy of this Licence available for inspection by members of the public at its head office and regional offices during normal business hours; and
- provide a copy of this Licence to any person who requests it. The Licensee may impose a fair and reasonable charge for the cost of providing copies.

21 Conservation and Demand Management

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22 Pole Attachments

- 22.1 The Licensee shall provide access to its distribution poles to all Canadian carriers, as defined by the Telecommunications Act, and to all cable companies that operate in the Province of Ontario. For each attachment, with the exception of wireless attachments, the Licensee shall charge the rate approved by the Board and included in the Licensee's tariff.

22.2 The Licensee shall:

annually report the net revenue, and the calculations used to determine that net revenue, earned from allowing wireless attachments to its poles. Net revenues will be accumulated in a deferral account approved by the Board;

credit that net revenue against its revenue requirement subject to Board approval in rate proceedings; and

provide access for wireless attachments to its poles on commercial terms normally found in a competitive market.

23 Administration of COVID-19 Energy Support Program

23.1 For the purposes of paragraphs 23.1 to 23.8:

“Application Form” means the form of application for CEAP approved by the Board, including the use of that form by telephone

“CEAP” means the COVID-19 Energy Assistance Program as described in the Board’s Decision and Order dated June 16, 2020

“CEAP-eligible account” means an account in the Licensee’s residential class that meets all of the following criteria:

- (a) the account was in good standing (i.e. all amounts on account of electricity charges that were payable were fully paid) on March 17, 2020, and the account was not enrolled in an arrears payment for amounts owing prior to March 17, 2020
- (b) complete payment on account of electricity charges has not been made on at least two electricity bills issued since March 17, 2020, and the account has an Overdue Balance on the date of receipt of the Application Form for the account including where the account is enrolled in an arrears payment agreement for amounts incurred following March 17, 2020,
- (c) the account has not received funding under the Low-income Energy Assistance Program or the Ontario Electricity Support Program in 2020; and
- (d) the account holder has provided a complete Application Form and has declared, through the Application Form, that they or their spouse or common-law partner that resides in the same residence:
 - are unemployed on the date that they provide their completed Application Form to the Licensee
 - have received Employment Insurance or the Canada Emergency Response Benefit since March 17, 2020

“Overdue Balance” means the amount by which the account holder’s balance is past due in respect of Electricity Charges at the time the Application Form is received by the Licensee. Amounts that may be on the bill but are not yet past due are not part of the Overdue Balance.

“electricity charges” means:

- (a) charges that appear under the sub-headings “Electricity”, “Delivery”, and “Regulatory Charges” as described in Ontario Regulation 275/04 (Information on Invoices to Certain Classes of Consumers of Electricity) made under the Act, and all applicable taxes on those charges;
- (b) where applicable, charges prescribed by regulations under section 25.33 of the Electricity Act and all applicable taxes on those charges
- (c) Board-approved specific service charges, including late payment charges, and such other charges and applicable taxes associated with the consumption of electricity as may be required by law to be included on the bill issued to the customer or as may be designated by the Board for the purposes of this definition, but not including security deposits, amounts owed by a customer pursuant to a billing adjustment, or amounts under an arrears payment agreement entered into prior to March 17, 2020; and
- (d) any financial assistance provided for under the *Ontario Rebate for Electricity Consumers Act, 2016*

23.2 The Licensee shall start to accept Application Forms as of July 13, 2020.

23.3 The Licensee shall:

- (a) Make copies of the Application Form available on its web site and to any customer on request.
- (b) Process all complete Application Forms in the order in which they are received.
- (c) Accept Application Forms by e-mail or mail, and may also allow the Application Form to be completed online or by telephone, provided that where Application Forms are completed by telephone the call must be recorded and must document confirmation of all information requested on the Application Form, including consent and the applicant’s declaration of eligibility.
- (d) Process each complete Application Form within 10 business days of receipt.

23.4 The Licensee shall provide a credit to a CEAP-eligible account in an amount equal to half of the Overdue Balance for the account:

- (a) to a maximum of \$230, where the Application Form declares that the account is for a residence that mainly uses electric heating or in which an eligible medical device is used
- (b) to a maximum of or \$115, in all other cases.

