Ontario Energy Board Commission de l'Énergie de l'Ontario



RP-2005-0020 EB-2005-0360

IN THE MATTER OF the *Ontario Energy Board Act, 1998*, S.O. 1998, c.15 (Schedule B);

AND IN THE MATTER OF an Application by Enersource Hydro Mississauga Inc. for an order or orders approving or fixing just and reasonable distribution rates and other charges, effective May 1, 2006.

BEFORE: Paul Vlahos Presiding Member

> Bob Betts Member

DECISION AND ORDER

Enersource Hydro Mississauga Inc. ("Enersource" or the "Applicant") is a licensed distributor providing electrical service to consumers within its defined service area. Enersource filed an Application (the "Application") with the Ontario Energy Board (the "Board") for an order or orders approving or fixing just and reasonable rates for the distribution of electricity and other matters, to be effective May 1, 2006.

Enersource is one of over 90 electricity distributors in Ontario that are regulated by the Board. To streamline the process for the approval of distribution rates and charges for these distributors, the Board developed and issued the 2006 Electricity Distribution Rate Handbook (the "Handbook") and complementary spreadsheet-based models. These materials were developed after extensive public consultation with distributors, customer groups, public and environmental interest groups, and other interested parties. The Handbook contains requirements and guidelines for filing an application. The models determine the amounts to be included for the payments in lieu of taxes ("PILs") and Also included in this process was a methodology and model for the final recovery of regulatory assets flowing from the Board's decision dated December 9, 2004 on the Review and Recovery of Regulatory Assets – Phase 2 for Toronto Hydro, London Hydro, Enersource Hydro Mississauga and Hydro One Networks Inc. ("Hydro One").

As a distributor that is embedded in Hydro One Network's low voltage system, the Applicant has included the recovery of certain Regulatory Assets that have been allocated by Hydro One Networks. The amount claimed by the Applicant was provided by Hydro One Networks as a reasonable approximation of the actual amount that Hydro One Networks will assess the Applicant. To the degree that the amount differs from the actual amount approved for Hydro One Networks in another proceeding (RP-2005-020/EB-2005-0378), this difference will be reconciled at the end of the Regulatory Asset recovery period, as set out in the Phase 2 regulatory assets decision issued on December 9, 2004 (RP-2004-0064/RP-2004-0069/RP-2004-0100/RP-2004-0117/RP-2004-0118).

In its preliminary review of the 2006 rate applications received from the distributors, the Board identified several issues that appeared to be common to many or all of the distributors. As a result, the Board held a hearing (EB-2005-0529) to consider these issues (the "Generic Issues Proceeding") and released its decision (the "Generic Decision") on March 21, 2006. The rulings flowing from that Generic Decision apply to this Application, except to the extent noted in this Decision. The Board notes that pursuant to ss. 21 (6.1) of the *Ontario Energy Board Act, 1998*, and to the extent that it is pertinent to this Application, the evidentiary record of the Generic Issues Proceeding is part of the evidentiary record upon which the Board is basing this Decision.

In December 2001, the Board authorized the establishment of deferral accounts by the distributors related to the payments that the distributors make to the Ministry of Finance in lieu of taxes. The Board is required, under its enabling legislation, to make an order with respect to non-commodity deferral accounts once every twelve months. The Board has considered the information available with respect to these accounts and orders that the amounts recorded in the accounts will not be reflected in rates as part of the Rate

Order that will result from this Decision. The Board will continue to monitor the accounts with a view to clearing them when appropriate.

Public notice of the rate Application made by Enersource was given through newspaper publication in its service area. The evidence filed was made available to the public. Interested parties intervened in the proceeding. The evidence in the Application was tested through written interrogatories from Board staff and intervenors, and intervenors and Enersource had the opportunity to file written argument. While the Board has considered the entire record in this proceeding, it has made reference in this Decision only to such evidence and argument as is necessary to provide context to its findings.

Enersource has requested an amount of \$128,405,947 as revenue to be recovered through distribution rates and charges. Included in this amount is a debit of \$11,298,678 for the recovery of regulatory assets. Except where noted in this Decision, the Board finds that Enersource has filed its Application in accordance with the Handbook.

