



EB-2011-0231

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 Woodstock Hydro Services Inc. for an order or orders approving or fixing just and reasonable distribution rates and other charges, to be effective May 1, 2011.

AND IN THE MATTER OF a Motion by Woodstock Hydro Services Inc. pursuant to the Ontario Energy Board's *Rules of Practice and Procedure* for a review by the Board of its Rate Order dated May 6, 2011 in proceeding EB-2010-0145.

BEFORE: Paula Conboy
Presiding Member

Marika Hare
Panel Member

DECISION AND ORDER ON MOTION TO REVIEW AND VARY RATE ORDER

Background

On April 30, 2011, the Ontario Energy Board (the "Board") issued a Decision approving a Settlement Agreement filed by all parties with respect to Woodstock Hydro Services Inc.'s ("Woodstock Hydro") cost of service distribution rate application. The Settlement Agreement provided for settlement of all of the issues. The Board issued a Rate Order and Press Release on May 6, 2011 confirming the approval of Woodstock Hydro rates.

Woodstock Hydro submitted that, upon reviewing the Press Release and draft Rate Order, it first became aware of its belief that the Board misunderstood certain paragraphs in the Settlement Agreement dealing with the recovery of Woodstock Hydro's contribution to the late payment penalty ("LPP") charges. The paragraphs in question are set out below:

The Parties have also agreed that Woodstock Hydro will withdraw the following requests, set out at Exhibit 9, Tab 2, Schedule 3 of the Application:

- That the Board approve Woodstock Hydro's request for recovery of a one-time expense in the amount of \$57,743.72, representing Woodstock Hydro's contribution toward the settlement of long-standing litigation against all former municipal electric utilities ("MEUs") in the Province in relation to late payment penalty ("LPP") charges collected pursuant to, first, Ontario Hydro rate schedules and, after industry restructuring, Ontario Energy Board rate orders (the "LPP Class Action").
- The Parties acknowledge that Woodstock Hydro's recovery of this amount has been addressed through the Board's Decision and Order EB-2010-0295 dated February 22, 2011. Accordingly, on February 28, 2011, Woodstock Hydro filed detailed calculations and supporting documentation outlining the derivation of the rate riders to recover the one-time expense of \$57,743.72, based on the methodology outlined in that Decision.

Motion to Review

On May 26, 2011, Woodstock Hydro filed a letter with the Board regarding the Rate Order issued by the Board on May 6, 2011 and requested that the letter be treated as a motion to review (the "Motion") pursuant to Rule 44 of the Board's *Rules of Practice and Procedure*. The Motion was assigned file number EB-2011-0231.

In its Motion, Woodstock Hydro requested that the Board review and vary the EB-2010-0145 Rate Order to provide for the recovery of Woodstock Hydro's share of the costs and damages incurred in the LPP class action by means of fixed rate riders (the "LPP rate riders") over a 12-month period commencing June 1, 2011. Woodstock Hydro indicated that it had no intention of foregoing the LPP settlement amount, that it believes

the Settlement Agreement clearly indicates that there was no intention to do so, and that all parties to the settlement understood this. Woodstock Hydro further stated that the intervenors confirmed with Woodstock Hydro that they assumed that any LPP recovery would be incremental to the rates arising out of the Settlement Proposal and would be dealt with in the context of the EB-2010-0295 generic proceeding.

On June 24, 2010, the Board issued a Notice of Motion for Review and Procedural Order No. 1 providing for written submissions from Board staff and all parties in the EB-2010-0145 proceeding.

In its submission filed on July 5, 2011, Woodstock Hydro submitted that there was an error in fact, which led to the Board's understanding that the recovery of the LPP amounts were being waived by Woodstock Hydro. Woodstock Hydro however agreed that the LPP rate riders should have been included in the draft Rate Order filed by Woodstock Hydro, and acknowledged that failing to do so may have avoided any error in fact that has led to the making of this Motion. Woodstock Hydro requested that the Board vary its final Rate Order of May 6, 2011 to include the LPP rate riders as set out in Woodstock Hydro's February 28, 2011 correspondence to the Board in EB-2010-0295.

Woodstock Hydro reiterated its request that it be permitted to recover the LPP amounts as set out in that letter over a 12-month period. Woodstock Hydro also requested that the 12-month period for the LPP rate riders commence August 1, 2011 if the revised Rate Order is issued by August 8, 2011; or September 1, 2011, if the revised Rate Order is issued after August 8, 2011 and by September 8, 2011, and that the Board take a similar approach with respect to timing of the commencement date of the 12-month period if the revised Rate Order is issued after September 8, 2011.

