



Ontario
Energy
Board

Commission
de l'énergie
de l'Ontario

Ontario

DECISION AND RATE ORDER

EB-2025-0019

NIAGARA-ON-THE-LAKE HYDRO INC.

Application for rates and other charges to be effective January 1, 2026

BEFORE: **Robert Dodds**
Presiding Commissioner

December 11, 2025

1. OVERVIEW

The Ontario Energy Board (OEB) is approving changes to the rates that Niagara-on-the-Lake Hydro Inc. (NOTL Hydro) charges to distribute electricity to its customers, effective January 1, 2026.

As a result of this Decision and Rate Order, there will be a monthly total bill increase of \$2.28 for a residential customer with a monthly consumption of 750 kWh. This change does not factor in applicable taxes or the Ontario Electricity Rebate.

2. CONTEXT AND PROCESS

NOTL Hydro filed its application on August 14, 2025 under section 78 of the *Ontario Energy Board Act, 1998* and in accordance with [Chapter 3 \(Incentive Rate-Setting Applications\)](#) of the OEB's *Filing Requirements for Electricity Distribution Rate Applications* (Filing Requirements). The application was based on the Price Cap Incentive Rate-setting (Price Cap IR) option, with a five-year term.

The Price Cap IR option is one of three incentive rate-setting mechanisms (IRM) used by the OEB.¹ It involves the setting of rates through a cost of service application in the first year and mechanistic price cap adjustments which may be approved through IRM applications in each of the ensuing adjustment years.

The OEB follows a standardized and streamlined process for processing IRM applications filed under Price Cap IR. In each adjustment year of a Price Cap IR term, the OEB prepares a Rate Generator Model that includes, as a placeholder, information from the distributor's past proceedings and annual reporting requirements. The distributor then reviews, completes, and includes the model with its application, and may update the model during the proceeding to make any necessary corrections or to incorporate new rate-setting parameters as they become available.

NOTL Hydro serves approximately 10,000 mostly residential and commercial electricity customers in the Town of Niagara-on-the-Lake.

Notice of the application was issued on September 2, 2025. There were no intervenors. The OEB made no provision for cost awards in this proceeding.

The application was supported by pre-filed written evidence and a completed Rate Generator Model and, as required during the proceeding, NOTL Hydro updated and clarified the evidence.

NOTL Hydro responded to interrogatories from OEB staff. Final submissions on the application were filed by OEB staff and NOTL Hydro.

¹ Each of these options is explained in the OEB's [Handbook for Utility Rate Applications](#).

3. DECISION OUTLINE

Each of the following issues is addressed in this Decision and Rate Order, together with the OEB's findings.

- Annual Adjustment Mechanism
- Retail Transmission Service Rates
- Group 1 Deferral and Variance Accounts
- Group 2 Deferral and Variance Accounts

Instructions for implementing NOTL Hydro's new rates and charges are set out in the final section of this Decision and Rate Order.

This Decision and Rate Order does not address rates and charges approved by the OEB in prior proceedings, such as specific service charges² and loss factors, which are out of the scope of an IRM proceeding and for which no further approvals are required to continue to include them on the distributor's Tariff of Rates and Charges.

² Certain service charges are subject to annual inflationary adjustments to be determined by the OEB through a generic order. For example, the OEB's Decision and Order in EB-2025-0199, June 19, 2025, established the adjustment for energy retailer service charges, effective January 1, 2026; and the OEB's Decision and Order in EB-2025-0200, issued June 19, 2025, established the 2026 Wireline Pole Attachment Charge, effective January 1, 2026.

4. ANNUAL ADJUSTMENT MECHANISM

NOTL Hydro has applied to change its rates, effective January 1, 2026. The proposed rate change is based on a mechanistic rate adjustment using the OEB-approved **inflation minus X-factor** formula applicable to IRM applications. The adjustment applies to distribution rates (fixed and variable) uniformly across all customer classes.³

The components of the Price Cap IR adjustment formula applicable to NOTL Hydro are set out in the table below. Inserting these components into the formula results in a 3.55% increase to NOTL Hydro's rates: **3.55% = 3.70% - (0.00% + 0.15%)**.

Table 4.1: Price Cap IR Adjustment Formula

| Components | | Amount |
|-------------------------------|--|--------|
| Inflation factor ⁴ | | 3.70% |
| Less: X-factor | Productivity factor ⁵ | 0.00% |
| | Stretch factor (0.00% to 0.60%) ⁶ | 0.15% |

An inflation factor of 3.70% applies to all IRM applications for the 2026 rate year. The X-factor is the sum of the productivity factor and the stretch factor. It is a productivity offset that varies among different groupings of distributors. Subtracting the X-factor from inflation ensures that rates decline in real, constant-dollar terms, providing distributors with a tangible incentive to improve efficiency or else experience declining net income. The productivity component of the X-factor is based on industry conditions over a historical study period and applies to all IRM applications for the 2026 rate year. The stretch factor component of the X-factor is one of five stretch factor groupings established by the OEB, ranging from 0.00% to 0.60%. The stretch factor assigned to any distributor is based on the distributor's total cost performance as benchmarked against other distributors in Ontario.

