

EB-2010-0142

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 Toronto Hydro-Electric System Limited for an order approving just and reasonable rates and other charges for electricity distribution to be effective May 1, 2011.

BEFORE: Ken Quesnelle

Presiding Member

Marika Hare Member

Karen Taylor Member

RATE ORDER

Toronto Hydro-Electric System Limited ("Toronto Hydro", or the "Applicant") filed an application, dated August 23, 2010, with the Ontario Energy Board under section 78 of the *Ontario Energy Board Act, S.O. 1998*, c.15, Schedule B, for an order or orders approving just and reasonable rates and charges for the rate year commencing May 1, 2011.

The Board issued its Decision on the application on July 7, 2011. In the Decision, the Board ordered the Applicant to file a draft Rate Order reflecting the Board's findings in the Decision. The Board approved an implementation date of August 1, 2011 and an effective date of May 1, 2011.

The Applicant filed a draft Rate Order ("DRO") and supporting material on July 14, 2011. Intervenor comments on the DRO were due by July 18, 2011 and were received

from the Vulnerable Energy Consumers Coalition ("VECC"), the Building Owners and Managers Association of the Greater Toronto Area ("BOMA") and the Association of Major Power Consumers in Ontario ("AMPCO").

VECC stated that it had reviewed the DRO and its only concern was with respect to the Revenue to Cost ratio adjustments made by Toronto Hydro. VECC observed that the reduction of the Large User revenue/cost ratio to 115% led to a revenue shortfall of roughly \$300,000 which Toronto Hydro had chosen to recover from the residential class.

VECC argued that this was inappropriate as the starting revenue/cost ratio for the residential class is 88.7%, which is greater than that for either the Streetlighting or USL classes. VECC, therefore, submitted that this amount should be recovered from the Streetlighting class. BOMA supported VECC's position. AMPCO stated its support for reducing the Large User revenue-to-cost ratio so that it would fall within the Board's quidelines.

In its reply submission, Toronto Hydro expressed its disagreement with VECC's position stating that it had allocated the revenue responsibility of the Large User class to the Residential class, as this class would be the least affected on a per class and per customer basis, while both the USL and Streetlighting classes would see a much larger increase both on a per class and per customer basis if the shortfall was allocated to them.

On July 21, 2011, the Board issued its Decision on Draft Rate Order ("DDRO") which determined that Toronto Hydro should allocate the \$300,000 amount to the customer classes in accordance with the Board's cost allocation policy. Toronto Hydro was directed to file an updated draft rate order attaching an updated Tariff of Rates and Charges reflecting the Board's DDRO findings by Monday July 25, 2011. The Board stated that once it had confirmed Toronto Hydro's calculations, the Board would issue a final Rate Order.

On July 22, 2011, Toronto Hydro filed a revised Draft Rate Order for 2011 Rates reflecting the Board's DDRO. On July 25, 2011 and July 26, 2011 the Board received correspondence from BOMA and VECC, respectively seeking clarification of the Board's Cost Allocation Policy as it related to the Board's finding in the DDRO. The Board notes

that its decision on this issue is based on the particular facts and circumstances in this case.

The Board has reviewed the information provided in support of the revised Draft Rate Order and the proposed Tariff of Rates and Charges. The Board is satisfied that the Tariff of Rates and Charges filed accurately reflects the Board's Decision.

THE BOARD ORDERS THAT:

- 1. The Tariff of Rates and Charges set out in Appendix "A" of this Rate Order is approved effective May 1, 2011 for electricity consumed or estimated to have been consumed on and after such date.
- 2. The Tariff of Rates and Charges set out in Appendix "A" of this Order supersedes all previous Tariff of Rates and Charges approved by the Ontario Energy Board for the Toronto Hydro-Electric System Limited service area, and is final in all respects except for the stand by rates which remain interim.
- 3. Toronto Hydro-Electric System Limited shall notify its customers of the rate changes no later than with the first bill reflecting the new rates.

