

Ontario Energy Board

# YEARBOOK OF ELECTRICITY DISTRIBUTORS

2020/21



# Notes

### **General Disclosures**

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

### **Financial Statement Disclosures**

<sup>2</sup> 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.
- <sup>5</sup> 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**

- <sup>8</sup> 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.
- 9 Peterborough Distribution Inc.'s Financial Statement Return on Equity (RoE) appears artifically high due to an extremely low value for Shareholder's Equity, resultant from their acquisition by Hydro One Inc. (Hydro One)

Background on Statistical Yearbook of Electricity Distributors	Table of Contents	Page
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The Ontario Energy Board ( <b>OEB</b> ) is the regulator of Ontario's natural gas and electricity sectors. In the electricity sector, the OEB sets transmission	Individual Ontario Electricity Distributors	
and distribution rates, and approves the Independent Electricity System Operator's ( <b>IESO</b> ) budgets and fees.	Balance Sheet	18
The OEB also sets the rate for the Standard Supply Service for distribution utilities that supply electricity (commodity) directly to consumers.	Income Statement	28
	Financial Ratios	38
The OEB provides this Yearbook of Electricity Distributors to publish the financial and operational information collected from electricity distributors. It	General Statistics	50
is compiled from data submitted by the distributors through the Reporting and Record-Keeping Requirements.*	Unitized Statistics and Other	62
	Statistics by Customer Class	74
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\*The following distributors have not filed RRR information: Attawapiskat Power Corporation, Fort Albany Power Corporation and Kashechewan Power Corporation.

### Consolidated Key Metrics of Ontario Electricity Distributors' Sector

### Industry Metrics Snapshot

Financial Item / Metric	2016	2017	2018	2019	2020
Power & Distribution Revenues (\$)	19,064,816,501	16,911,175,635	17,012,321,425	17,819,934,221	19,987,373,018
Distribution Revenues (\$)	3,566,941,454	3,544,650,735	3,746,579,691	3,921,857,499	3,897,073,729
Net Income (\$)	721,991,181	668,225,063	782,134,258	861,406,593	814,587,654
Return on Shareholders' Equity (%) <sup>i</sup>	9.32%	7.98%	9.15%	9.70%	8.87%
Total OM&A Expenses (\$)	1,619,995,861	1,615,224,052	1,647,306,325	1,668,336,756	1,720,345,207
Net Property, Plant and Equipment (\$) <sup>ii</sup>	18,695,631,171	20,185,113,666	20,930,711,333	23,021,743,370	24,229,651,379
Gross Capital Additions for Year (\$)	2,147,359,116	2,129,757,110	2,140,744,709	2,314,056,339	2,202,553,717
Depreciation Expense (\$)	925,455,321	946,039,197	997,889,808	1,040,194,821	1,068,338,383
Total Energy Delivered (kWh)	130,187,188,150	126,372,444,195	132,372,503,335	129,764,882,800	128,165,623,290
Residential Consumption (kWh)	39,196,063,133	38,098,738,923	41,318,383,306	40,381,980,426	43,244,522,381
Total Number of Customers	5,106,528	5,158,977	5,208,985	5,253,152	5,302,563
Number of Residential Customers	4,612,551	4,664,692	4,712,742	4,754,995	4,801,697
Avg. Power & Distribution Revenues / Customer (\$)	3,733	3,278	3,266	3,392	3,769
Avg. Distribution Revenues / Customer (\$)	699	687	719	747	735
Net Income / Customer (\$)	141	130	150	164	154
Average OM&A Expenses / Customer (\$)	317	313	316	318	324

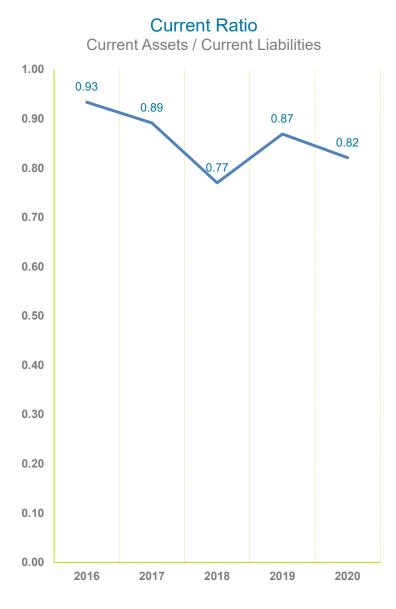
\* 2017 numbers low due in part to missing distributor data resultant from amalgamations.

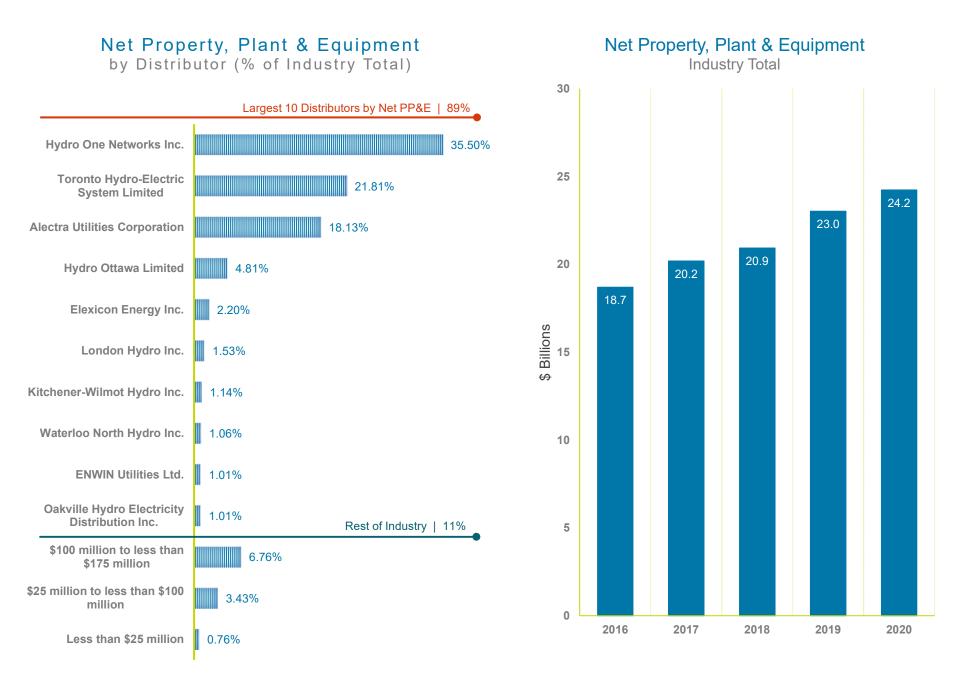
<sup>i</sup>Return on Equity ratio is calculated as the sum of electricity distributors' net income divided by total shareholders' equity

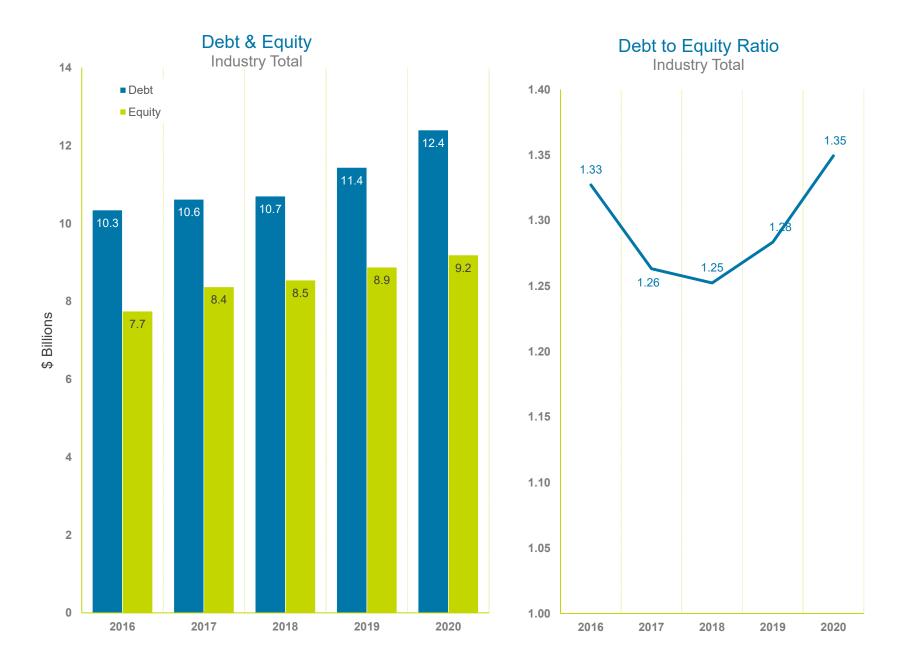
<sup>ii</sup> Net Property, Plant and Equipment is calculated as Property, Plant and Equipment less Accumulated Depreciation & Amortization

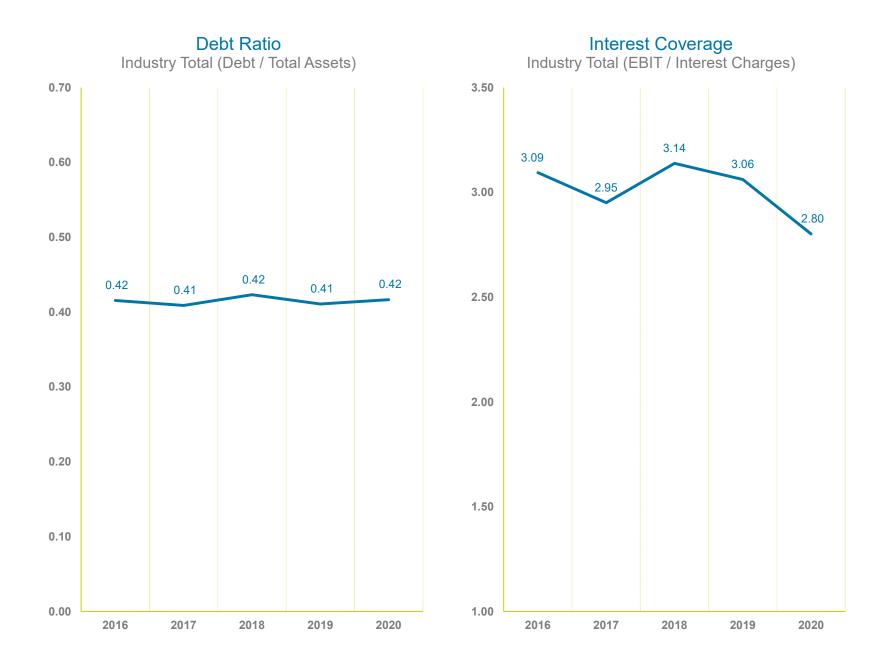
# Consolidated Key Metrics of Ontario Electricity Distributors' Sector

Balance Sheet as of December 31   Consolidated	
	\$
Cash & Cash Equivalents	324,132,001
Receivables	2,873,493,303
Inventory	124,225,959
Inter-company receivables	150,232,674
Other current assets	112,651,306
Current assets	3,584,735,242
Property, Plant & Equipment Acc. Depreciation & Amortization	34,381,056,036 (10,151,404,657)
Net Property, Plant and Equipment	24,229,651,379
Regulatory assets	718,244,823
Inter-company investments	6,222,607
Other non-current assets	1,226,253,493
Total Assets	29,765,107,545
A/P & Accrued Charges	2,629,691,659
Other current liabilities	129,500,613
Inter-company payables	1,012,842,537
Loans, notes payable, current portion long term debt	596,398,346
Current liabilities	4,368,433,155
Long-term debt	6,066,916,281
Inter-company Long-Term Debt and Advances	5,079,515,641
Regulatory liabilities	816,571,090
Other Deferred Amounts and Customer Deposits	1,731,122,200
Employee future benefits Deferred taxes	1,676,843,932 837,599,967
Total Liabilities	20,577,002,267
Shareholder's Equity	9,188,105,278
Total Liabilities & Equity	29,765,107,545



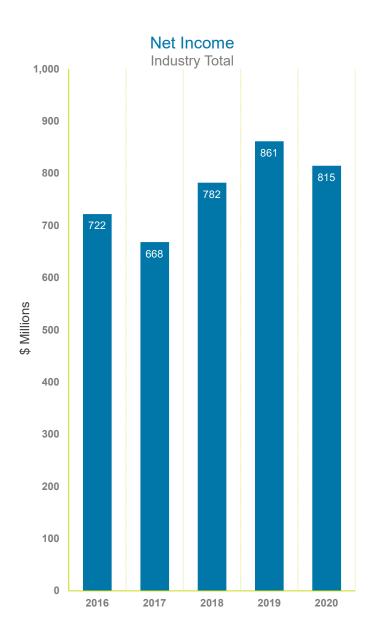


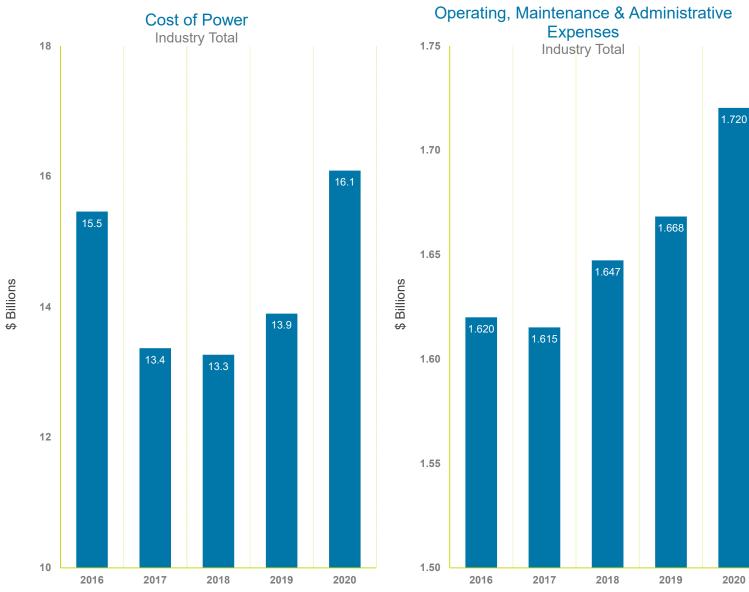




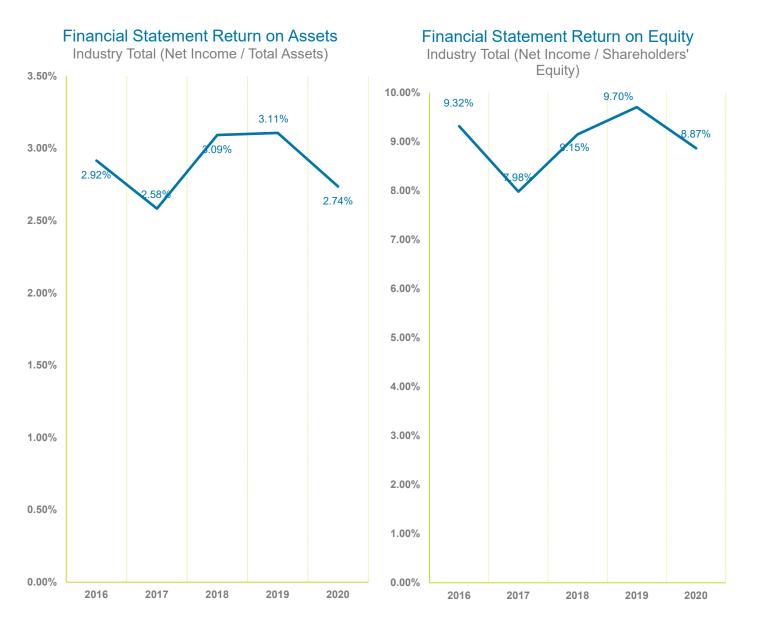
# Consolidated Key Metrics of Ontario Electricity Distributors' Sector

Income Statement for the Year Ended December 31, 2020   Consolidated					
Revenue	\$				
Power & Distribution Revenue	19,987,373,018				
Cost of Power and Related Costs	16,090,299,289				
Distribution Revenue	3,897,073,729				
Other Income (Loss)	172,616,182				
Expenses					
Operating	358,838,267				
Maintenance	437,006,275				
Administrative	924,500,665				
Depreciation & Amortization	1,068,338,383				
Financing	457,250,917				
	3,245,934,507				
Net Income Before Taxes	823,755,404				
PILS and Income Taxes					
Current	110,410,155				
Deferred	(101,242,405)				
	9,167,751				
Net Income	814,587,654				
Other Comprehensive Income (Loss)	(14,006,836)				
Comprehensive Income	800,580,818				





Operating, Maintenance & Administrative



# Consolidated Key Metrics of Ontario Electricity Distributors' Sector

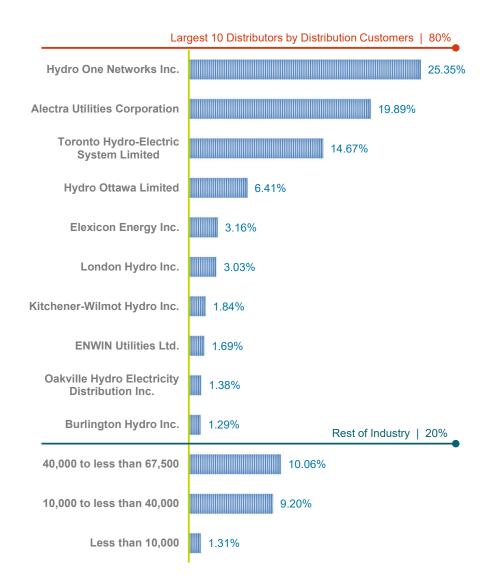
### For the Year Ended December 31, 2020