Notwithstanding Enersource's general compliance with the Handbook and associated models, in considering this Application the Board reviewed the following matters in detail:

- Low Voltage Rates;
- Conservation and Demand Management ("CDM") Funding;
- Tier 1 adjustment Unfilled Vacancies;
- Loss factors;
- Deferral accounts;
- Revised regulatory assets;
- Affiliate transactions; and
- Consequences of the Generic Decision (EB-2005-0529).

Low Voltage Rates

Enersource included in its Application recovery of ongoing Low Voltage ("LV") charges that Hydro One Networks will be levying on Enersource for Low Voltage wheeling distribution services provided to Enersource.

The Board is of the view that the LV adjustment that Enersource has included in its Application is insufficient to recover its expected LV charges in 2006, as this amount does not reflect the updated Hydro One Networks rate. Although the Generic Decision provides that embedded distributors are to track differences between LV costs charged by the host distributor(s) and corresponding revenues recovered from ratepayers, the Board seeks to minimize systemic sources of variance. The Board is of the view that Enersource's rates should reflect the LV rates authorized by the Board for the host distributor. Accordingly, the Board has revised the amount for LV charge recovery in Enersource's revenue requirement.

CDM Funding

Enersource has applied for approval to recover \$1,525,000 in distribution rates to be invested in CDM activities. Enersource has proposed three residential programs for 2006. These three programs are:

- Hot Water Tune Up Program;
- Seasonal Light Exchange Program;
- Events Van program.

The Vulnerable Energy Consumers Coalition ("VECC") expressed concern that 100% of the costs are allocated to the residential class. VECC noted that 65% of the CDM spending is associated with the Events Van and the distribution of compact fluorescent lights. VECC argued that it would be wrong to assume that residential class customers are the sole beneficiaries of the program, and therefore that the costs for the program should not be entirely assigned to the residential class. Also, VECC noted that Enersource Hydro should target some of the CDM spending specifically at low income consumers.

Enersource indicated that it could not measure the extent of spill-over into other rate classes to allocate costs in a meaningful way. The Board notes VECC's concerns, but agrees with Enersource that determining an alternate allocation methodology would be

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difficult. The Board also notes that VECC did not propose an alternative. With regard to VECC's concerns about low income customers, the Board notes that low-income program targets are not specifically required under the Board's guidelines for incremental CDM spending. In addition, Enersource has stated that its program is open to all customers including low-income customers.

The Board notes that Enersource has performed the Total Resource Cost effectiveness screening required for approval, and the programs satisfy the Board's prudence test for CDM investments. The Board therefore accepts Enersource's CDM plan and will include the costs in 2006 rates.

Tier 1 adjustment – Unfilled Vacancies

Enersource requested that \$1,131,601 be included in distribution rates in order to reflect the existence in 2004 of 23 vacant positions that are over and above the normal number of vacant positions of 15. Enersource stated that the adjustment is needed so that its actual 2004 personnel costs more closely resemble those of a typical year.

VECC argued that the adjustment should be limited to \$520,000 to reflect a lower average salary, specifically that of union staff, and the difference in full time equivalent positions between 2003 and 2004 as shown on schedule 6-4 of the Handbook.

The School Energy Coalition ("SEC") argued that Enersource had not demonstrated how the unfilled vacancies and associated costs of \$1,131,601 qualify as an appropriate Tier 1 adjustment and should be disallowed. SEC noted that although Enersource claimed that these vacancies are unsustainable, the utility admitted that overtime expense for the period of the hiring freeze was the lowest of the 2002-2004 period.

The Board notes Enersource's explanation that it was able to sustain normal operations at acceptable levels due to a cooler than normal summer in 2004. The Board also notes that Enersource defended the lack of additional overtime expense in the Application by stating that the majority of overtime worked was by employees not eligible for compensation for overtime. However, the Board is not persuaded by the evidence that Enersource would not operate efficiently in a typical year under current staffing levels. The Board therefore will not approve the Applicant's request for \$1,131,601 for unfilled vacancies. The Applicant provided no specific details on how and where the new personnel would be used and why they are needed. It is open to

the Applicant to come forward with more information supporting the need for increased staffing levels in a future filing. Accordingly, the Board has revised the EDR and PILs models to reflect the removal of the entire amount relating to the unfilled vacancy adjustment.