³ The adjustment does not apply to the following components of delivery rates: rate riders, rate adders, low voltage service charges, retail transmission service rates, wholesale market service rate, smart metering entity charge, rural or remote electricity rate protection charge, standard supply service – administrative charge, transformation and primary metering allowances, loss factors, specific service charges (other than the Wireline Pole Attachment charge), and microFIT charge.

⁴ OEB Letter, 2026 Inflation Parameters, issued June 11, 2025

⁵ Report of the Ontario Energy Board – “Rate Setting Parameters and Benchmarking under the Renewed Regulatory Framework for Ontario’s Electricity Distributors” EB-2010-0379, December 4, 2013

⁶ Report to the Ontario Energy Board – “Empirical Research in Support of Incentive Rate-Setting: 2024 Benchmarking Update”, prepared by Pacific Economics Group LLC., August 18, 2025

Findings

NOTL Hydro's request for a 3.55% rate increase is in accordance with the annually updated parameters set by the OEB. The adjustment is approved, and NOTL Hydro's new rates shall be effective January 1, 2026.

5. RETAIL TRANSMISSION SERVICE RATES

In Ontario, some distributors are connected directly to a licensed transmitter, while others may be embedded, or partially-embedded, within the distribution system of another licensed distributor. NOTL Hydro is connected directly to a licensed transmitter.

To recover its cost of transmission services, NOTL Hydro requests approval to adjust the Retail Transmission Service Rates (RTSRs) that it charges its customers in accordance with the Uniform Transmission Rates (UTRs) currently in effect.

On October 9, 2025, the OEB announced preliminary UTRs effective January 1, 2026.⁷ The OEB sets the UTRs based on the approved revenue requirements for multiple transmitters. Preliminary UTRs are based on those revenue requirements that have already been approved for 2026. The preliminary UTRs are to be used for the setting of RTSRs in the 2026 rate applications to minimize the accumulation of variances in Retail Settlement Variance Accounts 1584 (Retail Transmission Network Charge) and 1586 (Retail Transmission Connection Charge). The cost consequences of any future adjustments to finalize the preliminary 2026 UTRs to reflect remaining approvals to a transmitter's revenue requirement will be tracked in these accounts and recovered over time.

NOTL Hydro uses historical Independent Electricity System Operator (IESO) network and connection rates for the purpose of calculating RTSRs. As NOTL Hydro owns its own transformer stations, it does not have IESO-invoiced transformation costs. In its application, NOTL Hydro indicated that it adjusted its RTSRs by excluding charges associated with two transmission outages⁸ that resulted in double-peak billing (DPB) in 2024. Furthermore, in accordance with the settlement agreement for NOTL Hydro's most recent cost of service application⁹, the Large Use customer RTSRs are proposed to be the most recently available UTRs.

In its submission, OEB staff submitted that it did not have concerns with NOTL Hydro's requested adjustments to its RTSRs.¹⁰

⁷ EB-2025-0232, OEB Letter "2026 Preliminary Uniform Transmission Rates and Hydro One Sub-Transmission Rates", issued October 9, 2025

⁸ In 2024, NOTL Hydro experienced two transmission outages that resulted in double-peak billing. The first event, in June 2024, followed an emergency Hydro One Networks Inc. maintenance request requiring NOTL Station to be taken offline. An unexpected issue at York Station required NOTL Station to be back online early, causing a double-peak billing charge. The second event, in July 2024, resulted from a loss of supply at NOTL Station; with no restoration provided, NOTL Hydro transferred the entire load to York Station.

⁹ EB-2023-0041

¹⁰ OEB Staff Submission, October 29, 2025, p. 2

On March 31, 2025, the OEB issued a report on the design of a new Electric Vehicle Charging Rate (EVC Rate), *Electric Vehicle Charging Rate Overview – Final Report*. The EVC Rate reduces the RTSRs that participating electric vehicle charging stations pay. The report requires electricity distributors to begin offering the EVC Rate to eligible customers in 2026, once their OEB-approved 2026 distribution rates become effective.

Findings

The OEB accepts NOTL Hydro's rationale for calculating RTSRs and the proposed adjustments to its RTSRs are approved. The RTSRs have been adjusted based on the preliminary UTRs.

If final UTRs differ from the preliminary UTRs, the resulting differences will be captured in Retail Settlement Variance Accounts 1584 (Retail Transmission Network Charge) and 1586 (Retail Transmission Connection Charge).

