

# **YEARBOOK OF ELECTRICITY DISTRIBUTORS**

# **2018**

Published on August 19, 2019



Ontario  
Energy  
Board

## Notes

### General Disclosures

- 1 Past figures in this Yearbook have been updated to reflect distributor data revisions.

### Financial Statement Disclosures

- 2 The Balance Sheet and Income Statement presented in the Yearbook are derived from trial balances reported under the regulatory accounting framework of the OEB. These statements may differ from the distributors' audited financial statements.
- 3 Year-over-year comparisons and trending may be affected due to changes in accounting and financial statement reporting.
- 4 Debit balances reported in credit fields were reclassified to assets; and credit balances in debit fields were reclassified to liabilities.
- 5 Deferred tax assets and liabilities may have been classified by utilities as regulatory assets or liabilities in their filings with the OEB. Wherever possible, this has been classified in the yearbook as other non-current assets or deferred tax liabilities depending on the sign.
- 6 Intangible assets and related accumulated amortization have been included in property, plant & equipment and accumulated depreciation and amortization respectively.
- 7 Inter-company receivables and payables are presented on a net basis in the balance sheet.

### Statistical Information Disclosures

- 8 The total customer figure is the sum of Residential, General Service <50, General Service >50, Large User and Sub Transmission rate classes. Changes in customer counts could be caused by rate reclassifications of customers implemented by some distributors.

# Background on Statistical Yearbook of Electricity Distributors

The Ontario Energy Board (**OEB**) is the regulator of Ontario's natural gas and electricity sectors. In the electricity sector, the OEB sets transmission and distribution rates, and approves the Independent Electricity System Operator's (**IESO**) budgets and fees.

The OEB also sets the rate for the Standard Supply Service for distribution utilities that supply electricity (commodity) directly to consumers.

The OEB provides this Yearbook of Electricity Distributors to publish the financial and operational information collected from electricity distributors. It is compiled from data submitted by the distributors through the Reporting and Record-Keeping Requirements.\*

## Changes for this Year

- Updated "Property, Plant & Equipment" grouping for the inclusion of deferred revenue (contributed capital).
- Historical "Distribution Revenue" figures have been revised in the Snapshot section due to improved accuracy and consistency of data.
- System Reliability section shows the outage information for Major Events and Non Major Events.

\*The following distributors have not filed RRR information: Attawapiskat Power Corporation, Fort Albany Power Corporation and Kashechewan Power Corporation.

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## Consolidated Key Metrics of Ontario Electricity Distributors' Sector

## Industry Metrics Snapshot

Financial Item / Metric	2014	2015	2016	2017*	2018
Power & Distribution Revenues (\$)	16,588,956,596	17,393,427,164	19,064,816,501	16,911,175,635	<b>17,012,321,425</b>
Distribution Revenues (\$)	3,312,028,361	3,421,321,115	3,566,941,454	3,544,650,735	<b>3,746,579,691</b>
Total Net Income (\$)	554,774,402	671,820,220	721,991,181	668,225,063	<b>782,134,258</b>
Return on Shareholders' Equity (%) <sup>i</sup>	7.88%	9.03%	9.32%	7.98%	<b>9.15%</b>
Total OM&A Expenses (\$)	1,692,707,777	1,610,695,415	1,619,995,861	1,615,224,052	<b>1,647,306,325</b>
Net Property, Plant and Equipment (\$) <sup>ii</sup>	15,958,663,307	17,583,492,402	18,695,631,171	20,185,113,666	<b>20,930,711,333</b>
Gross Capital Additions for Year (\$)	1,922,688,740	2,230,339,205	2,147,359,116	2,129,757,110	<b>2,140,744,709</b>
Depreciation Expense (\$)	796,555,442	863,846,599	925,455,321	946,039,197	<b>997,889,808</b>
Total Energy Delivered (kWh)	132,168,695,217	130,749,665,017	130,187,188,150	126,372,444,195	<b>132,372,503,335</b>
Residential Consumption (kWh)	40,094,998,739	40,861,218,090	39,196,063,133	38,098,738,923	<b>41,318,383,306</b>
Total Number of Customers	4,988,859	5,054,739	5,106,528	5,158,977	<b>5,208,985</b>
Number of Residential Customers	4,502,650	4,564,835	4,612,551	4,664,692	<b>4,712,742</b>
Avg. Power & Distribution Revenues / Customer (\$)	3,325	3,441	3,733	3,278	<b>3,266</b>
Avg. Distribution Revenues / Customer (\$)	664	677	699	687	<b>719</b>
Net Income / Customer (\$)	111	133	141	130	<b>150</b>
Average OM&A Expenses / Customer (\$)	339	319	317	313	<b>316</b>

\* 2017 numbers low due in part to missing distributor data resultant from amalgamations.

<sup>i</sup> Return on Equity ratio is calculated as the sum of electricity distributors' net income divided by total shareholders' equity

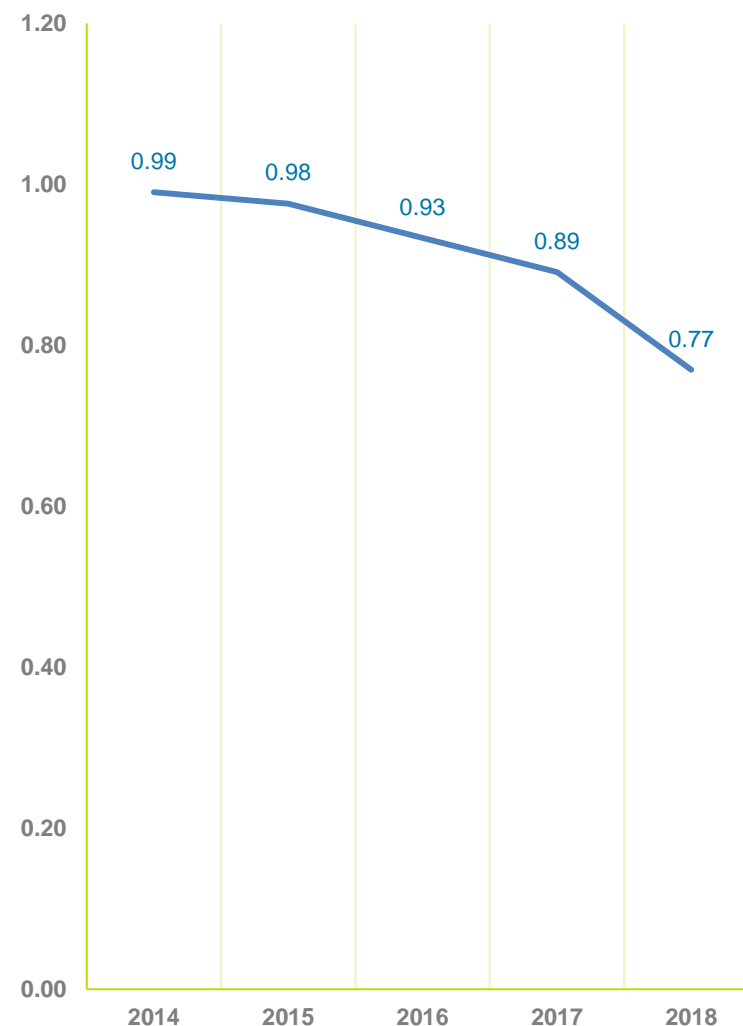
<sup>ii</sup> Net Property, Plant and Equipment is calculated as Property, Plant and Equipment less Accumulated Amortization

## Consolidated Key Metrics of Ontario Electricity Distributors' Sector

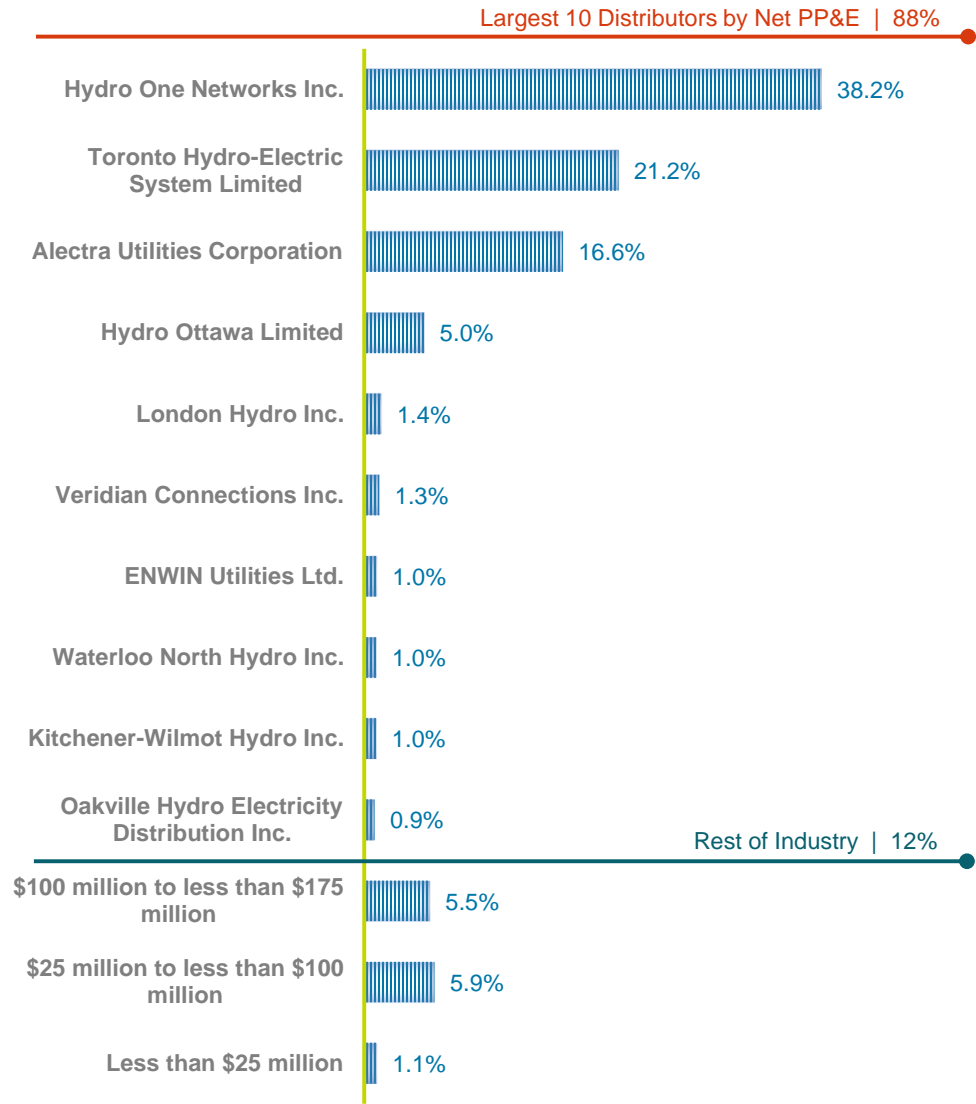
## Balance Sheet as of December 31 | Consolidated

	\$
Cash & cash equivalents	232,202,578
Receivables	2,790,162,408
Inventory	101,920,936
Inter-company receivables	202,665,873
Other current assets	91,453,687
<b>Current assets</b>	<b>3,418,405,482</b>
Property plant & equipment	29,639,558,981
Accumulated depreciation & amortization	(8,708,847,648)
<b>Net Property, Plant and Equipment</b>	<b>20,930,711,333</b>
Regulatory assets	646,950,066
Inter-company investments	2,569,196
Other non-current assets	292,678,163
<b>Total Assets</b>	<b>25,291,314,239</b>
Accounts payable & accrued charges	2,241,292,903
Other current liabilities	312,885,479
Inter-company payables	1,000,088,648
Loans, notes payable, current portion long term debt	886,686,893
<b>Current liabilities</b>	<b>4,440,953,923</b>
Long-term debt	4,861,750,471
Inter-company long-term debt & advances	4,694,991,203
Regulatory liabilities	924,115,466
Other deferred amounts & customer deposits	367,168,279
Employee future benefits	1,333,791,801
Deferred taxes	123,121,229
<b>Total Liabilities</b>	<b>16,745,892,371</b>
Shareholders' Equity	8,545,421,867
<b>Total Liabilities &amp; Equity</b>	<b>25,291,314,239</b>

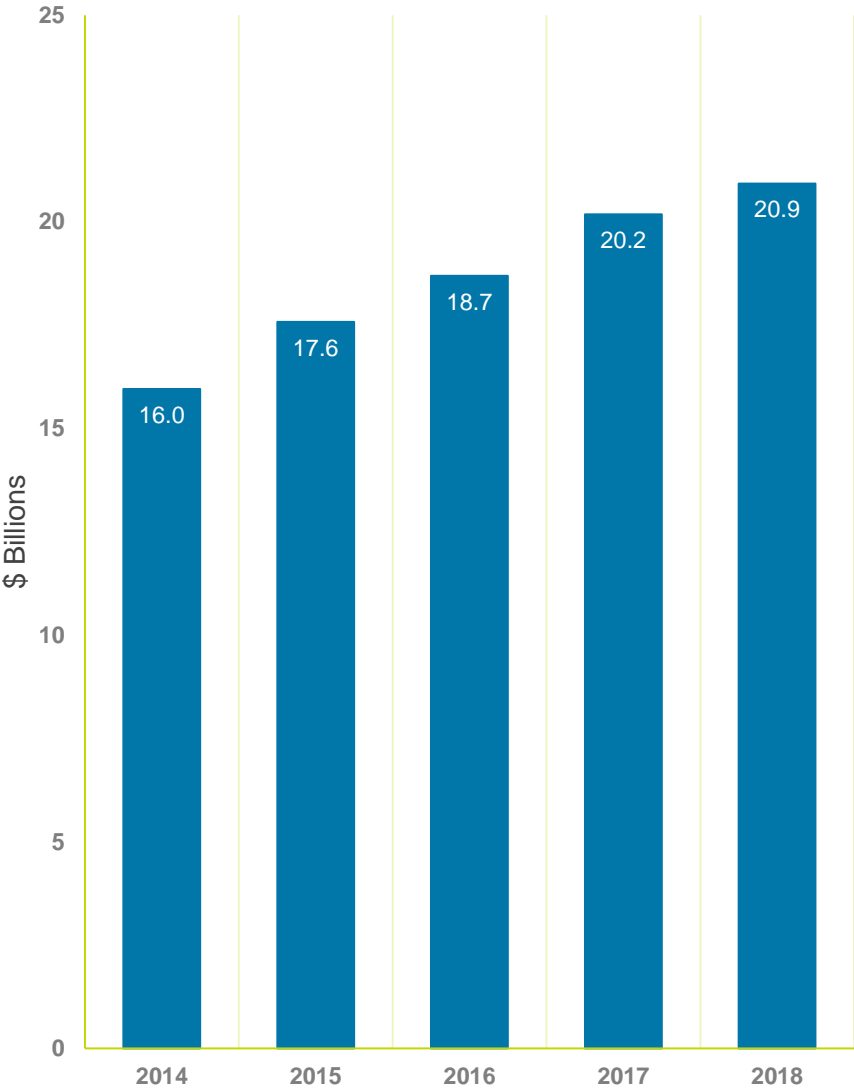
**Current Ratio**  
Current Assets / Current Liabilities

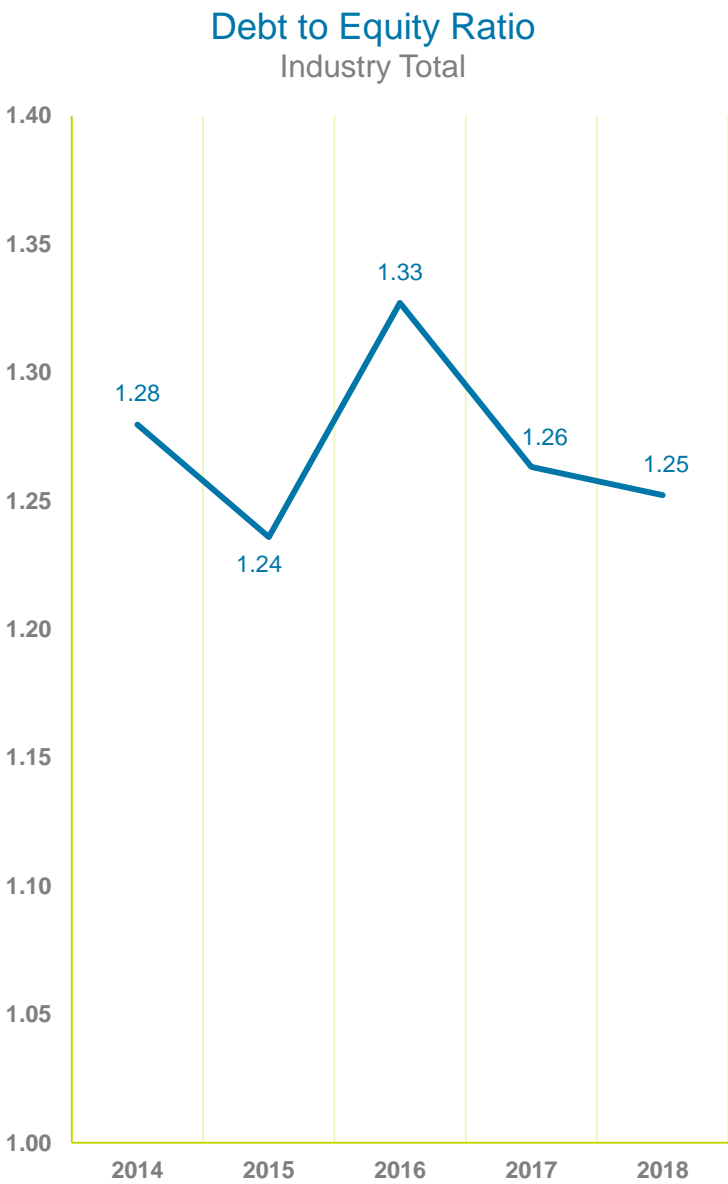
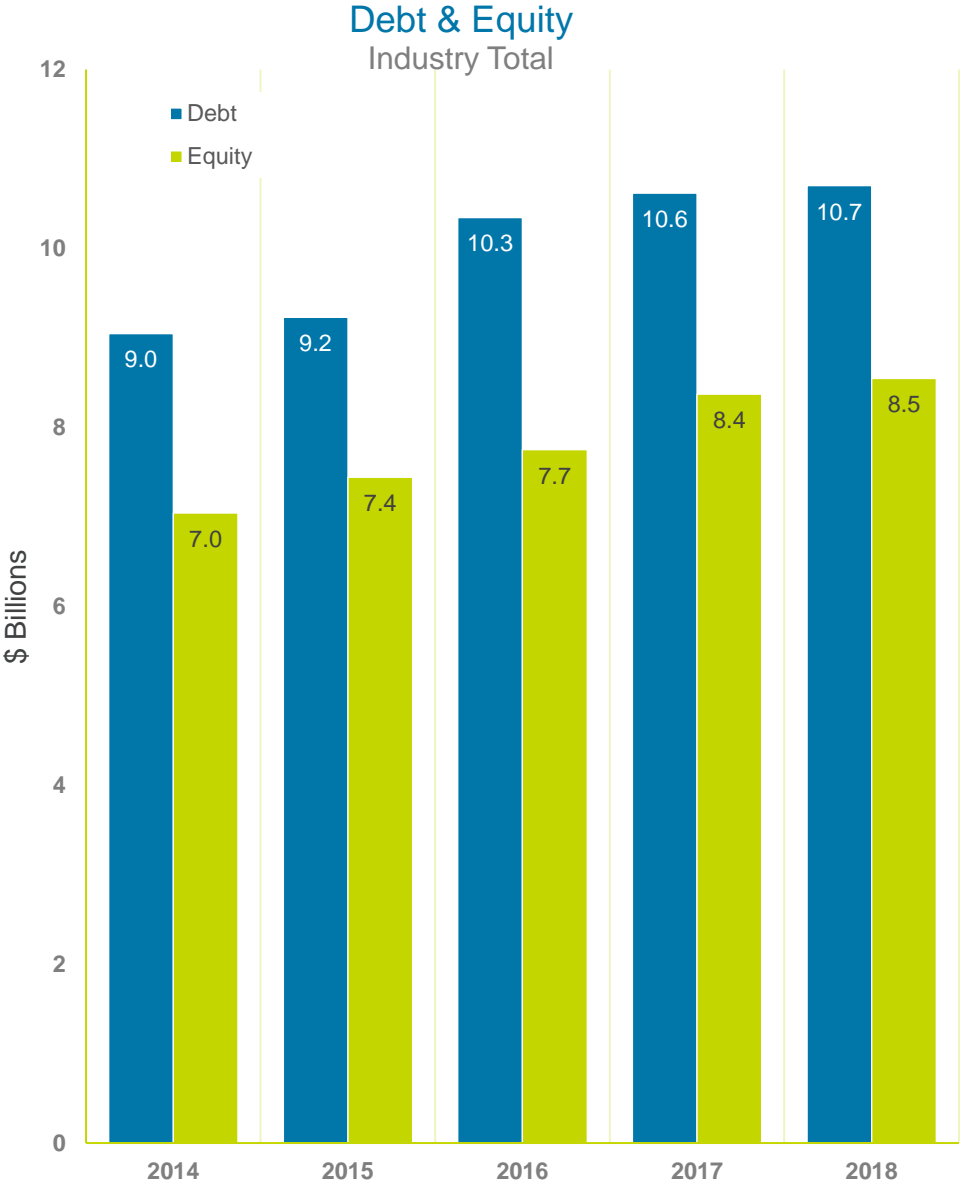


Net Property, Plant & Equipment  
by Distributor (% of Industry Total)



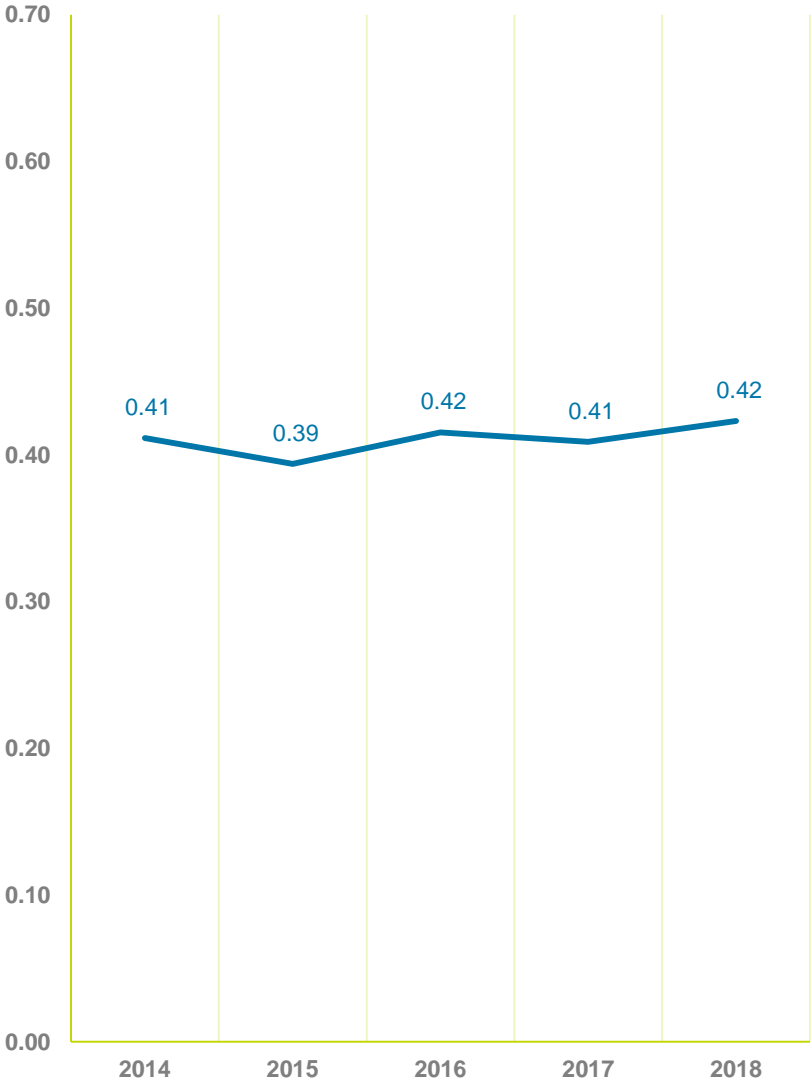
Net Property, Plant & Equipment  
Industry Total





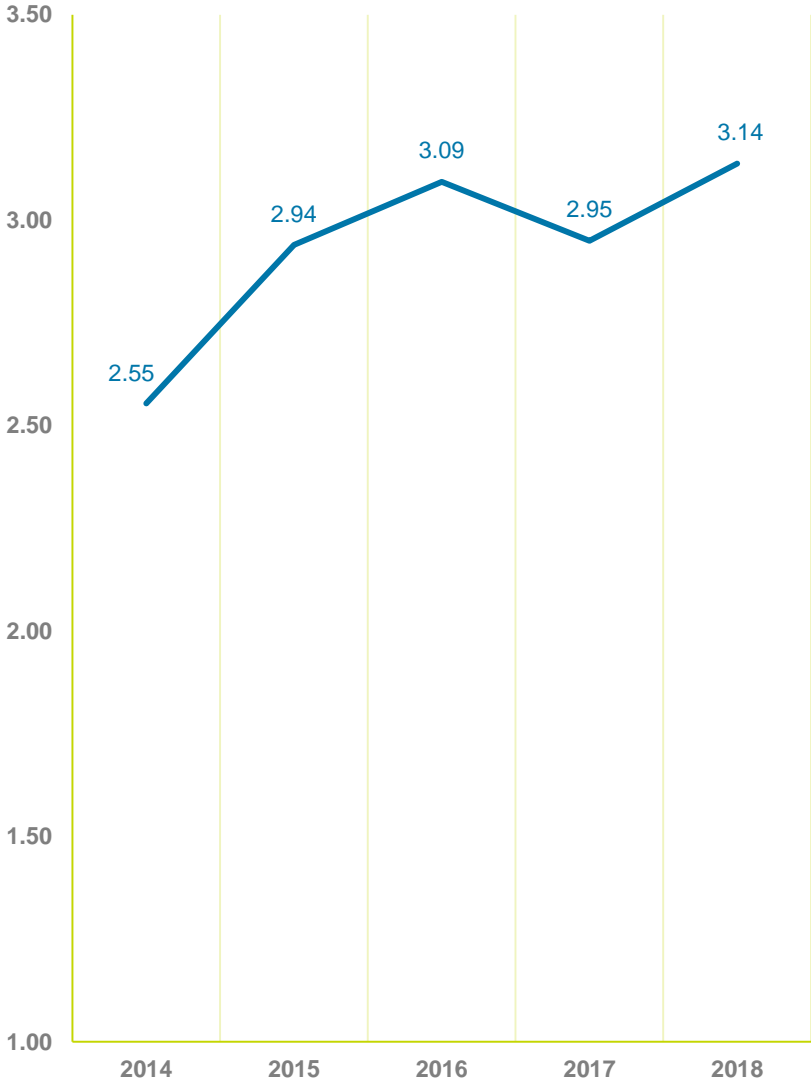
Debt Ratio

Industry Total (Debt / Total Assets)



Interest Coverage

Industry Total (EBIT / Interest Charges)

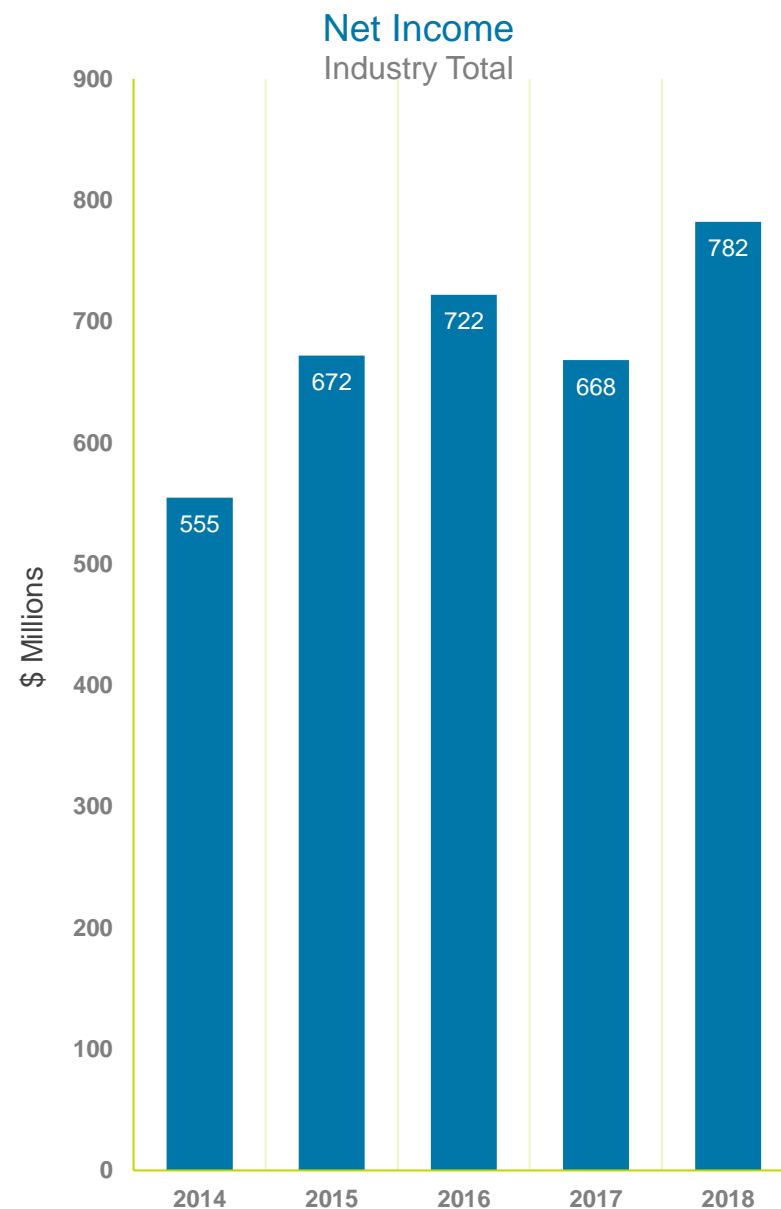


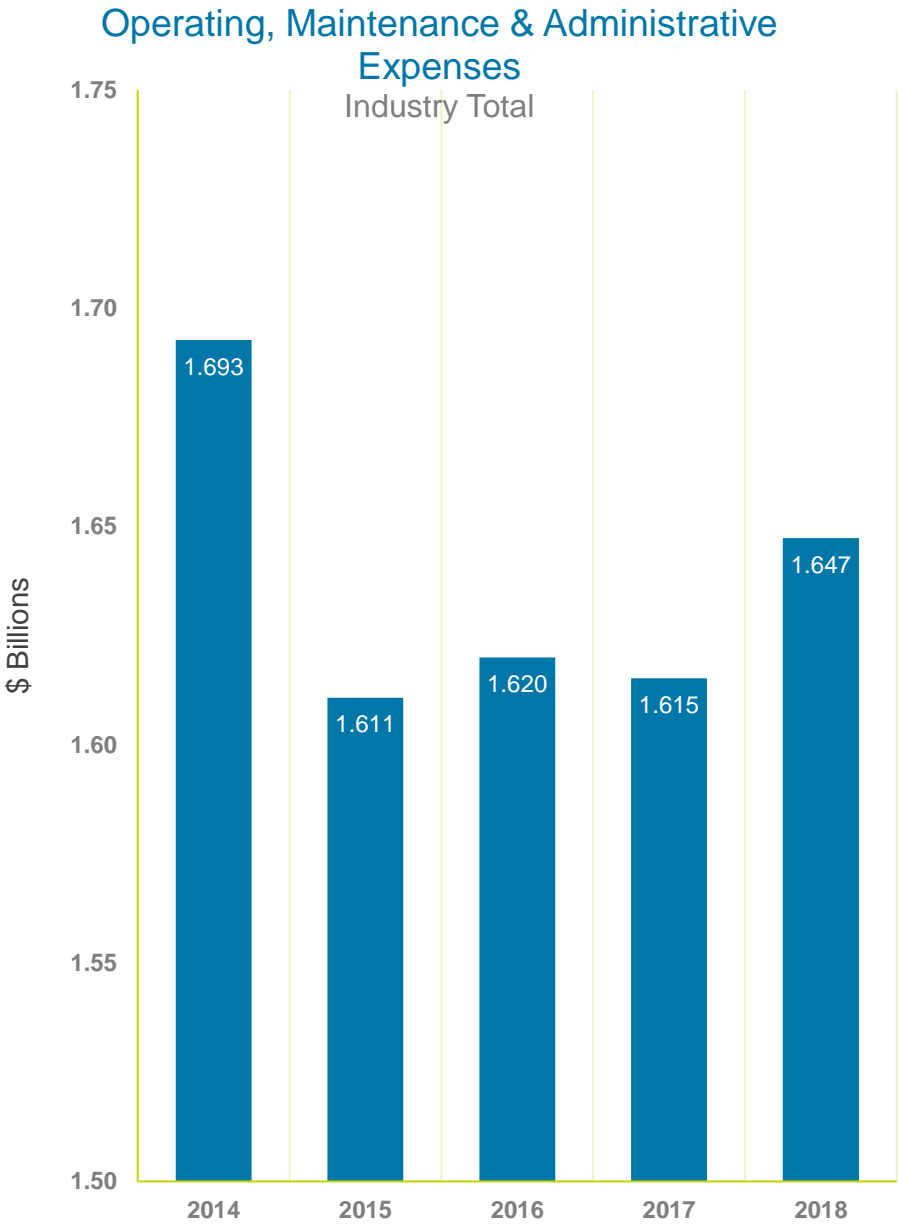
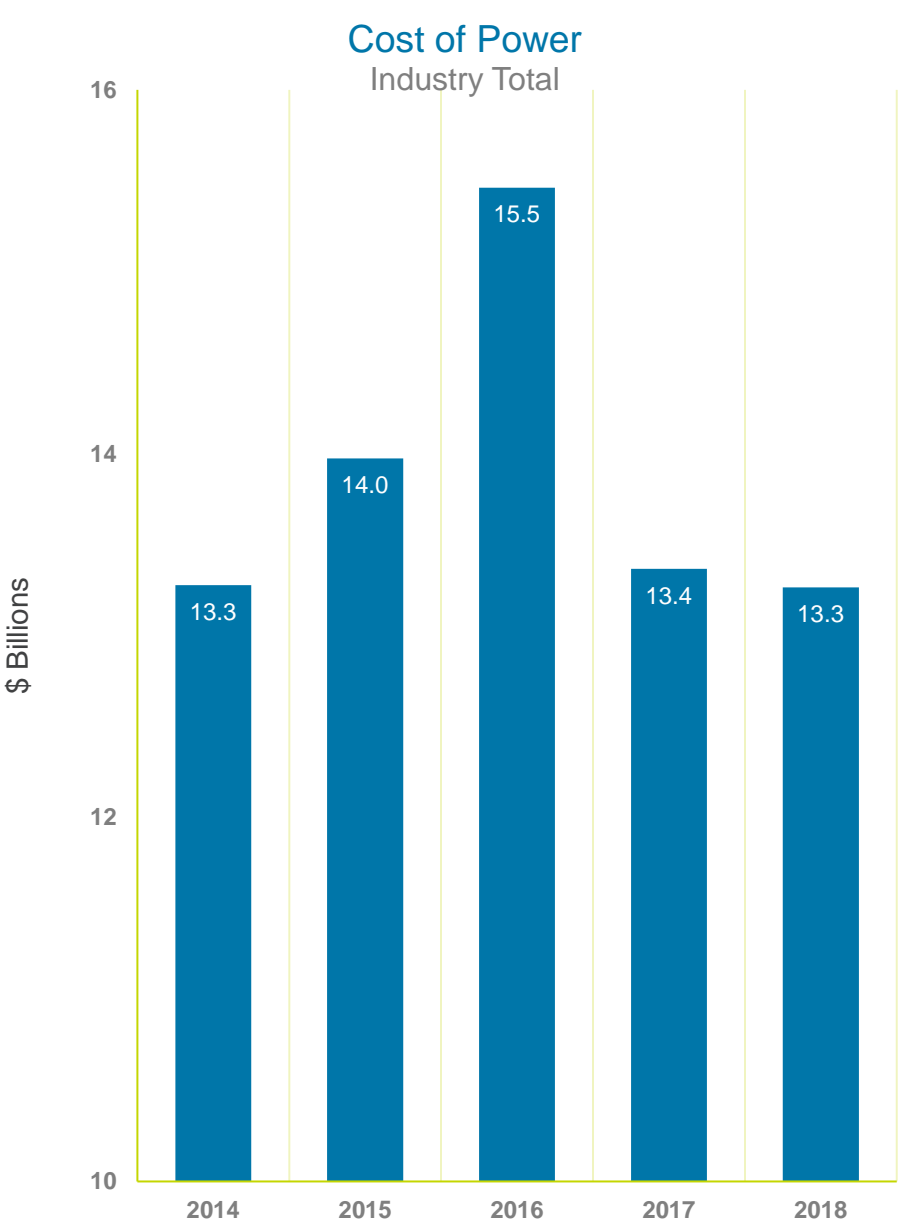


## Consolidated Key Metrics of Ontario Electricity Distributors' Sector

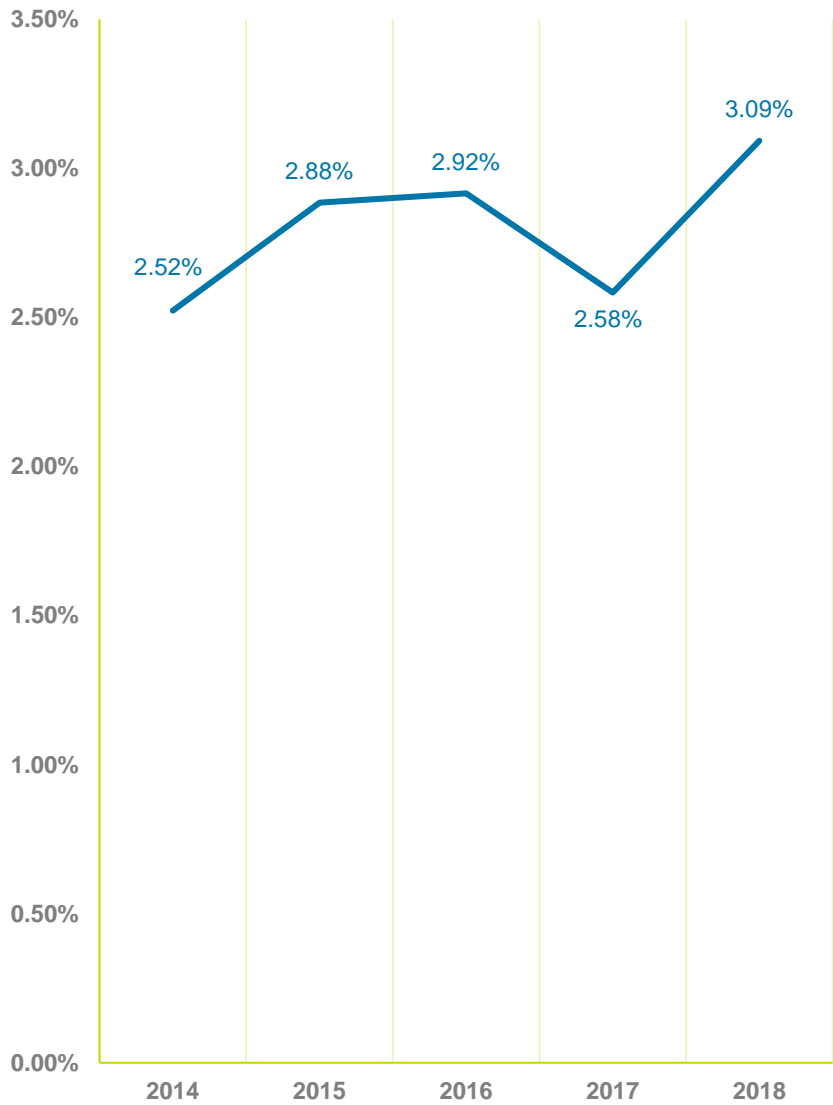
## Income Statement for the Year Ended December 31, 2018 | Consolidated

<b>Revenue</b>	<b>\$</b>
Power and Distribution Revenue	17,012,321,425
Cost of Power and Related Costs	13,265,741,734
<b>Distribution Revenue</b>	<b>3,746,579,691</b>
<b>Other Income (Loss)</b>	<b>243,040,692</b>
<b>Expenses</b>	
Operating	345,978,975
Maintenance	439,993,678
Administrative	861,333,672
Depreciation and Amortization	997,889,808
Financing	428,464,725
	<b>3,073,660,857</b>
<b>Net Income Before Taxes</b>	<b>915,959,526</b>
<b>PILS and Income Taxes</b>	
Current	131,973,720
Deferred	1,851,548
	133,825,268
<b>Net Income</b>	<b>782,134,258</b>
Other Comprehensive Income (Loss)	12,025,225
<b>Comprehensive Income</b>	<b>794,159,483</b>

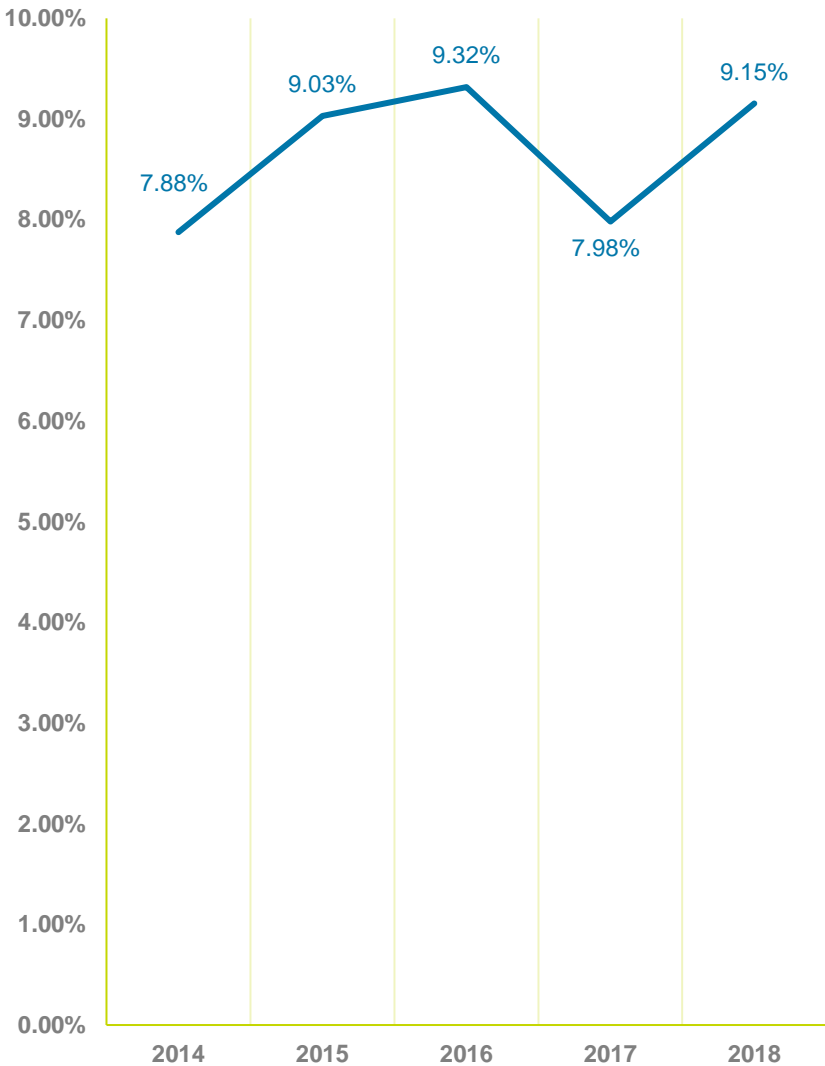




Financial Statement Return on Assets  
Industry Total (Net Income / Total Assets)



Financial Statement Return on Equity  
Industry Total (Net Income / Shareholders' Equity)



## Consolidated Key Metrics of Ontario Electricity Distributors' Sector

For the Year Ended December 31, 2018

## General Statistics | Consolidated

<b>Total Customers</b>	<b>5,208,985</b>
Residential	4,712,742
General Service < 50 kW	440,574
General Service >= 50 kW	54,969
Large User	119
Sub Transmission Customers	581
<b>Total Service Area (sq km)</b>	<b>991,124</b>
% Rural	99%
% Urban	1%
<b>Total Circuit km of Line</b>	<b>225,642</b>
Overhead circuit km of line	167,344
Underground circuit km of line	58,298
<b>Total kWh Distributed</b>	<b>137,831,974,215</b>
Total kWh Delivered (excluding losses)	132,372,503,335
Total kWh Delivered on Long-Term Load Transfer	13,091,219
Total Distribution Losses (kWh)	5,446,379,661
<b>Gross Capital Additions for the Year (\$)</b>	<b>2,140,744,709</b>
High Voltage Capital Additions for the Year (\$)	87,004,341

## Unitized Statistics | Consolidated

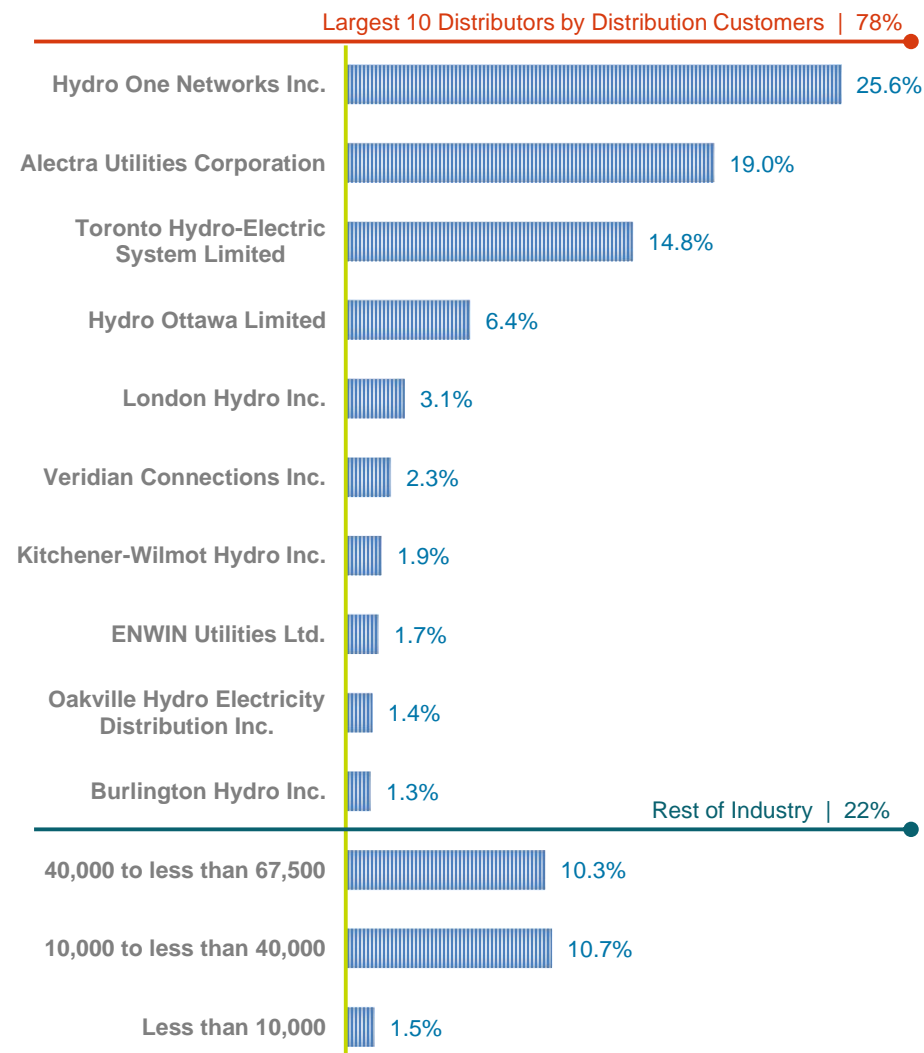
# of Customers per sq km of Service Area	5.26
# of Customers per km of Line	23.09