DATED at Toronto, July 28, 2011

ONTARIO ENERGY BOARD

Original Signed By

Kirsten Walli Board Secretary

Appendix A

TO RATE ORDER

TORONTO HYDRO-ELECTRIC SYSTEM LIMITED

Board File No: EB-2010-0142

DATED: July 28, 2011

Effective Date May 1, 2011 Implementation Date August 1, 2011

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

EB-2010-0142

RESIDENTIAL SERVICE CLASSIFICATION

This classification refers to an account where the electricity is used exclusively in a separately 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. Bulk metered residential buildings with up to six units 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 the 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	\$	18.25	(per 30 days)
Smart Meter Funding Adder	\$	0.68	(per 30 days)
Rate Rider for Contact Voltage – effective until April 30, 2012	\$	0.16	(per 30 days)
Rate Rider for Recovery of Late Payment Litigation Costs – effective until April 30, 2013	\$	0.24	(per 30 days)
Distribution Volumetric Rate	\$/kWh	0.01520	
Rate Rider for Deferral/Variance Account Disposition (2010) – effective until April 30, 2012	\$/kWh	(0.00189)	
Rate Rider for Deferral/Variance Account Disposition (2011) – effective until April 30, 2012	\$/kWh	(0.00043)	
Rate Rider for Foregone Revenue (variable) – effective until April 30, 2012	\$/kWh	(0.00017)	
Rate Rider for Global Adjustment Sub-Account Disposition – effective until April 30, 2012			
Applicable only for Non-RPP Customers	\$/kWh	0.00055	
Retail Transmission Rate – Network Service Rate	\$/kWh	0.00703	
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.00513	

MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052	
Rural Rate Protection Charge	\$/kWh	0.0013	
Standard Supply Service – Administration Charge (if applicable)	\$	0.25	(per 30 days)

Effective Date May 1, 2011 Implementation Date August 1, 2011

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EB-2010-0142

GENERAL SERVICE LESS THAN 50 kW SERVICE CLASSIFICATION

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. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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MONTHLY RATES AND CHARGES – Delivery Component

Service Charge	\$	24.30	(per 30 days)
Smart Meter Funding Adder	\$	0.68	(per 30 days)
Rate Rider for Contact Voltage – effective until April 30, 2012	\$	0.16	(per 30 days)
Rate Rider for Recovery of Late Payment Litigation Costs – effective until April 30, 2013	\$	0.69	(per 30 days)
Distribution Volumetric Rate	\$/kWh	0.02247	
Rate Rider for Deferral/Variance Account Disposition (2010) - effective until April 30, 2012	\$/kWh	(0.00179)	
Rate Rider for Deferral/Variance Account Disposition (2011) – effective until April 30, 2012	\$/kWh	(0.00044)	
Rate Rider for Foregone Revenue (variable) – effective until April 30, 2012	\$/kWh	(0.00008)	
Rate Rider for Global Adjustment Sub-Account Disposition – effective until April 30, 2012			
Applicable only for Non-RPP Customers	\$/kWh	0.00055	
Retail Transmission Rate – Network Service Rate	\$/kWh	0.00680	
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.00463	
MONTHLY RATES AND CHARGES – Regulatory Component			

vynolesale Market Service Rate	\$/KVVN	0.0052	
Rural Rate Protection Charge	\$/kWh	0.0013	
Standard Supply Service – Administration Charge (if applicable)	\$	0.25	(per 30 days)

Effective Date May 1, 2011 Implementation Date August 1, 2011

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GENERAL SERVICE 50 to 999 kW SERVICE CLASSIFICATION

This classification refers to a non-residential account whose monthly average peak demand is equal to or greater than 50 kW but less than 1,000 kW, or is forecast to be equal to or greater than 50 kW but less than 1,000 kW. This rate also applies to bulk metered residential apartment buildings or the house service of a residential apartment building with more than 6 units. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

Wholesale Market Service Rate

Rural Rate Protection Charge

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MONTHLY RATES AND CHARGES – Delivery Component

Standard Supply Service – Administration Charge (if applicable)