In accordance with the OEB's March 31, 2025 report, NOTL Hydro shall provide eligible electric vehicle charging station customers with the option to elect to be charged the RTSRs on the basis of the EVC Rate.

6. GROUP 1 DEFERRAL AND VARIANCE ACCOUNTS

In each year of an IRM term, the OEB will review a distributor's Group 1 deferral and variance accounts (DVAs) to determine whether those balances should be disposed of. OEB policy states that Group 1 account balances should be disposed of if they exceed, on a net basis (as a debit or credit), a pre-set disposition threshold of \$0.001 per kWh, unless a distributor can justify why balances should not be disposed of.¹¹ If the net balance does not exceed the threshold, a distributor may still request disposition.¹²

The 2024 year-end net balance for NOTL Hydro's Group 1 accounts eligible for disposition, including interest projected to December 31, 2025, is a debit of \$265,762, and pertains to variances accumulated during the 2024 calendar year. This amount represents a total claim of \$0.0009 per kWh, which does not exceed the pre-set disposition threshold of \$0.001 per kWh.

NOTL Hydro has requested disposition of this amount over a one-year period. Despite the balance falling slightly below the disposition threshold, NOTL Hydro stated that disposition in the earliest available year ensures that recovery aligns with the customers who contributed to the balances. OEB staff supported the disposition of the Group 1 balances over a one-year period and noted that the OEB has previously approved the disposition of balances below the disposition threshold.¹³

Included in the Group 1 accounts are certain variances related to costs that are paid for by a distributor's customers. Customers pay different costs, depending on their classification. "Class A" customers, who participate in the Industrial Conservation Initiative, pay for Global Adjustment (GA) charges based on their contribution to the five highest Ontario demand peaks over a one-year period. "Class B" customers pay for GA charges based on their monthly consumption, either as a standalone charge or embedded in the Regulated Price Plan (RPP).¹⁴ A similar mechanism applies to Class A and Class B customers for Capacity Based Recovery (CBR) charges.¹⁵ The balance in the GA variance account is attributable to non-RPP Class B customers and is disposed of through a separate rate rider. The balance in the CBR Class B variance account is attributable to all Class B customers.

¹¹ Report of the OEB – "Electricity Distributors' Deferral and Variance Account Review Initiative" (EDDVAR), EB-2008-0046, July 31, 2009

¹² OEB letter, "Update to the Electricity Distributors' Deferral and Variance Account Review ("EDDVAR Report"), released July 2009 (EB-2008-0046)", issued July 25, 2014

¹³ OEB Staff Submission, October 29, 2025, p. 4

¹⁴ For additional details on the Global Adjustment charge, refer to the IESO's [website](#).

¹⁵ All Class B customers (RPP and non-RPP) pay the CBR as a separate charge based on their monthly consumption. For additional details on the CBR for Class A customers, refer to the IESO's [website](#).

NOTL Hydro had one or more Class A customers during the period in which variances accumulated so it has applied to have the balance of the CBR Class B variance account disposed of through a separate rate rider for Class B customers to ensure proper allocation between Class A and Class B customers.

The debit balance of \$265,762 requested for disposition is inclusive of two Group 1 DVA balances totaling \$242,327, which consist of debits of \$220,998 in Account 1584 (RSVA – Retail Transmission Network Charge) and \$21,329 in Account 1586 (RSVA – Retail Transmission Connection Charge). The balances primarily reflect DPB impacts from the transmission outages that NOTL Hydro experienced in 2024.

The subject of DPB events and cost recovery related to DPB impacts is currently under review in the OEB's UTR Phase 2 proceeding.¹⁶ As part of its application, NOTL Hydro indicated that it had requested reimbursement for the 2024 DPB charges from Hydro One Networks Inc. (Hydro One). NOTL Hydro further noted that Hydro One indicated it will not respond to the reimbursement request until the UTR Phase 2 decision is issued. In response to an OEB staff interrogatory, NOTL Hydro added that it considered the likelihood of reimbursement to be very low¹⁷ and deferring disposition to be imprudent due to potential interest costs and risk of further DPB events increasing future costs for ratepayers.

OEB staff supported NOTL Hydro's proposal to dispose of the balances in Accounts 1584 and 1586, which include 2024 DPB-related charges.¹⁸ OEB staff noted NOTL Hydro's rationale that there is a high likelihood of no reimbursement from Hydro One, and agreed with NOTL Hydro that there may be increased ratepayer costs through added interest and larger bill impacts due to potential DPB charges in 2025.¹⁹ OEB staff also submitted that any future reimbursement from Hydro One should be recorded in the existing RSVAs or a new DVA (which is being considered in the generic UTR proceeding) and refunded to customers accordingly.²⁰

In its reply submission, NOTL Hydro agreed with OEB staff's submission.