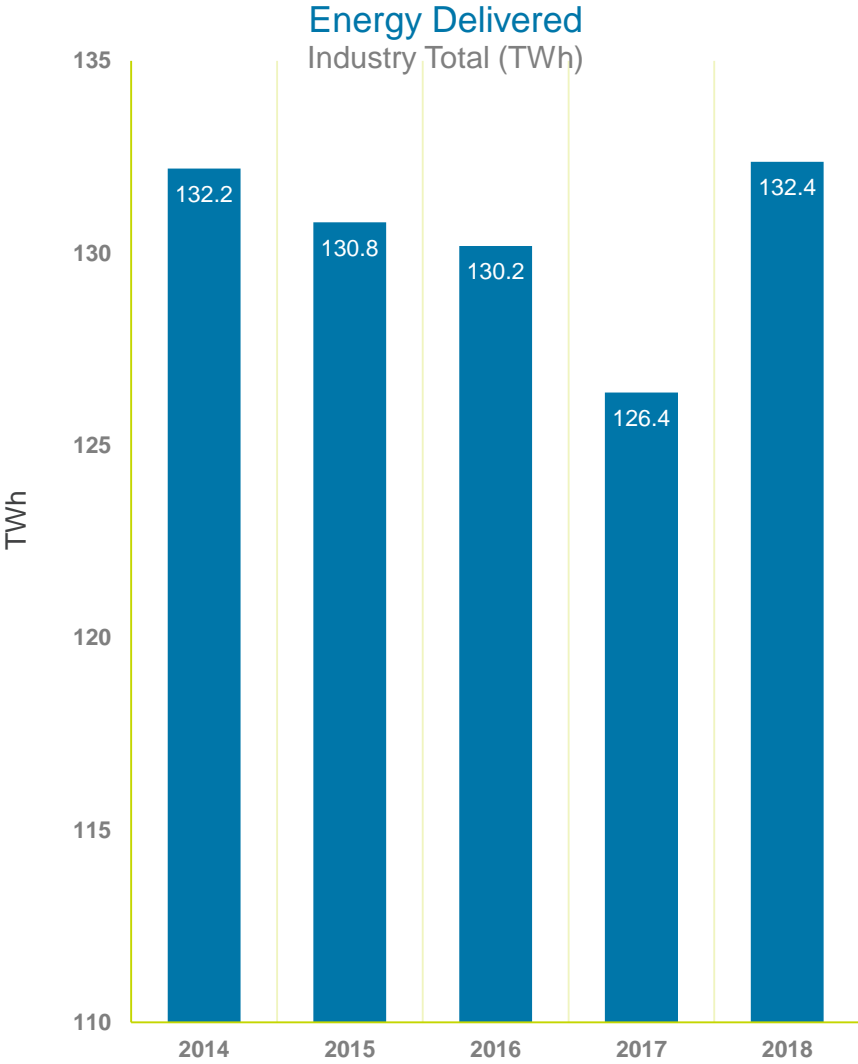
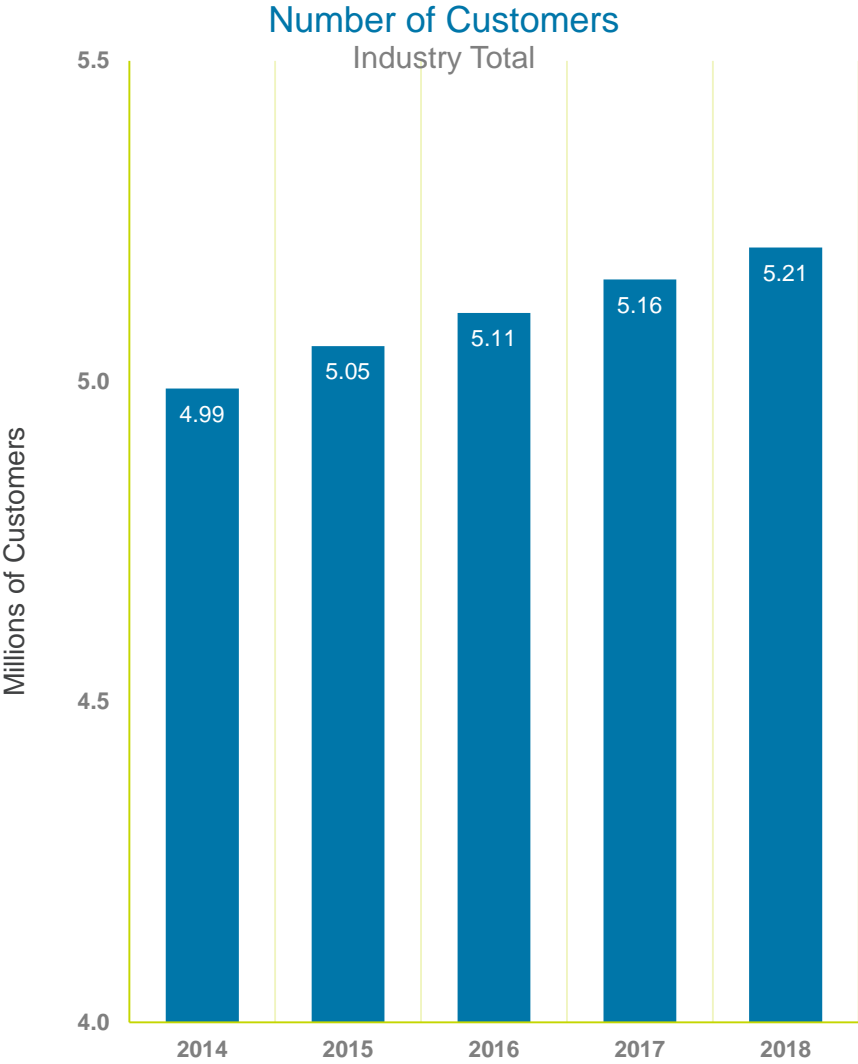
## Distribution Revenue:

Per Customer (\$)	719
Per Total kWh Delivered (\$)	0.03
Average monthly total kWh delivered per customer	2,118

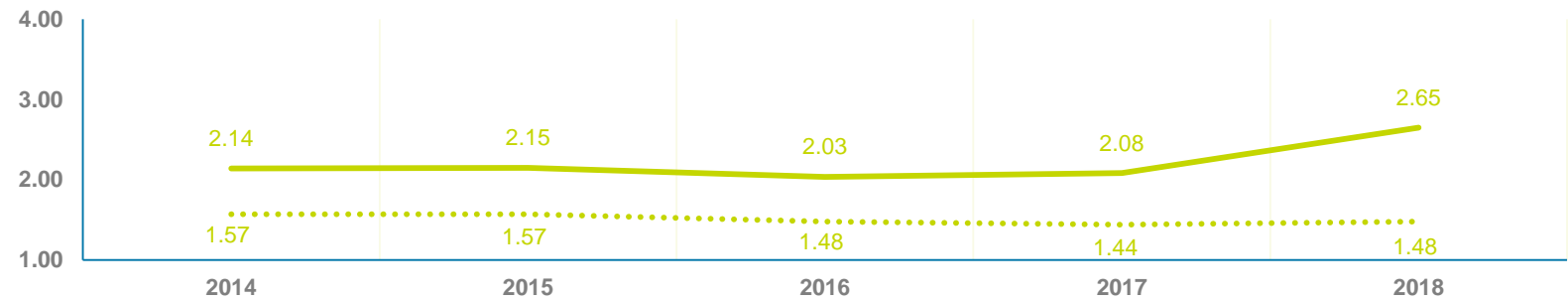
## Annual Cost of Power &amp; Related Costs:

Per Customer (\$)	2,547
Per Total kWh Delivered (\$)	0.10

**OM&A per customer (\$)** 316**Net Income per customer (\$)** 150**Net Fixed Assets per customer (\$)** 4,018Distribution Customers  
by Distributor

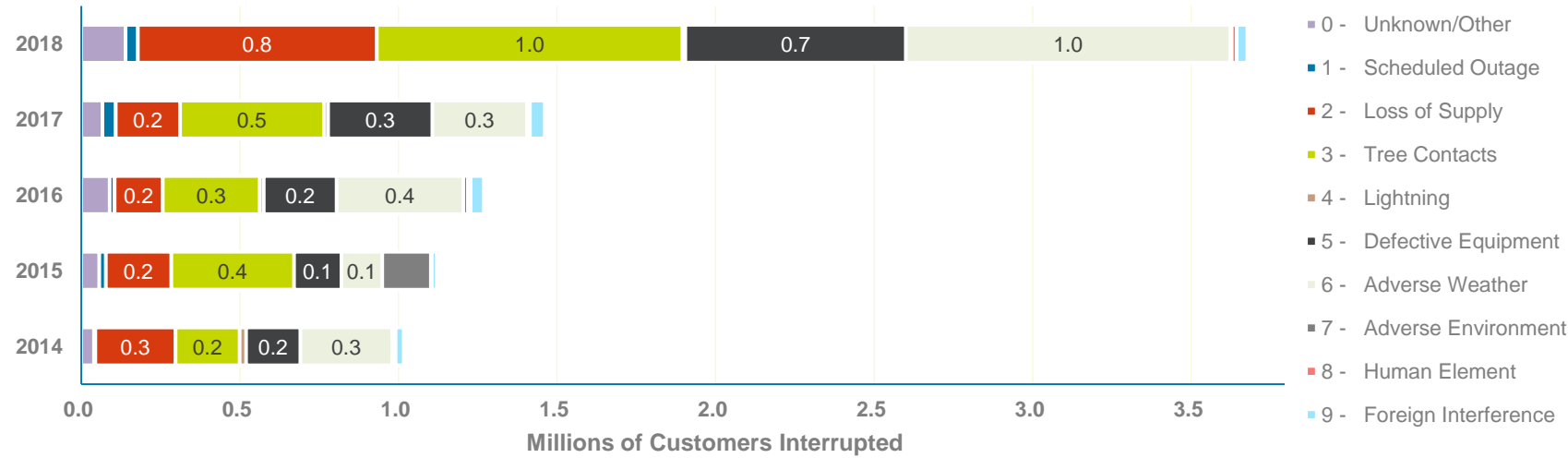


System Reliability Indicators | SAIFI  
Industry Total vs. Adjusted (excluding Loss of Supply & Major Events)

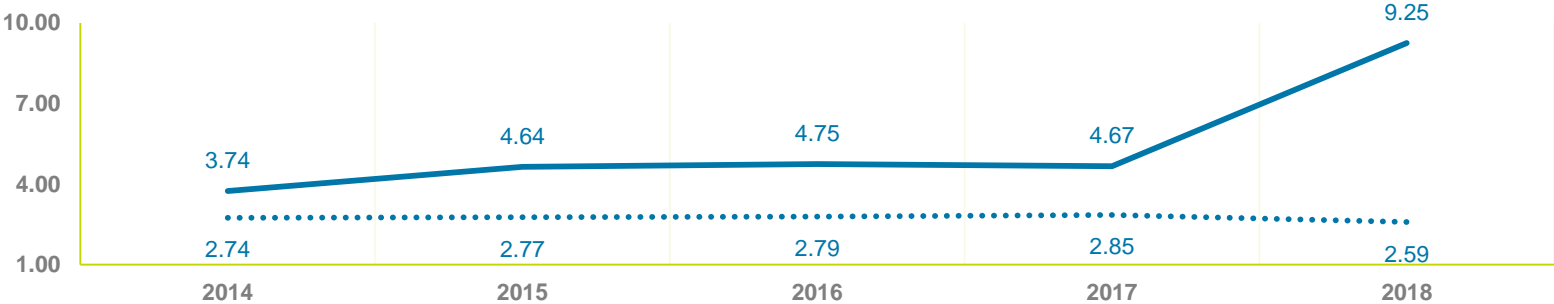


Industry Average ▲					
	2014	2015	2016	2017	2018
SAIFI <sub>TOTAL</sub>	2.14	2.15	2.03	2.08	2.65
SAIFI <sub>ADJUSTED</sub>	1.57	1.57	1.48	1.44	1.48

Customers Interrupted - Major Events  
by Cause Code

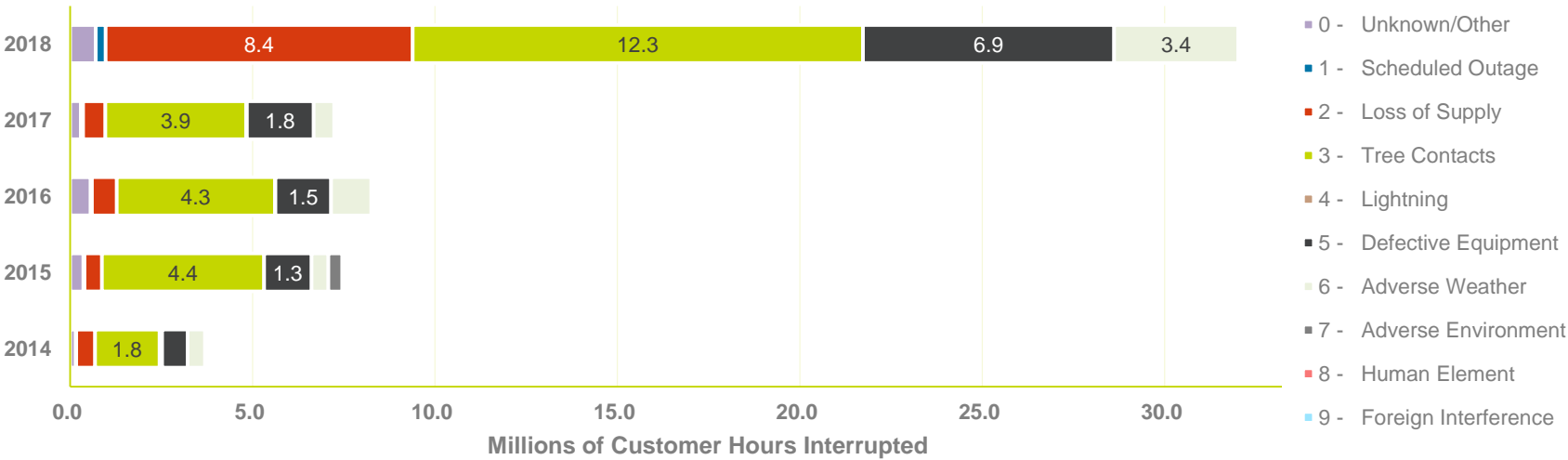


System Reliability Indicators | SAIDI  
Industry Total vs. Adjusted (excluding Loss of Supply & Major Events)

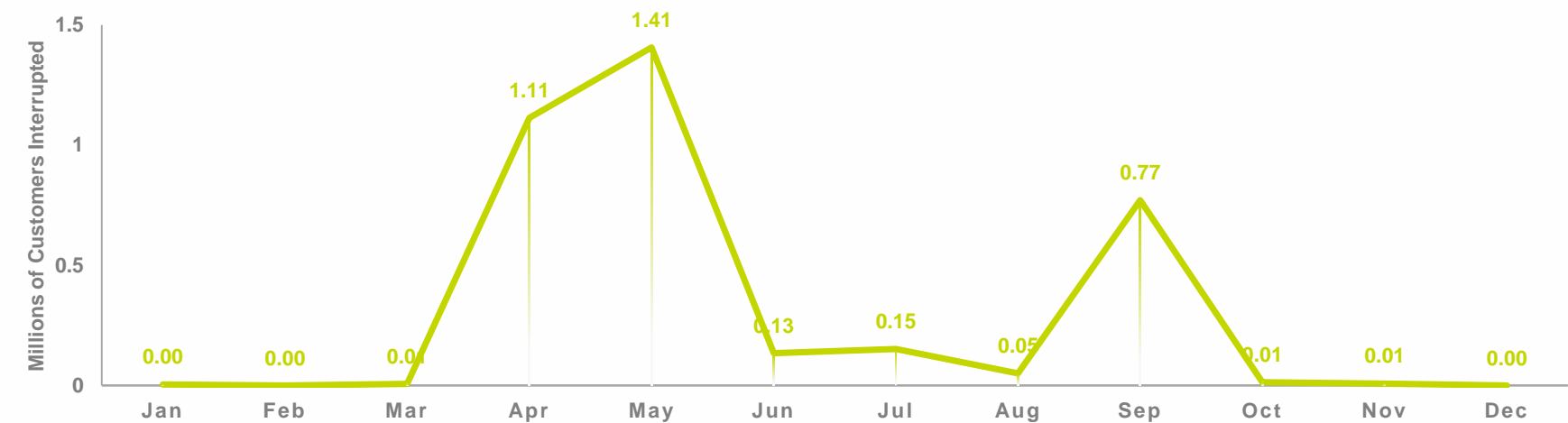


Industry Average ▲					
	2014	2015	2016	2017	2018
SAIDI <sub>TOTAL</sub>	3.74	4.64	4.75	4.67	9.25
SAIDI <sub>ADJUSTED</sub>	2.74	2.77	2.79	2.85	2.59

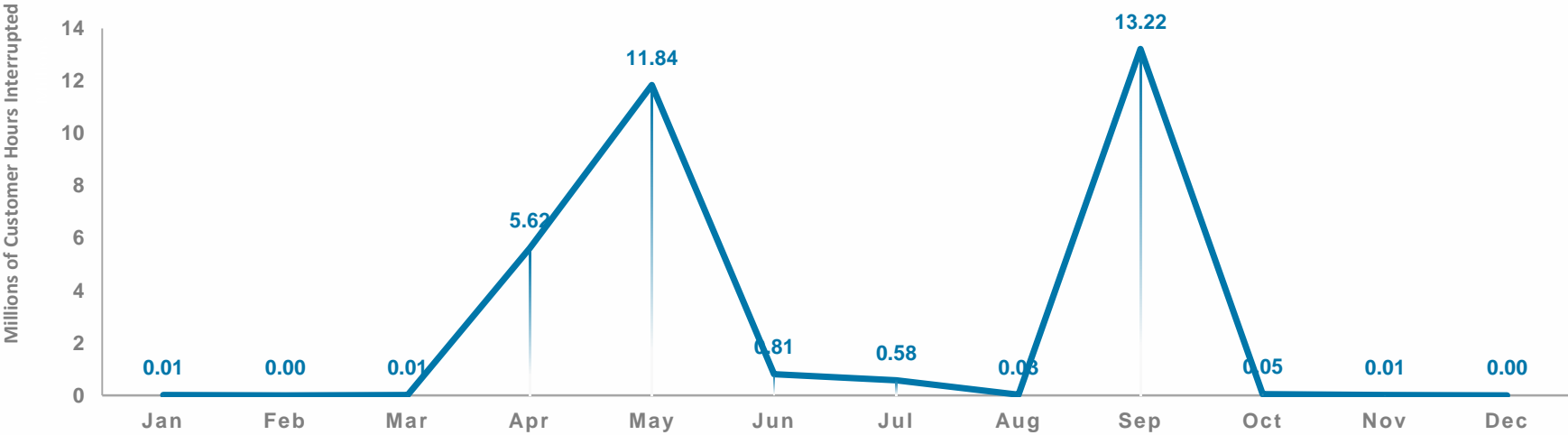
Customer Hours Interrupted - Major Events  
by Cause Code



Customers Interrupted During Major Events | 2018  
by Month



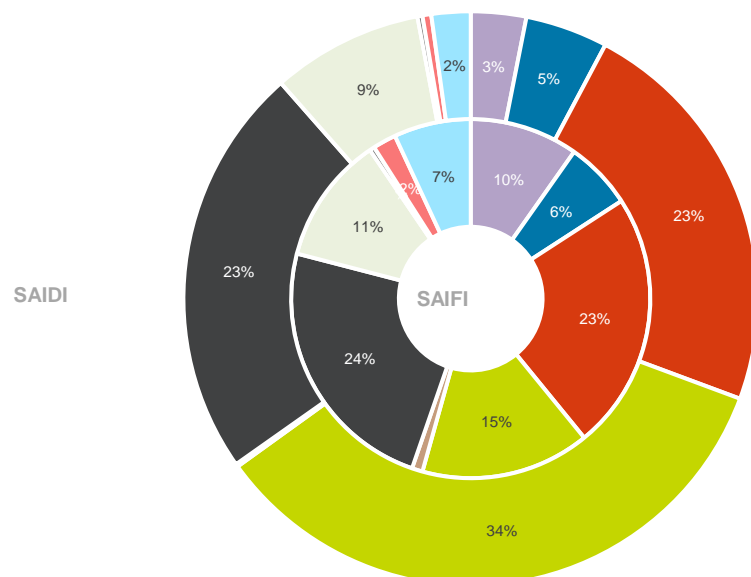
Customer Hours Interrupted Major Events | 2018  
by Month



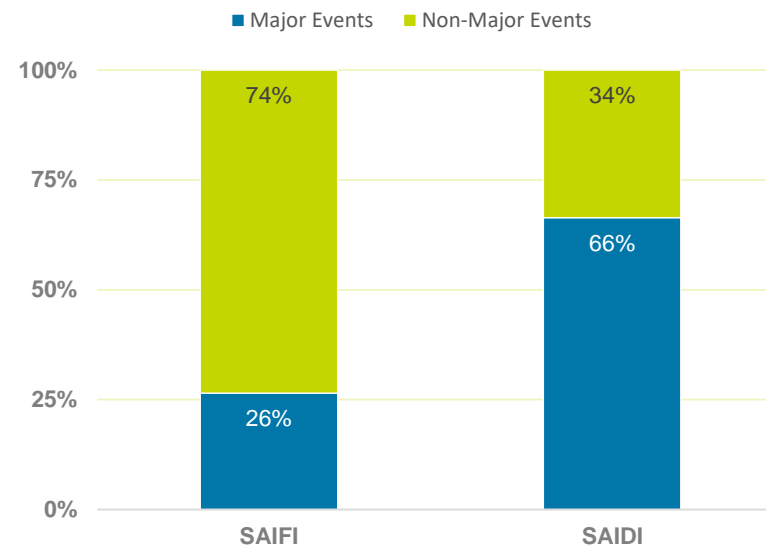


## Frequency & Duration of Industry Total Interruptions | 2018

by Cause Code



## Major Events Contribution to Industry Total Reliability | 2018



Cause Code No. & Description		SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
		Non-Major Events	Major Events	Non-Major Events	Major Events
0	Unknown/Other	1,216,521	139,772	807,275	703,249
1	Scheduled Outage	805,864	38,810	1,986,312	270,304
2	Loss of Supply	2,476,109	753,342	2,695,872	8,413,117
3	Tree Contacts	1,149,948	964,376	4,343,182	12,345,424
4	Lightning	125,607	8,095	74,164	764
5	Defective Equipment	2,599,453	696,378	4,416,083	6,883,232
6	Adverse Weather	570,207	1,022,378	729,864	3,399,752
7	Adverse Environment	58,357	4,109	100,524	36,228
8	Human Element	275,846	16,170	159,145	78,998
9	Foreign Interference	930,331	33,052	973,880	94,389
Sub-Totals		10,208,243	3,676,482	16,286,300	32,225,456
Industry Total		13,884,725		48,511,756	

**Balance Sheet  
as of  
December 31**

	<b>Alectra Utilities Corporation</b>	<b>Algoma Power Inc.</b>	<b>Atikokan Hydro Inc.</b>	<b>Bluewater Power Distribution Corporation</b>	<b>Brantford Power Inc.</b>
	\$	\$	\$	\$	\$
Cash & cash equivalents	6,962,284	633,727	523,303	-	15,701,219
Receivables	586,374,197	4,675,625	752,530	21,248,058	21,710,723
Inventory	20,702,639	134,289	121,074	345,561	1,502,220
Inter-company receivables	174,401,038	-	-	389,527	-
Other current assets	12,970,045	192,329	61,525	956,583	392,453
<b>Current assets</b>	<b>801,410,202</b>	<b>5,635,970</b>	<b>1,458,433</b>	<b>22,939,729</b>	<b>39,306,615</b>
Property plant & equipment	4,241,982,950	184,982,293	7,153,092	128,490,017	85,624,902
Accumulated depreciation & amortization	(772,966,053)	(72,846,732)	(3,785,636)	(62,850,050)	(16,266,663)
<b>Net PP&amp;E</b>	<b>3,469,016,898</b>	<b>112,135,561</b>	<b>3,367,456</b>	<b>65,639,967</b>	<b>69,358,240</b>
Regulatory assets	53,658,802	1,469,101	166,812	1,724,062	1,702,697
Inter-company investments	-	-	-	-	-
Other non-current assets	22,000	5,298,336	88,045	-	1,244,980
<b>Total Assets</b>	<b>4,324,107,902</b>	<b>124,538,968</b>	<b>5,080,745</b>	<b>90,303,758</b>	<b>111,612,532</b>
Accounts payable & accrued charges	401,678,597	4,737,796	907,354	13,498,730	15,145,168
Other current liabilities	9,584,064	129,062	42,840	270,537	460,846
Inter-company payables	179,028,172	410,694	-	2,565,245	344,765
Loans and notes payable, and current portion of long term debt	265,553,285	-	116,486	530,393	2,148,938
<b>Current liabilities</b>	<b>855,844,119</b>	<b>5,277,553</b>	<b>1,066,680</b>	<b>16,864,905</b>	<b>18,099,716</b>
Long-term debt	-	52,000,000	85,337	21,761,792	13,526,245
Inter-company long-term debt & advances	1,628,592,041	12,750,000	381,851	-	24,189,168
Regulatory liabilities	74,887,749	3,798,210	286,891	4,392,934	5,933,899
Other deferred amounts & customer deposits	59,734,920	239,729	116,725	1,443,905	1,887,223
Employee future benefits	60,997,990	4,773,499	-	12,563,841	1,224,800
Deferred taxes	25,682,953	-	88,045	-	201,209
<b>Total Liabilities</b>	<b>2,705,739,772</b>	<b>78,838,991</b>	<b>2,025,528</b>	<b>57,027,377</b>	<b>65,062,260</b>
<b>Shareholders' Equity</b>	<b>1,618,368,130</b>	<b>45,699,976</b>	<b>3,055,217</b>	<b>33,276,381</b>	<b>46,550,272</b>
<b>Liabilities &amp; Shareholders' Equity</b>	<b>4,324,107,902</b>	<b>124,538,968</b>	<b>5,080,745</b>	<b>90,303,758</b>	<b>111,612,532</b>

**Balance Sheet  
as of  
December 31**

	Burlington Hydro Inc.	Canadian Niagara Power Inc.	Centre Wellington Hydro Ltd.	Chapleau Public Utilities Corporation	Cooperative Hydro Embrun Inc.
	\$	\$	\$	\$	\$
Cash & cash equivalents	17,802,211	5,070,423	1,428,939	749,678	892,159
Receivables	36,887,579	9,142,586	4,567,722	580,058	799,820
Inventory	4,566,351	69,818	310,781	117,529	-
Inter-company receivables	593,871	-	-	-	-
Other current assets	401,677	618,964	221,002	1,722	-
<b>Current assets</b>	<b>60,251,689</b>	<b>14,901,791</b>	<b>6,528,443</b>	<b>1,448,986</b>	<b>1,691,978</b>
Property plant & equipment	281,800,009	174,972,486	27,409,522	3,690,046	6,249,387
Accumulated depreciation & amortization	(163,276,456)	(68,322,329)	(11,729,225)	(2,145,166)	(1,945,474)
<b>Net PP&amp;E</b>	<b>118,523,554</b>	<b>106,650,157</b>	<b>15,680,297</b>	<b>1,544,880</b>	<b>4,303,913</b>
Regulatory assets	7,736,691	1,351,753	461,416	393,826	227,308
Inter-company investments	-	-	-	-	-
Other non-current assets	28,469	4,786,292	601,366	-	46,363
<b>Total Assets</b>	<b>186,540,402</b>	<b>127,689,993</b>	<b>23,271,522</b>	<b>3,387,692</b>	<b>6,269,562</b>
Accounts payable & accrued charges	21,845,236	10,306,312	4,087,416	435,998	863,692
Other current liabilities	625,533	142,842	86,607	9,969	-
Inter-company payables	59,232	23,079,476	-	53,075	-
Loans and notes payable, and current portion of long term debt	1,527,283	-	127,878	-	-
<b>Current liabilities</b>	<b>24,057,285</b>	<b>33,528,629</b>	<b>4,301,901</b>	<b>499,042</b>	<b>863,692</b>
Long-term debt	18,196,243	61,050,000	3,885,838	-	581,338
Inter-company long-term debt & advances	47,878,608	-	5,046,753	-	-
Regulatory liabilities	2,994,968	2,796,280	119,740	518,886	78,281
Other deferred amounts & customer deposits	2,255,162	1,157,664	1,207,768	18,999	33,433
Employee future benefits	4,870,343	6,217,000	232,466	-	-
Deferred taxes	1,931,886	2,758,936	-	-	-
<b>Total Liabilities</b>	<b>102,184,496</b>	<b>107,508,510</b>	<b>14,794,466</b>	<b>1,036,927</b>	<b>1,556,743</b>
<b>Shareholders' Equity</b>	<b>84,355,907</b>	<b>20,181,483</b>	<b>8,477,056</b>	<b>2,350,765</b>	<b>4,712,819</b>
<b>Liabilities &amp; Shareholders' Equity</b>	<b>186,540,402</b>	<b>127,689,993</b>	<b>23,271,522</b>	<b>3,387,692</b>	<b>6,269,562</b>

**Balance Sheet  
as of  
December 31**

	<b>E.L.K. Energy Inc.</b>	<b>Energy+ Inc.</b>	<b>Entegrus Powerlines Inc.</b>	<b>ENWIN Utilities Ltd.</b>	<b>EPCOR Electricity Distribution Ontario Inc.</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Cash & cash equivalents	4,537,801	3,984,969	3,553,380	34,928,848	755,103
Receivables	5,743,548	39,542,786	26,015,065	48,652,274	8,717,889
Inventory	309,057	2,540,453	1,145,205	3,749,215	541,493
Inter-company receivables	87,386	2,800	6,398,632	2,326,085	1,088,339
Other current assets	90,486	662,923	1,154,368	766,552	244,085
<b>Current assets</b>	<b>10,768,278</b>	<b>46,733,932</b>	<b>38,266,650</b>	<b>90,422,973</b>	<b>11,346,909</b>
Property plant & equipment	25,354,975	197,301,008	135,879,461	312,252,487	25,856,168
Accumulated depreciation & amortization	(15,968,219)	(22,463,585)	(20,110,030)	(92,671,389)	(5,243,980)
<b>Net PP&amp;E</b>	<b>9,386,757</b>	<b>174,837,423</b>	<b>115,769,431</b>	<b>219,581,098</b>	<b>20,612,188</b>
Regulatory assets	4,102,596	4,891,813	4,296,934	8,638,599	4,439,600
Inter-company investments	100	-	-	2,054,765	-
Other non-current assets	158,849	463,524	27,195	8,083,122	301,253
<b>Total Assets</b>	<b>24,416,580</b>	<b>226,926,691</b>	<b>158,360,210</b>	<b>328,780,556</b>	<b>36,699,950</b>
Accounts payable & accrued charges	3,730,497	30,400,897	21,153,113	33,687,375	6,743,630
Other current liabilities	27,521	1,728,777	422,784	705,058	512,016
Inter-company payables	531,833	-	2,626,766	5,659,928	1,774,332
Loans and notes payable, and current portion of long term debt	-	-	4,451,065	326,359	526,035
<b>Current liabilities</b>	<b>4,289,851</b>	<b>32,129,674</b>	<b>28,653,727</b>	<b>40,378,720</b>	<b>9,556,014</b>
Long-term debt	3,600,000	85,000,000	24,497,996	51,000,000	7,543,784
Inter-company long-term debt & advances	-	5,784,703	37,523,326	29,032,294	8,100,000
Regulatory liabilities	4,233,842	7,906,280	3,119,276	26,603,161	877,052
Other deferred amounts & customer deposits	1,418,287	(2,123,549)	5,837,387	14,616,275	256,025
Employee future benefits	457,382	3,318,233	4,228,718	64,397,300	845,464
Deferred taxes	-	5,158,993	-	-	-
<b>Total Liabilities</b>	<b>13,999,362</b>	<b>137,174,334</b>	<b>103,860,430</b>	<b>226,027,751</b>	<b>27,178,339</b>
<b>Shareholders' Equity</b>	<b>10,417,218</b>	<b>89,752,357</b>	<b>54,499,780</b>	<b>102,752,805</b>	<b>9,521,612</b>
<b>Liabilities &amp; Shareholders' Equity</b>	<b>24,416,580</b>	<b>226,926,691</b>	<b>158,360,210</b>	<b>328,780,556</b>	<b>36,699,950</b>

**Balance Sheet  
as of  
December 31**

	<b>ERTH Power Corporation</b>	<b>Espanola Regional Hydro Distribution Corporation</b>	<b>Essex Powerlines Corporation</b>	<b>Festival Hydro Inc.</b>	<b>Fort Frances Power Corporation</b>
	\$	\$	\$	\$	\$
Cash & cash equivalents	-	767,496	1,000,700	-	2,565,888
Receivables	12,951,739	1,835,932	13,406,693	13,351,119	2,084,500
Inventory	78,173	50,383	610,685	96,644	93,863
Inter-company receivables	99,329	-	876	164,717	-
Other current assets	636,052	369,809	182,817	486,259	69,385
<b>Current assets</b>	<b>13,765,292</b>	<b>3,023,621</b>	<b>15,201,770</b>	<b>14,098,739</b>	<b>4,813,636</b>
Property plant & equipment	44,231,664	10,360,028	90,605,465	65,324,183	13,501,133
Accumulated depreciation & amortization	(6,694,224)	(5,796,571)	(35,660,460)	(10,937,625)	(9,393,184)
<b>Net PP&amp;E</b>	<b>37,537,440</b>	<b>4,563,457</b>	<b>54,945,005</b>	<b>54,386,558</b>	<b>4,107,948</b>
Regulatory assets	7,744,439	2,545,032	9,508,340	880,925	431,342
Inter-company investments	-	-	-	-	-
Other non-current assets	22,262	11,392	-	-	-
<b>Total Assets</b>	<b>59,069,434</b>	<b>10,143,501</b>	<b>79,655,115</b>	<b>69,366,222</b>	<b>9,352,926</b>
Accounts payable & accrued charges	12,370,097	2,427,446	13,243,661	9,153,453	610,136
Other current liabilities	90,399	58,464	62,854	214,572	184,550
Inter-company payables	276,044	-	84,358	15,571,897	-
Loans and notes payable, and current portion of long term debt	3,101,498	-	9,371,519	3,148,865	-
<b>Current liabilities</b>	<b>15,838,038</b>	<b>2,485,910</b>	<b>22,762,392</b>	<b>28,088,787</b>	<b>794,686</b>
Long-term debt	19,973,968	2,157,971	19,848,278	12,420,624	-
Inter-company long-term debt & advances	-	1,524,511	373,943	-	-
Regulatory liabilities	3,832,940	490,908	5,339,457	419,761	419,021
Other deferred amounts & customer deposits	1,170,568	84,387	779,324	583,007	1,928,702
Employee future benefits	880,900	-	2,631,898	1,287,745	-
Deferred taxes	638,000	114,324	1,053,912	308,504	122,056
<b>Total Liabilities</b>	<b>42,334,414</b>	<b>6,858,010</b>	<b>52,789,203</b>	<b>43,108,428</b>	<b>3,264,465</b>
<b>Shareholders' Equity</b>	<b>16,735,020</b>	<b>3,285,491</b>	<b>26,865,912</b>	<b>26,257,794</b>	<b>6,088,461</b>
<b>Liabilities &amp; Shareholders' Equity</b>	<b>59,069,434</b>	<b>10,143,501</b>	<b>79,655,115</b>	<b>69,366,222</b>	<b>9,352,926</b>

**Balance Sheet  
as of  
December 31**

	Greater Sudbury Hydro Inc.	Grimsby Power Incorporated	Guelph Hydro Electric Systems Inc.	Halton Hills Hydro Inc.	Hearst Power Distribution Company Limited
	\$	\$	\$	\$	\$
Cash & cash equivalents	-	3,181	7,272,299	-	3,003,440
Receivables	19,529,481	4,470,917	30,161,286	12,540,025	1,708,149
Inventory	1,316,431	665,331	1,934,042	1,203,168	113,255
Inter-company receivables	-	7,037	25,027	2,591,285	-
Other current assets	437,585	310,787	1,533,687	594,354	79,884
<b>Current assets</b>	<b>21,283,498</b>	<b>5,457,253</b>	<b>40,926,340</b>	<b>16,928,832</b>	<b>4,904,728</b>
Property plant & equipment	215,110,992	32,538,679	199,268,016	104,497,604	2,493,230
Accumulated depreciation & amortization	(122,965,467)	(9,042,783)	(54,677,342)	(11,533,503)	(939,165)
<b>Net PP&amp;E</b>	<b>92,145,525</b>	<b>23,495,896</b>	<b>144,590,673</b>	<b>92,964,101</b>	<b>1,554,064</b>
Regulatory assets	5,729,746	1,348,123	8,331,063	1,314,344	343,543
Inter-company investments	400,000	-	-	-	-
Other non-current assets	7,833,825	-	6,090,157	5,447,433	8,000
<b>Total Assets</b>	<b>127,392,594</b>	<b>30,301,273</b>	<b>199,938,234</b>	<b>116,654,710</b>	<b>6,810,335</b>
Accounts payable & accrued charges	6,781,385	3,681,468	29,816,584	11,358,175	2,023,119
Other current liabilities	404,664	62,176	288,611	323,775	38,689
Inter-company payables	-	21,284	-	-	-
Loans and notes payable, and current portion of long term debt	7,502,002	1,263,503	564,990	25,435,594	-
<b>Current liabilities</b>	<b>14,688,051</b>	<b>5,028,430</b>	<b>30,670,185</b>	<b>37,117,544</b>	<b>2,061,808</b>
Long-term debt	546,532	7,777,339	95,000,000	20,197,502	1,250,000
Inter-company long-term debt & advances	48,645,457	5,782,746	-	16,141,969	-
Regulatory liabilities	5,944,312	181,201	2,312,816	2,146,329	68,229
Other deferred amounts & customer deposits	1,494,053	1,267,867	784,807	2,583,315	82,140
Employee future benefits	17,556,607	-	10,153,577	922,997	-
Deferred taxes	7,957,542	168,090	-	4,688,187	-
<b>Total Liabilities</b>	<b>96,832,554</b>	<b>20,205,674</b>	<b>138,921,384</b>	<b>83,797,843</b>	<b>3,462,178</b>
<b>Shareholders' Equity</b>	<b>30,560,040</b>	<b>10,095,599</b>	<b>61,016,849</b>	<b>32,856,867</b>	<b>3,348,157</b>
<b>Liabilities &amp; Shareholders' Equity</b>	<b>127,392,594</b>	<b>30,301,273</b>	<b>199,938,234</b>	<b>116,654,710</b>	<b>6,810,335</b>

**Balance Sheet  
as of  
December 31**

	Hydro 2000 Inc.	Hydro Hawkesbury Inc.	Hydro One Networks Inc.	Hydro Ottawa Limited	Innpower Corporation
	\$	\$	\$	\$	\$
Cash & cash equivalents	76,970	2,334,365	1,150	-	212,906
Receivables	846,538	3,943,435	702,889,164	144,634,846	7,389,069
Inventory	-	96,134	4,623,504	14,730,534	662,465
Inter-company receivables	-	-	-	5,207,275	116,850
Other current assets	15,649	26,371	29,214,034	5,941,677	381,578
<b>Current assets</b>	<b>939,157</b>	<b>6,400,305</b>	<b>736,727,852</b>	<b>170,514,332</b>	<b>8,762,868</b>
Property plant & equipment	884,271	9,910,546	12,489,379,660	1,244,860,354	67,007,198
Accumulated depreciation & amortization	(278,563)	(2,971,517)	(4,502,090,977)	(194,589,506)	(11,201,223)
<b>Net PP&amp;E</b>	<b>605,708</b>	<b>6,939,029</b>	<b>7,987,288,684</b>	<b>1,050,270,848</b>	<b>55,805,975</b>
Regulatory assets	542,759	293,391	292,886,359	5,420,201	5,996,595
Inter-company investments	-	-	-	-	-
Other non-current assets	4,655	212,892	186,066,335	315,501	267,187
<b>Total Assets</b>	<b>2,092,279</b>	<b>13,845,617</b>	<b>9,202,969,230</b>	<b>1,226,520,882</b>	<b>70,832,626</b>
Accounts payable & accrued charges	468,193	2,917,889	543,990,659	137,933,812	5,139,680
Other current liabilities	1,021	42,261	221,570,845	55,011	722,079
Inter-company payables	-	-	390,818,425	-	2,273,639
Loans and notes payable, and current portion of long term debt	17	170,156	329,210,486	74,673,179	1,195,387
<b>Current liabilities</b>	<b>469,232</b>	<b>3,130,305</b>	<b>1,485,590,415</b>	<b>212,662,002</b>	<b>9,330,784</b>
Long-term debt	-	3,669,128	3,620,475,142	-	35,135,699
Inter-company long-term debt & advances	-	-	-	597,185,000	-
Regulatory liabilities	502,864	2,148,836	518,398,049	16,251,589	3,193,510
Other deferred amounts & customer deposits	-	374,396	47,482,024	27,135,774	484,311
Employee future benefits	-	-	781,719,906	12,366,800	178,083
Deferred taxes	7,180	-	32,990,446	-	-
<b>Total Liabilities</b>	<b>979,276</b>	<b>9,322,666</b>	<b>6,486,655,982</b>	<b>865,601,164</b>	<b>48,322,387</b>
<b>Shareholders' Equity</b>	<b>1,113,004</b>	<b>4,522,952</b>	<b>2,716,313,248</b>	<b>360,919,718</b>	<b>22,510,238</b>
<b>Liabilities &amp; Shareholders' Equity</b>	<b>2,092,279</b>	<b>13,845,617</b>	<b>9,202,969,230</b>	<b>1,226,520,882</b>	<b>70,832,626</b>



**Balance Sheet  
as of  
December 31**

	Kenora Hydro Electric Corporation Ltd.	Kingston Hydro Corporation	Kitchener-Wilmot Hydro Inc.	Lakefront Utilities Inc.	Lakeland Power Distribution Ltd.
	\$	\$	\$	\$	\$
Cash & cash equivalents	1,815,838	4,020,631	21,487,593	394,206	2,930,867
Receivables	1,370,837	14,347,146	40,496,813	6,022,961	7,913,687
Inventory	243,826	1,944,715	1,558,063	434,817	337,489
Inter-company receivables	849,570	-	100,820	-	43,411
Other current assets	53,186	207,646	1,415,506	96,904	294,161
<b>Current assets</b>	<b>4,333,257</b>	<b>20,520,138</b>	<b>65,058,794</b>	<b>6,948,887</b>	<b>11,519,615</b>
Property plant & equipment	11,456,025	61,683,850	387,749,042	23,965,323	53,544,462
Accumulated depreciation & amortization	(3,213,553)	(9,759,175)	(175,568,658)	(5,029,073)	(26,078,647)
<b>Net PP&amp;E</b>	<b>8,242,472</b>	<b>51,924,675</b>	<b>212,180,384</b>	<b>18,936,250</b>	<b>27,465,815</b>
Regulatory assets	292,640	4,110,820	2,507,476	1,292,792	1,998,997
Inter-company investments	-	-	-	-	-
Other non-current assets	183,457	96,098	4,857,586	-	519,154
<b>Total Assets</b>	<b>13,051,826</b>	<b>76,651,731</b>	<b>284,604,239</b>	<b>27,177,929</b>	<b>41,503,581</b>
Accounts payable & accrued charges	952,831	8,642,647	30,989,044	2,658,324	5,192,755
Other current liabilities	20,749	-	141,480	123,476	146,563
Inter-company payables	17,381	-	-	1,268,053	1,434,317
Loans and notes payable, and current portion of long term debt	100,000	4,401,370	1,195,167	241,485	215,806
<b>Current liabilities</b>	<b>1,090,961</b>	<b>13,044,017</b>	<b>32,325,691</b>	<b>4,291,338</b>	<b>6,989,443</b>
Long-term debt	4,110,946	17,986,812	606,874	10,398,976	17,373,639
Inter-company long-term debt & advances	-	10,880,619	76,962,142	-	-
Regulatory liabilities	599,065	3,478,798	6,949,377	1,908,536	1,192,799
Other deferred amounts & customer deposits	88,530	(683,223)	6,136,277	238,348	241,258
Employee future benefits	232,700	1,115,299	5,304,769	420,900	57,680
Deferred taxes	-	552,075	3,308,192	-	-
<b>Total Liabilities</b>	<b>6,122,202</b>	<b>46,374,397</b>	<b>131,593,321</b>	<b>17,258,097</b>	<b>25,854,819</b>
<b>Shareholders' Equity</b>	<b>6,929,624</b>	<b>30,277,334</b>	<b>153,010,918</b>	<b>9,919,833</b>	<b>15,648,762</b>
<b>Liabilities &amp; Shareholders' Equity</b>	<b>13,051,826</b>	<b>76,651,731</b>	<b>284,604,239</b>	<b>27,177,929</b>	<b>41,503,581</b>



**Balance Sheet  
as of  
December 31**

	London Hydro Inc.	Milton Hydro Distribution Inc.	Newmarket-Tay Power Distribution Ltd.	Niagara Peninsula Energy Inc.	Niagara-on-the- Lake Hydro Inc.
	\$	\$	\$	\$	\$
Cash & cash equivalents	1,299,696	8,374,579	6,400	8,817,939	-
Receivables	75,290,716	20,073,773	30,627,178	28,107,781	4,683,780
Inventory	616,715	1,368,320	882,196	1,411,917	373,453
Inter-company receivables	-	1,461,080	-	12,231	-
Other current assets	2,666,777	1,004,949	556,018	2,426,599	91,947
<b>Current assets</b>	<b>79,873,905</b>	<b>32,282,701</b>	<b>32,071,791</b>	<b>40,776,466</b>	<b>5,149,179</b>
Property plant & equipment	503,465,229	158,413,452	108,873,505	292,974,136	51,259,518
Accumulated depreciation & amortization	(201,871,030)	(69,773,227)	(20,072,773)	(151,669,258)	(25,985,774)
<b>Net PP&amp;E</b>	<b>301,594,199</b>	<b>88,640,225</b>	<b>88,800,732</b>	<b>141,304,878</b>	<b>25,273,743</b>
Regulatory assets	24,059,429	4,324,776	10,858,305	3,656,588	2,508,414
Inter-company investments	-	-	-	-	-
Other non-current assets	5,914,807	1,350,000	3,942,170	15,052,140	698,210
<b>Total Assets</b>	<b>411,442,340</b>	<b>126,597,702</b>	<b>135,672,998</b>	<b>200,790,072</b>	<b>33,629,547</b>
Accounts payable & accrued charges	51,765,922	16,141,643	15,948,595	17,190,644	4,803,948
Other current liabilities	3,177,697	331,172	63,163	1,244	42,743
Inter-company payables	6,450,846	1,342,441	-	-	-
Loans and notes payable, and current portion of long term debt	1,522,000	1,793,830	6,798,809	11,123,823	3,643,584
<b>Current liabilities</b>	<b>62,916,465</b>	<b>19,609,086</b>	<b>22,810,567</b>	<b>28,315,711</b>	<b>8,490,275</b>
Long-term debt	140,000,000	53,934,500	51,112,409	40,337,500	616,667
Inter-company long-term debt & advances	-	-	-	25,605,090	5,123,871
Regulatory liabilities	6,234,928	2,128,315	6,983,853	7,381,883	610,985
Other deferred amounts & customer deposits	14,442,013	1,955,716	4,885,430	103,795	770,977
Employee future benefits	13,894,700	496,556	1,157,004	4,020,821	546,609
Deferred taxes	5,590,269	3,828,933	1,483,328	11,403,207	343,785
<b>Total Liabilities</b>	<b>243,078,375</b>	<b>81,953,106</b>	<b>88,432,592</b>	<b>117,168,008</b>	<b>16,503,168</b>
<b>Shareholders' Equity</b>	<b>168,363,965</b>	<b>44,644,596</b>	<b>47,240,407</b>	<b>83,622,064</b>	<b>17,126,379</b>
<b>Liabilities &amp; Shareholders' Equity</b>	<b>411,442,340</b>	<b>126,597,702</b>	<b>135,672,998</b>	<b>200,790,072</b>	<b>33,629,547</b>

**Balance Sheet  
as of  
December 31**

	North Bay Hydro Distribution Limited	Northern Ontario Wires Inc.	Oakville Hydro Electricity Distribution Inc.	Orangeville Hydro Limited	Orillia Power Distribution Corporation
	\$	\$	\$	\$	\$
Cash & cash equivalents	7,643,501	-	27,643,206	582,924	19,231
Receivables	12,692,171	3,579,747	34,941,586	6,954,527	8,344,079
Inventory	723,431	240,831	3,925,469	322,002	551,784
Inter-company receivables	3,687,832	-	-	-	481,184
Other current assets	783,087	150,067	913,666	131,823	87,740
<b>Current assets</b>	<b>25,530,022</b>	<b>3,970,645</b>	<b>67,423,927</b>	<b>7,991,276</b>	<b>9,484,018</b>
Property plant & equipment	130,388,945	9,861,026	221,836,024	23,096,412	34,772,592
Accumulated depreciation & amortization	(64,106,144)	(2,957,352)	(43,359,012)	(4,314,821)	(5,335,729)
<b>Net PP&amp;E</b>	<b>66,282,801</b>	<b>6,903,675</b>	<b>178,477,012</b>	<b>18,781,592</b>	<b>29,436,863</b>
Regulatory assets	720,038	33,418	8,901,084	1,945,042	2,101,846
Inter-company investments	-	-	-	-	-
Other non-current assets	2,925,162	-	8,325,409	277,000	2,791,000
<b>Total Assets</b>	<b>95,458,023</b>	<b>10,907,738</b>	<b>263,127,433</b>	<b>28,994,910</b>	<b>43,813,727</b>
Accounts payable & accrued charges	8,708,103	1,909,255	40,647,972	4,326,257	7,817,572
Other current liabilities	1,423,447	-	624,059	259,327	194,182
Inter-company payables	270,835	7,209	1,607,000	-	82,593
Loans and notes payable, and current portion of long term debt	3,502,329	292,155	4,636,842	534,382	5,050,000
<b>Current liabilities</b>	<b>13,904,714</b>	<b>2,208,619</b>	<b>47,515,873</b>	<b>5,119,966</b>	<b>13,144,347</b>
Long-term debt	35,060,008	3,727,961	18,849,101	11,053,998	-
Inter-company long-term debt & advances	-	-	69,553,319	-	9,762,000
Regulatory liabilities	1,272,786	621,373	4,450,671	533,453	4,225,524
Other deferred amounts & customer deposits	901,739	167,653	17,276,594	686,522	823,865
Employee future benefits	4,092,159	386,616	11,596,342	329,084	589,615
Deferred taxes	1,666,724	4,200	-	277,000	-
<b>Total Liabilities</b>	<b>56,898,130</b>	<b>7,116,421</b>	<b>169,241,901</b>	<b>18,000,022</b>	<b>28,545,351</b>
<b>Shareholders' Equity</b>	<b>38,559,894</b>	<b>3,791,316</b>	<b>93,885,532</b>	<b>10,994,887</b>	<b>15,268,376</b>
<b>Liabilities &amp; Shareholders' Equity</b>	<b>95,458,023</b>	<b>10,907,738</b>	<b>263,127,433</b>	<b>28,994,910</b>	<b>43,813,727</b>

