



**EB-2009-0405**

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

**AND IN THE MATTER OF** an Application by Enersource  
Hydro Mississauga Inc. for an order or orders to dispose of  
certain deferral and variance account balances

**BEFORE:** Paul Sommerville  
Presiding Member

## **DECISION AND ORDER**

### **The Application**

Enersource Hydro Mississauga Inc. (“Enersource”) filed a distribution rate application with the Ontario Energy Board (the “Board”) dated November 27, 2009 under the *Ontario Energy Board Act, 1998*, S.O. 1998, c.15, Schedule B (the “Act”). The application requested approval to dispose of Group 1<sup>1</sup> Deferral and Variance account balances as defined by the Board’s Report on Electricity Distributors’ Deferral and Variance Account Review Initiative (the “EDDVAR Report”), dated July 31, 2009. Enersource proposed a two-year disposition period commencing on February 1, 2010. The Board assigned the application file number EB-2009-0405.

On December 21, 2009, the Board issued Procedural Order No.1 ordering Enersource to serve a copy of the application on all intervenors of record in its last cost of service application (EB-2007-0706). The Board proceeded by way of written hearing. On December 24, 2009 Board staff, the Schools Energy Coalition (“SEC”), and Energy Probe filed submissions. On January 7, 2010 Enersource filed its reply submission.

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<sup>1</sup> Accounts 1550, 1584, 1586, and 1590.

Enersource requested that the Board review and approve the disposition of the September 30, 2009 balance in account 1588 (RSVA Power, including the global adjustment sub-account). The balances in the RSVA Power and the global adjustment sub-account are a credit of \$8,921,878 and a debit of \$41,787,641 respectively (debit balances are receivables from customers). Enersource also requested that the Board review and approve the disposition of the December 31, 2008 balances of other Group 1 deferral and variance accounts as defined by the EDDVAR Report. The total balance of those other Group 1 accounts is a credit of \$20,086,188. Enersource included interest, arrived at using the Board's prescribed interest rates, on these account balances up to January 31, 2010.

Enersource indicated that if the application is approved as filed, a residential Regulated Price Plan ("RPP") customer consuming 800 kWh per month would experience an approximate 4.5% decrease in the current delivery charges. This is a \$1.44 per month decrease on the bill. A general service RPP customer consuming 2,000 kWh per month and having a monthly demand of less than 50 kW would experience an approximate 4.2% decrease in the current delivery charges. This is a \$3.60 per month decrease on the bill. A residential non-RPP customer consuming 800 kWh per month would experience an approximate 5.5% increase in the current delivery charges. This is a \$1.76 per month increase on the bill. A general service non-RPP customer consuming 2,000 kWh per month and having a monthly demand of less than 50 kW would experience an approximate 5.0% increase in its current delivery charges. This is a \$4.40 per month increase on the bill. Non-RPP customers include those who have contracted with an electricity retailer, as well as those who purchase electricity on the spot market.

Enersource proposed to allocate these account balances, with the exclusion of accounts 1590 and 1588 global adjustment sub-account, to all customer rate classes based on kWh for 2008 as reported in Enersource's April 30, 2009 Reporting and Record-Keeping Requirements ("RRR"). With regard to account 1590, Enersource proposed that the account balance be allocated in proportion to the recovery share as established by the Board when the rate riders were implemented. This approach is consistent with that outlined in the EDDVAR Report.

Enersource proposed to allocate the balance in the 1588 global adjustment sub-account to non-regulated price plan ("non-RPP") customers on a per kWh basis, and to dispose of the balance by means of a rate rider over a two-year period. The rate rider would be

applied to non-RPP customers excluding 20 MUSH (municipalities, universities, schools and hospitals) sector and other designated institutional customers that were required to switch off the RPP as of November 1, 2009 as per O. Reg. 95/05 of the Ontario Energy Board Act, 1998. The allocation factors and the rate rider derivation were based on 2008 kWh for non-RPP customers. In its reply submission, in response to Board staff's submission, Enersource confirmed that the 20 MUSH sector and other designated customers were all RPP customers up until November 1, 2009.

Neither Board Staff, nor either of the other Parties commented on Enersource's proposed allocation and disposition methodology.

### **Consistency with the EDDVAR Report**

In its application, Enersource noted that during 2009, it experienced cash flow challenges due to a significant increase in the global adjustment sub-account balance.

