



RP-2005-0020
EB-2005-0373

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 Haldimand
County Hydro 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

Haldimand County Hydro Inc. (“HCHI” or the “Applicant”) is a licensed distributor providing electrical service to consumers within its defined service area. HCHI 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.

HCHI 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

calculate rates based on historical financial and other information entered by the distributor.

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. In Chapter 10 of the decision, the Board outlined a Phase 2 process for the remaining distributors. By letter of July 12, 2005, the Board provided guidance and a spreadsheet-based model to the distributors for the inclusion of this recovery as part of their 2006 distribution rate applications.

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-2005-0020/EB-2005-0378), this difference will be reconciled at the end of the Regulatory Asset recovery period, as set out in the Phase II 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 HCHI 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 HCHI 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.

HCHI has requested an amount of \$12,182,896 as revenue to be recovered through distribution rates and charges. Included in this amount is a credit of \$603,148 for the recovery of regulatory assets. Except where noted in this Decision, the Board finds that HCHI has filed its Application in accordance with the Handbook and the guidelines for the recovery of regulatory assets.

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

- Low Voltage Rates;
- Class Specific Retail Transmission Rates and Loss Factor;
- Wheeling Rate to Charge Norfolk Power;
- Rate Harmonization for General Services Classes;
- Increase in Base Distribution Revenue;
- Distribution Loss Adjustment Factor; and
- Consequences of the Generic Decision (EB-2005-0529).

Low Voltage Rates

HCHI included in its Application recovery of ongoing Low Voltage ("LV") charges that Hydro One Networks will be levying on HCHI for Low Voltage wheeling distribution services provided to HCHI. The metering to enable such charges has not existed historically. In a letter to the Board dated March 30, 2005, Hydro One stated that it planned to install appropriate metering in 2006, and billing for LV would commence at that time. HCHI indicated that because appropriate metering facilities do not yet exist, there is no historical data on demand and consumption on which to base calculation of

the LV charges. Consequently, HCHI has provided an estimate based on demand sampling for the demand-determined charges. The Board acknowledges that the estimated demand for LV billing represents the best estimate of HCHI, given the lack of necessary metering facilities, and accepts the estimate.

The Board notes that the total LV cost estimate reflects HCHI's estimated total demand for LV billing as well as its estimated facility charges for shared LV lines of \$0.6062/kW and for connection to a shared LV distribution station of \$2.0241/kW. However, Hydro One Networks applied for facility charges for shared LV lines of \$0.63/kW and for charges for connection to shared LV distribution stations of \$2.11/kW in its 2006 rate application RP-2005-0020/EB-2005-0378, and the Board has approved these rates.

The Board is of the view that the LV adjustment that HCHI 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 rates. 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 systematic sources of variance. The Board is of the view that HCHI'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 HCHI's revenue requirement.

Class Specific Retail Transmission Rates and Loss Factor

On March 18, 2004, as a host distributor, HCHI filed an application RP-2004-0169 for the approval of retail transmission (RT) rates and a corresponding loss factor to deliver electricity to Norfolk Power, an electricity distributor. On March 6, 2006, the Board determined that the RT rate application and HCHI's 2006 distribution rate Application would be combined.

HCHI indicated that it paid transmission charges for the electricity deliveries to Norfolk Hydro through two metered points at the Jarvis transformer station owned by Hydro One. HCHI requested the applied-for class specific RT rates and loss factor to be effective from November 1, 2002, when it started paying the IMO transmission charges for Norfolk Power's load.

HCHI determined the RT rates using total cost for each of Networks Services, Line and Transformation Connection Services, divided by Norfolk's corresponding coincident peak demand. It also determined the site specific line loss using the simple average of

the maximum loss and minimum loss and apportioning the average between the two distributors on the basis of the power delivered.

The Board notes that the applied-for retail transmission service rates are intended to pass through the transmission service costs which HCHI pays to the Independent Electricity System Operator for the peak demands of Norfolk at the two delivery points. The Board also notes that Retail Settlement Variance Accounts (RSVAs) 1584 and 1586 are used to record the variances between transmission costs owed by HCHI and the transmission charges paid by HCHI's customers through the RT rates.

The Board is satisfied that Haldimand has demonstrated the need for the rate and that the rate calculation methodology is reasonable. Given the cost recovery nature of RT rates and the existing RSVAs to capture any variances for future disposition, the Board approves the requested retail transmission rates and the applied-for class specific loss factor.