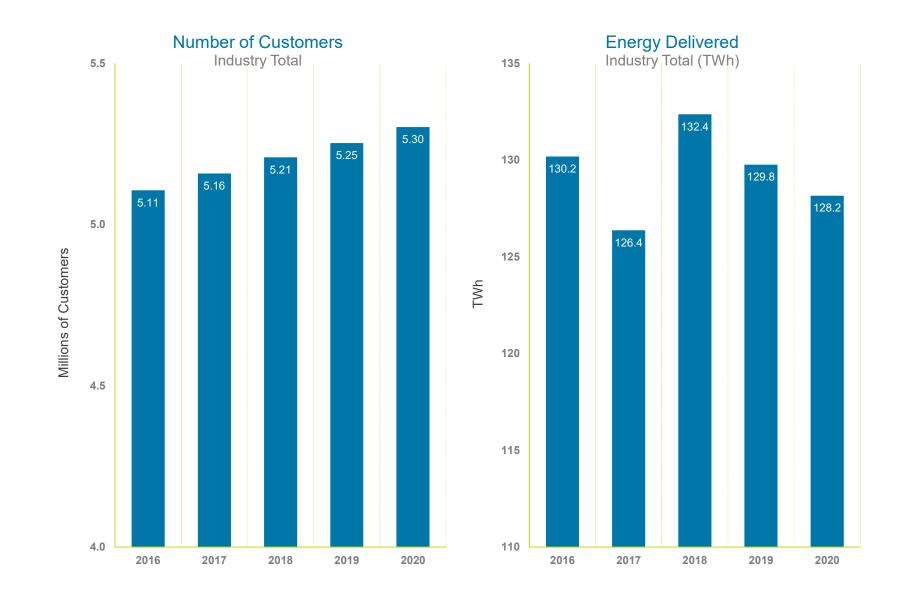
General Statistics | Consolidated

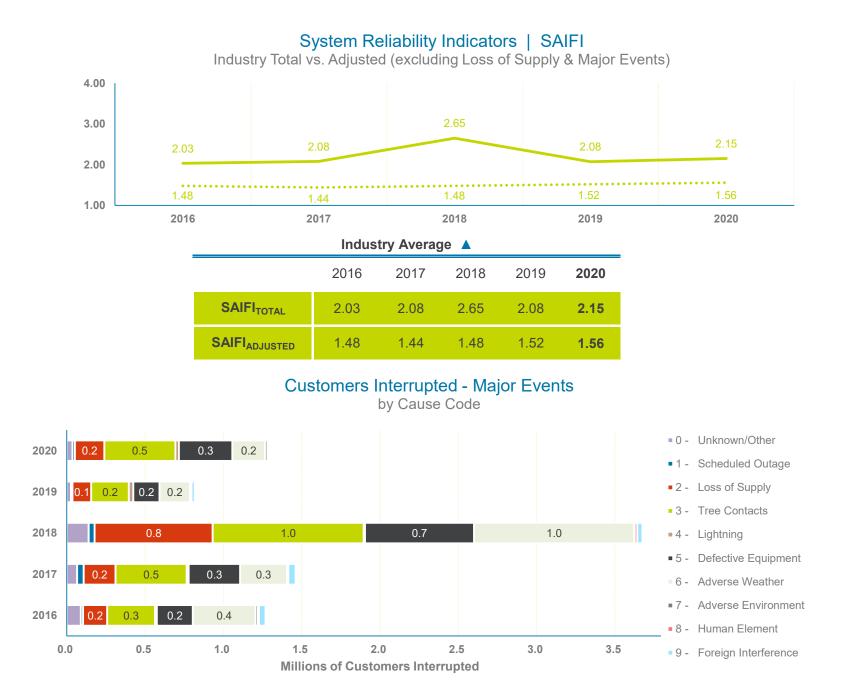
Total Customers	5,302,563
Residential	4,801,697
General Service < 50 kW	446,066
	,
General Service >= 50 kW	54,040
Large User	123
Sub Transmission Customers	637
Total Service Area (sq km)	990,678
% Rural	99%
% Urban	1%
Total Circuit km of Line	263,035
Overhead circuit km of line	178,959
Underground circuit km of line	84,076
Total kWh Distributed	137,831,974,215
Total kWh Delivered (excluding losses)	128,165,623,290
Total kWh Delivered on Long-Term Load Transfer	7,317,485
Total Distribution Losses (kWh)	5,337,196,452
Gross Capital Additions for the Year (\$)	2,202,553,717
$Gross Capital Additions for the real (\varphi)$	
High Voltage Capital Additions for the Year (\$)	14,058,712
High Voltage Capital Additions for the Year (\$)	
High Voltage Capital Additions for the Year (\$) Unitized Statistics   Consolidated	14,058,712
High Voltage Capital Additions for the Year (\$) Unitized Statistics   Consolidated # of Customers per sq km of Service Area	14,058,712
High Voltage Capital Additions for the Year (\$) Unitized Statistics   Consolidated # of Customers per sq km of Service Area # of Customers per km of Line	14,058,712
High Voltage Capital Additions for the Year (\$) Unitized Statistics   Consolidated # of Customers per sq km of Service Area # of Customers per km of Line Distribution Revenue:	14,058,712 5.35 20.16
High Voltage Capital Additions for the Year (\$) Unitized Statistics   Consolidated # of Customers per sq km of Service Area # of Customers per km of Line Distribution Revenue: Per Customer (\$)	14,058,712 5.35 20.16 735
High Voltage Capital Additions for the Year (\$) Unitized Statistics   Consolidated # of Customers per sq km of Service Area # of Customers per km of Line Distribution Revenue: Per Customer (\$) Per Total kWh Delivered (\$)	14,058,712 5.35 20.16 735 0.03
High Voltage Capital Additions for the Year (\$) Unitized Statistics   Consolidated # of Customers per sq km of Service Area # of Customers per km of Line Distribution Revenue: Per Customer (\$) Per Total kWh Delivered (\$) Average monthly total kWh delivered per customer	14,058,712 5.35 20.16 735 0.03
High Voltage Capital Additions for the Year (\$) Unitized Statistics   Consolidated # of Customers per sq km of Service Area # of Customers per km of Line Distribution Revenue: Per Customer (\$) Per Total kWh Delivered (\$) Average monthly total kWh delivered per customer Annual Cost of Power & Related Costs: Per Customer (\$)	14,058,712 5.35 20.16 735 0.03 2,014
High Voltage Capital Additions for the Year (\$) Unitized Statistics   Consolidated # of Customers per sq km of Service Area # of Customers per km of Line Distribution Revenue: Per Customer (\$) Per Total kWh Delivered (\$) Average monthly total kWh delivered per customer Annual Cost of Power & Related Costs:	14,058,712 5.35 20.16 735 0.03 2,014 3,034
High Voltage Capital Additions for the Year (\$) Unitized Statistics   Consolidated # of Customers per sq km of Service Area # of Customers per km of Line Distribution Revenue: Per Customer (\$) Per Total kWh Delivered (\$) Average monthly total kWh delivered per customer Annual Cost of Power & Related Costs: Per Customer (\$) Per Total kWh Delivered (\$) OM&A per customer (\$)	14,058,712 5.35 20.16 735 0.03 2,014 3,034 0.13
<ul> <li>High Voltage Capital Additions for the Year (\$)</li> <li>Unitized Statistics   Consolidated</li> <li># of Customers per sq km of Service Area</li> <li># of Customers per km of Line</li> <li>Distribution Revenue:</li> <li>Per Customer (\$)</li> <li>Per Total kWh Delivered (\$)</li> <li>Average monthly total kWh delivered per customer</li> <li>Annual Cost of Power &amp; Related Costs:</li> <li>Per Customer (\$)</li> <li>Per Total kWh Delivered (\$)</li> </ul>	14,058,712 5.35 20.16 735 0.03 2,014 3,034 0.13 <b>324</b>

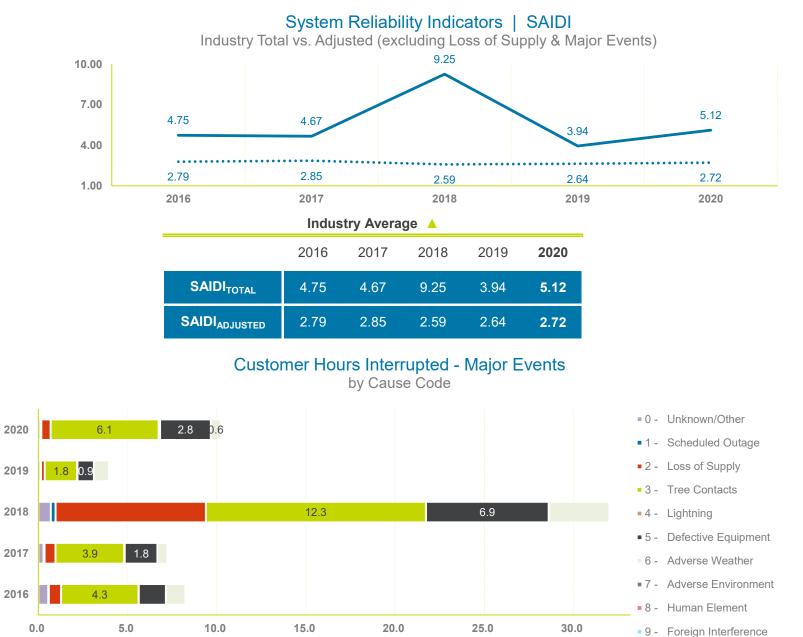
# **Distribution Customers**

by Distributor

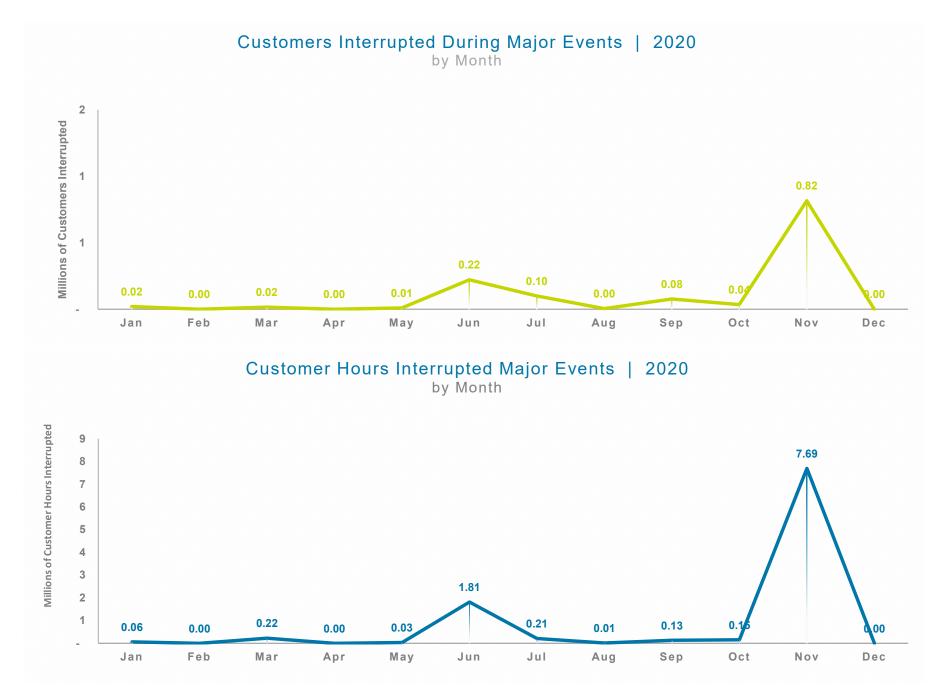






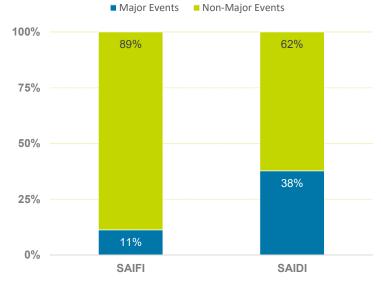


Millions of Customer Hours Interrupted



# Frequency & Duration of Industry Total Interruptions | 2020 by Cause Code

## Major Events Contribution to Industry Total Reliability | 2020



		SAI (Customers I		SAIDI (Customer Hours Interrupted)		
	Cause Code No. & Description					
		Non-Major Events	Major Events	Non-Major Events	Major Events	
0	Unknown/Other	1,488,789	37,288	704,662	126,695	
1	Scheduled Outage	833,854	15,688	1,934,774	45,387	
2	Loss of Supply	1,886,577	186,488	2,497,831	520,216	
3	Tree Contacts	1,290,107	453,454	4,925,491	6,053,533	
	Lightning	169,996	23,346	146,233	82,603	
5	Defective Equipment	2,729,214	340,966	4,764,906	2,836,105	
6	Adverse Weather	297,658	208,318	440,034	564,078	
7	Adverse Environment	40,352	15,883	76,934	32,449	
8	Human Element	295,183	10,034	224,604	27,656	
9	Foreign Interference	1,165,408	10,527	1,297,171	31,888	
	Sub-Totals	10,197,138	1,301,992	17,012,642	10,320,611	
Industry Total		11,499	9,130	27,333,253		

Balance Sheet as of December 31	Alectra Utilities Corporation	Algoma Power Inc.	Atikokan Hydro Inc.	Bluewater Power Distribution Corporation	Brantford Power Inc.	Burlington Hydro Inc.
	\$	\$	\$	\$	\$	\$
Cash & Cash Equivalents	10,282,442	1,822,127	546,959	-	13,033,639	6,894,474
Receivables	569,318,297	6,308,590	677,232	21,473,398	24,401,886	37,437,154
Inventory	30,866,837	52,312	129,632	508,297	2,363,837	4,494,019
Inter-company receivables	14,066,700	-	-	645,209	-	665,765
Other current assets	18,234,126	308,471	31,557	1,027,673	203,419	880,064
Current assets	642,768,403	8,491,499	1,385,380	23,654,577	40,002,781	50,371,475
Property, Plant & Equipment Acc. Depreciation & Amortization	5,419,084,572 (1,027,424,351)	198,256,793 (78,379,517)	7,430,969 (4,025,422)	100,362,372 (22,548,413)	118,068,853 (23,406,257)	333,184,302 (175,767,375)
Net PP&E	4,391,660,221	119,877,276	3,405,547	77,813,959	94,662,596	157,416,927
Regulatory assets	100,692,141	1,417,350	254,508	2,238,162	2,290,504	11,718,571
Inter-company investments	3,962,900	-	-	-	-	-
Other non-current assets	116,165,364	9,117,409	98,073	2,126,512	1,716,202	35,483
Total Assets	5,255,249,030	138,903,534	5,143,508	105,833,210	138,672,083	219,542,456
A/P & Accrued Charges	459,557,129	6,740,749	773,727	15,807,182	21,755,179	25,143,813
Other current liabilities	6,390,312	38,058	60,177	206,699	677,723	289,338
Inter-company payables	376,562,366	4,284,954	-	2,981,357	435,549	37,901
Loans/Notes Payable & Current Portion of Long-Term Debt	112,116,559		146,486	2,722,404	1,784,538	1,383,864
Current liabilities	954,626,366	11,063,762	980,391	21,717,642	24,652,988	26,854,916
Long-term debt	95,000,000	52,000,000	-	24,710,940	38,178,842	15,484,979
Inter-company Long-Term Debt and Advances	1,662,727,627	12,750,000	265,466	-	24,189,168	47,878,608
Regulatory liabilities	49,775,756	6,793,275	223,010	3,103,518	1,679,190	1,938,765
Other Deferred Amounts and Customer Deposits	487,068,970	263,523	243,744	4,350,267	1,949,091	30,162,484
Employee future benefits Deferred taxes	103,928,875 82,920,831	6,274,398 	- 98,073	13,921,081	1,353,300 76,605	4,896,430 3,624,265
Total Liabilities	3,436,048,425	89,144,958	1,810,683	67,803,448	92,079,184	130,840,448
Shareholder's Equity	1,819,200,604	49,758,576	3,332,825	38,029,762	46,592,899	88,702,008
Liabilities & Shareholders' Equity	5,255,249,030	138,903,534	5,143,508	105,833,210	138,672,083	219,542,456

Balance Sheet as of December 31	Canadian Niagara Power Inc.	Centre Wellington Hydro Ltd.	Chapleau Public Utilities Corporation	Cooperative Hydro Embrun Inc.	E.L.K. Energy Inc.	Elexicon Energy Inc.
	\$	\$	\$	\$	\$	\$
Cash & Cash Equivalents	4,820,572	532,864	781,123	1,626,903	6,226,867	798,707
Receivables	11,241,871	4,254,481	699,508	1,166,423	7,342,629	74,358,272
Inventory	158,105	407,711	108,375	-	375,996	5,114,836
Inter-company receivables	-	-	-	-	272,268	2,161,588
Other current assets	886,585	184,440			90,708	6,512,239
Current assets	17,107,133	5,379,495	1,589,006	2,793,325	14,308,469	88,945,642
Property, Plant & Equipment	201,898,645	30,318,248	3,956,835	6,542,868	26,975,483	652,078,398
Acc. Depreciation & Amortization	(76,859,186)	(12,753,794)	(2,369,707)	(2,268,874)	(16,651,910)	(119,396,399)
Net PP&E	125,039,459	17,564,454	1,587,128	4,273,994	10,323,574	532,681,999
Regulatory assets	843,897	428,115	161,496	127,037	3,736,319	27,019,814
Inter-company investments	-	-	-	-	100	-
Other non-current assets	7,873,719	349,130	12,000	22,904	83,543	7,657,517
Total Assets	150,864,208	23,721,194	3,349,631	7,217,261	28,452,004	656,304,972
A/P & Accrued Charges	12,588,512	3,537,655	385,624	1,368,718	4,751,124	53,456,699
Other current liabilities	45,870	121,836	13,855	-	25,878	832,090
Inter-company payables	37,330,517	-	49,272	-	589,999	707,626
Loans/Notes Payable & Current Portion of	-	138,176	-	-	-	14,180,420
Long-Term Debt						
Current liabilities	49,964,899	3,797,667	448,751	1,368,718	5,367,001	69,176,834
Long-term debt	61,050,000	3,614,710	-	303,263	2,600,000	125,289,008
Inter-company Long-Term Debt and Advances	-	5,046,753	-	-	-	99,682,072
Regulatory liabilities	6,484,468	188,870	35,503	285,417	5,498,536	9,600,426
Other Deferred Amounts and Customer Deposits	465,598	1,331,921	99,006	35,480	2,055,829	112,200,920
Employee future benefits	7,395,101	263,162	-	-	423,785	10,102,810
Deferred taxes	3,719,367				168,818	7,184,532
Total Liabilities	129,079,432	14,243,083	583,260	1,992,878	16,113,970	433,236,602
Shareholder's Equity	21,784,775	9,478,111	2,766,371	5,224,383	12,338,034	223,068,369
Liabilities & Shareholders' Equity	150,864,208	23,721,194	3,349,631	7,217,261	28,452,004	656,304,972

Balance Sheet as of December 31	Energy+ Inc.	Entegrus Powerlines Inc.	ENWIN Utilities Ltd.	EPCOR Electricity Distribution Ontario Inc.	ERTH Power Corporation	Espanola Regional Hydro Distribution Corporation
	\$	\$	\$	\$	\$	\$
Cash & Cash Equivalents	22,214,138	4,969,055	40,704,237	10,404	1,817,731	226,305
Receivables	33,376,401	28,516,765	53,233,080	8,210,245	12,202,889	2,268,533
Inventory	2,045,346	1,829,648	3,870,421	666,065	150,872	58,247
Inter-company receivables	-	-	2,616,440	2,535,660	108,838	-
Other current assets	785,971	735,096	2,031,641	128,710	218,623	648,320
Current assets	58,421,857	36,050,565	102,455,819	11,551,084	14,498,953	3,201,405
Property, Plant & Equipment	242,354,429	169,352,670	361,320,060	40,404,783	94,390,516	14,758,546
Acc. Depreciation & Amortization	(33,662,820)	(31,285,738)	(116,759,090)	(7,990,181)	(27,201,135)	
Net PP&E	208,691,610	138,066,932	244,560,970	32,414,603	67,189,381	8,824,187
Regulatory assets	11,001,480	6,351,716	3,265,850	5,016,271	7,013,615	2,360,821
Inter-company investments	-	-	410,955	-	-	-
Other non-current assets	760,955	27,195	10,050,993	678,115	27,822	151,790
Total Assets	278,875,901	180,496,407	360,744,587	49,660,072	88,729,771	14,538,203
A/P & Accrued Charges	36,066,483	18,596,013	41,765,710	6,076,618	12,647,189	2,600,454
Other current liabilities	1,659,317	337,385	501,845	58,481	144,623	94,275
Inter-company payables	-	8,279,443	6,997,687	2,456,326	871,857	377,703
Loans/Notes Payable & Current Portion of Long-Term Debt		2,037,646	326,359	675,431	5,148,946	105,000
Current liabilities	37,725,800	29,250,487	49,591,601	9,266,856	18,812,615	3,177,432
Long-term debt	105,000,000	31,638,885	51,000,000	6,601,311	22,531,045	11,223,827
Inter-company Long-Term Debt and Advances	5,084,703	35,973,326	28,907,864	10,120,000	-	704,096
Regulatory liabilities	2,578,874	2,749,186	23,655,535	284,934	547,923	219,590
Other Deferred Amounts and Customer Deposits	22,261,183	23,019,519	32,986,902	7,218,904	12,866,029	447,243
Employee future benefits Deferred taxes	2,621,852 7,775,745	4,493,004	69,387,800	876,311	1,561,300 1,630,000	271,969
Total Liabilities	183,048,157	127,124,406	255,529,702	34,368,317	57,948,912	16,044,157
Shareholder's Equity	95,827,745	53,372,002	105,214,885	15,291,756	30,780,859	(1,505,954)
Liabilities & Shareholders' Equity	278,875,901	180,496,407	360,744,587	49,660,072	88,729,771	14,538,203

Balance Sheet as of December 31	Essex Powerlines Corporation	Festival Hydro Inc.	Fort Frances Power Corporation	Greater Sudbury Hydro Inc.	Grimsby Power Incorporated	Halton Hills Hydro Inc.
	\$	\$	\$	\$	\$	\$
Cash & Cash Equivalents	1,048,748	-	2,864,273	-	-	-
Receivables	12,803,344	13,769,523	2,697,821	22,376,657	4,643,837	13,243,378
Inventory	620,595	172,612	108,920	1,303,555	910,353	941,976
Inter-company receivables	1,272	627,071	-	-	6,275	2,045,516
Other current assets	108,249	389,850	55,471	381,485	230,529	777,837
Current assets	14,582,209	14,959,056	5,726,486	24,061,697	5,790,994	17,008,708
Property, Plant & Equipment	108,544,325	70,181,432	14,345,424	228,935,521	41,391,397	126,413,833
Acc. Depreciation & Amortization	(41,318,558)	(12,779,126)	(10,000,489)	(128,258,855)	(11,526,561)	
Net PP&E	67,225,767	57,402,306	4,344,935	100,676,665	29,864,837	107,848,168
Regulatory assets	12,588,000	2,205,930	1,213,419	35,626,560	1,609,777	2,388,819
Inter-company investments	-	-	-	400,000	-	-
Other non-current assets	-	-	-	-	2,373,237	5,835,596
Total Assets	94,395,976	74,567,293	11,284,839	160,764,922	39,638,845	133,081,291
A/P & Accrued Charges	13,653,276	9,934,673	1,330,069	13,771,141	2,748,893	6,950,060
Other current liabilities	118,057	668,627	197,770	527,342	167,828	374,201
Inter-company payables	5,906	15,586,652	-	-	26,984	-
Loans/Notes Payable & Current Portion of Long-Term Debt	6,404,298	1,641,174		6,907,967	2,911,171	8,486,922
Current liabilities	20,181,537	27,831,126	1,527,840	21,206,450	5,854,877	15,811,183
Long-term debt	31,316,334	11,112,654	-	7,254,081	6,654,185	58,165,702
Inter-company Long-Term Debt and Advances	373,943	-	-	48,645,457	5,782,746	12,999,999
Regulatory liabilities	3,061,224	1,793,902	736,952	2,811,992	332,032	4,414,784
Other Deferred Amounts and Customer Deposits	6,723,282	4,252,091	2,535,026	1,379,936	6,324,952	7,801,328
Employee future benefits	2,843,718	1,492,917	-	20,821,946	-	1,078,957
Deferred taxes	941,864	947,981	180,109	7,163,253	2,707,277	3,829,954
Total Liabilities	65,441,903	47,430,671	4,979,927	109,283,115	27,656,069	104,101,908
Shareholder's Equity	28,954,073	27,136,621	6,304,913	51,481,807	11,982,777	28,979,383
Liabilities & Shareholders' Equity	94,395,976	74,567,293	11,284,839	160,764,922	39,638,845	133,081,291

