



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

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# DECISION AND RATE ORDER

## EB-2025-0031

### HYDRO HAWKESBURY INC.

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

**BEFORE:**        **Allison Duff**  
                      Presiding Commissioner

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March 26, 2026

## 1. OVERVIEW

The Ontario Energy Board (OEB) is approving the proposed changes to the rates that Hydro Hawkesbury Inc. (Hydro Hawkesbury) charges to distribute electricity to its customers, effective January 1, 2026, with an implementation date of April 1, 2026.

As a result of this Decision and Rate Order, there will be a monthly total bill increase of \$2.19 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

Hydro Hawkesbury 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.<sup>1</sup> 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.

Hydro Hawkesbury serves approximately 5,599 mostly residential and commercial electricity customers in the Town of Hawkesbury.

On August 28, 2026, the OEB issued a letter to Hydro Hawkesbury noting that an employee of the OEB, to whom authority has been delegated under Section 6 of the *Ontario Energy Board Act, 1998*, would make a decision on the application without holding a hearing. The letter also included preliminary steps and timelines required for Hydro Hawkesbury to complete prior to the OEB issuing a final Decision and Rate Order.

OEB staff issued a series of questions to Hydro Hawkesbury on October 3, 2025. On October 16, 2025, the OEB received Hydro Hawkesbury's responses to OEB staff questions. Part of Hydro Hawkesbury's responses included a request to dispose of the balances in Group 2 variance accounts over a one-year period through a rate rider. This request was not part of Hydro Hawkesbury's original application. The OEB determined that the application would be heard by a panel of Commissioners.

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

An Interim Rate Order, dated December 18, 2025, declared Hydro Hawkesbury's rates interim as of January 1, 2026.

Notice of the application was issued on January 23, 2026. There were no intervenors.

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

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

### 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
- Cost of Capital

Instructions for implementing Hydro Hawkesbury'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 certain rates and charges approved by the OEB in prior proceedings, such as specific service charges 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.

## 4. ANNUAL ADJUSTMENT MECHANISM

Hydro Hawkesbury 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.<sup>2</sup>

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

**Table 4.1: Price Cap IR Adjustment Formula**

Components		Amount
Inflation factor <sup>3</sup>		3.70%
Less: X-factor	Productivity factor <sup>4</sup>	0.00%
	Stretch factor (0.00% to 0.60%) <sup>5</sup>	0.00%

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.

<sup>2</sup> 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.

<sup>3</sup> OEB Letter, 2026 Inflation Parameters, issued June 11, 2025

<sup>4</sup> 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

<sup>5</sup> 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

OEB staff submitted that it had no concerns with Hydro Hawkesbury's proposed Price Cap adjustment. In its submission, OEB staff invited Hydro Hawkesbury to indicate, in its reply submission, whether it would be requesting any forgone revenue for the period between January 1, 2026 and the implementation date of the new rates, and if so, to provide a proposed implementation date.<sup>6</sup>

In its reply submission, Hydro Hawkesbury confirmed that it was not requesting recovery of forgone revenue for the period between January 1, 2026, and the implementation date of the final 2026 rates.

## Findings

The OEB approves Hydro Hawkesbury's request for a 3.70% rate increase as it is in accordance with the annually updated parameters set by the OEB. Hydro Hawkesbury's new rates shall be effective January 1, 2026, with an implementation date of April 1, 2026. The OEB appreciates that Hydro Hawkesbury did not request any recovery of foregone revenue from its customers.

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<sup>6</sup> OEB Staff Submission, March 3, 2026, p. 1

## 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. Hydro Hawkesbury is partially embedded within Hydro One Networks Inc.'s (Hydro One) distribution system.

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

OEB staff submitted that it had no concerns with Hydro Hawkesbury's requested adjustment to its RTSRs. In its submission, OEB staff requested that Hydro Hawkesbury confirm the updates that OEB staff made to the Rate Generator Model to reflect the final Uniform Transmission Rates (UTRs)<sup>7</sup> and final Hydro One Sub-Transmission Rates.<sup>8</sup> Hydro Hawkesbury did not take any issue with the positions outlined by OEB staff in its submission.

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 approves Hydro Hawkesbury's proposed adjustment to its RTSRs. The RTSRs have been adjusted based on the final UTRs and host-RTSRs for Hydro One.