Findings

The balances proposed for disposition reconcile with the amounts reported as part of the OEB's *Electricity Reporting and Record-Keeping Requirements*.

¹⁶ EB-2022-0325

¹⁷ NOTLH_IRR_OEB Staff_20251003 (EB-2025-0019), Staff-3.

¹⁸ OEB Staff Submission, October 29, 2025, p. 3-4

¹⁹ *Ibid.*

²⁰ *Ibid.*

The OEB approves the disposition of a debit balance of \$265,762 as of December 31, 2024, including interest projected to December 31, 2025, for Group 1 accounts on a final basis.

The OEB's approval includes the disposition of a debit balance of \$220,998 in Account 1584 (RSVA – Retail Transmission Network Charge) and \$21,329 in Account 1586 (RSVA – Retail Transmission Connection Charge), which include charges related to the 2024 DPB issue. While the OEB recognizes that these charges may potentially be refunded by Hydro One at a later date, the OEB agrees with the following considerations noted by OEB staff in its submission:

1. NOTL Hydro indicated that the likelihood of not receiving any reimbursement from Hydro One for the 2024 DBP charges is very high. In this case, the total debit balance in these two RSVAs of \$242,327 represents a legitimate pass-through cost to customers if no refund is provided at a later date.
2. The OEB agrees with NOTL Hydro that deferring disposition of these two accounts may increase costs to ratepayers due to incremental interest costs and potentially larger bill impacts if additional outages in 2025 give rise to further DPB charges.
3. The OEB's UTR Phase 2 proceeding²¹ is considering potential DVAs to capture charges associated with DPB events. Should Hydro One reimburse the 2024 DPB charges in the future, the amount would be recorded in the two existing RSVAs or in any newly established DVA to be refunded to ratepayers.

Table 6.1 identifies the principal and interest amounts, which the OEB approves for disposition.

Table 6.1: Group 1 Deferral and Variance Account Balances

| Account Name and Number | | Principal Balance (\$) A | Interest Balance (\$) B | Total Claim (\$) C=A+B |
|---|------|--------------------------|-------------------------|------------------------|
| Smart Metering Entity Charge Variance Account | 1551 | (8,197) | (581) | (8,778) |
| RSVA - Wholesale Market Service Charge | 1580 | (147,720) | (5,231) | (152,950) |
| Variance WMS - Sub-account CBR Class B | 1580 | 97,382 | 3,712 | 101,094 |

²¹ EB-2022-0325

| | | | | |
|--|------|---------|---------|---------|
| RSVA - Retail Transmission Network Charge | 1584 | 210,813 | 10,185 | 220,998 |
| RSVA - Retail Transmission Connection Charge | 1586 | 19,960 | 1,370 | 21,329 |
| RSVA – Power | 1588 | 36,022 | 746 | 36,768 |
| RSVA - Global Adjustment | 1589 | 36,876 | 2,014 | 38,889 |
| Disposition and Recovery of Regulatory Balances (2021) | 1595 | 8,857 | 1,182 | 10,039 |
| Disposition and Refund of Regulatory Balances (2022) | 1595 | (0) | (1,627) | (1,627) |
| Total for Group 1 Accounts | | 253,993 | 11,769 | 265,762 |

The balance of each of the Group 1 accounts approved for disposition shall be transferred to the applicable principal and interest carrying charge sub-accounts of Account 1595. Such transfer shall be pursuant to the requirements specified in the *Accounting Procedures Handbook for Electricity Distributors*.²² The date of the transfer must be the same as the effective date for the associated rates, which is generally the start of the rate year.

The OEB approves these balances to be disposed of through final rate riders, charges, or payments, as calculated in the Rate Generator Model. The final rate riders, charges, and payments, as applicable, will be in effect over a one-year period from January 1, 2026 to December 31, 2026.²³

²² Article 220, Account Descriptions, *Accounting Procedures Handbook for Electricity Distributors*, effective January 1, 2012

²³ 2026 IRM Rate Generator Model Tab 6.1 GA, Tab 6.1a GA Allocation, Tab 6.2 CBR B, Tab 6.2a CBR B_Allocation and Tab 7 Calculation of Def-Var RR

7. GROUP 2 DEFERRAL AND VARIANCE ACCOUNTS

NOTL Hydro requested the disposition of Account 1508 - Other Regulatory Assets, Sub-account – Large Use Customer Revenue Variance Account in the credit amount of \$128,812 over one year, beginning January 1, 2026. NOTL Hydro stated that it will allocate the total claim to each customer class based on 2024 distribution revenue.