With respect to HCHI's request to make the applied-for rates effective from November 1, 2002, the Board is of the view that the retroactivity is not consistent with the general principle of rate setting on a going forward basis. Therefore, the requested retroactive application of rates is denied. The retail transmission rates and corresponding loss factor applicable to Norfolk are effective as of the effective date of the Tariff of Rates and Charges appended to this Decision.

Wheeling Rate to Charge Norfolk Power

HCHI, as a host distributor, has applied for a wheeling rate of \$0.6232/kW to charge the embedded distributor, Norfolk Power. HCHI stated that Norfolk receives power from HCHI's distribution system through two delivery points near the Jarvis transformer station. HCHI also requested that the anticipated annual revenue of \$74,493 for the wheeling service be included as a Tier 1 revenue offset to reduce its revenue requirement.

The Board is satisfied that HCHI derived the LV wheeling rates pursuant to the sample method in the Handbook which allows the utility to recover the return on assets and annual expenses of operating, maintenance, administration and amortization associated with the wheeling services. The Board finds that the applied-for LV wheeling rate will produce an appropriate recovery of costs from Norfolk Power. Therefore, the Board accepts the applied-for LV wheeling rate and associated revenue adjustment.

Rate Harmonization for General Service Classes

HCHI requested approval to harmonize the urban and suburban subclasses within each of the General Service (GS) over 50kW class and the GS under 50kW class. The Applicant also requested that the GS > 50kW Time-Of-Use (TOU) class be harmonized with the GS > 50kW Non-TOU class.

In mitigating the bill impacts of harmonization on two GS>50 kW TOU customers, HCHI proposed the following discounts to reduce the proposed rates to them:

- Customer 1 - \$1.57 per kW
- Customer 2 - \$0.36 per kW

HCHI also proposed to increase the volumetric rate for the GS > 50 kW class by \$0.1406/kW to recover the approximate \$50,000 cost of this customer specific mitigation.

The Board acknowledges the Applicant's efforts to mitigate bill impacts on the two former TOU customers. However, the Board notes that only customer 1 will have a bill impact greater than 10%, specifically 17%, if no discount is applied to it. The monthly bill of customer 2 without the discount will increase by less than 11%. The Board is of the view that the purpose of rate mitigation is not to increase the rates of other customers in a class to subsidize one individual customer. Therefore, the Board denies the requested discounts to these two former TOU customers and the associated increase in volumetric rate of GS>50kW class to recover the revenue shortfall. This adjustment is reflected in the Tariff of Rates and Charges appended to this Decision.

Increase in Base Distribution Revenue

In its interrogatory filed on January 25, 2006, the Vulnerable Energy Consumers Coalition ("VECC") indicated that HCHI's base distribution revenue increase, in aggregate, for 2006 compared to 2005 is over 30%. The 2006 rates are based on a 2004 historical base, while those for 2005 and earlier years are derived from 1999 data with subsequent adjustments. VECC compared the 30% increase to the cumulative inflation over the period 1999 to 2004 of about 10%.

VECC sought further explanation from HCHI through interrogatories, and in argument cautioned the Board about such sizable increases.

In response to VECC's interrogatories, HCHI indicated that a significant portion of this increase arose from the 1999 unbundled rate year being used as the basis for comparison. HCHI explained that it had incurred significant capital and operating costs to serve a very large rural area and a growing customer base in urban areas. HCHI also stated that other contributors to this increase, notwithstanding general inflation year over year, included wage rate increases, employee benefit costs increases and additional operating and new regulatory costs associated with the deregulated electricity distribution industry.

The Board's objectives require it to consider the interests of consumers with respect to prices and the adequacy, reliability and quality of electricity service, and the financial viability of the electricity industry.

The rates for 2006 are based on 2004 data, while current rates are, in large part, based on significantly older 1999 data. The Board notes that depending on a distributor's circumstances, its revenue requirement and associated rates resulting from the updated test year could be substantially lower or higher than present levels. Comparisons to existing rates are relevant but not determinative in establishing new rates, especially in cases where structural differences exist between former and prospective cost structures.