UTRs and host-RTSRs are typically approved annually by the OEB. In the event that the OEB updates the approved UTRs and host-RTSRs during Hydro Hawkesbury's 2026 rate year, any resulting differences (from the prior-approved UTRs and host-RTSRs) will be captured in Retail Settlement Variance Accounts 1584 (Retail Transmission Network Charge) and 1586 (Retail Transmission Connection Charge).

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<sup>7</sup> EB-2025-0232, Decision and Rate Order, January 15, 2026

<sup>8</sup> EB-2025-0030, Rate Order, December 23, 2025

In accordance with the OEB's March 31, 2025 report, Hydro Hawkesbury will 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.<sup>9</sup> If the net balance does not exceed the threshold, a distributor may still request disposition.<sup>10</sup>

The 2024 year-end net balance for Hydro Hawkesbury's Group 1 accounts eligible for disposition, including interest projected to December 31, 2025, is a debit of \$394,174, and pertains to variances accumulated during the 2024 calendar year. This amount represents a total claim of \$0.0028 per kWh, which exceeds the pre-set disposition threshold of \$0.001 per kWh.

Hydro Hawkesbury has requested disposition of this amount over a one-year period.

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).<sup>11</sup> A similar mechanism applies to Class A and Class B customers for Capacity Based Recovery (CBR) charges.<sup>12</sup> 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.

Hydro Hawkesbury had one or more Class A customers during the period in which variances accumulated; however, the CBR Class B rate riders calculated rounded to zero at the fourth decimal place in one or more of the rate classes. When this occurs,

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<sup>9</sup> Report of the OEB – "Electricity Distributors' Deferral and Variance Account Review Initiative" (EDDVAR), EB-2008-0046, July 31, 2009

<sup>10</sup> OEB letter, "Update to the Electricity Distributors' Deferral and Variance Account Review ("EDDVAR Report"), released July 2009 (EB-2008-0046)", issued July 25, 2014

<sup>11</sup> For additional details on the Global Adjustment charge, refer to the Independent Electricity System Operator (IESO)'s [website](#).

<sup>12</sup> 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](#).

the entire balance of the CBR Class B variance account is disposed of along with Account 1580 – Wholesale Market Service Charge through the general DVA rate riders.

During the period in which variances accumulated, Hydro Hawkesbury had one or more customers transition between Class A and Class B. Under the general principle of cost causality, customer groups that cause variances that are recorded in Group 1 accounts should be responsible for paying the debits (or receiving credits) for the disposition. Hydro Hawkesbury has proposed to allocate a portion of the GA balance to each transition customer, based on their customer-specific consumption levels.<sup>13</sup> The GA amounts allocated to each transition customer are proposed to be recovered (or refunded, as applicable), by way of 12 equal monthly installments.

In response to an OEB staff interrogatory<sup>14</sup>, Hydro Hawkesbury confirmed that Accounts 1595 (2020) and 1595 (2021) were eligible for disposition in the 2024 and 2025 rate years, respectively.

OEB staff submitted that it had no concerns with Hydro Hawkesbury's request for final disposition of its Group 1 balances (including Accounts 1588 and 1589) as of December 31, 2024, with interest project to December 31, 2025. However, OEB staff did not support Hydro Hawkesbury's proposal to not dispose of the Accounts 1595 (2020) and 1595 (2021) balances, which meet the eligibility for disposition as per Chapter 3 of the Filing Requirements<sup>15</sup> and were not disposed of in prior rate applications. OEB staff further submitted that the rate riders for Accounts 1595 (2020) and 1595 (2021) have already ended, and was of the view that these two sub-accounts under Account 1595 should be disposed of in this application to avoid further delay and potential intergenerational inequity. OEB staff requested that, in its reply submission, Hydro Hawkesbury update the Rate Generator Model to include disposition of Accounts 1595 (2020) and 1595 (2021) and update the rate rider accordingly.

In its reply submission, Hydro Hawkesbury did not take issue with the positions outlined by OEB staff and updated the Rate Generator Model to include the disposition of Accounts 1595 (2020) and 1595 (2021), including the associated rate rider adjustments.