- 23.5 The credit must be applied on the next bill issued to the CEAP-eligible account after the processing of the Application Form for the account as set out in paragraph 12.3(d), where feasible, and in any event no later than on the following bill.
- 23.6 Despite paragraph 23.4:
- (a) The Licensee is not required to provide a credit to a CEAP-eligible account if the total amount of CEAP funding available to the Licensee as specified by the Board has been expended; and
 - (b) The Licensee shall not provide a credit to a CEAP-eligible account more than once.
- 23.7 Reimbursement for credits provided by the Licensee to CEAP-eligible accounts, up to the total referred to in paragraph 23.5(a), are recoverable from the Independent Electricity System Operator. The Licensee shall provide information in such form and manner, and within such time, as the IESO may reasonably require, in respect of requests for reimbursement. The Licensee shall not seek reimbursement from the Independent Electricity System Operator for any amount above the total referred to in paragraph 23.5(a) or on account of any costs relating to the administration of CEAP.
- 23.8 The Licensee shall keep the following records for two years, and make them available to the Board upon request:
- (a) Copies of all Application Forms received, including recordings of calls where the Application Form is provided by telephone, and copies of any communications with customers about CEAP.
 - (b) A record of all Application Forms that were accepted as complete and a credit was provided to CEAP-eligible accounts, and a record of all Application Forms that were denied
 - (c) A record of the credit provided to each CEAP-eligible account, as well as the total amount of credits provided to all CEAP-eligible accounts.
- 23.9 The Licensee shall report to the Board, as soon as practicable, the date on which the total amount of CEAP funding referred to in paragraph 23.5(a) has been expended.
- 23.10 Paragraphs 23.1 to 23.8 govern over any provisions of the Distribution System Code or the Standard Supply Service Code in the event of any inconsistency.

24 Administration of COVID-19 Energy Support Program – Small Business

- 24.1 For the purposes of paragraphs 24.1 to 24.8:

“Application Form” means the form of application for CEAP-SB approved by the Board, including the use of that form by telephone

“CEAP-SB” means the COVID-19 Energy Assistance Program – Small Business as described in the Board’s Decision and Order dated August 7, 2020

“CEAP-SB eligible account” means an account for premises in the Licensee’s GS<50 class (for electricity distributors) / relevant commercial class and whose annual usage is less than 150,000 kWh (for USMPs) that meets all of the following criteria:

- a) the account holder has a registered business number or charitable registration number for the business or registered charity operating out of the premises,
- b) the account was in good standing (i.e. all amounts on account of electricity charges that were payable were fully paid) on March 17, 2020, and the account was not enrolled in an arrears payment agreement for amounts owing prior to March 17, 2020,
- c) complete payment on account of electricity charges has not been made on at least two electricity bills issued since March 17, 2020, and the account has an Overdue Balance on the date of receipt of the Application Form for the account including where the account is enrolled in an arrears payment agreement for amounts incurred following March 17, 2020,
- d) the account holder has confirmed in the Application Form that it is not applying for a CEAP-SB credit for another location or electricity account anywhere in the Province of Ontario for the same small business or registered charity,
- e) the account holder has provided a complete Application Form and has declared, through the Application Form, that their small business or registered charity’s premises was required to close to the public for regular operations for at least 15 days as a result of a government order or inability to comply with public health recommendations.

Note that the Licensee is only required to verify the information in items (b), (c), and (e) above.

“electricity charges” means:

- a) charges that appear under the sub-headings “Electricity”, “Delivery”, and “Regulatory Charges” as described in Ontario Regulation 275/04 (Information on Invoices to Certain Classes of Consumers of Electricity) made under the Act, and all applicable taxes on those charges;
- b) where applicable, charges prescribed by regulations under section 25.33 of the Electricity Act and all applicable taxes on those charges
- c) Board-approved specific service charges, including late payment charges, and such other charges and applicable taxes associated with the consumption of electricity as may be required by law to be included on the bill issued to the customer or as may be designated by the Board for the purposes of this definition, but not including security deposits, amounts owed by a customer pursuant to a billing adjustment, or amounts under a payment agreement entered into prior to March 17, 2020; and
- d) any financial assistance provided for under the *Ontario Rebate for Electricity Consumers Act, 2016*; and

“Overdue Balance” means the amount by which the account holder’s balance is past due in respect of Electricity Charges at the time the Application Form is received by the Licensee. Amounts that may be on the bill but are not yet past due are not part of the Overdue Balance.

24.2 The Licensee shall start to accept Application Forms as of August 31, 2020.

24.3 The Licensee shall:

- a) Make copies of the Application Form available on its web site and to any customer on request.
- b) Process all complete Application Forms in the order in which they are received.
- c) Accept Application Forms by e-mail or mail, and may also allow the Application Form to be completed online or by telephone, provided that where Application Forms are completed by telephone the call must be recorded and must document confirmation of all information requested on the Application Form, including consent and the applicant’s declaration of eligibility.
- d) Process each complete Application Form within 10 business days of receipt.

24.4 The Licensee shall provide a credit to a CEAP-SB eligible account up to the amount of the Overdue Balance for the account:

- a) to a maximum of \$850, where the Application Form declares that the account is for small business or registered charity premises that primarily uses electricity for heating; or
- b) to a maximum of or \$425, in all other cases.

The credit must be applied on the next bill issued to the CEAP-SB eligible account after the processing of the Application Form for the account as set out in paragraph 24.3(d), where feasible, and in any event no later than on the following bill.

24.5 Despite paragraph 24.4:

- a) The Licensee is not required to provide a credit to a CEAP-SB eligible account if the total amount of CEAP-SB funding available to the Licensee as specified by the Board has been expended; and
- b) The Licensee shall not provide a credit to a CEAP-SB eligible account more than once.