In NOTL Hydro's 2024 cost of service proceeding²⁴, the OEB approved the continuation of Account 1508 Sub-account – Large Use Customer Revenue Variance to track differences between estimated variable distribution revenue from 5,000 kW demand. The account was originally established in 2019 as a Specified Customer Revenue Variance Account to track the difference between actual and forecasted revenue for a new Large Use customer.²⁵ The account was amended in 2022 into a generic variance account applicable to a new Large Use customer and all potential future Large Use customers.²⁶

OEB staff supported disposition of the 2024 balance in Account 1508 – Large Use Customer Revenue Variance Account, noting no issues with the credit balance. OEB staff also supported the proposal to allocate the balance to customer classes based on distribute revenues, consistent with the accounting order approved in NOTL Hydro's 2024 cost of service proceeding.²⁷

Findings

The OEB approves the disposition of the 2024 balance in Account 1508 Sub-account – Large Use Customer Revenue Variance Account in the credit amount of \$128,812.

The OEB approves the account balance being allocated to customer classes based on distribution revenues in the classes, consistent with the approved accounting order as part of NOTL Hydro's 2024 cost of service proceeding²⁸.

²⁴ EB-2023-0041

²⁵ EB-2018-0056

²⁶ EB-2022-0158

²⁷ OEB Staff Submission, October 29, 2025, p. 5

²⁸ EB-2023-0041

8. IMPLEMENTATION

This Decision and Rate Order is accompanied by a Rate Generator Model, applicable supporting models, and a Tariff of Rates and Charges (Schedule A). The Rate Generator Model also incorporates the following regulatory rates and charges set out in Table 8.1.

Table 8.1: Regulatory Rates and Charges

| Rates | per kWh (\$) |
|--|---------------------|
| Rural or Remote Electricity Rate Protection (RRRP) | 0.0006 |
| Wholesale Market Service (WMS) billed to Class A and B Customers | 0.0041 |
| Capacity Based Recovery (CBR) billed to Class B Customers | 0.0006 |
| Charges | (\$) |
| Smart Metering Entity Charge | 0.42 |
| microFIT Charge | 10.00 |
| Standard Supply Service - Administrative Charge (if applicable) | 0.25 |

Each of the rates is a component of the “Regulatory Charge” on a customer’s bill and established separately by the OEB. The RRRP and WMS rates were set by the OEB on December 11, 2025.²⁹

The Smart Metering Entity Charge is a component of the “Distribution Charge” on a customer’s bill, established by the OEB through a separate order. The Smart Metering Entity Charge was set by the OEB on September 8, 2022.³⁰

The Standard Supply Service Charge is a monthly fee set by the OEB that covers the administrative costs of your local electricity utility when you buy power directly from them under the RPP instead of a third-party energy retailer. This fixed charge is uniform across all utilities in the province and is in addition to the Wholesale Market Service charge.

²⁹ EB-2025-0299, Decision and Order, December 11, 2025

³⁰ EB-2022-0137, Decision and Order, September 8, 2022

9. ORDER

THE ONTARIO ENERGY BOARD ORDERS THAT:

1. Niagara-on-the-Lake Hydro Inc.'s new final distribution rates shall be effective January 1, 2026, in accordance with this Decision and Rate Order.
2. The Tariff of Rates and Charges set out at Schedule A of this Decision and Rate Order is deemed draft until the following procedural steps have been complied with:
 - i. Niagara-on-the-Lake Hydro Inc. shall review the Tariff of Rates and Charges and shall file with the OEB a written confirmation of its completeness and accuracy, or provide a detailed explanation of any inaccuracies or missing information, by December 17, 2025.
 - ii. The Tariff of Rates and Charges will be considered final if Niagara-on-the-Lake Hydro Inc. does not provide a submission to the OEB that inaccuracies were found or information was missing pursuant to item 2.i.
 - iii. If the OEB receives a submission from Niagara-on-the-Lake Hydro Inc. to the effect that inaccuracies were found or information was missing pursuant to item 2.i, the OEB will consider the submission and issue a Final Rate Order.
3. Niagara-on-the-Lake Hydro Inc. shall notify its customers of the rate changes no later than the delivery of the first bill reflecting the new rates.
4. In accordance with the OEB's March 31, 2025 report, *Electric Vehicle Charging Rate Overview – Final Report*, Niagara-on-the-Lake Hydro Inc. will, as of January 1, 2026, provide eligible customers with the option to elect to be charged Retail Transmission Service Rates on the basis of the Electric Vehicle Charging Rate, subject to the standard terms and conditions set out in Appendix A of the report.

Parties are responsible for ensuring that any documents they file with the OEB, such as applicant and intervenor evidence, interrogatories and responses to interrogatories or any other type of document, **do not include personal information** (as that phrase is defined in the *Freedom of Information and Protection of Privacy Act*), unless filed in accordance with rule 9A of the OEB's [Rules of Practice and Procedure](#).

Please quote file number, **EB-2025-0019** for all materials filed and submit them in searchable/unrestricted PDF format with a digital signature through the [OEB's online filing portal](#).