**Balance Sheet  
as of  
December 31**

	Oshawa PUC Networks Inc.	Ottawa River Power Corporation	Peterborough Distribution Incorporated	PUC Distribution Inc.	Renfrew Hydro Inc.
	\$	\$	\$	\$	\$
Cash & cash equivalents	6,412,410	2,165,194	4,107,336	614,613	650
Receivables	21,144,697	5,330,971	14,766,217	13,978,734	2,329,712
Inventory	76,050	479,527	1,172,553	1,610,428	246,273
Inter-company receivables	-	-	-	-	87,379
Other current assets	914,525	388,223	77,015	689,336	58,939
<b>Current assets</b>	<b>28,547,682</b>	<b>8,363,914</b>	<b>20,123,120</b>	<b>16,893,111</b>	<b>2,722,954</b>
Property plant & equipment	214,305,396	16,023,117	125,718,844	111,841,961	8,084,186
Accumulated depreciation & amortization	(94,552,059)	(4,945,760)	(61,751,970)	(17,895,340)	(1,405,122)
<b>Net PP&amp;E</b>	<b>119,753,337</b>	<b>11,077,357</b>	<b>63,966,874</b>	<b>93,946,621</b>	<b>6,679,063</b>
Regulatory assets	9,387,204	2,224,508	1,262,678	1,852,340	448,958
Inter-company investments	-	-	-	-	-
Other non-current assets	271,092	1,024,498	1,161,000	150,000	251,546
<b>Total Assets</b>	<b>157,959,315</b>	<b>22,690,276</b>	<b>86,513,672</b>	<b>112,842,073</b>	<b>10,102,521</b>
Accounts payable & accrued charges	20,955,865	5,445,528	8,449,662	9,453,729	1,429,720
Other current liabilities	134,131	83	563,236	-	3,819
Inter-company payables	5,686,735	210,950	-	3,281,448	494,926
Loans and notes payable, and current portion of long term debt	-	74,979	5,428,500	-	136,078
<b>Current liabilities</b>	<b>26,776,731</b>	<b>5,731,539</b>	<b>14,441,399</b>	<b>12,735,177</b>	<b>2,064,542</b>
Long-term debt	-	5,585,838	30,270,860	36,152,307	285,721
Inter-company long-term debt & advances	60,064,000	-	1,510,000	26,534,040	2,705,168
Regulatory liabilities	4,729,638	2,335,318	4,378,651	4,685,001	820,111
Other deferred amounts & customer deposits	3,907,960	95,251	1,934,723	-	112,926
Employee future benefits	12,927,639	192,672	764,647	-	220,223
Deferred taxes	-	-	-	150,000	-
<b>Total Liabilities</b>	<b>108,405,968</b>	<b>13,940,619</b>	<b>53,300,279</b>	<b>80,256,525</b>	<b>6,208,693</b>
<b>Shareholders' Equity</b>	<b>49,553,347</b>	<b>8,749,657</b>	<b>33,213,393</b>	<b>32,585,548</b>	<b>3,893,828</b>
<b>Liabilities &amp; Shareholders' Equity</b>	<b>157,959,315</b>	<b>22,690,276</b>	<b>86,513,672</b>	<b>112,842,073</b>	<b>10,102,521</b>

**Balance Sheet  
as of  
December 31**

	Rideau St. Lawrence Distribution Inc.	Sioux Lookout Hydro Inc.	Thunder Bay Hydro Electricity Distribution Inc.	Tillsonburg Hydro Inc.	Toronto Hydro- Electric System Limited
	\$	\$	\$	\$	\$
Cash & cash equivalents	445,881	321,009	2,756,495	1,124,493	-
Receivables	2,818,306	2,814,629	22,111,466	4,466,196	484,382,182
Inventory	253,678	133,705	2,128,434	423,872	8,067,927
Inter-company receivables	-	-	781,417	-	1,271,934
Other current assets	199,272	182,588	1,686,588	22,116	11,695,189
<b>Current assets</b>	<b>3,717,137</b>	<b>3,451,930</b>	<b>29,464,399</b>	<b>6,036,677</b>	<b>505,417,233</b>
Property plant & equipment	8,256,873	10,012,420	230,240,067	22,405,008	5,333,499,789
Accumulated depreciation & amortization	(1,878,308)	(4,578,824)	(115,767,036)	(11,876,192)	(893,442,345)
<b>Net PP&amp;E</b>	<b>6,378,565</b>	<b>5,433,596</b>	<b>114,473,031</b>	<b>10,528,816</b>	<b>4,440,057,444</b>
Regulatory assets	234,451	216,286	1,923,956	565,898	99,179,880
Inter-company investments	-	-	114,331	-	-
Other non-current assets	92,006	84,522	-	-	9,811,065
<b>Total Assets</b>	<b>10,422,158</b>	<b>9,186,334</b>	<b>145,975,718</b>	<b>17,131,391</b>	<b>5,054,465,621</b>
Accounts payable & accrued charges	1,992,002	2,943,511	17,373,833	1,231,083	492,444,569
Other current liabilities	-	5,112	232,247	402,324	64,082,408
Inter-company payables	1,863,959	-	4,377	2,039,735	336,920,628
Loans and notes payable, and current portion of long term debt	518,469	309,842	1,230,305	-	57,600,892
<b>Current liabilities</b>	<b>4,374,430</b>	<b>3,258,465</b>	<b>18,840,761</b>	<b>3,673,141</b>	<b>951,048,497</b>
Long-term debt	-	1,160,672	26,745,674	800,000	-
Inter-company long-term debt & advances	1,163,352	-	26,490,500	-	1,785,725,107
Regulatory liabilities	637,759	1,441,726	1,810,296	796,339	131,572,062
Other deferred amounts & customer deposits	151,305	93,036	1,152,187	267,031	116,117,260
Employee future benefits	40,041	56,928	2,322,008	-	274,566,000
Deferred taxes	-	-	360,937	-	3,983,369
<b>Total Liabilities</b>	<b>6,366,888</b>	<b>6,010,826</b>	<b>77,722,364</b>	<b>5,536,511</b>	<b>3,263,012,295</b>
<b>Shareholders' Equity</b>	<b>4,055,269</b>	<b>3,175,508</b>	<b>68,253,353</b>	<b>11,594,881</b>	<b>1,791,453,326</b>
<b>Liabilities &amp; Shareholders' Equity</b>	<b>10,422,158</b>	<b>9,186,333</b>	<b>145,975,718</b>	<b>17,131,391</b>	<b>5,054,465,621</b>

**Balance Sheet  
as of  
December 31**

	Veridian Connections Inc.	Wasaga Distribution Inc.	Waterloo North Hydro Inc.	Welland Hydro- Electric System Corp.	Wellington North Power Inc.
	\$	\$	\$	\$	\$
Cash & cash equivalents	1,299,007	1,401,836	5,563,651	403,742	-
Receivables	55,898,618	3,507,933	32,291,210	8,205,287	2,787,967
Inventory	3,272,032	-	2,983,865	492,375	125,647
Inter-company receivables	-	-	-	67,263	-
Other current assets	1,154,848	184,188	795,692	264,339	171,892
<b>Current assets</b>	<b>61,624,505</b>	<b>5,093,957</b>	<b>41,634,418</b>	<b>9,433,006</b>	<b>3,085,506</b>
Property plant & equipment	322,385,817	15,841,708	383,813,462	64,082,828	11,280,457
Accumulated depreciation & amortization	(60,446,461)	(2,862,833)	(169,460,646)	(33,132,505)	(2,178,499)
<b>Net PP&amp;E</b>	<b>261,939,356</b>	<b>12,978,876</b>	<b>214,352,816</b>	<b>30,950,323</b>	<b>9,101,958</b>
Regulatory assets	7,366,495	371,549	1,846,622	305,138	2,397,002
Inter-company investments	-	-	-	-	-
Other non-current assets	2,914,430	225,075	447,148	494,606	52,874
<b>Total Assets</b>	<b>333,844,786</b>	<b>18,669,456</b>	<b>258,281,004</b>	<b>41,183,074</b>	<b>14,637,340</b>
Accounts payable & accrued charges	43,430,021	1,641,249	31,650,723	5,910,847	2,812,635
Other current liabilities	407,206	121,577	877,413	248,082	-
Inter-company payables	-	-	100	-	-
Loans and notes payable, and current portion of long term debt	36,029,859	-	5,964,000	-	193,705
<b>Current liabilities</b>	<b>79,867,086</b>	<b>1,762,826</b>	<b>38,492,236</b>	<b>6,158,929</b>	<b>3,006,340</b>
Long-term debt	37,218,446	-	107,967,948	-	6,274,088
Inter-company long-term debt & advances	73,288,000	3,593,269	-	13,499,953	-
Regulatory liabilities	9,870,781	1,041,003	3,419,307	2,551,109	555,948
Other deferred amounts & customer deposits	14,583,769	177,508	3,988,302	236,578	195,532
Employee future benefits	-	-	4,524,748	1,309,493	175,425
Deferred taxes	2,684,738	-	-	-	58,729
<b>Total Liabilities</b>	<b>217,512,820</b>	<b>6,574,606</b>	<b>158,392,541</b>	<b>23,756,062</b>	<b>10,266,061</b>
<b>Shareholders' Equity</b>	<b>116,331,966</b>	<b>12,094,850</b>	<b>99,888,463</b>	<b>17,427,012</b>	<b>4,371,278</b>
<b>Liabilities &amp; Shareholders' Equity</b>	<b>333,844,786</b>	<b>18,669,456</b>	<b>258,281,004</b>	<b>41,183,074</b>	<b>14,637,340</b>

**Balance Sheet  
as of  
December 31**

	West Coast Huron Energy Inc.	Westario Power Inc.	Whitby Hydro Electric Corporation	Total Industry
	\$	\$	\$	\$
Cash & cash equivalents	1,047,388	4,163,734	576,090	232,202,578
Receivables	2,060,014	9,383,571	19,284,564	2,790,162,408
Inventory	325,658	1,335,302	1,428,289	101,920,936
Inter-company receivables	-	-	321,678	202,665,873
Other current assets	12,815	1,815,514	1,245,891	91,453,687
<b>Current assets</b>	<b>3,445,875</b>	<b>16,698,120</b>	<b>22,856,512</b>	<b>3,418,405,482</b>
Property plant & equipment	11,159,294	60,318,112	187,978,272	29,639,558,981
Accumulated depreciation & amortization	(1,976,992)	(9,602,948)	(100,636,482)	(8,708,847,648)
<b>Net PP&amp;E</b>	<b>9,182,302</b>	<b>50,715,165</b>	<b>87,341,791</b>	<b>20,930,711,333</b>
Regulatory assets	354,604	6,639,564	2,483,055	646,950,066
Inter-company investments	-	-	-	2,569,196
Other non-current assets	-	-	1,336,676	292,678,163
<b>Total Assets</b>	<b>12,982,781</b>	<b>74,052,849</b>	<b>114,018,033</b>	<b>25,291,314,239</b>
Accounts payable & accrued charges	1,184,375	9,960,970	14,149,501	2,241,292,903
Other current liabilities	25,668	36,755	327,689	312,885,479
Inter-company payables	2,000,000	-	9,925,949	1,000,088,648
Loans and notes payable, and current portion of long term debt	893,177	1,910,589	400,000	886,686,893
<b>Current liabilities</b>	<b>4,103,220</b>	<b>11,908,314</b>	<b>24,803,139</b>	<b>4,440,953,923</b>
Long-term debt	2,253,719	17,885,051	2,800,000	4,861,750,471
Inter-company long-term debt & advances	-	5,260,461	28,337,942	4,694,991,203
Regulatory liabilities	334,598	1,991,961	2,374,240	924,115,466
Other deferred amounts & customer deposits	102,922	-	1,681,868	367,168,279
Employee future benefits	263,574	362,000	-	1,333,791,801
Deferred taxes	69,201	2,474,000	1,012,278	123,121,229
<b>Total Liabilities</b>	<b>7,127,234</b>	<b>39,881,788</b>	<b>61,009,468</b>	<b>16,745,892,371</b>
<b>Shareholders' Equity</b>	<b>5,855,547</b>	<b>34,171,061</b>	<b>53,008,565</b>	<b>8,545,421,867</b>
<b>Liabilities &amp; Shareholders' Equity</b>	<b>12,982,781</b>	<b>74,052,849</b>	<b>114,018,033</b>	<b>25,291,314,239</b>

**Income Statement  
For the Year Ended  
December 31**

	<b>Alectra Utilities Corporation</b>	<b>Algoma Power Inc.</b>	<b>Atikokan Hydro Inc.</b>	<b>Bluewater Power Distribution Corporation</b>	<b>Brantford Power Inc.</b>
	\$	\$	\$	\$	\$
<b>Power and Distribution Revenue</b>	<b>3,149,107,397</b>	<b>45,312,235</b>	<b>5,284,452</b>	<b>115,105,229</b>	<b>126,456,404</b>
<b>Cost of Power and Related Costs</b>	<b>2,614,964,903</b>	<b>21,906,740</b>	<b>3,835,151</b>	<b>92,614,467</b>	<b>109,290,239</b>
<b>Distribution Revenue</b>	<b>534,142,493</b>	<b>23,405,495</b>	<b>1,449,301</b>	<b>22,490,762</b>	<b>17,166,165</b>
<b>Other Income (Loss)</b>	<b>50,807,444</b>	<b>(164,159)</b>	<b>111,163</b>	<b>1,472,652</b>	<b>1,026,825</b>
<b>Expenses</b>					
Operating	56,030,531	1,566,232	419,737	4,418,992	1,425,144
Maintenance	33,232,384	5,145,408	86,747	198,065	1,813,765
Administrative	146,224,546	5,572,742	606,483	9,493,552	7,560,834
Depreciation and Amortization	129,483,639	3,600,160	205,391	3,834,546	3,116,154
Financing	63,798,482	2,975,607	23,869	1,522,859	1,806,144
	428,769,582	18,860,149	1,342,227	19,468,014	15,722,040
<b>Net Income Before Taxes</b>	<b>156,180,355</b>	<b>4,381,187</b>	<b>218,237</b>	<b>4,495,400</b>	<b>2,470,950</b>
<b>PILs and Income Taxes</b>					
Current	8,090,144	448,198	23,904	410,000	575,283
Deferred	12,161,472	111,869	-	-	(67,549)
	20,251,616	560,067	23,904	410,000	507,734
<b>Net Income (Loss)</b>	<b>135,928,739</b>	<b>3,821,120</b>	<b>194,333</b>	<b>4,085,400</b>	<b>1,963,216</b>
Other Comprehensive Income (Loss)	1,881,877	-	-	1,142,418	187,035
<b>Comprehensive Income (Loss)</b>	<b>137,810,616</b>	<b>3,821,120</b>	<b>194,333</b>	<b>5,227,818</b>	<b>2,150,251</b>



**Income Statement  
For the Year Ended  
December 31**

	Burlington Hydro Inc.	Canadian Niagara Power Inc.	Centre Wellington Hydro Ltd.	Chapleau Public Utilities Corporation	Cooperative Hydro Embrun Inc.
	\$	\$	\$	\$	\$
<b>Power and Distribution Revenue</b>	<b>219,649,593</b>	<b>72,857,675</b>	<b>21,055,251</b>	<b>3,421,618</b>	<b>4,207,397</b>
<b>Cost of Power and Related Costs</b>	<b>188,668,608</b>	<b>53,776,799</b>	<b>17,284,636</b>	<b>2,652,744</b>	<b>3,148,742</b>
<b>Distribution Revenue</b>	<b>30,980,985</b>	<b>19,080,876</b>	<b>3,770,616</b>	<b>768,874</b>	<b>1,058,656</b>
<b>Other Income (Loss)</b>	<b>3,111,997</b>	<b>2,644,570</b>	<b>422,929</b>	<b>104,193</b>	<b>28,630</b>
<b>Expenses</b>					
Operating	4,081,783	1,811,215	353,176	169,495	38,103
Maintenance	5,395,369	2,155,320	418,665	307	51,679
Administrative	9,451,536	6,694,603	1,682,855	611,742	602,593
Depreciation and Amortization	5,927,266	4,443,841	574,190	107,640	163,632
Financing	3,081,820	2,856,197	538,294	6,589	19,554
	27,937,774	17,961,176	3,567,181	895,773	875,562
<b>Net Income Before Taxes</b>	<b>6,155,208</b>	<b>3,764,271</b>	<b>626,363</b>	<b>(22,706)</b>	<b>211,724</b>
<b>PILs and Income Taxes</b>					
Current	389,295	598,230	(2,829)	-	11,176
Deferred	633,458	61,504	164,725	-	-
	1,022,753	659,734	161,896	-	11,176
<b>Net Income (Loss)</b>	<b>5,132,456</b>	<b>3,104,537</b>	<b>464,467</b>	<b>(22,706)</b>	<b>200,548</b>
Other Comprehensive Income (Loss)	249,569	-	(4,409)	-	-
<b>Comprehensive Income (Loss)</b>	<b>5,382,025</b>	<b>3,104,537</b>	<b>460,059</b>	<b>(22,706)</b>	<b>200,548</b>



**Income Statement  
For the Year Ended  
December 31**

	<b>E.L.K. Energy Inc.</b>	<b>Energy+ Inc.</b>	<b>Entegrus Powerlines Inc.</b>	<b>ENWIN Utilities Ltd.</b>	<b>EPCOR Electricity Distribution Ontario Inc.</b>
	\$	\$	\$	\$	\$
<b>Power and Distribution Revenue</b>	<b>32,728,973</b>	<b>215,272,742</b>	<b>165,842,967</b>	<b>299,276,360</b>	<b>42,100,040</b>
<b>Cost of Power and Related Costs</b>	<b>29,265,330</b>	<b>180,801,418</b>	<b>139,886,969</b>	<b>246,504,522</b>	<b>34,768,991</b>
<b>Distribution Revenue</b>	<b>3,463,643</b>	<b>34,471,324</b>	<b>25,955,998</b>	<b>52,771,838</b>	<b>7,331,049</b>
<b>Other Income (Loss)</b>	<b>914,648</b>	<b>1,118,480</b>	<b>2,350,193</b>	<b>1,810,032</b>	<b>774,315</b>
<b>Expenses</b>					
Operating	273,238	3,321,085	1,661,517	7,099,903	885,794
Maintenance	696,284	2,846,896	2,378,616	2,586,197	1,424,249
Administrative	1,700,898	11,795,229	10,631,141	17,274,838	2,550,021
Depreciation and Amortization	366,333	5,745,054	5,644,237	11,878,593	1,008,075
Financing	157,977	4,087,373	3,006,643	2,670,077	697,989
	3,194,730	27,795,637	23,322,153	41,509,608	6,566,129
<b>Net Income Before Taxes</b>	<b>1,183,561</b>	<b>7,794,167</b>	<b>4,984,037</b>	<b>13,072,262</b>	<b>1,539,235</b>
<b>PILs and Income Taxes</b>					
Current	184,000	876,284	810,937	118,203	262,486
Deferred	133,000	(41,175)	-	-	141,235
	317,000	835,109	810,937	118,203	403,721
<b>Net Income (Loss)</b>	<b>866,561</b>	<b>6,959,057</b>	<b>4,173,100</b>	<b>12,954,059</b>	<b>1,135,514</b>
Other Comprehensive Income (Loss)	40,550	114,192	(266,792)	5,352,858	-
<b>Comprehensive Income (Loss)</b>	<b>907,111</b>	<b>7,073,249</b>	<b>3,906,309</b>	<b>18,306,917</b>	<b>1,135,514</b>

**Income Statement  
For the Year Ended  
December 31**

	<b>ERTH Power Corporation</b>	<b>Espanola Regional Hydro Distribution Corporation</b>	<b>Essex Powerlines Corporation</b>	<b>Festival Hydro Inc.</b>	<b>Fort Frances Power Corporation</b>
	\$	\$	\$	\$	\$
<b>Power and Distribution Revenue</b>	<b>64,650,402</b>	<b>8,113,009</b>	<b>69,799,612</b>	<b>79,567,178</b>	<b>9,962,211</b>
<b>Cost of Power and Related Costs</b>	<b>53,992,046</b>	<b>6,487,192</b>	<b>57,110,874</b>	<b>68,149,862</b>	<b>8,045,088</b>
<b>Distribution Revenue</b>	<b>10,658,356</b>	<b>1,625,817</b>	<b>12,688,738</b>	<b>11,417,315</b>	<b>1,917,123</b>
<b>Other Income (Loss)</b>	<b>932,694</b>	<b>160,080</b>	<b>1,151,985</b>	<b>1,659,654</b>	<b>237,318</b>
<b>Expenses</b>					
Operating	424,646	374,022	1,157,299	1,124,677	408,736
Maintenance	1,063,369	267,091	1,342,812	1,477,328	295,603
Administrative	4,860,031	757,176	5,054,009	3,785,559	1,021,176
Depreciation and Amortization	1,958,311	151,428	2,038,972	2,388,518	329,410
Financing	1,676,551	172,492	1,145,360	1,583,275	8,811
	9,982,906	1,722,209	10,738,452	10,359,356	2,063,736
<b>Net Income Before Taxes</b>	<b>1,608,144</b>	<b>63,688</b>	<b>3,102,271</b>	<b>2,717,613</b>	<b>90,705</b>
<b>PILs and Income Taxes</b>					
Current	136,000	(16,006)	390,000	325,400	11,156
Deferred	230,000	-	-	-	-
	366,000	(16,006)	390,000	325,400	11,156
<b>Net Income (Loss)</b>	<b>1,242,144</b>	<b>79,694</b>	<b>2,712,271</b>	<b>2,392,213</b>	<b>79,550</b>
Other Comprehensive Income (Loss)	29,961	(13,956)	71,507	82,358	-
<b>Comprehensive Income (Loss)</b>	<b>1,272,105</b>	<b>65,738</b>	<b>2,783,778</b>	<b>2,474,571</b>	<b>79,550</b>

**Income Statement  
For the Year Ended  
December 31**

	<b>Greater Sudbury Hydro Inc.</b>	<b>Grimsby Power Incorporated</b>	<b>Guelph Hydro Electric Systems Inc.</b>	<b>Halton Hills Hydro Inc.</b>	<b>Hearst Power Distribution Company Limited</b>
	\$	\$	\$	\$	\$
<b>Power and Distribution Revenue</b>	<b>120,786,744</b>	<b>30,052,247</b>	<b>232,867,656</b>	<b>66,331,153</b>	<b>9,902,315</b>
<b>Cost of Power and Related Costs</b>	<b>97,487,382</b>	<b>24,578,974</b>	<b>202,115,924</b>	<b>55,654,492</b>	<b>8,702,931</b>
<b>Distribution Revenue</b>	<b>23,299,363</b>	<b>5,473,273</b>	<b>30,751,732</b>	<b>10,676,661</b>	<b>1,199,385</b>
<b>Other Income (Loss)</b>	<b>2,072,158</b>	<b>546,931</b>	<b>4,110,838</b>	<b>1,003,327</b>	<b>289,144</b>
<b>Expenses</b>					
Operating	6,075,426	876,797	4,884,148	1,318,245	165,467
Maintenance	1,837,523	624,703	1,331,267	317,433	317,482
Administrative	7,431,666	1,936,953	10,526,977	4,522,353	638,766
Depreciation and Amortization	3,843,665	1,120,220	6,212,742	2,053,294	124,014
Financing	3,706,804	481,927	4,804,793	1,499,142	96,081
	22,895,083	5,040,600	27,759,927	9,710,466	1,341,811
<b>Net Income Before Taxes</b>	<b>2,476,437</b>	<b>979,604</b>	<b>7,102,643</b>	<b>1,969,521</b>	<b>146,718</b>
<b>PILs and Income Taxes</b>					
Current	673,639	43,812	1,252,652	65,412	22,128
Deferred	(409,459)	151,616	(5,203,886)	(265,670)	8,000
	264,180	195,428	(3,951,233)	(200,258)	30,128
<b>Net Income (Loss)</b>	<b>2,212,257</b>	<b>784,176</b>	<b>11,053,877</b>	<b>2,169,779</b>	<b>116,590</b>
Other Comprehensive Income (Loss)	1,135,670	-	785,421	-	(17,656)
<b>Comprehensive Income (Loss)</b>	<b>3,347,927</b>	<b>784,176</b>	<b>11,839,298</b>	<b>2,169,779</b>	<b>98,934</b>

**Income Statement  
For the Year Ended  
December 31**

	Hydro 2000 Inc.	Hydro Hawkesbury Inc.	Hydro One Networks Inc.	Hydro Ottawa Limited	Innpower Corporation
	\$	\$	\$	\$	\$
<b>Power and Distribution Revenue</b>	<b>1,951,270</b>	<b>10,954,714</b>	<b>4,271,468,093</b>	<b>1,031,231,561</b>	<b>40,728,590</b>
<b>Cost of Power and Related Costs</b>	<b>1,431,875</b>	<b>9,489,207</b>	<b>2,854,918,602</b>	<b>852,916,534</b>	<b>29,906,727</b>
<b>Distribution Revenue</b>	<b>519,394</b>	<b>1,465,507</b>	<b>1,416,549,491</b>	<b>178,315,028</b>	<b>10,821,864</b>
<b>Other Income (Loss)</b>	<b>58,900</b>	<b>253,499</b>	<b>46,486,615</b>	<b>17,003,811</b>	<b>2,040,310</b>
<b>Expenses</b>					
Operating	29,160	70,877	93,267,239	20,877,216	1,418,407
Maintenance	15,779	189,516	234,606,166	9,125,316	631,423
Administrative	407,828	909,750	232,316,151	57,309,732	3,829,675
Depreciation and Amortization	45,712	263,204	397,485,263	45,984,835	2,503,452
Financing	3,525	173,069	173,300,295	20,173,810	1,323,086
	502,003	1,606,417	1,130,975,114	153,470,908	9,706,043
<b>Net Income Before Taxes</b>	<b>76,292</b>	<b>112,590</b>	<b>332,060,992</b>	<b>41,847,930</b>	<b>3,156,131</b>
<b>PILs and Income Taxes</b>					
Current	74,194	246,918	65,823,097	4,689,139	225,594
Deferred	(67,345)	(212,892)	(15,386,339)	-	513,000
	6,849	34,026	50,436,758	4,689,139	738,594
<b>Net Income (Loss)</b>	<b>69,443</b>	<b>78,564</b>	<b>281,624,234</b>	<b>37,158,791</b>	<b>2,417,537</b>
Other Comprehensive Income (Loss)	-	-	-	-	-
<b>Comprehensive Income (Loss)</b>	<b>69,443</b>	<b>78,564</b>	<b>281,624,234</b>	<b>37,158,791</b>	<b>2,417,537</b>

**Income Statement  
For the Year Ended  
December 31**

	<b>Kenora Hydro Electric Corporation Ltd.</b>	<b>Kingston Hydro Corporation</b>	<b>Kitchener-Wilmot Hydro Inc.</b>	<b>Lakefront Utilities Inc.</b>	<b>Lakeland Power Distribution Ltd.</b>
	\$	\$	\$	\$	\$
<b>Power and Distribution Revenue</b>	<b>13,647,502</b>	<b>87,515,704</b>	<b>235,348,156</b>	<b>30,273,975</b>	<b>42,368,323</b>
<b>Cost of Power and Related Costs</b>	<b>10,858,472</b>	<b>75,312,605</b>	<b>193,636,292</b>	<b>25,882,435</b>	<b>33,885,971</b>
<b>Distribution Revenue</b>	<b>2,789,030</b>	<b>12,203,099</b>	<b>41,711,864</b>	<b>4,391,540</b>	<b>8,482,352</b>
<b>Other Income (Loss)</b>	<b>376,067</b>	<b>713,034</b>	<b>4,530,644</b>	<b>705,175</b>	<b>1,087,515</b>
<b>Expenses</b>					
Operating	140,084	2,366,890	5,813,947	646,650	353,649
Maintenance	568,050	1,545,398	5,996,632	343,942	1,525,272
Administrative	1,647,144	3,732,202	8,016,043	1,678,652	3,160,050
Depreciation and Amortization	653,653	2,193,987	9,116,473	1,091,129	1,453,186
Financing	141,588	1,347,847	4,279,290	707,379	497,833
	3,150,519	11,186,324	33,222,385	4,467,753	6,989,990
<b>Net Income Before Taxes</b>	<b>14,578</b>	<b>1,729,809</b>	<b>13,020,123</b>	<b>628,962</b>	<b>2,579,877</b>
<b>PILs and Income Taxes</b>					
Current	(15,009)	96,479	1,959,456	84,146	546,092
Deferred	-	(21,508)	(24,229)	101,082	140,363
	(15,009)	74,971	1,935,227	185,228	686,455
<b>Net Income (Loss)</b>	<b>29,587</b>	<b>1,654,838</b>	<b>11,084,896</b>	<b>443,733</b>	<b>1,893,421</b>
Other Comprehensive Income (Loss)	58,600	-	-	-	-
<b>Comprehensive Income (Loss)</b>	<b>88,187</b>	<b>1,654,838</b>	<b>11,084,896</b>	<b>443,733</b>	<b>1,893,421</b>

**Income Statement  
For the Year Ended  
December 31**

	London Hydro Inc.	Milton Hydro Distribution Inc.	Newmarket-Tay Power Distribution Ltd.	Niagara Peninsula Energy Inc.	Niagara-on-the- Lake Hydro Inc.
	\$	\$	\$	\$	\$
<b>Power and Distribution Revenue</b>	<b>426,005,840</b>	<b>120,272,019</b>	<b>78,939,374</b>	<b>167,606,826</b>	<b>29,008,694</b>
<b>Cost of Power and Related Costs</b>	<b>356,920,866</b>	<b>102,620,246</b>	<b>57,474,739</b>	<b>137,526,725</b>	<b>23,859,509</b>
<b>Distribution Revenue</b>	<b>69,084,974</b>	<b>17,651,773</b>	<b>21,464,635</b>	<b>30,080,102</b>	<b>5,149,185</b>
<b>Other Income (Loss)</b>	<b>7,368,850</b>	<b>2,763,620</b>	<b>3,101,436</b>	<b>2,899,746</b>	<b>108,227</b>
<b>Expenses</b>					
Operating	10,212,541	2,371,190	2,129,540	4,458,287	634,344
Maintenance	9,017,046	1,401,782	1,590,205	2,589,112	461,201
Administrative	20,213,645	5,715,268	7,872,472	10,973,195	1,834,512
Depreciation and Amortization	17,881,259	3,761,991	5,747,249	7,449,739	726,405
Financing	3,808,909	2,606,635	3,363,982	2,851,020	434,388
	61,133,401	15,856,866	20,703,447	28,321,353	4,090,851
<b>Net Income Before Taxes</b>	<b>15,320,423</b>	<b>4,558,527</b>	<b>3,862,623</b>	<b>4,658,495</b>	<b>1,166,562</b>
<b>PILs and Income Taxes</b>					
Current	960,093	282,380	877,089	(179,925)	(19,440)
Deferred	1,413,562	(26,848)	1,413,232	424,726	132,756
	2,373,655	255,532	2,290,321	244,801	113,316
<b>Net Income (Loss)</b>	<b>12,946,768</b>	<b>4,302,995</b>	<b>1,572,303</b>	<b>4,413,694</b>	<b>1,053,246</b>
Other Comprehensive Income (Loss)	-	-	-	-	-
<b>Comprehensive Income (Loss)</b>	<b>12,946,768</b>	<b>4,302,995</b>	<b>1,572,303</b>	<b>4,413,694</b>	<b>1,053,246</b>

**Income Statement  
For the Year Ended  
December 31**

	North Bay Hydro Distribution Limited	Northern Ontario Wires Inc.	Oakville Hydro Electricity Distribution Inc.	Orangeville Hydro Limited	Orillia Power Distribution Corporation
	\$	\$	\$	\$	\$
<b>Power and Distribution Revenue</b>	<b>67,413,209</b>	<b>17,080,198</b>	<b>220,009,166</b>	<b>33,198,523</b>	<b>44,393,932</b>
<b>Cost of Power and Related Costs</b>	<b>55,082,974</b>	<b>13,851,540</b>	<b>179,109,022</b>	<b>27,833,754</b>	<b>35,822,451</b>
<b>Distribution Revenue</b>	<b>12,330,235</b>	<b>3,228,658</b>	<b>40,900,145</b>	<b>5,364,768</b>	<b>8,571,481</b>
<b>Other Income (Loss)</b>	<b>850,745</b>	<b>469,470</b>	<b>2,699,768</b>	<b>288,065</b>	<b>(245,801)</b>
<b>Expenses</b>					
Operating	645,453	888,481	7,628,728	388,461	1,105,352
Maintenance	1,652,475	490,705	1,876,158	366,416	1,198,662
Administrative	4,059,112	1,310,653	9,282,972	2,464,792	2,752,026
Depreciation and Amortization	2,854,199	420,378	9,123,190	713,571	1,222,768
Financing	983,211	151,906	5,961,112	425,012	840,936
	10,194,450	3,262,123	33,872,159	4,358,252	7,119,744
<b>Net Income Before Taxes</b>	<b>2,986,530</b>	<b>436,006</b>	<b>9,727,753</b>	<b>1,294,581</b>	<b>1,205,936</b>
<b>PILs and Income Taxes</b>					
Current	-	61,321	802,758	161,711	169,000
Deferred	(55,974)	35,364	69,292	-	(140,000)
	(55,974)	96,685	872,051	161,711	29,000
<b>Net Income (Loss)</b>	<b>3,042,504</b>	<b>339,321</b>	<b>8,855,703</b>	<b>1,132,870</b>	<b>1,176,936</b>
Other Comprehensive Income (Loss)	155,249	(76,456)	717,300	19,504	-
<b>Comprehensive Income (Loss)</b>	<b>3,197,753</b>	<b>262,865</b>	<b>9,573,003</b>	<b>1,152,374</b>	<b>1,176,936</b>

**Income Statement  
For the Year Ended  
December 31**

	Oshawa PUC Networks Inc.	Ottawa River Power Corporation	Peterborough Distribution Incorporated	PUC Distribution Inc.	Renfrew Hydro Inc.
	\$	\$	\$	\$	\$
<b>Power and Distribution Revenue</b>	<b>130,737,042</b>	<b>26,557,810</b>	<b>104,510,921</b>	<b>106,572,663</b>	<b>12,040,793</b>
<b>Cost of Power and Related Costs</b>	<b>106,624,948</b>	<b>21,652,805</b>	<b>89,627,323</b>	<b>89,488,616</b>	<b>10,032,257</b>
<b>Distribution Revenue</b>	<b>24,112,094</b>	<b>4,905,005</b>	<b>14,883,598</b>	<b>17,084,047</b>	<b>2,008,536</b>
<b>Other Income (Loss)</b>	<b>1,947,471</b>	<b>272,304</b>	<b>2,320,100</b>	<b>2,982,482</b>	<b>109,898</b>
<b>Expenses</b>					
Operating	2,070,198	484,252	2,724,496	3,679,895	320,778
Maintenance	1,084,144	500,384	763,467	2,329,918	146,087
Administrative	10,596,612	1,816,842	5,605,668	5,591,669	978,656
Depreciation and Amortization	4,981,587	900,205	3,455,256	3,781,554	126,844
Financing	1,342,661	344,510	1,770,817	3,143,658	216,451
	20,075,202	4,046,193	14,319,703	18,526,694	1,788,815
<b>Net Income Before Taxes</b>	<b>5,984,363</b>	<b>1,131,116</b>	<b>2,883,994</b>	<b>1,539,835</b>	<b>329,618</b>
<b>PILs and Income Taxes</b>					
Current	815,524	338,795	464,045	8	28,125
Deferred	-	(224,282)	300,000	-	38,142
	815,524	114,513	764,045	8	66,267
<b>Net Income (Loss)</b>	<b>5,168,839</b>	<b>1,016,603</b>	<b>2,119,949</b>	<b>1,539,827</b>	<b>263,351</b>
Other Comprehensive Income (Loss)	(77,000)	-	232,000	-	(71,692)
<b>Comprehensive Income (Loss)</b>	<b>5,091,839</b>	<b>1,016,603</b>	<b>2,351,949</b>	<b>1,539,827</b>	<b>191,659</b>



**Income Statement  
For the Year Ended  
December 31**

	Rideau St. Lawrence Distribution Inc.	Sioux Lookout Hydro Inc.	Thunder Bay Hydro Electricity Distribution Inc.	Tillsonburg Hydro Inc.	Toronto Hydro- Electric System Limited
	\$	\$	\$	\$	\$
<b>Power and Distribution Revenue</b>	<b>15,025,554</b>	<b>10,066,009</b>	<b>122,594,497</b>	<b>24,891,315</b>	<b>3,465,192,469</b>
<b>Cost of Power and Related Costs</b>	<b>12,333,811</b>	<b>8,070,576</b>	<b>99,683,064</b>	<b>21,279,721</b>	<b>2,736,006,729</b>
<b>Distribution Revenue</b>	<b>2,691,743</b>	<b>1,995,433</b>	<b>22,911,433</b>	<b>3,611,594</b>	<b>729,185,740</b>
<b>Other Income (Loss)</b>	<b>231,896</b>	<b>137,023</b>	<b>2,291,613</b>	<b>408,152</b>	<b>52,779,210</b>
<b>Expenses</b>					
Operating	354,881	566,081	3,173,463	723,170	57,721,502
Maintenance	398,021	136,932	5,264,389	234,868	73,978,313
Administrative	1,491,359	763,814	7,146,363	1,974,040	131,247,420
Depreciation and Amortization	407,195	244,833	3,600,977	419,420	241,845,269
Financing	91,178	84,698	1,131,821	49,304	79,201,135
	2,742,635	1,796,359	20,317,013	3,400,802	583,993,639
<b>Net Income Before Taxes</b>	<b>181,004</b>	<b>336,097</b>	<b>4,886,034</b>	<b>618,943</b>	<b>197,971,311</b>
<b>PILs and Income Taxes</b>					
Current	(5,466)	34,553	147,620	62,480	34,553,535
Deferred	41,579	1,306	1,182,413	-	3,806,795
	36,113	35,859	1,330,033	62,480	38,360,330
<b>Net Income (Loss)</b>	<b>144,891</b>	<b>300,238</b>	<b>3,556,001</b>	<b>556,464</b>	<b>159,610,982</b>
Other Comprehensive Income (Loss)	(9,644)	-	50,644	-	-
<b>Comprehensive Income (Loss)</b>	<b>135,248</b>	<b>300,238</b>	<b>3,606,644</b>	<b>556,464</b>	<b>159,610,982</b>

**Income Statement  
For the Year Ended  
December 31**

	Veridian Connections Inc.	Wasaga Distribution Inc.	Waterloo North Hydro Inc.	Welland Hydro- Electric System Corp.	Wellington North Power Inc.
	\$	\$	\$	\$	\$
<b>Power and Distribution Revenue</b>	<b>336,169,750</b>	<b>18,901,526</b>	<b>203,410,279</b>	<b>52,585,147</b>	<b>13,695,118</b>
<b>Cost of Power and Related Costs</b>	<b>281,301,521</b>	<b>14,602,670</b>	<b>168,077,848</b>	<b>42,568,699</b>	<b>11,131,764</b>
<b>Distribution Revenue</b>	<b>54,868,229</b>	<b>4,298,856</b>	<b>35,332,431</b>	<b>10,016,448</b>	<b>2,563,354</b>
<b>Other Income (Loss)</b>	<b>2,117,732</b>	<b>600,165</b>	<b>2,399,642</b>	<b>711,022</b>	<b>166,327</b>
<b>Expenses</b>					
Operating	7,127,730	50,487	5,804,176	1,311,161	394,084
Maintenance	3,729,139	838,684	1,902,064	2,086,551	243,715
Administrative	16,400,798	2,341,292	7,322,347	3,415,592	1,088,328
Depreciation and Amortization	12,567,912	591,332	8,973,807	1,491,768	424,389
Financing	5,399,384	158,671	5,027,485	914,907	213,595
	45,224,963	3,980,465	29,029,879	9,219,979	2,364,110
<b>Net Income Before Taxes</b>	<b>11,760,998</b>	<b>918,555</b>	<b>8,702,194</b>	<b>1,507,490</b>	<b>365,571</b>
<b>PILs and Income Taxes</b>					
Current	880,036	186,156	432,242	16,826	2,870
Deferred	343,099	57,128	97,510	111,475	-
	1,223,135	243,284	529,752	128,301	2,870
<b>Net Income (Loss)</b>	<b>10,537,863</b>	<b>675,271</b>	<b>8,172,442</b>	<b>1,379,189</b>	<b>362,701</b>
Other Comprehensive Income (Loss)	262,817	-	-	-	-
<b>Comprehensive Income (Loss)</b>	<b>10,800,680</b>	<b>675,271</b>	<b>8,172,442</b>	<b>1,379,189</b>	<b>362,701</b>

**Income Statement  
For the Year Ended  
December 31**

	<b>West Coast Huron Energy Inc.</b>	<b>Westario Power Inc.</b>	<b>Whitby Hydro Electric Corporation</b>	<b>Total Industry</b>
	\$	\$	\$	\$
<b>Power and Distribution Revenue</b>	<b>12,061,419</b>	<b>54,970,744</b>	<b>123,211,837</b>	<b>17,012,321,425</b>
<b>Cost of Power and Related Costs</b>	<b>9,647,517</b>	<b>44,203,682</b>	<b>99,372,614</b>	<b>13,265,741,734</b>
<b>Distribution Revenue</b>	<b>2,413,902</b>	<b>10,767,062</b>	<b>23,839,223</b>	<b>3,746,579,691</b>
<b>Other Income (Loss)</b>	<b>213,799</b>	<b>490,590</b>	<b>603,529</b>	<b>243,040,692</b>
<b>Expenses</b>				
Operating	127,610	522,033	3,011,074	345,978,975
Maintenance	332,109	1,427,339	2,101,736	439,993,678
Administrative	1,256,490	3,563,432	6,258,796	861,333,672
Depreciation and Amortization	382,620	1,926,937	4,756,936	997,889,808
Financing	317,366	1,056,911	2,200,631	428,464,725
	2,416,195	8,496,652	18,329,172	3,073,660,857
<b>Net Income Before Taxes</b>	<b>211,506</b>	<b>2,761,000</b>	<b>6,113,580</b>	<b>915,959,526</b>
<b>PILs and Income Taxes</b>				
Current	(509)	437,000	1,035,283	131,973,720
Deferred	-	(21,000)	-	1,851,548
	(509)	416,000	1,035,283	133,825,268
<b>Net Income (Loss)</b>	<b>212,015</b>	<b>2,345,000</b>	<b>5,078,297</b>	<b>782,134,258</b>
Other Comprehensive Income (Loss)	-	(6,701)	-	12,025,225
<b>Comprehensive Income (Loss)</b>	<b>212,015</b>	<b>2,338,299</b>	<b>5,078,297</b>	<b>794,159,483</b>

**Financial Ratios  
For the Year Ended  
December 31**

	Alectra Utilities Corporation	Algoma Power Inc.	Atikokan Hydro Inc.	Bluewater Power Distribution Corporation	Brantford Power Inc.
<b>Liquidity Ratios</b>					
Current Ratio (Current Assets/Current Liabilities)	0.94	1.07	1.37	1.36	2.17
<b>Leverage Ratios</b>					
Debt Ratio (Debt/Total Assets)	0.43	0.52	0.11	0.25	0.35
Debt to Equity Ratio (Debt/Total Equity)	1.16	1.42	0.19	0.67	0.83
Interest Coverage (EBIT/Interest Charges)	3.45	2.47	10.14	3.95	2.37
<b>Profitability Ratios</b>					
Financial Statement Return on Assets (Net Income/Total Assets)	3.14%	3.07%	3.82%	4.52%	1.76%
Financial Statement Return on Equity (Net Income/Total Equity)	8.40%	8.36%	6.36%	12.28%	4.22%

**Financial Ratios  
For the Year Ended  
December 31**
**Liquidity Ratios**

Current Ratio  
(Current Assets/Current Liabilities)

**Leverage Ratios**

Debt Ratio  
(Debt/Total Assets)

Debt to Equity Ratio  
(Debt/Total Equity)

Interest Coverage  
(EBIT/Interest Charges)

**Profitability Ratios**

Financial Statement Return on Assets  
(Net Income/Total Assets)

Financial Statement Return on Equity  
(Net Income/Total Equity)

	Burlington Hydro Inc.	Canadian Niagara Power Inc.	Centre Wellington Hydro Ltd.	Chapleau Public Utilities Corporation	Cooperative Hydro Embrun Inc.
	2.50	0.44	1.52	2.90	1.96
	0.36	0.48	0.39	-	0.09
	0.80	3.03	1.07	-	0.12
	3.00	2.32	2.16	(2.45)	11.83
	2.75%	2.43%	2.00%	-0.67%	3.20%
	6.08%	15.38%	5.48%	-0.97%	4.26%

**Financial Ratios  
For the Year Ended  
December 31**
**Liquidity Ratios**

Current Ratio  
(Current Assets/Current Liabilities)

**Leverage Ratios**

Debt Ratio  
(Debt/Total Assets)

Debt to Equity Ratio  
(Debt/Total Equity)

Interest Coverage  
(EBIT/Interest Charges)

**Profitability Ratios**

Financial Statement Return on Assets  
(Net Income/Total Assets)

Financial Statement Return on Equity  
(Net Income/Total Equity)

	E.L.K. Energy Inc.	Energy+ Inc.	Entegrus Powerlines Inc.	ENWIN Utilities Ltd.	EPCOR Electricity Distribution Ontario Inc.
	2.51	1.45	1.34	2.24	1.19
	0.15	0.40	0.42	0.24	0.49
	0.35	1.01	1.22	0.78	1.88
	8.49	2.91	2.66	5.90	3.21
	3.55%	3.07%	2.64%	3.94%	3.09%
	8.32%	7.75%	7.66%	12.61%	11.93%

**Financial Ratios  
For the Year Ended  
December 31**

	ERTH Power Corporation	Espanola Regional Hydro Distribution Corporation	Essex Powerlines Corporation	Festival Hydro Inc.	Fort Frances Power Corporation
<b>Liquidity Ratios</b>					
Current Ratio (Current Assets/Current Liabilities)	0.87	1.22	0.67	0.50	6.06
<b>Leverage Ratios</b>					
Debt Ratio (Debt/Total Assets)	0.39	0.36	0.37	0.45	-
Debt to Equity Ratio (Debt/Total Equity)	1.38	1.12	1.10	1.19	-
Interest Coverage (EBIT/Interest Charges)	1.96	1.37	3.71	2.72	11.29
<b>Profitability Ratios</b>					
Financial Statement Return on Assets (Net Income/Total Assets)	2.10%	0.79%	3.41%	3.45%	0.85%
Financial Statement Return on Equity (Net Income/Total Equity)	7.42%	2.43%	10.10%	9.11%	1.31%

**Financial Ratios  
For the Year Ended  
December 31**

	Greater Sudbury Hydro Inc.	Grimsby Power Incorporated	Guelph Hydro Electric Systems Inc.	Halton Hills Hydro Inc.	Hearst Power Distribution Company Limited
<b>Liquidity Ratios</b>					
Current Ratio (Current Assets/Current Liabilities)	1.45	1.09	1.33	0.46	2.38
<b>Leverage Ratios</b>					
Debt Ratio (Debt/Total Assets)	0.45	0.48	0.48	0.53	0.18
Debt to Equity Ratio (Debt/Total Equity)	1.86	1.46	1.56	1.88	0.37
Interest Coverage (EBIT/Interest Charges)	1.67	3.03	2.48	2.31	2.53
<b>Profitability Ratios</b>					
Financial Statement Return on Assets (Net Income/Total Assets)	1.74%	2.59%	5.53%	1.86%	1.71%
Financial Statement Return on Equity (Net Income/Total Equity)	7.24%	7.77%	18.12%	6.60%	3.48%



**Financial Ratios  
For the Year Ended  
December 31**

	Hydro 2000 Inc.	Hydro Hawkesbury Inc.	Hydro One Networks Inc.	Hydro Ottawa Limited	Innpower Corporation
<b>Liquidity Ratios</b>					
Current Ratio (Current Assets/Current Liabilities)	2.00	2.04	0.50	0.80	0.94
<b>Leverage Ratios</b>					
Debt Ratio (Debt/Total Assets)	0.00	0.28	0.43	0.55	0.51
Debt to Equity Ratio (Debt/Total Equity)	0.00	0.85	1.44	1.86	1.61
Interest Coverage (EBIT/Interest Charges)	22.64	1.65	2.92	3.07	3.39
<b>Profitability Ratios</b>					
Financial Statement Return on Assets (Net Income/Total Assets)	3.32%	0.57%	3.06%	3.03%	3.41%
Financial Statement Return on Equity (Net Income/Total Equity)	6.24%	1.74%	10.37%	10.30%	10.74%