24.6 Reimbursement for credits provided by the Licensee to CEAP-SB eligible accounts, up to the total referred to in paragraph 24.5(a), are recoverable from the Independent Electricity System Operator. The Licensee shall provide information in such form and manner, and within such time, as the IESO may reasonably require, in respect of requests for reimbursement. The Licensee shall not seek reimbursement from the Independent Electricity System Operator for any amount above the total referred to in paragraph 24.5(a) or on account of any costs relating to the administration of CEAP-SB.

- 24.7 The Licensee shall keep the following records for two years, and make them available to the Board upon request:
- a) Copies of all Application Forms received, including recordings of calls where the Application Form is provided by telephone, and copies of any communications with customers about CEAP-SB.
 - b) A record of all Application Forms that were accepted as complete and a credit was provided to CEAP-SB eligible accounts, and a record of all Application Forms that were denied.
 - c) A record of the credit provided to each CEAP-SB eligible account, as well as the total amount of credits provided to all CEAP-SB eligible accounts.
- 24.8 The Licensee shall report to the Board, as soon as practicable, the date on which the total amount of CEAP-SB funding referred to in paragraph 24.5(a) has been expended.
- 24.9 Paragraphs 24.1 to 24.8 govern over any provisions of the Distribution System Code or the Standard Supply Service Code in the event of any inconsistency.

SCHEDULE 1 DEFINITION OF DISTRIBUTION SERVICE AREA

This Schedule specifies the area in which the Licensee is authorized to distribute and sell electricity in accordance with paragraph 8.1 of this Licence.

1. The City of Gloucester as of December 31, 2000, now within the City of Ottawa.
2. The portion of the former Township of Rideau on Long Island, North of Bridge Street as of December 31, 2000, now within the City of Ottawa.
3. The Township of Goulbourn as of December 31, 2000, now within the City of Ottawa.
4. The City of Kanata as of December 31, 2000, now within the City of Ottawa.
5. The City of Nepean as of December 31, 2000, now within the City of Ottawa.
6. The City of Ottawa as of December 31, 2000.
7. The Village of Rockcliffe Park as of December 31, 2000, now within the City of Ottawa.
8. The City of Vanier as of December 31, 2000, now within the City of Ottawa.
9. The Village of Casselman, County of Russell as at May 1, 2002.
10. Lot 5, Concession 9 at the corner of 9th Line Road and Parkway Road, as shown in Plan 4R-25377, located at 8965 Parkway Rd., Edwards, Ontario.
11. The properties as identified within Table 1 per their Civic Address as at August 11, 2016 and their Property Identification Number (PIN).
12. Unmetered Services identified within Table 2 per their Civic Address as at August 11, 2016 and map coordinates by Latitude and Longitude.
13. With the exclusion of properties identified within Table 3 per their Civic Address as at August 11, 2016 and their Property Identification Number (PIN).
14. With the exclusion of Unmetered Services identified within Table 4 per their Civic Address as at August 11, 2016 and map coordinates by Latitude and Longitude.

Table 1 - Properties Added to Hydro Ottawa Limited Service Area

Civic Address (As at August 11, 2016)		Property Identification Number (PIN)
127	9TH LINE	05135-0075
1076	ASHTON STATION RD	05112-0083
1166	ASHTON STATION RD	05112-0083
1274	ASHTON STATION RD	05112-0058
1332	ASHTON STATION RD	05112-0059
1350	ASHTON STATION RD	05112-0095
1412	ASHTON STATION RD	05112-0062
1422	ASHTON STATION RD	05112-0064
1436	ASHTON STATION RD	05112-0091
1440	ASHTON STATION RD	05112-0088
1480	ASHTON STATION RD	05112-0066
1526	ASHTON STATION RD	05112-0098
1982	ASHTON STATION RD	05135-0056
1988	ASHTON STATION RD	05135-0057
1998	ASHTON STATION RD	05135-0058
2004	ASHTON STATION RD	05135-0059
2040	ASHTON STATION RD	05135-0071
2048	ASHTON STATION RD	05135-0072
2154	ASHTON STATION RD	05138-0108
2466	ASHTON STATION RD	05138-0033
2486	ASHTON STATION RD	05138-0034
2636	ASHTON STATION RD	05138-0039
2662	ASHTON STATION RD	05138-0040
2680	ASHTON STATION RD	05138-0041
3032	ASHTON STATION RD	05139-0081
3040	ASHTON STATION RD	05139-0082
3048	ASHTON STATION RD	05139-0083
3060	ASHTON STATION RD	05139-0080
3550	ASHTON STATION RD	05140-0166
3560	ASHTON STATION RD	05140-0167
3566	ASHTON STATION RD	05140-0165
3578	ASHTON STATION RD	05140-0174
3588	ASHTON STATION RD	05140-0156
814	BALSAM DR	14502-0027
816	BALSAM DR	14502-0026
820	BALSAM DR	14502-0025
822	BALSAM DR	14502-0024

