

FINAL RATE ORDER

EB-2023-0033

INNPOWER CORPORATION

Application for electricity distribution rates and other charges beginning January 1, 2024

BEFORE: Allison Duff

Presiding Commissioner

Fred Cass
Commissioner

December 14, 2023

Corrected February 15, 2024

1 OVERVIEW

This is the Final Rate Order for an application by InnPower Corporation (InnPower) to change its electricity distribution rates effective January 1, 2024.

The OEB has reviewed InnPower's draft rate order, its proposed Tariff of Rates and Charges, and OEB staff comments on the draft rate order. The OEB is satisfied that the draft rate order accurately reflects the Decision and Order issued on November 23, 2023. The OEB approves the Tariff of Rates and Charges in Schedule A, which includes some minor revisions to the version filed by InnPower.

As a result of this Final Rate Order, it is estimated that, for a typical residential customer with a monthly consumption of 750kWh, the total bill impact will be an increase of \$4.00 per month, or 2.60% before taxes and the Ontario Electricity Rebate. This is different from the total bill impact filed in the draft rate order due to the updated Rural or Remote Electricity Rate Protection charge.

2 CONTEXT AND PROCESS

The OEB issued its Decision and Order on InnPower's 2024 Cost of Service application on November 23, 2023. In the Decision and Order, the OEB ordered InnPower to file a draft rate order reflecting the updated 2024 cost of capital parameters and the most recent Regulated Price Plan Report. The Decision and Order allowed for comments on the draft rate order by OEB staff and intervenors and reply comments by InnPower.

On December 4, 2023, InnPower filed its draft rate order and proposed Tariff of Rates and Charges. On December 8, 2023, OEB staff filed its submission and submitted that OEB staff had no concerns with the draft rate order.

No submissions from intervenors were received on the draft rate order. InnPower filed a letter with the OEB indicating that it would not be filing any subsequent comments to OEB staff's submission.

3 FINDINGS

The OEB reviewed InnPower's draft rate order and proposed Tariff of Rates and Charges. The OEB finds that the draft rate order accurately reflects the Decision and Order.

The OEB updated the Rural or Remote Electricity Rate Protection charge in the Tariff of Rates and Charges based on the OEB's Decision and Order for the Wholesale Market Services rate and the Rural or Remote Electricity Rate Protection charge, issued December 7, 2023. The OEB also made some minor changes to the formatting of the proposed Tariff of Rates and Charges filed by InnPower to ensure consistency with the tariff sheets of other Ontario electricity distributors.

¹ EB-2023-0268 Decision and Order, December 7, 2023

4 ORDER

THE ONTARIO ENERGY BOARD ORDERS THAT:

1. The Tariff of Rates and Charges set out in Schedule A is effective January 1, 2024, and is to be implemented by January 1, 2024. The Tariff of Rates and Charges will apply to electricity consumed or estimated to have been consumed on and after January 1, 2024. InnPower Corporation shall notify its customers of the rate change no later than the delivery of the first bill reflecting the new final rates.

DATED at Toronto December 14, 2023 Corrected February 15, 2024

ONTARIO ENERGY BOARD

Nancy Marconi Registrar

SCHEDULE A FINAL RATE ORDER INNPOWER CORPORATION TARIFF OF RATES AND CHARGES EB-2023-0033 DECEMBER 14, 2023 CORRECTED FEBRUARY 15, 2024

Effective and Implementation Date January 1, 2024

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

EB-2023-0033

RESIDENTIAL SERVICE CLASSIFICATION

This classification refers to the supply of electrical energy to residential customers residing in detached, semi detached, townhouse (freehold or condominium) dwelling units, duplexes or triplexes. Supply will be limited up to a maximum of 200 amp @ 240/120 volt. 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.

Service Charge	\$	45.82
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$	(3.31)
Smart Metering Entity Charge - effective until December 31, 2027	\$	0.42
Low Voltage Service Rate	\$/kWh	0.0040
Rate Rider for Disposition of Global Adjustment Account (2024) - effective until December 31, 2024		
Applicable only for Non-RPP Customers	\$/kWh	0.0004
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$/kWh	0.0114
Rate Rider for Disposition of Capacity Based Recovery Account (2024)		
- effective until December 31, 2024 Applicable only for Class B Customers	\$/kWh	(0.0001)
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0101
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0078
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0041
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0014
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date January 1, 2024

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EB-2023-0033

GENERAL SERVICE LESS THAN 50 KW SERVICE CLASSIFICATION

This classification refers to a non-residential account taking electricity at 750 volts or less whose monthly peak demand is less than or expected to be less than 50 kW. 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.