## Findings

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

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<sup>13</sup> 2026 IRM Rate Generator Model, Tab 6.1a "GA Allocation"

<sup>14</sup> OEB Staff Interrogatory-7

<sup>15</sup> Chapter 3 of the Filing Requirements for Electricity Distribution Rate Applications, June 19, 2025, p.14

The OEB approves the proposed disposition of a debit balance of \$394,174 as of December 31, 2024, including interest projected to December 31, 2025, for Group 1 accounts on a final basis.

Table 7.1 identifies the principal and interest amounts by account, which the OEB approves for disposition.

**Table 7.1: Approved Group 1 Deferral and Variance Account Balances**

Account Name and Number		Principal Balance (\$) A	Interest Balance (\$) B	Total Claim (\$) C=A+B
LV Variance Account	1550	45,023	3,224	48,247
Smart Metering Entity Charge Variance Account	1551	(4,403)	(425)	(4,828)
RSVA - Wholesale Market Service Charge	1580	(53,597)	(3,151)	(56,748)
Variance WMS - Sub-account CBR Class B	1580	5,587	92	5,679
RSVA - Retail Transmission Network Charge	1584	159,703	10,419	170,122
RSVA - Retail Transmission Connection Charge	1586	142,119	8,562	150,681
RSVA – Power	1588	(69,212)	(9,203)	(78,414)
RSVA - Global Adjustment	1589	160,186	5,713	165,898
Disposition and (Refund) of Regulatory Balances (2020)	1595	(10,188)	(3,828)	(14,016)
Disposition and (Refund) of Regulatory Balances (2021)	1595	(2,223)	(1,277)	(3,499)
Disposition and (Refund) of Regulatory Balances (2022)	1595	15,524	(4,473)	11,052
<b>Total for Group 1 Accounts</b>		<b>388,521</b>	<b>5,653</b>	<b>394,174</b>

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*.<sup>16</sup> 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 updated Rate Generator Model, in effect over a one-year period from April 1, 2026 to March 31, 2027.<sup>17</sup> The OEB has adjusted the dates of the one-year period in the Tariff of Rates and Charges in Schedule A to align with the April 1, 2026 implementation date approved in this Decision.

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<sup>16</sup> Article 220, Account Descriptions, *Accounting Procedures Handbook for Electricity Distributors*, effective January 1, 2012

<sup>17</sup> 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. COST OF CAPITAL

In accordance with the OEB's decision on Hydro Hawkesbury's 2025 cost of service application<sup>18</sup>, Hydro Hawkesbury implemented 2025 rates using interim cost of capital parameters. This entailed Hydro Hawkesbury using a value of 9.25% for Return on Equity (ROE), 3.59% for Deemed Long-Term Debt Rate (DLTDR), and 5.04% for Deemed Short-Term Debt Rate (DSTDR).

Hydro Hawkesbury noted that it tracked the variances of its 2025 revenue requirement impact between the interim cost of capital parameters and final cost of capital parameters issued in the OEB's Decision on Cost of Capital Parameters<sup>19</sup> for 2025 for ROE of 9.00%, DSTDR of 3.91%, and DLTDR of 4.51% through the OEB's approved generic DVAs (i.e., DSTDR, DLTDR and ROE) for 2025. This adjustment resulted in the 2025 test year distribution revenue requirement decreasing by \$12,150.<sup>20</sup>

In response to an OEB staff interrogatory<sup>21</sup>, Hydro Hawkesbury confirmed that it continues to use its actual DLTDR of 3.59% which is consistent with OEB policy permitting the use of actual third-party debt.

Hydro Hawkesbury also proposed, in response to an OEB staff interrogatory<sup>22</sup>, to adjust its 2025 base rates to account for the differences between the interim and final cost of capital parameters established in the OEB's Decision on Cost of Capital Parameters.<sup>23</sup> Hydro Hawkesbury also stated that the updated base rates align with Hydro Hawkesbury's 2025 approved rates, reflect the OEB's final cost of capital parameters, and eliminate the need for any variance tracking on a prospective basis. Hydro Hawkesbury proposed to dispose of all three DVAs as a total balance, a credit of \$12,150, which includes interest (a credit of \$372), as of December 31, 2025, through a one-time rate rider effective January 1, 2026.

OEB staff did not take issue with Hydro Hawkesbury's proposal for implementing the updated cost of capital framework established in the OEB's Decision on Cost of Capital Parameters for 2025, dated March 27, 2025.