Civic Address (As at August 11, 2016)		Property Identification Number (PIN)
824	BALSAM DR	14502-0023
826	BALSAM DR	14502-0022
828	BALSAM DR	14502-0021
830	BALSAM DR	14502-0020
834	BALSAM DR	14502-0019
836	BALSAM DR	14502-0018
838	BALSAM DR	14502-0017
840	BALSAM DR	14502-0016
5329	BOUNDARY RD	14558-0364
5409	BOUNDARY RD	14558-0032
5425	BOUNDARY RD	14558-0033
5485	BOUNDARY RD	14558-0036
5495	BOUNDARY RD	14558-0037
5507	BOUNDARY RD	14558-0038
5575	BOUNDARY RD	14558-0086
5613	BOUNDARY RD	14558-0087
5613	BOUNDARY RD	14558-0087
5716	BOUNDARY RD	04323-0081
5716	BOUNDARY RD	04323-0081
805	CHAMPLAIN ST	14501-0036
819	CHAMPLAIN ST	14502-0028
821	CHAMPLAIN ST	14502-0004
823	CHAMPLAIN ST	14502-0005
825	CHAMPLAIN ST	14502-0006
827	CHAMPLAIN ST	14502-0007
829	CHAMPLAIN ST	14502-0008
831	CHAMPLAIN ST	14502-0009
833	CHAMPLAIN ST	14502-0010
835	CHAMPLAIN ST	14502-0011
837	CHAMPLAIN ST	14502-0012
839	CHAMPLAIN ST	14502-0013
845	CHAMPLAIN ST	14503-0053
847	CHAMPLAIN ST	14503-0052
849	CHAMPLAIN ST	14503-0051
851	CHAMPLAIN ST	14503-0050
853	CHAMPLAIN ST	14503-0049
855	CHAMPLAIN ST	14503-0048
857	CHAMPLAIN ST	14503-0047
859	CHAMPLAIN ST	14503-0046

Civic Address (As at August 11, 2016)		Property Identification Number (PIN)
861	CHAMPLAIN ST	14503-0045
865	CHAMPLAIN ST	14503-0044
867	CHAMPLAIN ST	14503-0043
869	CHAMPLAIN ST	14503-0042
871	CHAMPLAIN ST	14503-0041
873	CHAMPLAIN ST	14503-0040
875	CHAMPLAIN ST	14503-0039
877	CHAMPLAIN ST	14503-0038
879	CHAMPLAIN ST	14503-0037
881	CHAMPLAIN ST	14503-0036
883	CHAMPLAIN ST	14503-0035
154	DOUGLAS SIDERD	15112-0072
170	DOUGLAS SIDERD	05112-0050
220	DOUGLAS SIDERD	05112-0049
227	DOUGLAS SIDERD	05112-0051
232	DOUGLAS SIDERD	05148-0065
237	DOUGLAS SIDERD	15112-0052
243	DOUGLAS SIDERD	05112-0053
1043	DU BOISE ST	69028-0811
1051	DU DUBOISE ST	69028-0676
104	EDITH MARGARET PL	045330456
106	EDITH MARGARET PL	045331653
108	EDITH MARGARET PL	045330452
110	EDITH MARGARET PL	045330449
100	ENTREPRENEUR CRES	14558-0358
114	ENTREPRENEUR CRES	145580359
145	ENTREPRENEUR CRES	145580365
334	ENTREPRENEUR CRES	145580385
140	INDCUM RD	145580353
145	INDCUM RD	145580042
150	INDCUM RD	145580078
8004	JEANNE DARC BLVD	145030054
8005	JEANNE DARC BLVD	145020014
8006	JEANNE DARC BLVD	145030055
8007	JEANNE DARC BLVD	145020015
241	JOHN ASELFORD DR	045331380
242	JOHN ASELFORD DR	045330424
260	JOHN ASELFORD DR	045330428
261	JOHN ASELFORD DR	045330418

Civic Address (As at August 11, 2016)		Property Identification Number (PIN)
278	JOHN ASELFORD DR	045330430
279	JOHN ASELFORD DR	045330417
296	JOHN ASELFORD DR	045330432
297	JOHN ASELFORD DR	045330412
315	JOHN ASELFORD DR	045330410
320	JOHN ASELFORD DR	045330435
327	JOHN ASELFORD DR	045330408
360	JOHN ASELFORD DR	045330406
376	JOHN ASELFORD DR	045330404
386	JOHN ASELFORD DR	045331442
422	JOHN ASELFORD DR	045330396
439	JOHN ASELFORD DR	045330923
442	JOHN ASELFORD DR	045330392
461	JOHN ASELFORD DR	045331443
471	JOHN ASELFORD DR	045331444
483	JOHN ASELFORD DR	045331385
520	JOHN ASELFORD DR	045330929
104	JUNIPER ST	145020001
106	JUNIPER ST	145020002
107	JUNIPER ST	145010037
108	JUNIPER ST	145020003
109	JUNIPER ST	145010038
111	JUNIPER ST	145010039
115	JUNIPER ST	145010040
117	JUNIPER ST	145010041
119	JUNIPER ST	145010042
121	JUNIPER ST	145010043
123	JUNIPER ST	145010044
125	JUNIPER ST	145010045
127	JUNIPER ST	145010046
129	JUNIPER ST	145010028
131	JUNIPER ST	145010048
133	JUNIPER ST	145010049
135	JUNIPER ST	145010050
3602	KETTLES RD	039290141
3676	KETTLES RD	039290143
3676	KETTLES RD	039290143
3689	KETTLES RD	039330441
3689	KETTLES RD	039330441