Energy Probe Research Foundation ("Energy Probe") filed its submission on July 11, 2011 wherein it noted that it fully supported Woodstock Hydro's request.

Board staff filed its submission on July 13, 2011 and submitted that if all parties to the Settlement Agreement in proceeding EB-2010-0145 support the position of Woodstock Hydro then the Board should vary the Rate Order in the manner requested by Woodstock Hydro; that is the Rate Order should be revised to include the LPP rate riders as reflected in Woodstock Hydro's correspondence to the Board dated February 28, 2011.

No submissions were received from the other parties in proceeding EB-2010-0145.

Board Findings

The Board notes that no parties in this proceeding opposed the position of Woodstock Hydro that the Settlement Agreement contemplated the recovery of Woodstock Hydro's share of the costs and damages incurred in the LPP class action. The Board also agrees that the failure of Woodstock Hydro to include the LPP rate riders in the draft Rate Order filed in the EB-2010-0145 proceeding was in error.

The Board finds that the Motion filed by Woodstock Hydro has merit and grants the relief sought by Woodstock Hydro to recover the LPP amounts over a 12-month period commencing August 1, 2011 and ending on July 31, 2012. The Board will vary the Rate Order for Woodstock Hydro issued on May 6, 2011 to reflect the inclusion of the LPP rate riders.

THE BOARD THEREFORE ORDERS THAT:

The Tariff of Rates and Charges set out in Appendix A of this Decision and Order will become final effective August 1, 2011, and will apply to electricity consumed or estimated to have been consumed on and after August 1, 2011. Woodstock Hydro shall notify its customers of the relevant rate change no later than with the first bill reflecting the new rates.

ISSUED at Toronto, July 27, 2011

ONTARIO ENERGY BOARD

Original Signed By

Kirsten Walli
Board Secretary

Appendix A
To Decision and Order
Tariff of Rates and Charges
Woodstock Hydro Services Incorporated
Board File No: EB-2011-0231
DATED: July 27, 2011

Woodstock Hydro Services Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date August 1, 2011

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

EB-2011-0231

RESIDENTIAL SERVICE CLASSIFICATION

This classification applies to an account taking electricity at 750 volts or less where the electricity is used exclusively in a separate metered living accommodation. Customers shall be residing in single-dwelling units that consist of a detached house or one unit of a semi-detached, duplex, triplex or quadruplex house, with a residential zoning. Separately metered dwellings within a town house complex or apartment building also qualify as residential customers. 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 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 or Order of the Board, and amendments thereto as approved by the Board, or as specified herein.

Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable.

It should be noted that this schedule does not list any charges, assessments or credits that are required by law to be invoiced by a distributor and that are not subject to Board approval, such as the Debt Retirement Charge, charges for Ministry of Energy Conservation and Renewable Energy Program, the Global Adjustment, the Ontario Clean Energy Benefit and the HST.

MONTHLY RATES AND CHARGES – Delivery Component

Service Charge	\$	12.72
Smart Meter Funding Adder	\$	0.47
Rate Rider for Smart Meter Variance Account Disposition – effective until April 30, 2012	\$	1.20
Distribution Volumetric Rate	\$/kWh	0.0218
Rate Rider for Recovery of Late Payment Penalty Litigation Costs – effective until July 31, 2012	\$	0.22
Rate Rider for Global Adjustment Sub-Account Disposition (2010) – effective until April 30, 2014		
Applicable only for Non-RPP Customers	\$/kWh	0.0004
Rate Rider for Global Adjustment Sub-Account Disposition (2011) – effective until April 30, 2012		
Applicable only for Non-RPP Customers	\$/kWh	0.0001
Rate Rider for Deferral/Variance Account Disposition (2010) – effective until April 30, 2014	\$/kWh	(0.0014)
Rate Rider for Deferral/Variance Account Disposition (2011) – effective until April 30, 2012	\$/kWh	0.0008
Rate Rider for Lost Revenue Adjustment Mechanism/Shared Savings Mechanism Recovery – effective until April 30, 2014	\$/kWh	0.0011
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0055
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0045

MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

Revised August 3, 2011

Woodstock Hydro Services Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date August 1, 2011

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

EB-2011-0231

GENERAL SERVICE LESS THAN 50 kW SERVICE CLASSIFICATION

This classification applies to a non residential 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. 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 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 or Order of the Board, and amendments thereto as approved by the 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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MONTHLY RATES AND CHARGES – Delivery Component