- Filings should clearly state the sender's name, postal address, telephone number and e-mail address.
- Please use the document naming conventions and document submission standards outlined in the [Regulatory Electronic Submission System \(RESS\) Document Guidelines](#) found at the [File documents online page](#) on the OEB's website.
- Parties are encouraged to use RESS. Those who have not yet [set up an account](#), or require assistance using the online filing portal can contact registrar@oeb.ca for assistance.
- Cost claims are filed through the OEB's online filing portal. Please visit the [File documents online page](#) of the OEB's website for more information. All participants shall download a copy of their submitted cost claim and serve it on all required parties as per the [Practice Direction on Cost Awards](#).

All communications should be directed to the attention of the Registrar and be received by end of business, 4:45 p.m., on the required date.

With respect to distribution lists for all electronic correspondence and materials related to this proceeding, parties must include the Case Manager, Marly Augustine at Marly.Augustine@oeb.ca, and OEB Counsel, Julia Nowicki at Julia.Nowicki@oeb.ca.

Email: registrar@oeb.ca

Tel: 1-877-632-2727 (Toll free)

DATED at Toronto, December 11, 2025

ONTARIO ENERGY BOARD

Ritchie Murray
Acting Registrar

SCHEDULE A
DECISION AND RATE ORDER
NIAGARA-ON-THE-LAKE HYDRO INC.
TARIFF OF RATES AND CHARGES
EB-2025-0019
December 11, 2025

Niagara-on-the-Lake Hydro Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2026

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

EB-2025-0019

RESIDENTIAL SERVICE CLASSIFICATION

This classification applies to an account taking electricity at 750 volts or less where the electricity is used exclusively in a separately metered living accommodation. Customers shall be residing in single-dwelling units that consist of a detached house or one unit of a semi-detached, duplex, triplex or quadruplex house, with a residential zoning. Separately metered dwellings within a town house complex or apartment building also qualify as residential customers. Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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

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

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

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

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|---|--------|--------|
| Service Charge | \$ | 36.72 |
| Rate Rider for Disposition of Large Use Deferral/Variance Accounts - effective until December 31, 2026 | \$ | (0.66) |
| Smart Metering Entity Charge - effective until December 31, 2027 | \$ | 0.42 |
| Rate Rider for Disposition of Global Adjustment Account (2026) - effective until December 31, 2026 Applicable only for Non-RPP Customers | \$/kWh | 0.0005 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2026) - effective until December 31, 2026 | \$/kWh | 0.0004 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2026) - effective until December 31, 2026 Applicable only for Class B Customers | \$/kWh | 0.0005 |
| Retail Transmission Rate - Network Service Rate | \$/kWh | 0.0116 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kWh | 0.0014 |

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 | 0.0006 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0006 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

Niagara-on-the-Lake Hydro Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2026

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

EB-2025-0019

GENERAL SERVICE LESS THAN 50 KW SERVICE CLASSIFICATION

This classification applies to a non-residential account taking electricity at 750 volts or less whose monthly average peak demand is less than, or is forecast to be less than, 50 kW. Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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

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

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

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

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|---|--------|----------|
| Service Charge | \$ | 46.66 |
| Smart Metering Entity Charge - effective until December 31, 2027 | \$ | 0.42 |
| Distribution Volumetric Rate | \$/kWh | 0.0162 |
| Rate Rider for Disposition of Global Adjustment Account (2026) - effective until December 31, 2026 Applicable only for Non-RPP Customers | \$/kWh | 0.0005 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2026) - effective until December 31, 2026 | \$/kWh | 0.0004 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2026) - effective until December 31, 2026 Applicable only for Class B Customers | \$/kWh | 0.0005 |
| Rate Rider for Disposition of Large Use Deferral/Variance Accounts - effective until December 31, 2026 | \$/kWh | (0.0006) |
| Retail Transmission Rate - Network Service Rate | \$/kWh | 0.0106 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kWh | 0.0014 |

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 | 0.0006 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0006 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

Niagara-on-the-Lake Hydro Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2026

This schedule supersedes and replaces all previously
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EB-2025-0019

GENERAL SERVICE 50 TO 4,999 KW SERVICE CLASSIFICATION

This classification applies to a non-residential account whose monthly average peak demand is equal to or greater than, or is forecast to be equal to or greater than 50 kW but less than 5,000 kW. Class A and Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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