Balance Sheet as of December 31	Hearst Power Distribution Company Limited	Hydro 2000 Inc.	Hydro Hawkesbury Inc.	Hydro One Networks Inc.	Hydro Ottawa Limited	Innpower Corporation
	\$	\$	\$	\$	\$	\$
Cash & Cash Equivalents	3,752,404	314,553	2,663,997	0	-	-
Receivables	1,554,624	775,200	3,938,207	787,028,949	150,603,986	9,528,204
Inventory	116,190	-	77,360	5,396,216	20,340,818	1,489,407
Inter-company receivables Other current assets	- 70,397	- 14,939	- 26,759	106,296,576 40,359,504	7,901,755 4,044,431	361,335 389,155
Current assets	5,493,616	1,104,692	6,706,323	939,081,245	182,890,990	11,768,101
Property, Plant & Equipment Acc. Depreciation & Amortization	2,973,073 (1,173,222)	1,251,926 (370,235)	8,454,839 (1,667,919)	13,670,362,252 (5,069,539,332)	1,439,528,936 (272,886,255)	77,175,118 (16,832,453)
Net PP&E	1,799,852	881,692	6,786,920	8,600,822,921	1,166,642,681	60,342,665
Regulatory assets	403,916	565,182	67,716	255,895,170	22,975,566	6,712,767
Inter-company investments	-	-	-	-	-	-
Other non-current assets	-	109,398	131,455	986,005,591	858,037	651,450
Total Assets	7,697,384	2,660,963	13,692,414	10,781,804,927	1,373,367,274	79,474,982
A/P & Accrued Charges	2,722,475	877,635	3,037,284	925,913,528	146,158,638	5,760,415
Other current liabilities	38,639	25,306	197,730	88,060,328	319,014	863,721
Inter-company payables	-	-	-	-	-	2,776,803
Loans/Notes Payable & Current Portion of	_		181,884	295,039,372	79,718,848	4,670,110
Long-Term Debt Current liabilities	2,761,114	902,941	3,416,898	1,309,013,228	226,196,500	14,071,050
Long-term debt	800,000	30,000	3,311,323	4,499,993,430	_	34,882,684
Inter-company Long-Term Debt and Advances	-	-	-	-	697,185,000	-
Regulatory liabilities	239,654	379,170	1,622,901	442,821,069	24,683,413	1,626,449
Other Deferred Amounts and Customer Deposits	165,877	159,685	368,160	92,586,949	17,422,514	932,078
Employee future benefits Deferred taxes	3,000	41,629	-	999,965,320 667,841,085	15,570,200	130,847
Total Liabilities	3,969,645	1,513,425	8,719,283	8,012,221,082	981,057,626	51,643,108
Shareholder's Equity	3,727,739	1,147,538	4,973,131	2,769,583,845	392,309,648	27,831,874
Liabilities & Shareholders' Equity	7,697,384	2,660,963	13,692,414	10,781,804,927	1,373,367,274	79,474,982

Balance Sheet as of December 31	Kingston Hydro Corporation	Kitchener-Wilmot Hydro Inc.	Lakefront Utilities Inc.	Lakeland Power Distribution Ltd.	London Hydro Inc.	Milton Hydro Distribution Inc.
	\$	\$	\$	\$	\$	\$
Cash & Cash Equivalents	6,694,258	6,363,126	449,776	2,020,858	28,298,215	6,221,213
Receivables	14,949,157	45,750,888	6,230,371	7,990,531	80,305,779	23,426,836
Inventory	1,803,340	2,089,900	464,155	276,895	457,535	1,500,336
Inter-company receivables Other current assets	482,309	22,265 1,146,227	- 101,865	214,267 354,707	3,378,096	3,947,960 882,297
Current assets	23,929,065	55,372,407	7,246,167	10,857,258	112,439,624	35,978,642
Property, Plant & Equipment Acc. Depreciation & Amortization	76,136,571 (14,371,736)	470,351,538 (194,691,963)	27,311,813 (6,892,547)	65,626,646 (29,119,602)	589,826,398 (219,536,818)	193,172,688 (76,564,339)
Net PP&E	61,764,835	275,659,575	20,419,265	36,507,044	370,289,580	116,608,349
Regulatory assets	2,653,775	11,285,519	3,071,681	1,530,788	27,700,806	2,697,458
Inter-company investments	-	-	-	-	-	-
Other non-current assets	-	8,376,229	-	247,461	11,698,741	-
Total Assets	88,347,675	350,693,729	30,737,113	49,142,551	522,128,750	155,284,449
A/P & Accrued Charges	9,611,906	46,413,803	3,703,542	5,507,876	49,495,623	18,525,986
Other current liabilities	-	83,297	-	51,102	4,049,664	(2,591,824)
Inter-company payables	-	-	1,804,085	1,330,398	5,749,350	3,798,858
Loans/Notes Payable & Current Portion of Long-Term Debt	4,559,298	12,942	1,960,011			2,053,382
Current liabilities	14,171,205	46,510,042	7,467,638	6,889,376	59,294,638	21,786,402
Long-term debt	21,819,356	-	9,888,389	18,186,387	200,000,000	60,044,074
Inter-company Long-Term Debt and Advances	10,880,619	76,962,142	-	-	-	-
Regulatory liabilities	1,379,845	2,275,386	2,185,992	1,183,169	9,790,481	3,921,585
Other Deferred Amounts and Customer Deposits	4,375,296	46,660,916	217,327	8,188,099	49,814,498	21,055,213
Employee future benefits Deferred taxes	1,252,447 1,308,439	5,936,581 6,634,751	645,529	86,920	16,100,100 9,506,222	669,800 2,845,385
Total Liabilities	55,187,207	184,979,818	20,404,875	34,533,951	344,505,940	110,322,459
Shareholder's Equity	33,160,468	165,713,912	10,332,238	14,608,600	177,622,810	44,961,990
Liabilities & Shareholders' Equity	88,347,675	350,693,729	30,737,113	49,142,551	522,128,750	155,284,449

Balance Sheet as of December 31	Newmarket-Tay Power Distribution Ltd.	Niagara Peninsula Energy Inc.	Niagara-on-the- Lake Hydro Inc.	North Bay Hydro Distribution Limited	Northern Ontario Wires Inc.	Oakville Hydro Electricity Distribution Inc.
	\$	\$	\$	\$	\$	\$
Cash & Cash Equivalents	1,646,093	8,540,518	-	10,428,699	206,554	15,946,090
Receivables	31,993,650	31,048,938	5,478,996	12,550,809	3,119,626	44,620,886
Inventory	1,164,918	1,777,410	467,264	670,413	274,129	4,345,180
Inter-company receivables	-	7,840	-	1,715,489	37,240	-
Other current assets	606,247	1,160,172	155,274	655,099	152,643	578,262
Current assets	35,410,907	42,534,879	6,101,534	26,020,509	3,790,192	65,490,419
Property, Plant & Equipment Acc. Depreciation & Amortization	161,628,614	318,978,079	63,467,185	145,115,072	11,467,912	306,993,251
	(33,224,099)	(165,984,013)	(27,622,387)	(69,377,581)	(4,028,738)	(62,526,938)
Net PP&E	128,404,515	152,994,065	35,844,799	75,737,491	7,439,174	244,466,313
Regulatory assets	4,152,679	6,508,851	320,205	2,143,948	381,879	7,161,082
Inter-company investments	-	-	-	1,334,322	-	-
Other non-current assets	2,582,989	16,890,991	638,820	1,699,169	-	4,227,871
Total Assets	170,551,091	218,928,786	42,905,357	106,935,439	11,611,246	321,345,684
	04 505 400	00.000.050	4 405 050	0.500.040	0.470.400	40 544 000
A/P & Accrued Charges Other current liabilities	21,525,132	20,302,053	4,165,858	8,528,248	2,473,166	46,511,689
	1,527,409	242,221	84,089	1,625,827	-	898,995
Inter-company payables	-	-	-	185,297	-	1,185,003
Loans/Notes Payable & Current Portion of Long-Term Debt	2,611,842	727,938	8,059,228	6,099,081	148,171	4,674,677
Current liabilities	25,664,382	21,272,212	12,309,176	16,438,453	2,621,337	53,270,363
Long-term debt	49,498,397	82,106,692	416,667	37,848,969	3,436,996	17,796,486
Inter-company Long-Term Debt and Advances	-	-	3,817,131	-	-	69,130,503
Regulatory liabilities	4,222,253	7,437,701	833,985	2,843,203	398,941	2,917,855
Other Deferred Amounts and Customer Deposits	43,015,525	102,453	5,190,880	5,209,206	446,010	65,892,659
Employee future benefits Deferred taxes	1,697,623	4,845,358 15,327,315	635,478 701,681	4,590,171 1,426,571	425,077 16,665	12,955,800
Total Liabilities	124,098,180	131,091,731	23,904,998	68,356,573	7,345,026	221,963,666
Shareholder's Equity	46,452,910	87,837,056	19,000,359	38,578,866	4,266,219	99,382,019
Liabilities & Shareholders' Equity	170,551,091	218,928,786	42,905,357	106,935,439	11,611,246	321,345,684

Balance Sheet as of December 31	Orangeville Hydro Limited	Orillia Power Distribution Corporation	Oshawa PUC Networks Inc.	Ottawa River Power Corporation	Peterborough Distribution Incorporated	PUC Distribution Inc.
	\$	\$	\$	\$	\$	\$
Cash & Cash Equivalents	692,919	2,930,463	-	1,657,169	2,818,319	124,037
Receivables	7,440,733	7,496,134	30,021,534	6,630,335	20,301,567	17,978,506
Inventory	363,068	604,552	291,599	430,126	1,309,874	2,020,118
Inter-company receivables	-	-	-	-	2,047,923	-
Other current assets	137,653	40,004	909,458	439,580	21,707	951,923
Current assets	8,634,372	11,071,153	31,222,591	9,157,210	26,499,389	21,074,584
Property, Plant & Equipment Acc. Depreciation & Amortization	27,913,836 (6,127,465)	42,824,995 (7,203,974)	237,609,511 (101,450,318)	18,432,484 (6,382,935)	117,249,451 (1,543,448)	126,607,070 (26,059,230)
Net PP&E	21,786,372	35,621,021	136,159,193	12,049,549	115,706,003	100,547,840
Regulatory assets	3,581,528	4,823,317	9,286,660	3,671,076	5,737,986	3,798,414
Inter-company investments	-	-	-	-	-, -, - ,	-
Other non-current assets	140,285	2,030,833	316,961	944,938	2,513,172	1,630,000
Total Assets	34,142,557	53,546,324	176,985,404	25,822,773	150,456,550	127,050,838
A/P & Accrued Charges	5,397,957	5,936,659	16,987,125	4,761,959	11,550,965	10,618,237
Other current liabilities	66,062	149,086	852,613	5,079	457,430	-
Inter-company payables	-	23,620,939	4,555,396	-	111,663,884	10,688,540
Loans/Notes Payable & Current Portion of Long-Term Debt	650,968		1,004,957	41,826	948,157	
Current liabilities	6,114,987	29,706,684	23,400,091	4,808,864	124,620,437	21,306,777
Long-term debt	12,807,891	-	-	7,310,104	-	39,273,145
Inter-company Long-Term Debt and Advances	_	-	70,064,000	_	-	26,534,040
Regulatory liabilities	322,543	6,223,088	11,492,273	1,956,396	5,430,630	1,433,536
Other Deferred Amounts and Customer Deposits	2,444,817	2,917,542	2,119,485	1,145,049	20,379,777	-
Employee future benefits Deferred taxes	346,292 140,285	647,085	15,980,329	424,842 693,995	-	- 1,630,000
Total Liabilities	22,176,816	39,494,399	123,056,177	16,339,251	150,430,844	90,177,497
Shareholder's Equity	11,965,741	14,051,925	53,929,227	9,483,522	25,706	36,873,341
Liabilities & Shareholders' Equity	34,142,557	53,546,324	176,985,404	25,822,773	150,456,550	127,050,838

Balance Sheet as of December 31	Renfrew Hydro Inc.	Rideau St. Lawrence Distribution Inc.	Sioux Lookout Hydro Inc.	Synergy North Corporation	Tillsonburg Hydro Inc.	Toronto Hydro- Electric System Limited
	\$	\$	\$	\$	\$	\$
Cash & Cash Equivalents	422,725	950	260	7,652,227	8,654	84,042,295
Receivables	2,277,291	3,118,873	3,099,301	24,315,107	3,820,678	458,692,741
Inventory	299,657	259,935	110,423	3,020,075	477,737	9,813,089
Inter-company receivables	26,143	-	-	1,763,310	-	-
Other current assets	110,714	180,521	215,046	2,017,594	102,975	16,455,479
Current assets	3,136,529	3,560,278	3,425,030	38,768,313	4,410,044	569,003,605
Property, Plant & Equipment	9,852,633	9,871,540	11,496,351	265,951,184	30,704,718	6,624,015,093
Acc. Depreciation & Amortization	(2,243,905)	(2,640,705)	(5,271,600)	(127,756,886)	(13,196,209)	(1,340,340,915)
Net PP&E	7,608,727	7,230,835	6,224,751	138,194,298	17,508,509	5,283,674,178
Regulatory assets	297,834	550,733	215,200	2,394,133	4,099,310	73,383,218
Inter-company investments	-	-	-	114,330	-	-
Other non-current assets	46,264	41,165	150,083	-	393,408	10,710,980
Total Assets	11,089,354	11,383,011	10,015,064	179,471,074	26,411,271	5,936,771,981
	4 004 000	0.040.007	0,400,754	40.000.004	0.040.470	400.005.000
A/P & Accrued Charges	1,831,089	2,049,927	3,480,751	13,938,261	2,046,179	403,685,323
Other current liabilities	46,518	19,003	101,389	672,355	-	15,820,978
Inter-company payables	907,730	1,883,346	-	71,553	-	385,039,256
Loans/Notes Payable & Current Portion of Long-Term Debt	30,191	726,286	1,037,791	4,784,024		
Current liabilities	2,815,528	4,678,562	4,619,931	19,466,193	2,046,179	804,545,556
Long-term debt	226,713	-	509,503	37,096,669	4,000,000	-
Inter-company Long-Term Debt and Advances	2,705,168	1,163,352	-	26,490,500	988,726	2,083,608,901
Regulatory liabilities	442,195	452,219	542,601	2,511,039	3,546,383	134,515,311
Other Deferred Amounts and Customer Deposits	479,624	740,039	912,218	1,576,211	3,602,355	522,791,381
Employee future benefits Deferred taxes	222,565 19,054	50,625	62,873 38,108	3,071,381 2,558,729	- 393,408	330,744,000
Total Liabilities	6,910,847	7,084,797	6,685,233	92,770,724	14,577,051	3,876,205,149
Shareholder's Equity	4,178,507	4,298,214	3,329,831	86,700,350	11,834,220	2,060,566,833
Liabilities & Shareholders' Equity	11,089,354	11,383,011	10,015,064	179,471,074	26,411,271	5,936,771,982

Balance Sheet as of December 31	Wasaga Distribution Inc.	Waterloo North Hydro Inc.	Welland Hydro- Electric System Corp.	Wellington North Power Inc.	Westario Power Inc.	Total Industry
	\$	\$	\$	\$	\$	\$
Cash & Cash Equivalents	419,544	2,317,246	2,460,531	-	3,816,741	324,132,001
Receivables	4,694,905	35,167,185	9,153,721	2,777,502	9,589,340	2,873,493,303
Inventory	-	3,278,250	590,124	111,625	1,275,672	124,225,959
Inter-company receivables	38,601	-	99,366	-	-	150,232,674
Other current assets	94,822	438,927	531,657	145,572	448,225	112,651,306
Current assets	5,247,871	41,201,608	12,835,399	3,034,699	15,129,978	3,584,735,242
Property, Plant & Equipment	18,844,164	438,210,263	68,986,610	13,344,294	78,768,655	34,381,056,036
Acc. Depreciation & Amortization	(4,111,860)	(182,454,299)	(34,843,271)	(3,086,630)	(13,147,051)	(10,151,404,657)
Net PP&E	14,732,305	255,755,964	34,143,339	10,257,664	65,621,604	24,229,651,379
Regulatory assets	1,203,078	1,099,551	363,404	2,805,943	3,134,280	718,244,823
Inter-company investments	-	-	-	-	-	6,222,607
Other non-current assets	46,986	3,081,093	1,271,010	5,555	3,649,000	1,226,253,493
Total Assets	21,230,240	301,138,216	48,613,152	16,103,862	87,534,862	29,765,107,545
						-
A/P & Accrued Charges	3,030,603	32,088,845	7,064,055	2,313,864	9,668,313	2,629,691,659
Other current liabilities	29,760	2,108,709	134,889	-	9,636	129,500,613
Inter-company payables	-	-	-	-	-	1,012,842,537
Loans/Notes Payable & Current Portion of Long-Term Debt	33,799	5,552,334	219,861	1,422,793	2,311,209	596,398,346
Current liabilities	3,094,162	39,749,888	7,418,805	3,736,657	11,989,159	4,368,433,155
Long-term debt	1,469,681	120,699,377	18,177,461	6,142,263	18,413,858	6,066,916,281
Inter-company Long-Term Debt and Advances	3,593,269			-	5,260,461	5,079,515,641
Regulatory liabilities	295,170	3,623,588	1,624,701	650,057	1,952,650	816,571,090
Other Deferred Amounts and Customer Deposits	168,051	31,098,228	1,034,756	526,783	9,339,311	1,731,122,200
Employee future benefits	-	4,016,713	1,407,857	213,305	412,066	1,676,843,932
Deferred taxes					3,233,000	837,599,967
Total Liabilities	8,620,332	199,187,794	29,663,580	11,269,065	50,600,503	20,577,002,267
Shareholder's Equity	12,609,908	101,950,422	18,949,573	4,834,797	36,934,359	9,188,105,278
Liabilities & Shareholders' Equity	21,230,240	301,138,216	48,613,152	16,103,862	87,534,862	29,765,107,545

Income Statement For the Year Ended December 31	Alectra Utilities Corporation	Algoma Power Inc.	Atikokan Hydro Inc.	Bluewater Power Distribution Corporation	Brantford Power Inc.	Burlington Hydro Inc.
	\$	\$	\$	\$	\$	\$
Power & Distribution Revenue	3,904,804,643	55,274,248	5,255,208	130,139,878	140,622,621	247,850,081
Cost of Power and Related Costs	3,337,659,475	30,169,802	3,790,508	108,074,354	121,670,001	217,410,519
Distribution Revenue	567,145,168	25,104,446	1,464,700	22,065,524	18,952,620	30,439,561
Other Income (Loss)	31,595,503	444,041	81,042	2,137,031	1,355,382	2,848,859
Expenses						
Operating	84,136,003	1,481,440	438,048	3,911,905	1,960,885	4,863,246
Maintenance	26,763,321	5,596,378	78,733	221,919	1,572,474	5,440,640
Administrative	166,233,266	6,421,205	621,667	9,027,277	8,791,604	10,082,313
Depreciation & Amortization	141,550,282	3,924,249	232,054	4,260,696	3,517,034	7,136,763
Financing	71,185,210	3,265,075	15,367	1,684,354	1,629,312	3,190,127
	489,868,082	20,688,347	1,385,869	19,106,151	17,471,308	30,713,089
Net Income Before Taxes	108,872,589	4,860,140	159,872	5,096,404	2,836,694	2,575,332
PILs and Income Taxes						
Current	1,961,774	538,619	18,696	1,035,000	1,047,737	89,917
Deferred	(4,785,349)	96,755			58,302	(432,286)
	(2,823,575)	635,374	18,696	1,035,000	1,106,038	(342,369)
Net Income (Loss)	111,696,164	4,224,766	141,176	4,061,404	1,730,656	2,917,701
Other Comprehensive Income (Loss)	(4,566,093)	-	-	(934,276)	-	(322,123)
Comprehensive Income (Loss)	107,130,071	4,224,766	141,176	3,127,128	1,730,656	2,595,578

Income Statement For the Year Ended December 31	Canadian Niagara Power Inc.	Centre Wellington Hydro Ltd.	Chapleau Public Utilities Corporation	Cooperative Hydro Embrun Inc.	E.L.K. Energy Inc.	Elexicon Energy Inc.
	\$	\$	\$	\$	\$*	\$
Power & Distribution Revenue	85,060,919	23,885,062	4,447,783	5,672,941	38,665,242	551,292,526
Cost of Power and Related Costs	65,596,410	20,074,475	3,470,082	4,487,602	35,246,686	472,647,888
Distribution Revenue	19,464,509	3,810,588	977,701	1,185,338	3,418,556	78,644,638
Other Income (Loss)	560,470	279,621	57,868	32,651	1,135,411	2,842,172
Expenses						
Operating	2,075,903	392,585	212,012	49,131	284,999	10,032,684
Maintenance	2,139,756	384,407	-	62,243	578,700	4,229,032
Administrative	5,396,981	1,678,590	627,344	629,453	1,603,318	29,386,471
Depreciation & Amortization	4,838,331	624,236	125,288	169,611	303,873	19,221,868
Financing	2,869,189	525,843	1,626	11,255	155,607	6,561,917
	17,320,160	3,605,662	966,270	921,694	2,926,497	69,431,971
Net Income Before Taxes	2,704,819	484,546	69,299	296,295	1,627,470	12,054,838
PILs and Income Taxes						
Current	(133,833)	(22,012)	1,000	25,842	212,666	353,032
Deferred	51,982	182,631	(12,000)	-	266,318	(956,940)
	(81,851)	160,619	(11,000)	25,842	478,984	(603,908)
Net Income (Loss)	2,786,670	323,927	80,299	270,454	1,148,486	12,658,746
Other Comprehensive Income (Loss)	-	(1,746)	-	-	(27,585)	-
Comprehensive Income (Loss)	2,786,670	322,181	80,299	270,454	1,120,901	12,658,746