Service Charge	\$	35.56	(per 30 days)
Smart Meter Funding Adder	\$	0.68	(per 30 days)
Rate Rider for Contact Voltage – effective until April 30, 2012	\$	0.04	(per 30 days)
Rate Rider for Recovery of Late Payment Litigation Costs – effective until April 30, 2013	\$	8.37	(per 30 days)
Rate Rider for Foregone Revenue (fixed) – effective until April 30, 2012	\$	0.02	(per 30 days)
Distribution Volumetric Rate	\$/kVA	5.5956	(per 30 days)
Rate Rider for Deferral/Variance Account Disposition (2010) – effective until April 30, 2012	\$/kVA	(0.6119)	(per 30 days)
Rate Rider for Deferral/Variance Account Disposition (2011) – effective until April 30, 2012	\$/kVA	(0.1807)	(per 30 days)
Rate Rider for Foregone Revenue (variable) – effective until April 30, 2012	\$/kVA	0.0042	(per 30 days)
Rate Rider for Global Adjustment Sub-Account Disposition – effective until April 30, 2012			
Applicable only for Non-RPP Customers	\$/kWh	0.00053	
Retail Transmission Rate – Network Service Rate	\$/kW	2.4351	(per 30 days)
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.7630	(per 30 days)
MONTHLY RATES AND CHARGES – Regulatory Component			

\$/kWh

\$/kWh

0.0052

0.0013

(per 30 days)

Effective Date May 1, 2011 Implementation Date August 1, 2011

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EB-2010-0142

GENERAL SERVICE 1,000 to 4,999 kW SERVICE CLASSIFICATION

This classification refers to a non-residential account whose monthly average peak demand is equal to or greater than 1,000 kW but less than 5,000 kW, or is forecast to be equal to or greater than 1,000 kW but less than 5,000 kW. This rate also applies to bulk metered residential apartment buildings or the house service of a residential apartment building with more than 6 units. 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	\$	686.46	(per 30 days)
Smart Meter Funding Adder	\$	0.68	(per 30 days)
Rate Rider for Recovery of Late Payment Litigation Costs – effective until April 30, 2013	\$	69.81	(per 30 days)
Rate Rider for Foregone Revenue (fixed) – effective until April 30, 2012	\$	8.98	(per 30 days)
Distribution Volumetric Rate	\$/kVA	4.4497	(per 30 days)
Rate Rider for Deferral/Variance Account Disposition (2010) – effective until April 30, 2012	\$/kVA	(0.6922)	(per 30 days)
Rate Rider for Deferral/Variance Account Disposition (2011) – effective until April 30, 2012	\$/kVA	(0.2133)	(per 30 days)
Rate Rider for Foregone Revenue (variable) – effective until April 30, 2012	\$/kVA	0.1492	(per 30 days)
Rate Rider for Global Adjustment Sub-Account Disposition – effective until April 30, 2012			
Applicable only for Non-RPP Customers	\$/kWh	0.00055	
Retail Transmission Rate – Network Service Rate	\$/kW	2.3527	(per 30 days)
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.7613	(per 30 days)

MONTHLY RATES AND CHARGES - Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052	
Rural Rate Protection Charge	\$/kWh	0.0013	
Standard Supply Service – Administration Charge (if applicable)	\$	0.25	(per 30 days)

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LARGE USE SERVICE CLASSIFICATION

This classification applies to an 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, 5,000 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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MONTHLY RATES AND CHARGES – Delivery Component

Service Charge	\$	3,009.11	(per 30 days)
Smart Meter Funding Adder	\$	0.68	(per 30 days)
Rate Rider for Recovery of Late Payment Litigation Costs – effective until April 30, 2013	\$	304.62	(per 30 days)
Rate Rider for Foregone Revenue (fixed) – effective until April 30, 2012	\$	45.52	(per 30 days)
Distribution Volumetric Rate	\$/kVA	4.7406	(per 30 days)
Rate Rider for Deferral/Variance Account Disposition (2010) – effective until April 30, 2012	\$/kVA	(0.7477)	(per 30 days)
Rate Rider for Deferral/Variance Account Disposition (2011) – effective until April 30, 2012	\$/kVA	(0.2334)	(per 30 days)
Rate Rider for Foregone Revenue (variable) – effective until April 30, 2012	\$/kVA	0.1609	(per 30 days)
Rate Rider for Global Adjustment Sub-Account Disposition – effective until April 30, 2012			
Applicable only for Non-RPP Customers	\$/kWh	0.00053	
Retail Transmission Rate – Network Service Rate	\$/kW	2.6820	(per 30 days)
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.9567	(per 30 days)

MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052	
Rural Rate Protection Charge	\$/kWh	0.0013	
Standard Supply Service – Administration Charge (if applicable)	\$	0.25	(per 30 days)

Effective Date May 1, 2011 Implementation Date August 1, 2011

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STANDBY POWER SERVICE CLASSIFICATION

These classifications refer to an account that has Load Displacement Generation and requires THESL to provide back-up service. Further servicing details are available in the distributor's Conditions of Service.

APPLICATION

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MONTHLY RATES AND CHARGES - Delivery Component - APPROVED ON AN INTERIM BASIS

Standby Charge – for a month where standby power is not provided. The charge is applied to the contracted amount (e.g. nameplate rating of generation facility).

Service Charge	\$	197.91	(per 30 days)
General Service 50 – 999 kW	\$/kVA	5.5956	(per 30 days)
General Service 1,000 – 4,999 kW	\$/kVA	4.4497	(per 30 days)
Large Use	\$/kVA	4.7406	(per 30 days)

Effective Date May 1, 2011 Implementation Date August 1, 2011

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UNMETERED SCATTERED LOAD SERVICE CLASSIFICATION

This classification applies to an account taking electricity at 750 volts or less whose average monthly maximum demand at each location 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 THESL 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 customer)	\$	4.84	(per 30 days)
Connection Charge (per connection)	\$	0.49	(per 30 days)
Rate Rider for Contact Voltage (per connection) – effective until April 30, 2012	\$	1.51	(per 30 days)
Rate Rider for Recovery of Late Payment Litigation Costs – effective until April 30, 2013	\$	0.09	(per 30 days)
Rate Rider for Foregone Revenue (fixed – per customer) – effective until April 30, 2012	\$	(0.03)	(per 30 days)
Distribution Volumetric Rate	\$/kWh	0.06070	
Rate Rider for Deferral/Variance Account Disposition (2010) – effective until April 30, 2012	\$/kWh	(0.00197)	J
Rate Rider for Deferral/Variance Account Disposition (2011) – effective until April 30, 2012	\$/kWh	(0.00041)	ļ
Rate Rider for Foregone Revenue (variable) – effective until April 30, 2012	\$/kWh	(0.00007)	J
Retail Transmission Rate – Network Service Rate	\$/kWh	0.00428	
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.00324	

MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kVVh	0.0052	
Rural Rate Protection Charge	\$/kWh	0.0013	
Standard Supply Service – Administration Charge (if applicable)	\$	0.25	(per 30 days)

Effective Date May 1, 2011 Implementation Date August 1, 2011

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EB-2010-0142

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.

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MONTHLY RATES AND CHARGES - Delivery Component

Connection Charge (per connection) Rate Rider for Contact Voltage (per connection) – effective until April 30, 2012 Rate Rider for Recovery of Late Payment Litigation Costs (per connection)	\$ \$	1.30 0.92	(per 30 days) (per 30 days)
- effective until April 30, 2013	\$	0.04	(per 30 days)
Rate Rider for Foregone Revenue (fixed – per connection) – effective until April 30, 2012	\$	(0.01)	(per 30 days)
Distribution Volumetric Rate	\$/kVA	28.7248	(per 30 days)
Rate Rider for Deferral/Variance Account Disposition (2010) – effective until April 30, 2012	\$/kVA	(0.7499)	(per 30 days)
Rate Rider for Deferral/Variance Account Disposition (2011) – effective until April 30, 2012	\$/kVA	(0.1868)	(per 30 days)
Rate Rider for Foregone Revenue (variable) – effective until April 30, 2012	\$/kVA	(0.1658)	(per 30 days)
Rate Rider for Global Adjustment Sub-Account Disposition – effective until April 30, 2012			
Applicable only for Non-RPP Customers	\$/kWh	0.00054	
Retail Transmission Rate – Network Service Rate	\$/kW	2.1658	(per 30 days)
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	2.1022	(per 30 days)