OEB staff submitted that it had no concerns with the disposition of Hydro Hawkesbury's three cost of capital DVAs or the adjustment to the base revenue requirement formula

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<sup>18</sup> EB-2024-0031, Decision and Order, January 9, 2025, Settlement Proposal, Section 3.1, Table 8

<sup>19</sup> EB-2024-0063

<sup>20</sup> See Tab 1508 – Rate Rider Calcs (2025) of the Excel model entitled HHI Base Current Rates vs Revised Rates, dated February 19, 2026

<sup>21</sup> OEB Staff Interrogatory-2

<sup>22</sup> OEB Staff Interrogatory-2, October 16, 2025

<sup>23</sup> EB-2024-0063

for its 2026 rates on an interim basis. OEB staff did note that, while audited balances are normally disposed, Hydro Hawkesbury's cost of capital DVAs arise from a mechanistic true-up from interim to final 2025 parameters. OEB staff submitted that Hydro Hawkesbury should perform a true-up in its 2027 IRM application if the interim disposed balance from its 2026 IRM application materially changes, once audited. The OEB could then declare the cost of capital DVAs disposed of on a final basis in its decision on Hydro Hawkesbury's 2027 rates. It was also proposed by OEB staff that Hydro Hawkesbury include a statement to confirm whether there are any material changes between the interim disposed balance in this application and the final audited balance for the three generic cost of capital-related DVAs in its 2027 IRM application.<sup>24</sup>

OEB staff noted that Hydro Hawkesbury's proposal aligns with the direction set out in the OEB's Decision on Cost of Capital for 2025 that such variance accounts may be disposed in an IRM or Custom IR application. OEB staff also submitted that the proposed disposition by Hydro Hawkesbury is consistent with the objectives of the Decision on Cost of Capital for 2025 and that disposition in the current proceeding avoids carrying principal balances and interest into future years and supports intergenerational equity. Further, forecasting error for the balances is not expected, given that the final cost of capital rates are available.

In its reply submission, Hydro Hawkesbury stated that it had no concerns with the proposed approach and agreed that any material differences between interim and final audited balances can be addressed through a true-up in its 2027 IRM application.

## Findings

The OEB finds that Hydro Hawkesbury's proposal is aligned with the updated cost of capital framework established in the OEB's Decision on Cost of Capital Parameters for 2025, dated March 27, 2025.

The OEB approves the proposed Group 2 rate riders to dispose of the total credit balance of \$12,150, including interest to December 31, 2025. The three capital-related DVA balances will be cleared on an interim basis. In its 2027 IRM application, Hydro Hawkesbury shall include a statement confirming whether there are any material changes between the interim disposed balances in this application and the final audited balances for the three generic cost of capital-related DVAs, and if so, perform a true-up.

The rate riders, charges, and payments, as applicable, will be in effect over a one-year period from April 1, 2026 to March 31, 2027.<sup>25</sup> The OEB has adjusted the dates of the

<sup>24</sup> OEB Staff Submission, March 3, 2026. pp. 5-6

<sup>25</sup> 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

one-year period in the Tariff of Rates and Charges in Schedule A to align with the April 1, 2026 implementation date approved in this Decision.

## 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**

<b>Rates</b>	<b>per kWh (\$)</b>
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
<b>Charges</b>	<b>(\$)</b>
Smart Metering Entity Charge	0.42
microFIT Charge (if applicable)	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.<sup>26</sup>

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.<sup>27</sup>

The Standard Supply Service Charge is a monthly fee set by the OEB that covers the administrative costs of an electricity distributor when a customer buys 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.

<sup>26</sup> EB-2025-0299, Decision and Order, December 11, 2025

<sup>27</sup> EB-2022-0137, Decision and Order, September 8, 2022

## 9. ORDER

### THE ONTARIO ENERGY BOARD ORDERS THAT:

1. Hydro Hawkesbury Inc.'s new final distribution rates shall be effective January 1, 2026 with an implementation date of April 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. Hydro Hawkesbury Inc.'s 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 March 30, 2026.
  - ii. The Tariff of Rates and Charges will be considered final if Hydro Hawkesbury 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 Hydro Hawkesbury 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. Hydro Hawkesbury 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*, Hydro Hawkesbury 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.
5. Hydro Hawkesbury Inc. shall include a statement in its 2027 IRM application confirming whether there are any material changes between the interim disposed balances for the three generic cost of capital-related deferral and variance accounts in this application and the final audited balances, and if so, perform a true-up.