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Service Charge	\$	46.24
Smart Metering Entity Charge - effective until December 31, 2027	\$	0.42
Distribution Volumetric Rate	\$/kWh	0.0099
Low Voltage Service Rate	\$/kWh	0.0037
Rate Rider for Disposition of Global Adjustment Account (2024) - effective until December 31, 2024	ψ/ΚΨΤΙ	0.0001
Applicable only for Non-RPP Customers	\$/kWh	0.0004
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$/kWh	0.0116
Rate Rider for Disposition of Capacity Based Recovery Account (2024)		
- effective until December 31, 2024 Applicable only for Class B Customers	\$/kWh	(0.0001)
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$/kWh	(0.0044)
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$	0.13
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0091
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0072
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0041
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0014
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date January 1, 2024

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EB-2023-0033

GENERAL SERVICE 50 TO 4,999 KW SERVICE CLASSIFICATION

This classification refers to a non-residential account whose monthly average peak demand is equal to or greater than, or expected to be equal to or greater than 50 kW but less than 5,000 kW. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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

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

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable. In addition, the charges in the MONTHLY RATES AND CHARGES - Regulatory Component of this schedule do not apply to a customer that is an embedded wholesale market participant.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of WMS - Sub-account CBR Class B is not applicable to wholesale market participants (WMP), customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new Class B customers.

If included in the following listing of monthly rates and charges, the rate rider for the disposition of Global Adjustment is only applicable to non-RPP Class B customers. It is not applicable to WMP, customers that transitioned between Class A and Class B during the variance account accumulation period, or to customers that were in Class A for the entire period. Customers who transitioned are to be charged or refunded their share of the variance disposed through customer specific billing adjustments. This rate rider is to be consistently applied for the entire period to the sunset date of the rate rider. In addition, this rate rider is applicable to all new non-RPP Class B customers.

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

Service Charge	\$	236.52
Distribution Volumetric Rate	\$/kW	5.2627
Low Voltage Service Rate	\$/kW	1.9458
Rate Rider for Disposition of Global Adjustment Account (2024) - effective until December 31, 2024		
Applicable only for Non-RPP Customers	\$/kWh	0.0004
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$/kW	4.4556
Rate Rider for Disposition of Capacity Based Recovery Account (2024)		
- effective until December 31, 2024 Applicable only for Class B Customers	\$/kW	(0.0392)
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$/kW	(1.6576)
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$	0.33
Retail Transmission Rate - Network Service Rate	\$/kW	3.5905
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	4.0901
Retail Transmission Rate - Network Service Rate - Interval Metered	\$/kW	3.5905

Effective and Implementation Date January 1, 2024

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

	****	EB-2023-0033
Retail Transmission Rate - Line and Transformation Connection Service Rate - Interval Metered	\$/kW	3.8324
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0041
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0014
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date January 1, 2024

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EB-2023-0033

EMBEDDED DISTRIBUTOR SERVICE CLASSIFICATION

This classification applies to an electricity distributor licensed by the Ontario Energy Board that is provided electricity by means of this distributor's facilities. 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.

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

Service Charge	\$	225.14
Distribution Volumetric Rate	\$/kW	4.5625
Low Voltage Service Rate	\$/kW	1.9458
Rate Rider for Disposition of Global Adjustment Account (2024) - effective until December 31, 2024.		
Applicable only for Non-RPP Customers	\$/kWh	0.0004
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$/kW	4.6385
Rate Rider for Disposition of Capacity Based Recovery Account (2024)		
- effective until December 31, 2024 Applicable only for Class B Customers	\$/kW	(0.0489)
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$/kW	(1.7256)
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$	0.33
Retail Transmission Rate - Network Service Rate	\$/kW	3.5905
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	3.8324
MONTHLY PATES AND CHARGES Begulatory Component		
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0041
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0014
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25
Standard Supply Service - Administrative Charge (if applicable)	\$	0.

Effective and Implementation Date January 1, 2024

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EB-2023-0033

UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification refers to a non-residential account taking electricity at 240/120 or 120 volts whose monthly peak demand is less than, or expected to be less than, 50kW and the consumption is unmetered. A detailed calculation of the load will be calculated for billing purposes. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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Service Charge (per connection)	\$	12.12
Distribution Volumetric Rate	\$/kWh	0.0204
Low Voltage Service Rate	\$/kWh	0.0037
Rate Rider for Disposition of Global Adjustment Account (2024) - effective until December 31, 2024		
Applicable only for Non-RPP Customers	\$/kWh	0.0004
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$/kWh	0.0117
Rate Rider for Disposition of Capacity Based Recovery Account (2024)		
- effective until December 31, 2024 Applicable only for Class B Customers	\$/kWh	(0.0001)
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$/kWh	(0.0044)
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$	0.33
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0091
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0072
MONTHLY RATES AND CHARGES - Regulatory Component		
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Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0041
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0014
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date January 1, 2024

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

EB-2023-0033

SENTINEL LIGHTING SERVICE CLASSIFICATION

This classification refers to accounts that are an unmetered lighting load supplied to a sentinel light. 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.