Service Charge	\$	24.58
Smart Meter Funding Adder	\$	0.47
Rate Rider for Smart Meter Variance Account Disposition – effective until April 30, 2012	\$	1.20
Rate Rider for Recovery of Late Payment Penalty Litigation Costs – effective until July 31, 2012	\$	0.54
Distribution Volumetric Rate	\$/kWh	0.0141
Rate Rider for Global Adjustment Sub-Account Disposition (2010) – effective until April 30, 2014		
Applicable only for Non-RPP Customers	\$/kWh	0.0004
Rate Rider for Global Adjustment Sub-Account Disposition (2011) – effective until April 30, 2012		
Applicable only for Non-RPP Customers	\$/kWh	0.0001
Rate Rider for Deferral/Variance Account Disposition (2010) – effective until April 30, 2014	\$/kWh	(0.0014)
Rate Rider for Deferral/Variance Account Disposition (2011) – effective until April 30, 2012	\$/kWh	0.0002
Rate Rider for Lost Revenue Adjustment Mechanism/Shared Savings Mechanism Recovery – effective until April 30, 2014	\$/kWh	0.0003
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0050
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0042

MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

Woodstock Hydro Services Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date August 1, 2011

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

EB-2011-0231

GENERAL SERVICE 50 to 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 1,000 kW. 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 Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

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Unless specifically noted, this schedule does not contain any charges for the electricity commodity, be it under the Regulated Price Plan, a contract with a retailer or the wholesale market price, as applicable.

It should be noted that this schedule does not list any charges, assessments or credits that are required by law to be invoiced by a distributor and that are not subject to Board approval, such as the Debt Retirement Charge, charges for Ministry of Energy Conservation and Renewable Energy Program, the Global Adjustment, the Ontario Clean Energy Benefit and the HST.

MONTHLY RATES AND CHARGES – Delivery Component

Service Charge	\$	149.36
Smart Meter Funding Adder	\$	0.47
Rate Rider for Smart Meter Variance Account Disposition – effective until April 30, 2012	\$	1.20
Rate Rider for Recovery of Late Payment Penalty Litigation Costs – effective until July 31, 2012	\$	4.91
Distribution Volumetric Rate	\$/kW	2.7507
Rate Rider for Global Adjustment Sub-Account Disposition (2010) – effective until April 30, 2014 Applicable only for Non-RPP Customers	\$/kW	0.1471
Rate Rider for Global Adjustment Sub-Account Disposition (2011) – effective until April 30, 2012 Applicable only for Non-RPP Customers	\$/kW	0.0290
Rate Rider for Deferral/Variance Account Disposition (2010) – effective until April 30, 2014	\$/kW	(0.5422)
Rate Rider for Deferral/Variance Account Disposition (2011) – effective until April 30, 2012	\$/kW	(0.0469)
Rate Rider for Lost Revenue Adjustment Mechanism/Shared Savings Mechanism Recovery – effective until April 30, 2014	\$/kW	0.0805
Retail Transmission Rate – Network Service Rate	\$/kW	2.1345
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.8091

MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

Woodstock Hydro Services Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date August 1, 2011

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

EB-2011-0231

GENERAL SERVICE 1,000 kW OR GREATER 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, 1,000 kW. 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 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 or Order of the Board, and amendments thereto as approved by the Board, or as specified herein.

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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 Board approval, such as the Debt Retirement Charge, charges for Ministry of Energy Conservation and Renewable Energy Program, the Global Adjustment, the Ontario Clean Energy Benefit and the HST.

MONTHLY RATES AND CHARGES – Delivery Component

Service Charge	\$	441.03
Smart Meter Funding Adder	\$	0.47
Rate Rider for Smart Meter Variance Account Disposition – effective until April 30, 2012	\$	1.20
Rate Rider for Recovery of Late Payment Penalty Litigation Costs – effective until July 31, 2012	\$	36.39
Distribution Volumetric Rate	\$/kW	2.3290
Rate Rider for Global Adjustment Sub-Account Disposition (2010) – effective until April 30, 2014 Applicable only for Non-RPP Customers	\$/kW	0.1771
Rate Rider for Global Adjustment Sub-Account Disposition (2011) – effective until April 30, 2012 Applicable only for Non-RPP Customers	\$/kW	0.0499
Rate Rider for Deferral/Variance Account Disposition (2010) – effective until April 30, 2014	\$/kW	(0.6522)
Rate Rider for Deferral/Variance Account Disposition (2011) – effective until April 30, 2012	\$/kW	(0.2040)
Rate Rider for Lost Revenue Adjustment Mechanism/Shared Savings Mechanism Recovery – effective until April 30, 2014	\$/kW	0.0805
Retail Transmission Rate – Network Service Rate	\$/kW	2.1345
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.8091

MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

Revised August 3, 2011

Woodstock Hydro Services Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date August 1, 2011