Loss factors

The Handbook requires distributors to calculate the distribution loss factor ("DLF") and enter the value in the appropriate cell(s) of the EDR model. The model then automatically calculates the total loss factor by applying the current supply facilities loss factor to the new DLF. It is this total loss factor which should be applied to the rate classes. Enersource applied the DLF instead of the total loss factor.

The Board finds that in the absence of more information on the nature of the data provided by Enersource, the appropriate value to be applied is the total loss factor of 1.0433 as per sheet 8-7 of the model. Accordingly, the Board has revised the EDR model to reflect this adjustment.

Deferral accounts

Enersource requested an accounting order establishing two deferral accounts to track costs associated with a new Customer Information System and costs associated with the implementation of risk management initiatives.

VECC submitted that requests for deferral accounts such as these are inconsistent with the choice of Historical Test Year for the purpose of determining 2006 rates and should be denied. SEC added that the Applicant had the option to file on a forward test year basis and to include and justify expected costs outside of its 2004 costs.

The Board agrees with VECC and SEC that such requests are not consistent with a historical test year filing and therefore denies the request to establish these deferral accounts.

Revised regulatory asset rate riders

Enersource proposed to revise its approved regulatory asset rate riders to include additional regulatory asset amounts in the form of 2004 and 2005 OEB and Pension costs, and Hydro One's post-January 1, 2004 charges. In addition, the Applicant requested that the recovery for these incremental amounts be realized in one year as opposed to over the remaining two years of the mandated four year recovery period.

With respect to the 2005 OEB costs, the Board indicated in a December 20, 2004 letter to electricity distributors that it would consider the disposition of the 2005 OEB dues recorded in Account 1508 in this proceeding. However, given that the final 2005 OEB dues are not available because of the difference in fiscal years for the Board and the distributors, the Board will review and dispose of the 2005 OEB dues at a later time.

With respect to the 2005 Pension Costs, the Applicant's request is unique among historical test year filers. Notwithstanding the Board's communication regarding the OEB costs mentioned above, a request for the disposition of other 2005 amounts recorded in account 1508 or in any other variance account are outside the scope of the Board's guidelines on the current recovery of regulatory assets. Although these guidelines were targeted to the remaining distributors who have not received final approval of their regulatory assets, Enersource should follow the intent of the guidelines when requesting an update to their approved rate riders and limited their request to 2004 year end amounts. Therefore, the Board finds that the 2005 Pension costs should not be recovered in rates at the present time and should be carried forward for disposition at a later time.

With respect to the request for recovery of the incremental amounts over a one year period, the Board finds that Enersource has not provided a persuasive argument as to why the incremental rate riders should not be congruent with the legacy rate riders. Accordingly, the Board has adjusted the EDR model to reflect a two year recovery period for the other incremental amounts approved in this Decision.

Affiliate Transactions

Enersource acquires a large number of services from its parent company and purchases these services through an annual Management Fee. The Board has the responsibility to determine the prudence of all such costs, and needs detailed information on which to base its judgment. The Applicant has presented its information clearly and has been helpful in its responses to interrogatories, but the record is still not at a satisfactory level. In future, further information will be required concerning the costs for services provided by the parent company via the Management Fee, and how these costs relate to other costs shown elsewhere in the Application, for example in Schedules 6-4, 6-5 and 6-6.

The Board notes that the upcoming cost allocation study may address its concerns to some extent, as long as the study encompasses all those activities of the affiliated entity for which Enersource pays. The Applicant is cautioned that in future, more detailed information will be required on affiliate costs.

Consequences of the Generic Decision on this Application

The Generic Decision contains findings relevant to funding for smart meters for electricity distributors. The Applicant did file a specific smart meter plan in the revenue requirement. In this situation, the Generic Decision provides that an amount determined as \$3.50 per meter per month installed during the rate year be reflected in the Applicant's revenue requirement, instead of the smart meter-related costs proposed by the Applicant. As there is a variance account, and for simplicity, the Board has not made any distinction for purposes of setting rates between the meter costs for residential and non-residential customers. Consequently, the amounts that the Applicant has proposed in the 2006 rate Application have been removed and replaced with the amount determined in accordance with the Generic Decision. Furthermore, the Board finds in this Decision that this smart meter revenue will be allocated to all metered customers and recovered through the monthly service charge. The revised amount is reflected in the approved monthly service charges contained in the Tariff of Rates and Charges appended to this Decision. Pursuant to the Generic Decision, a variance account will be established, the details of which will be communicated in due course.