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-2025-0031** 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](mailto: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, Cecilia Wang at [Cecilia.Wang@oeb.ca](mailto:Cecilia.Wang@oeb.ca), and OEB Counsel, Michael Millar at [Michael.Millar@oeb.ca](mailto:Michael.Millar@oeb.ca).

Email: [registrar@oeb.ca](mailto:registrar@oeb.ca)

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

**DATED** at Toronto, March 26, 2026

**ONTARIO ENERGY BOARD**

Ritchie Murray  
Acting Registrar

**SCHEDULE A**  
**DECISION AND RATE ORDER**  
**HYDRO HAWKESBURY INC.**  
**TARIFF OF RATES AND CHARGES**  
**EB-2025-0031**  
**MARCH 26, 2026**

**Hydro Hawkesbury Inc.**  
**TARIFF OF RATES AND CHARGES**  
**Effective and Implementation Date April 1, 2026**  
**This schedule supersedes and replaces all previously**  
**approved schedules of Rates, Charges and Loss Factors**

EB-2025-0031

**RESIDENTIAL SERVICE CLASSIFICATION**

This classification refers to the supply of electrical energy to customers residing in residential dwelling units. Energy is generally supplied as single phase, 3-wire, 60-Hertz, having nominal voltage of 120/240 Volts and up to 400 amps. There shall be only one delivery point to a dwelling. The Basic Connection for Residential consumers is defined as 100 amp 120/240 volt overhead service. A Residential building is supplied at one service voltage per land parcel. 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	\$	23.22
Rate Rider for Disposition of Account 1508 (DSTDR/DSTDR/ROE) - effective until March 31, 2027	\$	(0.12)
Smart Metering Entity Charge - effective until December 31, 2027	\$	0.42
Low Voltage Service Rate	\$/kWh	0.0017
Rate Rider for Disposition of Global Adjustment Account (2026) - effective until March 31, 2027		
Applicable only for Non-RPP Customers	\$/kWh	0.0028
Rate Rider for Disposition of Deferral/Variance Accounts (2026) - effective until March 31, 2027	\$/kWh	0.0016
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0118
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0055

**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

**Hydro Hawkesbury Inc.**  
**TARIFF OF RATES AND CHARGES**  
**Effective and Implementation Date April 1, 2026**  
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### GENERAL SERVICE LESS THAN 50 KW SERVICE CLASSIFICATION

This classification refers to the supply of electrical energy to a non residential account whose average monthly maximum demand is less than, or is forecast to be less than, 50 kW, and Town Houses and Condominiums that require centralized bulk metering. 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	\$	20.92
Smart Metering Entity Charge - effective until December 31, 2027	\$	0.42
Distribution Volumetric Rate	\$/kWh	0.0095
Low Voltage Service Rate	\$/kWh	0.0015
Rate Rider for Disposition of Global Adjustment Account (2026) - effective until March 31, 2027		
Applicable only for Non-RPP Customers	\$/kWh	0.0028
Rate Rider for Disposition of Deferral/Variance Accounts (2026) - effective until March 31, 2027	\$/kWh	0.0016
Rate Rider for Disposition of Account 1508 (DSTDR/DSTDR/ROE) - effective until March 31, 2027	\$/kWh	0.0000
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0108
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0048

#### 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

**Hydro Hawkesbury Inc.**  
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**GENERAL SERVICE 50 TO 4,999 KW SERVICE CLASSIFICATION**

This classification applies to a non residential account whose average monthly maximum demand used for billing purposes is equal to or greater than, or is forecast to be equal to or greater than, 50 kW but less than 5,000 kW. Note that for the application of the Retail Transmission Rate - Network Service Rate and the Retail Transmission Rate - Line and Transformation Connection Service Rate the following sub-classifications apply:  
 General Service 50 to 500 kW non-interval metered  
 General Service 50 to 500 kW interval metered  
 General Service greater than 500 to 5,000 kW interval metered.  
 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.