Civic Address (As at August 11, 2016)		Property Identification Number (PIN)
3723	KETTLES RD	039330716
3763	KETTLES RD	039330439
3850	KETTLES RD	039290287
104	LARCH CRES	145010023
106	LARCH CRES	145010022
108	LARCH CRES	145010021
109	LARCH CRES	145010033
110	LARCH CRES	145010020
111	LARCH CRES	145010032
112	LARCH CRES	145010019
114	LARCH CRES	145010018
115	LARCH CRES	145010031
116	LARCH CRES	145010017
117	LARCH CRES	145010030
118	LARCH CRES	145010016
120	LARCH CRES	145010015
124	LARCH CRES	145010014
126	LARCH CRES	145010012
127	LARCH CRES	145010029
128	LARCH CRES	145010011
129	LARCH CRES	145010028
130	LARCH CRES	145010010
131	LARCH CRES	145010027
132	LARCH CRES	145010009
134	LARCH CRES	145010008
138	LARCH CRES	145010007
140	LARCH CRES	145010006
142	LARCH CRES	145010005
143	LARCH CRES	145010026
144	LARCH CRES	145010004
145	LARCH CRES	145010025
146	LARCH CRES	145010003
147	LARCH CRES	145010024
7156	MITCH OWENS RD	043200002
7156	MITCH OWENS RD	043200002
7162	MITCH OWENS RD	043200003
7168	MITCH OWENS RD	043200004
7174	MITCH OWENS RD	043200005
7186	MITCH OWENS RD	043200007

Civic Address (As at August 11, 2016)		Property Identification Number (PIN)
7194	MITCH OWENS RD	043200008
7202	MITCH OWENS RD	043200009
7208	MITCH OWENS RD	043200010
7214	MITCH OWENS RD	043200011
7220	MITCH OWENS RD	043200012
7232	MITCH OWENS RD	043200013
7244	MITCH OWENS RD	043200014
7248	MITCH OWENS RD	043200015
7250	MITCH OWENS RD	043200016
7256	MITCH OWENS RD	043200017
7268	MITCH OWENS RD	043200018
7274	MITCH OWENS RD	043200019
7280	MITCH OWENS RD	043200020
7286	MITCH OWENS RD	043200021
7292	MITCH OWENS RD	043200022
7298	MITCH OWENS RD	043200023
7304	MITCH OWENS RD	043200024
7310	MITCH OWENS RD	043200025
7316	MITCH OWENS RD	043200026
7320	MITCH OWENS RD	043200006
7322	MITCH OWENS RD	043200027
7328	MITCH OWENS RD	043200028
7342	MITCH OWENS RD	043200029
7400	MITCH OWENS RD	043200087
7410	MITCH OWENS RD	043200088
7420	MITCH OWENS RD	043200089
7432	MITCH OWENS RD	043200090
7442	MITCH OWENS RD	043200445
7450	MITCH OWENS RD	043200471
7462	MITCH OWENS RD	043200470
7474	MITCH OWENS RD	043200469
7558	MITCH OWENS RD	043200092
7564	MITCH OWENS RD	043200091
7566	MITCH OWENS RD	043200091
7900	MITCH OWENS RD	043210396
7964	MITCH OWENS RD	043210002
8048	MITCH OWENS RD	043210004
8072	MITCH OWENS RD	043210390
8072	MITCH OWENS RD	043210390

Civic Address (As at August 11, 2016)		Property Identification Number (PIN)
8188	MITCH OWENS RD	043220155
8310	MITCH OWENS RD	043220156
8376	MITCH OWENS RD	043220161
8392	MITCH OWENS RD	043220159
8416	MITCH OWENS RD	043220158
8416	MITCH OWENS RD	043220158
8722	MITCH OWENS RD	043220275
8744	MITCH OWENS RD	043220278
8764	MITCH OWENS RD	043220274
8848	MITCH OWENS RD	043220272
8856	MITCH OWENS RD	043220271
8864	MITCH OWENS RD	043220270
8872	MITCH OWENS RD	043220269
8888	MITCH OWENS RD	043220268
8894	MITCH OWENS RD	043220267
8908A	MITCH OWENS RD	043220263
8908C	MITCH OWENS RD	043220263
8918	MITCH OWENS RD	043220262
8922	MITCH OWENS RD	04322-0261
8934	MITCH OWENS RD	043220260
8938	MITCH OWENS RD	043220259
8942	MITCH OWENS RD	043220432
8946	MITCH OWENS RD	043220256
8954	MITCH OWENS RD	043220258
8990	MITCH OWENS RD	043230002
8996	MITCH OWENS RD	043230003
9002	MITCH OWENS RD	043230004
9008	MITCH OWENS RD	043230005
9014	MITCH OWENS RD	043230006
9074	MITCH OWENS RD	043230101
9088	MITCH OWENS RD	043230011
1075 0	JOHN QUINN ROAD MITCH OWENS	043210395 ¹
105	OLD MILL RD	043200200
113	OLD MILL RD	05135-0361
116	OLD MILL RD	05135-0060

¹ Please note 1075 JOHN QUINN RD and 0 MITCH OWENS RD refer to one property (PIN 043210395). Although Hydro One Networks Inc. uses 0 MITCH OWENS RD, the City of Ottawa lists this property as 1075 JOHN QUINN RD.