Income Statement For the Year Ended December 31	Energy+ Inc.	Entegrus Powerlines Inc.	ENWIN Utilities Ltd.	EPCOR Electricity Distribution Ontario Inc.	ERTH Power Corporation	Espanola Regional Hydro Distribution Corporation
	\$	\$	\$	\$	\$	\$
Power & Distribution Revenue	240,747,594	190,264,833	317,593,612	49,082,800	82,428,919	9,939,801
Cost of Power and Related Costs	206,306,378	164,073,794	274,255,911	41,645,547	69,283,602	8,331,533
Distribution Revenue	34,441,216	26,191,039	43,337,701	7,437,254	13,145,317	1,608,268
Other Income (Loss)	1,881,565	2,054,869	1,422,067	521,614	919,630	(561,994)
Expenses						
Operating	3,616,065	1,820,162	7,799,586	1,149,538	933,026	399,462
Maintenance	3,114,755	2,143,024	3,600,670	1,636,327	1,691,717	315,903
Administrative	12,371,105	10,291,643	15,555,610	3,388,241	4,802,297	806,549
Depreciation & Amortization	6,008,789	5,987,483	6,827,837	1,326,863	2,732,067	176,449
Financing	4,547,772	2,929,075	3,352,781	818,943	2,054,092	391,145
	29,658,486	23,171,387	37,136,484	8,319,912	12,213,199	2,089,506
Net Income Before Taxes	6,664,296	5,074,521	7,623,284	(361,044)	1,851,748	(1,043,233)
PILs and Income Taxes						
Current Deferred	692,395 24,345	(40,953)	749,487	(3,878) (150,616)	118,000	-
Doronou	716,739	(40,953)	749,487	(154,494)	118,000	-
Net Income (Loss)	5,947,556	5,115,475	6,873,797	(206,550)	1,733,748	(1,043,233)
Other Comprehensive Income (Loss)	(67,522)	(2,912,336)	(4,259,105)	-	74,783	-
Comprehensive Income (Loss)	5,880,034	2,203,139	2,614,693	(206,550)	1,808,531	(1,043,233)

Income Statement For the Year Ended December 31	Essex Powerlines Corporation	Festival Hydro Inc.	Fort Frances Power Corporation	Greater Sudbury Hydro Inc.	Grimsby Power Incorporated	Halton Hills Hydro Inc.
	\$	\$	\$	\$	\$	\$
Power & Distribution Revenue	85,372,444	84,200,518	12,104,370	142,766,923	39,700,505	81,988,822
Cost of Power and Related Costs	72,396,186	72,593,455	10,211,746	119,004,807	33,885,621	70,880,296
Distribution Revenue	12,976,258	11,607,063	1,892,623	23,762,115	5,814,883	11,108,526
Other Income (Loss)	514,534	1,070,140	339,332	24,522,197	359,011	1,229,024
Expenses						
Operating	1,530,903	1,030,977	511,799	6,549,683	938,714	1,268,604
Maintenance	1,116,273	1,538,324	201,125	1,790,749	644,984	388,314
Administrative	5,318,571	3,608,671	984,360	7,411,808	2,004,986	5,065,029
Depreciation & Amortization	2,225,529	2,399,762	379,366	4,721,210	1,205,929	2,728,770
Financing	1,178,787	2,474,733	5,652	3,702,418	480,094	5,049,858
	11,370,063	11,052,467	2,082,302	24,175,868	5,274,707	14,500,575
Net Income Before Taxes	2,120,729	1,624,736	149,654	24,108,445	899,187	(2,163,025)
PILs and Income Taxes						
Current	66,095	234,092	_	650,497	-	(3,000)
Deferred				1,362,997	136,494	(605,266)
	66,095	234,092	-	2,013,494	136,494	(608,266)
Net Income (Loss)	2,054,634	1,390,644	149,654	22,094,951	762,693	(1,554,759)
Other Comprehensive Income (Loss)	-	(79,899)	-	-	-	(96,697)
Comprehensive Income (Loss)	2,054,634	1,310,745	149,654	22,094,951	762,693	(1,651,456)

Income Statement For the Year Ended December 31	Hearst Power Distribution Company Limited	Hydro 2000 Inc.	Hydro Hawkesbury Inc.	Hydro One Networks Inc.	Hydro Ottawa Limited	Innpower Corporation
	\$	\$	\$	\$	\$	\$
Power & Distribution Revenue	10,246,946	3,675,332	11,373,326	5,365,038,787	1,167,709,237	51,882,175
Cost of Power and Related Costs	9,141,051	3,140,496	9,643,473	3,793,746,292	983,892,731	40,269,561
Distribution Revenue	1,105,895	534,836	1,729,853	1,571,292,495	183,816,506	11,612,614
Other Income (Loss)	253,268	51,276	144,023	15,903,763	8,465,189	1,796,935
Expenses						
Operating	162,432	28,125	66,726	86,071,481	23,101,725	1,104,679
Maintenance	283,606	31,669	213,918	244,130,147	8,663,504	762,292
Administrative	642,239	443,349	872,133	237,157,417	52,047,128	4,538,349
Depreciation & Amortization	118,340	42,728	268,210	417,298,615	49,899,006	2,942,374
Financing	59,283	4,338	152,631	188,157,442	22,917,750	1,395,763
	1,265,901	550,209	1,573,618	1,172,815,102	156,629,113	10,743,457
Net Income Before Taxes	93,262	35,903	300,258	414,381,156	35,652,583	2,666,092
PILs and Income Taxes						
Current	13,860	(365)	103,402	91,531,014	1,063,324	256,677
Deferred	5,000	6,604	(71,950)	(92,196,667)		(205,920)
	18,860	6,239	31,452	(665,653)	1,063,324	50,757
Net Income (Loss)	74,402	29,664	268,806	415,046,810	34,589,258	2,615,335
Other Comprehensive Income (Loss)	60,843	-	-	-	-	(15,433)
Comprehensive Income (Loss)	135,245	29,664	268,806	415,046,810	34,589,258	2,599,902

Income Statement For the Year Ended December 31	Kingston Hydro Corporation	Kitchener-Wilmot Hydro Inc.	Lakefront Utilities Inc.	Lakeland Power Distribution Ltd.	London Hydro Inc.	Milton Hydro Distribution Inc.
	\$	\$	\$	\$	\$	\$
Power & Distribution Revenue	98,139,678	281,229,032	37,565,265	48,264,796	503,759,667	142,008,726
Cost of Power and Related Costs	85,678,882	238,247,274	33,152,355	40,621,419	433,635,408	123,409,715
Distribution Revenue	12,460,796	42,981,758	4,412,910	7,643,377	70,124,259	18,599,011
Other Income (Loss)	793,171	3,700,688	282,388	942,524	425,810	1,713,187
Expenses						
Operating	2,215,441	5,567,593	753,224	489,384	10,896,300	2,548,732
Maintenance	1,292,667	6,022,915	304,062	1,642,609	8,809,130	1,332,079
Administrative	3,856,326	10,139,067	1,690,556	3,296,898	20,923,886	6,695,895
Depreciation & Amortization	2,357,091	10,034,069	1,183,860	1,560,864	19,675,050	4,314,877
Financing	1,458,128	3,016,570	492,926	595,416	4,638,306	4,139,537
	11,179,653	34,780,214	4,424,629	7,585,171	64,942,672	19,031,120
Net Income Before Taxes	2,074,314	11,902,232	270,669	1,000,729	5,607,397	1,281,078
PILs and Income Taxes						
Current	207,791	959,961	(1,613)	254,392	47,565	396,776
Deferred	(30,682)	(21,520)	129,019	(10,674)		(533,245)
	177,109	938,441	127,406	243,718	(1,709,378)	(136,469)
Net Income (Loss)	1,897,205	10,963,791	143,263	757,011	7,316,775	1,417,547
Other Comprehensive Income (Loss)	-	-	-	(3,436)	-	(98,122)
Comprehensive Income (Loss)	1,897,205	10,963,791	143,263	753,575	7,316,775	1,319,425

Income Statement For the Year Ended December 31	Newmarket-Tay Power Distribution Ltd.	Niagara Peninsula Energy Inc.	Niagara-on-the- Lake Hydro Inc.	North Bay Hydro Distribution Limited	Northern Ontario Wires Inc.	Oakville Hydro Electricity Distribution Inc.
	\$	\$	\$	\$	\$	\$
Power & Distribution Revenue	138,940,414	198,190,483	36,127,270	78,398,164	18,504,003	255,207,500
Cost of Power and Related Costs	118,150,153	166,732,777	30,183,104	66,077,676	15,224,944	213,190,266
Distribution Revenue	20,790,261	31,457,706	5,944,166	12,320,488	3,279,059	42,017,235
Other Income (Loss)	682,382	2,750,779	32,384	(1,031,726)	365,099	2,170,410
Expenses						
Operating	2,735,049	4,757,975	717,525	788,058	852,226	7,988,562
Maintenance	1,335,033	2,968,029	409,998	2,079,142	639,441	1,497,732
Administrative	8,484,356	11,212,130	1,877,777	4,025,261	1,271,809	9,660,305
Depreciation & Amortization	5,022,241	8,172,064	1,283,075	3,158,923	368,397	11,323,133
Financing	3,309,638	2,579,007	382,042	1,078,688	139,448	5,809,296
	20,886,317	29,689,205	4,670,418	11,130,073	3,271,321	36,279,027
Net Income Before Taxes	586,326	4,519,280	1,306,132	158,690	372,837	7,908,617
PILs and Income Taxes						
Current	_	182,291	210,292	-	40,990	1,091,452
Deferred	(2,086,104)	1,092,890	(569,073)	73,693	8,065	(41,479)
	(2,086,104)	1,275,181	(358,781)	73,693	49,055	1,049,973
Net Income (Loss)	2,672,430	3,244,099	1,664,913	84,997	323,782	6,858,644
Other Comprehensive Income (Loss)	(140,343)	-	(10,782)	(204,393)	(38,464)	(182,179)
Comprehensive Income (Loss)	2,532,087	3,244,099	1,654,131	(119,396)	285,318	6,676,466

Income Statement For the Year Ended December 31	Orangeville Hydro Limited	Orillia Power Distribution Corporation	Oshawa PUC Networks Inc.	Ottawa River Power Corporation	Peterborough Distribution Incorporated	PUC Distribution Inc.
	\$	\$	\$	\$	\$	\$
Power & Distribution Revenue	38,321,368	50,327,539	165,753,687	30,613,927	121,688,649	103,413,986
Cost of Power and Related Costs	32,771,802	41,765,535	140,450,716	25,834,828	107,299,647	84,258,657
Distribution Revenue	5,549,565	8,562,004	25,302,971	4,779,098	14,389,002	19,155,329
Other Income (Loss)	350,391	2,753,552	1,041,245	296,247	1,779,885	2,650,974
Expenses						
Operating	607,287	1,196,369	1,287,774	785,741	2,921,134	4,074,970
Maintenance	200,701	1,299,450	936,685	501,236	1,027,985	2,359,394
Administrative	2,436,029	3,762,241	11,830,908	2,163,296	5,601,601	5,036,738
Depreciation & Amortization	896,454	1,376,346	5,732,249	690,911	3,608,369	4,029,231
Financing	476,578	654,537	2,122,318	353,399	1,414,738	3,187,681
	4,617,049	8,288,943	21,909,934	4,494,583	14,573,827	18,688,013
Net Income Before Taxes	1,282,907	3,026,613	4,434,281	580,762	1,595,060	3,118,290
PILs and Income Taxes						
Current	196,389	284,879	483,130	28,438	143.320	76,523
Deferred		765,897			134,205	284,105
	196,389	1,050,776	483,130	28,438	277,525	360,628
Net Income (Loss)	1,086,518	1,975,837	3,951,151	552,324	1,317,535	2,757,662
Other Comprehensive Income (Loss)	-	(28,711)	-	(56,942)	-	-
Comprehensive Income (Loss)	1,086,518	1,947,126	3,951,151	495,382	1,317,535	2,757,662

Income Statement For the Year Ended December 31	Renfrew Hydro Inc.	Rideau St. Lawrence Distribution Inc.	Sioux Lookout Hydro Inc.	Synergy North Corporation	Tillsonburg Hydro Inc.	Toronto Hydro- Electric System Limited
	\$	\$	\$	\$	\$	\$
Power & Distribution Revenue	13,797,482	17,681,795	12,581,683	155,282,837	27,016,241	3,877,259,545
Cost of Power and Related Costs	11,810,925	14,964,924	10,463,066	129,479,447	23,277,993	3,165,520,014
Distribution Revenue	1,986,557	2,716,871	2,118,616	25,803,390	3,738,247	711,739,531
Other Income (Loss)	75,153	266,728	128,903	1,771,068	268,837	45,910,347
Expenses						
Operating	330,247	351,313	604,432	2,751,835	600,165	46,631,599
Maintenance	122,802	390,659	125,664	5,567,845	258,503	70,472,552
Administrative	955,305	1,546,855	762,859	8,133,688	1,984,173	171,091,887
Depreciation & Amortization	175,945	375,425	319,985	4,557,623	663,021	269,166,028
Financing	223,043	80,655	73,841	1,372,302	106,027	81,095,164
	1,807,342	2,744,908	1,886,779	22,383,293	3,611,889	638,457,230
Net Income Before Taxes	254,368	238,692	360,741	5,191,166	395,195	119,192,647
PILs and Income Taxes						
Current	(19,461)	-	63,939	325,000	(27,084)	5,733,044
Deferred	76,229	9,396	193	1,235,562		(2,391,967)
	56,768	9,396	64,132	1,560,562	(27,084)	3,341,077
Net Income (Loss)	197,600	229,296	296,609	3,630,603	422,279	115,851,570
Other Comprehensive Income (Loss)	-	(2,592)	-	(73,296)	-	-
Comprehensive Income (Loss)	197,600	226,704	296,609	3,557,307	422,279	115,851,570

Income Statement For the Year Ended December 31	Wasaga Distribution Inc.	Waterloo North Hydro Inc.	Welland Hydro- Electric System Corp.	Wellington North Power Inc.	Westario Power Inc.	Total Industry
	\$	\$	\$	\$	\$	\$
Power & Distribution Revenue	25,364,359	225,463,734	61,940,794	14,665,923	70,776,377	19,987,373,018
Cost of Power and Related Costs	20,851,819	190,523,763	51,824,013	12,051,505	59,846,378	16,090,299,289
Distribution Revenue	4,512,540	34,939,971	10,116,781	2,614,419	10,929,999	3,897,073,729
Other Income (Loss)	536,127	(3,714,525)	580,000	137,008	700,651	172,616,182
Expenses						
Operating	50,770	5,723,340	1,529,537	400,585	758,568	358,838,267
Maintenance	715,452	1,649,363	1,990,642	223,163	1,496,436	437,006,275
Administrative	2,767,882	7,079,945	3,319,587	1,259,042	3,825,394	924,500,665
Depreciation & Amortization	662,349	10,585,929	1,627,988	445,870	1,777,404	1,068,338,383
Financing	162,441	5,090,821	506,925	200,129	1,723,875	457,250,917
	4,358,894	30,129,398	8,974,679	2,528,790	9,581,677	3,245,934,507
Net Income Before Taxes	689,773	1,096,048	1,722,102	222,636	2,048,973	823,755,404
PILs and Income Taxes						
Current	94,279	(1,354,178)	79,506	(7,549)	361,000	110,410,155
Deferred	85,496	(216,222)	(30,678)	- (7,543)	(223,000)	(101,242,405)
	179,775	(1,570,400)	48,828	(7,549)	138,000	9,167,751
Net Income (Loss)	509,998	2,666,448	1,673,274	230,185	1,910,973	814,587,654
Other Comprehensive Income (Loss)	-	-	-	(20,387)	-	(14,006,836)
Comprehensive Income (Loss)	509,998	2,666,448	1,673,274	209,798	1,910,973	800,580,818

Financial Ratios For the Year Ended December 31	Alectra Utilities Corporation	Algoma Power Inc.	Atikokan Hydro Inc.	Bluewater Power Distribution Corporation	Brantford Power Inc.
Liquidity Ratios					
Current Ratio (Current Assets/Current Liabilities)	0.67	0.77	1.41	1.09	1.62
Leverage Ratios					
Debt Ratio (Debt/Total Assets)	0.42	0.47	0.08	0.26	0.46
Debt to Equity Ratio (Debt/Total Equity)	1.20	1.30	0.12	0.72	1.38
Interest Coverage (EBIT/Interest Charges)	2.53	2.49	11.40	4.03	2.74
Profitability Ratios					
Financial Statement Return on Assets (Total Net Income/Total Assets)	2.13%	3.04%	2.74%	3.84%	1.25%
Financial Statement Return on Equity (Total Net Income/Total Equity)	6.14%	8.49%	4.24%	10.68%	3.76%

Financial Ratios 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.
Liquidity Ratios					
Current Ratio (Current Assets/Current Liabilities)	1.88	0.34	1.42	3.54	2.04
Leverage Ratios					
Debt Ratio (Debt/Total Assets)	0.29	0.40	0.37	-	0.04
Debt to Equity Ratio (Debt/Total Equity)	0.73	2.80	0.93	-	0.06
Interest Coverage (EBIT/Interest Charges)	1.81	1.94	1.92	43.62	27.33
Profitability Ratios					
Financial Statement Return on Assets (Total Net Income/Total Assets)	1.33%	1.85%	1.37%	2.40%	3.75%
Financial Statement Return on Equity (Total Net Income/Total Equity)	3.29%	12.79%	3.42%	2.90%	5.18%

Financial Ratios For the Year Ended December 31	E.L.K. Energy Inc.	Elexicon Energy Inc.	Energy+ Inc.	Entegrus Powerlines Inc.	ENWIN Utilities Ltd.
Liquidity Ratios	*				
Current Ratio (Current Assets/Current Liabilities)	2.67	1.29	1.55	1.23	2.07
Leverage Ratios					
Debt Ratio (Debt/Total Assets)	0.09	0.37	0.39	0.39	0.22
Debt to Equity Ratio (Debt/Total Equity)	0.21	1.07	1.15	1.30	0.76
Interest Coverage (EBIT/Interest Charges)	11.46	2.84	2.47	2.73	3.27
Profitability Ratios					
Financial Statement Return on Assets (Total Net Income/Total Assets)	4.04%	1.93%	2.13%	2.83%	1.91%
Financial Statement Return on Equity (Total Net Income/Total Equity)	9.31%	5.67%	6.21%	9.58%	6.53%

Financial Ratios For the Year Ended December 31	EPCOR Electricity Distribution Ontario Inc.	ERTH Power Corporation	Espanola Regional Hydro Distribution Corporation	Essex Powerlines Corporation	Festival Hydro Inc.
Liquidity Ratios					
Current Ratio (Current Assets/Current Liabilities)	1.25	0.77	1.01	0.72	0.54
Leverage Ratios					
Debt Ratio (Debt/Total Assets)	0.40	0.31	0.83	0.40	0.38
Debt to Equity Ratio (Debt/Total Equity)	1.29	0.90	(7.99)	1.32	1.04
Interest Coverage (EBIT/Interest Charges)	0.56	1.90	(1.67)	2.80	1.66
Profitability Ratios					
Financial Statement Return on Assets (Total Net Income/Total Assets)	-0.42%	1.95%	-7.18%	2.18%	1.86%
Financial Statement Return on Equity (Total Net Income/Total Equity)	-1.35%	5.63%	69.27%	7.10%	5.12%

Financial Ratios For the Year Ended December 31	Fort Frances Power Corporation	Greater Sudbury Hydro Inc.	Grimsby Power Incorporated	Halton Hills Hydro Inc.	Hearst Power Distribution Company Limited
Liquidity Ratios					
Current Ratio (Current Assets/Current Liabilities)	3.75	1.13	0.99	1.08	1.99
Leverage Ratios					
Debt Ratio (Debt/Total Assets)	-	0.39	0.38	0.60	0.10
Debt to Equity Ratio (Debt/Total Equity)	-	1.22	1.27	2.75	0.21
Interest Coverage (EBIT/Interest Charges)	27.48	7.51	2.87	0.57	2.57
Profitability Ratios					
Financial Statement Return on Assets (Total Net Income/Total Assets)	1.33%	13.74%	1.92%	-1.17%	0.97%
Financial Statement Return on Equity (Total Net Income/Total Equity)	2.37%	42.92%	6.36%	-5.37%	2.00%