**Hydro Hawkesbury Inc.**  
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**MONTHLY RATES AND CHARGES - Delivery Component**

Service Charge	\$	115.52
Distribution Volumetric Rate	\$/kW	2.8004
Low Voltage Service Rate	\$/kW	0.5705
Rate Rider for Disposition of Global Adjustment Account (2026) - effective until March 31, 2027		
Applicable only for Non-RPP Customers	\$/kWh	0.0028
Rate Rider for Disposition of Deferral/Variance Accounts (2026) - effective until March 31, 2027	\$/kW	0.6575
Rate Rider for Disposition of Account 1508 (DSTDR/DSTDR/ROE) - effective until March 31, 2027	\$/kW	(0.0013)
Retail Transmission Rate - Network Service Rate	\$/kW	4.4190
Retail Transmission Rate - Network Service Rate - EV CHARGING	\$/kW	0.7512
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.9516
Retail Transmission Rate - Line and Transformation Connection Service Rate - EV CHARGING	\$/kW	0.3318

**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

**Hydro Hawkesbury Inc.**  
**TARIFF OF RATES AND CHARGES**  
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### 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)	\$	9.92
Distribution Volumetric Rate	\$/kWh	0.0059
Low Voltage Service Rate	\$/kWh	0.0015
Rate Rider for Disposition of Global Adjustment Account (2026) - effective until March 31, 2027 Applicable only for Non-RPP Customers	\$/kWh	0.0028
Rate Rider for Disposition of Deferral/Variance Accounts (2026) - effective until March 31, 2027	\$/kWh	0.0017
Rate Rider for Disposition of Account 1508 (DSTDR/DSTDR/ROE) - effective until March 31, 2027	\$/kWh	0.0000
Retail Transmission Rate - Network Service Rate	\$/kWh	0.0108
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kWh	0.0048

### 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

**Hydro Hawkesbury Inc.**  
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**SENTINEL LIGHTING SERVICE CLASSIFICATION**

This classification refers to privately owned roadway lighting controlled by photo cells. Consumption is based on calculated connected load times the required lighting hours. 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)	\$	1.79
Distribution Volumetric Rate	\$/kW	4.2073
Low Voltage Service Rate	\$/kW	0.9006
Rate Rider for Disposition of Global Adjustment Account (2026) - effective until March 31, 2026 Applicable only for Non-RPP Customers	\$/kWh	0.0028
Rate Rider for Disposition of Deferral/Variance Accounts (2026) - effective until March 31, 2027	\$/kW	0.6213
Rate Rider for Disposition of Account 1508 (DSTDR/DSTDR/ROE) - effective until March 31, 2027	\$/kW	(0.0025)
Retail Transmission Rate - Network Service Rate	\$/kW	3.3338
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	3.0807

**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

**Hydro Hawkesbury Inc.**  
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**STREET LIGHTING SERVICE CLASSIFICATION**

This classification refers to municipal lighting, Ministry of Transportation operation controlled by photo cells. Consumption is as per Ontario Energy Board street lighting load shape. 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)	\$	0.59
Distribution Volumetric Rate	\$/kW	6.5083
Low Voltage Service Rate	\$/kW	0.4410
Rate Rider for Disposition of Global Adjustment Account (2026) - effective until March 31, 2027 Applicable only for Non-RPP Customers	\$/kWh	0.0028
Rate Rider for Disposition of Deferral/Variance Accounts (2026) - effective until March 31, 2027	\$/kW	0.6032
Rate Rider for Disposition of Account 1508 (DSTDR/DSTDR/ROE) - effective until March 31, 2027	\$/kW	(0.0057)
Retail Transmission Rate - Network Service Rate	\$/kW	3.3329
Retail Transmission Rate - Line and Transformation Connection Service Rate	\$/kW	1.5086

**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

**Hydro Hawkesbury 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. 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	\$	10.00
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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)

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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
Duplicate invoices for previous billing	\$	15.00
Credit reference/credit check (plus credit agency costs)	\$	15.00
Returned cheque (plus bank charges)	\$	20.00
Account set up charge/change of occupancy charge (plus credit agency costs if applicable)	\$	40.00
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	\$	30.00
Reconnection at meter - after regular hours	\$	165.00
Reconnection at pole - during regular hours	\$	100.00
Reconnection at pole - after regular hours	\$	300.00

**Other**

Service call - after regular hours	\$	165.00
Temporary service - install & remove - overhead - no transformer	\$	500.00
Temporary service - install & remove - overhead - with transformer	\$	1,000.00
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	1.0585
Total Loss Factor - Primary Metered Customer < 5,000 kW	1.0486