**Financial Ratios  
For the Year Ended  
December 31**

	Kenora Hydro Electric Corporation Ltd.	Kingston Hydro Corporation	Kitchener-Wilmot Hydro Inc.	Lakefront Utilities Inc.	Lakeland Power Distribution Ltd.
<b>Liquidity Ratios</b>					
Current Ratio (Current Assets/Current Liabilities)	3.97	1.57	2.01	1.62	1.65
<b>Leverage Ratios</b>					
Debt Ratio (Debt/Total Assets)	0.32	0.43	0.28	0.39	0.42
Debt to Equity Ratio (Debt/Total Equity)	0.61	1.10	0.51	1.07	1.12
Interest Coverage (EBIT/Interest Charges)	1.10	2.28	4.04	1.89	6.18
<b>Profitability Ratios</b>					
Financial Statement Return on Assets (Net Income/Total Assets)	0.23%	2.16%	3.89%	1.63%	4.56%
Financial Statement Return on Equity (Net Income/Total Equity)	0.43%	5.47%	7.24%	4.47%	12.10%

**Financial Ratios  
For the Year Ended  
December 31**
**Liquidity Ratios**

Current Ratio  
(Current Assets/Current Liabilities)

**Leverage Ratios**

Debt Ratio  
(Debt/Total Assets)

Debt to Equity Ratio  
(Debt/Total Equity)

Interest Coverage  
(EBIT/Interest Charges)

**Profitability Ratios**

Financial Statement Return on Assets  
(Net Income/Total Assets)

Financial Statement Return on Equity  
(Net Income/Total Equity)

	London Hydro Inc.	Milton Hydro Distribution Inc.	Newmarket-Tay Power Distribution Ltd.	Niagara Peninsula Energy Inc.	Niagara-on-the- Lake Hydro Inc.
	1.27	1.65	1.41	1.44	0.61
	0.34	0.44	0.43	0.38	0.28
	0.84	1.24	1.23	0.92	0.55
	5.02	2.75	2.15	2.63	3.69
	3.15%	3.40%	1.16%	2.20%	3.13%
	7.69%	9.64%	3.33%	5.28%	6.15%

**Financial Ratios  
For the Year Ended  
December 31**

	North Bay Hydro Distribution Limited	Northern Ontario Wires Inc.	Oakville Hydro Electricity Distribution Inc.	Orangeville Hydro Limited	Orillia Power Distribution Corporation
<b>Liquidity Ratios</b>					
Current Ratio (Current Assets/Current Liabilities)	1.84	1.80	1.42	1.56	0.72
<b>Leverage Ratios</b>					
Debt Ratio (Debt/Total Assets)	0.40	0.37	0.34	0.40	0.34
Debt to Equity Ratio (Debt/Total Equity)	1.00	1.06	0.95	1.05	0.97
Interest Coverage (EBIT/Interest Charges)	4.04	3.87	2.63	4.05	2.43
<b>Profitability Ratios</b>					
Financial Statement Return on Assets (Net Income/Total Assets)	3.19%	3.11%	3.37%	3.91%	2.69%
Financial Statement Return on Equity (Net Income/Total Equity)	7.89%	8.95%	9.43%	10.30%	7.71%

**Financial Ratios  
For the Year Ended  
December 31**

	Oshawa PUC Networks Inc.	Ottawa River Power Corporation	Peterborough Distribution Incorporated	PUC Distribution Inc.	Renfrew Hydro Inc.
<b>Liquidity Ratios</b>					
Current Ratio (Current Assets/Current Liabilities)	1.07	1.46	1.39	1.33	1.32
<b>Leverage Ratios</b>					
Debt Ratio (Debt/Total Assets)	0.38	0.25	0.43	0.58	0.31
Debt to Equity Ratio (Debt/Total Equity)	1.21	0.64	1.12	2.02	0.80
Interest Coverage (EBIT/Interest Charges)	5.46	4.28	2.63	1.49	2.52
<b>Profitability Ratios</b>					
Financial Statement Return on Assets (Net Income/Total Assets)	3.27%	4.48%	2.45%	1.36%	2.61%
Financial Statement Return on Equity (Net Income/Total Equity)	10.43%	11.62%	6.38%	4.73%	6.76%

**Financial Ratios  
For the Year Ended  
December 31**

	Rideau St. Lawrence Distribution Inc.	Sioux Lookout Hydro Inc.	Thunder Bay Hydro Electricity Distribution Inc.	Tillsonburg Hydro Inc.	Toronto Hydro- Electric System Limited
<b>Liquidity Ratios</b>					
Current Ratio (Current Assets/Current Liabilities)	0.85	1.06	1.56	1.64	0.53
<b>Leverage Ratios</b>					
Debt Ratio (Debt/Total Assets)	0.16	0.16	0.37	0.05	0.43
Debt to Equity Ratio (Debt/Total Equity)	0.41	0.46	0.80	0.07	1.20
Interest Coverage (EBIT/Interest Charges)	2.99	4.97	5.32	13.55	3.50
<b>Profitability Ratios</b>					
Financial Statement Return on Assets (Net Income/Total Assets)	1.39%	3.27%	2.44%	3.25%	3.16%
Financial Statement Return on Equity (Net Income/Total Equity)	3.57%	9.45%	5.21%	4.80%	8.91%

**Financial Ratios  
For the Year Ended  
December 31**

	Veridian Connections Inc.	Wasaga Distribution Inc.	Waterloo North Hydro Inc.	Welland Hydro- Electric System Corp.	Wellington North Power Inc.
<b>Liquidity Ratios</b>					
Current Ratio (Current Assets/Current Liabilities)	0.77	2.89	1.08	1.53	1.03
<b>Leverage Ratios</b>					
Debt Ratio (Debt/Total Assets)	0.44	0.19	0.44	0.33	0.44
Debt to Equity Ratio (Debt/Total Equity)	1.26	0.30	1.14	0.77	1.48
Interest Coverage (EBIT/Interest Charges)	3.18	6.79	2.73	2.65	2.71
<b>Profitability Ratios</b>					
Financial Statement Return on Assets (Net Income/Total Assets)	3.16%	3.62%	3.16%	3.35%	2.48%
Financial Statement Return on Equity (Net Income/Total Equity)	9.06%	5.58%	8.18%	7.91%	8.30%

**Financial Ratios  
For the Year Ended  
December 31**
**Liquidity Ratios**

Current Ratio  
(Current Assets/Current Liabilities)

**Leverage Ratios**

Debt Ratio  
(Debt/Total Assets)

Debt to Equity Ratio  
(Debt/Total Equity)

Interest Coverage  
(EBIT/Interest Charges)

**Profitability Ratios**

Financial Statement Return on Assets  
(Net Income/Total Assets)

Financial Statement Return on Equity  
(Net Income/Total Equity)

	West Coast Huron Energy Inc.	Westario Power Inc.	Whitby Hydro Electric Corporation
	0.84	1.40	0.92
	0.40	0.34	0.28
	0.88	0.73	0.59
	1.67	3.61	3.78
	1.63%	3.17%	4.45%
	3.62%	6.86%	9.58%



**General Statistics  
For the Year Ended  
December 31**

	Alectra Utilities Corporation	Algoma Power Inc.	Atikokan Hydro Inc.	Bluewater Power Distribution Corporation	Brantford Power Inc.
Residential	898,317	11,682	1,386	32,818	36,595
General Service < 50 kW	79,584	-	233	3,471	2,822
General Service >= 50 kW	13,173	39	17	398	487
Large User	28	-	-	4	-
Sub Transmission Customers	-	-	-	-	-
<b>Total Customers</b>	<b>991,102</b>	<b>11,721</b>	<b>1,636</b>	<b>36,691</b>	<b>39,904</b>
Rural Service Area (sq km)	392	14,197	-	113	-
Urban Service Area (sq km)	1,438	3	380	95	74
<b>Total Service Area (sq km)</b>	<b>1,830</b>	<b>14,200</b>	<b>380</b>	<b>208</b>	<b>74</b>
Overhead Circuit km of Line	6,576	1,835	90	562	270
Underground Circuit km of Line	13,321	14	2	221	240
<b>Total Circuit km of Line</b>	<b>19,897</b>	<b>1,849</b>	<b>92</b>	<b>783</b>	<b>510</b>
Winter Peak (kW)	3,713,047	44,182	6,256	131,154	143,051
Summer Peak (kW)	5,106,316	34,492	5,948	161,525	186,912
Average Peak (kW)	4,103,127	35,232	5,713	136,277	152,359
<b>Full-time Equivalent Number of Employees</b>	<b>1,534</b>	<b>62</b>	<b>7</b>	<b>121</b>	<b>63</b>

**General Statistics  
For the Year Ended  
December 31**

	Burlington Hydro Inc.	Canadian Niagara Power Inc.	Centre Wellington Hydro Ltd.	Chapleau Public Utilities Corporation	Cooperative Hydro Embrun Inc.
Residential	61,252	26,550	6,213	1,047	2,131
General Service < 50 kW	5,703	2,492	755	149	165
General Service >= 50 kW	985	203	54	12	9
Large User	-	-	-	-	-
Sub Transmission Customers	-	-	-	-	-
<b>Total Customers</b>	<b>67,940</b>	<b>29,245</b>	<b>7,022</b>	<b>1,208</b>	<b>2,305</b>
Rural Service Area (sq km)	90	284	-	-	-
Urban Service Area (sq km)	98	73	11	14	5
<b>Total Service Area (sq km)</b>	<b>188</b>	<b>357</b>	<b>11</b>	<b>14</b>	<b>5</b>
Overhead Circuit km of Line	853	946	78	28	18
Underground Circuit km of Line	682	92	78	2	18
<b>Total Circuit km of Line</b>	<b>1,535</b>	<b>1,038</b>	<b>156</b>	<b>30</b>	<b>36</b>
Winter Peak (kW)	257,116	80,586	23,915	6,354	6,474
Summer Peak (kW)	351,438	98,015	26,524	4,835	6,858
Average Peak (kW)	277,269	79,846	22,975	4,107	5,840
<b>Full-time Equivalent Number of Employees</b>	<b>92</b>	<b>84</b>	<b>15</b>	<b>5</b>	<b>3</b>

**General Statistics  
For the Year Ended  
December 31**

	E.L.K. Energy Inc.	Energy+ Inc.	Entegrus Powerlines Inc.	ENWIN Utilities Ltd.	EPCOR Electricity Distribution Ontario Inc.
Residential	10,882	58,213	52,940	79,883	15,512
General Service < 50 kW	1,406	6,408	5,692	7,823	1,768
General Service >= 50 kW	123	779	552	1,263	128
Large User	-	2	2	9	-
Sub Transmission Customers	-	-	-	-	-
<b>Total Customers</b>	<b>12,411</b>	<b>65,402</b>	<b>59,186</b>	<b>88,978</b>	<b>17,408</b>
Rural Service Area (sq km)	-	458	-	-	-
Urban Service Area (sq km)	23	104	132	121	45
<b>Total Service Area (sq km)</b>	<b>23</b>	<b>562</b>	<b>132</b>	<b>121</b>	<b>45</b>
Overhead Circuit km of Line	89	979	835	2,703	211
Underground Circuit km of Line	73	531	408	1,965	151
<b>Total Circuit km of Line</b>	<b>162</b>	<b>1,510</b>	<b>1,243</b>	<b>4,668</b>	<b>362</b>
Winter Peak (kW)	47,848	256,774	167,556	362,000	55,379
Summer Peak (kW)	65,612	331,153	231,782	488,900	53,565
Average Peak (kW)	51,085	274,551	184,558	398,908	48,744
<b>Full-time Equivalent Number of Employees</b>	<b>18</b>	<b>125</b>	<b>104</b>	<b>188</b>	<b>29</b>

**General Statistics  
For the Year Ended  
December 31**

	ERTH Power Corporation	Espanola Regional Hydro Distribution Corporation	Essex Powerlines Corporation	Festival Hydro Inc.	Fort Frances Power Corporation
Residential	17,250	2,888	27,756	19,063	3,284
General Service < 50 kW	1,823	388	1,994	2,090	422
General Service >= 50 kW	164	27	262	215	39
Large User	1	-	-	1	-
Sub Transmission Customers	-	-	-	-	-
<b>Total Customers</b>	<b>19,238</b>	<b>3,303</b>	<b>30,012</b>	<b>21,369</b>	<b>3,745</b>
Rural Service Area (sq km)	1,830	83	31	-	-
Urban Service Area (sq km)	57	26	62	44	32
<b>Total Service Area (sq km)</b>	<b>1,887</b>	<b>109</b>	<b>93</b>	<b>44</b>	<b>32</b>
Overhead Circuit km of Line	245	130	188	166	71
Underground Circuit km of Line	107	11	269	95	10
<b>Total Circuit km of Line</b>	<b>352</b>	<b>141</b>	<b>457</b>	<b>261</b>	<b>81</b>
Winter Peak (kW)	78,495	15,504	74,064	96,254	15,430
Summer Peak (kW)	82,701	9,882	126,059	108,689	12,548
Average Peak (kW)	77,074	11,176	89,194	96,922	12,273
<b>Full-time Equivalent Number of Employees</b>	<b>39</b>	<b>7</b>	<b>46</b>	<b>41</b>	<b>11</b>

**General Statistics  
For the Year Ended  
December 31**

	Greater Sudbury Hydro Inc.	Grimsby Power Incorporated	Guelph Hydro Electric Systems Inc.	Halton Hills Hydro Inc.	Hearst Power Distribution Company Limited
Residential	42,982	10,652	50,914	20,332	2,252
General Service < 50 kW	4,146	779	4,134	1,895	407
General Service >= 50 kW	498	120	621	215	38
Large User	-	-	4	-	-
Sub Transmission Customers	-	-	-	-	-
<b>Total Customers</b>	<b>47,626</b>	<b>11,551</b>	<b>55,673</b>	<b>22,442</b>	<b>2,697</b>
Rural Service Area (sq km)	120	50	-	255	-
Urban Service Area (sq km)	290	19	93	26	93
<b>Total Service Area (sq km)</b>	<b>410</b>	<b>69</b>	<b>93</b>	<b>281</b>	<b>93</b>
Overhead Circuit km of Line	756	357	426	912	81
Underground Circuit km of Line	253	332	726	729	16
<b>Total Circuit km of Line</b>	<b>1,009</b>	<b>689</b>	<b>1,152</b>	<b>1,641</b>	<b>97</b>
Winter Peak (kW)	167,806	38,760	247,456	82,792	14,732
Summer Peak (kW)	137,254	55,822	294,370	104,730	16,856
Average Peak (kW)	136,258	42,450	257,491	86,370	12,740
<b>Full-time Equivalent Number of Employees</b>	<b>65</b>	<b>17</b>	<b>120</b>	<b>50</b>	<b>7</b>

**General Statistics  
For the Year Ended  
December 31**

	Hydro 2000 Inc.	Hydro Hawkesbury Inc.	Hydro One Networks Inc.	Hydro Ottawa Limited	Innpower Corporation
Residential	1,105	4,850	1,212,458	307,053	16,966
General Service < 50 kW	144	613	111,595	24,996	1,107
General Service >= 50 kW	13	84	8,967	3,260	90
Large User	-	-	-	11	-
Sub Transmission Customers	-	-	581	-	-
<b>Total Customers</b>	<b>1,262</b>	<b>5,547</b>	<b>1,333,601</b>	<b>335,320</b>	<b>18,163</b>
Rural Service Area (sq km)	-	-	960,604	662	215
Urban Service Area (sq km)	9	8	894	454	77
<b>Total Service Area (sq km)</b>	<b>9</b>	<b>8</b>	<b>961,498</b>	<b>1,116</b>	<b>292</b>
Overhead Circuit km of Line	18	57	113,618	2,745	662
Underground Circuit km of Line	3	13	9,558	3,022	217
<b>Total Circuit km of Line</b>	<b>21</b>	<b>70</b>	<b>123,176</b>	<b>5,767</b>	<b>879</b>
Winter Peak (kW)	5,467	28,621	5,812,432	1,227,143	52,732
Summer Peak (kW)	4,025	28,259	5,507,818	1,441,369	58,965
Average Peak (kW)	3,794	24,663	5,173,424	1,151,437	49,084
<b>Full-time Equivalent Number of Employees</b>	<b>3</b>	<b>7</b>	<b>4,439</b>	<b>641</b>	<b>46</b>

**General Statistics  
For the Year Ended  
December 31**

	Kenora Hydro Electric Corporation Ltd.	Kingston Hydro Corporation	Kitchener-Wilmot Hydro Inc.	Lakefront Utilities Inc.	Lakeland Power Distribution Ltd.
Residential	4,772	24,408	87,846	9,213	11,347
General Service < 50 kW	735	2,922	8,031	1,123	2,159
General Service >= 50 kW	58	325	949	114	138
Large User	-	3	1	-	-
Sub Transmission Customers	-	-	-	-	-
<b>Total Customers</b>	<b>5,565</b>	<b>27,658</b>	<b>96,827</b>	<b>10,450</b>	<b>13,644</b>
Rural Service Area (sq km)	-	-	300	-	128
Urban Service Area (sq km)	24	36	125	28	19
<b>Total Service Area (sq km)</b>	<b>24</b>	<b>36</b>	<b>425</b>	<b>28</b>	<b>147</b>
Overhead Circuit km of Line	88	226	1,013	156	266
Underground Circuit km of Line	10	108	961	60	88
<b>Total Circuit km of Line</b>	<b>98</b>	<b>334</b>	<b>1,974</b>	<b>216</b>	<b>354</b>
Winter Peak (kW)	20,702	126,565	283,066	43,382	55,713
Summer Peak (kW)	18,838	114,960	370,688	45,324	53,388
Average Peak (kW)	17,414	107,506	298,443	39,768	43,186
<b>Full-time Equivalent Number of Employees</b>	<b>11</b>	<b>-</b>	<b>184</b>	<b>17</b>	<b>19</b>

**General Statistics  
For the Year Ended  
December 31**

	London Hydro Inc.	Milton Hydro Distribution Inc.	Newmarket-Tay Power Distribution Ltd.	Niagara Peninsula Energy Inc.	Niagara-on-the- Lake Hydro Inc.
Residential	144,731	36,530	39,075	50,324	7,981
General Service < 50 kW	12,676	2,702	3,957	4,479	1,353
General Service >= 50 kW	1,631	344	492	790	127
Large User	1	3	-	-	-
Sub Transmission Customers	-	-	-	-	-
<b>Total Customers</b>	<b>159,039</b>	<b>39,579</b>	<b>43,524</b>	<b>55,593</b>	<b>9,461</b>
Rural Service Area (sq km)	260	308	3	759	119
Urban Service Area (sq km)	163	56	91	68	14
<b>Total Service Area (sq km)</b>	<b>423</b>	<b>364</b>	<b>94</b>	<b>827</b>	<b>133</b>
Overhead Circuit km of Line	1,383	736	468	1,451	236
Underground Circuit km of Line	1,651	1,915	551	573	132
<b>Total Circuit km of Line</b>	<b>3,034</b>	<b>2,651</b>	<b>1,019</b>	<b>2,024</b>	<b>368</b>
Winter Peak (kW)	499,887	138,718	140,147	186,819	34,662
Summer Peak (kW)	689,993	180,305	182,453	254,506	52,067
Average Peak (kW)	533,040	148,454	99,455	201,089	39,060
<b>Full-time Equivalent Number of Employees</b>	<b>324</b>	<b>53</b>	<b>56</b>	<b>127</b>	<b>17</b>



**General Statistics  
For the Year Ended  
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	North Bay Hydro Distribution Limited	Northern Ontario Wires Inc.	Oakville Hydro Electricity Distribution Inc.	Orangeville Hydro Limited	Orillia Power Distribution Corporation
Residential	21,255	5,127	65,690	11,285	12,522
General Service < 50 kW	2,659	724	5,543	1,164	1,404
General Service >= 50 kW	258	52	875	134	165
Large User	-	-	-	-	-
Sub Transmission Customers	-	-	-	-	-
<b>Total Customers</b>	<b>24,172</b>	<b>5,903</b>	<b>72,108</b>	<b>12,583</b>	<b>14,091</b>
Rural Service Area (sq km)	279	-	31	-	-
Urban Service Area (sq km)	51	28	108	17	27
<b>Total Service Area (sq km)</b>	<b>330</b>	<b>28</b>	<b>139</b>	<b>17</b>	<b>27</b>
Overhead Circuit km of Line	495	367	489	77	172
Underground Circuit km of Line	80	3	1,425	145	71
<b>Total Circuit km of Line</b>	<b>575</b>	<b>370</b>	<b>1,914</b>	<b>222</b>	<b>243</b>
Winter Peak (kW)	97,822	23,485	255,182	42,821	58,139
Summer Peak (kW)	84,551	18,711	364,781	48,441	57,642
Average Peak (kW)	-	19,431	280,162	42,145	51,838
<b>Full-time Equivalent Number of Employees</b>	<b>44</b>	<b>4</b>	<b>104</b>	<b>19</b>	<b>35</b>

**General Statistics  
For the Year Ended  
December 31**

	Oshawa PUC Networks Inc.	Ottawa River Power Corporation	Peterborough Distribution Incorporated	PUC Distribution Inc.	Renfrew Hydro Inc.
Residential	54,178	9,809	33,351	29,837	3,817
General Service < 50 kW	4,031	1,289	3,426	3,414	441
General Service >= 50 kW	535	149	360	362	54
Large User	1	-	2	-	-
Sub Transmission Customers	-	-	-	-	-
<b>Total Customers</b>	<b>58,745</b>	<b>11,247</b>	<b>37,139</b>	<b>33,613</b>	<b>4,312</b>
Rural Service Area (sq km)	49	-	-	284	-
Urban Service Area (sq km)	96	35	68	58	13
<b>Total Service Area (sq km)</b>	<b>146</b>	<b>35</b>	<b>68</b>	<b>342</b>	<b>13</b>
Overhead Circuit km of Line	523	364	385	618	73
Underground Circuit km of Line	462	126	188	122	8
<b>Total Circuit km of Line</b>	<b>985</b>	<b>490</b>	<b>573</b>	<b>740</b>	<b>81</b>
Winter Peak (kW)	205,043	40,812	133,844	128,538	13,536
Summer Peak (kW)	232,449	42,344	148,868	91,500	15,626
Average Peak (kW)	189,873	31,702	122,554	97,157	12,790
<b>Full-time Equivalent Number of Employees</b>	<b>90</b>	<b>27</b>	<b>33</b>	<b>82</b>	<b>11</b>

**General Statistics  
For the Year Ended  
December 31**

	Rideau St. Lawrence Distribution Inc.	Sioux Lookout Hydro Inc.	Thunder Bay Hydro Electricity Distribution Inc.	Tillsonburg Hydro Inc.	Toronto Hydro- Electric System Limited
Residential	5,105	2,386	45,795	6,381	690,216
General Service < 50 kW	739	404	4,677	645	71,498
General Service >= 50 kW	65	49	478	97	10,870
Large User	-	-	-	-	40
Sub Transmission Customers	-	-	-	-	-
<b>Total Customers</b>	<b>5,909</b>	<b>2,839</b>	<b>50,950</b>	<b>7,123</b>	<b>772,624</b>
Rural Service Area (sq km)	7	533	208	2	-
Urban Service Area (sq km)	11	6	179	22	630
<b>Total Service Area (sq km)</b>	<b>18</b>	<b>539</b>	<b>387</b>	<b>24</b>	<b>630</b>
Overhead Circuit km of Line	95	644	897	76	15,515
Underground Circuit km of Line	12	67	257	60	13,207
<b>Total Circuit km of Line</b>	<b>107</b>	<b>711</b>	<b>1,154</b>	<b>136</b>	<b>28,722</b>
Winter Peak (kW)	20,206	19,081	163,831	29,748	3,798,967
Summer Peak (kW)	19,566	9,221	134,785	36,175	4,559,532
Average Peak (kW)	17,629	13,086	117,836	32,312	3,842,003
<b>Full-time Equivalent Number of Employees</b>	<b>14</b>	<b>8</b>	<b>124</b>	<b>20</b>	<b>1,541</b>

**General Statistics  
For the Year Ended  
December 31**

	Veridian Connections Inc.	Wasaga Distribution Inc.	Waterloo North Hydro Inc.	Welland Hydro- Electric System Corp.	Wellington North Power Inc.
Residential	111,642	12,938	50,865	21,399	3,294
General Service < 50 kW	9,135	819	5,841	1,803	471
General Service >= 50 kW	1,045	32	764	164	40
Large User	4	-	1	-	-
Sub Transmission Customers	-	-	-	-	-
<b>Total Customers</b>	<b>121,826</b>	<b>13,789</b>	<b>57,471</b>	<b>23,366</b>	<b>3,805</b>
Rural Service Area (sq km)	386	8	618	36	-
Urban Service Area (sq km)	253	53	65	45	14
<b>Total Service Area (sq km)</b>	<b>639</b>	<b>61</b>	<b>683</b>	<b>81</b>	<b>14</b>
Overhead Circuit km of Line	1,436	165	1,076	334	69
Underground Circuit km of Line	1,214	115	576	147	10
<b>Total Circuit km of Line</b>	<b>2,650</b>	<b>280</b>	<b>1,652</b>	<b>481</b>	<b>79</b>
Winter Peak (kW)	418,330	26,648	234,010	61,224	16,660
Summer Peak (kW)	503,702	37,410	290,747	79,116	16,355
Average Peak (kW)	411,496	26,299	242,094	64,624	15,818
<b>Full-time Equivalent Number of Employees</b>	<b>200</b>	<b>19</b>	<b>124</b>	<b>37</b>	<b>12</b>

**General Statistics  
For the Year Ended  
December 31**

	West Coast Huron Energy Inc.	Westario Power Inc.	Whitby Hydro Electric Corporation
Residential	3,346	20,779	40,272
General Service < 50 kW	475	2,577	2,254
General Service >= 50 kW	47	191	380
Large User	1	-	-
Sub Transmission Customers	-	-	-
<b>Total Customers</b>	<b>3,869</b>	<b>23,547</b>	<b>42,906</b>
Rural Service Area (sq km)	-	64	65
Urban Service Area (sq km)	8	-	84
<b>Total Service Area (sq km)</b>	<b>8</b>	<b>64</b>	<b>148</b>
Overhead Circuit km of Line	47	386	513
Underground Circuit km of Line	14	159	622
<b>Total Circuit km of Line</b>	<b>61</b>	<b>545</b>	<b>1,135</b>
Winter Peak (kW)	25,836	77,362	142,959
Summer Peak (kW)	27,240	73,818	192,937
Average Peak (kW)	25,308	68,651	149,527
<b>Full-time Equivalent Number of Employees</b>	<b>9</b>	<b>35</b>	<b>3</b>

**Unitized & Other Statistics  
For the Year Ended  
December 31**

	Alectra Utilities Corporation	Algoma Power Inc.	Atikokan Hydro Inc.	Bluewater Power Distribution Corporation	Brantford Power Inc.
# of Customers per square km of Service Area	541.70	0.83	4.31	176.40	539.24
# of Customers per km of Line	49.81	6.34	17.78	46.86	78.24
Total kWh Delivered (excluding losses)	25,437,429,118	224,890,511	30,145,504	991,435,681	982,068,822
Total kWh Delivered on Long-Term Load Transfer	2,134,445	-	-	-	-
Total Distribution Losses (kWh)	828,317,156	19,203,148	2,469,688	28,299,850	31,373,209
<b>Total kWh Distributed</b>	<b>26,267,880,719</b>	<b>244,093,659</b>	<b>32,615,191</b>	<b>1,019,735,531</b>	<b>1,013,442,031</b>
Average Monthly kWh Delivered per Customer	2,138.82	1,598.91	1,535.53	2,251.77	2,050.90
Average Peak (kW) per Customer	4.14	3.01	3.49	3.71	3.82
<b>Distribution Revenue (\$)</b>					
Per Customer Annually	538.94	1,996.89	885.88	612.98	430.19
Per Total kWh Delivered	0.02	0.10	0.05	0.02	0.02
<b>Average Cost of Power &amp; Related Costs (\$)</b>					
Per Customer Annually	2,638.44	1,869.02	2,344.22	2,524.17	2,738.83
Per Total kWh Delivered	0.10	0.10	0.13	0.09	0.11
<b>OM&amp;A per Customer (\$)</b>	<b>237.60</b>	<b>1,048.07</b>	<b>680.30</b>	<b>384.58</b>	<b>270.64</b>
<b>Net Income (Loss) Per Customer (\$)</b>	<b>137.15</b>	<b>326.01</b>	<b>118.79</b>	<b>111.35</b>	<b>49.20</b>
<b>Net PP&amp;E per Customer (\$)</b>	<b>3,500.16</b>	<b>9,567.06</b>	<b>2,058.35</b>	<b>1,788.99</b>	<b>1,738.13</b>
<b>Gross Capital Additions for the Year (\$)</b>	<b>328,219,959</b>	<b>7,307,000</b>	<b>716,351</b>	<b>9,241,677</b>	<b>4,322,647</b>
<b>High Voltage Capital Additions for the Year (\$)</b>	<b>2,348,426</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**Unitized & Other Statistics  
For the Year Ended  
December 31**

	Burlington Hydro Inc.	Canadian Niagara Power Inc.	Centre Wellington Hydro Ltd.	Chapleau Public Utilities Corporation	Cooperative Hydro Embrun Inc.
# of Customers per square km of Service Area	361.38	81.92	619.77	89.48	461.00
# of Customers per km of Line	44.26	28.17	45.01	40.27	64.03
Total kWh Delivered (excluding losses)	1,597,636,816	477,262,946	143,311,162	24,525,516	29,345,468
Total kWh Delivered on Long-Term Load Transfer	-	47,494	11,939	-	-
Total Distribution Losses (kWh)	62,478,007	25,806,794	6,857,880	1,126,993	1,398,032
<b>Total kWh Distributed</b>	<b>1,660,114,823</b>	<b>503,117,233</b>	<b>150,180,982</b>	<b>25,652,509</b>	<b>30,743,500</b>
Average Monthly kWh Delivered per Customer	1,959.62	1,359.96	1,700.74	1,691.88	1,060.94
Average Peak (kW) per Customer	4.08	2.73	3.27	3.40	2.53
<b>Distribution Revenue (\$)</b>					
Per Customer Annually	456.01	652.45	536.97	636.48	459.29
Per Total kWh Delivered	0.02	0.04	0.03	0.03	0.04
<b>Average Cost of Power &amp; Related Costs (\$)</b>					
Per Customer Annually	2,776.99	1,838.84	2,461.50	2,195.98	1,366.05
Per Total kWh Delivered	0.12	0.11	0.12	0.11	0.11
<b>OM&amp;A per Customer (\$)</b>	<b>278.61</b>	<b>364.55</b>	<b>349.57</b>	<b>646.97</b>	<b>300.38</b>
<b>Net Income (Loss) Per Customer (\$)</b>	<b>75.54</b>	<b>106.16</b>	<b>66.14</b>	<b>(18.80)</b>	<b>87.01</b>
<b>Net PP&amp;E per Customer (\$)</b>	<b>1,744.53</b>	<b>3,646.78</b>	<b>2,233.02</b>	<b>1,278.87</b>	<b>1,867.21</b>
<b>Gross Capital Additions for the Year (\$)</b>	<b>13,483,193</b>	<b>15,385,000</b>	<b>1,453,404</b>	<b>512,765</b>	<b>227,281</b>
<b>High Voltage Capital Additions for the Year (\$)</b>	-	-	-	-	-

**Unitized & Other Statistics  
For the Year Ended  
December 31**

	<b>E.L.K. Energy Inc.</b>	<b>Energy+ Inc.</b>	<b>Entegrus Powerlines Inc.</b>	<b>ENWIN Utilities Ltd.</b>	<b>EPCOR Electricity Distribution Ontario Inc.</b>
# of Customers per square km of Service Area	551.60	116.37	448.38	735.36	386.84
# of Customers per km of Line	76.61	43.31	47.62	19.06	48.09
Total kWh Delivered (excluding losses)	246,050,638	1,700,878,121	1,211,700,968	2,438,525,106	309,237,189
Total kWh Delivered on Long-Term Load Transfer	-	413,901	239,383	-	-
Total Distribution Losses (kWh)	6,502,295	49,920,728	45,051,644	59,928,511	8,168,266
<b>Total kWh Distributed</b>	<b>252,552,933</b>	<b>1,751,212,750</b>	<b>1,256,991,995</b>	<b>2,498,453,617</b>	<b>317,405,456</b>
Average Monthly kWh Delivered per Customer	1,652.10	2,167.21	1,706.06	2,283.83	1,480.34
Average Peak (kW) per Customer	4.12	4.20	3.12	4.48	2.80
<b>Distribution Revenue (\$)</b>					
Per Customer Annually	279.08	527.07	438.55	593.09	421.13
Per Total kWh Delivered	0.01	0.02	0.02	0.02	0.02
<b>Average Cost of Power &amp; Related Costs (\$)</b>					
Per Customer Annually	2,358.02	2,764.46	2,363.51	2,770.40	1,997.30
Per Total kWh Delivered	0.12	0.11	0.12	0.10	0.11
<b>OM&amp;A per Customer (\$)</b>	<b>215.17</b>	<b>274.66</b>	<b>247.88</b>	<b>303.01</b>	<b>279.19</b>
<b>Net Income (Loss) Per Customer (\$)</b>	<b>69.82</b>	<b>106.40</b>	<b>70.51</b>	<b>145.59</b>	<b>65.23</b>
<b>Net PP&amp;E per Customer (\$)</b>	<b>756.33</b>	<b>2,673.27</b>	<b>1,956.03</b>	<b>2,467.81</b>	<b>1,184.06</b>
<b>Gross Capital Additions for the Year (\$)</b>	<b>1,105,038</b>	<b>14,222,941</b>	<b>12,166,321</b>	<b>20,377,654</b>	<b>2,673,795</b>
<b>High Voltage Capital Additions for the Year (\$)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>583,621</b>	<b>-</b>



**Unitized & Other Statistics  
For the Year Ended  
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	<b>ERTH Power Corporation</b>	<b>Espanola Regional Hydro Distribution Corporation</b>	<b>Essex Powerlines Corporation</b>	<b>Festival Hydro Inc.</b>	<b>Fort Frances Power Corporation</b>
# of Customers per square km of Service Area	10.20	30.30	323.41	487.88	116.30
# of Customers per km of Line	54.65	23.43	65.67	81.87	46.23
Total kWh Delivered (excluding losses)	509,360,084	56,923,775	545,925,556	613,192,617	73,806,956
Total kWh Delivered on Long-Term Load Transfer	299,222	89,012	-	-	-
Total Distribution Losses (kWh)	8,761,239	2,739,827	12,350,463	19,912,077	3,572,819
<b>Total kWh Distributed</b>	<b>518,420,545</b>	<b>59,752,614</b>	<b>558,276,019</b>	<b>633,104,694</b>	<b>77,379,775</b>
Average Monthly kWh Delivered per Customer	2,206.40	1,436.16	1,515.85	2,391.29	1,642.34
Average Peak (kW) per Customer	4.01	3.38	2.97	4.54	3.28
<b>Distribution Revenue (\$)</b>					
Per Customer Annually	554.03	492.22	422.79	534.29	511.92
Per Total kWh Delivered	0.02	0.03	0.02	0.02	0.03
<b>Average Cost of Power &amp; Related Costs (\$)</b>					
Per Customer Annually	2,806.53	1,964.03	1,902.93	3,189.19	2,148.22
Per Total kWh Delivered	0.11	0.11	0.10	0.11	0.11
<b>OM&amp;A per Customer (\$)</b>	<b>329.97</b>	<b>423.34</b>	<b>251.70</b>	<b>298.92</b>	<b>460.75</b>
<b>Net Income (Loss) Per Customer (\$)</b>	<b>64.57</b>	<b>24.13</b>	<b>90.37</b>	<b>111.95</b>	<b>21.24</b>
<b>Net PP&amp;E per Customer (\$)</b>	<b>1,951.21</b>	<b>1,381.61</b>	<b>1,830.77</b>	<b>2,545.11</b>	<b>1,096.92</b>
<b>Gross Capital Additions for the Year (\$)</b>	<b>4,455,228</b>	<b>479,403</b>	<b>6,383,352</b>	<b>3,761,249</b>	<b>511,691</b>
<b>High Voltage Capital Additions for the Year (\$)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>133,652</b>

**Unitized & Other Statistics  
For the Year Ended  
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	<b>Greater Sudbury Hydro Inc.</b>	<b>Grimsby Power Incorporated</b>	<b>Guelph Hydro Electric Systems Inc.</b>	<b>Halton Hills Hydro Inc.</b>	<b>Hearst Power Distribution Company Limited</b>
# of Customers per square km of Service Area	116.16	167.41	598.63	79.86	29.00
# of Customers per km of Line	47.20	16.76	48.33	13.68	27.80
Total kWh Delivered (excluding losses)	882,673,986	227,476,201	1,678,459,496	499,443,013	78,280,121
Total kWh Delivered on Long-Term Load Transfer	-	-	-	618,350	21,876
Total Distribution Losses (kWh)	31,391,126	10,180,191	42,181,814	23,205,573	2,207,369
<b>Total kWh Distributed</b>	<b>914,065,112</b>	<b>237,656,392</b>	<b>1,720,641,311</b>	<b>523,266,936</b>	<b>80,509,366</b>
Average Monthly kWh Delivered per Customer	1,544.45	1,641.10	2,512.38	1,854.57	2,418.74
Average Peak (kW) per Customer	2.86	3.68	4.63	3.85	4.72
<b>Distribution Revenue (\$)</b>					
Per Customer Annually	489.22	473.84	552.36	475.74	444.71
Per Total kWh Delivered	0.03	0.02	0.02	0.02	0.02
<b>Average Cost of Power &amp; Related Costs (\$)</b>					
Per Customer Annually	2,046.94	2,127.87	3,630.41	2,479.93	3,226.89
Per Total kWh Delivered	0.11	0.11	0.12	0.11	0.11
<b>OM&amp;A per Customer (\$)</b>	<b>322.19</b>	<b>297.68</b>	<b>300.73</b>	<b>274.40</b>	<b>415.91</b>
<b>Net Income (Loss) Per Customer (\$)</b>	<b>46.45</b>	<b>67.89</b>	<b>198.55</b>	<b>96.68</b>	<b>43.23</b>
<b>Net PP&amp;E per Customer (\$)</b>	<b>1,934.77</b>	<b>2,034.10</b>	<b>2,597.14</b>	<b>4,142.42</b>	<b>576.22</b>
<b>Gross Capital Additions for the Year (\$)</b>	<b>10,886,000</b>	<b>1,866,440</b>	<b>12,397,374</b>	<b>7,528,216</b>	<b>278,156</b>
<b>High Voltage Capital Additions for the Year (\$)</b>	<b>-</b>	<b>-</b>	<b>122,187</b>	<b>-</b>	<b>-</b>

**Unitized & Other Statistics  
For the Year Ended  
December 31**

	Hydro 2000 Inc.	Hydro Hawkesbury Inc.	Hydro One Networks Inc.	Hydro Ottawa Limited	Innpower Corporation
# of Customers per square km of Service Area	140.22	693.38	1.39	300.47	62.20
# of Customers per km of Line	60.10	79.24	10.83	58.14	20.66
Total kWh Delivered (excluding losses)	22,169,330	144,139,136	36,140,606,059	7,400,425,274	263,499,386
Total kWh Delivered on Long-Term Load Transfer	-	-	-	13,002	223,167
Total Distribution Losses (kWh)	215,784	5,237,912	2,396,622,726	244,824,564	15,090,683
<b>Total kWh Distributed</b>	<b>22,385,114</b>	<b>149,377,048</b>	<b>38,537,228,784</b>	<b>7,645,262,841</b>	<b>278,813,236</b>
Average Monthly kWh Delivered per Customer	1,463.90	2,165.42	2,258.33	1,839.15	1,208.96
Average Peak (kW) per Customer	3.01	4.45	3.88	3.43	2.70
<b>Distribution Revenue (\$)</b>					
Per Customer Annually	411.56	264.20	1,062.20	531.78	595.82
Per Total kWh Delivered	0.02	0.01	0.04	0.02	0.04
<b>Average Cost of Power &amp; Related Costs (\$)</b>					
Per Customer Annually	1,134.61	1,710.69	2,140.76	2,543.59	1,646.57
Per Total kWh Delivered	0.06	0.07	0.08	0.12	0.11
<b>OM&amp;A per Customer (\$)</b>	<b>358.77</b>	<b>210.95</b>	<b>420.06</b>	<b>260.38</b>	<b>323.71</b>
<b>Net Income (Loss) Per Customer (\$)</b>	<b>55.03</b>	<b>14.16</b>	<b>211.18</b>	<b>110.82</b>	<b>133.10</b>
<b>Net PP&amp;E per Customer (\$)</b>	<b>479.96</b>	<b>1,250.95</b>	<b>5,989.26</b>	<b>3,132.14</b>	<b>3,072.51</b>
<b>Gross Capital Additions for the Year (\$)</b>	<b>44,997</b>	<b>218,486</b>	<b>691,819,864</b>	<b>122,854,180</b>	<b>5,426,267</b>
<b>High Voltage Capital Additions for the Year (\$)</b>	<b>-</b>	<b>21,714</b>	<b>8,076,441</b>	<b>329,492</b>	<b>-</b>

**Unitized & Other Statistics  
For the Year Ended  
December 31**

	<b>Kenora Hydro Electric Corporation Ltd.</b>	<b>Kingston Hydro Corporation</b>	<b>Kitchener-Wilmot Hydro Inc.</b>	<b>Lakefront Utilities Inc.</b>	<b>Lakeland Power Distribution Ltd.</b>
# of Customers per square km of Service Area	231.88	774.73	227.83	380.00	92.82
# of Customers per km of Line	56.79	82.81	49.05	48.38	38.54
Total kWh Delivered (excluding losses)	98,762,092	705,379,503	1,818,689,251	249,435,210	288,615,379
Total kWh Delivered on Long-Term Load Transfer	-	-	17,747	125,094	121,498
Total Distribution Losses (kWh)	3,192,848	28,203,268	51,072,209	8,103,516	13,792,072
<b>Total kWh Distributed</b>	<b>101,954,940</b>	<b>733,582,771</b>	<b>1,869,779,207</b>	<b>257,663,819</b>	<b>302,528,949</b>
Average Monthly kWh Delivered per Customer	1,478.92	2,125.30	1,565.24	1,989.12	1,762.77
Average Peak (kW) per Customer	3.13	3.89	3.08	3.81	3.17
<b>Distribution Revenue (\$)</b>					
Per Customer Annually	501.17	441.21	430.79	420.24	621.69
Per Total kWh Delivered	0.03	0.02	0.02	0.02	0.03
<b>Average Cost of Power &amp; Related Costs (\$)</b>					
Per Customer Annually	1,951.21	2,723.00	1,999.82	2,476.79	2,483.58
Per Total kWh Delivered	0.11	0.11	0.11	0.10	0.12
<b>OM&amp;A per Customer (\$)</b>	<b>423.23</b>	<b>276.39</b>	<b>204.76</b>	<b>255.43</b>	<b>369.32</b>
<b>Net Income (Loss) Per Customer (\$)</b>	<b>5.32</b>	<b>59.83</b>	<b>114.48</b>	<b>42.46</b>	<b>138.77</b>
<b>Net PP&amp;E per Customer (\$)</b>	<b>1,481.13</b>	<b>1,877.38</b>	<b>2,191.33</b>	<b>1,812.08</b>	<b>2,013.03</b>
<b>Gross Capital Additions for the Year (\$)</b>	<b>629,080</b>	<b>5,289,056</b>	<b>21,257,307</b>	<b>1,548,781</b>	<b>2,440,139</b>
<b>High Voltage Capital Additions for the Year (\$)</b>	<b>-</b>	<b>-</b>	<b>561,722</b>	<b>-</b>	<b>-</b>

**Unitized & Other Statistics  
For the Year Ended  
December 31**

	London Hydro Inc.	Milton Hydro Distribution Inc.	Newmarket-Tay Power Distribution Ltd.	Niagara Peninsula Energy Inc.	Niagara-on-the- Lake Hydro Inc.
# of Customers per square km of Service Area	375.89	108.73	463.02	67.22	71.14
# of Customers per km of Line	52.42	14.93	42.71	27.47	25.71
Total kWh Delivered (excluding losses)	3,227,389,549	911,975,552	849,966,231	1,220,555,709	217,531,862
Total kWh Delivered on Long-Term Load Transfer	-	-	-	2,798,556	-
Total Distribution Losses (kWh)	98,870,583	31,468,405	34,598,221	47,228,348	7,752,479
<b>Total kWh Distributed</b>	<b>3,326,260,132</b>	<b>943,443,957</b>	<b>884,564,452</b>	<b>1,270,582,613</b>	<b>225,284,341</b>
Average Monthly kWh Delivered per Customer	1,691.09	1,920.16	1,627.39	1,829.60	1,916.04
Average Peak (kW) per Customer	3.35	3.75	2.29	3.62	4.13
<b>Distribution Revenue (\$)</b>					
Per Customer Annually	434.39	445.99	493.17	541.08	544.25
Per Total kWh Delivered	0.02	0.02	0.03	0.02	0.02
<b>Average Cost of Power &amp; Related Costs (\$)</b>					
Per Customer Annually	2,244.23	2,592.80	1,320.53	2,473.81	2,521.88
Per Total kWh Delivered	0.11	0.11	0.07	0.11	0.11
<b>OM&amp;A per Customer (\$)</b>	<b>248.01</b>	<b>239.73</b>	<b>266.34</b>	<b>324.15</b>	<b>309.70</b>
<b>Net Income (Loss) Per Customer (\$)</b>	<b>81.41</b>	<b>108.72</b>	<b>36.12</b>	<b>79.39</b>	<b>111.32</b>
<b>Net PP&amp;E per Customer (\$)</b>	<b>1,896.35</b>	<b>2,239.58</b>	<b>2,040.27</b>	<b>2,541.77</b>	<b>2,671.36</b>
<b>Gross Capital Additions for the Year (\$)</b>	<b>48,041,965</b>	<b>11,224,369</b>	<b>18,526,425</b>	<b>14,985,908</b>	<b>3,282,575</b>
<b>High Voltage Capital Additions for the Year (\$)</b>	-	-	-	-	129,531

**Unitized & Other Statistics  
For the Year Ended  
December 31**

	North Bay Hydro Distribution Limited	Northern Ontario Wires Inc.	Oakville Hydro Electricity Distribution Inc.	Orangeville Hydro Limited	Orillia Power Distribution Corporation
# of Customers per square km of Service Area	73.25	210.82	518.76	740.18	521.89
# of Customers per km of Line	42.04	15.95	37.67	56.68	57.99
Total kWh Delivered (excluding losses)	496,980,971	117,028,006	1,617,783,119	258,246,309	323,091,074
Total kWh Delivered on Long-Term Load Transfer	-	-	-	-	-
Total Distribution Losses (kWh)	17,908,594	4,857,752	56,073,364	8,183,196	9,891,610
<b>Total kWh Distributed</b>	<b>514,889,565</b>	<b>121,885,758</b>	<b>1,673,856,483</b>	<b>266,429,505</b>	<b>332,982,684</b>
Average Monthly kWh Delivered per Customer	1,713.35	1,652.10	1,869.63	1,710.29	1,910.74
Average Peak (kW) per Customer	-	3.29	3.89	3.35	3.68
<b>Distribution Revenue (\$)</b>					
Per Customer Annually	510.10	546.95	567.21	426.35	608.29
Per Total kWh Delivered	0.02	0.03	0.03	0.02	0.03
<b>Average Cost of Power &amp; Related Costs (\$)</b>					
Per Customer Annually	2,278.79	2,346.53	2,483.90	2,212.01	2,542.22
Per Total kWh Delivered	0.11	0.12	0.11	0.11	0.11
<b>OM&amp;A per Customer (\$)</b>	<b>262.99</b>	<b>455.67</b>	<b>260.55</b>	<b>255.87</b>	<b>358.81</b>
<b>Net Income (Loss) Per Customer (\$)</b>	<b>125.87</b>	<b>57.48</b>	<b>122.81</b>	<b>90.03</b>	<b>83.52</b>
<b>Net PP&amp;E per Customer (\$)</b>	<b>2,742.13</b>	<b>1,169.52</b>	<b>2,475.13</b>	<b>1,492.62</b>	<b>2,089.05</b>
<b>Gross Capital Additions for the Year (\$)</b>	<b>6,940,048</b>	<b>845,234</b>	<b>22,655,649</b>	<b>1,778,360</b>	<b>2,262,041</b>
<b>High Voltage Capital Additions for the Year (\$)</b>	-	-	-	-	-

**Unitized & Other Statistics  
For the Year Ended  
December 31**

	<b>Oshawa PUC Networks Inc.</b>	<b>Ottawa River Power Corporation</b>	<b>Peterborough Distribution Incorporated</b>	<b>PUC Distribution Inc.</b>	<b>Renfrew Hydro Inc.</b>
# of Customers per square km of Service Area	403.69	321.34	543.76	98.28	331.69
# of Customers per km of Line	59.64	22.95	64.82	45.42	53.23
Total kWh Delivered (excluding losses)	1,075,414,784	185,198,705	794,669,676	633,697,927	86,792,704
Total kWh Delivered on Long-Term Load Transfer	-	2,396	-	-	-
Total Distribution Losses (kWh)	49,210,734	8,428,768	32,320,013	33,038,371	3,798,479
<b>Total kWh Distributed</b>	<b>1,124,625,518</b>	<b>193,629,869</b>	<b>826,989,689</b>	<b>666,736,298</b>	<b>90,591,183</b>
Average Monthly kWh Delivered per Customer	1,525.54	1,372.21	1,783.10	1,571.06	1,677.35
Average Peak (kW) per Customer	3.23	2.82	3.30	2.89	2.97
<b>Distribution Revenue (\$)</b>					
Per Customer Annually	410.45	436.12	400.75	508.26	465.80
Per Total kWh Delivered	0.02	0.03	0.02	0.03	0.02
<b>Average Cost of Power &amp; Related Costs (\$)</b>					
Per Customer Annually	1,815.05	1,925.21	2,413.29	2,662.32	2,326.59
Per Total kWh Delivered	0.10	0.12	0.11	0.14	0.12
<b>OM&amp;A per Customer (\$)</b>	<b>234.08</b>	<b>249.09</b>	<b>244.85</b>	<b>345.15</b>	<b>335.23</b>
<b>Net Income (Loss) Per Customer (\$)</b>	<b>87.99</b>	<b>90.39</b>	<b>57.08</b>	<b>45.81</b>	<b>61.07</b>
<b>Net PP&amp;E per Customer (\$)</b>	<b>2,038.53</b>	<b>984.92</b>	<b>1,722.36</b>	<b>2,794.95</b>	<b>1,548.95</b>
<b>Gross Capital Additions for the Year (\$)</b>	<b>16,868,642</b>	<b>1,719,102</b>	<b>5,124,000</b>	<b>5,575,711</b>	<b>984,506</b>
<b>High Voltage Capital Additions for the Year (\$)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>292,263</b>	<b>-</b>