Civic Address (As at August 11, 2016)		Property Identification Number (PIN)
120	OLD MILL RD	05135-0061
136	OLD MILL RD	05135-0062
146	OLD MILL RD	05135-0063
150	OLD MILL RD	05135-0065
159	OLD MILL RD	05135-0263
755 774	CHAMPLAIN ST WILLOW AVE	145010001 ²
784	WILLOW AVE	145010060
786	WILLOW AVE	145010059
788	WILLOW AVE	145010058
790	WILLOW AVE	145010057
792	WILLOW AVE	145010056
794	WILLOW AVE	145010055
796	WILLOW AVE	145010054
798	WILLOW AVE	145010053
800	WILLOW AVE	145010052
802	WILLOW AVE	145010051
1101	YORKS CORNERS RD	043230014
2436	ASHTON STATION RD	05138-0036
120	INDCUM RD	145580045
120	INDCUM RD	145580045
15	TRADESMAN RD	145580383
19	TRADESMAN RD	145580381
5341	BOUNDARY RD	145580392
5341A	BOUNDARY RD	145580392
5393	BOUNDARY RD	145580378
145	INDCUM RD	145580042
5592	BOUNDARY RD	043230226
5606	BOUNDARY RD	043230224
5630	BOUNDARY RD	043230222
9460	MITCH OWENS RD	043230074
N/A	N/A	043230078
5455	BOUNDARY RD	145580409

² Please note 755 CHAMPLAIN ST and 774 WILLOW AVE refer to one property (PIN 145010001). Although Hydro One Networks Inc. uses 774 WILLOW AVE, the City of Ottawa lists this property as 755 CHAMPLAIN ST.

Table 2 - Unmetered Services Added to Hydro Ottawa Limited Service Area

Civic Address (As at August 11, 2016)	Latitude - Longitude
Telecom at 883 Champlain St or map coordinates of	45.481500, -75.555724
Telecom at 1013 Sale Barn Rd or map coordinates of	45.285239, -75.556615

Table 3 - Properties Removed From Hydro Ottawa Limited Service Area

Civic Address (As at August 11, 2016)	Property Identification Number (PIN)
760 AURELE RD	690240534
766 AURELE RD	690240533
770 AURELE RD	690240531
776 AURELE RD	690240530
782 AURELE RD	690240529
788 AURELE RD	690240528
794 AURELE RD	690240527
800 AURELE RD	690240478
5536 BANK ST	road allowance
4700 BROPHY RD	045930118
4810 BROPHY RD	045930076
4950 BROPHY RD	045930074
5940 BROPHY RD	045930115
6024 DOBSON LANE	039340056
2740 MARCHURST RD	045310010
4410 MCCORDICK RD	039340038
4616 MCCORDICK RD	039340073
4640 MCCORDICK RD	039340052
4662 MCCORDICK RD	039340054
4404 MCCORDICK RD	039340109
844 MONTEE LAFOUNTAIN RD	690230569
846 MONTEE LAFOUNTAIN RD	690230621
850 MONTEE LAFOUNTAIN RD	690230620
625 PRINCIPALE ST	690240535
625 PRINCIPALE ST	690240537
625 PRINCIPALE ST	690240537
901 PRINCIPALE ST	690230391
6736 ROTHBOURNE RD	045361314
6776 ROTHBOURNE RD	45360357

649	ROUTE 500	690220128
669	ROUTE 500	690220127
580	THOMAS A. DOLAN PWY	045300159
920	THOMAS A. DOLAN PWY	045300237
5545	ALBION RD. SOUTH	043270252

Table 4 - Unmetered Services Removed From Hydro Ottawa Limited Service Area

Civic Address (As at August 11, 2016)	Latitude - Longitude
Street light at 760 Aurele Rd or map coordinates of	45.297347, -75.082864
Street light at 770 Aurele Rd or map coordinates of	45.296944, -75.084146
Street light at 788 Aurele Rd or map coordinates of	45.296624, -75.085240
Street light at 800 Aurele Rd or map coordinates of	45.296286, -75.086276
Street light at 901 Principale St or map coordinates of	45.320675, -75.110363
City Water Repeater at 5536 Bank St or map coordinates of	45.281051, -75.571171
Phone Booth at 925 Principal St or map coordinates of	45.321085, -75.109452

SCHEDULE 2 PROVISION OF STANDARD SUPPLY SERVICE

This Schedule specifies the manner in which the Licensee is authorized to retail electricity for the purposes of fulfilling its obligation under section 29 of the Electricity Act.