In its submission, Board staff noted that Enersource's application is not consistent with the guidelines outlined in the EDDVAR Report with respect to the quarterly disposition of account 1588 insofar as it has included other Group 1 account balances in its proposal. However, Board staff acknowledged that the material increase in the global adjustment sub-account balance during 2009 had a negative effect on Enersource's cash flow position. As a result, Board staff accepted Enersource's proposal to combine the debit balance as of September 30, 2009 in account 1588 with the credit balance in other Group 1 accounts as of December 31, 2008. Board staff agreed with Enersource that in all other respects, its application is consistent with the EDDVAR Report.

In its submissions, SEC argued that Enersource's proposal was premature, given that the disposition threshold for account 1588 provided for in the EDDVAR Report had not been met, and therefore, it would be inappropriate for the Board to order the disposition of account 1588 on the basis proposed by Enersource. Energy Probe echoed SEC's position.

Regarding the balances in the Group 1 accounts, other than account 1588 as of December 31, 2008, no parties expressed concerns with the proposal put forth by Enersource.

**Account 1588**

SEC identified two issues regarding the disposition of account 1588.

First, as noted above, SEC indicated that the disposition threshold set out in the EDDVAR Report has certainly not been met in at least one, and possibly two quarters in 2009. SEC noted that the threshold calculation performed by Enersource was solely based on the global adjustment sub-account and not the entire balance in account 1588 as contemplated by the EDDVAR Report. Using the entire balance in account 1588 as of September 30, 2009 and the associated cumulative volume, would, in SEC's submission result in \$0.008153/kWh; which does not exceed the preset disposition threshold of \$0.01/kWh provided for in the EDDVAR Report.

Second, SEC expressed concerns respecting the impact of the disposition on ratepayers, specifically for the GS > 50 kW rate class. Based on its calculations, SEC argued that the GS > 50 kW rate class would see a 24.48% increase in distribution charges and estimated that the increase in distribution bills for the schools in Mississauga, the Enersource franchise area, would be more than \$360,000 annually for the next 2 years.

SEC proposed that given Enersource's cash flow problem arising from the increase in the global adjustment sub-account, the Board should allow Enersource to refund Group 1 account balances as of December 31, 2008 (other than account 1588) over 2 years (i.e. a credit balance of \$20,086,187) and allow the recovery of an extraordinary one-time adjustment of \$20,086,187 in respect of the 1588 global adjustment sub-account balance. Energy Probe supported SEC's proposal.

In its reply submission, Enersource argued that the Board has discretion to depart from the EDDVAR Report when it is in the public interest to do so. Enersource submitted that the disposition threshold reflected in the EDDVAR Report did not anticipate the pace of growth of the global adjustment balance. Enersource also noted that if SEC's proposal were to be approved, a resulting debit balance of almost \$13 million as of September 30, 2009 would remain. It suggested that carrying such a significant variance account debit balance for such a long period of time would likely compromise

its ability to obtain funding for capital and operational expenses from financial markets. Enersource also noted that the global adjustment sub-account exhibits no indication that it will be mitigated or will reverse itself in the coming months or years. Additionally, Enersource stated that further delay to the disposition of account balances would result in significant inter-generational inequities, which are not desirable from a regulatory policy or fairness perspective.

### **Rate Rider Presentation on Customer's Bill**

In its original application, Enersource noted that it intends to include the 1588 global adjustment sub-account rate rider as an adjustment to the monthly Provincial Benefit line on the customer's bill.

Board staff submitted that it has been the Board's practice to include deferral and variance account rate riders as part of the distribution charge.

In its reply submission, Enersource stated that it would be more transparent to non-RPP customers to reflect the disposition on the Provincial Benefit line of the bill, insofar as that is the origin of the funds being disposed of. Furthermore, Enersource noted that its billing system is capable of applying a global adjustment rate rider to non-RPP customers via the Provincial Benefit Charge within the next billing cycle. To change its bills to be able to reflect different distribution rate riders within a rate class is a much more problematic process that would take at least 6 months to implement.

### **Board Findings**

With regard to Enersource's request for the disposition of its Group 1 account balances as of December 31, 2008 (other than account 1588), the Panel finds that the application is consistent with Board's guidelines outlined in the EDDVAR Report and approves the disposition of those balances, including interest up to January 31, 2010.

The Panel also approves Enersource's proposal to dispose of the balance in account 1588 as of September 30, 2009. While recognizing the value of the EDDVAR Report in guiding our decisions with respect to the disposition of deferral and variance accounts, the Panel considers that the public interest requires us to deviate from it under these circumstances.