Financial Ratios For the Year Ended December 31	Hydro 2000 Inc.	Hydro Hawkesbury Inc.	Hydro One Networks Inc.	Hydro Ottawa Limited	Innpower Corporation
Liquidity Ratios					
Current Ratio (Current Assets/Current Liabilities)	1.22	1.96	0.72	0.81	0.84
Leverage Ratios					
Debt Ratio (Debt/Total Assets)	0.01	0.26	0.44	0.57	0.50
Debt to Equity Ratio (Debt/Total Equity)	0.03	0.70	1.72	1.98	1.42
Interest Coverage (EBIT/Interest Charges)	9.28	2.97	3.20	2.56	2.91
Profitability Ratios					
Financial Statement Return on Assets (Total Net Income/Total Assets)	1.11%	1.96%	3.85%	2.52%	3.29%
Financial Statement Return on Equity (Total Net Income/Total Equity)	2.59%	5.41%	14.99%	8.82%	9.40%

Financial Ratios For the Year Ended December 31	Kingston Hydro Corporation	Kitchener-Wilmot Hydro Inc.	Lakefront Utilities Inc.	Lakeland Power Distribution Ltd.	London Hydro Inc.
Liquidity Ratios					
Current Ratio (Current Assets/Current Liabilities)	1.69	1.19	0.97	1.58	1.90
Leverage Ratios					
Debt Ratio (Debt/Total Assets)	0.42	0.22	0.39	0.37	0.38
Debt to Equity Ratio (Debt/Total Equity)	1.12	0.46	1.15	1.24	1.13
Interest Coverage (EBIT/Interest Charges)	2.42	4.95	1.55	2.68	2.21
Profitability Ratios					
Financial Statement Return on Assets (Total Net Income/Total Assets)	2.15%	3.13%	0.47%	1.54%	1.40%
Financial Statement Return on Equity (Total Net Income/Total Equity)	5.72%	6.62%	1.39%	5.18%	4.12%

Financial Ratios For the Year Ended December 31	Milton Hydro Distribution Inc.	Newmarket-Tay Power Distribution Ltd.	Niagara Peninsula Energy Inc.	Niagara-on-the- Lake Hydro Inc.	North Bay Hydro Distribution Limited
Liquidity Ratios					
Current Ratio (Current Assets/Current Liabilities)	1.65	1.38	2.00	0.50	1.58
Leverage Ratios					
Debt Ratio (Debt/Total Assets)	0.40	0.31	0.38	0.29	0.41
Debt to Equity Ratio (Debt/Total Equity)	1.37	1.12	0.94	0.65	1.14
Interest Coverage (EBIT/Interest Charges)	1.31	1.18	2.75	4.42	1.15
Profitability Ratios					
Financial Statement Return on Assets (Total Net Income/Total Assets)	0.91%	1.57%	1.48%	3.88%	0.08%
Financial Statement Return on Equity (Total Net Income/Total Equity)	3.15%	5.75%	3.69%	8.76%	0.22%

Financial Ratios For the Year Ended December 31	Northern Ontario Wires Inc.	Oakville Hydro Electricity Distribution Inc.	Orangeville Hydro Limited	Orillia Power Distribution Corporation	Oshawa PUC Networks Inc.
Liquidity Ratios					
Current Ratio (Current Assets/Current Liabilities)	1.45	1.23	1.41	0.37	1.33
Leverage Ratios					
Debt Ratio (Debt/Total Assets)	0.31	0.27	0.39	-	0.40
Debt to Equity Ratio (Debt/Total Equity)	0.84	0.88	1.12	-	1.32
Interest Coverage (EBIT/Interest Charges)	3.67	2.36	3.69	5.62	3.09
Profitability Ratios					
Financial Statement Return on Assets (Total Net Income/Total Assets)	2.79%	2.13%	3.18%	3.69%	2.23%
Financial Statement Return on Equity (Total Net Income/Total Equity)	7.59%	6.90%	9.08%	14.06%	7.33%

Financial Ratios For the Year Ended December 31	Ottawa River Power Corporation	Peterborough Distribution Incorporated	PUC Distribution Inc.	Renfrew Hydro Inc.	Rideau St. Lawrence Distribution Inc.
Liquidity Ratios					
Current Ratio (Current Assets/Current Liabilities)	1.90	0.21	0.99	1.11	0.76
Leverage Ratios					
Debt Ratio (Debt/Total Assets)	0.28	-	0.60	0.27	0.17
Debt to Equity Ratio (Debt/Total Equity)	0.78	-	2.07	0.71	0.44
Interest Coverage (EBIT/Interest Charges)	2.64	2.13	1.98	2.14	3.96
Profitability Ratios					
Financial Statement Return on Assets (Total Net Income/Total Assets)	2.14%	0.88%	2.17%	1.78%	2.01%
Financial Statement Return on Equity (Total Net Income/Total Equity)	5.82%	*5125.35%	7.48%	4.73%	5.33%

Financial Ratios For the Year Ended December 31	Sioux Lookout Hydro Inc.	Synergy North Corporation	Tillsonburg Hydro Inc.	Toronto Hydro- Electric System Limited	Wasaga Distribution Inc.
Liquidity Ratios					
Current Ratio (Current Assets/Current Liabilities)	0.74	1.99	2.16	0.71	1.70
Leverage Ratios					
Debt Ratio (Debt/Total Assets)	0.15	0.38	0.19	0.41	0.24
Debt to Equity Ratio (Debt/Total Equity)	0.46	0.79	0.42	1.19	0.40
Interest Coverage (EBIT/Interest Charges)	5.89	4.78	4.73	2.47	5.25
Profitability Ratios					
Financial Statement Return on Assets (Total Net Income/Total Assets)	2.96%	2.02%	1.60%	1.95%	2.40%
Financial Statement Return on Equity (Total Net Income/Total Equity)	8.91%	4.19%	3.57%	5.62%	4.04%

Financial Ratios For the Year Ended December 31	Waterloo North Hydro Inc.	Welland Hydro- Electric System Corp.	Wellington North Power Inc.	Westario Power Inc.
Liquidity Ratios				
Current Ratio (Current Assets/Current Liabilities)	1.04	1.73	0.81	1.26
Leverage Ratios				
Debt Ratio (Debt/Total Assets)	0.42	0.38	0.47	0.30
Debt to Equity Ratio (Debt/Total Equity)	1.24	0.97	1.56	0.70
Interest Coverage (EBIT/Interest Charges)	1.22	4.40	2.11	2.19
Profitability Ratios				
Financial Statement Return on Assets (Total Net Income/Total Assets)	0.89%	3.44%	1.43%	2.18%
Financial Statement Return on Equity (Total Net Income/Total Equity)	2.62%	8.83%	4.76%	5.17%

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	962,985	12,083	1,381	33,044	37,347
General Service < 50 kW	85,262	-	230	3,491	2,822
General Service >= 50 kW	13,762	41	16	377	493
Large User	31	-	-	4	-
Sub Transmission Customers	-	-	-	-	-
Total Customers	1,062,040	12,124	1,627	36,916	40,662
Rural Service Area ( <b>sq km</b> )	392	14,197	-	113	-
Urban Service Area ( <b>sq km</b> )	1,532	3	380	95	74
Total Service Area (sq km)	1,924	14,200	380	208	74
Overhead Circuit km of Line	14,186	2,179	90	938	275
Underground Circuit km of Line	35,292	19	2	271	259
Total Circuit km of Line	49,478	2,198	92	1,209	534
Winter Peak ( <b>kW</b> )	3,888,603	44,860	5,977	126,022	141,205
Summer Peak ( <b>kW</b> )	5,597,615	36,660	5,757	155,794	196,605
Average Peak ( <b>kW</b> )	4,190,197	36,273	5,398	126,835	150,711
Full-time Equivalent Number of Employees	1,464	59	7	117	63

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	61,803	27,036	6,447	1,062	2,224
General Service < 50 kW	5,776	2,486	777	149	175
General Service >= 50 kW	989	196	59	12	10
Large User	-	-	-	-	-
Sub Transmission Customers	-	-	-	-	-
Total Customers	68,568	29,718	7,283	1,223	2,409
Rural Service Area ( <b>sq km</b> )	90	284	-	-	-
Urban Service Area ( <b>sq km</b> )	98	73	11	14	5
Total Service Area (sq km)	188	357	11	14	5
Overhead Circuit km of Line	830	1,437	78	28	18
Underground Circuit km of Line	683	118	82	20	19
Total Circuit km of Line	1,513	1,555	160	30	37
Winter Peak ( <b>kW</b> )	232,509	75,663	22,135	5,731	6,135
Summer Peak ( <b>kW</b> )	350,364	101,774	28,899	6,046	6,881
Average Peak ( <b>kW</b> )	256,510	76,354	22,814	4,076	5,713
Full-time Equivalent Number of Employees	97	87	14	5	-

General Statistics For the Year Ended December 31	E.L.K. Energy Inc.	Elexicon Energy Inc.	Energy+ Inc.	Entegrus Powerlines Inc.	ENWIN Utilities Ltd.
Residential	11,076	156,463	59,982	54,315	80,952
General Service < 50 kW	1,436	11,585	6,543	5,712	8,074
General Service >= 50 kW	99	1,437	776	558	1,070
Large User	-	4	2	2	8
Sub Transmission Customers	-	-	-	-	-
Total Customers	12,611	169,489	67,303	60,587	90,104
Rural Service Area ( <b>sq km</b> )	-	451	458	-	-
Urban Service Area ( <b>sq km</b> )	23	337	104	132	121
Total Service Area (sq km)	23	788	562	132	121
		4 005	070	4 000	0.704
Overhead Circuit km of Line	89	1,935	979	1,809	2,704
Underground Circuit km of Line	79	1,932	551	1,234	2,008
Total Circuit km of Line	168	3,867	1,530	3,043	4,712
Winter Peak ( <b>kW</b> )	42,657	562,955	247,995	180,772	321,000
Summer Peak ( <b>kW</b> )	64,724	750,598	338,528	252,034	473,200
Average Peak ( <b>kW</b> )	46,553	562,300	263,648	188,191	350,892
	+0,000	302,000	200,040	100,191	000,002
Full-time Equivalent Number of Employees	14	246	121	108	165

General Statistics For the Year Ended December 31	EPCOR Electricity Distribution Ontario Inc.	ERTH Power Corporation	Espanola Regional Hydro Distribution Corporation	Essex Powerlines Corporation	Festival Hydro Inc.
Residential	16,284	21,018	2,918	28,376	19,343
General Service < 50 kW	1,793	2,353	381	2,029	2,092
General Service >= 50 kW	126	173	29	256	218
Large User	-	3	-	-	1
Sub Transmission Customers	-	-	-	-	-
Total Customers	18,203	23,547	3,328	30,661	21,654
Rural Service Area ( <b>sq km</b> )	-	1,830	83	19	-
Urban Service Area ( <b>sq km</b> )	45	65	26	74	44
Total Service Area (sq km)	45	1,895	109	93	44
Overhead Circuit km of Line	376	291	90	609	166
Underground Circuit km of Line	209	152	11	1,004	97
Total Circuit km of Line	585	443	101	1,613	263
Winter Peak ( <b>kW</b> )	53,614	105,535	14 201	75,038	04 252
Summer Peak ( <b>kW</b> )	56,416	118,142	14,291 10,675	126,420	94,353 116,734
Average Peak ( <b>kW</b> )		·	,		
Average reak (NVV)	48,753	103,698	10,951	58,747	93,153
Full-time Equivalent Number of Employees	30	44	7	40	40

General Statistics For the Year Ended December 31	Fort Frances Power Corporation	Greater Sudbury Hydro Inc.	Grimsby Power Incorporated	Halton Hills Hydro Inc.	Hearst Power Distribution Company Limited
Residential	3,298	43,142	10,777	20,512	2,216
General Service < 50 kW	424	4,252	797	1,809	408
General Service >= 50 kW	39	471	110	243	35
Large User	-	-	-	-	-
Sub Transmission Customers	-	-	-	-	-
Total Customers	3,761	47,865	11,684	22,564	2,659
Rural Service Area ( <b>sq km</b> )	-	120	50	255	-
Urban Service Area ( <b>sq km</b> )	32	290	19	26	93
Total Service Area (sq km)	32	410	69	281	93
Overhead Circuit km of Line	71	759	356	912	81
Underground Circuit km of Line	10	256	335	759	16
Total Circuit km of Line	81	1,015	691	1,671	97
Winter Peak ( <b>kW</b> )	14,489	183,537	40,695	82,464	14,909
Summer Peak ( <b>kW</b> )	12,297	148,031	61,540	111,082	12,667
Average Peak ( <b>kW</b> )	11,713	136,714	45,040	85,958	12,597
Full-time Equivalent Number of Employees	13	59	15	49	7

General Statistics For the Year Ended December 31	Hydro 2000 Inc.	Hydro Hawkesbury Inc.	Hydro One Networks Inc.	Hydro Ottawa Limited	Innpower Corporation
Residential	1,117	4,806	1,238,773	317,918	18,037
General Service < 50 kW	142	593	112,658	25,162	1,165
General Service >= 50 kW	14	75	9,034	3,256	79
Large User	-	-	-	11	-
Sub Transmission Customers	-	-	637	-	-
Total Customers	1,273	5,474	1,361,102	346,347	19,281
Rural Service Area ( <b>sq km</b> )	-	-	960,153	662	215
Urban Service Area ( <b>sq km</b> )	9	8	909	454	77
Total Service Area (sq km)	9	8	961,062	1,116	292
			440.470	0.740	0.55
Overhead Circuit km of Line	18	57	113,478	2,746	855
Underground Circuit km of Line	3	14	10,011	3,167	609
Total Circuit km of Line	21	71	123,489	5,913	1,464
Winter Peak ( <b>kW</b> )	4,873	28,169	6,205,351	1,138,554	51,178
Summer Peak ( <b>kW</b> )	3,748	26,759	6,494,088	1,437,824	65,476
Average Peak ( <b>kW</b> )	3,740	23,695	5,611,379	1,100,981	50,379
Average i ear (RVV)	3,714	23,095	5,011,379	1,100,901	50,379
Full-time Equivalent Number of Employees	-	5	4,451	581	51

General Statistics For the Year Ended December 31	Kingston Hydro Corporation	Kitchener-Wilmot Hydro Inc.	Lakefront Utilities Inc.	Lakeland Power Distribution Ltd.	London Hydro Inc.
Residential	24,476	89,926	9,424	11,624	147,666
General Service < 50 kW	2,931	8,134	1,113	2,176	12,925
General Service >= 50 kW	308	965	102	136	1,548
Large User	3	1	-	-	1
Sub Transmission Customers	-	-	-	-	-
Total Customers	27,718	99,026	10,639	13,936	162,140
Rural Service Area ( <b>sq km</b> )	-	300	-	128	260
Urban Service Area ( <b>sq km</b> )	37	125	28	19	163
Total Service Area (sq km)	37	425	28	147	423
		(	(=0		
Overhead Circuit km of Line	227	1,006	156	262	1,390
Underground Circuit km of Line	108	987	65	91	1,680
Total Circuit km of Line	335	1,993	221	353	3,070
Winter Peak ( <b>kW</b> )	114,474	291,859	41,349	46,957	456,419
Summer Peak ( <b>kW</b> )	115,637	382,289	44,356	40,957	684,146
Average Peak ( <b>kW</b> )	101,296	292,091		39,178	502,807
Average reak (NVV)	101,290	292,091	38,923	39,178	502,807
Full-time Equivalent Number of Employees	-	184	17	19	303

General Statistics For the Year Ended December 31	Milton Hydro Distribution Inc.	Newmarket-Tay Power Distribution Ltd.	Niagara Peninsula Energy Inc.	Niagara-on-the- Lake Hydro Inc.	North Bay Hydro Distribution Limited
Residential	38,063	39,678	51,621	8,115	21,365
General Service < 50 kW	2,781	4,022	4,545	1,393	2,660
General Service >= 50 kW	374	487	807	123	265
Large User	3	-	-	1	-
Sub Transmission Customers	-	-	-	-	-
Total Customers	41,221	44,187	56,973	9,632	24,290
Rural Service Area ( <b>sq km</b> )	312	3	759	119	279
Urban Service Area ( <b>sq km</b> )	56	91	68	14	51
Total Service Area (sq km)	368	94	827	133	330
Overhead Circuit km of Line	781	1,499	1,760	232	493
Underground Circuit km of Line	1,986	559	1,527	137	81
Total Circuit km of Line	2,767	2,058	3,287	369	574
Winter Peak ( <b>kW</b> )	143,313	128,121	176,575	33,763	94,066
Summer Peak ( <b>kW</b> )	194,762	185,068	252,115	48,809	85,630
Average Peak ( <b>kW</b> )	148,536	95,349	186,994	36,706	78,095
Full-time Equivalent Number of Employees	51	58	-	16	44

General Statistics For the Year Ended December 31	Northern Ontario Wires Inc.	Oakville Hydro Electricity Distribution Inc.	Orangeville Hydro Limited	Orillia Power Distribution Corporation	Oshawa PUC Networks Inc.
Residential	5,150	67,295	11,409	12,908	54,850
General Service < 50 kW	706	5,871	1,164	1,471	4,083
General Service >= 50 kW	73	835	124	173	552
Large User	-	-	-	-	1
Sub Transmission Customers	-	-	-	-	-
Total Customers	5,929	74,001	12,697	14,552	59,486
Rural Service Area ( <b>sq km</b> )	-	29	-	-	55
Urban Service Area ( <b>sq km</b> )	28	110	17	27	91
Total Service Area (sq km)	28	139	17	27	146
Overhead Circuit km of Line	367	494	74	171	536
Underground Circuit km of Line	3	1,506	148	74	470
Total Circuit km of Line	370	2,000	222	245	1,006
Winter Peak ( <b>kW</b> )	21,659	233,323	42,683	53,298	185,396
Summer Peak ( <b>kW</b> )	19,688	368,091	51,287	58,367	244,040
Average Peak ( <b>kW</b> )	19,245	263,481	41,557	49,644	182,856
Full-time Equivalent Number of Employees	4	102	20	39	76

General Statistics For the Year Ended December 31	Ottawa River Power Corporation	Peterborough Distribution Incorporated	PUC Distribution Inc.	Renfrew Hydro Inc.	Rideau St. Lawrence Distribution Inc.
Residential	10,019	33,702	30,026	3,853	5,107
General Service < 50 kW	1,273	3,399	3,355	451	731
General Service >= 50 kW	150	364	370	41	61
Large User	-	2	-	-	-
Sub Transmission Customers	-	-	-	-	-
Total Customers	11,442	37,467	33,751	4,345	5,899
Rural Service Area ( <b>sq km</b> )	-	-	284	-	-
Urban Service Area ( <b>sq km</b> )	35	68	58	13	-
Total Service Area (sq km)	35	68	342	13	-
Overhead Circuit km of Line	366	386	738	73	95
Underground Circuit km of Line	144	190	-	8	12
Total Circuit km of Line	510	576	738	81	107
Winter Peak ( <b>kW</b> )	31,921	116,915	112,835	13,283	18,945
Summer Peak ( <b>kW</b> )	35,988	148,429	90,164	15,232	20,242
Average Peak ( <b>kW</b> )	27,330	115,440	93,568	12,002	17,666
Full-time Equivalent Number of Employees	-	35	78	11	15

General Statistics For the Year Ended December 31	Sioux Lookout Hydro Inc.	Synergy North Corporation	Tillsonburg Hydro Inc.	Toronto Hydro- Electric System Limited	Wasaga Distribution Inc.
Residential	2,403	50,903	6,952	696,627	13,372
General Service < 50 kW	386	5,451	681	72,219	833
General Service >= 50 kW	52	533	86	10,286	33
Large User	-	-	-	44	-
Sub Transmission Customers	-	-	-	-	-
Total Customers	2,841	56,887	7,719	779,176	14,238
Rural Service Area ( <b>sq km</b> )	533	208	2	-	8
Urban Service Area ( <b>sq km</b> )	6	203	22	630	53
Total Service Area (sq km)	539	411	24	630	61
Overhead Circuit km of Line	645	991	70	15,453	286
Underground Circuit km of Line	67	275	62	13,557	168
Total Circuit km of Line	712	1,266	132	29,010	454
Winter Peak ( <b>kW</b> )	19,523	163,651	28,861	3,511,495	25,720
Summer Peak ( <b>kW</b> )	8,595	152,810	36,683	4,493,058	35,106
Average Peak ( <b>kW</b> )	12,911	140,845	29,259	3,572,695	26,974
Full-time Equivalent Number of Employees	8	129	20	1,432	21

General Statistics For the Year Ended December 31	Waterloo North Hydro Inc.	Welland Hydro- Electric System Corp.	Wellington North Power Inc.	Westario Power Inc.
Residential	51,821	22,102	3,346	21,159
General Service < 50 kW	5,863	1,791	469	2,613
General Service >= 50 kW	753	161	44	181
Large User	1	-	-	-
Sub Transmission Customers	-	-	-	-
Total Customers	58,438	24,054	3,859	23,953
Rural Service Area ( <b>sq km</b> )	618	36	-	64
Urban Service Area ( <b>sq km</b> )	65	45	14	-
Total Service Area (sq km)	683	81	14	64
Overhead Circuit km of Line	1,074	336	148	410
Underground Circuit km of Line	580	158	62	167
Total Circuit km of Line	1,654	494	210	577
Winter Peak ( <b>kW</b> )	222,574	59,059	15,846	73,182
Summer Peak ( <b>kW</b> )	287,196	79,771	16,815	74,978
Average Peak ( <b>kW</b> )	226,772	61,962	15,086	67,424
Full-time Equivalent Number of Employees	119	36	12	36