The Licensee is authorized to retail electricity directly to consumers within its service area in accordance with paragraph 8.1 of this Licence, any applicable exemptions to this Licence, and at the rates set out in the Rate Orders.

SCHEDULE 3 LIST OF CODE EXEMPTIONS

This Schedule specifies any specific Code requirements from which the Licensee has been exempted.

1. The Licensee is exempt from the requirements of section 2.5.3 of the Standard Supply Service Code with respect to the price for small volume/residential consumers, subject to the Licensee offering an equal billing plan as described in its application for exemption from Fixed Reference Price, and meeting all other undertakings and material representations contained in the application and the materials filed in connection with it.

APPENDIX A

MARKET POWER MITIGATION REBATES

1. Definitions and Interpretations

In this Licence

“embedded distributor” means a distributor who is not a market participant and to whom a host distributor distributes electricity;

“embedded generator” means a generator who is not a market participant and whose generation facility is connected to a distribution system of a distributor, but does not include a generator who consumes more electricity than it generates;

“host distributor” means a distributor who is a market participant and who distributes electricity to another distributor who is not a market participant.

In this Licence, a reference to the payment of a rebate amount by the IESO includes interim payments made by the IESO.

2. Information Given to IESO

- a Prior to the payment of a rebate amount by the IESO to a distributor, the distributor shall provide the IESO, in the form specified by the IESO and before the expiry of the period specified by the IESO, with information in respect of the volumes of electricity withdrawn by the distributor from the IESO-controlled grid during the rebate period and distributed by the distributor in the distributor’s service area to:
 - i consumers served by a retailer where a service transaction request as defined in the Retail Settlement Code has been implemented; and
 - ii consumers other than consumers referred to in clause (i) who are not receiving the fixed price under sections 79.4, 79.5 and 79.16 of the *Ontario Energy Board Act, 1998*.
- b Prior to the payment of a rebate amount by the IESO to a distributor which relates to electricity consumed in the service area of an embedded distributor, the embedded distributor shall provide the host distributor, in the form specified by the IESO and before the expiry of the period specified in the Retail Settlement Code, with the volumes of electricity distributed during the rebate period by the embedded distributor’s host distributor to the embedded distributor net of any electricity distributed to the embedded distributor which is attributable to embedded generation and distributed by the embedded distributor in the embedded distributor’s service area to:
 - i consumers served by a retailer where a service transaction request as defined in the Retail Settlement Code has been implemented; and
 - ii consumers other than consumers referred to in clause (i) who are not receiving the fixed price under sections 79.4, 79.5 and 79.16 of the *Ontario Energy Board Act, 1998*.
- c Prior to the payment of a rebate amount by the IESO to a distributor which relates to electricity

consumed in the service area of an embedded distributor, the host distributor shall provide the IESO, in the form specified by the IESO and before the expiry of the period specified by the IESO, with the information provided to the host distributor by the embedded distributor in accordance with section 2.

The IESO may issue instructions or directions providing for any information to be given under this section. The IESO shall rely on the information provided to it by distributors and there shall be no opportunity to correct any such information or provide any additional information and all amounts paid shall be final and binding and not subject to any adjustment.

For the purposes of attributing electricity distributed to an embedded distributor to embedded generation, the volume of electricity distributed by a host distributor to an embedded distributor shall be deemed to consist of electricity withdrawn from the IESO-controlled grid or supplied to the host distributor by an embedded generator in the same proportion as the total volume of electricity withdrawn from the IESO-controlled grid by the distributor in the rebate period bears to the total volume of electricity supplied to the distributor by embedded generators during the rebate period.

3. Pass Through of Rebate

A distributor shall promptly pass through, with the next regular bill or settlement statement after the rebate amount is received, any rebate received from the IESO, together with interest at the Prime Rate, calculated and accrued daily, on such amount from the date of receipt, to:

- a retailers who serve one or more consumers in the distributor's service area where a service transaction request as defined in the Retail Settlement Code has been implemented;
- b consumers who are not receiving the fixed price under sections 79.4, 79.5 and 79.16 of the *Ontario Energy Board Act, 1998* and who are not served by a retailer where a service transaction request as defined in the Retail Settlement Code has been implemented; and
- c embedded distributors to whom the distributor distributes electricity.

The amounts paid out to the recipients listed above shall be based on energy consumed and calculated in accordance with the rules set out in the Retail Settlement Code. These payments may be made by way of set off at the option of the distributor.

If requested in writing by OPGI, the distributor shall ensure that all rebates are identified as coming from OPGI in the following form on or with each applicable bill or settlement statement:

“ONTARIO POWER GENERATION INC. rebate”

Any rebate amount which cannot be distributed as provided above or which is returned by a retailer to the distributor in accordance with its licence shall be promptly returned to the host distributor or IESO as applicable, together with interest at the Prime Rate, calculated and accrued daily, on such amount from the date of receipt.