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

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

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

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

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

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|---|--------|----------|
| Service Charge | \$ | 333.48 |
| Distribution Volumetric Rate | \$/kW | 3.1576 |
| Rate Rider for Disposition of Global Adjustment Account (2026) - effective until December 31, 2026 Applicable only for Non-RPP Customers | \$/kWh | 0.0005 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2026) - effective until December 31, 2026 | \$/kW | 0.1869 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2026) - effective until December 31, 2026 Applicable only for Class B Customers | \$/kW | 0.1897 |
| Rate Rider for Disposition of Large Use Deferral/Variance Accounts - effective until December 31, 2026 | \$/kW | (0.0935) |
| Retail Transmission Rate - Network Service Rate - Interval Metered | \$/kW | 4.6839 |
| Retail Transmission Rate - Network Service Rate - Interval Metered - EV CHARGING | \$/kW | 0.7963 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate - Interval Metered | \$/kW | 1.0450 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate - Interval Metered - EV CHARGING | \$/kW | 0.1776 |

Niagara-on-the-Lake Hydro Inc.
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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 | 0.0006 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0006 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

Niagara-on-the-Lake Hydro Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2026

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EB-2025-0019

LARGE USE SERVICE CLASSIFICATION

This classification applies to a non-residential account whose monthly average peak demand is equal to or greater than, or is forecast to be equal to or greater than 5,000 kW. Class A and Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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

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

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

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

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

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

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|--|-------|----------|
| Service Charge | \$ | 4,371.65 |
| Distribution Volumetric Rate | \$/kW | 3.0128 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2026) - effective until December 31, 2026 | \$/kW | 0.3023 |
| Rate Rider for Disposition of Large Use Deferral/Variance Accounts - effective until December 31, 2026 | \$/kW | (0.0515) |
| Retail Transmission Rate - Network Service Rate - Interval Metered | \$/kW | 6.4200 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate - Interval Metered | \$/kW | 1.0200 |

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 | 0.0006 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0006 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

Niagara-on-the-Lake Hydro Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2026

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EB-2025-0019

UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification applies to an account taking electricity at 750 volts or less whose average monthly maximum demand is less than, or is forecast to be less than, 50 kW and the consumption is unmetered. Such connections include cable TV power packs, bus shelters, telephone booths, traffic lights, railway crossings, etc. The level of the consumption will be agreed to by the distributor and the customer, based on detailed manufacturer information/ documentation with regard to electrical consumption of the unmetered load or periodic monitoring of actual consumption. Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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

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

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

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

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|---|--------|----------|
| Service Charge (per customer) | \$ | 26.70 |
| Distribution Volumetric Rate | \$/kWh | 0.0072 |
| Rate Rider for Disposition of Global Adjustment Account (2026) - effective until December 31, 2026 Applicable only for Non-RPP Customers | \$/kWh | 0.0005 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2026) - effective until December 31, 2026 | \$/kWh | 0.0006 |
| Rate Rider for Disposition of Capacity Based Recovery Account (2026) - effective until December 31, 2026 Applicable only for Class B Customers | \$/kWh | 0.0005 |
| Rate Rider for Disposition of Large Use Deferral/Variance Accounts - effective until December 31, 2026 | \$/kWh | (0.0012) |
| Retail Transmission Rate - Network Service Rate | \$/kWh | 0.0106 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kWh | 0.0014 |

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 | 0.0006 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0006 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

Niagara-on-the-Lake Hydro Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date January 1, 2026

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STREET LIGHTING SERVICE CLASSIFICATION

This classification applies to an account for roadway lighting with a Municipality, Regional Municipality, Ministry of Transportation and private roadway lighting operation, controlled by photo cells. The consumption for these customers will be based on the calculated connected load times the required lighting times established by an approved Ontario Energy Board process. Class B consumers are defined in accordance with O. Reg. 429/04. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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

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

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

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

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|---|--------|----------|
| Service Charge (per connection) | \$ | 8.51 |
| Distribution Volumetric Rate | \$/kW | 12.7885 |
| Rate Rider for Disposition of Global Adjustment Account (2026) - effective until December 31, 2026 Applicable only for Non-RPP Customers | \$/kWh | 0.0005 |
| Rate Rider for Disposition of Deferral/Variance Accounts (2026) - effective until December 31, 2026 | \$/kW | (4.2615) |
| Rate Rider for Disposition of Capacity Based Recovery Account (2026) - effective until December 31, 2026 Applicable only for Class B Customers | \$/kW | 0.1838 |
| Rate Rider for Disposition of Large Use Deferral/Variance Accounts - effective until December 31, 2026 | \$/kW | (2.8640) |
| Retail Transmission Rate - Network Service Rate | \$/kW | 3.2679 |
| Retail Transmission Rate - Line and Transformation Connection Service Rate | \$/kW | 0.3359 |

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 | 0.0006 |
| Rural or Remote Electricity Rate Protection Charge (RRRP) | \$/kWh | 0.0006 |
| Standard Supply Service - Administrative Charge (if applicable) | \$ | 0.25 |

Niagara-on-the-Lake Hydro Inc.
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STANDBY POWER SERVICE CLASSIFICATION

This classification refers to an account that has Load Displacement Generation or Load Displacement Storage that requires Niagara-on-the-Lake Hydro to provide back-up service. Standby Charges are to be applied to behind-the-meter generators that have a nameplate capacity greater than or equal to 500kW and are not IESO market participants or IESO program participants (FIT, MicroFIT, SOP etc.) which have their own metering and settlement conventions as per regulation and legislation. For the purpose of this rate classification the term "generator" shall include electricity storage devices used for the primary purpose of Load Displacement. 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 changes, assessments or credits that are required by law to be invoiced by a distributor and that are not subject to Ontario Energy Board approval, such as the Global Adjustment, and the HST.