With respect to standby rates, the Generic Decision provided that existing and proposed standby rates should be declared interim upon the effective date of the rates approved in this Decision. Enersource currently has an approved standby rate. However, in related proceedings (EB-2005-0465 and EB-2005-0560) the Board approved, on an interim basis, new standby rates and charges for a merchant generator at the Britannia Landfill site in Mississauga and for a load displacing device commissioned by the Greater Toronto Airport Authority. These rates were approved on November 29, 2005 and March 9, 2006 respectively in order to facilitate Enersource's service to these customers, whose generators were due to be commissioned before May 1, 2006. These rates were based in part on the Applicant's normal distribution rates at the time of the filing. The revisions to distribution rates caused by this Decision will amend the rates to some degree. The rates remain interim in accordance with the Generic

Decision, and are effective as of the date of the Tariff of Rates and Charges accompanying this Decision.

With regard to Enersource's generally applicable legacy standby rate, this rate is declared interim at the current level as of the effective date of the Tariff of Rates and Charges accompanying this Decision, regardless of whether or not that rate is currently applied to any other customer.

Resulting Revenue Requirement

As a result of the Board's determinations on these issues, the Board has adjusted the revenue requirement to be recovered through distribution rates and charges to \$121,401,972, including a debit amount of \$8,641,750 for the recovery of Regulatory Assets.

Cost Awards

This Application is one of a number of applications before the Board dealing with 2006 rates chargeable by distributors. Intervenors may be parties to multiple applications and, if eligible, their costs associated with a specific distributor may not be separable. Therefore, for these applications, the matter of intervenor cost awards will be addressed by the Board at a later date, upon the conclusion of the current rate applications. If an intervenor that is eligible to recover its costs is able to uniquely identify its costs associated with this Application, it must file its cost claim within 10 days from the receipt of this Decision.

THE BOARD ORDERS THAT:

- 1. The Tariff of Rates and Charges set out in Appendix "A" of this Order is approved, effective May 1, 2006, for electricity consumed or estimated to have been consumed on and after May 1, 2006. The application of the revised distribution rates shall be prorated to May 1, 2006. If Enersource Hydro Mississauga Inc.'s billing system is not capable of prorating changed loss factors jointly with distribution rates, the revised loss factors shall be implemented upon the first subsequent billing for each billing cycle.
- 2. The Tariff of Rates and Charges set out in Appendix "A" of this Order supersedes all previous distribution rate schedules approved by the Ontario Energy Board for

Enersource Hydro Mississauga Inc., and is final in all respects, except for the standby rates which are approved as interim.

3. Enersource Hydro Mississauga Inc. shall notify its customers of the rate changes no later than with the first bill reflecting the new rates.

DATED at Toronto, April 12, 2006.

ONTARIO ENERGY BOARD

John Zych Board Secretary

Appendix "A"

RP-2005-0020 EB-2005-0360

April 12, 2006

ONTARIO ENERGY BOARD

Enersource Hydro Mississauga Inc. TARIFF OF RATES AND CHARGES Effective May 1, 2006

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

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APPLICATION

- The application of these rates and charges shall be in accordance with the Licence of the Distributor and any Codes, Guidelines or Orders of the Board, and amendments thereto as approved by the 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, Guideline or Order of the Board, and amendments thereto as approved by the Board, or as specified herein.

- This schedule does not contain any rates and charges relating to the electricity commodity (e.g. the Regulated Price Plan).

EFFECTIVE DATES

DISTRIBUTION RATES - May 1, 2006 for all consumption or deemed consumption services used on or after that date. SPECIFIC SERVICE CHARGES - May 1, 2006 for all charges incurred by customers on or after that date. LOSS FACTOR ADJUSTMENT – May 1, 2006 unless the distributor is not capable of prorating changed loss factors jointly with distribution rates. In that case, the revised loss factors will be implemented upon the first subsequent billing for each billing cycle.

SERVICE CLASSIFICATIONS

Residential

This classification refers to all residential services including, without limitation, single family or single unit dwellings, multi-family dwellings, row-type dwellings and subdivision developments. Energy is supplied in single phase, 3-wire, or three phase, 4-wire, having a nominal voltage of 120/240 Volts. There shall be only one delivery point to a dwelling.