MONTHLY RATES AND CHARGES – Regulatory Component

Wholesale Market Service Rate	\$/kWh	0.0052	
Rural Rate Protection Charge	\$/kWh	0.0013	
Standard Supply Service – Administration Charge (if applicable)	\$	0.25	(per 30 days)

Effective Date May 1, 2011 Implementation Date August 1, 2011

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FB-2010-0142

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

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MONTHLY RATES AND CHARGES - Delivery Component

Service Charge \$ 5.18 (per 30 days)

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EB-2010-0142

ALLOWANCES

Transformer Allowance for Ownership	\$/kVA	(0.62)	(per 30 days)
Primary Metering Allowance for transformer losses			
 applied to measured demand and energy 	%	(1.00)	

SPECIFIC SERVICE CHARGES

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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Customer Administration		
Duplicate Invoices for Previous Billing	\$	15.00
Easement Letter	\$ \$ \$	15.00
Income Tax Letter	\$	15.00
Account set up charge/change of occupancy charge		
(plus credit agency costs if applicable)	\$ \$ \$	30.00
Returned Cheque (plus bank charges)	\$	15.00
Special Meter Reads	\$	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 Charges for non-payment of account		
- At Meter During Regular Hours	\$ \$	65.00
- At Meter After Hours	\$	185.00
Install/Parasia Lond Control Parine - During Parulas hausa	Φ.	CE 00
Install/Remove Load Control Device – During Regular hours	\$ \$	65.00
Install/Remove Load Control Device – After Regular hours	Ф	185.00
Disconnect/Reconnect at Pole – During Regular Hours	Ф	185.00
Disconnect/Reconnect at Pole – Burning Regular Hours	\$ \$	415.00
Disconnective connect at 1 ole – Aitel Negular Hours	Ψ	413.00
Specific Charge for Access to the Power Poles – per pole/year	\$	22.35
Specific Charge for Access to the Power Poles – per pole/year		22.00
(Third Party Attachments to Poles)	\$	18.55
Specific Charge for Access to the Power Poles – per pole/year	Ψ	. 0.00
(Hydro Attachments on Third Party Poles)	\$	(22.75)
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Effective Date May 1, 2011 Implementation Date August 1, 2011

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

EB-2010-0142

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.

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 the Ministry of Energy Conservation and Renewable Energy Program, the Global Adjustment, the Ontario Clean Energy Benefit and the HST.

Retail Service Charges refer to services provided by THESL to retailers or customers related to the supply of competitive electricity and are defined in the 2006 Electricity Distribution Rate Handbook.

ng Service Agreements Standard charge (one-time charge), per agreement per retailer Monthly Fixed Charge, per retailer Monthly Variable Charge, per customer, per retailer	\$ \$ \$	100.00 20.00 0.50
r-Consolidated Billing Standard billing charge, per month, per customer, per retailer	\$	0.30
Consolidated Billing Avoided cost credit, per month, per customer, per retailer	\$	(0.30)
ransaction Requests (STR) Request fee, per request, regardless of whether or not the STR can be processed Processing fee, per request, applied to the requesting party if the request is processed 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	\$ \$	0.25 0.50
through the Electronic Business Transaction (EBT) system, applied to the requesting party Up to twice a year More than twice a year, per request (plus incremental delivery costs)	\$	no charge 2.00

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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.

Billing Determinant:

The billing determinant is the customer's metered energy consumption adjusted by the Total Loss Factor as approved by the Board and set out in this Schedule of Rates.

(A) Primary Metering Adjustment (B) Supply Facilities Loss Factor	0.9900 1.0045
Distribution Loss Factors (C) Customer less than 5,000 kW (D) Customer greater than 5,000 kW	1.0330 1.0141
Total Loss Factors	
Secondary Metered Customers (E) Customer less than 5,000 kW (B)*(C) (F) Customer greater than 5,000 kW (B)*(D)	1.0376 1.0187
Primary metered customers (G) Customer less than 5,000 kW (A)*(E) (H) Customer greater than 5,000 kW (A)*(F)	1.0272 1.0085