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Service Charge (per connection)	\$	9.84
Distribution Volumetric Rate	\$/kW	44.8511
Low Voltage Service Rate	\$/kW	1.6229
Rate Rider for Disposition of Global Adjustment Account (2023) - effective until December 31, 2024		
Applicable only for Non-RPP Customers	\$/kWh	0.0007
Rate Rider for Disposition of Deferral/Variance Accounts (2023) - effective until December 31, 2024	\$/kW	2.0646
Rate Rider for Disposition of Global Adjustment Account (2024) - effective until December 31, 2024		
Applicable only for Non-RPP Customers	\$/kWh	0.0004
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$/kW	4.2316
Rate Rider for Disposition of Capacity Based Recovery Account (2024)		
- effective until December 31, 2024 Applicable only for Class B Customers	\$/kW	(0.0446)
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$/kW	(1.5743)
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$	0.33
Retail Transmission Rate - Network Service Rate	\$/kW	2.8099
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	3.1965
MONTHLY PATES AND SHADOES BY LACTOR OF THE STATE OF THE S		
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0041
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0014
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date January 1, 2024

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

EB-2023-0033

STREET LIGHTING SERVICE CLASSIFICATION

This classification refers to accounts concerning roadway lighting for a Municipality, Regional Municipality, and/or the Ministry of Transportation. This lighting will be controlled by photocells. The consumption for these customers will be based on the calculated connected load times as established in the approved Ontario Energy Board Street Lighting Load Shape Template. 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)	\$	2.94
Distribution Volumetric Rate	\$/kW	20.3398
Low Voltage Service Rate	\$/kW	1.0946
Rate Rider for Disposition of Global Adjustment Account (2024) - effective until December 31, 2024		
Applicable only for Non-RPP Customers	\$/kWh	0.0004
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$/kW	3.9202
Rate Rider for Disposition of Capacity Based Recovery Account (2024)		
- effective until December 31, 2024 Applicable only for Class B Customers	\$/kW	(0.0413)
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$/kW	(1.4584)
Rate Rider for Disposition of Deferral/Variance Accounts (2024) - effective until December 31, 2024	\$	0.33
Retail Transmission Rate - Network Service Rate	\$/kW	2.7959
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	2.1560
MONTHLY RATES AND CHARGES - Regulatory Component		
Wholesale Market Service Rate (WMS) - not including CBR	\$/kWh	0.0041
Capacity Based Recovery (CBR) - Applicable for Class B Customers	\$/kWh	0.0004
Rural or Remote Electricity Rate Protection Charge (RRRP)	\$/kWh	0.0014
Standard Supply Service - Administrative Charge (if applicable)	\$	0.25

Effective and Implementation Date January 1, 2024

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EB-2023-0033

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.

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.

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge	\$	4.55
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ALLOWANCES

Transformer Allowance for Ownership - per kW of billing demand/month	\$/kW	(0.60)
Primary Metering Allowance for transformer losses - applied to measured demand and energy	%	(1.00)

Effective and Implementation Date January 1, 2024

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EB-2023-0033

SPECIFIC SERVICE CHARGES

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Customer Administration

Arrears certificate	\$	15.00
Easement letter	\$	15.00
Credit reference/credit check (plus credit agency costs)	\$	15.00
Account set up charge/change of occupancy charge (plus credit agency costs if applicable)	\$	30.00
Returned cheque (plus bank charges)	\$	15.00
Meter dispute charge plus Measurement Canada fees (if meter found correct)	\$	30.00
Non-Payment of Account		
Late payment - per month		
(effective annual rate 19.56% per annum or 0.04896% compounded daily rate)	%	1.50
Reconnection at meter - during regular hours	\$	65.00
Reconnection at meter - after regular hours	\$	185.00
Reconnection at pole - during regular hours	\$	185.00
Reconnection at pole - after regular hours	\$	415.00
Customer Initiated		
Reconnection at meter - during regular hours	\$	65.00
Reconnection at meter - after regular hours	\$	185.00
Reconnection at pole - during regular hours	\$	185.00
Reconnection at pole - after regular hours	\$	415.00
Other		
Special meter reads	\$	30.00
Temporary service - install & remove - overhead - no transformer	\$	632.00
Temporary service - installation and removal - underground - no transformer	\$	468.00
Temporary service - installation and removal - overhead - with transformer	\$	2,525.00
Specific charge for access to the power poles - per pole/year with the exception of wireless attachments	\$	37.78

Effective and Implementation Date January 1, 2024

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EB-2023-0033

RETAIL SERVICE CHARGES (if applicable)

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

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

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable.

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.

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	\$	117.02
Monthly Fixed Charge, per retailer	\$	46.81
Monthly Variable Charge, per customer, per retailer	\$/cust.	1.16
Distributor-consolidated billing monthly charge, per customer, per retailer	\$/cust.	0.69
Retailer-consolidated billing monthly credit, per customer, per retailer	\$/cust.	(0.69)
Service Transaction Requests (STR)		
Request fee, per request, applied to the requesting party	\$	0.59
Processing fee, per request, applied to the requesting party	\$	1.16
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)	\$	4.68
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)	\$	2.34

LOSS FACTORS

If the distributor is not capable of prorating changed loss factors jointly with distribution rates, the revised loss factors will be implemented upon the first subsequent billing for each billing cycle.

Total Loss Factor - Secondary Metered Customer < 5,000 kW	1.0821
Total Loss Factor - Primary Metered Customer < 5,000 kW	1.0713