

APPENDIX C

GLOSSARY

Term	Definitions
Board	The 'Board' refers to the Ontario Energy Board
Customer	End-users serviced at the secondary, primary and subtransmission voltages.
Customer-Hours of Interruption	The Customer-hours of interruption is the period from the initiation of an interruption of service to a customer until service has been restored to that customer.
Customer-Interruptions	A customer interruption is the sum of the products of customer service interrupted divided by the number of interruptions that affect those customer services.
Demand	The time rate at which any one, or any group, of customers of a distributor of electrical energy require, or take energy is the demand of the customer, or group of customers. The unit in which demand is measured is the kilowatt (kW), the unit of power.
Distribution System	A distribution system is a system for distributing electricity at voltages of 50 kV or less along with the related facilities and structures.
Distributor	A distributor is a person who owns or operates a distribution system.
Energy	Available heat or work in electricity measured in kilowatt-hour.
Evidence	Evidence is documentation provided in support of an application for an order (e.g. rate order) of the Board.
Interruption	An interruption is the loss of service to one or more customers and is the result of one or more component outages. A momentary interruption is defined as an interruption with duration of less than one minute.
Interruption Duration	The interruption duration is the period from the initiation of an interruption of service to a customer until the service is restored to that customer.
Input Price Index (IPI)	The Input Price Index (IPI) is a measure of change in input prices (e.g., capital, labour and materials)
Price Cap Mechanism	A price cap mechanism adjusts the ceiling for a service price for changes in the unit costs of providing the service
Primary Service	Primary service is service taken at the ingress side of a high voltage transformer.
Productivity Factor	The productivity factor is the potential for improvements in the physical relationship between outputs and inputs.
Rate	Rate means a rate, charge or other consideration and includes a penalty for late payment.

Rate Order	A rate order of the Board is an order that brings a rate into force.
Return on Equity (ROE)	The return on equity is the earnings that can be earned on the investment made in the business.
Secondary Service	Secondary service is service taken at the egress side of a high voltage transformer.
X Factor	The X factor is an adjustment of an utility's rates that accommodates extraordinary events over which the utility has no control.