MONTHLY RATES AND CHARGES

Standby Charges are based on applicable monthly General Service > 50kW to 4,999 kW or Large Use Distribution Volumetric Charges, depending on the rate classification of the generator host facility.

Distribution Charges on the generator host facility's load account will be determined by multiplying the peak hourly delivered load as measured by the load account meter in kW by applicable variable charges for the rate class. Standby Charges will be determined by multiplying the peak coincident combined kW delivered by both the distribution system and the generator, less the peak hourly delivered load in kW of the host customer facility as measured by the generator host load account meter.

Niagara-on-the-Lake Hydro Inc.
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microFIT SERVICE CLASSIFICATION

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

APPLICATION

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

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

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.

MONTHLY RATES AND CHARGES - Delivery Component

| | | |
|----------------|----|-------|
| Service Charge | \$ | 10.00 |
|----------------|----|-------|

ALLOWANCES

| | | |
|---|-------|--------|
| Transformer Allowance for Ownership - per kW of billing demand/month | \$/kW | (0.56) |
| Primary Metering Allowance for Transformer Losses - applied to measured demand & energy | % | (1.00) |

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SPECIFIC SERVICE CHARGES

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

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

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Customer Administration

| | | |
|---|----|--------|
| Arrears certificate | \$ | 15.00 |
| Statement of account | \$ | 15.00 |
| Pulling post dated cheques | \$ | 15.00 |
| Duplicate invoices for previous billing | \$ | 15.00 |
| Request for other billing information | \$ | 15.00 |
| Easement letter | \$ | 15.00 |
| Account history | \$ | 15.00 |
| Credit check (plus credit agency costs) | \$ | 15.00 |
| Returned cheque (plus bank charges) | \$ | 15.00 |
| Charge to certify cheque | \$ | 15.00 |
| Account set up charge/change of occupancy charge (plus credit agency costs if applicable) | \$ | 30.00 |
| Special meter reads | \$ | 115.00 |
| Meter dispute charge plus Measurement Canada fees (if meter found correct) | \$ | 145.00 |

Non-Payment of Account

| | | |
|--|----|--------|
| Late payment - per month (effective annual rate 19.56% per annum or 0.04896% compounded daily) | % | 1.50 |
| Reconnection at meter - during regular hours | \$ | 115.00 |
| Reconnection at meter - after regular hours | \$ | 415.00 |
| Reconnection at pole - during regular hours | \$ | 225.00 |
| Reconnection at pole - after regular hours | \$ | 810.00 |

Other

| | | |
|--|----|----------|
| Service call - customer-owned equipment - during regular hours | \$ | 225.00 |
| Service call - customer-owned equipment - after regular hours | \$ | 810.00 |
| Temporary service - install & remove - overhead - no transformer | \$ | Variable |
| Temporary service - install & remove - underground - no transformer | \$ | Variable |
| Temporary service - install & remove - overhead - with transformer | \$ | Variable |
| Specific charge for access to the power poles - per pole/year (with the exception of wireless attachments) | \$ | 40.59 |

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RETAIL SERVICE CHARGES (if applicable)

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

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.

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

| | | |
|--|----------|-----------|
| One-time charge, per retailer, to establish the service agreement between the distributor and the retailer | \$ | 125.72 |
| Monthly fixed charge, per retailer | \$ | 50.29 |
| Monthly variable charge, per customer, per retailer | \$/cust. | 1.24 |
| Distributor-consolidated billing monthly charge, per customer, per retailer | \$/cust. | 0.74 |
| Retailer-consolidated billing monthly credit, per customer, per retailer | \$/cust. | (0.74) |
| Service Transaction Requests (STR) | | |
| Request fee, per request, applied to the requesting party | \$ | 0.63 |
| Processing fee, per request, applied to the requesting party | \$ | 1.24 |
| 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) | \$ | 5.03 |
| 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) | \$ | 2.51 |

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 | 1.0374 |
| Total Loss Factor - Secondary Metered Customer > 5,000 kW | 1.0145 |
| Total Loss Factor - Primary Metered Customer < 5,000 kW | 1.0274 |
| Total Loss Factor - Primary Metered Customer > 5,000 kW | 1.0045 |