**Unitized & Other Statistics  
For the Year Ended  
December 31**

	<b>Rideau St. Lawrence Distribution Inc.</b>	<b>Sioux Lookout Hydro Inc.</b>	<b>Thunder Bay Hydro Electricity Distribution Inc.</b>	<b>Tillsonburg Hydro Inc.</b>	<b>Toronto Hydro- Electric System Limited</b>
# of Customers per square km of Service Area	328.28	5.27	131.65	296.79	1,226.39
# of Customers per km of Line	55.22	3.99	44.15	52.38	26.90
Total kWh Delivered (excluding losses)	101,640,738	78,570,149	893,883,582	183,310,903	24,793,069,094
Total kWh Delivered on Long-Term Load Transfer	207,893	-	352,813	173,542	4,893,827
Total Distribution Losses (kWh)	4,795,284	4,228,875	31,605,180	7,022,409	606,023,068
<b>Total kWh Distributed</b>	<b>106,643,915</b>	<b>82,799,024</b>	<b>925,841,575</b>	<b>190,506,854</b>	<b>25,403,985,988</b>
Average Monthly kWh Delivered per Customer	1,433.42	2,306.27	1,462.03	2,144.59	2,674.12
Average Peak (kW) per Customer	2.98	4.61	2.31	4.54	4.97
<b>Distribution Revenue (\$)</b>					
Per Customer Annually	455.53	702.86	449.68	507.03	943.78
Per Total kWh Delivered	0.03	0.03	0.03	0.02	0.03
<b>Average Cost of Power &amp; Related Costs (\$)</b>					
Per Customer Annually	2,087.29	2,842.75	1,956.49	2,987.47	3,541.19
Per Total kWh Delivered	0.12	0.10	0.11	0.12	0.11
<b>OM&amp;A per Customer (\$)</b>	<b>379.80</b>	<b>516.67</b>	<b>305.87</b>	<b>411.64</b>	<b>340.33</b>
<b>Net Income (Loss) Per Customer (\$)</b>	<b>24.52</b>	<b>105.75</b>	<b>69.79</b>	<b>78.12</b>	<b>206.58</b>
<b>Net PP&amp;E per Customer (\$)</b>	<b>1,079.47</b>	<b>1,913.91</b>	<b>2,246.77</b>	<b>1,478.14</b>	<b>5,746.72</b>
<b>Gross Capital Additions for the Year (\$)</b>	<b>494,642</b>	<b>646,956</b>	<b>11,948,111</b>	<b>1,724,289</b>	<b>563,606,573</b>
<b>High Voltage Capital Additions for the Year (\$)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>73,668,910</b>



**Unitized & Other Statistics  
For the Year Ended  
December 31**

	<b>Veridian Connections Inc.</b>	<b>Wasaga Distribution Inc.</b>	<b>Waterloo North Hydro Inc.</b>	<b>Welland Hydro- Electric System Corp.</b>	<b>Wellington North Power Inc.</b>
# of Customers per square km of Service Area	190.65	226.05	84.14	288.47	271.79
# of Customers per km of Line	45.97	49.25	34.79	48.58	48.16
Total kWh Delivered (excluding losses)	2,641,484,262	134,228,686	1,458,680,155	379,090,833	99,864,919
Total kWh Delivered on Long-Term Load Transfer	201,130	-	-	-	-
Total Distribution Losses (kWh)	105,715,481	4,798,349	54,036,296	14,577,243	6,801,768
<b>Total kWh Distributed</b>	<b>2,747,400,873</b>	<b>139,027,035</b>	<b>1,512,716,451</b>	<b>393,668,076</b>	<b>106,666,688</b>
Average Monthly kWh Delivered per Customer	1,806.87	811.21	2,115.10	1,352.00	2,187.14
Average Peak (kW) per Customer	3.38	1.91	4.21	2.77	4.16
<b>Distribution Revenue (\$)</b>					
Per Customer Annually	450.38	311.76	614.79	428.68	673.68
Per Total kWh Delivered	0.02	0.03	0.02	0.03	0.03
<b>Average Cost of Power &amp; Related Costs (\$)</b>					
Per Customer Annually	2,309.04	1,059.01	2,924.57	1,821.82	2,925.56
Per Total kWh Delivered	0.11	0.11	0.12	0.11	0.11
<b>OM&amp;A per Customer (\$)</b>	<b>223.74</b>	<b>234.28</b>	<b>261.50</b>	<b>291.59</b>	<b>453.65</b>
<b>Net Income (Loss) Per Customer (\$)</b>	<b>86.50</b>	<b>48.97</b>	<b>142.20</b>	<b>59.03</b>	<b>95.32</b>
<b>Net PP&amp;E per Customer (\$)</b>	<b>2,150.11</b>	<b>941.25</b>	<b>3,729.76</b>	<b>1,324.59</b>	<b>2,392.10</b>
<b>Gross Capital Additions for the Year (\$)</b>	<b>29,421,418</b>	<b>1,422,849</b>	<b>19,537,430</b>	<b>2,186,056</b>	<b>501,091</b>
<b>High Voltage Capital Additions for the Year (\$)</b>	<b>-</b>	<b>-</b>	<b>736,383</b>	<b>-</b>	<b>-</b>

**Unitized & Other Statistics  
For the Year Ended  
December 31**

	<b>West Coast Huron Energy Inc.</b>	<b>Westario Power Inc.</b>	<b>Whitby Hydro Electric Corporation</b>
# of Customers per square km of Service Area	483.63	367.92	289.03
# of Customers per km of Line	63.43	43.21	37.80
Total kWh Delivered (excluding losses)	137,675,486	442,080,065	870,896,294
Total kWh Delivered on Long-Term Load Transfer	-	84,933	-
Total Distribution Losses (kWh)	4,626,209	26,075,623	32,684,677
<b>Total kWh Distributed</b>	<b>142,301,695</b>	<b>468,240,621</b>	<b>903,580,971</b>
Average Monthly kWh Delivered per Customer	2,965.35	1,564.53	1,691.48
Average Peak (kW) per Customer	6.54	2.92	3.48
<b>Distribution Revenue (\$)</b>			
Per Customer Annually	623.91	457.26	555.62
Per Total kWh Delivered	0.02	0.02	0.03
<b>Average Cost of Power &amp; Related Costs (\$)</b>			
Per Customer Annually	2,493.54	1,877.25	2,316.05
Per Total kWh Delivered	0.07	0.10	0.11
<b>OM&amp;A per Customer (\$)</b>	<b>443.58</b>	<b>234.12</b>	<b>265.04</b>
<b>Net Income (Loss) Per Customer (\$)</b>	<b>54.80</b>	<b>99.59</b>	<b>118.36</b>
<b>Net PP&amp;E per Customer (\$)</b>	<b>2,373.30</b>	<b>2,153.78</b>	<b>2,035.65</b>
<b>Gross Capital Additions for the Year (\$)</b>	<b>774,627</b>	<b>5,789,860</b>	<b>10,385,977</b>
<b>High Voltage Capital Additions for the Year (\$)</b>	<b>-</b>	<b>-</b>	<b>-</b>

**Statistics by Customer Class  
For the Year Ended  
December 31**

	Alectra Utilities Corporation	Algoma Power Inc.	Atikokan Hydro Inc.	Bluewater Power Distribution Corporation	Brantford Power Inc.
<b>Residential Customers</b>					
Number of Customers	898,317	11,682	1,386	32,818	36,595
Metered kWh	7,318,383,989	114,603,104	9,142,615	259,047,259	301,310,523
Distribution Revenue (\$)	285,593,405	19,161,630	778,621	12,688,910	10,180,620
Metered kWh per Customer	8,147	9,810	6,596	7,893	8,234
Distribution Revenue per Customer (\$)	318	1,640	562	387	278
<b>General Service &lt;50kW Customers</b>					
Number of Customers	79,584	-	233	3,471	2,822
Metered kWh	2,660,638,720	-	4,728,872	102,384,914	94,728,588
Distribution Revenue (\$)	76,231,734	-	236,801	3,279,282	1,682,379
Metered kWh per Customer	33,432	-	20,296	29,497	33,568
Distribution Revenue per Customer (\$)	958	-	1,016	945	596
<b>General Service &gt;50kW, Large User (&gt;5000kW) and Sub Transmission</b>					
Number of GS >50kW Customers	13,173	39	17	398	487
Number of Large Users	28	-	-	4	-
Number of Sub Transmission Customers	-	-	-	-	-
Metered kWh	15,297,865,575	109,385,574	15,854,586	623,825,538	535,922,956
Distribution Revenue (\$)	163,107,430	4,044,417	311,390	5,837,321	4,814,488
Metered kWh per Customer	1,158,841	2,804,758	932,623	1,551,805	1,100,458
Distribution Revenue per Customer (\$)	12,356	103,703	18,317	14,521	9,886
<b>Unmetered Scattered Load Connections</b>					
Number of Connections	10,718	-	-	256	408
Metered kWh	42,555,586	-	-	2,058,340	1,497,429
Distribution Revenue (\$)	1,773,377	-	-	118,622	78,805
Metered kWh per Connection	3,970	-	-	8,040	3,670
Distribution Revenue per Customer (\$)	165	-	-	463	193

**Statistics by Customer Class  
For the Year Ended  
December 31**

	Burlington Hydro Inc.	Canadian Niagara Power Inc.	Centre Wellington Hydro Ltd.	Chapleau Public Utilities Corporation	Cooperative Hydro Embrun Inc.
<b>Residential Customers</b>					
Number of Customers	61,252	26,550	6,213	1,047	2,131
Metered kWh	535,270,676	213,384,792	46,552,089	13,568,560	20,597,137
Distribution Revenue (\$)	18,859,570	11,479,646	2,158,726	493,682	837,178
Metered kWh per Customer	8,739	8,037	7,493	12,959	9,665
Distribution Revenue per Customer (\$)	308	432	347	472	393
<b>General Service &lt;50kW Customers</b>					
Number of Customers	5,703	2,492	755	149	165
Metered kWh	173,151,275	68,552,191	23,320,955	4,873,420	4,549,793
Distribution Revenue (\$)	4,235,283	2,596,458	745,494	151,518	122,449
Metered kWh per Customer	30,361	27,509	30,889	32,708	27,575
Distribution Revenue per Customer (\$)	743	1,042	987	1,017	742
<b>General Service &gt;50kW, Large User (&gt;5000kW) and Sub Transmission</b>					
Number of GS >50kW Customers	985	203	54	12	9
Number of Large Users	-	-	-	-	-
Number of Sub Transmission Customers	-	-	-	-	-
Metered kWh	878,675,189	186,317,854	72,321,772	5,786,213	3,896,559
Distribution Revenue (\$)	7,528,497	4,420,724	788,621	87,115	67,814
Metered kWh per Customer	892,056	917,822	1,339,292	482,184	432,951
Distribution Revenue per Customer (\$)	7,643	21,777	14,604	7,260	7,535
<b>Unmetered Scattered Load Connections</b>					
Number of Connections	579	48	13	4	17
Metered kWh	3,138,760	1,307,306	571,748	2,892	93,084
Distribution Revenue (\$)	107,140	61,113	7,835	1,313	5,717
Metered kWh per Connection	5,421	27,236	43,981	723	5,476
Distribution Revenue per Customer (\$)	185	1,273	603	328	336

**Statistics by Customer Class  
For the Year Ended  
December 31**

	E.L.K. Energy Inc.	Energy+ Inc.	Entegrus Powerlines Inc.	ENWIN Utilities Ltd.	EPCOR Electricity Distribution Ontario Inc.
<b>Residential Customers</b>					
Number of Customers	10,882	58,213	52,940	79,883	15,512
Metered kWh	94,517,191	497,369,403	425,242,691	636,799,631	126,982,163
Distribution Revenue (\$)	2,224,845	17,789,732	15,893,287	25,717,136	4,772,518
Metered kWh per Customer	8,686	8,544	8,033	7,972	8,186
Distribution Revenue per Customer (\$)	204	306	300	322	308
<b>General Service &lt;50kW Customers</b>					
Number of Customers	1,406	6,408	5,692	7,823	1,768
Metered kWh	28,692,745	203,001,796	158,043,644	203,075,208	47,152,725
Distribution Revenue (\$)	413,064	4,370,077	3,847,814	6,327,412	1,226,098
Metered kWh per Customer	20,407	31,679	27,766	25,959	26,670
Distribution Revenue per Customer (\$)	294	682	676	809	693
<b>General Service &gt;50kW, Large User (&gt;5000kW) and Sub Transmission</b>					
Number of GS >50kW Customers	123	779	552	1,263	128
Number of Large Users	-	2	2	9	-
Number of Sub Transmission Customers	-	-	-	-	-
Metered kWh	59,787,962	979,287,345	615,086,385	1,589,147,890	133,500,883
Distribution Revenue (\$)	558,861	11,106,853	5,742,818	18,762,230	1,058,694
Metered kWh per Customer	486,081	1,253,889	1,110,264	1,249,330	1,042,976
Distribution Revenue per Customer (\$)	4,544	14,221	10,366	14,750	8,271
<b>Unmetered Scattered Load Connections</b>					
Number of Connections	32	485	228	725	30
Metered kWh	249,143	2,248,675	1,344,468	2,266,364	397,051
Distribution Revenue (\$)	2,820	64,375	27,690	93,572	4,583
Metered kWh per Connection	7,786	4,636	5,897	3,126	13,235
Distribution Revenue per Customer (\$)	88	133	121	129	153

**Statistics by Customer Class  
For the Year Ended  
December 31**

	ERTH Power Corporation	Espanola Regional Hydro Distribution Corporation	Essex Powerlines Corporation	Festival Hydro Inc.	Fort Frances Power Corporation
<b>Residential Customers</b>					
Number of Customers	17,250	2,888	27,756	19,063	3,284
Metered kWh	144,310,623	30,942,394	260,542,052	146,158,990	36,591,266
Distribution Revenue (\$)	6,190,854	1,036,794	8,984,284	6,450,827	1,299,866
Metered kWh per Customer	8,366	10,714	9,387	7,667	11,142
Distribution Revenue per Customer (\$)	359	359	324	338	396
<b>General Service &lt;50kW Customers</b>					
Number of Customers	1,823	388	1,994	2,090	422
Metered kWh	50,261,186	10,188,316	67,018,257	64,384,300	15,003,149
Distribution Revenue (\$)	1,222,976	317,076	1,768,834	1,887,722	393,883
Metered kWh per Customer	27,571	26,259	33,610	30,806	35,552
Distribution Revenue per Customer (\$)	671	817	887	903	933
<b>General Service &gt;50kW, Large User (&gt;5000kW) and Sub Transmission</b>					
Number of GS >50kW Customers	164	27	262	215	39
Number of Large Users	1	-	-	1	-
Number of Sub Transmission Customers	-	-	-	-	-
Metered kWh	295,325,159	15,305,395	178,163,321	399,413,701	21,717,741
Distribution Revenue (\$)	2,502,888	211,545	1,606,072	2,928,607	190,377
Metered kWh per Customer	1,789,849	566,866	680,013	1,849,138	556,865
Distribution Revenue per Customer (\$)	15,169	7,835	6,130	13,558	4,881
<b>Unmetered Scattered Load Connections</b>					
Number of Connections	103	21	130	228	6
Metered kWh	479,555	123,304	1,607,703	643,588	62,628
Distribution Revenue (\$)	411,872	5,464	58,054	28,754	3,694
Metered kWh per Connection	4,656	5,872	12,367	2,823	10,438
Distribution Revenue per Customer (\$)	3,999	260	447	126	616

**Statistics by Customer Class  
For the Year Ended  
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	Greater Sudbury Hydro Inc.	Grimsby Power Incorporated	Guelph Hydro Electric Systems Inc.	Halton Hills Hydro Inc.	Hearst Power Distribution Company Limited
<b>Residential Customers</b>					
Number of Customers	42,982	10,652	50,914	20,332	2,252
Metered kWh	375,723,904	96,919,118	384,041,745	208,411,376	22,434,635
Distribution Revenue (\$)	13,865,619	3,526,004	18,356,635	6,707,211	734,060
Metered kWh per Customer	8,741	9,099	7,543	10,250	9,962
Distribution Revenue per Customer (\$)	323	331	361	330	326
<b>General Service &lt;50kW Customers</b>					
Number of Customers	4,146	779	4,134	1,895	407
Metered kWh	137,871,409	19,261,804	142,209,076	51,979,120	11,004,125
Distribution Revenue (\$)	3,730,145	583,205	2,714,401	1,231,747	190,300
Metered kWh per Customer	33,254	24,726	34,400	27,430	27,037
Distribution Revenue per Customer (\$)	900	749	657	650	468
<b>General Service &gt;50kW, Large User (&gt;5000kW) and Sub Transmission</b>					
Number of GS >50kW Customers	498	120	621	215	38
Number of Large Users	-	-	4	-	-
Number of Sub Transmission Customers	-	-	-	-	-
Metered kWh	360,043,485	66,675,530	1,140,197,058	236,743,396	44,383,088
Distribution Revenue (\$)	4,915,776	802,793	9,242,879	2,611,855	217,587
Metered kWh per Customer	722,979	555,629	1,824,315	1,101,132	1,167,976
Distribution Revenue per Customer (\$)	9,871	6,690	14,789	12,148	5,726
<b>Unmetered Scattered Load Connections</b>					
Number of Connections	292	66	559	185	-
Metered kWh	1,134,622	338,064	1,810,678	953,473	-
Distribution Revenue (\$)	38,273	37,112	72,711	21,799	-
Metered kWh per Connection	3,886	5,122	3,239	5,154	-
Distribution Revenue per Customer (\$)	131	562	130	118	-

**Statistics by Customer Class  
For the Year Ended  
December 31**

	Hydro 2000 Inc.	Hydro Hawkesbury Inc.	Hydro One Networks Inc.	Hydro Ottawa Limited	Innpower Corporation
<b>Residential Customers</b>					
Number of Customers	1,105	4,850	1,212,458	307,053	16,966
Metered kWh	12,958,025	49,832,959	12,870,557,424	2,318,157,312	160,853,753
Distribution Revenue (\$)	404,196	931,790	998,129,775	99,559,087	8,572,644
Metered kWh per Customer	11,727	10,275	10,615	7,550	9,481
Distribution Revenue per Customer (\$)	366	192	823	324	505
<b>General Service &lt;50kW Customers</b>					
Number of Customers	144	613	111,595	24,996	1,107
Metered kWh	4,500,407	18,737,391	3,101,461,887	727,990,865	36,037,382
Distribution Revenue (\$)	77,794	221,288	182,875,063	22,199,693	892,517
Metered kWh per Customer	31,253	30,567	27,792	29,124	32,554
Distribution Revenue per Customer (\$)	540	361	1,639	888	806
<b>General Service &gt;50kW, Large User (&gt;5000kW) and Sub Transmission</b>					
Number of GS >50kW Customers	13	84	8,967	3,260	90
Number of Large Users	-	-	-	11	-
Number of Sub Transmission Customers	-	-	581	-	-
Metered kWh	4,540,276	74,695,983	8,860,436,731	4,303,711,170	65,404,829
Distribution Revenue (\$)	27,392	292,516	221,310,521	55,054,777	938,165
Metered kWh per Customer	349,252	889,238	927,989	1,315,717	726,720
Distribution Revenue per Customer (\$)	2,107	3,482	23,179	16,831	10,424
<b>Unmetered Scattered Load Connections</b>					
Number of Connections	4	12	5,606	3,440	69
Metered kWh	17,280	308,696	29,977,189	14,860,742	482,914
Distribution Revenue (\$)	1,498	1,697	3,133,650	376,075	21,335
Metered kWh per Connection	4,320	25,725	5,347	4,320	6,999
Distribution Revenue per Customer (\$)	374	141	559	109	309



**Statistics by Customer Class  
For the Year Ended  
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	Kenora Hydro Electric Corporation Ltd.	Kingston Hydro Corporation	Kitchener-Wilmot Hydro Inc.	Lakefront Utilities Inc.	Lakeland Power Distribution Ltd.
<b>Residential Customers</b>					
Number of Customers	4,772	24,408	87,846	9,213	11,347
Metered kWh	36,140,568	188,025,745	680,846,103	75,511,833	109,415,500
Distribution Revenue (\$)	1,740,850	7,244,662	23,460,555	2,428,111	5,084,077
Metered kWh per Customer	7,573	7,703	7,750	8,196	9,643
Distribution Revenue per Customer (\$)	365	297	267	264	448
<b>General Service &lt;50kW Customers</b>					
Number of Customers	735	2,922	8,031	1,123	2,159
Metered kWh	23,033,227	89,777,485	240,602,997	34,695,538	59,776,505
Distribution Revenue (\$)	487,518	1,923,768	5,778,444	615,364	1,841,845
Metered kWh per Customer	31,338	30,725	29,959	30,895	27,687
Distribution Revenue per Customer (\$)	663	658	720	548	853
<b>General Service &gt;50kW, Large User (&gt;5000kW) and Sub Transmission</b>					
Number of GS >50kW Customers	58	325	949	114	138
Number of Large Users	-	3	1	-	-
Number of Sub Transmission Customers	-	-	-	-	-
Metered kWh	39,034,630	424,404,716	873,031,761	137,489,346	118,223,290
Distribution Revenue (\$)	514,214	2,850,349	11,936,335	1,189,180	1,311,892
Metered kWh per Customer	673,011	1,293,917	918,981	1,206,047	856,691
Distribution Revenue per Customer (\$)	8,866	8,690	12,565	10,431	9,506
<b>Unmetered Scattered Load Connections</b>					
Number of Connections	35	165	929	84	51
Metered kWh	175,078	1,203,168	4,009,942	616,421	166,687
Distribution Revenue (\$)	7,081	26,935	137,207	27,886	19,268
Metered kWh per Connection	5,002	7,292	4,316	7,338	3,268
Distribution Revenue per Customer (\$)	202	163	148	332	378

**Statistics by Customer Class  
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December 31**

	London Hydro Inc.	Milton Hydro Distribution Inc.	Newmarket-Tay Power Distribution Ltd.	Niagara Peninsula Energy Inc.	Niagara-on-the- Lake Hydro Inc.
<b>Residential Customers</b>					
Number of Customers	144,731	36,530	39,075	50,324	7,981
Metered kWh	1,134,273,427	323,715,325	332,824,319	449,942,760	76,998,170
Distribution Revenue (\$)	43,603,706	11,971,828	11,968,474	19,555,578	2,790,242
Metered kWh per Customer	7,837	8,862	8,518	8,941	9,648
Distribution Revenue per Customer (\$)	301	328	306	389	350
<b>General Service &lt;50kW Customers</b>					
Number of Customers	12,676	2,702	3,957	4,479	1,353
Metered kWh	396,936,108	85,963,482	115,923,228	130,540,168	42,619,952
Distribution Revenue (\$)	9,360,419	2,086,995	3,939,721	3,914,187	1,129,406
Metered kWh per Customer	31,314	31,815	29,296	29,145	31,500
Distribution Revenue per Customer (\$)	738	772	996	874	835
<b>General Service &gt;50kW, Large User (&gt;5000kW) and Sub Transmission</b>					
Number of GS >50kW Customers	1,631	344	492	790	127
Number of Large Users	1	3	-	-	-
Number of Sub Transmission Customers	-	-	-	-	-
Metered kWh	1,662,670,179	493,220,947	392,443,679	636,993,888	96,791,821
Distribution Revenue (\$)	14,949,355	3,194,341	4,865,039	6,165,999	947,027
Metered kWh per Customer	1,018,793	1,421,386	797,650	806,321	762,140
Distribution Revenue per Customer (\$)	9,160	9,206	9,888	7,805	7,457
<b>Unmetered Scattered Load Connections</b>					
Number of Connections	1,524	182	57	334	29
Metered kWh	5,496,547	1,093,623	947,046	1,530,550	264,993
Distribution Revenue (\$)	153,937	40,473	7,598	107,203	8,628
Metered kWh per Connection	3,607	6,009	16,615	4,582	9,138
Distribution Revenue per Customer (\$)	101	222	133	321	298

**Statistics by Customer Class  
For the Year Ended  
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	North Bay Hydro Distribution Limited	Northern Ontario Wires Inc.	Oakville Hydro Electricity Distribution Inc.	Orangeville Hydro Limited	Orillia Power Distribution Corporation
<b>Residential Customers</b>					
Number of Customers	21,255	5,127	65,690	11,285	12,522
Metered kWh	196,784,130	38,878,731	591,698,674	91,698,339	110,356,004
Distribution Revenue (\$)	7,247,834	2,281,158	22,902,277	3,602,177	4,582,195
Metered kWh per Customer	9,258	7,583	9,007	8,126	8,813
Distribution Revenue per Customer (\$)	341	445	349	319	366
<b>General Service &lt;50kW Customers</b>					
Number of Customers	2,659	724	5,543	1,164	1,404
Metered kWh	81,814,082	17,940,823	173,870,024	35,720,029	44,691,235
Distribution Revenue (\$)	2,313,988	599,974	5,332,143	782,960	1,533,535
Metered kWh per Customer	30,769	24,780	31,367	30,687	31,831
Distribution Revenue per Customer (\$)	870	829	962	673	1,092
<b>General Service &gt;50kW, Large User (&gt;5000kW) and Sub Transmission</b>					
Number of GS >50kW Customers	258	52	875	134	165
Number of Large Users	-	-	-	-	-
Number of Sub Transmission Customers	-	-	-	-	-
Metered kWh	216,184,388	59,526,842	792,474,314	125,990,621	164,401,360
Distribution Revenue (\$)	2,268,519	309,412	11,208,695	857,752	2,093,836
Metered kWh per Customer	837,924	1,144,747	905,685	940,229	996,372
Distribution Revenue per Customer (\$)	8,793	5,950	12,810	6,401	12,690
<b>Unmetered Scattered Load Connections</b>					
Number of Connections	9	23	721	97	151
Metered kWh	42,073	164,178	4,343,401	375,337	759,957
Distribution Revenue (\$)	1,146	7,388	133,676	40,430	26,836
Metered kWh per Connection	4,675	7,138	6,024	3,869	5,033
Distribution Revenue per Customer (\$)	127	321	185	417	178

**Statistics by Customer Class  
For the Year Ended  
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	Oshawa PUC Networks Inc.	Ottawa River Power Corporation	Peterborough Distribution Incorporated	PUC Distribution Inc.	Renfrew Hydro Inc.
<b>Residential Customers</b>					
Number of Customers	54,178	9,809	33,351	29,837	3,817
Metered kWh	495,801,068	81,716,499	292,820,369	295,617,651	29,861,489
Distribution Revenue (\$)	15,215,676	3,015,270	8,968,858	9,313,946	1,196,607
Metered kWh per Customer	9,151	8,331	8,780	9,908	7,823
Distribution Revenue per Customer (\$)	281	307	269	312	313
<b>General Service &lt;50kW Customers</b>					
Number of Customers	4,031	1,289	3,426	3,414	441
Metered kWh	134,207,593	30,060,062	118,092,168	92,759,999	11,124,464
Distribution Revenue (\$)	3,014,338	765,883	2,334,580	3,119,001	348,097
Metered kWh per Customer	33,294	23,320	34,469	27,170	25,226
Distribution Revenue per Customer (\$)	748	594	681	914	789
<b>General Service &gt;50kW, Large User (&gt;5000kW) and Sub Transmission</b>					
Number of GS >50kW Customers	535	149	360	362	54
Number of Large Users	1	-	2	-	-
Number of Sub Transmission Customers	-	-	-	-	-
Metered kWh	462,712,114	71,502,339	375,136,038	241,817,729	44,536,403
Distribution Revenue (\$)	5,100,437	985,529	2,900,219	4,149,200	410,654
Metered kWh per Customer	863,269	479,881	1,036,287	668,005	824,748
Distribution Revenue per Customer (\$)	9,516	6,614	8,012	11,462	7,605
<b>Unmetered Scattered Load Connections</b>					
Number of Connections	249	88	391	23	37
Metered kWh	828,497	605,298	2,110,358	895,217	174,874
Distribution Revenue (\$)	71,710	4,469	69,930	29,910	12,650
Metered kWh per Connection	3,327	6,878	5,397	38,922	4,726
Distribution Revenue per Customer (\$)	288	51	179	1,300	342

**Statistics by Customer Class  
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	Rideau St. Lawrence Distribution Inc.	Sioux Lookout Hydro Inc.	Thunder Bay Hydro Electricity Distribution Inc.	Tillsonburg Hydro Inc.	Toronto Hydro- Electric System Limited
<b>Residential Customers</b>					
Number of Customers	5,105	2,386	45,795	6,381	690,216
Metered kWh	42,538,789	37,012,071	325,120,245	53,072,929	5,221,594,844
Distribution Revenue (\$)	1,609,148	1,285,518	13,506,357	2,171,325	324,081,397
Metered kWh per Customer	8,333	15,512	7,099	8,317	7,565
Distribution Revenue per Customer (\$)	315	539	295	340	470
<b>General Service &lt;50kW Customers</b>					
Number of Customers	739	404	4,677	645	71,498
Metered kWh	20,252,449	13,629,279	136,789,779	20,889,379	2,407,126,241
Distribution Revenue (\$)	503,343	337,882	4,006,056	605,986	101,328,334
Metered kWh per Customer	27,405	33,736	29,247	32,387	33,667
Distribution Revenue per Customer (\$)	681	836	857	940	1,417
<b>General Service &gt;50kW, Large User (&gt;5000kW) and Sub Transmission</b>					
Number of GS >50kW Customers	65	49	478	97	10,870
Number of Large Users	-	-	-	-	40
Number of Sub Transmission Customers	-	-	-	-	-
Metered kWh	37,703,866	27,776,815	425,243,149	107,783,021	17,011,023,354
Distribution Revenue (\$)	456,243	312,447	5,011,284	789,308	286,654,279
Metered kWh per Customer	580,059	566,874	889,630	1,111,165	1,559,214
Distribution Revenue per Customer (\$)	7,019	6,376	10,484	8,137	26,274
<b>Unmetered Scattered Load Connections</b>					
Number of Connections	57	-	427	63	12,169
Metered kWh	541,637	-	2,027,079	335,664	39,114,592
Distribution Revenue (\$)	13,921	-	64,941	9,424	3,556,465
Metered kWh per Connection	9,502	-	4,747	5,328	3,214
Distribution Revenue per Customer (\$)	244	-	152	150	292

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	Veridian Connections Inc.	Wasaga Distribution Inc.	Waterloo North Hydro Inc.	Welland Hydro- Electric System Corp.	Wellington North Power Inc.
<b>Residential Customers</b>					
Number of Customers	111,642	12,938	50,865	21,399	3,294
Metered kWh	987,693,953	95,897,147	413,689,291	170,461,439	25,359,188
Distribution Revenue (\$)	36,027,004	3,545,330	19,097,714	7,002,590	1,395,548
Metered kWh per Customer	8,847	7,412	8,133	7,966	7,699
Distribution Revenue per Customer (\$)	323	274	375	327	424
<b>General Service &lt;50kW Customers</b>					
Number of Customers	9,135	819	5,841	1,803	471
Metered kWh	292,497,189	17,666,223	197,978,624	52,983,337	11,564,095
Distribution Revenue (\$)	6,991,662	421,869	5,485,234	1,159,549	453,861
Metered kWh per Customer	32,019	21,570	33,895	29,386	24,552
Distribution Revenue per Customer (\$)	765	515	939	643	964
<b>General Service &gt;50kW, Large User (&gt;5000kW) and Sub Transmission</b>					
Number of GS >50kW Customers	1,045	32	764	164	40
Number of Large Users	4	-	1	-	-
Number of Sub Transmission Customers	-	-	-	-	-
Metered kWh	1,341,159,864	19,749,651	804,883,247	152,610,121	62,224,146
Distribution Revenue (\$)	11,204,429	266,773	10,657,278	1,718,196	685,641
Metered kWh per Customer	1,278,513	617,177	1,052,135	930,550	1,555,604
Distribution Revenue per Customer (\$)	10,681	8,337	13,931	10,477	17,141
<b>Unmetered Scattered Load Connections</b>					
Number of Connections	815	35	527	263	4
Metered kWh	4,680,986	153,906	2,629,283	956,107	6,801
Distribution Revenue (\$)	153,801	3,190	104,855	39,018	918
Metered kWh per Connection	5,744	4,397	4,989	3,635	1,700
Distribution Revenue per Customer (\$)	189	91	199	148	229

**Statistics by Customer Class  
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	West Coast Huron Energy Inc.	Westario Power Inc.	Whitby Hydro Electric Corporation	Total Industry
<b>Residential Customers</b>				
Number of Customers	3,346	20,779	40,272	4,712,742
Metered kWh	25,631,222	189,038,322	367,139,763	41,318,383,306
Distribution Revenue (\$)	1,349,998	6,775,707	15,865,595	2,245,266,465
Metered kWh per Customer	7,660	9,098	9,117	8,767
Distribution Revenue per Customer (\$)	403	326	394	476
<b>General Service &lt;50kW Customers</b>				
Number of Customers	475	2,577	2,254	440,574
Metered kWh	14,567,417	71,822,559	90,248,206	13,542,967,467
Distribution Revenue (\$)	359,032	1,670,975	2,593,420	502,911,877
Metered kWh per Customer	30,668	27,871	40,039	30,739
Distribution Revenue per Customer (\$)	756	648	1,151	1,141
<b>General Service &gt;50kW, Large User (&gt;5000kW) and Sub Transmission</b>				
Number of GS >50kW Customers	47	191	380	54,969
Number of Large Users	1	-	-	119
Number of Sub Transmission Customers	-	-	-	581
Metered kWh	97,001,125	178,565,971	408,019,393	65,275,749,273
Distribution Revenue (\$)	596,963	1,693,014	4,830,378	934,175,237
Metered kWh per Customer	2,020,857	934,900	1,073,735	1,172,569
Distribution Revenue per Customer (\$)	12,437	8,864	12,712	16,781
<b>Unmetered Scattered Load Connections</b>				
Number of Connections	3	52	381	44,239
Metered kWh	83,100	241,032	1,811,439	188,916,152
Distribution Revenue (\$)	2,757	8,513	104,022	11,555,135
Metered kWh per Connection	27,700	4,635	4,754	4,270
Distribution Revenue per Customer (\$)	919	164	273	261

**Service Quality Requirements  
For the Year Ended  
December 31**
**Service Quality Requirements | OEB  
Min. Standard**

	Alectra Utilities Corporation	Algoma Power Inc.	Atikokan Hydro Inc.	Bluewater Power Distribution Corporation	Brantford Power Inc.
	%	%	%	%	%
Low Voltage Connections   <b>&gt; 90%</b>	94.70	98.63	100.00	96.89	99.52
High Voltage Connections   <b>&gt; 90%</b>	100.00	—	—	—	—
Telephone Accessibility   <b>&gt; 65%</b>	77.98	86.06	100.00	82.31	85.24
Appointments Met   <b>&gt; 90%</b>	99.62	100.00	—	99.72	100.00
Written Response to Enquiries   <b>&gt; 80%</b>	96.96	81.17	100.00	99.82	99.58
Emergency Urban Response   <b>&gt; 80%</b>	95.25	—	—	100.00	98.08
Emergency Rural Response   <b>&gt; 80%</b>	—	95.65	—	—	—
Telephone Call Abandon Rate   <b>&lt; 10%</b>	1.55	8.34	—	2.97	1.83
Appointments Scheduling   <b>&gt; 90%</b>	90.25	99.02	100.00	99.89	100.00
Rescheduling a Missed Appointment   <b>&gt; 100%</b>	99.84	—	—	100.00	—
Reconnection Performance Standards   <b>&gt; 85%</b>	98.86	100.00	—	100.00	100.00
New Micro-embedded Generation Facilities Connected   <b>&gt;90%</b>	96.74	100.00	—	100.00	100.00
Billing Accuracy   <b>&gt; 98%</b>	99.57	99.86	99.98	99.97	99.84

**System Reliability Indicators**
**Total Outages**

SAIDI Avg. outage duration (hours)	1.95	13.83	1.17	3.69	1.35
SAIFI Avg. outage frequency (interruptions / customer)	1.83	4.26	0.60	3.75	1.56

**Loss of Supply Adjusted**

SAIDI Avg. outage duration (hours)	1.73	11.96	1.17	2.20	0.68
SAIFI Avg. outage frequency (interruptions / customer)	1.61	3.14	0.60	1.98	0.89

**Loss of Supply and Major Events Adjusted**

SAIDI Avg. outage duration (hours)	1.08	7.51	1.17	1.60	0.68
SAIFI Avg. outage frequency (interruptions / customer)	1.37	2.20	0.60	1.67	0.89



**Service Quality Requirements  
For the Year Ended  
December 31**
**Service Quality Requirements | OEB  
Min. Standard**

Low Voltage Connections | **> 90%**  
 High Voltage Connections | **> 90%**  
 Telephone Accessibility | **> 65%**  
 Appointments Met | **> 90%**  
 Written Response to Enquiries | **> 80%**  
 Emergency Urban Response | **> 80%**  
 Emergency Rural Response | **> 80%**  
 Telephone Call Abandon Rate | **< 10%**  
 Appointments Scheduling | **> 90%**  
 Rescheduling a Missed Appointment | **> 100%**  
 Reconnection Performance Standards | **> 85%**  
 New Micro-embedded Generation Facilities Connected | **>90%**  
 Billing Accuracy | **> 98%**

**System Reliability Indicators**
**Total Outages**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply Adjusted**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply and Major Events Adjusted**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

Burlington Hydro Inc.	Canadian Niagara Power Inc.	Centre Wellington Hydro Ltd.	Chapleau Public Utilities Corporation	Cooperative Hydro Embrun Inc.
%	%	%	%	%
98.31	90.40	99.53	100.00	100.00
—	—	—	—	—
83.28	80.98	97.88	96.52	94.26
99.81	100.00	99.51	100.00	100.00
99.01	83.45	100.00	100.00	100.00
92.31	100.00	100.00	—	100.00
—	100.00	—	—	—
5.87	5.03	—	—	5.74
90.55	88.05	80.88	100.00	100.00
99.74	—	100.00	—	—
100.00	100.00	100.00	100.00	100.00
97.37	100.00	100.00	—	—
99.76	99.90	99.82	99.99	99.32
3.69	11.70	1.26	23.03	28.44
1.63	6.53	1.65	7.49	3.04
3.64	3.74	1.26	12.51	0.60
1.41	2.73	1.65	4.49	0.06
1.44	2.45	0.31	12.51	0.60
0.85	2.14	0.70	4.49	0.06

**Service Quality Requirements  
For the Year Ended  
December 31**
**Service Quality Requirements | OEB  
Min. Standard**

Low Voltage Connections | **> 90%**  
 High Voltage Connections | **> 90%**  
 Telephone Accessibility | **> 65%**  
 Appointments Met | **> 90%**  
 Written Response to Enquiries | **> 80%**  
 Emergency Urban Response | **> 80%**  
 Emergency Rural Response | **> 80%**  
 Telephone Call Abandon Rate | **< 10%**  
 Appointments Scheduling | **> 90%**  
 Rescheduling a Missed Appointment | **> 100%**  
 Reconnection Performance Standards | **> 85%**  
 New Micro-embedded Generation Facilities Connected | **>90%**  
 Billing Accuracy | **> 98%**

**System Reliability Indicators**
**Total Outages**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply Adjusted**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply and Major Events Adjusted**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

	E.L.K. Energy Inc.	Energy+ Inc.	Entegrus Powerlines Inc.	ENWIN Utilities Ltd.	EPCOR Electricity Distribution Ontario Inc.
	%	%	%	%	%
Low Voltage Connections   <b>&gt; 90%</b>	99.04	99.10	97.95	100.00	95.92
High Voltage Connections   <b>&gt; 90%</b>	100.00	—	100.00	—	—
Telephone Accessibility   <b>&gt; 65%</b>	96.25	88.89	71.01	76.93	80.94
Appointments Met   <b>&gt; 90%</b>	100.00	99.94	99.73	99.71	100.00
Written Response to Enquiries   <b>&gt; 80%</b>	99.23	99.99	100.00	99.98	94.94
Emergency Urban Response   <b>&gt; 80%</b>	100.00	100.00	87.59	100.00	—
Emergency Rural Response   <b>&gt; 80%</b>	100.00	100.00	—	—	—
Telephone Call Abandon Rate   <b>&lt; 10%</b>	0.16	1.98	2.64	2.86	1.88
Appointments Scheduling   <b>&gt; 90%</b>	98.72	97.55	92.56	94.84	98.31
Rescheduling a Missed Appointment   <b>&gt; 100%</b>	100.00	100.00	100.00	99.93	—
Reconnection Performance Standards   <b>&gt; 85%</b>	93.94	100.00	100.00	100.00	99.56
New Micro-embedded Generation Facilities Connected   <b>&gt;90%</b>	100.00	100.00	100.00	100.00	100.00
Billing Accuracy   <b>&gt; 98%</b>	99.96	99.99	99.90	99.72	99.98
<b>System Reliability Indicators</b>					
<b>Total Outages</b>					
SAIDI Avg. outage duration (hours)	2.95	1.64	4.23	1.32	1.93
SAIFI Avg. outage frequency (interruptions / customer)	1.13	2.38	2.35	2.97	1.08
<b>Loss of Supply Adjusted</b>					
SAIDI Avg. outage duration (hours)	1.63	1.27	2.59	1.28	0.50
SAIFI Avg. outage frequency (interruptions / customer)	0.48	1.71	1.48	2.75	0.20
<b>Loss of Supply and Major Events Adjusted</b>					
SAIDI Avg. outage duration (hours)	1.63	0.46	1.89	1.11	0.50
SAIFI Avg. outage frequency (interruptions / customer)	0.48	1.19	1.21	2.22	0.20

**Service Quality Requirements  
For the Year Ended  
December 31**
**Service Quality Requirements | OEB  
Min. Standard**
Low Voltage Connections | **> 90%**High Voltage Connections | **> 90%**Telephone Accessibility | **> 65%**Appointments Met | **> 90%**Written Response to Enquiries | **> 80%**Emergency Urban Response | **> 80%**Emergency Rural Response | **> 80%**Telephone Call Abandon Rate | **< 10%**Appointments Scheduling | **> 90%**Rescheduling a Missed Appointment | **> 100%**Reconnection Performance Standards | **> 85%**New Micro-embedded Generation Facilities Connected | **>90%**Billing Accuracy | **> 98%**
**System Reliability Indicators**
**Total Outages**

SAIDI Avg. outage duration (hours)

SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply Adjusted**

SAIDI Avg. outage duration (hours)

SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply and Major Events Adjusted**

SAIDI Avg. outage duration (hours)

SAIFI Avg. outage frequency (interruptions / customer)

	ERTH Power Corporation	Espanola Regional Hydro Distribution Corporation	Essex Powerlines Corporation	Festival Hydro Inc.	Fort Frances Power Corporation
	%	%	%	%	%
Low Voltage Connections   <b>&gt; 90%</b>	96.67	100.00	91.18	99.25	100.00
High Voltage Connections   <b>&gt; 90%</b>	100.00	100.00	—	100.00	—
Telephone Accessibility   <b>&gt; 65%</b>	94.00	70.67	87.67	87.59	96.33
Appointments Met   <b>&gt; 90%</b>	100.00	100.00	94.79	98.93	100.00
Written Response to Enquiries   <b>&gt; 80%</b>	100.00	97.01	98.01	100.00	100.00
Emergency Urban Response   <b>&gt; 80%</b>	100.00	100.00	100.00	90.48	100.00
Emergency Rural Response   <b>&gt; 80%</b>	—	—	—	—	—
Telephone Call Abandon Rate   <b>&lt; 10%</b>	3.87	7.16	0.60	1.08	3.67
Appointments Scheduling   <b>&gt; 90%</b>	72.33	100.00	75.79	97.06	99.86
Rescheduling a Missed Appointment   <b>&gt; 100%</b>	—	—	100.00	100.00	—
Reconnection Performance Standards   <b>&gt; 85%</b>	100.00	100.00	97.87	100.00	100.00
New Micro-embedded Generation Facilities Connected   <b>&gt;90%</b>	100.00	—	100.00	100.00	100.00
Billing Accuracy   <b>&gt; 98%</b>	99.34	99.89	98.26	99.95	99.52
<b>System Reliability Indicators</b>					
<b>Total Outages</b>					
SAIDI Avg. outage duration (hours)	3.13	0.28	8.11	4.69	5.41
SAIFI Avg. outage frequency (interruptions / customer)	0.97	0.07	5.76	3.12	1.15
<b>Loss of Supply Adjusted</b>					
SAIDI Avg. outage duration (hours)	1.11	0.16	1.82	1.83	0.17
SAIFI Avg. outage frequency (interruptions / customer)	0.38	0.06	1.29	1.53	0.15
<b>Loss of Supply and Major Events Adjusted</b>					
SAIDI Avg. outage duration (hours)	1.11	0.16	1.82	0.92	0.17
SAIFI Avg. outage frequency (interruptions / customer)	0.38	0.06	1.29	0.73	0.15

**Service Quality Requirements  
For the Year Ended  
December 31**
**Service Quality Requirements | OEB  
Min. Standard**

	Greater Sudbury Hydro Inc.	Grimsby Power Incorporated	Guelph Hydro Electric Systems Inc.	Halton Hills Hydro Inc.	Hearst Power Distribution Company Limited
	%	%	%	%	%
Low Voltage Connections   <b>&gt; 90%</b>	99.20	96.71	92.26	100.00	100.00
High Voltage Connections   <b>&gt; 90%</b>	—	—	100.00	—	—
Telephone Accessibility   <b>&gt; 65%</b>	71.25	88.54	71.71	96.63	88.08
Appointments Met   <b>&gt; 90%</b>	99.89	99.53	96.81	99.98	100.00
Written Response to Enquiries   <b>&gt; 80%</b>	99.74	100.00	100.00	99.84	100.00
Emergency Urban Response   <b>&gt; 80%</b>	93.44	100.00	90.22	94.12	—
Emergency Rural Response   <b>&gt; 80%</b>	—	—	—	100.00	—
Telephone Call Abandon Rate   <b>&lt; 10%</b>	1.24	0.89	7.32	0.82	—
Appointments Scheduling   <b>&gt; 90%</b>	96.99	91.21	90.27	100.00	100.00
Rescheduling a Missed Appointment   <b>&gt; 100%</b>	100.00	100.00	100.00	100.00	—
Reconnection Performance Standards   <b>&gt; 85%</b>	100.00	100.00	100.00	100.00	100.00
New Micro-embedded Generation Facilities Connected   <b>&gt;90%</b>	100.00	100.00	100.00	100.00	—
Billing Accuracy   <b>&gt; 98%</b>	99.92	99.87	99.95	99.89	99.98

**System Reliability Indicators**
**Total Outages**

SAIDI Avg. outage duration (hours)	2.67	2.01	0.50	1.54	4.58
SAIFI Avg. outage frequency (interruptions / customer)	1.59	1.37	1.20	1.73	4.24

**Loss of Supply Adjusted**

SAIDI Avg. outage duration (hours)	2.61	1.73	0.29	1.48	2.67
SAIFI Avg. outage frequency (interruptions / customer)	1.55	1.17	0.86	1.60	2.09

**Loss of Supply and Major Events Adjusted**

SAIDI Avg. outage duration (hours)	1.39	1.73	0.26	1.48	2.67
SAIFI Avg. outage frequency (interruptions / customer)	1.41	1.17	0.68	1.60	2.09

**Service Quality Requirements  
For the Year Ended  
December 31**
**Service Quality Requirements | OEB  
Min. Standard**

	Hydro 2000 Inc.	Hydro Hawkesbury Inc.	Hydro One Networks Inc.	Hydro Ottawa Limited	Innpower Corporation
	%	%	%	%	%
Low Voltage Connections   <b>&gt; 90%</b>	100.00	94.44	99.32	100.00	91.84
High Voltage Connections   <b>&gt; 90%</b>	—	—	—	100.00	—
Telephone Accessibility   <b>&gt; 65%</b>	99.95	99.99	78.05	88.74	83.85
Appointments Met   <b>&gt; 90%</b>	100.00	96.61	99.95	99.65	87.21
Written Response to Enquiries   <b>&gt; 80%</b>	100.00	99.69	100.00	99.94	99.69
Emergency Urban Response   <b>&gt; 80%</b>	—	100.00	—	96.63	—
Emergency Rural Response   <b>&gt; 80%</b>	100.00	—	65.53	—	95.74
Telephone Call Abandon Rate   <b>&lt; 10%</b>	0.05	—	3.04	0.45	3.98
Appointments Scheduling   <b>&gt; 90%</b>	100.00	97.46	99.95	100.00	95.25
Rescheduling a Missed Appointment   <b>&gt; 100%</b>	—	100.00	97.30	100.00	100.00
Reconnection Performance Standards   <b>&gt; 85%</b>	100.00	100.00	98.28	100.00	98.90
New Micro-embedded Generation Facilities Connected   <b>&gt;90%</b>	—	—	99.45	100.00	100.00
Billing Accuracy   <b>&gt; 98%</b>	99.87	99.98	99.43	99.89	99.73