First, the Panel considers that the disposition threshold has only been narrowly missed. Based on SEC's submission, the balance in account 1588, when unitized, does not materially differ from the preset disposition threshold of \$0.01/kWh provided for in the EDDVAR Report. The Panel finds that the Applicant's proposal is substantively consistent with the rationale of the EDDVAR Report, and a minor deviation from the disposition threshold is not sufficient reason to deny its request for relief.

Of much greater concern is the underlying problem highlighted by this application. The cash flow challenge being experienced by this Applicant derives directly from the way the IESO is mandated to calculate and collect the global adjustment through Regulation 429/04.

The global adjustment primarily reflects the differences between spot market prices and the rates paid to contracted and regulated generators. These include fixed contract prices paid to non-utility generators, fixed regulated rates paid to Ontario Power Generation's baseload generating stations, and payments made to other generators that have been awarded contracts through the OPA. It also includes the OPA costs associated with Conservation and Demand Management programs it sponsors.

The primary factor that drives changes in the global adjustment (or Provincial Benefit) is fluctuations in the spot market price. The two are inversely related. This is because the OPA pays the difference between the spot market prices and the regulated/contract prices to generators. This OPA out-of-market payment is recovered through the Provincial Benefit line on the customer bill.

The IESO charges market participants, including local distribution companies ("LDCs"), the actual costs associated with the global adjustment each month. IESO estimates a charge each month for all LDCs to apply to their non-RPP customers. The estimate is predicated on a provincial level and involves a load forecast by the IESO.

While the IESO corrects for the overall dollar amount in respect of the extent its estimate of the Provincial Benefit differed from the actual global adjustment in the previous month, there is a one month lag relative to the actual global adjustment. Additionally, to the extent that any given LDC's load characteristics vary from provincial characteristics underpinning that provincial estimate, a balance in the global adjustment sub-account will arise.

Until recently, the spot market price has remained relatively constant. The same applied to the global adjustment since it is a function of the spot price. As such, the monthly IESO Provincial Benefit estimates were relatively accurate. In addition, until recently, the global adjustment charge has also been relatively low; that's because spot market prices were higher. In other words, spot market prices were relatively close to the contract and regulated prices paid to generators. This resulted in relatively low balances in the global adjustment sub-account.

However, over the last period there has been a significant decline in demand, while substantial amounts of new generation were being added, much of it by way of fixed price contracts entered into with the OPA. The spot market price, in turn, declined sharply.

All of these factors can result in the circumstance that faces this applicant now. In recent months it has been generating a significant balance in its global adjustment sub-account.

The circumstances giving rise to Enersource's dilemma are not reasonably expected to reverse themselves in the near or mid term. Requiring it to carry a significant balance forward into a future where the balance is unlikely to be mitigated, and may well grow is not an appropriate approach.

The Panel considers that the review and disposition of account 1588 at this time will mitigate potential inter-generational inequities and also enhance Enersource's ability to manage its cash flow effectively.

The Panel also approves Enersource's proposed allocation and disposition methodology.

Enersource proposes to include the global adjustment sub-account rate rider as an adjustment to the monthly Provincial Benefit line on its bills to non-RPP customers. Subsection 3(4)(3) of Regulation 429/04 of the *Electricity Act*, 1998 specifies the information a distributor must set out in an invoice to a consumer who is not a regulated consumer, when that invoice is adjusted to give a credit or adds an additional charge. Specifically, the distributor shall ensure that the invoice clearly labels the credit or additional charge as "Provincial Benefit"; clearly indicates the amount of credit or additional charge; clearly indicates the volume of electricity that was used to calculate the amount of the credit or additional charge; and clearly indicates the rate, in cents per

kilowatt hour, that the volume referred to in the previous requirement would have to be multiplied by to give the amount of the credit or additional charge. Accordingly, in a manner consistent with subsection 3(4)(3) of the Regulation 429/04 of the *Electricity Act, 1998*, the Board directs Enersource to ensure the rate rider necessary to dispose of the global adjustment sub-account balance over the next two years is clearly identified as a separate line on the customer's bill.

Finally, the Board notes that on January 8, 2010, counsel for SEC submitted a letter in relation to Enersource's reply submission. Among other things, SEC submitted that paragraph 15 of the reply submission should not be considered by the Panel. Paragraph 15 referred to a meeting that took place between Board staff, the IESO and distributors to better understand the drivers of the growing balances in the global adjustment sub-account. SEC claimed that members of the public and intervenors had no knowledge of the meeting and that this constitutes new evidence. The Panel notes that Board staff's participation is part of the normal course of attending to regulatory matters and that no minutes or evidence was provided to the Panel to persuade its decision.