General Service Less Than 50 kW

This classification refers to a non-residential account whose monthly average peak demand is less than, or is forecast to be less than, 50 kW.

Small Commercial and Unmetered Scattered Load

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 either metered or unmetered. While this customer class includes about 350 existing metered customers, metered customers are no longer added to this customer class. The unmetered 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.

General Service 50 to 499 kW

This classification refers 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 500 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 499 kW non-interval metered
- General Service 50 to 499 kW interval metered

General Service 500 to 4,999 kW

This classification refers 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, 500 kW but less than 5,000 kW.

Large Use

This classification refers to an 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.

Standby Power

This classification refers to an account that has load displacement generation and requires Enersource Hydro Mississauga to provide back-up service.

Originally Issued April 12, 2006 First Revision Issued April 19, 2006 Second Revision Issued April 21, 2006

Enersource Hydro Mississauga Inc. TARIFF OF RATES AND CHARGES Effective May 1, 2006

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

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Street Lighting

This classification refers to an account for roadway lighting with a Municipality. Street lighting equipment in the City of Mississauga is owned by the City of Mississauga. All street lighting will be non-metered with energy consumption based on the connected wattage and calculated hours of use using the approved methods and rates established by the OEB. Street lighting plant, facilities, or equipment owned by the Customer is subject to the Ontario Electrical Safety Code (latest edition) and the Electrical Safety Authority requirements.

MONTHLY RATES AND CHARGES

Residential

Service Charge	\$	11.19
Distribution Volumetric Rate	\$/kWh	0.0120
Regulatory Asset Recovery	\$/kWh	0.0031
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0059
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0051
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0010
Regulated Price Plan – Administration Charge	\$/kWh	0.25

General Service Less Than 50 kW

Service Charge	\$	28.54
Distribution Volumetric Rate	\$/kWh	0.0146
Regulatory Asset Recovery	\$/kWh	0.0014
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0053
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0046
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0010
Regulated Price Plan – Administration Charge	\$	0.25

Small Commercial and Unmetered Scattered Load

Service Charge for metered account	\$	14.14
Service Charge for Unmetered Scattered Load account (per connection)	\$	13.83
Distribution Volumetric Rate	\$/kWh	0.0253
Regulatory Asset Recovery	\$/kWh	0.0015
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0053
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0046
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0010
Regulated Price Plan – Administration Charge	\$	0.25

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Enersource Hydro Mississauga Inc. TARIFF OF RATES AND CHARGES Effective May 1, 2006

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

General Service 50 to 499 kW	EB-2005-0360	
Service Charge Distribution Volumetric Rate Regulatory Asset Recovery Retail Transmission Rate – Network Service Rate Retail Transmission Rate – Line and Transformation Connection Service Rate Retail Transmission Rate – Network Service Rate – Interval Metered Retail Transmission Rate – Line and Transformation Connection Service Rate – Interval Metered Retail Transmission Rate – Line and Transformation Connection Service Rate – Interval Metered Retail Transmission Rate – Line and Transformation Connection Service Rate – Interval Metered Retail Transmission Rate – Line and Transformation Connection Service Rate – Interval Metered Rural Rate Protection Charge Regulated Price Plan – Administration Charge (if applicable)	\$ \$/kW \$/kW \$/kW \$/kW \$/kWh \$/kWh \$/kWh \$	72.18 4.3249 0.3907 2.1136 1.8109 2.1136 1.8109 0.0052 0.0010 0.25
General Service 500 to 4,999 kW		
Service Charge Distribution Volumetric Rate Regulatory Asset Recovery Retail Transmission Rate – Network Service Rate – Interval Metered Retail Transmission Rate – Line and Transformation Connection Service Rate – Interval Metered Wholesale Market Service Rate Rural Rate Protection Charge Regulated Price Plan – Administration Charge (if applicable)	\$ \$/kW \$/kW \$/kW \$/kWh \$/kWh \$	1,221.31 1.6657 0.0140 2.0449 1.7719 0.0052 0.0010 0.25
Large Use		
Service Charge Distribution Volumetric Rate Regulatory Asset Recovery Retail Transmission Rate – Network Service Rate – Interval Metered Retail Transmission Rate – Line and Transformation Connection Service Rate – Interval Metered Wholesale Market Service Rate Rural Rate Protection Charge Regulated Price Plan – Administration Charge (if applicable)	\$ \$/kW \$/kW \$/kW \$/kWh \$/kWh \$/kWh	13,049.13 2.7524 0.0607 2.1820 1.8924 0.0052 0.0010 0.25
Standby Power – APPROVED ON AN INTERIM BASIS		
Except for the Integrated Gas Recovery Services' Brittania Sanitary Landfill and the Greater Toronto Airport Authority that are identified separately, the Standby Charge will be applied for a month where standby power is not provided. The charge is applied to the contracted amount (e.g. nameplate rating of generation facility).		