**System Reliability Indicators**
**Total Outages**

SAIDI Avg. outage duration (hours)	0.04	11.23	22.93	22.83	5.16
SAIFI Avg. outage frequency (interruptions / customer)	1.81	5.58	4.30	2.03	1.34

**Loss of Supply Adjusted**

SAIDI Avg. outage duration (hours)	0.04	2.92	21.18	3.54	4.78
SAIFI Avg. outage frequency (interruptions / customer)	0.81	1.92	3.42	1.19	1.26

**Loss of Supply and Major Events Adjusted**

SAIDI Avg. outage duration (hours)	0.04	2.92	6.82	0.85	2.66
SAIFI Avg. outage frequency (interruptions / customer)	0.81	1.92	2.21	0.78	0.88

**Service Quality Requirements  
For the Year Ended  
December 31**
**Service Quality Requirements | OEB  
Min. Standard**

Low Voltage Connections | **> 90%**  
 High Voltage Connections | **> 90%**  
 Telephone Accessibility | **> 65%**  
 Appointments Met | **> 90%**  
 Written Response to Enquiries | **> 80%**  
 Emergency Urban Response | **> 80%**  
 Emergency Rural Response | **> 80%**  
 Telephone Call Abandon Rate | **< 10%**  
 Appointments Scheduling | **> 90%**  
 Rescheduling a Missed Appointment | **> 100%**  
 Reconnection Performance Standards | **> 85%**  
 New Micro-embedded Generation Facilities Connected | **>90%**  
 Billing Accuracy | **> 98%**

**System Reliability Indicators**
**Total Outages**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply Adjusted**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply and Major Events Adjusted**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

Kenora Hydro Electric Corporation Ltd.	Kingston Hydro Corporation	Kitchener-Wilmot Hydro Inc.	Lakefront Utilities Inc.	Lakeland Power Distribution Ltd.
%	%	%	%	%
100.00	100.00	99.14	98.99	100.00
—	100.00	100.00	—	—
97.00	60.78	91.90	95.47	93.00
100.00	98.68	99.18	99.09	100.00
100.00	100.00	99.95	100.00	100.00
100.00	95.24	88.24	100.00	100.00
—	—	100.00	—	100.00
3.00	5.68	1.46	3.93	1.26
100.00	98.03	91.05	98.65	94.15
100.00	100.00	100.00	—	—
100.00	99.55	100.00	100.00	100.00
100.00	100.00	100.00	100.00	100.00
99.97	99.71	97.37	99.96	99.92

**Service Quality Requirements  
For the Year Ended  
December 31**
**Service Quality Requirements | OEB  
Min. Standard**

Low Voltage Connections | **> 90%**  
 High Voltage Connections | **> 90%**  
 Telephone Accessibility | **> 65%**  
 Appointments Met | **> 90%**  
 Written Response to Enquiries | **> 80%**  
 Emergency Urban Response | **> 80%**  
 Emergency Rural Response | **> 80%**  
 Telephone Call Abandon Rate | **< 10%**  
 Appointments Scheduling | **> 90%**  
 Rescheduling a Missed Appointment | **> 100%**  
 Reconnection Performance Standards | **> 85%**  
 New Micro-embedded Generation Facilities Connected | **>90%**  
 Billing Accuracy | **> 98%**

**System Reliability Indicators**
**Total Outages**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply Adjusted**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply and Major Events Adjusted**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

	London Hydro Inc.	Milton Hydro Distribution Inc.	Newmarket-Tay Power Distribution Ltd.	Niagara Peninsula Energy Inc.	Niagara-on-the- Lake Hydro Inc.
	%	%	%	%	%
Low Voltage Connections   <b>&gt; 90%</b>	99.48	99.61	100.00	93.33	99.42
High Voltage Connections   <b>&gt; 90%</b>	100.00	—	—	90.74	100.00
Telephone Accessibility   <b>&gt; 65%</b>	70.33	93.87	70.86	85.87	89.98
Appointments Met   <b>&gt; 90%</b>	100.00	100.00	99.99	98.89	100.00
Written Response to Enquiries   <b>&gt; 80%</b>	100.00	100.00	99.95	86.26	100.00
Emergency Urban Response   <b>&gt; 80%</b>	97.04	100.00	93.94	100.00	100.00
Emergency Rural Response   <b>&gt; 80%</b>	—	100.00	—	100.00	100.00
Telephone Call Abandon Rate   <b>&lt; 10%</b>	3.02	1.18	1.15	1.27	0.26
Appointments Scheduling   <b>&gt; 90%</b>	82.75	100.00	99.37	100.00	100.00
Rescheduling a Missed Appointment   <b>&gt; 100%</b>	—	—	100.00	100.00	—
Reconnection Performance Standards   <b>&gt; 85%</b>	99.95	100.00	100.00	100.00	100.00
New Micro-embedded Generation Facilities Connected   <b>&gt;90%</b>	100.00	100.00	100.00	100.00	100.00
Billing Accuracy   <b>&gt; 98%</b>	99.76	99.99	99.95	99.06	99.95
<b>System Reliability Indicators</b>					
<b>Total Outages</b>					
SAIDI Avg. outage duration (hours)	1.44	3.00	1.42	2.35	1.24
SAIFI Avg. outage frequency (interruptions / customer)	2.20	1.83	1.44	1.98	0.72
<b>Loss of Supply Adjusted</b>					
SAIDI Avg. outage duration (hours)	1.36	2.47	0.66	1.98	0.76
SAIFI Avg. outage frequency (interruptions / customer)	1.80	1.18	0.78	1.65	0.48
<b>Loss of Supply and Major Events Adjusted</b>					
SAIDI Avg. outage duration (hours)	0.82	0.74	0.66	1.98	0.76
SAIFI Avg. outage frequency (interruptions / customer)	1.40	0.83	0.78	1.65	0.48

**Service Quality Requirements  
For the Year Ended  
December 31**
**Service Quality Requirements | OEB  
Min. Standard**

Low Voltage Connections | **> 90%**  
 High Voltage Connections | **> 90%**  
 Telephone Accessibility | **> 65%**  
 Appointments Met | **> 90%**  
 Written Response to Enquiries | **> 80%**  
 Emergency Urban Response | **> 80%**  
 Emergency Rural Response | **> 80%**  
 Telephone Call Abandon Rate | **< 10%**  
 Appointments Scheduling | **> 90%**  
 Rescheduling a Missed Appointment | **> 100%**  
 Reconnection Performance Standards | **> 85%**  
 New Micro-embedded Generation Facilities Connected | **>90%**  
 Billing Accuracy | **> 98%**

**System Reliability Indicators**
**Total Outages**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply Adjusted**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply and Major Events Adjusted**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

North Bay Hydro Distribution Limited	Northern Ontario Wires Inc.	Oakville Hydro Electricity Distribution Inc.	Orangeville Hydro Limited	Orillia Power Distribution Corporation
%	%	%	%	%
100.00	100.00	95.16	100.00	100.00
100.00	—	—	100.00	100.00
91.13	100.00	85.20	99.94	96.95
100.00	100.00	100.00	99.76	99.78
100.00	100.00	98.00	98.21	100.00
100.00	100.00	—	100.00	100.00
100.00	—	—	—	—
5.62	—	1.28	0.04	0.01
100.00	100.00	100.00	99.87	98.60
—	—	—	75.00	100.00
100.00	100.00	99.44	97.53	100.00
100.00	—	100.00	100.00	100.00
99.72	99.95	99.99	99.99	99.99
2.20	12.14	0.77	0.39	2.00
1.57	2.58	1.42	0.35	3.45
1.95	4.73	0.71	0.29	1.43
1.40	1.47	1.02	0.16	1.50
1.95	4.73	0.62	0.29	1.43
1.40	1.47	0.80	0.16	1.50



**Service Quality Requirements  
For the Year Ended  
December 31**
**Service Quality Requirements | OEB  
Min. Standard**

	Oshawa PUC Networks Inc.	Ottawa River Power Corporation	Peterborough Distribution Incorporated	PUC Distribution Inc.	Renfrew Hydro Inc.
	%	%	%	%	%
Low Voltage Connections   <b>&gt; 90%</b>	99.78	100.00	99.19	99.12	100.00
High Voltage Connections   <b>&gt; 90%</b>	—	100.00	100.00	100.00	—
Telephone Accessibility   <b>&gt; 65%</b>	90.10	99.92	87.47	77.70	98.59
Appointments Met   <b>&gt; 90%</b>	100.00	98.64	99.91	98.48	95.63
Written Response to Enquiries   <b>&gt; 80%</b>	99.98	100.00	100.00	98.43	95.00
Emergency Urban Response   <b>&gt; 80%</b>	100.00	100.00	100.00	92.16	100.00
Emergency Rural Response   <b>&gt; 80%</b>	100.00	100.00	—	—	—
Telephone Call Abandon Rate   <b>&lt; 10%</b>	0.43	—	1.19	3.66	0.06
Appointments Scheduling   <b>&gt; 90%</b>	97.50	99.81	87.62	94.70	99.22
Rescheduling a Missed Appointment   <b>&gt; 100%</b>	100.00	100.00	81.74	100.00	100.00
Reconnection Performance Standards   <b>&gt; 85%</b>	100.00	100.00	100.00	100.00	100.00
New Micro-embedded Generation Facilities Connected   <b>&gt;90%</b>	100.00	—	100.00	—	100.00
Billing Accuracy   <b>&gt; 98%</b>	99.93	99.90	99.91	99.97	99.82

**System Reliability Indicators**
**Total Outages**

SAIDI Avg. outage duration (hours)	1.96	1.73	4.76	2.34	3.25
SAIFI Avg. outage frequency (interruptions / customer)	1.71	1.29	2.52	1.75	3.82

**Loss of Supply Adjusted**

SAIDI Avg. outage duration (hours)	1.95	0.53	2.56	2.34	1.77
SAIFI Avg. outage frequency (interruptions / customer)	1.64	0.24	1.93	1.75	0.82

**Loss of Supply and Major Events Adjusted**

SAIDI Avg. outage duration (hours)	1.34	0.53	2.18	1.27	1.77
SAIFI Avg. outage frequency (interruptions / customer)	1.29	0.24	1.92	1.28	0.82

**Service Quality Requirements  
For the Year Ended  
December 31**
**Service Quality Requirements | OEB  
Min. Standard**
Low Voltage Connections | **> 90%**High Voltage Connections | **> 90%**Telephone Accessibility | **> 65%**Appointments Met | **> 90%**Written Response to Enquiries | **> 80%**Emergency Urban Response | **> 80%**Emergency Rural Response | **> 80%**Telephone Call Abandon Rate | **< 10%**Appointments Scheduling | **> 90%**Rescheduling a Missed Appointment | **> 100%**Reconnection Performance Standards | **> 85%**New Micro-embedded Generation Facilities Connected | **>90%**Billing Accuracy | **> 98%**
**System Reliability Indicators**
**Total Outages**

SAIDI Avg. outage duration (hours)

SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply Adjusted**

SAIDI Avg. outage duration (hours)

SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply and Major Events Adjusted**

SAIDI Avg. outage duration (hours)

SAIFI Avg. outage frequency (interruptions / customer)

	Rideau St. Lawrence Distribution Inc.	Sioux Lookout Hydro Inc.	Thunder Bay Hydro Electricity Distribution Inc.	Tillsonburg Hydro Inc.	Toronto Hydro- Electric System Limited
	%	%	%	%	%
Low Voltage Connections   <b>&gt; 90%</b>	100.00	95.65	99.14	97.96	99.80
High Voltage Connections   <b>&gt; 90%</b>	—	—	100.00	—	100.00
Telephone Accessibility   <b>&gt; 65%</b>	76.76	93.17	94.79	88.18	80.15
Appointments Met   <b>&gt; 90%</b>	100.00	100.00	100.00	100.00	99.66
Written Response to Enquiries   <b>&gt; 80%</b>	85.11	100.00	96.37	100.00	98.37
Emergency Urban Response   <b>&gt; 80%</b>	100.00	100.00	90.91	100.00	86.63
Emergency Rural Response   <b>&gt; 80%</b>	—	100.00	90.48	—	—
Telephone Call Abandon Rate   <b>&lt; 10%</b>	0.66	3.48	0.24	2.45	1.39
Appointments Scheduling   <b>&gt; 90%</b>	99.73	98.64	93.38	98.71	81.55
Rescheduling a Missed Appointment   <b>&gt; 100%</b>	100.00	100.00	100.00	—	100.00
Reconnection Performance Standards   <b>&gt; 85%</b>	98.08	100.00	100.00	100.00	99.65
New Micro-embedded Generation Facilities Connected   <b>&gt;90%</b>	—	—	—	—	100.00
Billing Accuracy   <b>&gt; 98%</b>	93.01	99.79	99.87	99.73	99.25
<b>System Reliability Indicators</b>					
<b>Total Outages</b>					
SAIDI Avg. outage duration (hours)	3.28	1.41	2.43	2.05	2.77
SAIFI Avg. outage frequency (interruptions / customer)	1.76	0.78	3.42	4.30	2.04
<b>Loss of Supply Adjusted</b>					
SAIDI Avg. outage duration (hours)	0.45	1.41	2.33	1.83	2.35
SAIFI Avg. outage frequency (interruptions / customer)	0.26	0.78	2.88	2.28	1.64
<b>Loss of Supply and Major Events Adjusted</b>					
SAIDI Avg. outage duration (hours)	0.45	1.41	2.33	1.83	0.81
SAIFI Avg. outage frequency (interruptions / customer)	0.26	0.78	2.88	2.28	1.14

**Service Quality Requirements  
For the Year Ended  
December 31**
**Service Quality Requirements | OEB  
Min. Standard**

	Veridian Connections Inc.	Wasaga Distribution Inc.	Waterloo North Hydro Inc.	Welland Hydro- Electric System Corp.	Wellington North Power Inc.
	%	%	%	%	%
Low Voltage Connections   <b>&gt; 90%</b>	95.70	100.00	100.00	100.00	100.00
High Voltage Connections   <b>&gt; 90%</b>	100.00	—	100.00	—	—
Telephone Accessibility   <b>&gt; 65%</b>	80.87	99.99	92.72	97.29	99.00
Appointments Met   <b>&gt; 90%</b>	99.05	100.00	99.33	94.90	99.09
Written Response to Enquiries   <b>&gt; 80%</b>	99.81	100.00	100.00	100.00	96.95
Emergency Urban Response   <b>&gt; 80%</b>	89.26	100.00	94.92	100.00	100.00
Emergency Rural Response   <b>&gt; 80%</b>	100.00	—	100.00	—	—
Telephone Call Abandon Rate   <b>&lt; 10%</b>	2.52	—	1.02	0.78	—
Appointments Scheduling   <b>&gt; 90%</b>	97.07	99.77	99.84	98.62	99.53
Rescheduling a Missed Appointment   <b>&gt; 100%</b>	100.00	—	100.00	100.00	100.00
Reconnection Performance Standards   <b>&gt; 85%</b>	100.00	100.00	100.00	100.00	100.00
New Micro-embedded Generation Facilities Connected   <b>&gt;90%</b>	100.00	100.00	100.00	100.00	100.00
Billing Accuracy   <b>&gt; 98%</b>	99.93	99.92	99.97	99.99	99.57

**System Reliability Indicators**
**Total Outages**

SAIDI Avg. outage duration (hours)	6.38	3.86	2.09	1.46	10.03
SAIFI Avg. outage frequency (interruptions / customer)	2.80	2.61	1.86	1.70	4.51

**Loss of Supply Adjusted**

SAIDI Avg. outage duration (hours)	4.55	1.85	1.83	1.46	0.16
SAIFI Avg. outage frequency (interruptions / customer)	1.69	1.36	1.65	1.70	0.33

**Loss of Supply and Major Events Adjusted**

SAIDI Avg. outage duration (hours)	1.55	0.78	0.92	1.46	0.16
SAIFI Avg. outage frequency (interruptions / customer)	1.26	0.62	1.32	1.70	0.33

**Service Quality Requirements  
For the Year Ended  
December 31**
**Service Quality Requirements | OEB  
Min. Standard**

Low Voltage Connections | **> 90%**  
 High Voltage Connections | **> 90%**  
 Telephone Accessibility | **> 65%**  
 Appointments Met | **> 90%**  
 Written Response to Enquiries | **> 80%**  
 Emergency Urban Response | **> 80%**  
 Emergency Rural Response | **> 80%**  
 Telephone Call Abandon Rate | **< 10%**  
 Appointments Scheduling | **> 90%**  
 Rescheduling a Missed Appointment | **> 100%**  
 Reconnection Performance Standards | **> 85%**  
 New Micro-embedded Generation Facilities Connected | **>90%**  
 Billing Accuracy | **> 98%**

**System Reliability Indicators**
**Total Outages**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply Adjusted**

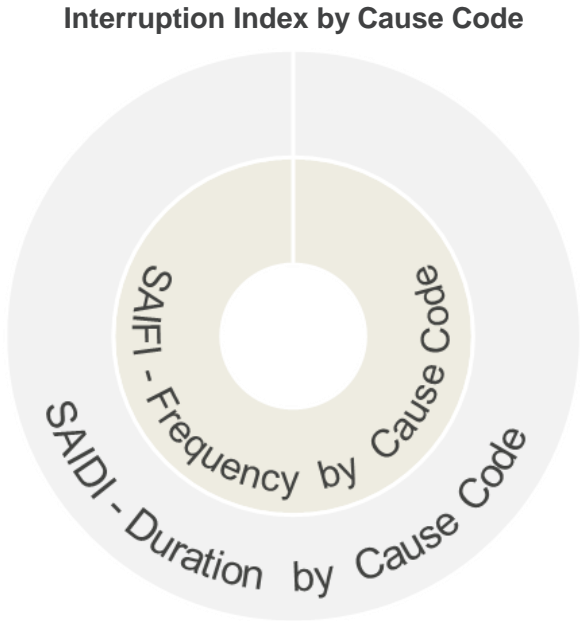
SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

**Loss of Supply and Major Events Adjusted**

SAIDI Avg. outage duration (hours)  
 SAIFI Avg. outage frequency (interruptions / customer)

West Coast Huron Energy Inc.	Westario Power Inc.	Whitby Hydro Electric Corporation
%	%	%
100.00	90.61	98.81
—	—	100.00
98.84	86.92	87.36
100.00	96.40	99.73
100.00	98.57	100.00
100.00	—	100.00
—	100.00	100.00
1.13	1.31	1.02
97.99	76.15	96.02
100.00	100.00	99.31
100.00	100.00	99.61
—	100.00	100.00
99.84	99.93	99.93

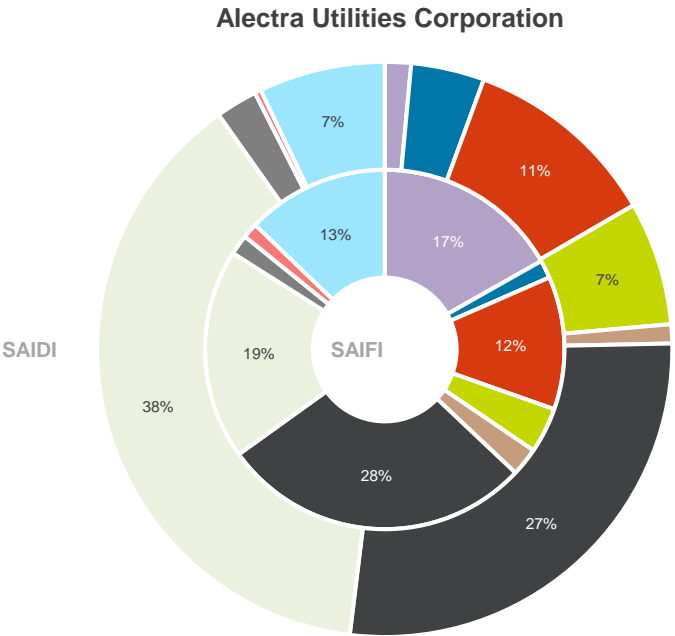
System Reliability by Cause of Interruptions for Loss of Power  
For the Year Ended  
December 31



The percentage amounts shown in the distributors' charts represent the total of Non-Major Events and Major Events amounts.

**Customers Interrupted** is the total **number of customers** affected by all interruptions. See Glossary for more information.

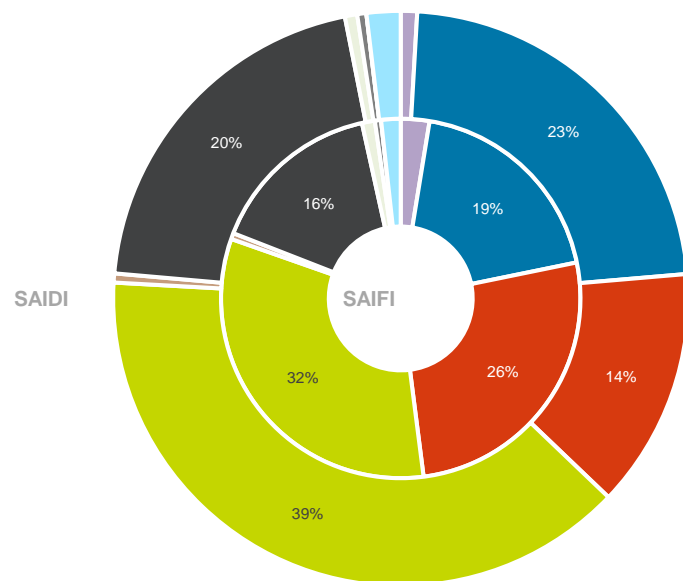
**Customer Hours Interrupted** is the cumulative **number of hours** of interruptions that all customers experienced (for all hours of interruptions). See Glossary for more information.



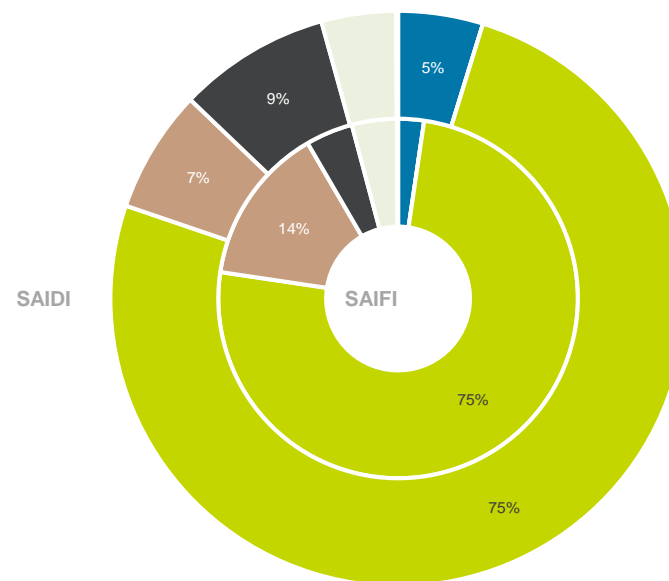
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	303,234	1,765	28,357	118
1 Scheduled Outage	29,379	4	79,703	4
2 Loss of Supply	187,186	29,742	100,254	112,878
3 Tree Contacts	54,320	19,953	74,953	59,432
4 Lightning	46,233	0	20,704	0
5 Defective Equipment	503,082	5,614	519,428	7,359
6 Adverse Weather	136,308	206,775	175,299	563,563
7 Adverse Environment	32,910	0	45,289	0
8 Human Element	24,956	0	6,857	0
9 Foreign Interference	225,214	7,068	123,239	13,825
Sub-Totals	1,542,822	270,921	1,174,083	757,179

The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.

Algoma Power Inc.



Atikokan Hydro Inc.

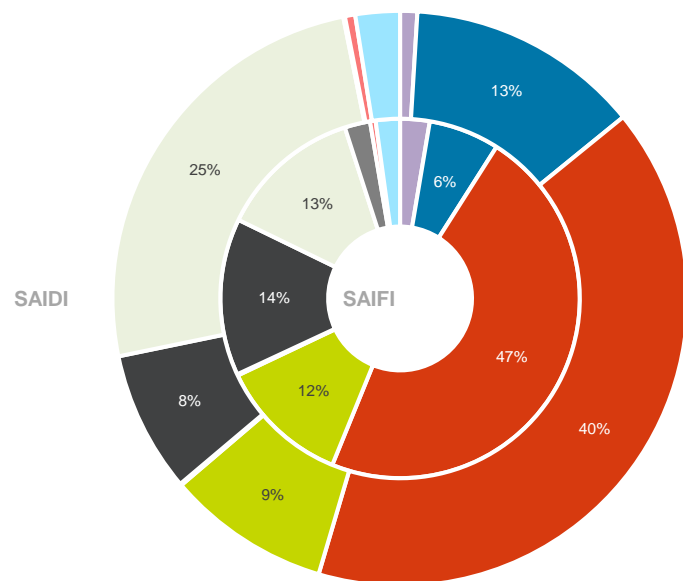


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	1,285	0	1,492	0
1 Scheduled Outage	9,591	0	36,856	0
2 Loss of Supply	13,070	0	21,906	0
3 Tree Contacts	5,108	11,070	10,745	52,090
4 Lightning	272	0	825	0
5 Defective Equipment	7,793	3	33,184	55
6 Adverse Weather	577	0	1,122	0
7 Adverse Environment	279	0	830	0
8 Human Element	0	0	0	0
9 Foreign Interference	873	0	3,102	0
<b>Sub-Totals</b>	<b>38,848</b>	<b>11,073</b>	<b>110,062</b>	<b>52,145</b>

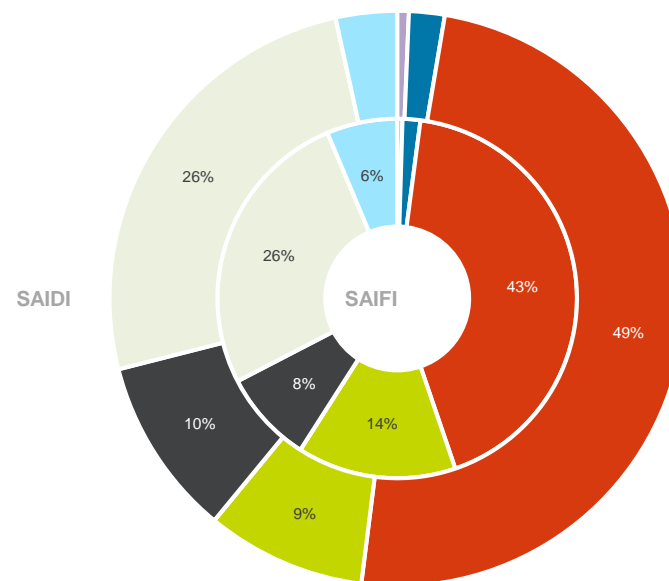
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	0	0	0	0
1 Scheduled Outage	23	0	91	0
2 Loss of Supply	0	0	0	0
3 Tree Contacts	742	0	1,439	0
4 Lightning	141	0	132	0
5 Defective Equipment	42	0	163	0
6 Adverse Weather	40	0	80	0
7 Adverse Environment	0	0	0	0
8 Human Element	1	0	2	0
9 Foreign Interference	0	0	0	0
<b>Sub-Totals</b>	<b>989</b>	<b>0</b>	<b>1,907</b>	<b>0</b>

The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.

## Bluewater Power Distribution Corporation



## Brantford Power Inc.

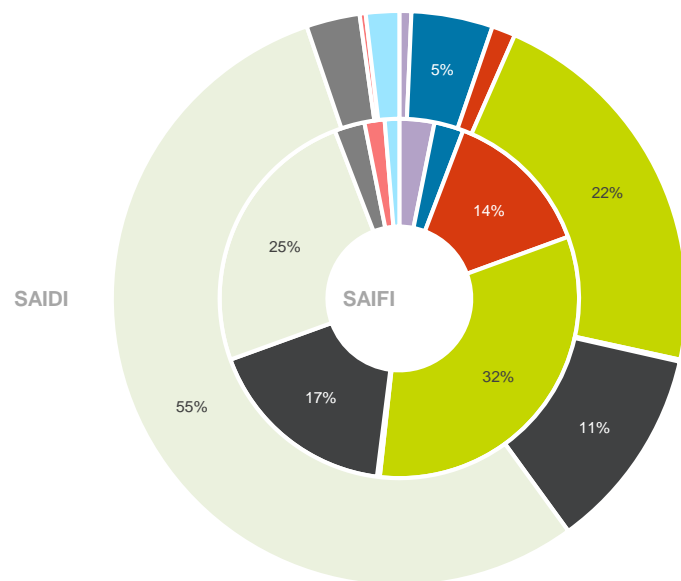


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	3,663	0	1,309	0
1 Scheduled Outage	8,790	0	17,894	0
2 Loss of Supply	60,678	4,386	41,529	13,407
3 Tree Contacts	16,283	0	12,475	0
4 Lightning	154	0	124	0
5 Defective Equipment	19,519	0	10,771	0
6 Adverse Weather	6,359	11,340	11,994	22,044
7 Adverse Environment	3,168	0	127	0
8 Human Element	688	0	786	0
9 Foreign Interference	2,996	13	3,311	85
<b>Sub-Totals</b>	<b>122,298</b>	<b>15,739</b>	<b>100,321</b>	<b>35,536</b>

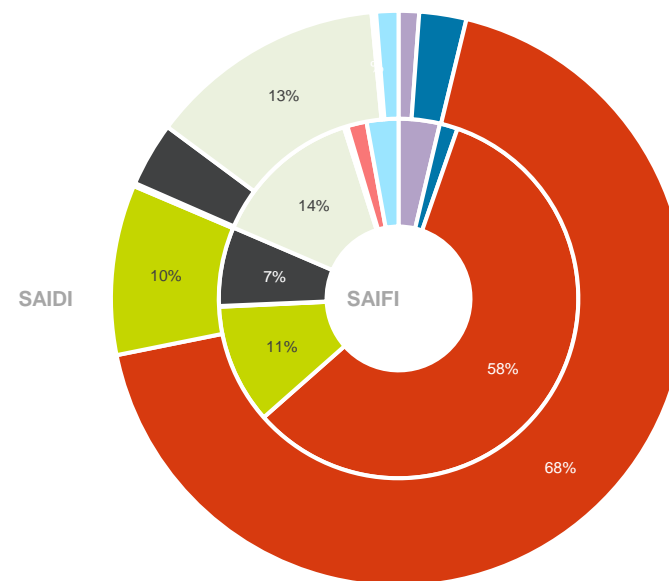
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	293	0	350	0
1 Scheduled Outage	992	0	1,077	0
2 Loss of Supply	26,447	0	26,482	0
3 Tree Contacts	8,862	0	4,817	0
4 Lightning	0	0	0	0
5 Defective Equipment	5,157	0	5,405	0
6 Adverse Weather	16,275	0	13,697	0
7 Adverse Environment	0	0	0	0
8 Human Element	0	0	0	0
9 Foreign Interference	3,930	0	1,848	0
<b>Sub-Totals</b>	<b>61,956</b>	<b>0</b>	<b>53,676</b>	<b>0</b>

The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.

Burlington Hydro Inc.



Canadian Niagara Power Inc.



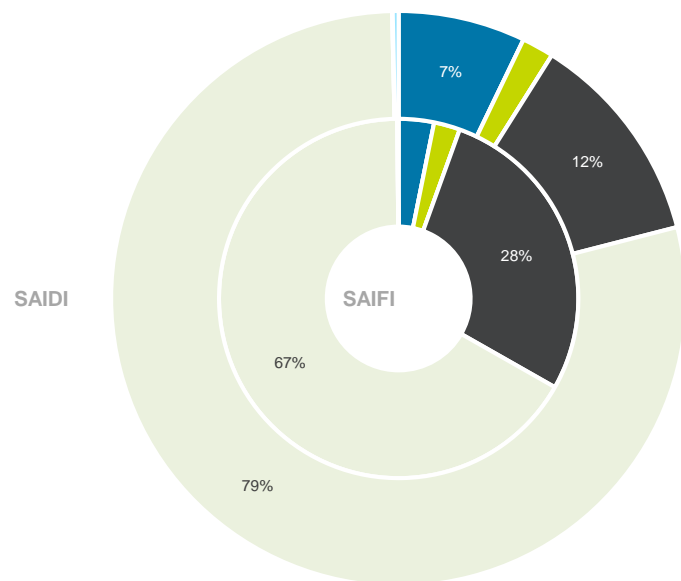
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	3,465	8	1,673	3
1 Scheduled Outage	2,901	11	11,382	43
2 Loss of Supply	15,048	0	3,294	0
3 Tree Contacts	24,077	11,577	26,803	27,632
4 Lightning	279	0	286	0
5 Defective Equipment	15,226	4,059	21,506	7,076
6 Adverse Weather	8,030	19,212	29,871	106,670
7 Adverse Environment	0	2,997	0	7,497
8 Human Element	2,001	0	848	0
9 Foreign Interference	1,442	1	4,649	22
<b>Sub-Totals</b>	<b>72,469</b>	<b>37,865</b>	<b>100,311</b>	<b>148,942</b>

Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	5,666	1,411	3,506	441
1 Scheduled Outage	3,078	2	9,056	4
2 Loss of Supply	111,074	0	232,912	0
3 Tree Contacts	18,051	2,507	26,268	6,423
4 Lightning	130	0	607	0
5 Defective Equipment	12,994	611	11,322	994
6 Adverse Weather	13,319	12,697	15,688	29,935
7 Adverse Environment	618	0	290	0
8 Human Element	3,327	0	588	0
9 Foreign Interference	5,448	0	4,278	0
<b>Sub-Totals</b>	<b>173,705</b>	<b>17,228</b>	<b>304,516</b>	<b>37,797</b>

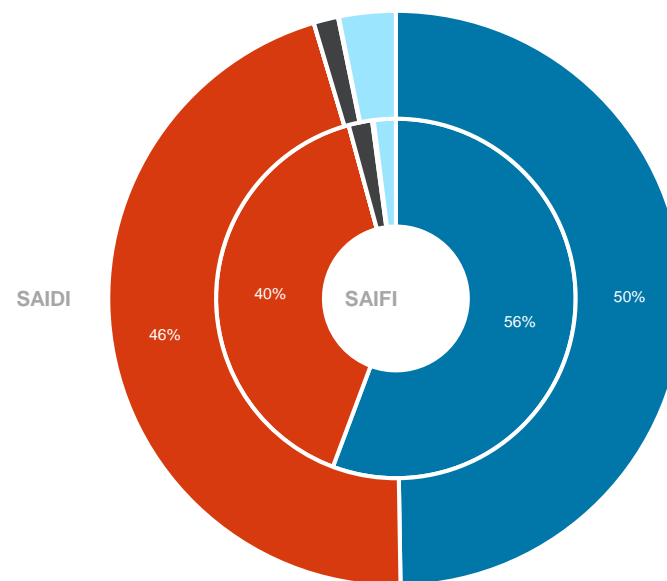
The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.



Centre Wellington Hydro Ltd.



Chapleau Public Utilities Corporation

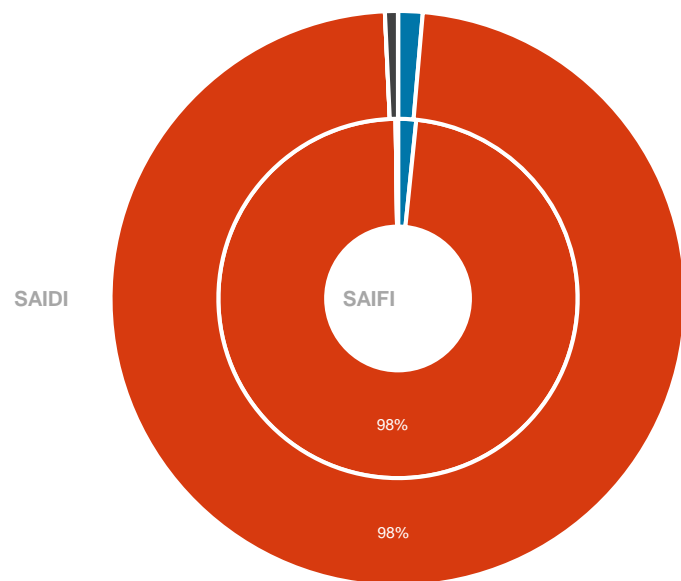


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	0	0	0	0
1 Scheduled Outage	367	0	632	0
2 Loss of Supply	0	0	0	0
3 Tree Contacts	272	0	159	0
4 Lightning	0	0	0	0
5 Defective Equipment	3,205	0	1,065	0
6 Adverse Weather	1,031	6,682	265	6,682
7 Adverse Environment	0	0	0	0
8 Human Element	1	0	3	0
9 Foreign Interference	12	0	29	0
<b>Sub-Totals</b>	<b>4,888</b>	<b>6,682</b>	<b>2,153</b>	<b>6,682</b>

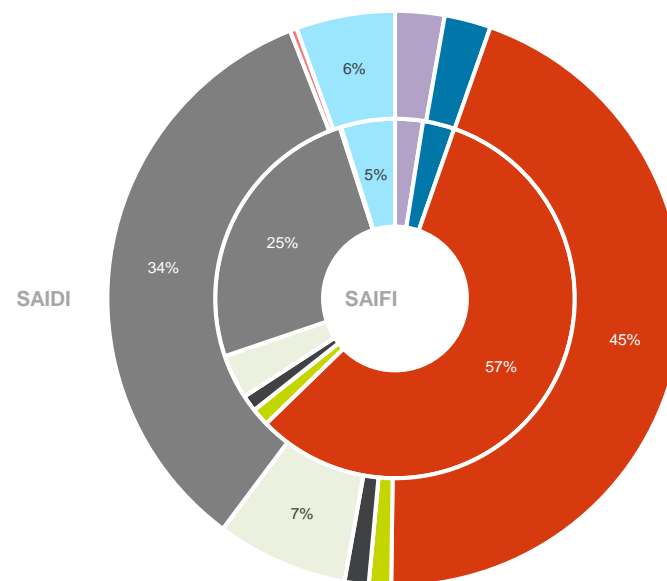
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	0	0	0	0
1 Scheduled Outage	5,116	0	14,045	0
2 Loss of Supply	3,680	0	12,890	0
3 Tree Contacts	0	0	0	0
4 Lightning	0	0	0	0
5 Defective Equipment	194	0	389	0
6 Adverse Weather	14	0	14	0
7 Adverse Environment	0	0	0	0
8 Human Element	0	0	0	0
9 Foreign Interference	181	0	899	0
<b>Sub-Totals</b>	<b>9,185</b>	<b>0</b>	<b>28,236</b>	<b>0</b>

The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.

## Cooperative Hydro Embrun Inc.



## E.L.K. Energy Inc.

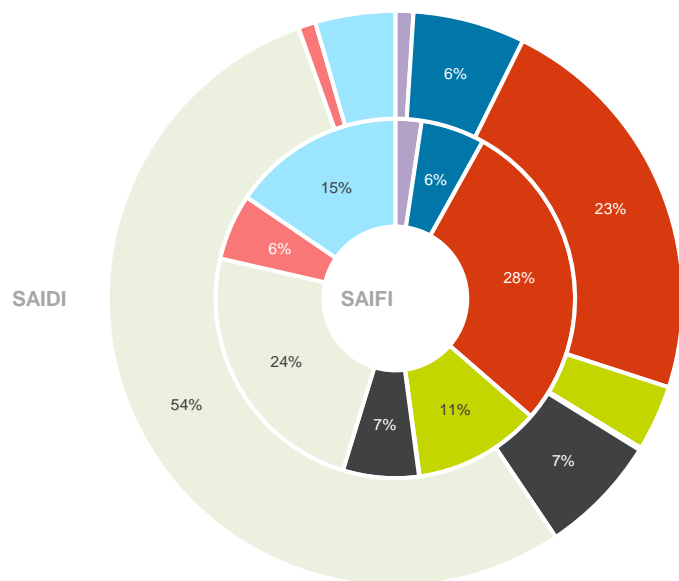


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	0	0	0	0
1 Scheduled Outage	113	0	896	0
2 Loss of Supply	6,830	0	63,651	0
3 Tree Contacts	0	0	0	0
4 Lightning	0	0	0	0
5 Defective Equipment	13	0	473	0
6 Adverse Weather	2	0	2	0
7 Adverse Environment	0	0	0	0
8 Human Element	0	0	0	0
9 Foreign Interference	0	0	0	0
<b>Sub-Totals</b>	<b>6,958</b>	<b>0</b>	<b>65,022</b>	<b>0</b>

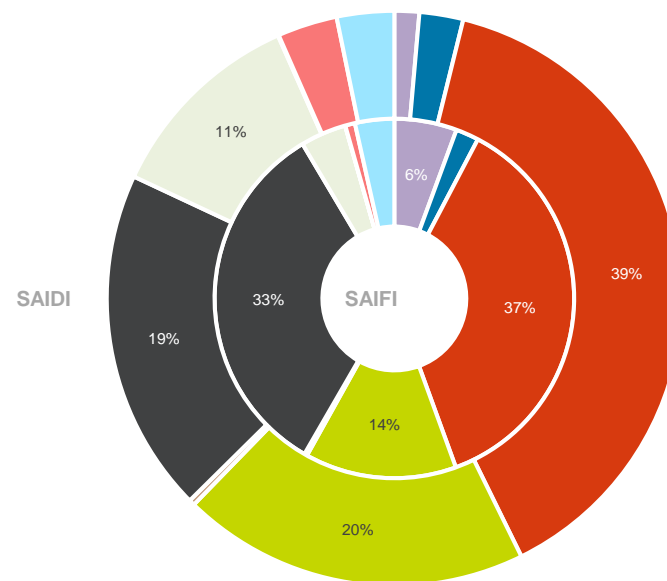
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	339	0	978	0
1 Scheduled Outage	383	0	920	0
2 Loss of Supply	7,751	0	15,803	0
3 Tree Contacts	217	0	441	0
4 Lightning	0	0	0	0
5 Defective Equipment	199	0	476	0
6 Adverse Weather	538	0	2,609	0
7 Adverse Environment	3,409	0	11,930	0
8 Human Element	16	0	136	0
9 Foreign Interference	655	0	1,960	0
<b>Sub-Totals</b>	<b>13,507</b>	<b>0</b>	<b>35,254</b>	<b>0</b>

The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.

Energy+ Inc.



Entegrus Powerlines Inc.

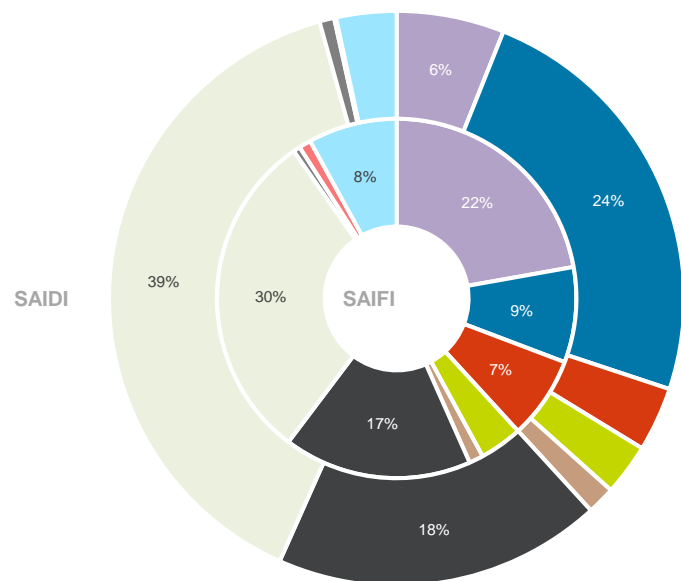


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	3,694	0	1,093	0
1 Scheduled Outage	8,965	0	6,800	0
2 Loss of Supply	42,374	1,939	11,217	13,252
3 Tree Contacts	17,923	0	3,996	0
4 Lightning	89	0	142	0
5 Defective Equipment	10,685	0	7,274	0
6 Adverse Weather	3,526	33,849	5,131	53,074
7 Adverse Environment	0	0	0	0
8 Human Element	9,306	0	1,055	0
9 Foreign Interference	24,237	0	4,842	0
<b>Sub-Totals</b>	<b>120,799</b>	<b>35,788</b>	<b>41,550</b>	<b>66,326</b>

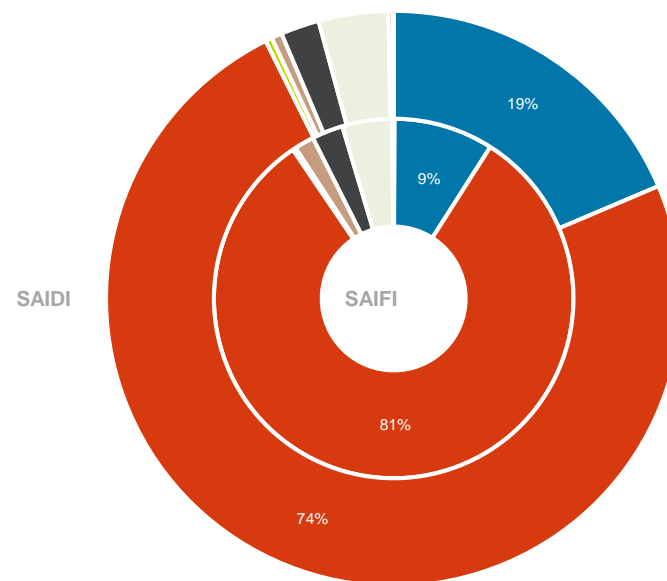
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	7,675	0	3,431	0
1 Scheduled Outage	2,826	0	6,068	0
2 Loss of Supply	50,138	0	95,646	0
3 Tree Contacts	12,092	6,530	36,074	12,081
4 Lightning	345	0	791	0
5 Defective Equipment	40,143	5,055	43,795	3,875
6 Adverse Weather	1,005	4,605	3,233	24,823
7 Adverse Environment	27	0	117	0
8 Human Element	1,195	0	8,285	0
9 Foreign Interference	4,812	0	7,932	0
<b>Sub-Totals</b>	<b>120,258</b>	<b>16,190</b>	<b>205,372</b>	<b>40,779</b>

The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.

EnWin Utilities Ltd.



EPCOR Electricity Distribution Ontario Inc.