### **Costs Awards**

The Board may grant cost awards to eligible stakeholders pursuant to its power under section 30 of the Ontario Energy Board Act, 1998. The Board will determine eligibility for costs in accordance with its Practice Direction on Cost Awards. When determining the amount of the cost awards, the Board will apply the principles set out in section 5 of the Board's Practice Direction on Cost Awards. The maximum hourly rates set out in the Board's Cost Awards Tariff will also be applied.

### **THE BOARD ORDERS THAT:**

1. Enersource shall review the draft Tariff of Rates and Charges set out in Appendix A. Enersource shall file with the Board a written confirmation assessing the completeness and accuracy of the draft Tariff of Rates and Charges, or provide a detailed explanation of any inaccuracies or missing information, within three (3) calendar days of the date of this Decision and Order.

If the Board does not receive a submission by Enersource to the effect that inaccuracies were found or information was missing pursuant to item 1 of this Decision and Order:

2. The draft Tariff of Rates and Charges set out in Appendix A of this Order will become final, effective February 1, 2010, and will apply to electricity consumed or estimated to have been consumed on and after February 1, 2010.
3. The Tariff of Rates and Charges set out in Appendix A of this Order shall supersede all previous distribution rate schedules approved by the Board for Enersource and is final in all respects.
4. Enersource shall notify its customers of the rate changes no later than with the first bill reflecting the new rates.

If the Board receives a submission by Enersource to the effect that inaccuracies were found or information was missing pursuant to item 1 of this Decision and Order, the Board will consider the submission of Enersource and will issue a final Tariff of Rates and Charges.

A cost awards decision will be issued after the following steps have been completed.

5. Intervenors shall file with the Board, and forward to Enersource, their respective cost claims within 30 days from the date of this Decision and Order.
6. Enersource shall file with the Board and forward to intervenors any objections to the claimed costs within 44 days from the date of this Decision and Order.
7. Intervenors shall file with the Board and forward to Enersource any responses to any objections for cost claims within 51 days of the date of this Decision.

Enersource shall pay the Board's costs incidental to these proceedings upon receipt of the Board's invoice.

**DATED** at Toronto, January 29, 2010

**ONTARIO ENERGY BOARD**

*Original Signed By*

Kirsten Walli  
Board Secretary

Appendix A

To Decision and Order

EB-2009-0405

January 29, 2010

# **Enersource Hydro Mississauga Inc.**

## **TARIFF OF RATES AND CHARGES**

### **Effective February 1, 2010**

**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** – February 1, 2010 for all consumption or deemed consumption services used on or after that date.  
**GLOBAL ADJUSTMENT** – February 1, 2010 for all consumption or deemed consumption services used on or after that date.  
**SPECIFIC SERVICE CHARGES** – February 1, 2010 for all charges incurred by customers on or after that date.  
**RETAIL SERVICE CHARGES** – February 1, 2010 for all charges incurred by retailers or customers on or after that date.  
**LOSS FACTOR ADJUSTMENT** – February 1, 2010 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 existing metered customers, metered customers are no longer added to this customer class. The amount of electricity consumed by unmetered connections will be based on detailed information/documentation provided by the device's manufacturer and will be agreed to by Enersource Hydro Mississauga Inc. and the customer and may be subject to periodic monitoring of actual consumption. Eligible unmetered loads include cable TV power packs, bus shelters, telephone booths, traffic lights, railway crossings.

##### **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.

##### **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 Distribution Service**

This classification refers to an account that requires Enersource Hydro Mississauga to provide distribution service on a standby

# Enersource Hydro Mississauga Inc.

## TARIFF OF RATES AND CHARGES

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basis as a back-up supply to an on-site generator.

#### **Street Lighting**

This classification refers to an account for roadway lighting. Street Lighting is unmetered where energy consumption is estimated based on the connected wattage and calculated hours of use using methods established by the Ontario Energy Board.