Further servicing details are available in Enersource Hydro's Conditions of Service. \$/kW 2.60

The Integrated Gas Recovery Services' ("IGRS") Brittania Sanitary Landfill generating facility ("BSL"): In addition to its regular account's monthly Service Charge, Enersource Hydro will charge IGRS the General Service 50 to 499 kW Distribution Volumetric Charge applied to the monthly contract demand quantity, initially set at 400 kW. A variable overrun distribution rate equal to the General Service 50 to 499 kW Distribution Volumetric Charge is applied to each kilowatt of demand delivered by Enersource Hydro to IGRS's BSL generating facility in the current month that exceeds the contract demand quantity. Demand is measured by Enersource Hydro's meter at the interconnection of IGRS' BSL generating facility and Enersource Hydro's distribution system. A monthly administration charge of \$200 is applied to IGRS' account for the manual intervention by settlement staff in the billing process. Further servicing details are available in Enersource Hydro's Conditions of Service.

Enersource Hydro Mississauga Inc. TARIFF OF RATES AND CHARGES Effective May 1, 2006

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

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The Greater Toronto Airport Authority ("GTAA"):

In addition to its regular account's monthly Service Charge, Enersource Hydro will charge GTAA the Large Use Distribution Volumetric Charge applied to the monthly gross metered load. A monthly administration charge of \$500 is applied to the GTAA's account for the manual intervention by settlement staff in the billing process. Further servicing details are available in Enersourcer Hydro's Conditions of Service.

Street Lighting

Service Charge (per connection) Distribution Volumetric Rate Regulatory Asset Recovery Retail Transmission Rate – Network Service Rate Retail Transmission Rate – Line and Transformation Connection Service Rate Wholesale Market Service Rate Rural Rate Protection Charge	\$ \$/kW \$/kW \$/kW \$/kWh \$/kWh	0.36 2.7055 0.2885 1.4637 1.3094 0.0052 0.0010
Rural Rate Protection Charge Regulated Price Plan – Administration Charge (if applicable)	\$/kWh \$	0.0010 0.25

Specific Service Charges

Customer Administration Arrears Certificate Request for other billing information Credit reference/credit check (plus credit agency costs) Credit reference/credit check (plus credit agency costs – General Service) Income tax letter Returned cheque (plus bank charges) Account set up charge/change of occupancy charge (plus credit agency costs if applicable) Account set up charge/change of occupancy charge (plus credit agency costs if applicable) Account set up charge/change of occupancy charge (plus credit agency costs if applicable) Account set up charge plus Measurement Canada fees (if meter found correct) Special meter reads Interval meter request change	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	15.00 15.00 25.00 15.00 12.50 30.00 20.00 10.00 30.00 40.00
Non-Payment of Account Late Payment - per month Late Payment - per annum Collection of account charge – no disconnection Disconnect/Reconnect at meter - during regular hours Disconnect/Reconnect at pole - during regular hours Disconnect/Reconnect at pole - after regular hours	% % \$ \$ \$	1.50 19.56 9.00 20.00 185.00 415.00
Temporary service install and remove – overhead – no transformer Specific Charge for Access to the Power Poles – per pole/year	\$ \$	400.00 22.35
Allowances Transformer Allowance for Ownership - per kW of billing demand/month Primary Metering Allowance for transformer losses – applied to measured demand and energy	\$ %	(0.40) (1.00)
LOSS FACTORS		
Total Loss Factor – Secondary Metered Customer < 5,000 kW Total Loss Factor – Secondary Metered Customer > 5,000 kW Total Loss Factor – Primary Metered Customer < 5,000 kW Total Loss Factor – Primary Metered Customer > 5,000 kW		1.0433 1.0145 1.0328 1.0045