The Board notes that HCHI has adjusted the model-derived rates for the residential class and the monthly service rate of unmetered scattered loads class to mitigate bill impacts on these customers. The Board finds that HCHI has provided adequate support for the revenue requirement sought in its Application, and the Board will not require further mitigation of rate levels.

Distribution Loss Adjustment Factor

HCHI is proposing a Distribution Loss Adjustment Factor based on a three-year (2002-2004) average of 1.0576, a level greater than 5 percent. The 2006 Handbook requires Applicants that propose a loss factor exceeding 5 percent to provide an explanation for the proposed level and a loss reduction plan.

HCHI stated that the loss factor is a function of the Applicant's large rural service area, involving long feeders and many distribution stations, which increase losses compared to the same load being distributed in an urban area. HCHI provided a plan for reducing the level of losses which includes elimination of substation transformers with high losses, and voltage conversions.

The Board accepts HCHI's explanation and is satisfied that the applied-for loss factor does not cause undue bill impacts. The loss factor is expected to be lower due to the plan and continuation of the general downward trend in loss from 2002 to 2004. The Board approves the proposed loss factor.

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 not file a specific smart meter investment plan or request approval of any associated amount in revenue requirement. Absent a specific plan or discrete revenue requirement, the Generic Decision provides that \$0.30 per residential customer per month be reflected in the Applicant's revenue requirement. The Board finds that this increase in the revenue requirement amount will be allocated equally to all metered customers and recovered through their monthly service charge. This increment 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.

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 \$12,259,300, including a credit amount of \$603,148 for the recovery of Regulatory Assets.

In its letter of December 20, 2004 to electricity distributors, the Board indicated 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, and given that the model used to develop the Application does not incorporate this provision, the Board will review and dispose of the 2005 OEB dues at a later time.

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 Haldimand County Hydro 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 Haldimand County Hydro Inc., and is final in all respects.
3. Haldimand County Hydro 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-2005-0373

April 12, 2006

ONTARIO ENERGY BOARD

Haldimand County Hydro 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

RP-2005-0020
EB-2005-0373

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

Urban Density

Urban Density is an area containing 100 or more customers with a line density of at least 15 customers per kilometre.

Suburban Density

Suburban Density is an area that is not Urban Density.

Residential

This classification applies to a customer's main place of abode and may include additional buildings served through the same meter, provided they are not rental income units. Residential includes Urban, Suburban and Farm customer's premises which can be occupied on a year-round and seasonal basis. Farm applies to properties actively engaged in agricultural production as defined by Statistics Canada. These premises must be supplied from a single phase primary line. The farm definition does not include tree, sod, or pet farms. Services to year-round pumping stations or other ancillary services remote from the main farm shall be classed as farm.

General Service

General Service does include farms supplied from polyphase primary lines. General Service includes commercial, industrial, educational, administrative, auxiliary and government services. It also includes combination services where a variety of uses are made of the service by the owner of one property.

General Service Less Than 50 kW

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

General Service 50 to 4,999 kW

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 1,000 kW non-interval metered
- General Service 50 to 1,000 kW interval metered
- General Service greater than 1,000 to 5,000 kW interval metered.

Haldimand County Hydro 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

RP-2005-0020
EB-2005-0373

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 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.

Sentinel Lighting

This classification refers to an account that is an unmetered lighting load supplied to a sentinel light. (Metered sentinel lighting is captured under the consumption of the principal service.) The consumption for these customers is assumed to have the same hourly consumption load profile as for Street Lighting.

Street Lighting

This classification applies to an account for roadway lighting with a Municipality, Regional Municipality, Ministry of transportation and private roadway lighting, controlled by photo cells. The consumption for these customers will be based on the calculated connected load times the required lighting times established in the approved OEB street lighting load shape template.

Embedded Distributor

This classification applies to Norfolk Power, an electricity distributor licensed by the Board, that is provided electricity by means of Haldimand County Hydro's facilities.