### **MONTHLY RATES AND CHARGES**

#### **Residential**

Service Charge	\$	13.14
Distribution Volumetric Rate	\$/kWh	0.0118
Deferral Variance Account Disposition Rate Rider – effective until January 31, 2012	\$/kWh	(0.0018)
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0060
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0054
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

#### **General Service Less Than 50 kW**

Service Charge	\$	40.85
Distribution Volumetric Rate	\$/kWh	0.0115
Deferral Variance Account Disposition Rate Rider – effective until January 31, 2012	\$/kWh	(0.0018)
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0055
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0050
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

#### **Small Commercial and Unmetered Scattered Load**

Service Charge for metered account	\$	11.97
Service Charge for Unmetered Scattered Load account (per connection)	\$	10.56
Distribution Volumetric Rate	\$/kWh	0.0193
Deferral Variance Account Disposition Rate Rider – effective until January 31, 2012	\$/kWh	(0.0018)
Retail Transmission Rate – Network Service Rate	\$/kWh	0.0055
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kWh	0.0050
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

#### **General Service 50 to 499 kW**

Service Charge	\$	70.42
Distribution Volumetric Rate	\$/kW	4.1527
Distribution Volumetric Tax Change Rate Rider – effective until April 30, 2010	\$/kW	(0.0029)
Deferral Variance Account Disposition Rate Rider – effective until January 31, 2012	\$/kW	(0.6480)
Retail Transmission Rate – Network Service Rate	\$/kW	2.1454
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.9392
Retail Transmission Rate – Network Service Rate – Interval Metered	\$/kW	2.1454
Retail Transmission Rate – Line and Transformation Connection Service Rate – Interval Metered	\$/kW	1.9392
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

Revised – February 4, 2010

# Enersource Hydro Mississauga Inc.

## TARIFF OF RATES AND CHARGES

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#### General Service 500 to 4,999 kW

Service Charge	\$	1,520.79
Distribution Volumetric Rate	\$/kW	2.0724
Distribution Volumetric Tax Change Rate Rider – effective until April 30, 2010	\$/kW	(0.0023)
Deferral Variance Account Disposition Rate Rider – effective until January 31, 2012	\$/kW	(0.8093)
Retail Transmission Rate – Network Service Rate – Interval Metered	\$/kW	2.0756
Retail Transmission Rate – Line and Transformation Connection Service Rate – Interval Metered	\$/kW	1.8975
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

#### Large Use

Service Charge	\$	13,688.11
Distribution Volumetric Rate	\$/kW	2.8866
Distribution Volumetric Tax Change Rate Rider – effective until April 30, 2010	\$/kW	(0.0023)
Deferral Variance Account Disposition Rate Rider – effective until January 31, 2012	\$/kW	(0.3325)
Retail Transmission Rate – Network Service Rate – Interval Metered	\$/kW	2.2149
Retail Transmission Rate – Line and Transformation Connection Service Rate – Interval Metered	\$/kW	2.0266
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

#### Standby Distribution Service

A Standby Service Charge will be applied for a month where standby power is not provided. The applicable rate is the approved Distribution Volumetric Rate of the applicable service class and is applied to gross metered demand or contracted amount, whichever is greater. A monthly administration charge of \$200, for simple metering arrangements, or \$500, for complex metering arrangements, will also be applied. Further servicing details are available in Enersource Hydro's Conditions of Service.

#### Street Lighting

Service Charge (per connection)	\$	1.33
Distribution Volumetric Rate	\$/kW	10.1327
Distribution Volumetric Tax Change Rate Rider – effective until April 30, 2010	\$/kW	(0.0105)
Deferral Variance Account Disposition Rate Rider – effective until January 31, 2012	\$/kW	(0.0525)
Retail Transmission Rate – Network Service Rate	\$/kW	1.4857
Retail Transmission Rate – Line and Transformation Connection Service Rate	\$/kW	1.4022
Wholesale Market Service Rate	\$/kWh	0.0052
Rural Rate Protection Charge	\$/kWh	0.0013
Standard Supply Service – Administrative Charge (if applicable)	\$	0.25

#### Global Adjustment – Non-RPP Customers Only

Global Adjustment Sub-Account Disposition Rate Rider – effective until January 31, 2012	\$/kWh	0.0039
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#### Specific Service Charges

Customer Administration		
Arrears Certificate	\$	15.00
Request for other billing information	\$	15.00
Credit reference/credit check (plus credit agency costs)	\$	15.00

Revised – February 4, 2010

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

#### **Retail Service Charges (if applicable)**

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)
<b>Service Transaction Requests (STR)</b>		
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**

Total Loss Factor – Secondary Metered Customer < 5,000 kW	1.0360
Total Loss Factor – Secondary Metered Customer > 5,000 kW	1.0145
Total Loss Factor – Primary Metered Customer < 5,000 kW	1.0256
Total Loss Factor – Primary Metered Customer > 5,000 kW	1.0045