2020 Yearbook of Electricity Distributors

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	552.00	0.85	4.28	177.23	549.49
# of Customers per km of Line	21.46	5.52	17.68	30.53	76.15
Total kWh Delivered (excluding losses) Total kWh Delivered on Long-Term Load Transfer	26,210,681,038 457,037	229,131,624	30,497,928	956,918,930	982,207,759
Total Distribution Losses (kWh)	876,979,392	23,398,987	- 2,282,294	- 27,981,196	27,887,646
Total kWh Distributed	27,088,117,467	252,530,612	32,780,222	984,900,126	1,010,095,406
Average Monthly kWh Delivered per Customer	2,056.63	1,574.92	1,562.07	2,160.13	2,012.95
Average Peak (kW) per Customer	2,050.05	2.99	3.32	2,100.13	2,012.95
	0.00	2.00	0.02	0.11	0.71
Distribution Revenue (\$)					
Per Customer Annually	534.01	2,070.64	900.25	597.72	466.10
Per Total kWh Delivered	0.02	0.11	0.05	0.02	0.02
Average Cost of Power & Related Costs (\$)					
Per Customer Annually	3,142.69	2,488.44	2,329.75	2,927.57	2,992.23
Per Total kWh Delivered	0.13	0.13	0.12	0.11	0.12
OM&A per Customer (\$)	260.94	1,113.41	699.72	356.51	303.11
Net Income (Loss) Per Customer (\$)	105.17	348.46	86.77	110.02	42.56
Net PP&E per Customer (\$)	4,135.12	9,887.60	2,093.14	2,107.87	2,328.04
Gross Capital Additions for the Year (\$)	317,736,218	7,891,000	146,531	9,878,875	17,787,787
High Voltage Capital Additions for the Year (\$)	1,483,555	-	-	-	-

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	364.72	83.24	642.81	90.59	481.80
# of Customers per km of Line	45.32	19.11	45.52	40.77	65.11
Total kWh Delivered (excluding losses)	1,504,792,712	462,577,807	141,625,817	23,449,760	28,915,946
Total kWh Delivered on Long-Term Load Transfer	-	-	-		-
Total Distribution Losses (kWh)	65,922,195	23,990,302	6,831,442	1,151,822	1,596,621
Total kWh Distributed	1,570,714,907	486,568,108	148,457,259	24,601,582	30,512,567
Average Monthly kWh Delivered per Customer	1,828.83	1,297.13	1,620.51	1,597.83	1,000.27
Average Peak (kW) per Customer	3.74	2.57	3.13	3.33	2.37
Distribution Revenue (\$)					
Per Customer Annually	443.93	654.97	523.22	799.43	492.05
Per Total kWh Delivered	0.02	0.04	0.03	0.04	0.04
Average Cost of Power & Related Costs (\$)					
Per Customer Annually	3,170.73	2,207.30	2,756.35	2,837.35	1,862.85
Per Total kWh Delivered	0.14	0.14	0.14	0.15	0.16
OM&A per Customer (\$)	297.31	323.46	337.17	686.31	307.52
Net Income (Loss) Per Customer (\$)	42.55	93.77	44.48	65.66	112.27
Net PP&E per Customer (\$)	2,295.78	4,207.53	2,411.71	1,297.73	1,774.18
Gross Capital Additions for the Year (\$)	15,484,983	15,953,000	671,497	98,182	332,426
High Voltage Capital Additions for the Year (\$)	-	-	-	-	

Unitized & Other Statistics For the Year Ended December 31	E.L.K. Energy Inc.	Elexicon Energy Inc.	Energy+ Inc.	Entegrus Powerlines Inc.	ENWIN Utilities Ltd.
# of Customers per square km of Service Area # of Customers per km of Line	560.49 75.07	215.09 43.83	119.76 43.99	458.99 19.91	744.66 19.12
Total kWh Delivered (excluding losses) Total kWh Delivered on Long-Term Load Transfer	232,532,801	3,475,068,653	1,706,715,685	1,164,301,592	2,153,947,477
Total Distribution Losses (kWh) Total kWh Distributed	13,101,875 <b>245,634,676</b>	147,172,299 <b>3,622,240,952</b>	46,778,533 <b>1,753,494,218</b>	48,591,421 <b>1,212,893,013</b>	56,058,576 <b>2,210,006,053</b>
Average Monthly kWh Delivered per Customer Average Peak (kW) per Customer	1,536.57 3.69	1,708.60 3.32	2,113.22 3.92	1,601.42 3.11	1,992.09 3.89
Distribution Revenue (\$)					
Per Customer Annually Per Total kWh Delivered	271.08 0.01	464.01 0.02	511.73 0.02	432.29 0.02	480.97 0.02
Average Cost of Power & Related Costs (\$)					
Per Customer Annually Per Total kWh Delivered	2,794.92 0.15	2,788.66 0.14	3,065.34 0.12	2,708.07 0.14	3,043.77 0.13
OM&A per Customer (\$)	195.62	257.53	283.82	235.28	299.16
Net Income (Loss) Per Customer (\$)	91.07	74.69	88.37	84.43	76.29
Net PP&E per Customer (\$)	818.62	3,142.87	3,100.78	2,278.82	2,714.21
Gross Capital Additions for the Year (\$)	1,757,039	46,600,755	14,340,998	15,941,487	16,711,081
High Voltage Capital Additions for the Year (\$)		-	180,147	-	559,252

Unitized & Other Statistics For the Year Ended December 31	EPCOR Electricity Distribution Ontario Inc.	ERTH Power Corporation	Espanola Regional Hydro Distribution Corporation	Essex Powerlines Corporation	Festival Hydro Inc.
# of Customers per square km of Service Area	404.51	12.43	30.53	330.40	490.80
# of Customers per km of Line	31.12	53.15	32.95	19.01	82.33
Total kWh Delivered (excluding losses)	297,304,886	650,350,393	56,317,405	536,185,894	594,097,181
Total kWh Delivered on Long-Term Load Transfer	- 297,304,000	524,605			
Total Distribution Losses (kWh)	11,024,023	28,507,367	2,303,994	10,423,191	10,231,543
Total kWh Distributed	308,328,909	679,382,365	58,621,399	546,609,085	604,328,724
Average Monthly kWh Delivered per Customer	1,361.06	2,301.60	1,410.19	1,457.30	2,286.33
Average Peak (kW) per Customer	2.68	4.40	3.29	1.92	4.30
Distribution Revenue (\$)					
Per Customer Annually	408.57	558.26	483.25	423.22	536.02
Per Total kWh Delivered	0.03	0.02	0.03	0.02	0.02
Average Cost of Power & Related Costs (\$)					
Per Customer Annually	2,287.84	2,942.35	2,503.47	2,361.18	3,352.43
Per Total kWh Delivered	0.14	0.11	0.15	0.14	0.12
OM&A per Customer (\$)	339.18	315.41	457.31	259.80	285.30
Net Income (Loss) Per Customer (\$)	(11.35)	73.63	(313.47)	67.01	64.22
Net PP&E per Customer (\$)	1,780.73	2,853.42	2,651.50	2,192.55	2,650.89
Gross Capital Additions for the Year (\$)	4,254,929	6,649,513	536,592	5,892,833	3,224,478
High Voltage Capital Additions for the Year (\$)		-	-	-	-

Unitized & Other Statistics For the Year Ended December 31	Fort Frances Power Corporation	Greater Sudbury Hydro Inc.	Grimsby Power Incorporated	Halton Hills Hydro Inc.	Hearst Power Distribution Company Limited
# of Customers per square km of Service Area	117.53	116.74	169.33	80.36	28.59
# of Customers per km of Line	46.43	47.16	16.91	13.50	27.41
Total kWh Delivered (excluding losses)	71,032,191	838,058,717	243,846,965	503,398,621	74,395,541
Total kWh Delivered on Long-Term Load Transfer	-	25,279	2 10,0 10,000	-	28,906
Total Distribution Losses (kWh)	3,272,168	40,262,875	10,335,915	22,170,313	2,180,839
Total kWh Distributed	74,304,359	878,346,871	254,182,880	525,568,934	76,605,286
Average Monthly kWh Delivered per Customer	1,573.88	1,459.07	1,739.18	1,859.15	2,331.56
Average Peak (kW) per Customer	3.11	2.86	3.85	3.81	4.74
Distribution Revenue (\$)					
Per Customer Annually	503.22	496.44	497.68	492.31	415.91
Per Total kWh Delivered	0.03	0.03	0.02	0.02	0.01
Average Cost of Power & Related Costs (\$)					
Per Customer Annually	2,715.17	2,486.26	2,900.17	3,141.30	3,437.78
Per Total kWh Delivered	0.14	0.14	0.14	0.14	0.12
OM&A per Customer (\$)	451.29	329.10	307.15	297.91	409.28
Net Income (Loss) Per Customer (\$)	39.79	461.61	65.28	(68.90)	27.98
Net PP&E per Customer (\$)	1,155.26	2,103.35	2,556.05	4,779.66	676.89
Gross Capital Additions for the Year (\$)	560,914	11,674,371	1,956,442	6,310,970	188,103
High Voltage Capital Additions for the Year (\$)	4,759	-	-	-	-

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 # of Customers per km of Line	141.44 60.62	684.25 77.10	1.42 11.02	310.35 58.57	66.03 13.17
Total kWh Delivered (excluding losses) Total kWh Delivered on Long-Term Load Transfer	20,424,009	137,074,747	35,978,487,884 1,386,328	7,071,852,991 1,503	275,892,822
Total Distribution Losses (kWh) <b>Total kWh Distributed</b>	895,592 <b>21,319,601</b>	4,747,369 <b>141,822,116</b>	2,170,376,001 38,150,250,213	228,926,544 <b>7,300,781,038</b>	15,511,429 <b>291,404,252</b>
Average Monthly kWh Delivered per Customer	1,337.00	2,086.75	2,202.78	1,701.53	1,192.42
Average Peak (kW) per Customer	2.92	4.33	4.12	3.18	2.61
Distribution Revenue (\$)					
Per Customer Annually	420.14	316.01	1,154.43	530.73	602.28
Per Total kWh Delivered	0.03	0.01	0.04	0.03	0.04
Average Cost of Power & Related Costs (\$)					
Per Customer Annually	2,467.00	1,761.69	2,787.26	2,840.77	2,088.56
Per Total kWh Delivered	0.15	0.07	0.11	0.14	0.15
OM&A per Customer (\$)	395.24	210.59	416.84	241.99	332.21
Net Income (Loss) Per Customer (\$)	23.30	49.11	304.93	99.87	135.64
Net PP&E per Customer (\$)	692.61	1,239.85	6,319.01	3,368.42	3,129.64
Gross Capital Additions for the Year (\$)	98,542	227,196	759,901,992	122,921,829	12,338,101
High Voltage Capital Additions for the Year (\$)	-	-	4,809,103	861,706	-

Unitized & Other Statistics For the Year Ended December 31	Kingston Hydro Corporation	Kitchener-Wilmot Hydro Inc.	Lakefront Utilities Inc.	Lakeland Power Distribution Ltd.	London Hydro Inc.
# of Customers per square km of Service Area # of Customers per km of Line	757.32 82.74	233.00 49.69	386.87 48.14	94.80 39.48	383.22 52.81
Total kWh Delivered (excluding losses) Total kWh Delivered on Long-Term Load Transfer	659,894,754	1,779,761,048	240,174,608	286,172,387	3,082,955,257
Total kWh Distributed	21,254,811 <b>681,149,565</b>	56,693,219 <b>1,836,454,267</b>	9,447,523 <b>249,622,131</b>	12,220,318 <b>298,392,705</b>	94,826,767 <b>3,177,782,024</b>
Average Monthly kWh Delivered per Customer	1,983.95	1,497.72	1,881.24	1,711.23	1,584.51
Average Peak (kW) per Customer	3.65	2.95	3.66	2.81	3.10
Distribution Revenue (\$)					
Per Customer Annually	449.56	434.05	414.79	548.46	432.49
Per Total kWh Delivered	0.02	0.02	0.02	0.03	0.02
Average Cost of Power & Related Costs (\$)					
Per Customer Annually	3,091.09	2,405.91	3,116.12	2,914.86	2,674.45
Per Total kWh Delivered	0.13	0.13	0.14	0.14	0.14
OM&A per Customer (\$)	265.69	219.43	258.28	389.56	250.58
Net Income (Loss) Per Customer (\$)	68.45	110.72	13.47	54.32	45.13
Net PP&E per Customer (\$)	2,228.33	2,783.71	1,919.28	2,619.62	2,283.76
Gross Capital Additions for the Year (\$)	4,167,551	21,476,012	2,376,997	2,340,844	45,385,394
High Voltage Capital Additions for the Year (\$)	-	2,337,362	-	-	-

**2020** Yearbook of Electricity Distributors

Unitized & Other Statistics For the Year Ended December 31	Milton Hydro Distribution Inc.	Newmarket-Tay Power Distribution Ltd.	Niagara Peninsula Energy Inc.	Niagara-on-the- Lake Hydro Inc.	North Bay Hydro Distribution Limited
# of Customers per square km of Service Area	112.01	470.07	68.89	72.42	73.61
# of Customers per km of Line	14.90	21.47	17.33	26.10	42.32
Total kWh Delivered (excluding losses) Total kWh Delivered on Long-Term Load Transfer	913,796,080	820,358,039	1,148,967,517	222,061,116	476,650,220
Total Distribution Losses (kWh)	31,243,230	26,595,565	44,124,208	7,714,299	17,840,883
Total kWh Distributed	945,039,310	846,953,604	1,193,091,725	229,775,415	494,491,103
Average Monthly kWh Delivered per Customer	1,847.35	1,547.13	1,680.57	1,921.21	1,635.28
Average Peak (kW) per Customer	3.60	2.16	3.28	3.81	3.22
Distribution Revenue (\$)					
Per Customer Annually	451.20	470.51	552.15	617.13	507.22
Per Total kWh Delivered	0.02	0.03	0.03	0.03	0.03
Average Cost of Power & Related Costs (\$)					
Per Customer Annually	2,993.86	2,673.87	2,926.52	3,133.63	2,720.37
Per Total kWh Delivered	0.14	0.14	0.15	0.14	0.14
OM&A per Customer (\$)	256.59	284.12	332.41	312.01	283.76
Net Income (Loss) Per Customer (\$)	34.39	60.48	56.94	172.85	3.50
Net PP&E per Customer (\$)	2,828.86	2,905.93	2,685.38	3,721.43	3,118.05
Gross Capital Additions for the Year (\$)	9,705,878	7,433,657	16,835,922	4,915,478	6,013,823
High Voltage Capital Additions for the Year (\$)	-	-	767,095	2,334,812	-

Unitized & Other Statistics For the Year Ended December 31	Northern Ontario Wires Inc.	Oakville Hydro Electricity Distribution Inc.	Orangeville Hydro Limited	Orillia Power Distribution Corporation	Oshawa PUC Networks Inc.
# of Customers per square km of Service Area	211.75	532.38	746.88	538.96	408.33
# of Customers per km of Line	16.02	37.00	57.19	59.40	59.13
Total kWh Delivered (excluding losses)	115,003,539	1,561,880,338	254,347,083	305,631,344	1,045,211,864
Total kWh Delivered on Long-Term Load Transfer	-	-	-	-	-
Total Distribution Losses (kWh)	4,624,366	55,769,113	9,143,848	9,206,497	43,955,154
Total kWh Distributed	119,627,905	1,617,649,451	263,490,930	314,837,841	1,089,167,018
Average Monthly kWh Delivered per Customer	1,616.40	1,758.85	1,669.34	1,750.23	1,464.23
Average Peak (kW) per Customer	3.25	3.56	3.27	3.41	3.07
Distribution Revenue (\$)					
Per Customer Annually	553.05	567.79	437.08	588.37	425.36
Per Total kWh Delivered	0.03	0.03	0.02	0.03	0.02
Average Cost of Power & Related Costs (\$)					
Per Customer Annually	2,567.88	2,880.91	2,581.07	2,870.09	2,361.07
Per Total kWh Delivered	0.13	0.14	0.13	0.14	0.13
OM&A per Customer (\$)	466.09	258.73	255.49	430.05	236.28
Net Income (Loss) Per Customer (\$)	54.61	92.68	85.57	135.78	66.42
Net PP&E per Customer (\$)	1,254.71	3,303.55	1,715.87	2,447.84	2,288.93
Gross Capital Additions for the Year (\$)	630,867	19,819,370	1,924,938	2,523,061	16,352,635
High Voltage Capital Additions for the Year (\$)	-	-	-	-	-

Unitized & Other Statistics For the Year Ended December 31	Ottawa River Power Corporation	Peterborough Distribution Incorporated	PUC Distribution Inc.	Renfrew Hydro Inc.	Rideau St. Lawrence Distribution Inc.
# of Customers per square km of Service Area # of Customers per km of Line	326.91 22.44	549.37 65.05	98.69 45.73	334.23 53.64	#DIV/0! 55.13
Total kWh Delivered (excluding losses) Total kWh Delivered on Long-Term Load Transfer	178,353,238	751,015,034 -	613,632,199	84,612,809	99,512,150 -
Total Distribution Losses (kWh) Total kWh Distributed	8,360,438 <b>186,713,676</b>	27,022,135 <b>778,037,169</b>	27,113,550 <b>640,745,749</b>	3,655,891 <b>88,268,700</b>	5,402,202 <b>104,914,352</b>
Average Monthly kWh Delivered per Customer Average Peak (kW) per Customer	1,298.97 2.39	1,670.39 3.08	1,515.10 2.77	1,622.80 2.76	1,405.78 2.99
Distribution Revenue (\$)					
Per Customer Annually Per Total kWh Delivered	417.68 0.03	384.04 0.02	567.55 0.03	457.21 0.02	460.56 0.03
Average Cost of Power & Related Costs (\$) Per Customer Annually	2,257.89	2,863.84	2,496.48	2,718.28	2,536.86
Per Total kWh Delivered	0.14	0.14	0.14	0.14	0.15
OM&A per Customer (\$)	301.54	254.91	339.87	324.13	388.00
Net Income (Loss) Per Customer (\$)	48.27	35.17	81.71	45.48	38.87
Net PP&E per Customer (\$)	1,053.10	3,088.21	2,979.11	1,751.15	1,225.77
Gross Capital Additions for the Year (\$)	652,383	3,438,000	5,885,727	560,128	746,105
High Voltage Capital Additions for the Year (\$)		-	184,850	-	-

Yearbook of Electricity Distributors

Unitized & Other Statistics For the Year Ended December 31	Sioux Lookout Hydro Inc.	Synergy North Corporation	Tillsonburg Hydro Inc.	Toronto Hydro- Electric System Limited	Wasaga Distribution Inc.
# of Customers per square km of Service Area	5.27	138.41	321.63	1,236.79	233.41
# of Customers per km of Line	3.99	44.93	58.48	26.86	31.36
Total WM/h Dalivered (avaluating lagger)	70 500 500	044 700 644	170 051 711	22 252 442 264	120 404 502
Total kWh Delivered (excluding losses) Total kWh Delivered on Long-Term Load Transfer	78,539,528	944,798,644	170,251,711	23,252,412,364 4,893,827	139,481,593
Total Distribution Losses (kWh)	3,769,710	36,326,711	3,447,707	731,142,986	6,758,533
Total kWh Distributed	82,309,238	981,125,355	173,699,418	23,988,449,176	146,240,126
Average Monthly kWh Delivered per Customer	2,303.75	1,384.03	1,838.02	2,486.86	816.37
Average Peak (kW) per Customer	4.54	2.48	3.79	4.59	1.89
Distribution Revenue (\$)					
Per Customer Annually	745.73	453.59	484.29	913.45	316.94
Per Total kWh Delivered	0.03	0.03	0.02	0.03	0.03
Average Cost of Power & Related Costs (\$)					
Per Customer Annually	3,682.88	2,276.08	3,015.67	4,062.65	1,464.52
Per Total kWh Delivered	0.13	0.14	0.14	0.14	0.15
OM&A per Customer (\$)	525.50	289.23	368.29	369.87	248.22
Net Income (Loss) Per Customer (\$)	104.40	63.82	54.71	148.68	35.82
Net PP&E per Customer (\$)	2,191.04	2,429.28	2,268.24	6,781.10	1,034.72
Gross Capital Additions for the Year (\$)	769,404	10,263,696	2,462,135	565,761,123	2,013,359
High Voltage Capital Additions for the Year (\$)	_	-	-	-	-