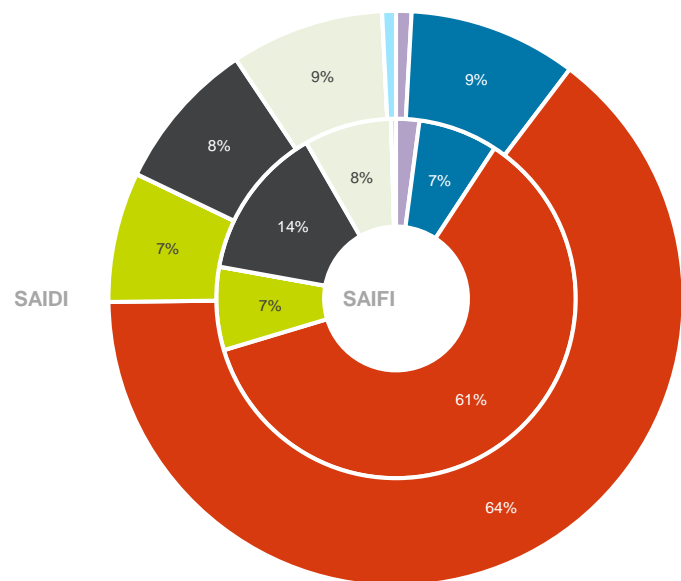


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	59,759	0	7,277	0
1 Scheduled Outage	23,083	0	28,882	0
2 Loss of Supply	20,027	0	4,346	0
3 Tree Contacts	7,363	3,022	1,903	1,573
4 Lightning	3,444	0	1,892	0
5 Defective Equipment	45,451	184	21,415	776
6 Adverse Weather	36,615	44,201	33,901	12,947
7 Adverse Environment	1,674	0	1,001	0
8 Human Element	2,906	0	131	0
9 Foreign Interference	21,387	147	4,048	17
<b>Sub-Totals</b>	<b>221,709</b>	<b>47,554</b>	<b>104,795</b>	<b>15,313</b>

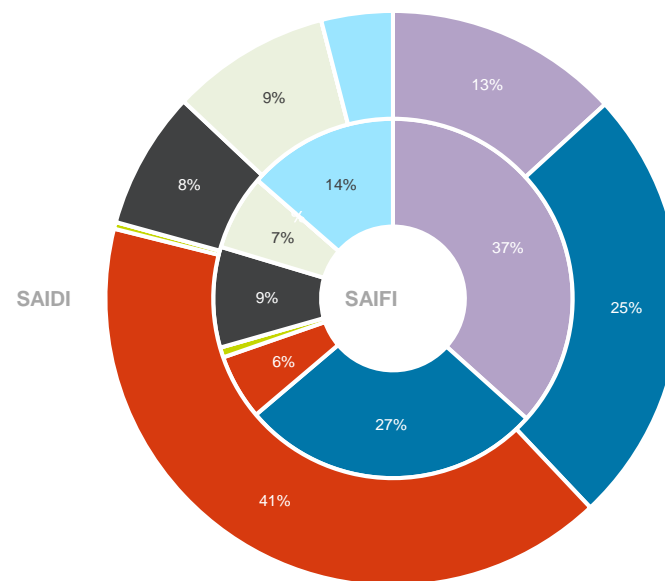
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	16	0	3	0
1 Scheduled Outage	1,658	0	6,187	0
2 Loss of Supply	15,095	0	24,627	0
3 Tree Contacts	54	0	126	0
4 Lightning	327	0	196	0
5 Defective Equipment	519	0	720	0
6 Adverse Weather	832	0	1,304	0
7 Adverse Environment	0	0	0	0
8 Human Element	15	0	89	0
9 Foreign Interference	8	0	6	0
<b>Sub-Totals</b>	<b>18,524</b>	<b>0</b>	<b>33,259</b>	<b>0</b>

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ERTH Power Corporation



Espanola Regional Hydro Distribution Corporation

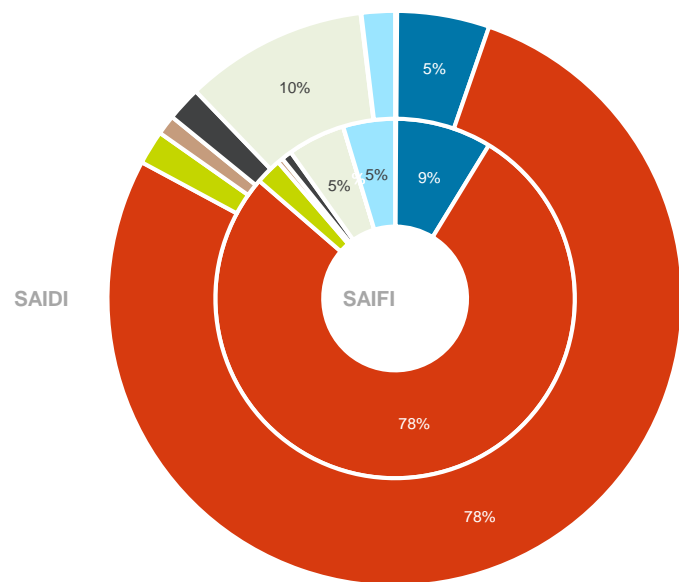


Cause Code No. & Description		SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
		Non-Major Events	Major Events	Non-Major Events	Major Events
0	Unknown/Other	402	0	537	0
1	Scheduled Outage	1,371	0	5,836	0
2	Loss of Supply	11,728	0	39,803	0
3	Tree Contacts	1,435	0	4,512	0
4	Lightning	1	0	1	0
5	Defective Equipment	2,656	0	5,243	0
6	Adverse Weather	1,511	0	5,318	0
7	Adverse Environment	0	0	0	0
8	Human Element	0	0	0	0
9	Foreign Interference	85	0	478	0
Sub-Totals		19,189	0	61,727	0

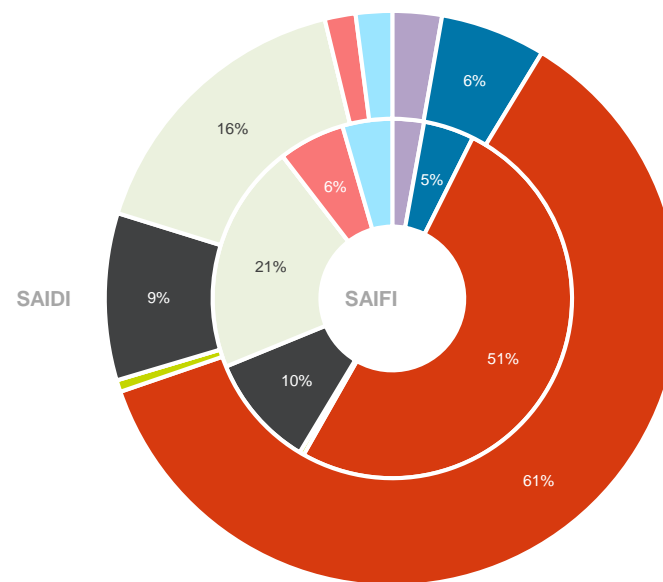
Cause Code No. & Description		SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
		Non-Major Events	Major Events	Non-Major Events	Major Events
0	Unknown/Other	81	0	122	0
1	Scheduled Outage	60	0	228	0
2	Loss of Supply	13	0	377	0
3	Tree Contacts	2	0	4	0
4	Lightning	0	0	0	0
5	Defective Equipment	20	0	71	0
6	Adverse Weather	15	0	83	0
7	Adverse Environment	0	0	0	0
8	Human Element	0	0	0	0
9	Foreign Interference	30	0	37	0
Sub-Totals		221	0	921	0

The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.

## Essex Powerlines Corporation



## Festival Hydro Inc.

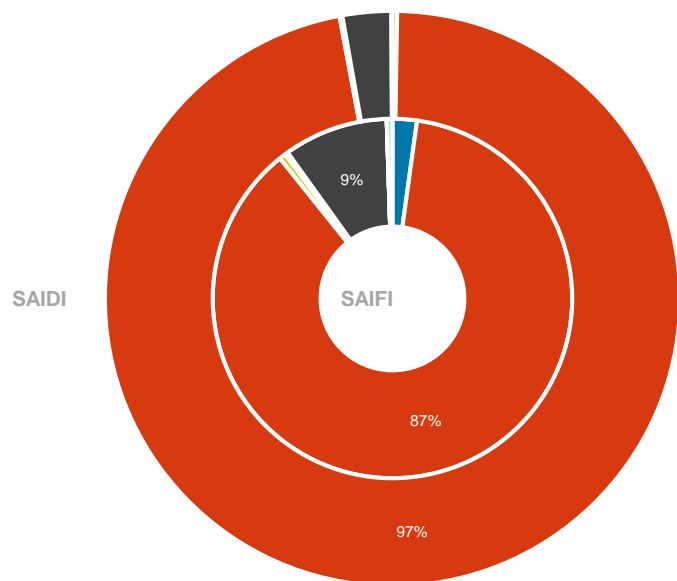


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	163	0	274	0
1 Scheduled Outage	14,976	0	12,644	0
2 Loss of Supply	134,448	0	188,983	0
3 Tree Contacts	4,085	0	4,657	0
4 Lightning	831	0	2,708	0
5 Defective Equipment	1,627	0	4,719	0
6 Adverse Weather	8,972	0	25,027	0
7 Adverse Environment	41	0	113	0
8 Human Element	0	0	0	0
9 Foreign Interference	8,082	0	4,571	0
<b>Sub-Totals</b>	<b>173,225</b>	<b>0</b>	<b>243,697</b>	<b>0</b>

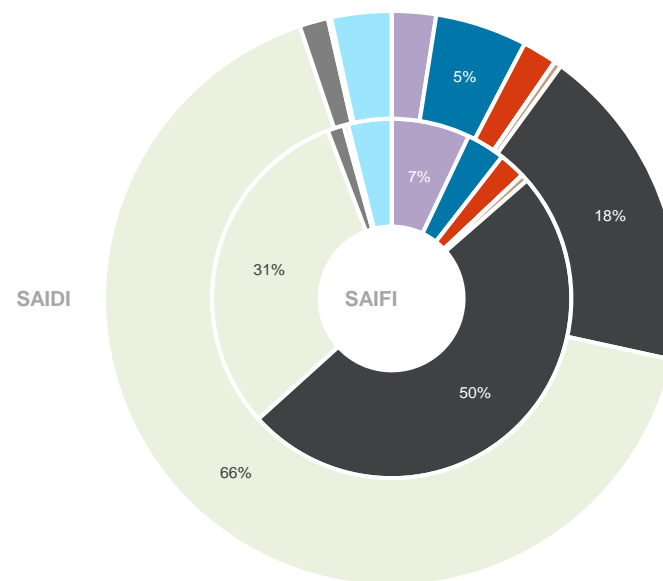
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	1,888	0	2,770	0
1 Scheduled Outage	3,015	0	5,901	0
2 Loss of Supply	17,295	16,431	16,106	44,709
3 Tree Contacts	33	240	33	628
4 Lightning	0	0	0	0
5 Defective Equipment	2,854	3,908	5,123	4,234
6 Adverse Weather	861	12,894	2,012	14,353
7 Adverse Environment	0	0	0	0
8 Human Element	3,963	0	1,727	0
9 Foreign Interference	2,972	0	2,039	0
<b>Sub-Totals</b>	<b>32,881</b>	<b>33,473</b>	<b>35,710</b>	<b>63,924</b>

The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.

## Fort Frances Power Corporation



## Greater Sudbury Hydro Inc.

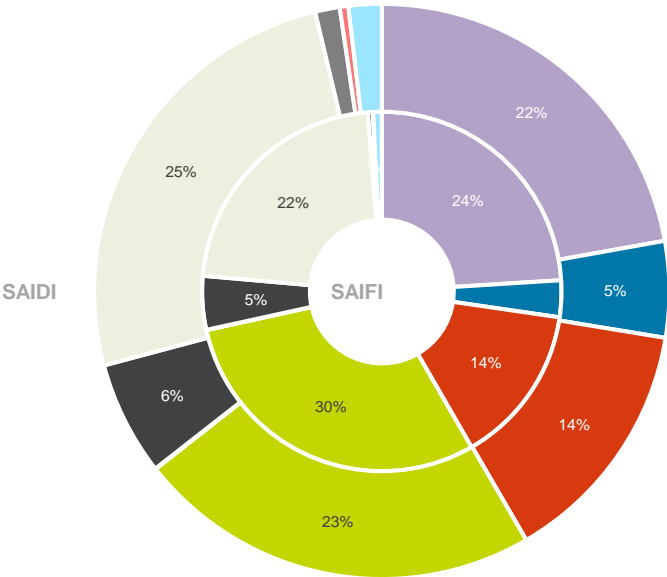


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	0	0	0	0
1 Scheduled Outage	94	0	53	0
2 Loss of Supply	3,735	0	19,609	0
3 Tree Contacts	25	0	29	0
4 Lightning	12	0	3	0
5 Defective Equipment	403	0	558	0
6 Adverse Weather	0	0	0	0
7 Adverse Environment	0	0	0	0
8 Human Element	0	0	0	0
9 Foreign Interference	22	0	9	0
<b>Sub-Totals</b>	<b>4,291</b>	<b>0</b>	<b>20,260</b>	<b>0</b>

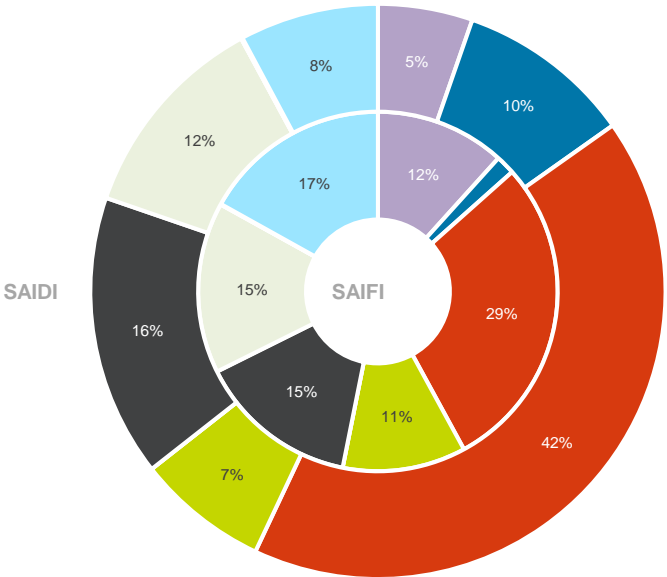
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	5,363	0	3,180	0
1 Scheduled Outage	2,638	0	6,600	0
2 Loss of Supply	1,835	0	2,476	0
3 Tree Contacts	9	0	28	0
4 Lightning	475	0	516	0
5 Defective Equipment	37,780	0	23,487	0
6 Adverse Weather	16,711	6,772	26,291	58,491
7 Adverse Environment	1,118	0	2,057	0
8 Human Element	301	0	229	0
9 Foreign Interference	2,980	0	4,325	0
<b>Sub-Totals</b>	<b>69,210</b>	<b>6,772</b>	<b>69,188</b>	<b>58,491</b>

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Grimsby Power Incorporated



Guelph Hydro Electric Systems Inc.



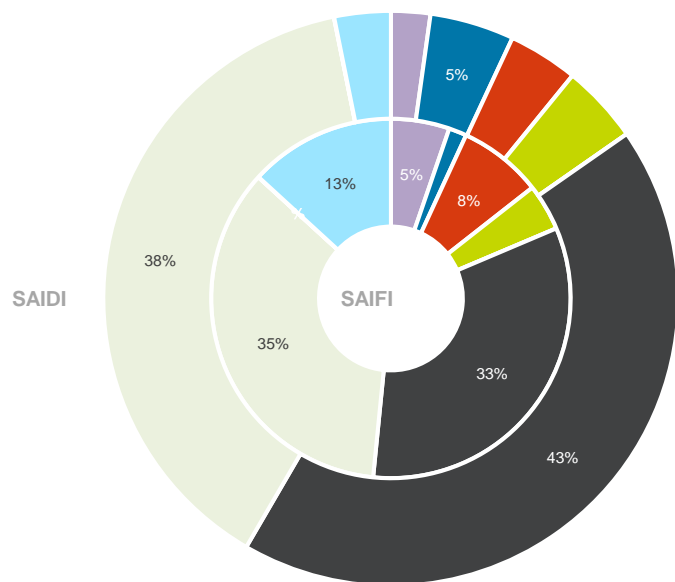
Cause Code No. & Description		SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
		Non-Major Events	Major Events	Non-Major Events	Major Events
0	Unknown/Other	3,790	0	5,139	0
1	Scheduled Outage	521	0	1,252	0
2	Loss of Supply	2,271	0	3,253	0
3	Tree Contacts	4,715	0	5,279	0
4	Lightning	4	0	8	0
5	Defective Equipment	762	0	1,488	0
6	Adverse Weather	3,532	0	5,889	0
7	Adverse Environment	72	0	320	0
8	Human Element	2	0	112	0
9	Foreign Interference	121	0	431	0
Sub-Totals		15,790	0	23,171	0

Cause Code No. & Description		SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
		Non-Major Events	Major Events	Non-Major Events	Major Events
0	Unknown/Other	1,851	5,957	458	1,022
1	Scheduled Outage	1,147	5	2,742	5
2	Loss of Supply	16,102	3,010	1,868	9,757
3	Tree Contacts	7,300	102	1,646	411
4	Lightning	0	0	0	0
5	Defective Equipment	7,297	2,382	4,368	44
6	Adverse Weather	8,705	1,568	3,235	56
7	Adverse Environment	0	0	0	0
8	Human Element	33	0	22	0
9	Foreign Interference	11,287	1	2,167	5
Sub-Totals		53,722	13,025	16,507	11,300

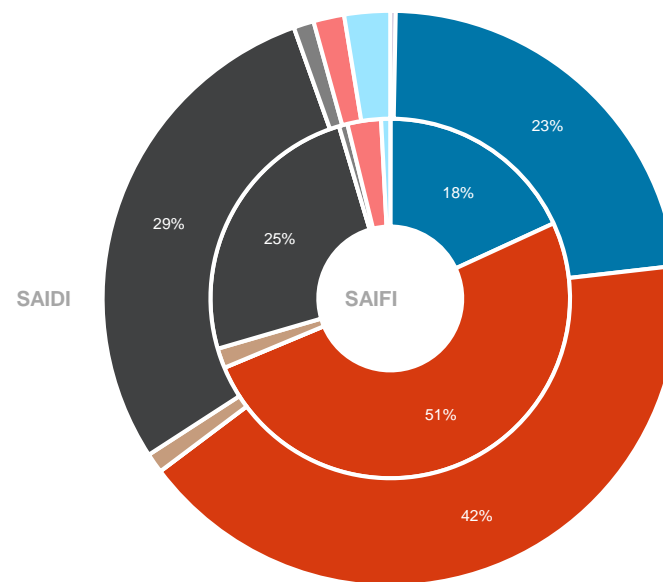
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Halton Hills Hydro Inc.



Hearst Power Distribution Company Limited

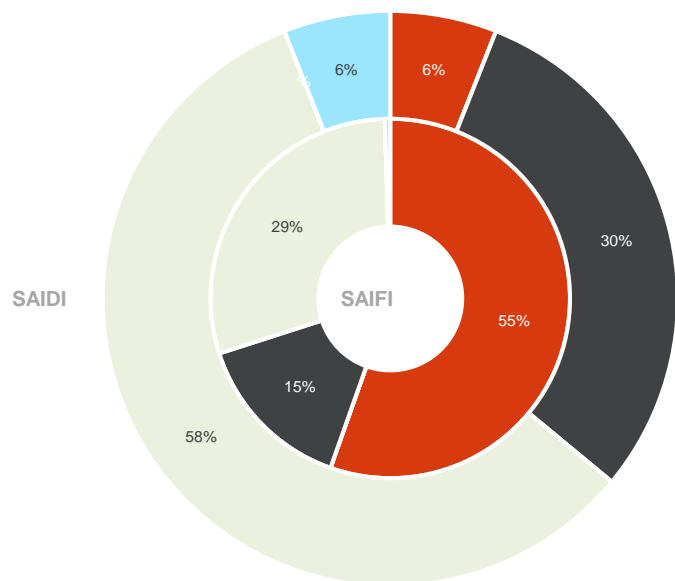


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	2,082	0	774	0
1 Scheduled Outage	632	0	1,661	0
2 Loss of Supply	2,982	0	1,378	0
3 Tree Contacts	1,660	0	1,551	0
4 Lightning	0	0	0	0
5 Defective Equipment	13,022	0	15,096	0
6 Adverse Weather	13,910	0	13,464	0
7 Adverse Environment	10	0	5	0
8 Human Element	0	0	0	0
9 Foreign Interference	5,209	0	1,112	0
<b>Sub-Totals</b>	<b>39,507</b>	<b>0</b>	<b>35,039</b>	<b>0</b>

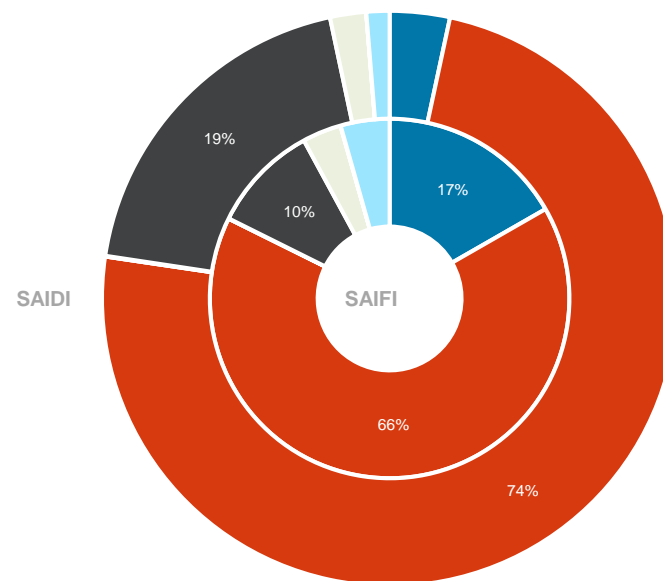
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	4	0	38	0
1 Scheduled Outage	2,123	0	2,898	0
2 Loss of Supply	5,930	0	5,264	0
3 Tree Contacts	0	0	0	0
4 Lightning	210	0	142	0
5 Defective Equipment	2,921	0	3,636	0
6 Adverse Weather	0	0	0	0
7 Adverse Environment	90	0	144	0
8 Human Element	354	0	219	0
9 Foreign Interference	96	0	326	0
<b>Sub-Totals</b>	<b>11,728</b>	<b>0</b>	<b>12,667</b>	<b>0</b>

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Hydro 2000 Inc.



Hydro Hawkesbury Inc.

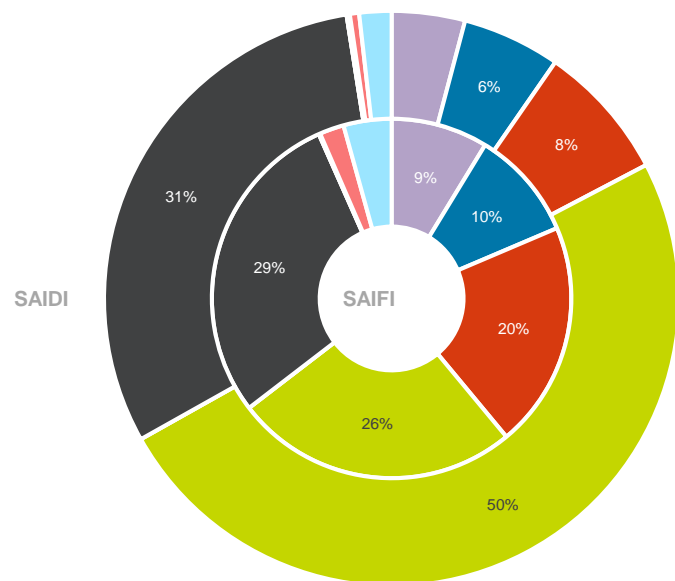


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	0	0	0	0
1 Scheduled Outage	0	0	0	0
2 Loss of Supply	1,267	0	3	0
3 Tree Contacts	0	0	0	0
4 Lightning	0	0	0	0
5 Defective Equipment	335	0	15	0
6 Adverse Weather	674	0	29	0
7 Adverse Environment	0	0	0	0
8 Human Element	0	0	0	0
9 Foreign Interference	11	0	3	0
<b>Sub-Totals</b>	<b>2,287</b>	<b>0</b>	<b>50</b>	<b>0</b>

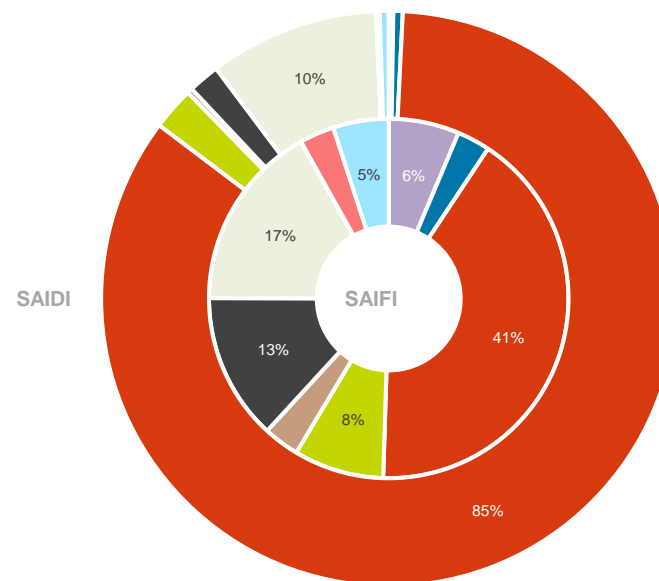
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	0	0	0	0
1 Scheduled Outage	5,187	0	2,108	0
2 Loss of Supply	20,359	0	46,177	0
3 Tree Contacts	0	0	0	0
4 Lightning	6	0	23	0
5 Defective Equipment	3,023	0	12,050	0
6 Adverse Weather	1,083	0	1,264	0
7 Adverse Environment	8	0	5	0
8 Human Element	0	0	0	0
9 Foreign Interference	1,364	0	810	0
<b>Sub-Totals</b>	<b>31,030</b>	<b>0</b>	<b>62,436</b>	<b>0</b>

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Hydro One Networks Inc.



Hydro Ottawa Limited

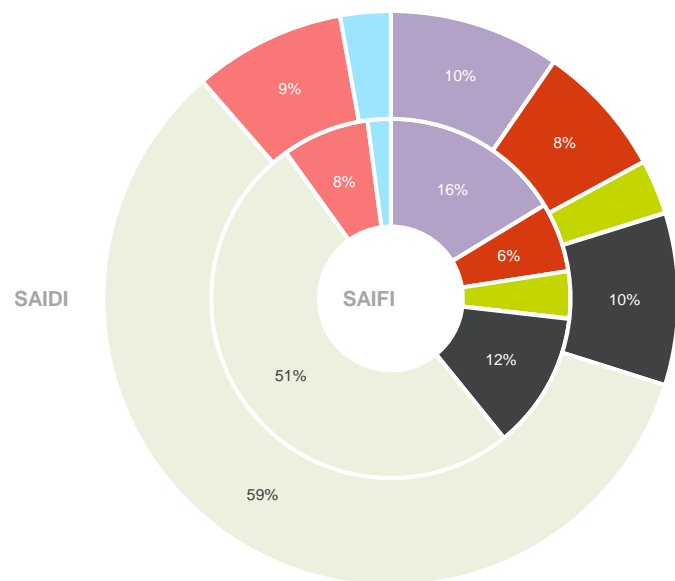


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	386,408	129,807	603,908	697,686
1 Scheduled Outage	548,120	37,844	1,475,994	269,679
2 Loss of Supply	886,526	320,769	1,071,716	1,351,806
3 Tree Contacts	702,308	814,875	3,806,558	11,849,331
4 Lightning	0	0	0	0
5 Defective Equipment	1,046,415	659,180	2,865,532	6,812,826
6 Adverse Weather	0	0	0	0
7 Adverse Environment	6,200	1,112	28,743	28,731
8 Human Element	113,907	16,170	84,746	78,998
9 Foreign Interference	241,499	14,289	525,680	45,866
<b>Sub-Totals</b>	<b>3,931,383</b>	<b>1,994,046</b>	<b>10,462,876</b>	<b>21,134,923</b>

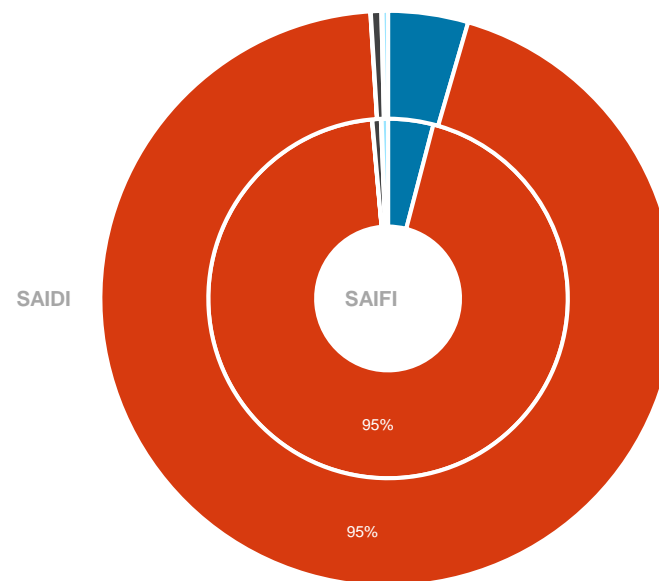
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	43,021	0	19,463	0
1 Scheduled Outage	19,539	564	40,188	85
2 Loss of Supply	80,678	198,049	21,123	6,414,899
3 Tree Contacts	25,478	29,445	40,551	142,685
4 Lightning	21,822	0	22,298	0
5 Defective Equipment	86,896	2,497	99,062	34,671
6 Adverse Weather	9,807	104,109	9,478	717,698
7 Adverse Environment	167	0	378	0
8 Human Element	21,144	0	14,676	0
9 Foreign Interference	33,496	307	37,586	926
<b>Sub-Totals</b>	<b>342,048</b>	<b>334,971</b>	<b>304,803</b>	<b>7,310,964</b>

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## Innpower Corporation



## Kenora Hydro Electric Corporation Ltd.

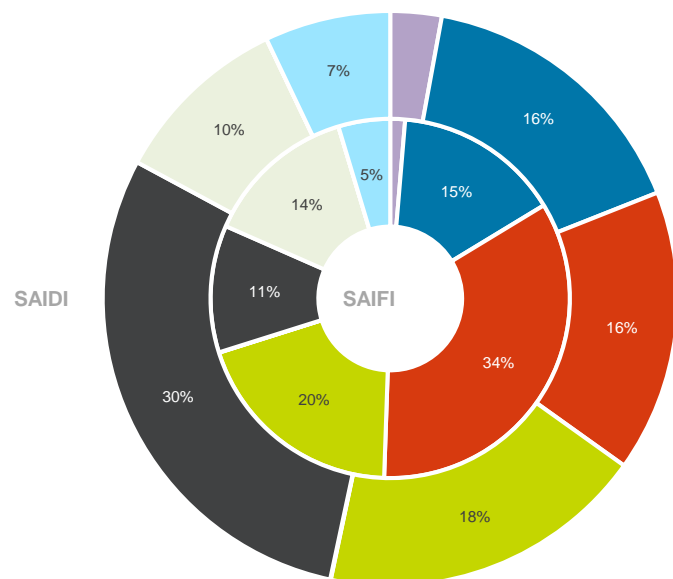


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	3,916	0	8,868	0
1 Scheduled Outage	0	0	0	0
2 Loss of Supply	1,501	0	6,930	0
3 Tree Contacts	1,014	0	2,836	0
4 Lightning	9	0	19	0
5 Defective Equipment	2,964	0	8,928	0
6 Adverse Weather	5,488	6,738	16,309	37,916
7 Adverse Environment	3	0	7	0
8 Human Element	1,880	0	7,881	0
9 Foreign Interference	500	0	2,620	0
<b>Sub-Totals</b>	<b>17,275</b>	<b>6,738</b>	<b>54,397</b>	<b>37,916</b>

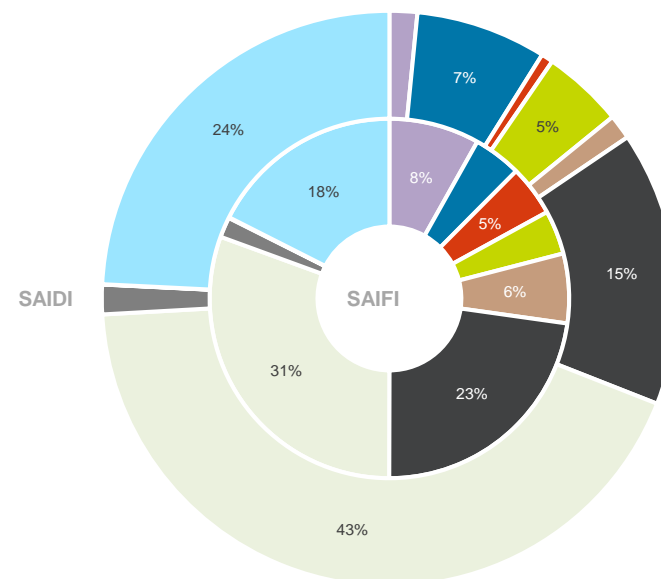
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	0	0	0	0
1 Scheduled Outage	480	0	978	0
2 Loss of Supply	11,171	0	20,574	0
3 Tree Contacts	4	0	5	0
4 Lightning	0	0	0	0
5 Defective Equipment	90	0	128	0
6 Adverse Weather	8	0	13	0
7 Adverse Environment	0	0	0	0
8 Human Element	0	0	0	0
9 Foreign Interference	68	0	68	0
<b>Sub-Totals</b>	<b>11,821</b>	<b>0</b>	<b>21,767</b>	<b>0</b>

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Kingston Hydro Corporation



Kitchener-Wilmot Hydro Inc.

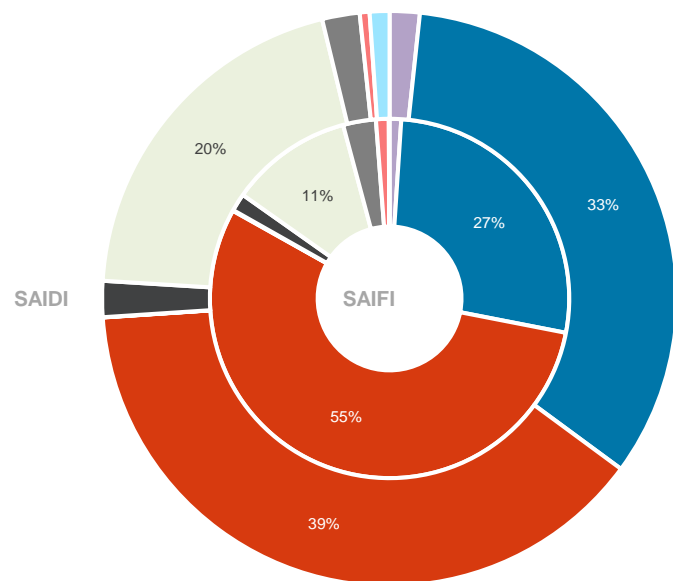


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	560	0	1,419	0
1 Scheduled Outage	6,310	0	7,924	0
2 Loss of Supply	14,400	0	7,810	0
3 Tree Contacts	8,238	0	9,071	0
4 Lightning	11	0	17	0
5 Defective Equipment	4,819	0	14,511	0
6 Adverse Weather	5,784	0	4,946	0
7 Adverse Environment	0	0	0	0
8 Human Element	0	0	0	0
9 Foreign Interference	1,961	0	3,484	0
<b>Sub-Totals</b>	<b>42,083</b>	<b>0</b>	<b>49,182</b>	<b>0</b>

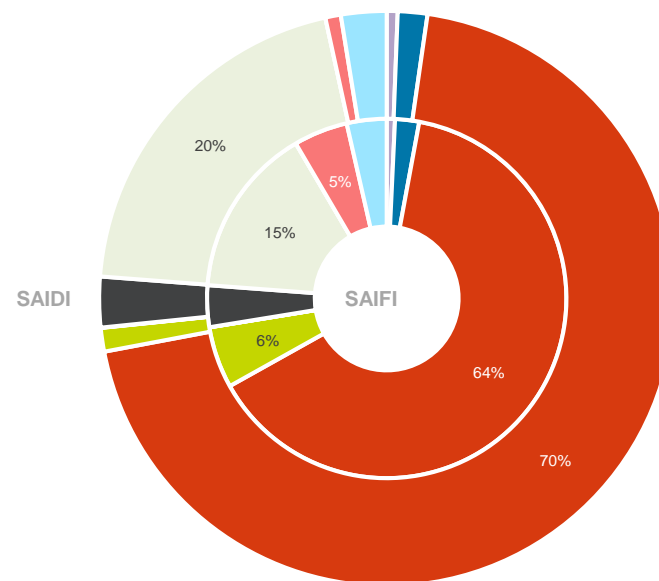
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	11,677	0	2,575	0
1 Scheduled Outage	6,202	0	12,131	0
2 Loss of Supply	6,545	0	1,105	0
3 Tree Contacts	5,665	0	7,513	0
4 Lightning	8,982	0	2,299	0
5 Defective Equipment	32,720	0	25,487	0
6 Adverse Weather	8,656	35,181	2,190	69,040
7 Adverse Environment	2,617	0	2,744	0
8 Human Element	90	0	25	0
9 Foreign Interference	17,777	7,392	12,590	27,372
<b>Sub-Totals</b>	<b>100,931</b>	<b>42,573</b>	<b>68,661</b>	<b>96,411</b>

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Lakefront Utilities Inc.



Lakeland Power Distribution Ltd.

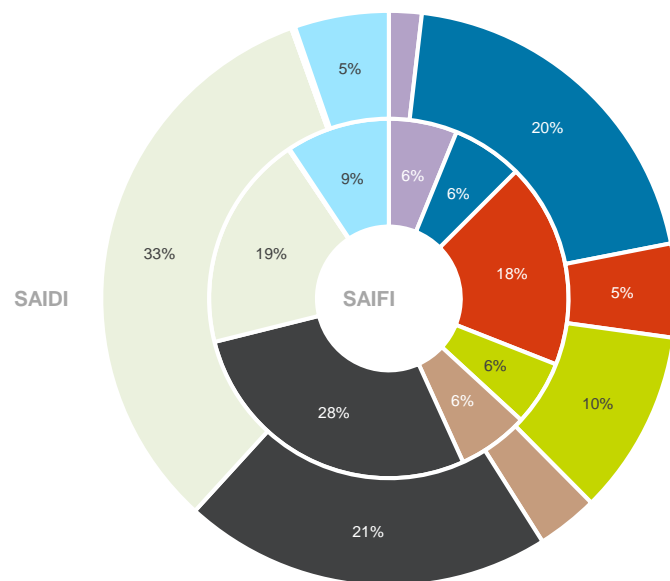


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	30	0	94	0
1 Scheduled Outage	778	0	1,862	0
2 Loss of Supply	1,585	0	2,165	0
3 Tree Contacts	2	0	1	0
4 Lightning	0	0	0	0
5 Defective Equipment	46	0	113	0
6 Adverse Weather	318	0	1,128	0
7 Adverse Environment	85	0	118	0
8 Human Element	33	0	31	0
9 Foreign Interference	2	0	62	0
<b>Sub-Totals</b>	<b>2,879</b>	<b>0</b>	<b>5,573</b>	<b>0</b>

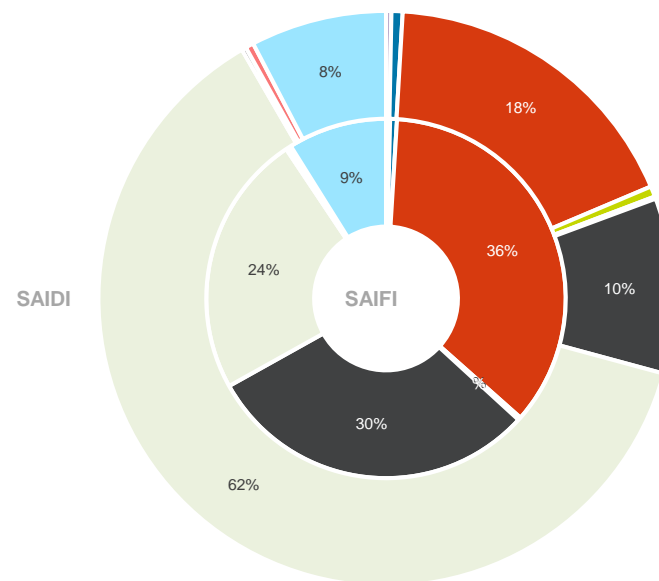
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	423	0	786	0
1 Scheduled Outage	1,238	0	2,125	0
2 Loss of Supply	33,966	2,551	63,458	25,681
3 Tree Contacts	3,159	0	1,699	0
4 Lightning	6	0	19	0
5 Defective Equipment	2,139	0	3,632	0
6 Adverse Weather	8,698	75	25,841	163
7 Adverse Environment	0	0	0	0
8 Human Element	2,777	0	1,111	0
9 Foreign Interference	2,042	0	3,267	0
<b>Sub-Totals</b>	<b>54,448</b>	<b>2,626</b>	<b>101,939</b>	<b>25,844</b>

The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.

London Hydro Inc.



Milton Hydro Distribution Inc.

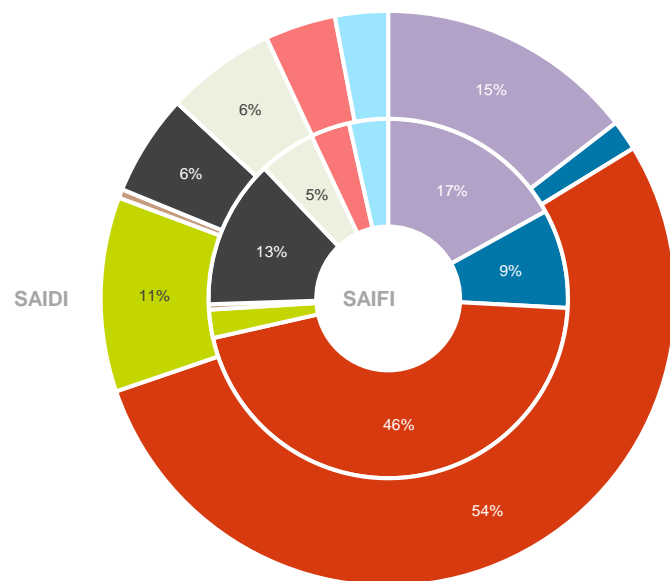


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	21,420	14	4,141	38
1 Scheduled Outage	22,075	72	45,454	126
2 Loss of Supply	62,633	1,715	11,823	113
3 Tree Contacts	10,282	10,118	6,533	17,025
4 Lightning	14,164	8,095	7,073	764
5 Defective Equipment	97,134	45	47,012	65
6 Adverse Weather	22,921	44,859	7,541	66,682
7 Adverse Environment	0	0	0	0
8 Human Element	355	0	496	0
9 Foreign Interference	32,510	0	12,014	0
<b>Sub-Totals</b>	<b>283,494</b>	<b>64,918</b>	<b>142,088</b>	<b>84,811</b>

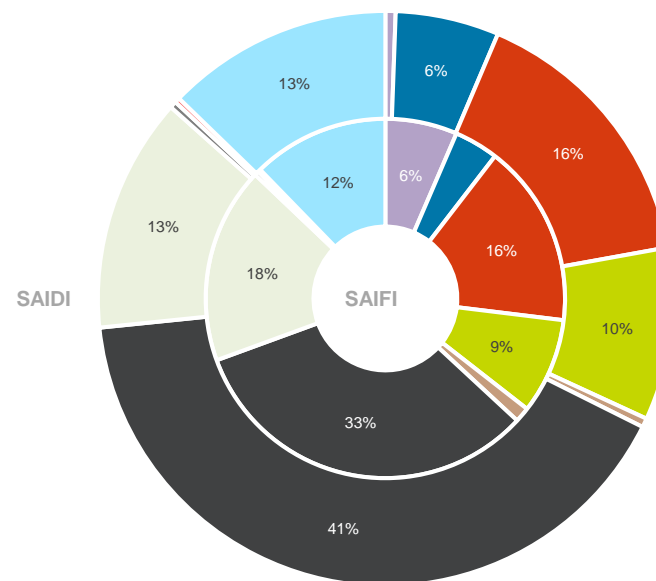
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	262	0	354	0
1 Scheduled Outage	442	0	741	0
2 Loss of Supply	5,587	20,023	5,221	15,674
3 Tree Contacts	70	17	233	470
4 Lightning	97	0	149	0
5 Defective Equipment	21,665	0	11,623	0
6 Adverse Weather	3,403	13,674	6,241	67,433
7 Adverse Environment	184	0	295	0
8 Human Element	168	0	541	0
9 Foreign Interference	6,401	0	9,026	0
<b>Sub-Totals</b>	<b>38,279</b>	<b>33,714</b>	<b>34,424</b>	<b>83,577</b>

The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.

Newmarket-Tay Power Distribution Ltd.



Niagara Peninsula Energy Inc.



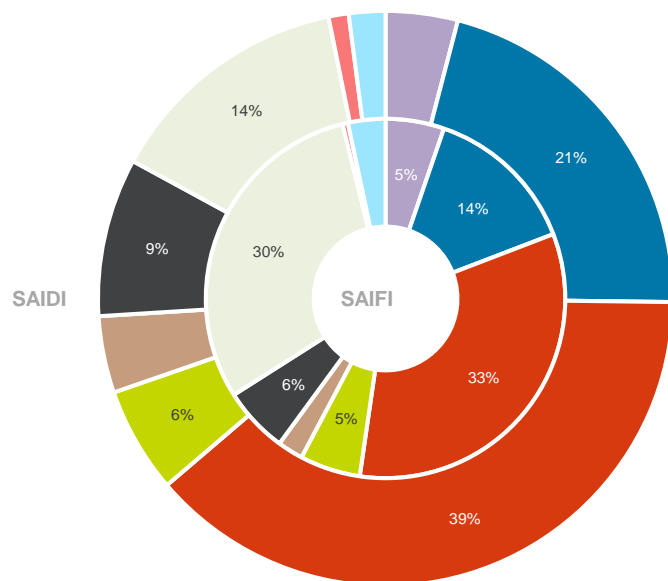
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	10,570	0	8,941	0
1 Scheduled Outage	5,545	0	1,052	0
2 Loss of Supply	7,225	21,221	13,543	19,365
3 Tree Contacts	1,585	0	6,728	0
4 Lightning	302	0	304	0
5 Defective Equipment	8,362	0	3,502	0
6 Adverse Weather	3,181	0	3,787	0
7 Adverse Environment	0	0	0	0
8 Human Element	2,185	0	2,444	0
9 Foreign Interference	2,184	0	1,831	0
<b>Sub-Totals</b>	<b>41,139</b>	<b>21,221</b>	<b>42,133</b>	<b>19,365</b>

Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	7,148	0	753	0
1 Scheduled Outage	4,387	0	7,653	0
2 Loss of Supply	18,202	0	20,672	0
3 Tree Contacts	9,498	0	12,754	0
4 Lightning	1,493	0	666	0
5 Defective Equipment	35,899	0	53,829	0
6 Adverse Weather	19,522	0	17,341	0
7 Adverse Environment	429	0	498	0
8 Human Element	263	0	373	0
9 Foreign Interference	13,548	0	16,732	0
<b>Sub-Totals</b>	<b>110,389</b>	<b>0</b>	<b>131,271</b>	<b>0</b>

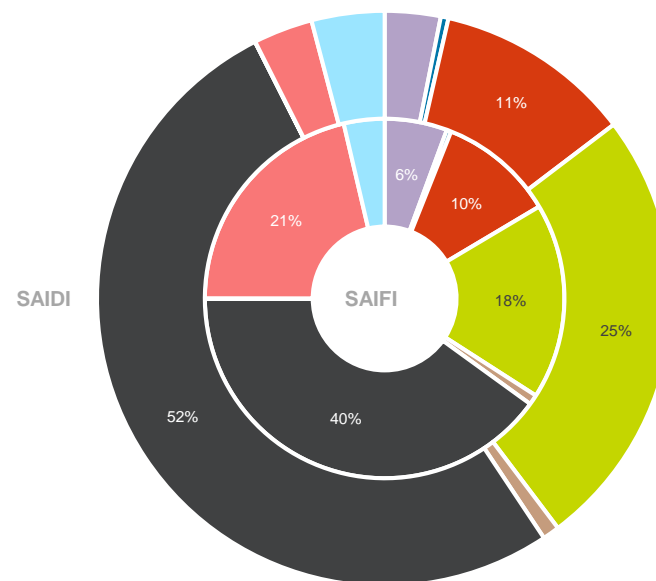
The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.



Niagara-on-the-Lake Hydro Inc.



North Bay Hydro Distribution Limited

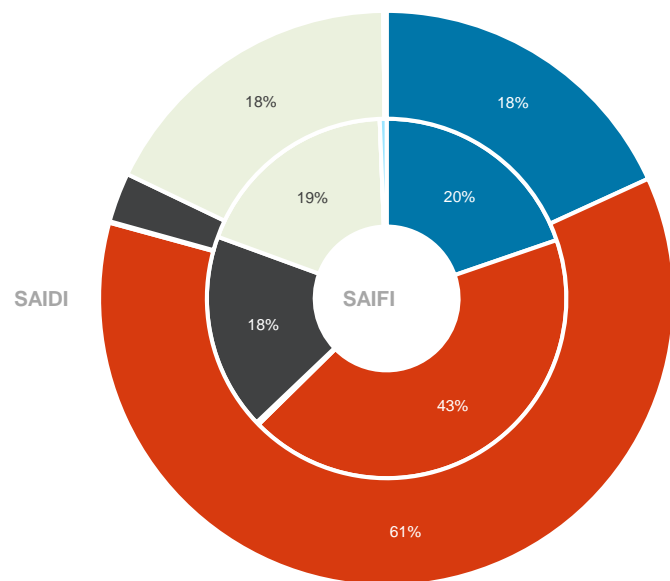


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	359	0	475	0
1 Scheduled Outage	946	0	2,474	0
2 Loss of Supply	2,255	0	4,510	0
3 Tree Contacts	371	0	696	0
4 Lightning	157	0	505	0
5 Defective Equipment	404	0	1,042	0
6 Adverse Weather	2,053	0	1,625	0
7 Adverse Environment	0	0	0	0
8 Human Element	33	0	132	0
9 Foreign Interference	229	0	240	0
<b>Sub-Totals</b>	<b>6,807</b>	<b>0</b>	<b>11,699</b>	<b>0</b>

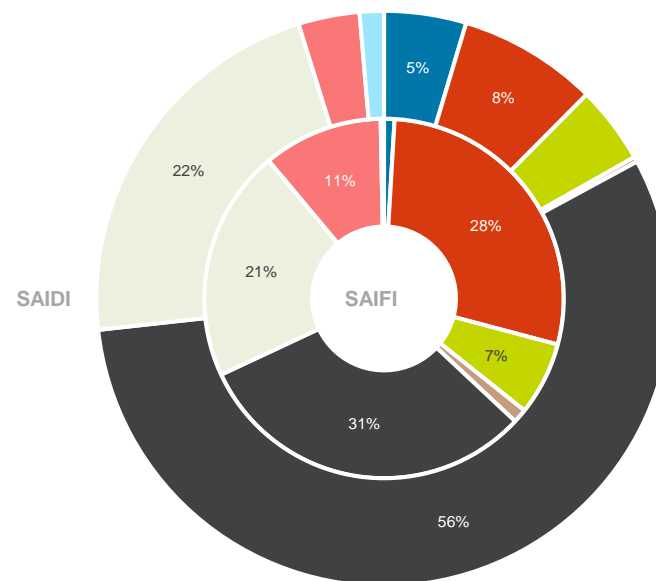
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	2,140	0	1,671	0
1 Scheduled Outage	154	0	232	0
2 Loss of Supply	3,966	0	5,914	0
3 Tree Contacts	6,704	0	13,349	0
4 Lightning	341	0	506	0
5 Defective Equipment	15,209	0	27,660	0
6 Adverse Weather	15	0	10	0
7 Adverse Environment	0	0	0	0
8 Human Element	8,108	0	1,777	0
9 Foreign Interference	1,393	0	2,184	0
<b>Sub-Totals</b>	<b>38,030</b>	<b>0</b>	<b>53,303</b>	<b>0</b>

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Northern Ontario Wires Inc.



Oakville Hydro Electricity Distribution Inc.