MONTHLY RATES AND CHARGES

Residential Urban

Service Charge	\$	11.17
Distribution Volumetric Rate	\$/kWh	0.0315
Regulatory Asset Recovery	\$/kWh	0.0009
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0050
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0043
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0010
Regulated Price Plan – Administration Charge	\$	0.25

Residential Suburban

Service Charge	\$	11.66
Distribution Volumetric Rate	\$/kWh	0.0317
Regulatory Asset Recovery	\$/kWh	(0.0016)
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0050
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0043
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0010
Regulated Price Plan – Administration Charge	\$	0.25

General Service Less Than 50 kW

Service Charge	\$	18.42
Distribution Volumetric Rate	\$/kWh	0.0229
Regulatory Asset Recovery	\$/kWh	(0.0023)
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0046
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0039
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0010
Regulated Price Plan – Administration Charge	\$	0.25

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

Haldimand County Hydro 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

RP-2005-0020
EB-2005-0373

General Service 50 to 4,999 kW

Service Charge	\$	34.08
Distribution Volumetric Rate	\$/kW	6.0641
Regulatory Asset Recovery	\$/kW	(1.1627)
Retail Transmission Rate – Network Service Rate	\$/kW	1.8794
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.5400
Retail Transmission Rate – Network Service Rate – Interval Metered	\$/kW	1.9936
Retail Transmission Rate – Line and Transformation Connection Service Rate – Interval Metered	\$/kW	1.7020
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0010
Regulated Price Plan – Administration Charge	\$	0.25

Unmetered Scattered Load

Service Charge (per connection)	\$	9.08
Distribution Volumetric Rate	\$/kWh	0.0237
Regulatory Asset Recovery	\$/kWh	(0.0002)
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0046
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0039
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0010
Regulated Price Plan – Administration Charge (if applicable)	\$	0.25

Sentinel Lighting

Service Charge (per connection)	\$	1.72
Distribution Volumetric Rate	\$/kW	4.7155
Regulatory Asset Recovery	\$/kW	(2.0665)
Retail Transmission Rate – Network Service Rate	\$/kW	1.4245
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.2154
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0010
Regulated Price Plan – Administration Charge (if applicable)	\$	0.25

Street Lighting

Service Charge (per connection)	\$	1.52
Distribution Volumetric Rate	\$/kW	4.1290
Regulatory Asset Recovery	\$/kW	(1.6113)
Retail Transmission Rate – Network Service Rate	\$/kW	1.4174
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.1906
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0010
Regulated Price Plan – Administration Charge (if applicable)	\$	0.25

Embedded Distributor

Monthly Distribution Wheeling Service Rate – Norfolk Power	\$/kW	0.6232
Retail Transmission Rate – Network Service Rate – Norfolk Power	\$/kW	2.9091
Retail Transmission Rate – Line and Transformation Connection Service Rate – Norfolk Power	\$/kW	2.4973

Haldimand County Hydro 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

RP-2005-0020
EB-2005-0373

Specific Service Charges

Customer Administration		
Legal letter charge	\$	15.00
Credit reference/credit check (plus credit agency costs)	\$	15.00
Returned Cheque (plus bank charges)	\$	15.00
Account set up charge/change of occupancy charge (plus credit agency costs if applicable)	\$	30.00
Meter dispute charge plus Measurement Canada fees (if meter found correct)	\$	30.00
Non-Payment of Account		
Late Payment - per month	%	1.50
Late Payment - per annum	%	19.56
Collection of account charge – no disconnection	\$	30.00
Disconnect/Reconnect Charge - At Meter During Regular Hours	\$	65.00
Disconnect/Reconnect Charge - At Meter After Hours	\$	185.00
Disconnect/Reconnect at pole – during regular hours	\$	185.00
Disconnect/Reconnect at pole – after regular hours	\$	415.00
Install/Remove load control device – during regular hours	\$	65.00
Install/Remove load control device – after regular hours	\$	185.00
Temporary service install & remove – overhead – no transformer	\$	500.00
Specific Charge for Access to the Power Poles – per pole/year	\$	22.35
Bell Canada Pole Rentals	\$	18.08
Norfolk Pole Rentals – Billed	\$	28.61
Allowances		
Transformer Allowance for Ownership - per kW of billing demand/month	\$	(0.60)
Primary Metering Allowance for transformer losses – applied to measured demand and energy	%	(1.00)

LOSS FACTORS

Total Loss Factor – Secondary Metered Customer < 5,000 kW	1.0565
Total Loss Factor – Secondary Metered Customer > 5,000 kW	N/A
Total Loss Factor – Primary Metered Customer < 5,000 kW	1.0460
Total Loss Factor – Primary Metered Customer > 5,000 kW	N/A
Total Loss Factor – Embedded Distributor - Norfolk Power	1.02528