Unitized & Other Statistics For the Year Ended December 31	Waterloo North Hydro Inc.	Welland Hydro- Electric System Corp.	Wellington North Power Inc.	Westario Power Inc.
# of Customers per square km of Service Area	85.56	296.96	275.64	374.27
# of Customers per km of Line	35.33	48.69	18.38	41.51
Total kWh Delivered (excluding losses) Total kWh Delivered on Long-Term Load Transfer	1,391,929,203	364,637,106	94,337,816	437,158,928
Total Distribution Losses (kWh)	47,173,327	- 15,325,258	- 6,369,007	- 39,775,431
Total kWh Distributed	1,439,102,530	379,962,364	100,706,823	476,934,359
Average Monthly kWh Delivered per Customer	1,984.91	1,263.26	2,037.18	1,520.89
Average Peak (kW) per Customer	3.88	2.58	2,037.18	2.81
Distribution Revenue (\$)				
Per Customer Annually	597.90	420.59	677.49	456.31
Per Total kWh Delivered	0.03	0.03	0.03	0.03
Average Cost of Power & Related Costs (\$)				
Per Customer Annually	3,260.27	2,154.49	3,122.96	2,498.49
Per Total kWh Delivered	0.14	0.14	0.13	0.14
OM&A per Customer (\$)	247.32	284.35	487.90	253.85
Net Income (Loss) Per Customer (\$)	45.63	69.56	59.65	79.78
Net PP&E per Customer (\$)	4,376.54	1,419.45	2,658.11	2,739.60
Gross Capital Additions for the Year (\$)	19,283,430	4,427,375	1,180,044	5,139,721
High Voltage Capital Additions for the Year (\$)	536,071	-	-	-

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.	Burlington Hydro Inc.
Residential Customers						
Number of Customers	962,985	12,083	1,381	33,044	37,347	61,803
Metered kWh	8,224,508,321	125,150,712	9,262,309	270,338,602	315,774,138	555,286,630
Distribution Revenue (\$)	307,232,301	20,331,843	806,169	12,737,337	11,126,171	18,737,556
Metered kWh per Customer	8,541	10,358	6,707	8,181	8,455	8,985
Distribution Revenue per Customer (\$)	319	1,683	584	385	298	303
General Service <50kW Customers						
Number of Customers	85,262	-	230	3,491	2,822	5,776
Metered kWh	2,560,466,261	-	4,251,506	94,820,550	87,227,334	153,322,573
Distribution Revenue (\$)	79,428,180	-	240,389	3,122,243	1,913,943	4,110,433
Metered kWh per Customer	30,031	-	18,485	27,161	30,910	26,545
Distribution Revenue per Customer (\$)	932	-	1,045	894	678	712
General Service >50kW, Large User						
(>5000kW) and Sub Transmission						
Number of GS >50kW Customers	13,762	41	16	377	493	989
Number of Large Users	31	-	-	4	-	
Number of Sub Transmission Customers	-	-	-	-	-	
Metered kWh	15,237,533,116	103,396,925	16,578,363	585,662,348	527,517,064	787,632,948
Distribution Revenue (\$)	170,763,912	4,567,354	293,037	5,532,746	5,375,221	7,169,685
Metered kWh per Customer	1,104,729	2,521,876	1,036,148	1,537,172	1,070,014	796,393
Distribution Revenue per Customer (\$)	12,380	111,399	18,315	14,522	10,903	7,249
Unmetered Scattered Load Connections						
Number of Connections	11,160	-	-	253	409	575
Metered kWh	44,440,946	-	-	2,209,115	1,510,016	3,140,725
Distribution Revenue (\$)	2,242,988	-	-	117,050	82,703	116,933
Metered kWh per Connection	3,982	-	-	8,732	3,692	5,462
Distribution Revenue per Customer (\$)	201	-	-	463	202	203
						<u> </u>

Statistics by Customer Class For the Year Ended December 31	Canadian Niagara Power Inc.	Centre Wellington Hydro Ltd.	Chapleau Public Utilities Corporation	Cooperative Hydro Embrun Inc.	E.L.K. Energy Inc.	Elexicon Energy Inc.
Residential Customers						
Number of Customers	27,036	6,447	1,062	2,224	11,076	156,463
Metered kWh	220,200,220	49,496,752	14,043,405	21,302,214	98,305,959	1,433,403,471
Distribution Revenue (\$)	12,035,880	2,240,280	667,502	971,069	2,422,851	52,914,178
Metered kWh per Customer	8,145	7,677	13,224	9,578	8,876	9,161
Distribution Revenue per Customer (\$)	445	347	629	437	219	338
General Service <50kW Customers						
Number of Customers	2,486	777	149	175	1,436	11,585
Metered kWh	63,219,122	23,240,081	4,420,025	4,285,367	26,410,288	354,046,061
Distribution Revenue (\$)	2,821,686	709,120	181,995	121,018	443,193	9,194,089
Metered kWh per Customer	25,430	29,910	29,665	24,488	18,392	30,561
Distribution Revenue per Customer (\$)	1,135	913	1,221	692	309	794
General Service >50kW, Large User						
(>5000kW) and Sub Transmission						
Number of GS >50kW Customers	196	59	12	10	99	1,437
Number of Large Users	-	-	-	-	-	2
Number of Sub Transmission Customers	-	-	-	-	-	
Metered kWh	169,630,767	67,738,264	4,702,565	3,022,445	52,047,649	1,666,582,509
Distribution Revenue (\$)	3,931,912	785,411	100,636	58,929	400,993	15,406,454
Metered kWh per Customer	865,463	1,148,106	391,880	302,245	525,734	1,156,546
Distribution Revenue per Customer (\$)	20,061	13,312	8,386	5,893	4,050	10,692
Unmetered Scattered Load Connections						
Number of Connections	46	14	4	17	32	1,191
Metered kWh	1,307,650	589,141	2,892	93,084	246,885	6,393,655
Distribution Revenue (\$)	62,371	8,206	994	5,866	3,081	216,365
Metered kWh per Connection	28,427	42,082	723	5,476	7,715	5,368
Distribution Revenue per Customer (\$)	1,356	586	249	345	96	182

Statistics by Customer Class For the Year Ended December 31	Energy+ Inc.	Entegrus Powerlines Inc.	ENWIN Utilities Ltd.	EPCOR Electricity Distribution Ontario Inc.	ERTH Power Corporation	Espanola Regional Hydro Distribution Corporation
Residential Customers						
Number of Customers	59,982	54,315	80,952	16,284	21,018	2,918
Metered kWh	521,306,651	439,168,361	655,698,584	134,777,552	177,598,839	32,014,348
Distribution Revenue (\$)	20,057,359	16,417,012	24,002,756	5,047,863	8,219,058	1,037,309
Metered kWh per Customer	8,691	8,086	8,100	8,277	8,450	10,971
Distribution Revenue per Customer (\$)	334	302	297	310	391	355
General Service <50kW Customers						
Number of Customers	6,543	5,712	8,074	1,793	2,353	381
Metered kWh	196,309,873	143,543,988	189,556,794	42,533,574	61,093,250	9,573,312
Distribution Revenue (\$)	4,228,926	3,539,051	5,175,809	1,051,660	1,545,425	309,842
Metered kWh per Customer	30,003	25,130	23,477	23,722	25,964	25,127
Distribution Revenue per Customer (\$)	646	620	641	587	657	813
General Service >50kW, Large User						
(>5000kW) and Sub Transmission						
Number of GS >50kW Customers	776	558	1,070	126	173	29
Number of Large Users	2	2	8	-	3	-
Number of Sub Transmission Customers	-	-	-	-	-	-
Metered kWh	832,434,898	580,949,626	1,299,104,556	118,373,282	392,103,101	14,098,142
Distribution Revenue (\$)	9,142,179	5,918,768	12,462,044	1,086,781	2,655,500	202,769
Metered kWh per Customer	1,069,968	1,037,410	1,205,106	939,470	2,227,859	486,143
Distribution Revenue per Customer (\$)	11,751	10,569	11,560	8,625	15,088	6,992
Unmetered Scattered Load Connections						
Number of Connections	468	224	717	30	103	21
Metered kWh	2,200,996	1,272,419	2,261,697	396,233	510,965	123,636
Distribution Revenue (\$)	65,450	28,845	87,102	5,596	44,029	5,464
Metered kWh per Connection	4,703	5,680	3,154	13,208	4,961	5,887
Distribution Revenue per Customer (\$)	140	129	121	187	427	260

Statistics by Customer Class For the Year Ended December 31	Essex Powerlines Corporation	Festival Hydro Inc.	Fort Frances Power Corporation	Greater Sudbury Hydro Inc.	Grimsby Power Incorporated	Halton Hills Hydro Inc.
Residential Customers						
Number of Customers	28,376	19,343	3,298	43,142	10,777	20,512
Metered kWh	271,334,676	151,219,360	37,007,290	381,949,546	102,171,422	218,427,275
Distribution Revenue (\$)	9,265,059	6,556,533	1,293,593	14,773,760	3,771,333	6,997,660
Metered kWh per Customer	9,562	7,818	11,221	8,853	9,481	10,649
Distribution Revenue per Customer (\$)	327	339	392	342	350	341
General Service <50kW Customers						
Number of Customers	2,029	2,092	424	4,252	797	1,809
Metered kWh	60,940,075	58,159,694	14,196,693	128,297,209	19,150,768	46,459,411
Distribution Revenue (\$)	1,643,588	1,859,367	380,584	3,815,027	635,874	1,219,368
Metered kWh per Customer	30,035	27,801	33,483	30,173	24,029	25,682
Distribution Revenue per Customer (\$)	810	889	898	897	798	674
General Service >50kW, Large User						
(>5000kW) and Sub Transmission						
Number of GS >50kW Customers	256	218	39	471	110	243
Number of Large Users	-	1	-	-	-	
Number of Sub Transmission Customers	-	-	-	-	-	
Metered kWh	171,351,395	381,556,710	19,331,777	319,950,237	65,370,734	236,165,872
Distribution Revenue (\$)	1,677,213	3,028,531	192,537	4,542,935	800,150	2,646,041
Metered kWh per Customer	669,341	1,742,268	495,687	679,300	594,279	971,876
Distribution Revenue per Customer (\$)	6,552	13,829	4,937	9,645	7,274	10,889
Unmetered Scattered Load Connections						
Number of Connections	125	229	6	274	62	183
Metered kWh	1,388,851	671,398	62,628	1,032,903	328,310	960,745
Distribution Revenue (\$)	54,273	46,181	3,408	38,002	37,029	23,799
Metered kWh per Connection	11,111	2,932	10,438	3,770	5,295	5,250
Distribution Revenue per Customer (\$)	434	202	568	139	597	130

Statistics by Customer Class For the Year Ended December 31	Hearst Power Distribution Company Limited	Hydro 2000 Inc.	Hydro Hawkesbury Inc.	Hydro One Networks Inc.	Hydro Ottawa Limited	Innpower Corporation
Residential Customers						
Number of Customers	2,216	1,117	4,806	1,238,773	317,918	18,037
Metered kWh	22,266,338	12,923,176	50,133,388	13,447,563,876	2,441,059,461	174,957,600
Distribution Revenue (\$)	662,671	423,575	1,073,368	1,121,797,697	106,419,610	9,411,642
Metered kWh per Customer	10,048	11,570	10,431	10,856	7,678	9,700
Distribution Revenue per Customer (\$)	299	379	223	906	335	522
General Service <50kW Customers						
Number of Customers	408	142	593	112,658	25,162	1,165
Metered kWh	9,760,448	3,657,490	16,501,837	2,970,750,131	667,394,098	39,873,537
Distribution Revenue (\$)	161,631	74,349	239,329	199,272,187	23,435,293	997,173
Metered kWh per Customer	23,923	25,757	27,828	26,370	26,524	34,226
Distribution Revenue per Customer (\$)	396	524	404	1,769	931	856
General Service >50kW, Large User						
(>5000kW) and Sub Transmission						
Number of GS >50kW Customers	35	14	75	9,034	3,256	79
Number of Large Users	-	-	-	-	11	-
Number of Sub Transmission Customers	-	-	-	637	-	-
Metered kWh	41,909,145	3,672,872	69,557,731	9,009,553,982	3,920,998,768	59,834,547
Distribution Revenue (\$)	221,081	26,796	394,561	196,774,012	52,123,138	903,473
Metered kWh per Customer	1,197,404	262,348	927,436	931,605	1,200,183	757,399
Distribution Revenue per Customer (\$)	6,317	1,914	5,261	20,347	15,954	11,436
Unmetered Scattered Load Connections						
Number of Connections	-	5	16	5,627	3,424	71
Metered kWh	-	17,912	332,004	32,248,264	14,403,224	439,968
Distribution Revenue (\$)	-	1,401	2,921	3,073,833	563,278	18,859
Metered kWh per Connection	_	3,582	20,750	5,731	4,207	6,197
Distribution Revenue per Customer (\$)	-	280	183	546	165	266

Statistics by Customer Class For the Year Ended December 31	Kingston Hydro Corporation	Kitchener-Wilmot Hydro Inc.	Lakefront Utilities Inc.	Lakeland Power Distribution Ltd.	London Hydro Inc.	Milton Hydro Distribution Inc.
Residential Customers						
Number of Customers	24,476	89,926	9,424	11,624	147,666	38,063
Metered kWh	188,355,001	714,764,691	78,552,763	112,460,050	1,174,570,751	355,465,653
Distribution Revenue (\$)	7,635,511	24,723,154	2,545,449	4,795,262	44,271,919	12,983,348
Metered kWh per Customer	7,695	7,948	8,335	9,675	7,954	9,339
Distribution Revenue per Customer (\$)	312	275	270	413	300	341
General Service <50kW Customers						
Number of Customers	2,931	8,134	1,113	2,176	12,925	2,781
Metered kWh	81,058,181	221,394,328	31,531,081	54,557,348	374,492,024	79,948,300
Distribution Revenue (\$)	1,909,449	5,703,524	624,412	1,645,214	9,665,015	2,044,937
Metered kWh per Customer	27,655	27,218	28,330	25,072	28,974	28,748
Distribution Revenue per Customer (\$)	651	701	561	756	748	735
General Service >50kW, Large User						
(>5000kW) and Sub Transmission						
Number of GS >50kW Customers	308	965	102	136	1,548	374
Number of Large Users	3	1	-	-	1	3
Number of Sub Transmission Customers	-	-	-	-	-	-
Metered kWh	387,213,055	814,695,996	128,354,793	117,856,915	1,511,031,886	471,732,548
Distribution Revenue (\$)	2,705,719	12,014,221	1,142,032	1,085,974	15,003,941	3,233,093
Metered kWh per Customer	1,245,058	843,371	1,258,380	866,595	975,489	1,251,280
Distribution Revenue per Customer (\$)	8,700	12,437	11,196	7,985	9,686	8,576
Unmetered Scattered Load Connections						
Number of Connections	169	913	80	62	1,539	178
Metered kWh	1,219,174	3,978,484	610,855	173,568	5,417,919	1,067,874
Distribution Revenue (\$)	28,436	137,117	28,233	11,313	158,197	41,075
Metered kWh per Connection	7,214	4,358	7,636	2,799	3,520	5,999
Distribution Revenue per Customer (\$)	168	150	353	182	103	231

Statistics by Customer Class For the Year Ended December 31	Newmarket-Tay Power Distribution Ltd.	Niagara Peninsula Energy Inc.	Niagara-on-the- Lake Hydro Inc.	North Bay Hydro Distribution Limited	Northern Ontario Wires Inc.	Oakville Hydro Electricity Distribution Inc.
Residential Customers						
Number of Customers	39,678	51,621	8,115	21,365	5,150	67,295
Metered kWh	346,294,223	472,485,022	79,757,807	200,237,151	40,126,981	629,720,415
Distribution Revenue (\$)	12,514,914	20,974,310	(3,008,121)	7,311,963	2,358,842	24,682,350
Metered kWh per Customer	8,728	9,153	9,828	9,372	7,792	9,358
Distribution Revenue per Customer (\$)	315	406	(371)	342	458	367
General Service <50kW Customers						
Number of Customers	4,022	4,545	1,393	2,660	706	5,871
Metered kWh	102,705,955	115,387,443	39,949,019	74,687,296	16,586,733	166,372,541
Distribution Revenue (\$)	3,601,193	3,858,533	(1,327,943)	2,193,120	590,427	5,489,140
Metered kWh per Customer	25,536	25,388	28,678	28,078	23,494	28,338
Distribution Revenue per Customer (\$)	895	849	(953)	824	836	935
General Service >50kW, Large User						
(>5000kW) and Sub Transmission						
Number of GS >50kW Customers	487	807	123	265	73	835
Number of Large Users	-	-	1	-	-	-
Number of Sub Transmission Customers	-	-	-	-	-	-
Metered kWh	367,369,468	554,851,365	101,267,039	199,522,624	57,599,230	713,167,450
Distribution Revenue (\$)	4,231,520	6,077,244	(1,394,084)	2,310,774	306,596	10,363,503
Metered kWh per Customer	754,352	687,548	816,670	752,916	789,031	854,093
Distribution Revenue per Customer (\$)	8,689	7,531	(11,243)	8,720	4,200	12,411
Unmetered Scattered Load Connections						
Number of Connections	56	329	31	9	23	751
Metered kWh	949,034	1,516,177	247,075	39,490	164,178	4,872,036
Distribution Revenue (\$)	6,628	109,473	(8,872)	1,075	7,644	144,975
Metered kWh per Connection	16,947	4,608	7,970	4,388	7,138	6,487
Distribution Revenue per Customer (\$)	118	333	(286)	119	332	193

Statistics by Customer Class For the Year Ended December 31	Orangeville Hydro Limited	Orillia Power Distribution Corporation	Oshawa PUC Networks Inc.	Ottawa River Power Corporation	Peterborough Distribution Incorporated	PUC Distribution Inc.
Residential Customers						
Number of Customers	11,409	12,908	54,850	10,019	33,702	30,026
Metered kWh	95,587,068	111,992,841	515,808,015	85,141,857	303,804,719	298,184,963
Distribution Revenue (\$)	3,757,300	4,736,300	16,537,543	2,988,684	8,946,118	11,497,603
Metered kWh per Customer	8,378	8,676	9,404	8,498	9,014	9,931
Distribution Revenue per Customer (\$)	329	367	302	298	265	383
General Service <50kW Customers						
Number of Customers	1,164	1,471	4,083	1,273	3,399	3,355
Metered kWh	33,629,606	40,188,260	115,055,107	26,233,400	101,517,554	84,774,528
Distribution Revenue (\$)	847,950	1,498,830	2,860,865	713,769	2,169,981	2,999,199
Metered kWh per Customer	28,891	27,320	28,179	20,608	29,867	25,268
Distribution Revenue per Customer (\$)	728	1,019	701	561	638	894
General Service >50kW, Large User						
(>5000kW) and Sub Transmission						
Number of GS >50kW Customers	124	173	552	150	364	370
Number of Large Users	-	-	1	-	2	
Number of Sub Transmission Customers	-	-	-	-	-	
Metered kWh	123,770,623	150,188,125	406,186,233	65,161,090	340,420,023	227,128,751
Distribution Revenue (\$)	836,472	1,986,977	4,823,092	935,507	2,728,662	4,259,731
Metered kWh per Customer	998,150	868,139	734,514	434,407	930,109	613,862
Distribution Revenue per Customer (\$)	6,746	11,485	8,722	6,237	7,455	11,513
Unmetered Scattered Load Connections						
Number of Connections	31	137	253	88	413	24
Metered kWh	375,339	731,190	837,636	602,100	2,207,625	870,821
Distribution Revenue (\$)	11,076	25,224	78,986	6,135	71,455	37,665
Metered kWh per Connection	12,108	5,337	3,311	6,842	5,345	36,284
Distribution Revenue per Customer (\$)	357	184	312	70	173	1,569

Statistics by Customer Class For the Year Ended December 31	Renfrew Hydro Inc.	Rideau St. Lawrence Distribution Inc.	Sioux Lookout Hydro Inc.	Synergy North Corporation	Tillsonburg Hydro Inc.	Toronto Hydro- Electric System Limited
Residential Customers						
Number of Customers	3,853	5,107	2,403	50,903	6,952	696,627
Metered kWh	30,977,677	43,587,084	38,067,650	369,534,277	56,141,638	5,357,943,969
Distribution Revenue (\$)	1,219,213	1,634,619	1,411,099	15,757,297	2,391,557	331,216,431
Metered kWh per Customer	8,040	8,535	15,842	7,260	8,076	7,691
Distribution Revenue per Customer (\$)	316	320	587	310	344	475
General Service <50kW Customers						
Number of Customers	451	731	386	5,451	681	72,219
Metered kWh	12,195,584	18,472,136	13,151,571	145,604,865	20,753,841	2,176,682,229
Distribution Revenue (\$)	376,762	506,733	361,564	4,306,328	608,953	106,887,549
Metered kWh per Customer	27,041	25,270	34,071	26,712	30,476	30,140
Distribution Revenue per Customer (\$)	835	693	937	790	894	1,480
General Service >50kW, Large User						
(>5000kW) and Sub Transmission						
Number of GS >50kW Customers	41	61	52	533	86	10,286
Number of Large Users	-	-	-	-	-	44
Number of Sub Transmission Customers	-	-	-	-	-	
Metered kWh	40,141,946	36,107,964	27,170,310	420,050,410	92,437,259	15,562,736,389
Distribution Revenue (\$)	339,404	454,448	312,836	5,312,967	686,756	255,477,549
Metered kWh per Customer	979,072	591,934	522,506	788,087	1,074,852	1,506,557
Distribution Revenue per Customer (\$)	8,278	7,450	6,016	9,968	7,986	24,732
Unmetered Scattered Load Connections						
Number of Connections	37	57	-	442	12	12,391
Metered kWh	224,089	535,316	-	2,153,003	350,686	40,118,735
Distribution Revenue (\$)	9,687	13,949	-	71,913	9,608	3,322,646
Metered kWh per Connection	6,056	9,392	_	4,871	29,224	3,238
Distribution Revenue per Customer (\$)	262	245	-	163	801	268