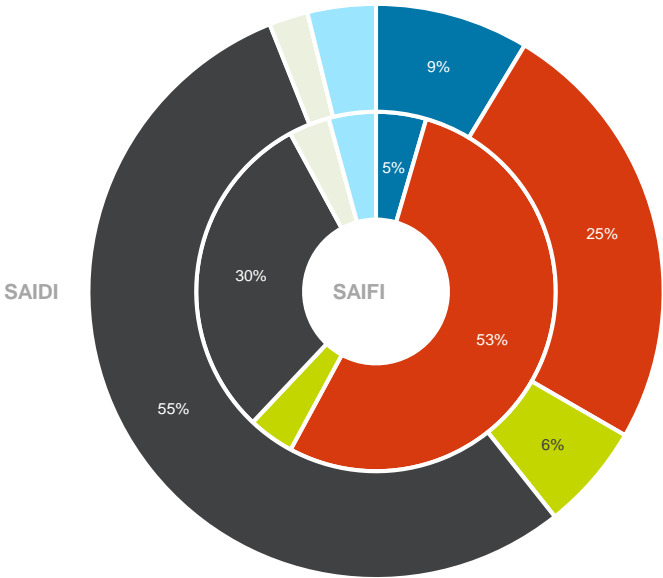


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	0	0	0	0
1 Scheduled Outage	3,030	0	13,154	0
2 Loss of Supply	6,586	0	44,222	0
3 Tree Contacts	40	0	55	0
4 Lightning	0	0	0	0
5 Defective Equipment	2,717	0	2,021	0
6 Adverse Weather	2,887	0	12,811	0
7 Adverse Environment	0	0	0	0
8 Human Element	0	0	0	0
9 Foreign Interference	95	0	136	0
<b>Sub-Totals</b>	<b>15,355</b>	<b>0</b>	<b>72,398</b>	<b>0</b>

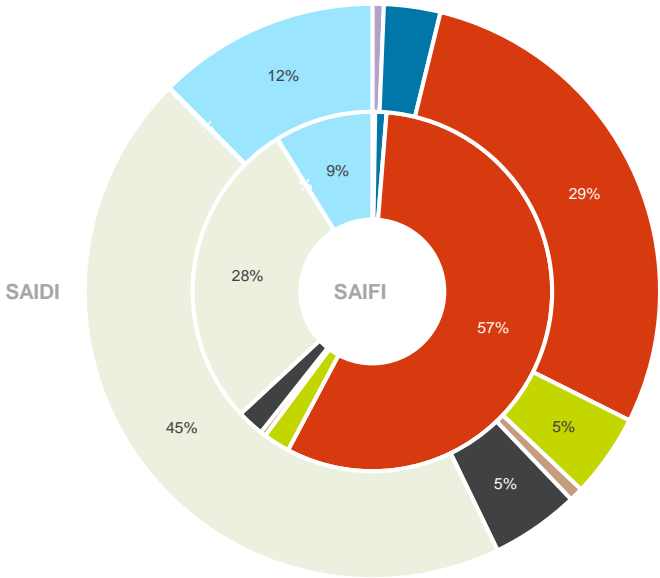
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	1	0	3	0
1 Scheduled Outage	966	0	2,559	0
2 Loss of Supply	14,985	13,855	2,269	2,078
3 Tree Contacts	6,749	0	2,427	0
4 Lightning	1,288	0	158	0
5 Defective Equipment	31,783	0	31,164	0
6 Adverse Weather	5,718	15,651	6,029	6,146
7 Adverse Environment	0	0	0	0
8 Human Element	11,036	0	1,911	0
9 Foreign Interference	304	0	754	0
<b>Sub-Totals</b>	<b>72,830</b>	<b>29,506</b>	<b>47,275</b>	<b>8,224</b>

The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.

Orangeville Hydro Limited



Orillia Power Distribution Corporation

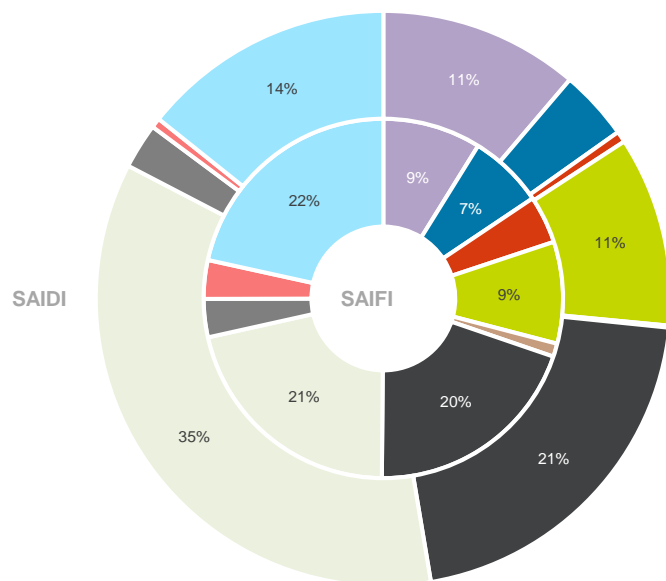


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	0	0	0	0
1 Scheduled Outage	199	0	426	0
2 Loss of Supply	2,353	0	1,216	0
3 Tree Contacts	183	0	295	0
4 Lightning	0	0	0	0
5 Defective Equipment	1,325	0	2,692	0
6 Adverse Weather	162	0	108	0
7 Adverse Environment	0	0	0	0
8 Human Element	0	0	0	0
9 Foreign Interference	187	0	189	0
Sub-Totals	4,409	0	4,925	0

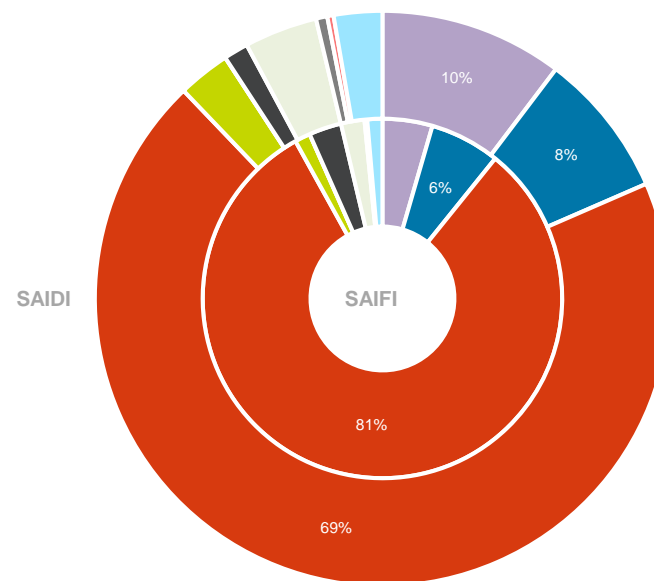
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	122	0	179	0
1 Scheduled Outage	488	0	883	0
2 Loss of Supply	27,178	0	7,958	0
3 Tree Contacts	1,155	0	1,304	0
4 Lightning	232	0	217	0
5 Defective Equipment	1,168	0	1,384	0
6 Adverse Weather	13,493	0	12,435	0
7 Adverse Environment	2	0	10	0
8 Human Element	0	0	0	0
9 Foreign Interference	4,257	0	3,470	0
Sub-Totals	48,095	0	27,838	0

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Oshawa PUC Networks Inc.



Ottawa River Power Corporation

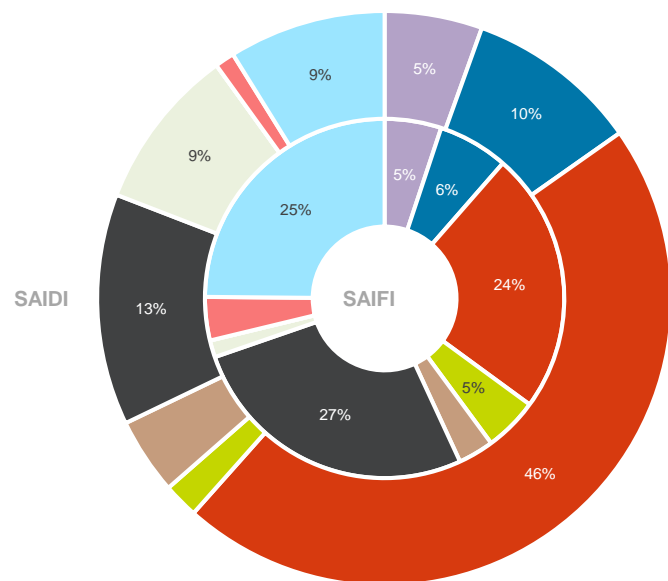


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	8,839	0	12,867	0
1 Scheduled Outage	6,745	0	4,526	0
2 Loss of Supply	4,297	0	716	0
3 Tree Contacts	9,153	0	12,261	0
4 Lightning	1,186	0	127	0
5 Defective Equipment	19,873	0	23,744	0
6 Adverse Weather	791	20,580	4,737	35,673
7 Adverse Environment	3,436	0	2,919	0
8 Human Element	3,477	0	629	0
9 Foreign Interference	21,542	0	16,348	0
<b>Sub-Totals</b>	<b>79,339</b>	<b>20,580</b>	<b>78,874</b>	<b>35,673</b>

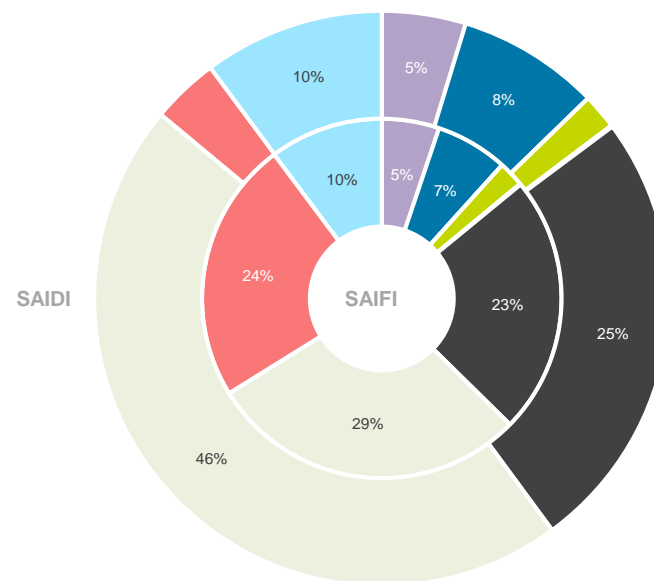
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	650	0	2,002	0
1 Scheduled Outage	913	0	1,586	0
2 Loss of Supply	11,750	0	13,474	0
3 Tree Contacts	203	0	572	0
4 Lightning	0	0	0	0
5 Defective Equipment	424	0	268	0
6 Adverse Weather	305	0	798	0
7 Adverse Environment	15	0	124	0
8 Human Element	21	0	68	0
9 Foreign Interference	196	0	530	0
<b>Sub-Totals</b>	<b>14,477</b>	<b>0</b>	<b>19,423</b>	<b>0</b>

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Peterborough Distribution Incorporated



PUC Distribution Inc.

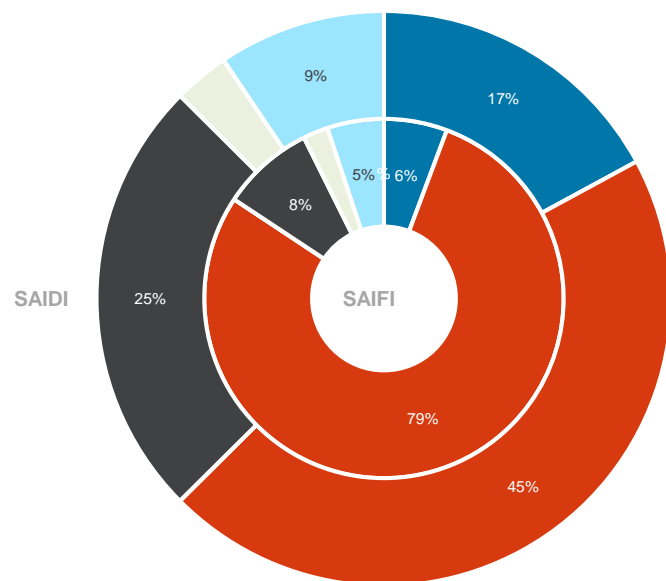


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	4,764	0	9,698	0
1 Scheduled Outage	5,919	0	17,192	0
2 Loss of Supply	22,051	0	81,770	0
3 Tree Contacts	4,530	0	3,489	0
4 Lightning	3,000	0	7,600	0
5 Defective Equipment	24,843	0	22,967	0
6 Adverse Weather	1,178	246	2,153	14,041
7 Adverse Environment	0	0	0	0
8 Human Element	3,648	0	1,940	0
9 Foreign Interference	23,218	0	15,615	0
<b>Sub-Totals</b>	<b>93,151</b>	<b>246</b>	<b>162,424</b>	<b>14,041</b>

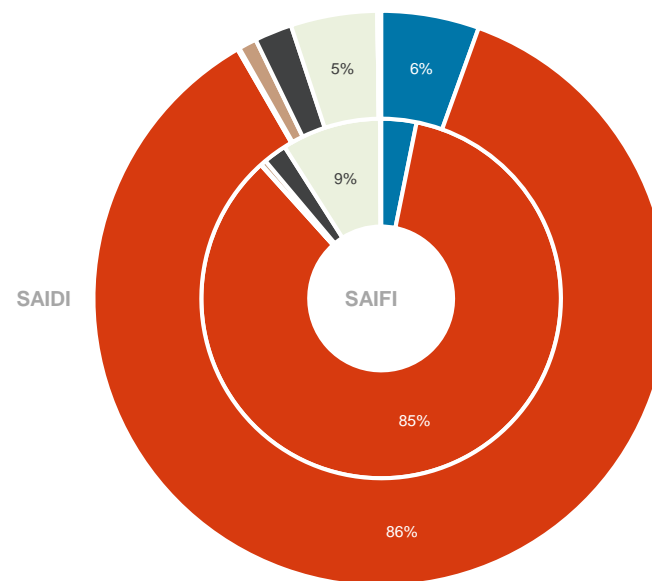
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	3,045	0	3,715	0
1 Scheduled Outage	3,838	0	6,311	0
2 Loss of Supply	0	0	0	0
3 Tree Contacts	1,355	0	1,561	0
4 Lightning	48	0	64	0
5 Defective Equipment	13,730	0	19,757	0
6 Adverse Weather	4,561	12,403	5,628	30,687
7 Adverse Environment	0	0	0	0
8 Human Element	13,923	0	2,974	0
9 Foreign Interference	2,721	3,296	2,892	5,109
<b>Sub-Totals</b>	<b>43,221</b>	<b>15,699</b>	<b>42,903</b>	<b>35,796</b>

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Renfrew Hydro Inc.



Rideau St. Lawrence Distribution Inc.

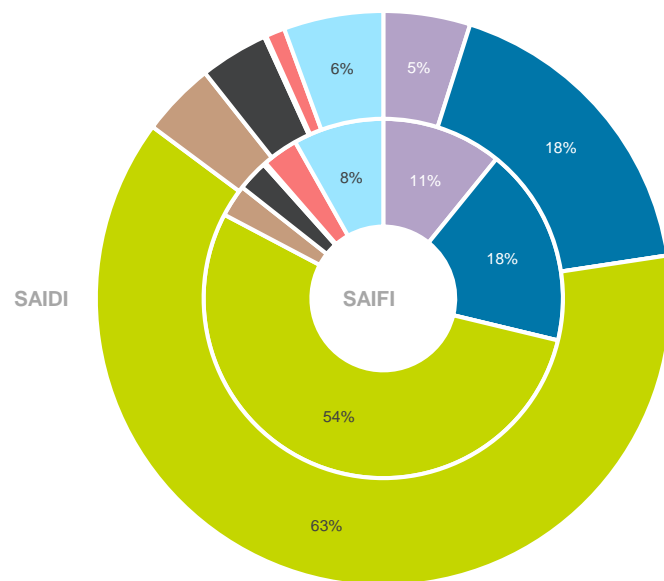


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	0	0	0	0
1 Scheduled Outage	936	0	2,396	0
2 Loss of Supply	12,918	0	6,374	0
3 Tree Contacts	0	0	0	0
4 Lightning	0	0	0	0
5 Defective Equipment	1,372	0	3,488	0
6 Adverse Weather	370	0	438	0
7 Adverse Environment	0	0	0	0
8 Human Element	0	0	0	0
9 Foreign Interference	837	0	1,321	0
<b>Sub-Totals</b>	<b>16,433</b>	<b>0</b>	<b>14,016</b>	<b>0</b>

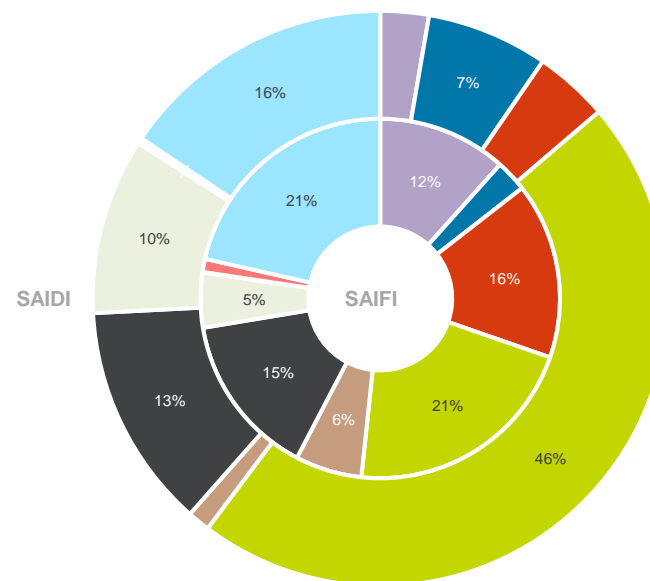
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	0	0	0	0
1 Scheduled Outage	335	0	1,084	0
2 Loss of Supply	9,007	0	16,963	0
3 Tree Contacts	8	0	24	0
4 Lightning	50	0	200	0
5 Defective Equipment	222	0	415	0
6 Adverse Weather	944	0	959	0
7 Adverse Environment	0	0	0	0
8 Human Element	0	0	0	0
9 Foreign Interference	11	0	42	0
<b>Sub-Totals</b>	<b>10,577</b>	<b>0</b>	<b>19,686</b>	<b>0</b>

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Sioux Lookout Hydro Inc.



Thunder Bay Hydro Electricity Distribution Inc.

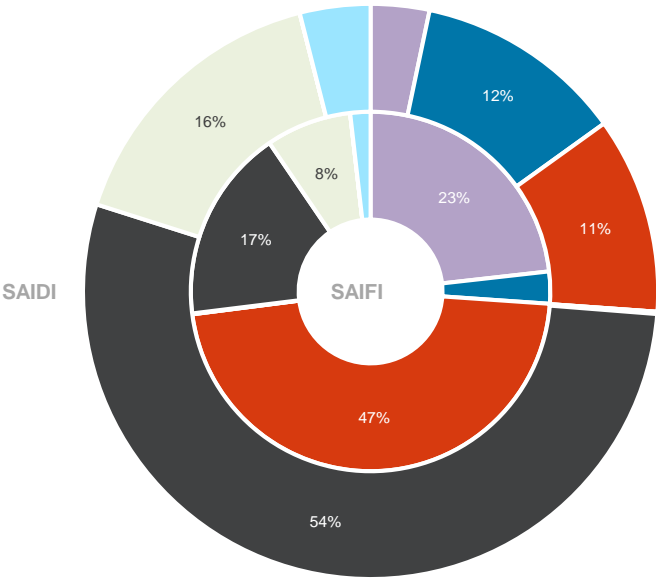


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	239	0	195	0
1 Scheduled Outage	395	0	709	0
2 Loss of Supply	0	0	0	0
3 Tree Contacts	1,190	0	2,502	0
4 Lightning	64	0	167	0
5 Defective Equipment	61	0	154	0
6 Adverse Weather	5	0	5	0
7 Adverse Environment	0	0	0	0
8 Human Element	71	0	43	0
9 Foreign Interference	180	0	224	0
<b>Sub-Totals</b>	<b>2,205</b>	<b>0</b>	<b>3,999</b>	<b>0</b>

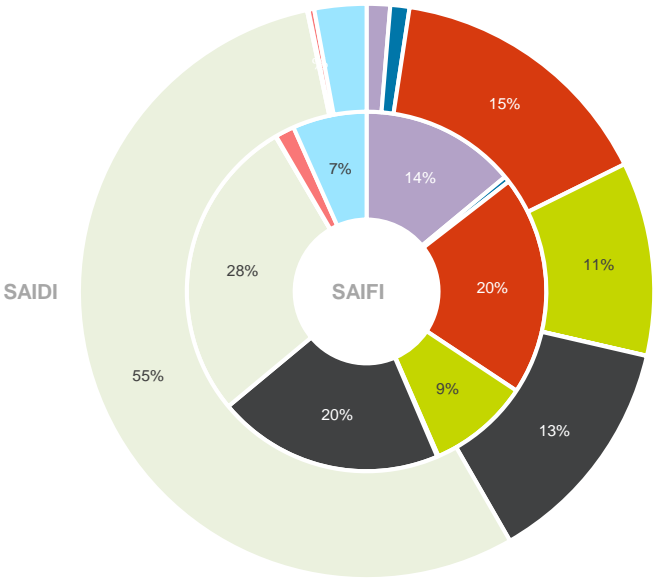
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	20,220	0	3,366	0
1 Scheduled Outage	4,960	0	8,460	0
2 Loss of Supply	27,577	0	5,174	0
3 Tree Contacts	37,177	0	57,469	0
4 Lightning	10,422	0	1,562	0
5 Defective Equipment	25,609	0	15,667	0
6 Adverse Weather	8,595	0	12,239	0
7 Adverse Environment	60	0	101	0
8 Human Element	2,056	0	286	0
9 Foreign Interference	37,337	0	19,277	0
<b>Sub-Totals</b>	<b>174,013</b>	<b>0</b>	<b>123,601</b>	<b>0</b>

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Tillsonburg Hydro Inc.



Toronto Hydro-Electric System Limited



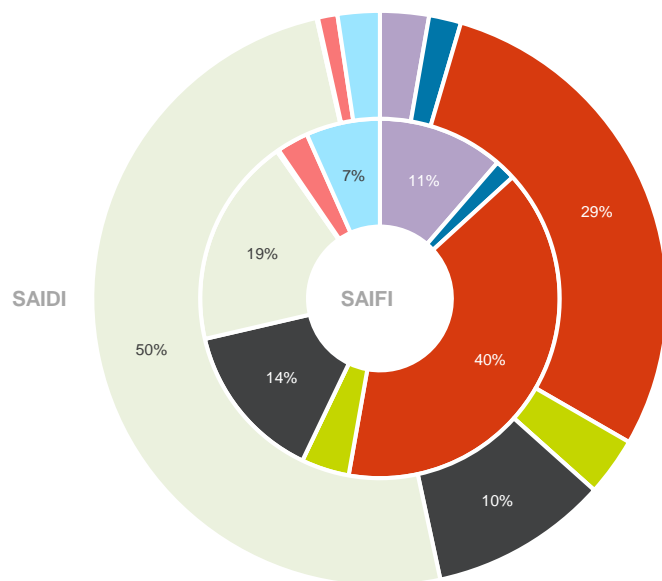
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	7,268	0	493	0
1 Scheduled Outage	901	0	1,759	0
2 Loss of Supply	14,676	0	1,651	0
3 Tree Contacts	0	0	0	0
4 Lightning	23	0	19	0
5 Defective Equipment	5,458	0	8,014	0
6 Adverse Weather	2,409	0	2,409	0
7 Adverse Environment	0	0	0	0
8 Human Element	1	0	1	0
9 Foreign Interference	569	0	593	0
Sub-Totals	31,305	0	14,940	0

Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	218,398	0	27,880	0
1 Scheduled Outage	7,993	297	22,465	337
2 Loss of Supply	263,344	45,475	131,949	192,195
3 Tree Contacts	101,329	41,480	99,505	130,993
4 Lightning	1,738	0	346	0
5 Defective Equipment	308,064	10,332	268,452	8,647
6 Adverse Weather	100,462	329,845	131,115	1,032,923
7 Adverse Environment	988	0	1,664	0
8 Human Element	26,929	0	6,836	0
9 Foreign Interference	103,812	332	61,487	439
Sub-Totals	1,133,057	427,761	751,700	1,365,533

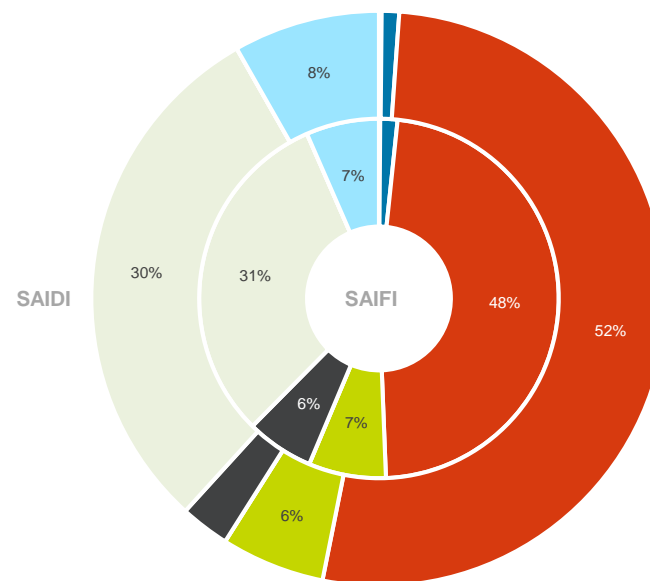
The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.



Veridian Connections Inc.



Wasaga Distribution Inc.

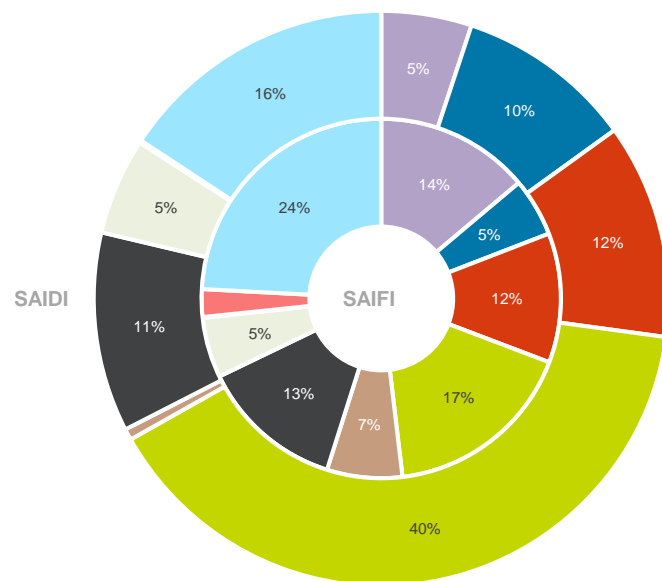


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	38,053	809	17,523	3,937
1 Scheduled Outage	6,351	9	14,042	14
2 Loss of Supply	109,605	25,843	106,260	118,254
3 Tree Contacts	14,537	215	25,513	163
4 Lightning	0	0	0	0
5 Defective Equipment	48,658	240	77,524	622
6 Adverse Weather	12,982	51,680	27,547	361,306
7 Adverse Environment	650	0	610	0
8 Human Element	9,797	0	8,539	0
9 Foreign Interference	22,740	79	18,369	113
<b>Sub-Totals</b>	<b>263,373</b>	<b>78,875</b>	<b>295,927</b>	<b>484,409</b>

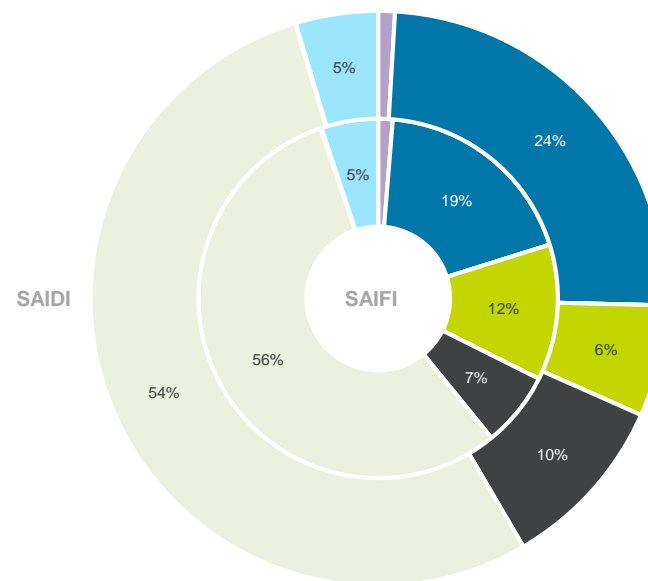
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	41	0	80	0
1 Scheduled Outage	554	0	520	0
2 Loss of Supply	0	17,080	0	27,545
3 Tree Contacts	2,494	0	3,089	0
4 Lightning	0	0	0	0
5 Defective Equipment	2,177	0	1,470	0
6 Adverse Weather	875	10,226	1,216	14,674
7 Adverse Environment	0	0	0	0
8 Human Element	0	0	0	0
9 Foreign Interference	2,348	0	4,360	0
<b>Sub-Totals</b>	<b>8,489</b>	<b>27,306</b>	<b>10,735</b>	<b>42,219</b>

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Waterloo North Hydro Inc.



Welland Hydro-Electric System Corp.

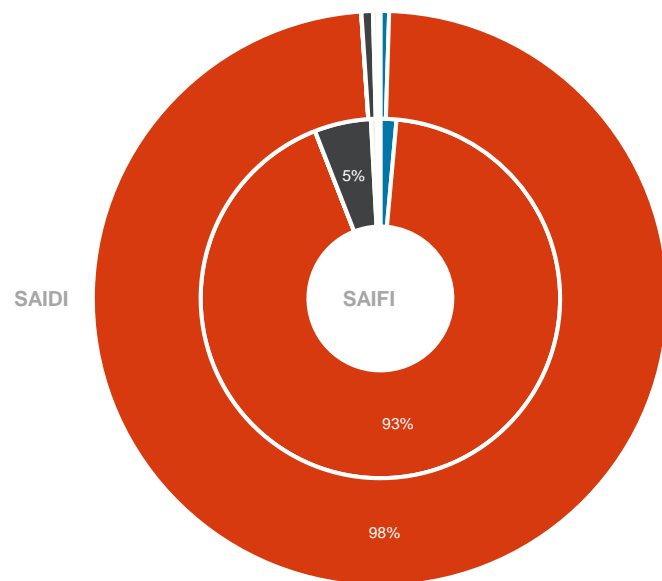


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	14,791	1	6,062	4
1 Scheduled Outage	5,600	2	11,891	8
2 Loss of Supply	5,812	6,610	368	14,070
3 Tree Contacts	5,258	13,225	2,899	44,488
4 Lightning	7,219	0	748	0
5 Defective Equipment	11,565	2,268	11,410	1,988
6 Adverse Weather	2,669	3,101	1,252	5,226
7 Adverse Environment	85	0	83	0
8 Human Element	2,653	0	77	0
9 Foreign Interference	25,638	127	18,181	612
<b>Sub-Totals</b>	<b>81,290</b>	<b>25,334</b>	<b>52,970</b>	<b>66,396</b>

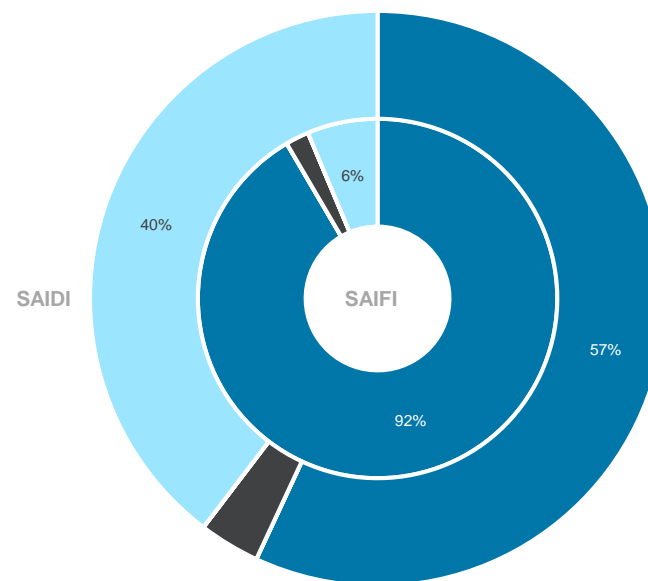
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	514	0	318	0
1 Scheduled Outage	7,457	0	8,300	0
2 Loss of Supply	0	0	0	0
3 Tree Contacts	4,830	0	2,126	0
4 Lightning	0	0	0	0
5 Defective Equipment	2,674	0	3,371	0
6 Adverse Weather	22,002	0	18,249	0
7 Adverse Environment	0	0	0	0
8 Human Element	40	0	11	0
9 Foreign Interference	2,020	0	1,573	0
<b>Sub-Totals</b>	<b>39,537</b>	<b>0</b>	<b>33,947</b>	<b>0</b>

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Wellington North Power Inc.



West Coast Huron Energy Inc.

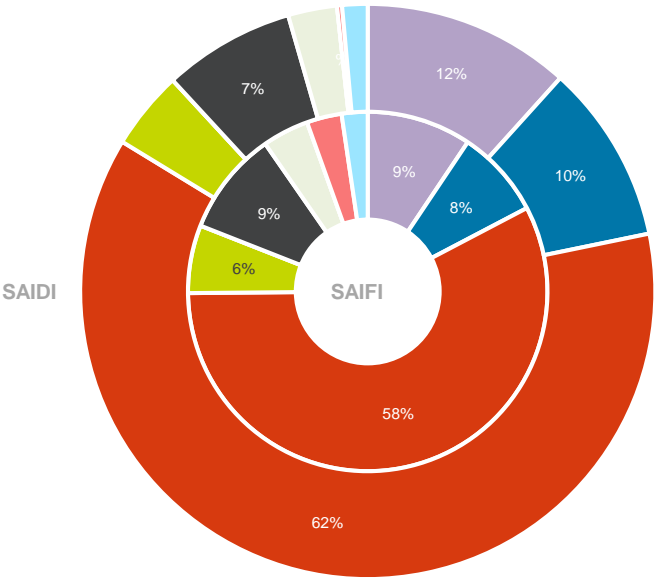


Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	0	0	0	0
1 Scheduled Outage	248	0	187	0
2 Loss of Supply	10,554	5,417	15,919	21,876
3 Tree Contacts	1	0	6	0
4 Lightning	0	0	0	0
5 Defective Equipment	875	0	248	0
6 Adverse Weather	92	0	115	0
7 Adverse Environment	12	0	2	0
8 Human Element	0	0	0	0
9 Foreign Interference	42	0	41	0
<b>Sub-Totals</b>	<b>11,824</b>	<b>5,417</b>	<b>16,519</b>	<b>21,876</b>

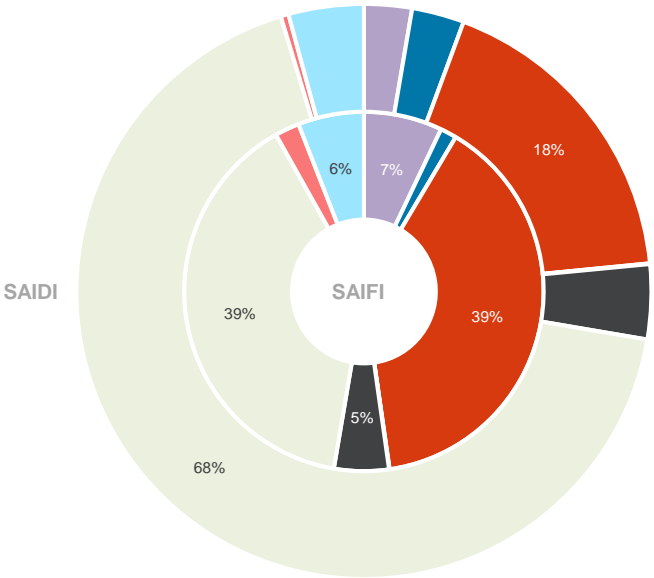
Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	0	0	0	0
1 Scheduled Outage	651	0	291	0
2 Loss of Supply	0	0	0	0
3 Tree Contacts	0	0	0	0
4 Lightning	0	0	0	0
5 Defective Equipment	15	0	18	0
6 Adverse Weather	0	0	0	0
7 Adverse Environment	0	0	0	0
8 Human Element	0	0	0	0
9 Foreign Interference	45	0	203	0
<b>Sub-Totals</b>	<b>711</b>	<b>0</b>	<b>511</b>	<b>0</b>

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Westario Power Inc.



Whitby Hydro Electric Corporation



Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	1,096	0	4,185	0
1 Scheduled Outage	923	0	3,613	0
2 Loss of Supply	6,709	0	22,188	0
3 Tree Contacts	713	0	1,584	0
4 Lightning	0	0	0	0
5 Defective Equipment	1,093	0	2,651	0
6 Adverse Weather	487	0	987	0
7 Adverse Environment	0	0	0	0
8 Human Element	367	0	101	0
9 Foreign Interference	272	0	511	0
Sub-Totals	11,660	0	35,820	0

Cause Code No. & Description	SAIFI (Customers Interrupted)		SAIDI (Customer Hours Interrupted)	
	Non-Major Events	Major Events	Non-Major Events	Major Events
0 Unknown/Other	5,833	0	2,501	0
1 Scheduled Outage	1,217	0	2,740	0
2 Loss of Supply	13,104	19,226	982	15,559
3 Tree Contacts	37	0	36	0
4 Lightning	0	0	0	0
5 Defective Equipment	4,063	0	3,902	0
6 Adverse Weather	18,921	13,415	15,363	47,506
7 Adverse Environment	0	0	0	0
8 Human Element	1,819	0	408	0
9 Foreign Interference	4,896	0	3,932	0
Sub-Totals	49,890	32,641	29,864	63,065

The information under Major Events includes the different causes of outages that happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.

Glossary of Terms | **Financial Information**

	<b>Financial Statement Line Items</b>	<b>Related Uniform System of Accounts (RRR 2.1.7)</b>
<b>Balance Sheet</b>	Cash & Cash Equivalents	1005 - 1070
	Receivables	1100 - 1170
	Inventory	1305 - 1350
	Inter-company Receivables	1200   1210
	Other Current Assets	1180   1190   2290 Debit   2296 Debit
	Property, Plant & Equipment	1606 - 2075   2440
	Accumulated Depreciation & Amortization	2105 - 2180
	Net Property, Plant & Equipment	1606 - 2075   2440   2105 - 2180
	Regulatory Assets	1505 - 1595   2405   2425 Debit
	Inter-company Investments	1480 - 1490
	Other Non-current Assets	1405 - 1475   1495 Debit   2350 Debit
	Accounts Payable & Accrued Charges	2205 - 2220   2250 - 2256   2294
	Other Current Liabilities	2264   2285   2290 Credit   2292   2296 Credit
	Inter-company Payables	2240   2242
	Loans / Notes Payable & current portion of Long-term Debt	2225   2260   2262   2268   2270   2272
	Long-term Debt	2505 - 2525
	Inter-company Long-term Debt & Advances	2530   2550
	Total Debt	2225   2242   2260   2262   2270   2505 - 2525   2550
	Regulatory Liabilities	1505 - 1595   2405   2425 Credit
	Other Deferred Amounts & Customer Deposits	2305   2308   2310   2315 - 2348   2410   2415   2435
	Employee Future Benefits	2265   2306   2312   2313
	Deferred Taxes	2350 Credit   1495 Credit
	Shareholders' Equity	3005 - 3090
<b>Income Statement</b>	Power and Distribution Revenue	4006 - 4080
	Cost of Power and Related Costs	4705 - 4751
	Other Income (Loss)	4082 - 4245   4305 - 4420   6305
	Operating Expense	5005 - 5096
	Maintenance Expense	5105 - 5195
	Administrative Expense	5205 - 5215   5305 - 5695   6105   6205 - 6225   6310 - 6415
	Depreciation and Amortization Expense	5705 - 5740
	Financing Expense	6005 - 6045
	Current Tax	6110
	Deferred Tax	6115
	Other Comprehensive Income	7005 - 7030

## Glossary of Terms | Financial Ratios

**Liquidity Ratios** measure the business' ability to cover short-term debt obligations.

**Current Ratio** measures whether the business has enough resources to pay its short-term debt obligations over the next 12 months.

**Leverage Ratios** determine the degree to which the business is leveraging itself through its use of borrowed money.

**Debt to Equity Ratio** measures the proportion of total debt and shareholders' equity to assess actual capital structure.

**Debt Ratio** measures debt financing as a proportion of total assets.

**Interest Coverage Ratio** measures the business' ability to pay interest on outstanding debt.

**Profitability Ratios** measure the business' use of its assets and control of its expenses to generate an acceptable rate of return.

**Return on Assets Ratio** measures how the business is efficiently using its assets to generate returns.

**Return on Equity Ratio** measures the actual rate of return on the balance sheet shareholders' equity.

## Glossary of Terms | General

**Residential Customers** applies to an account taking electricity at 750 volts or less where the electricity is used exclusively in a separate metered living accommodation.

**General Service < 50 kW Customers** 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.

**General Service 50 to 4,999 kW Customers** applies to a non residential account whose average monthly maximum demand used for billing purposes is greater than, or is forecast to be greater than, 50 kW but less than 5,000 kW.

**Large User Customers** applies to an account whose average monthly maximum demand used for billing purposes is greater than, or is forecast to be greater than, 5,000 kW.

**Sub Transmission** applies to an account who has embedded supply to Local Distribution Companies or an account that is directly connected to and supplied by the distributor's assets.

**Unmetered Scattered Load** refers to certain instances where connections can be provided without metering.

**Total kWh Distributed** represents total kWhs of electricity that has flowed into the distributor's distribution system from the IESO-controlled grid or from a host distributor and from all embedded generation facilities.

**Total kWh Delivered (excluding losses)** represents the total kWhs of electricity delivered to all customers in the distributor's licensed service area, including wholesale market participants and any embedded distributors.

**Total kWh Delivered on Long-Term Load Transfer** represents the total kWhs of electricity delivered to load transfer customers from a geographic distributor to a physical distributor. A load transfer arrangement optimizes load service to specific customers where the geographic distributor is constrained in its ability to otherwise provide that load service. The geographic distributor is licensed to service the load transfer customer. The physical distributor provides the delivery of electricity to the load transfer customer.

**Total Distribution Losses (kWh)** is the sum of distribution system line losses, metering error and energy theft.

**Winter Peak (kW)** is the peak load on the distributor system for the period from November 1st to April 30th including load of embedded distributors.

**Summer Peak (kW)** is the peak load on the distributor system for the period from May 1st to October 31st including load of embedded distributors.

**Average Peak (kW)** is the average of the totalized distributor's monthly or hourly peaks including load of embedded distributors.

**Capital Additions (\$)** represent the investment for assets (including high voltage assets) placed in-service.

**High Voltage Capital Additions (\$)** represent the investment for high voltage assets placed in-service.

## Glossary of Terms | Service Quality Requirements

**Low Voltage Connections** is the percentage of new low voltage (<750 Volts) connection requests where the connection is made within 5 working days of all prerequisites (engineering, safety, etc.) being met. Must be met 90% of the time.

**High Voltage Connections** is the percentage of new high voltage ( $\geq 750$  Volts) connection requests where the connection is made within 10 working days of all prerequisites (engineering, safety, etc.) being met. Must be met 90% of the time.

**Telephone Accessibility** is the percentage of calls to the utility's general inquiry number that are answered in person within 30 seconds. Must be met 65% of the time.

**Appointments Met** is the percentage of appointments met where customer presence is required. Must be met 90% of the time.

**Written Response to Enquiries** is the percentage of customer inquiries relating to a customer's account and requiring a written response where the response is provided within 10 working days of receipt of the inquiry. Must be met 80% of the time.

**Emergency Urban Response** is the percentage of emergency (fire, police, etc.) trouble calls where a qualified service person is on site within 60 minutes of the call. Urban areas are defined by the respective municipality. Must be met 80% of the time.

**Emergency Rural Response** is the percentage of emergency (fire, police, etc.) trouble calls where a qualified service person is on site within 120 minutes of the call. Rural areas are defined by the respective municipality. Must be met 80% of the time.

**Telephone Call Abandon Rate** is the percentage of qualified calls (abandoned after 30 seconds) to a distributor's customer care telephone number that are abandoned before they are answered. Must be less than 10%.

**Appointment Scheduling** is the percentage of when a customer requests an appointment with a distributor, the distributor shall schedule the appointment to take place within 5 business days. Must be met 90% of the time.

**Rescheduling a Missed Appointment** is the percentage of missed appointments that the customer is contacted within 1 business day to reschedule the appointment. Must be met 100% of the time.

**Reconnection Performance Standard** is the percentage of customers disconnected for non-payment who were reconnected within two business days. Must be met 85% of the time.

**New Micro-embedded Generation Facilities Connected** is the percentage of new micro-embedded generation facilities connected to its distribution system within 5 business days. Must be met 90% of the time.

**Billing Accuracy Measure** is the percentage of accurate bills expressed as a percentage of total bills issued. Must be met 98% of the time.



## Glossary of Terms | System Reliability Indicators

**Average Number of Customers Served** (by month) by a distributor is the average number of customers served in the distributor's licensed service area during the month. It is calculated by adding the total number of customers served on the first day of the month and the total number of customers served on the last day of the month and dividing by two. On an annual basis, the average number of customers served is calculated as the sum of 12 months, divided by 12.

**Interruption** is the loss of electrical power, being a complete loss of voltage, of a duration of one minute or more, to one or more customers, including planned interruptions scheduled by the distributor but excluding part power situations, outages scheduled by a customer, interruptions by order of emergency services, disconnections for non-payment or power quality issues such as sags, swells, impulses or harmonics. The "cause of interruption codes" are provided below.

**Customer Hours Interrupted** is the total number of hours of interruptions that all customers experienced for all hours of interruptions. As an example, if a distributor experienced 2 interruptions, where the first affected 100 customers for 1 hour, and the second affected 200 customers for 1.5 hours, the total customer-hours of interruption would be 400 customer-hours.

**Customers Interrupted** is the total number of customers affected by all interruptions. As an example, if a distributor experienced 2 interruptions where the first affected 100 customers, and the second affected 200 customers, then the total customers interrupted would be 300.

**SAIDI (System Average Interruption Duration Index)** is an index of system reliability that expresses the average amount of time per reporting period that the supply to a customer is interrupted. It is calculated by dividing the total monthly duration of all interruptions experienced by all customers, in hours, by the average number of customers served.

It is expressed as follows:  $\text{Total Customer Hours Interrupted} / \text{Average Number of Customers Served}$ .

**SAIFI (System Average Interruption Frequency Index)** is an index of system reliability that expresses the number of times per reporting period that the supply to a customer is interrupted. The index is calculated by dividing the total number of interruptions experienced by all customers, by the Average Number of Customers Served.

It is expressed as follows:  $\text{Total Customers Interrupted} / \text{Average Number of Customers Served}$ .

**Loss of Supply Adjusted System Reliability Indicators** exclude outages caused by a loss of supply. Loss of supply refers to customer interruptions due to problems in the bulk electricity supply system. For this purpose, the bulk electricity supply system is distinguished from the distributor's system based on established ownership demarcation points.

**Loss of Supply and Major Event Adjusted System Reliability Indicators** exclude outages caused by a loss of supply and outages related to Major Event(s).

## Glossary of Terms | Cause of Interruption Codes

**Cause Code 0** (Unknown/Other) includes customer interruptions with no apparent cause that contributed to the outage.

**Cause Code 1** (Scheduled Outage) includes customer interruptions due to the disconnection at a selected time for the purpose of construction or preventive maintenance.

**Cause Code 2** (Loss of Supply) includes customer interruptions due to problems associated with assets owned and/or operated by another party, and/or in the bulk electricity supply system. For this purpose, the bulk electricity supply system is distinguished from the distributor's system based on ownership demarcation.

**Cause Code 3** (Tree Contacts) includes customer interruptions caused by faults resulting from tree contact with energized circuits.

**Cause Code 4** (Lightning) includes customer interruptions due to lightning striking the distribution system, resulting in an insulation breakdown and/or flash-overs.

**Cause Code 5** (Defective Equipment) includes customer interruptions resulting from distributor equipment failures due to deterioration from age, incorrect maintenance, or imminent failures detected by maintenance.

**Cause Code 6** (Adverse Weather) includes customer interruptions resulting from rain, ice storms, snow, winds, extreme temperatures, freezing rain, frost, or other extreme weather conditions (exclusive of Code 3 and Code 4 events).

**Cause Code 7** (Adverse Environment) includes customer interruptions due to distributor equipment being subject to abnormal environments, such as salt spray, industrial contamination, humidity, corrosion, vibration, fire, or flowing.

**Cause Code 8** (Human Element) includes customer interruptions due to the interface of distributor staff with the distribution system.

**Cause Code 9** (Foreign Interference) includes customer interruptions beyond the control of the distributor, such as those caused by animals, vehicles, dig-ins, vandalism, sabotage, and foreign objects.

**Major Event** is defined as an event that is beyond the control of the distributor and is:

- a) unforeseeable; b) unpredictable; c) unpreventable; or d) unavoidable.

Such events disrupt normal business operations and occur so infrequently that it would be uneconomical to take them into account when designing and operating the distribution system. Such events cause exceptional and/or extensive damage to assets, they take significantly longer than usual to repair, and they affect a substantial number of customers.

"Beyond the control of the distributor" means events that include, but are not limited to, force majeure events and Loss of Supply events.

Distributors shall include all outages that occurred during the Major Event, including those that may be unrelated to the event itself, but occurred at the same time.