Nothing shall preclude an agreement whereby a consumer assigns the benefit of a rebate payment to a retailer or another party.

Pending pass-through or return to the IESO of any rebate received, the distributor shall hold the funds received in trust for the beneficiaries thereof in a segregated account.

ONTARIO POWER GENERATION INC. REBATES

For the payments that relate to the period from May 1, 2006 to April 30, 2009, the rules set out below shall apply.

1. Definitions and Interpretations

In this Licence

“embedded distributor” means a distributor who is not a market participant and to whom a host distributor distributes electricity;

“embedded generator” means a generator who is not a market participant and whose generation facility is connected to a distribution system of a distributor, but does not include a generator who consumes more electricity than it generates;

“host distributor” means a distributor who is a market participant and who distributes electricity to another distributor who is not a market participant.

In this Licence, a reference to the payment of a rebate amount by the IESO includes interim payments made by the IESO.

2. Information Given to IESO

- a Prior to the payment of a rebate amount by the IESO to a distributor, the distributor shall provide the IESO, in the form specified by the IESO and before the expiry of the period specified by the IESO, with information in respect of the volumes of electricity withdrawn by the distributor from the IESO-controlled grid during the rebate period and distributed by the distributor in the distributor’s service area to:
 - i consumers served by a retailer where a service transaction request as defined in the Retail Settlement Code has been implemented and the consumer is not receiving the prices established under sections 79.4, 79.5 and 79.16 of the *Ontario Energy Board Act, 1998*; and
 - ii consumers other than consumers referred to in clause (i) who are not receiving the fixed price under sections 79.4, 79.5 and 79.16 of the *Ontario Energy Board Act, 1998*.
- b Prior to the payment of a rebate amount by the IESO to a distributor which relates to electricity consumed in the service area of an embedded distributor, the embedded distributor shall provide the host distributor, in the form specified by the IESO and before the expiry of the period specified in the Retail Settlement Code, with the volumes of electricity distributed during the rebate period by the embedded distributor’s host distributor to the embedded distributor net of any electricity distributed to the embedded distributor which is attributable to embedded generation and distributed by the embedded distributor in the embedded distributor’s service area to:

- i consumers served by a retailer where a service transaction request as defined in the Retail Settlement Code has been implemented; and
 - ii consumers other than consumers referred to in clause (i) who are not receiving the fixed price under sections 79.4, 79.5 and 79.16 of the *Ontario Energy Board Act, 1998*.
- c Prior to the payment of a rebate amount by the IESO to a distributor which relates to electricity consumed in the service area of an embedded distributor, the host distributor shall provide the IESO, in the form specified by the IESO and before the expiry of the period specified by the IESO, with the information provided to the host distributor by the embedded distributor in accordance with section 2.

The IESO may issue instructions or directions providing for any information to be given under this section. The IESO shall rely on the information provided to it by distributors and there shall be no opportunity to correct any such information or provide any additional information and all amounts paid shall be final and binding and not subject to any adjustment.

For the purposes of attributing electricity distributed to an embedded distributor to embedded generation, the volume of electricity distributed by a host distributor to an embedded distributor shall be deemed to consist of electricity withdrawn from the IESO-controlled grid or supplied to the host distributor by an embedded generator in the same proportion as the total volume of electricity withdrawn from the IESO-controlled grid by the distributor in the rebate period bears to the total volume of electricity supplied to the distributor by embedded generators during the rebate period.

3. Pass Through of Rebate

A distributor shall promptly pass through, with the next regular bill or settlement statement after the rebate amount is received, any rebate received from the IESO, together with interest at the Prime Rate, calculated and accrued daily, on such amount from the date of receipt, to:

- a retailers who serve one or more consumers in the distributor's service area where a service transaction request as defined in the Retail Settlement Code has been implemented and the consumer is not receiving the prices established under sections 79.4, 79.5 and 79.16 of the *Ontario Energy Board Act, 1998*;
- b consumers who are not receiving the fixed price under sections 79.4, 79.5 and 79.16 of the *Ontario Energy Board Act, 1998* and who are not served by a retailer where a service transaction request as defined in the Retail Settlement Code has been implemented; and
- c embedded distributors to whom the distributor distributes electricity.

The amounts paid out to the recipients listed above shall be based on energy consumed and calculated in accordance with the rules set out in the Retail Settlement Code. These payments may be made by way of set off at the option of the distributor.

If requested in writing by OPGI, the distributor shall ensure that all rebates are identified as coming from OPGI in the following form on or with each applicable bill or settlement statement:

“ONTARIO POWER GENERATION INC. rebate”

Any rebate amount which cannot be distributed as provided above or which is returned by a retailer to the distributor in accordance with its licence shall be promptly returned to the host distributor or IESO as applicable, together with interest at the Prime Rate, calculated and accrued daily, on such amount from the date of receipt.

Nothing shall preclude an agreement whereby a consumer assigns the benefit of a rebate payment to a retailer or another party.

Pending pass-through or return to the IESO of any rebate received, the distributor shall hold the funds received in trust for the beneficiaries thereof in a segregated account.