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EB-2011-0231

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. 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 Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

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MONTHLY RATES AND CHARGES – Delivery Component

Service Charge (per connection)	\$	11.40
Rate Rider for Recovery of Late Payment Penalty Litigation Costs – effective until July 31, 2012	\$	0.16
Distribution Volumetric Rate	\$/kWh	0.0131
Rate Rider for Global Adjustment Sub-Account Disposition (2010) – effective until April 30, 2014 Applicable only for Non-RPP Customers	\$/kWh	0.0004
Rate Rider for Global Adjustment Sub-Account Disposition (2011) – effective until April 30, 2012 Applicable only for Non-RPP Customers	\$/kWh	0.0001
Rate Rider for Deferral/Variance Account Disposition (2010) – effective until April 30, 2014	\$/kWh	(0.0014)
Rate Rider for Deferral/Variance Account Disposition (2011) – effective until April 30, 2012	\$/kWh	(0.0006)
Rate Rider for Lost Revenue Adjustment Mechanism/Shared Savings Mechanism Recovery – effective until April 30, 2014	\$/kWh	0.0122
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0050
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0042

MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

Woodstock Hydro Services Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date August 1, 2011

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EB-2011-0231

STREET LIGHTING SERVICE CLASSIFICATION

This classification applies to an account for roadway lighting with a Municipality, Regional Municipality, Ministry of Transportation and private roadway lighting, 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. 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 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 or Order of the Board, and amendments thereto as approved by the Board, or as specified herein.

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MONTHLY RATES AND CHARGES – Delivery Component

Service Charge (per connection)	\$	2.01
Rate Rider for Recovery of Late Payment Penalty Litigation Costs – effective until July 31, 2012	\$	0.01
Distribution Volumetric Rate	\$/kW	8.0779
Rate Rider for Global Adjustment Sub-Account Disposition (2010) – effective until April 30, 2014		
Applicable only for Non-RPP Customers	\$/kW	0.1417
Rate Rider for Global Adjustment Sub-Account Disposition (2011) – effective until April 30, 2012		
Applicable only for Non-RPP Customers	\$/kW	0.0416
Rate Rider for Deferral/Variance Account Disposition (2010) – effective until April 30, 2014	\$/kW	(0.5227)
Rate Rider for Deferral/Variance Account Disposition (2011) – effective until April 30, 2012	\$/kW	0.1658
Retail Transmission Rate – Network Service Rate	\$/kW	1.5754
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.3352

MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

Woodstock Hydro Services Inc.
TARIFF OF RATES AND CHARGES
Effective and Implementation Date August 1, 2011

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

EB-2011-0231

microFIT GENERATOR SERVICE CLASSIFICATION

This classification applies to an electricity generation facility contracted under the Ontario Power Authority'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 Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

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MONTHLY RATES AND CHARGES – Delivery Component

Service Charge	\$	5.25
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Woodstock Hydro Services Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date August 1, 2011

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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)

SPECIFIC SERVICE CHARGES

APPLICATION

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Customer Administration		
Notification Charge	\$	15.00
Returned Cheque charge (plus bank charges)	\$	15.00
Legal letter charge	\$	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
Statement of Account	\$	15.00
Account History	\$	15.00
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 at meter – during regular hours	\$	65.00
Disconnect/Reconnect at meter – after regular hours	\$	185.00
Install / remove load control device – during regular hours	\$	65.00
Install / remove load control device – after regular hours	\$	185.00
Special meter reads	\$	30.00
Specific Charge for Access to the Power Poles – per pole/year	\$	22.35

Woodstock Hydro Services Inc.

TARIFF OF RATES AND CHARGES

Effective and Implementation Date August 1, 2011

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EB-2011-0231

RETAIL SERVICE CHARGES (if applicable)

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 Board, and amendments thereto as approved by the Board, which may be applicable to the administration of this schedule.

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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	\$	100.00
Monthly Fixed Charge, per retailer	\$	20.00
Monthly Variable Charge, per customer, per retailer	\$/cust.	0.50
Distributor-consolidated billing charge, per customer, per retailer	\$/cust.	0.30
Retailer-consolidated billing credit, per customer, per retailer	\$/cust.	(0.30)
Service Transaction Requests (STR)		
Request fee, per request, applied to the requesting party	\$	0.25
Processing fee, per request, applied to the requesting party	\$	0.50
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)	\$	2.00

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	1.0431
Total Loss Factor – Secondary Metered Customer > 5,000 kW	1.0145
Total Loss Factor – Primary Metered Customer < 5,000 kW	1.0326
Total Loss Factor – Primary Metered Customer > 5,000 kW	1.0044