Statistics by Customer Class For the Year Ended December 31	Wasaga Distribution Inc.	Waterloo North Hydro Inc.	Welland Hydro- Electric System Corp.	Wellington North Power Inc.	Westario Power Inc.	Total Industry
Residential Customers						
Number of Customers	13,372	51,821	22,102	3,346	21,159	4,801,697
Metered kWh	102,567,918	432,059,278	179,914,470	26,737,896	195,030,079	43,244,522,381
Distribution Revenue (\$)	3,760,695	19,416,713	7,264,714	1,453,090	7,201,466	2,402,430,338
Metered kWh per Customer	7,670	8,338	8,140	7,991	9,217	9,006
Distribution Revenue per Customer (\$)	281	375	329	434	340	500
General Service <50kW Customers						
Number of Customers	833	5,863	1,791	469	2,613	446,066
Metered kWh	16,820,699	187,919,389	48,537,506	10,399,993	68,092,748	12,532,160,615
Distribution Revenue (\$)	424,049	5,386,150	1,119,576	439,996	1,733,325	521,109,370
Metered kWh per Customer	20,193	32,052	27,101	22,175	26,059	28,095
Distribution Revenue per Customer (\$)	509	919	625	938	663	1,168
General Service >50kW, Large User						
(>5000kW) and Sub Transmission						
Number of GS >50kW Customers	33	753	161	44	181	54,040
Number of Large Users	-	1	-	-	-	123
Number of Sub Transmission Customers	-	-	-	-	-	637
Metered kWh	19,136,831	727,354,757	133,284,408	56,943,641	171,472,845	60,782,716,311
Distribution Revenue (\$)	259,097	9,869,420	1,597,803	694,365	1,506,780	858,347,197
Metered kWh per Customer	579,904	964,661	827,853	1,294,174	947,364	1,109,174
Distribution Revenue per Customer (\$)	7,851	13,089	9,924	15,781	8,325	15,663
Unmetered Scattered Load Connections						
Number of Connections	35	537	257	2	50	44,192
Metered kWh	153,122	3,004,753	940,979	6,801	223,044	192,177,366
Distribution Revenue (\$)	3,307	110,236	39,295	939	7,481	11,440,925
Metered kWh per Connection	4,375	5,595	3,661	3,401	4,461	4,349
Distribution Revenue per Customer (\$)	94	205	153	470	150	259

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Service Quality Requirements For the Year Ended December 31	Alectra Utilities Corporation	Algoma Power Inc.	Atikokan Hydro Inc.	Bluewater Power Distribution Corporation	Brantford Power Inc.	Burlington Hydro Inc.
Service Quality Requirements   OEB	%	%	%	%	%	%
Min. Standard						
Low Voltage Connections   > 90%	90.34	100.00	100.00	100.00	100.00	100.00
High Voltage Connections   > 90%	100.00	_				
Telephone Accessibility   > 65%	66.93	84.84	100.00	82.67	81.10	62.15
Appointments Met   > 90%	98.44	100.00	_	100.00	99.88	100.00
Written Response to Enquiries   > 80%	92.26	100.00	100.00	99.84	99.82	99.79
Emergency Urban Response   > 80%	90.96			100.00	100.00	96.67
Emergency Rural Response   > 80%	—	94.44	100.00	100.00	_	—
Telephone Call Abandon Rate   < 10%	4.29	2.03	—	2.65	2.08	8.16
Appointments Scheduling   > 90%	97.82	99.86	100.00	98.83	100.00	99.31
Rescheduling a Missed Appointment   > 100%	100.00		—	100.00	100.00	100.00
Reconnection Performance Standards   > 85%	99.52	100.00	—	100.00	100.00	100.00
New Micro-embedded Generation Facilities Connected   >90%	98.39	-	—	-	_	100.00
Billing Accuracy   > 98%	99.50	99.87	100.00	99.98	99.88	99.97
System Reliability Indicators						
Total Outages						
SAIDI Avg. outage duration (hours)	1.19	19.76	1.08	2.45	1.09	1.91
SAIFI Avg. outage frequency (interruptions / customer)	1.39	5.62	0.71	2.34	2.14	1.47
Loss of Supply Adjusted						
SAIDI Avg. outage duration (hours)	1.09	6.79	1.07	2.29	1.02	1.86
SAIFI Avg. outage frequency (interruptions / customer)	1.28	2.93	0.71	2.22	1.54	0.94
Loss of Supply and Major Events Adjusted						
SAIDI Avg. outage duration (hours)	0.95	6.79	1.07	1.95	0.26	1.00
SAIFI Avg. outage frequency (interruptions / customer)	1.18	2.93	0.71	2.02	1.12	0.70

Service Quality Requirements For the Year Ended December 31	Canadian Niagara Power Inc.	Centre Wellington Hydro Ltd.	Chapleau Public Utilities Corporation	Cooperative Hydro Embrun Inc.	E.L.K. Energy Inc.	Elexicon Energy Inc.
	%	%	%	%	%	%
Service Quality Requirements   OEB Min. Standard						
Low Voltage Connections   > 90%	94.91	100.00	100.00	100.00	99.50	93.74
High Voltage Connections   > 90%		100.00	100.00			100.00
Telephone Accessibility   > 65%	79.79	69.90	97.57	95.46	95.08	61.89
Appointments Met   > 90%	100.00	99.69	100.00	100.00	99.07	98.80
Written Response to Enquiries   > 80%	81.58	100.00	100.00	100.00	98.66	97.33
Emergency Urban Response   > 80%	97.62	100.00	100.00	83.33	100.00	100.00
Emergency Rural Response   > 80%	100.00					100.00
Telephone Call Abandon Rate   < 10%	1.61	0.08		4.54	0.29	4.85
Appointments Scheduling   > 90%	99.68	99.79	100.00	100.00	99.07	91.07
Rescheduling a Missed Appointment   > 100%	_	_			_	99.88
Reconnection Performance Standards   > 85%	100.00	100.00		_	100.00	100.00
New Micro-embedded Generation Facilities Connected   >90%	_	_		_	_	100.00
Billing Accuracy   > 98%	99.95	99.88	99.98	99.95	99.95	99.60
System Reliability Indicators						
Total Outages						
SAIDI Avg. outage duration (hours)	7.14	0.27	40.02	0.03	5.45	3.32
SAIFI Avg. outage frequency (interruptions / customer)	4.84	0.20	13.94	0.01	2.17	1.74
Loss of Supply Adjusted						
SAIDI Avg. outage duration (hours)	5.07	0.27	5.87	0.03	3.32	2.22
SAIFI Avg. outage frequency (interruptions / customer)	2.71	0.20	2.33	0.01	1.14	1.17
,						
Loss of Supply and Major Events Adjusted						
SAIDI Avg. outage duration (hours)	2.73	0.27	5.87	0.03	3.34	1.37
SAIFI Avg. outage frequency (interruptions / customer)	2.19	0.20	2.33	0.01	1.15	1.01

Energy+ Inc.	Entegrus Powerlines Inc.	ENWIN Utilities Ltd.	EPCOR Electricity Distribution Ontario Inc.	ERTH Power Corporation	Espanola Regional Hydro Distribution Corporation
%	%	%	%	%	%
95 94	96.91	100.00	91 71	98 59	100.00
					100.00
87.11		64.74		95.92	68.04
					97.10
					100.00
					100.00
	_	_	_	_	_
3.20	2.67	4.71	1.82	4.62	5.54
59.10	93.46	97.73	98.80	94.40	100.00
100.00	100.00	100.00	100.00		
100.00	100.00	100.00	97.92	100.00	100.00
_	100.00	100.00	100.00		
99.99	99.81	99.95	99.96	99.75	99.94
1.02	2.22	0.88	3.75	2.08	1.58
1.65	1.74	2.23	1.94	0.68	0.38
0.84	1.47	0.86	1.46	0.78	0.21
1.50	1.18	2.11	0.91	0.29	0.06
0.71	1.47	0.86	1.46	0.78	0.21
1.38	1.18	2.11	0.91	0.29	0.06
	%         95.94         87.11         99.94         99.83         100.00         3.20         59.10         100.00         100.00         99.99         1.02         1.65         0.84         1.50         0.71	Energy+ Inc.Powerlines Inc. $\%$ $\%$ $95.94$ $96.91$ $ 100.00$ $87.11$ $79.11$ $99.94$ $99.83$ $99.83$ $93.76$ $100.00$ $ 3.20$ $2.67$ $59.10$ $93.46$ $100.00$ $100.00$ $ 100.00$ $99.99$ $99.81$ $1.02$ $2.22$ $1.65$ $1.74$ $0.84$ $1.47$ $1.50$ $1.18$ $0.71$ $1.47$	Energy+ inc.Powerlines Inc.Ltd. $\%$ $\%$ $\%$ $95.94$ $96.91$ $100.00$ $ 100.00$ $ 100.00$ $87.11$ $79.11$ $87.11$ $79.11$ $99.94$ $99.83$ $100.00$ $94.29$ $95.47$ $100.00$ $ 3.20$ $2.67$ $4.71$ $59.10$ $93.46$ $97.73$ $100.00$ $100.00$ $100.00$ $100.00$ $100.00$ $99.99$ $99.91$ $99.99$ $99.91$ $99.99$ $99.91$ $99.99$ $99.99$ $99.91$ $1.02$ $2.22$ $0.84$ $1.65$ $1.18$ $2.11$ $0.71$ $1.47$ $0.86$	Energy+ Inc.Entegrus Powerlines Inc.Environ Ltd.Distribution Ontario Inc. $\%$ $\%$ $\%$ $\%$ $95.94$ $96.91$ $100.00$ $91.71$ $ 100.00$ $  100.00$ $ 87.11$ $79.11$ $64.74$ $75.68$ $99.94$ $99.83$ $90.94$ $99.83$ $100.00$ $99.83$ $93.76$ $99.98$ $95.80$ $100.00$ $ 100.00$ $  3.20$ $2.67$ $4.71$ $100.00$ $100.00$ $100.00$ $100.00$ $100.00$ $100.00$ $100.00$ $100.00$ $100.00$ $100.00$ $99.99$ $99.81$ $99.95$ $99.96$ $1.02$ $2.22$ $0.84$ $1.47$ $0.84$ $1.47$ $1.50$ $1.18$ $2.11$ $0.91$ $0.71$ $1.47$ $0.86$ $1.46$	Energy+ Inc.Entegrus Powerlines Inc.ENWIN Utilities Ltd.Distribution Ontario Inc.ERTH Power Corporation $\%$ $\%$ $\%$ $\%$ $\%$ $\%$ $\%$ $95.94$ $96.91$ $100.00$ $ 100.00$ $  100.00$ $ 100.00$ $ 87.11$ $79.11$ $64.74$ $75.68$ $95.92$ $99.94$ $99.83$ $100.00$ $99.51$ $100.00$ $99.83$ $93.76$ $99.98$ $95.80$ $100.00$ $100.00$ $    3.20$ $2.67$ $4.71$ $1.82$ $4.62$ $100.00$ $100.00$ $100.00$ $  100.00$ $100.00$ $100.00$ $  100.00$ $100.00$ $100.00$ $  99.99$ $99.81$ $99.95$ $99.96$ $97.5$ $1.02$ $2.22$ $0.88$ $3.75$ $2.08$ $1.65$ $1.74$ $2.23$ $1.46$ $0.78$ $0.84$ $1.47$ $0.86$ $1.46$ $0.78$ $0.71$ $1.47$ $0.86$ $1.46$ $0.78$

Service Quality Requirements For the Year Ended December 31	Essex Powerlines Corporation	Festival Hydro Inc.	Power Corporation	Greater Sudbury Hydro Inc.	Grimsby Power Incorporated	Halton Hills Hydro Inc.
Service Quality Requirements   OEB	%	%	%	%	%	%
Min. Standard						
Low Voltage Connections   > 90%	93.27	95.31	100.00	99.63	100.00	100.00
High Voltage Connections   > 90%	100.00					
Telephone Accessibility   > 65%	65.17	98.86	96.67	67.38	89.38	95.91
Appointments Met   > 90%	94.46	97.69	100.00	100.00	100.00	100.00
Written Response to Enquiries   > 80%	97.95	99.97	97.87	99.72	99.45	100.00
Emergency Urban Response   > 80%	100.00	100.00	100.00	97.67	100.00	100.00
Emergency Rural Response   > 80%		100.00			100.00	100.00
Telephone Call Abandon Rate   < 10%	3.96	1.71	1.68	1.62	1.80	5.02
Appointments Scheduling   > 90%	98.37	97.43	100.00	98.45	100.00	95.79
Rescheduling a Missed Appointment   > 100%	100.00	100.00			100.00	100.00
Reconnection Performance Standards   > 85%	96.03	100.00	_	100.00	100.00	100.00
New Micro-embedded Generation Facilities Connected   >90%	_	_	_	100.00		_
Billing Accuracy   > 98%	99.92	99.96	99.82	99.95	99.99	99.90
System Reliability Indicators						
Total Outages						
SAIDI Avg. outage duration (hours)	2.42	2.08	0.09	1.72	0.64	2.82
SAIFI Avg. outage frequency (interruptions / customer)	1.68	1.50	0.37	1.04	0.92	2.22
Loss of Supply Adjusted						
SAIDI Avg. outage duration (hours)	1.23	1.27	0.09	1.48	0.64	2.81
SAIFI Avg. outage frequency (interruptions / customer)	0.95	1.00	0.37	0.99	0.92	2.09
Loss of Supply and Major Events Adjusted						
SAIDI Avg. outage duration (hours)	1.23	1.27	0.09	1.48	0.64	1.36
SAIFI Avg. outage datation (nouts) SAIFI Avg. outage frequency (interruptions / customer)	0.95	1.00	0.37	0.99	0.92	1.73

Service Quality Requirements For the Year Ended December 31	Hearst Power Distribution Company Limited	Hydro 2000 Inc.	Hydro Hawkesbury Inc.	Hydro One Networks Inc.	Hydro Ottawa Limited	Innpower Corporation
Service Quality Requirements   OEB	%	%	%	%	%	%
Min. Standard						
Low Voltage Connections   > 90%	100.00	100.00	100.00	99.78	100.00	100.00
High Voltage Connections   > 90%			100.00		100.00	
Telephone Accessibility   > 65%	94.81	100.00	99.96	70.18	74.60	92.53
Appointments Met   > 90%	100.00		98.10	99.98	99.56	99.51
Written Response to Enquiries   > 80%	100.00	100.00	99.62	99.33	99.88	99.46
Emergency Urban Response   > 80%	_	100.00	100.00	_	97.97	_
Emergency Rural Response   > 80%	_	_	_	76.45	_	100.00
Telephone Call Abandon Rate   < 10%	_	_	_	3.92	3.68	2.51
Appointments Scheduling   > 90%	100.00	_	98.83	99.99	100.00	99.96
Rescheduling a Missed Appointment   > 100%	_	_	100.00	100.00	100.00	100.00
Reconnection Performance Standards   > 85%	100.00	100.00	100.00	98.54	100.00	100.00
New Micro-embedded Generation Facilities Connected   >90%	_	—		97.10	100.00	_
Billing Accuracy   > 98%	99.98	99.91	99.54	99.35	99.88	99.90
System Reliability Indicators						
Total Outages						
SAIDI Avg. outage duration (hours)	13.75	0.04	5.86	14.52	1.70	5.45
SAIFI Avg. outage duration (nours) SAIFI Avg. outage frequency (interruptions / customer)	2.24	0.09	2.88	3.68	1.00	2.23
or an in ying, budge nequency (interruptions / bustomer)	2.27	0.00	2.00	0.00	1.00	2.20
Loss of Supply Adjusted						
SAIDI Avg. outage duration (hours)	3.25	0.04	5.63	13.54	1.41	5.07
SAIFI Avg. outage frequency (interruptions / customer)	1.24	0.09	2.66	3.08	0.78	2.05
Loss of Supply and Major Events Adjusted						
SAIDI Avg. outage duration (hours)	3.25	0.04	5.63	7.27	0.83	1.81
SAIFI Avg. outage frequency (interruptions / customer)	1.24	0.09	2.66	2.54	0.72	1.10

Service Quality Requirements For the Year Ended December 31	Kingston Hydro Corporation	Kitchener-Wilmot Hydro Inc.	Lakefront Utilities Inc.	Lakeland Power Distribution Ltd.	London Hydro Inc.	Milton Hydro Distribution Inc.
	%	%	%	%	%	%
Service Quality Requirements   OEB Min. Standard						
Low Voltage Connections   > 90%	100.00	98.84	91.17	100.00	98.86	100.00
High Voltage Connections   > 90%	100.00	—	—	—	100.00	-
Telephone Accessibility   > 65%	64.65	87.97	82.27	89.90	73.41	73.17
Appointments Met   > 90%	99.52	98.62	100.00	100.00	100.00	100.00
Written Response to Enquiries   > 80%	100.00	99.93	100.00	93.75	100.00	100.00
Emergency Urban Response   > 80%	100.00	85.71	—	100.00	93.15	100.00
Emergency Rural Response   > 80%	—	100.00	_	100.00		100.00
Telephone Call Abandon Rate   < 10%	4.57	3.26	0.62	1.08	3.82	1.05
Appointments Scheduling   > 90%	98.96	94.61	91.20	85.80	100.00	100.00
Rescheduling a Missed Appointment   > 100%	100.00	100.00	_	_		_
Reconnection Performance Standards   > 85%	100.00	100.00	100.00	100.00	100.00	100.00
New Micro-embedded Generation Facilities Connected   >90%	100.00	_	_	_	100.00	_
Billing Accuracy   > 98%	99.57	99.98	99.79	99.92	99.82	100.00
System Reliability Indicators						
Total Outages						
SAIDI Avg. outage duration (hours)	1.61	0.69	6.57	11.40	0.95	1.60
SAIFI Avg. outage frequency (interruptions / customer)	0.89	0.99	2.64	4.82	1.48	1.67
Loss of Supply Adjusted						
SAIDI Avg. outage duration (hours)	1.57	0.69	4.67	5.79	0.86	1.52
SAIFI Avg. outage duration (nours) SAIFI Avg. outage frequency (interruptions / customer)	0.87	0.99	1.53	1.40	1.05	1.15
GAIL Avg. outage requency (interruptions / customer)	0.07	0.99	1.55	1.40	1.05	1.15
Loss of Supply and Major Events Adjusted						
SAIDI Avg. outage duration (hours)	1.57	0.53	4.67	5.79	0.86	1.52
SAIFI Avg. outage frequency (interruptions / customer)	0.87	0.92	1.53	1.40	1.05	1.15
SAIFI Avg. outage frequency (interruptions / customer)	0.07	0.92	1.55	1.40	0.1	1.15

Service Quality Requirements For the Year Ended December 31	Newmarket-Tay Power Distribution Ltd.	Niagara Peninsula Energy Inc.	Niagara-on-the- Lake Hydro Inc.	North Bay Hydro Distribution Limited	Northern Ontario Wires Inc.	Oakville Hydro Electricity Distribution Inc.
	%	%	%	%	%	%
Service Quality Requirements   OEB Min. Standard						
Low Voltage Connections   > 90%	98.12	85.94	99.21	100.00	_	83.10
High Voltage Connections   > 90%	75.00	100.00	100.00	_	_	_
Telephone Accessibility   > 65%	73.64	82.84	95.61	82.23	100.00	79.34
Appointments Met   > 90%	98.87	100.00	100.00	100.00	100.00	100.00
Written Response to Enquiries   > 80%	99.96	99.32	100.00	100.00	100.00	99.96
Emergency Urban Response   > 80%	97.14	98.00	100.00	100.00	_	
Emergency Rural Response   > 80%	_	97.06	100.00	_	—	—
Telephone Call Abandon Rate   < 10%	3.31	1.24	0.44	4.35	—	3.12
Appointments Scheduling   > 90%	95.87	100.00	100.00	100.00	100.00	100.00
Rescheduling a Missed Appointment   > 100%	100.00	—	—	_	—	—
Reconnection Performance Standards   > 85%	100.00	100.00	100.00	100.00	98.41	98.84
New Micro-embedded Generation Facilities Connected   >90%	100.00	100.00	100.00	_	—	100.00
Billing Accuracy   > 98%	99.94	99.06	99.87	98.71	99.90	99.54
System Reliability Indicators						
Total Outages						
SAIDI Avg. outage duration (hours)	1.68	2.30	0.73	1.08	15.26	1.00
SAIFI Avg. outage frequency (interruptions / customer)	1.18	2.07	0.52	0.81	3.01	1.18
Loop of Oursely Adjusted						
Loss of Supply Adjusted	0.98	2.15	0.73	1.08	5.59	0.95
SAIDI Avg. outage duration (hours)	0.98	2.15	0.73	0.78	1.26	0.95
SAIFI Avg. outage frequency (interruptions / customer)	0.55	2.01	0.52	0.70	1.20	0.93
Loss of Supply and Major Events Adjusted						
SAIDI Avg. outage duration (hours)	0.98	2.15	0.73	1.08	5.59	0.61
SAIFI Avg. outage frequency (interruptions / customer)	0.53	2.01	0.52	0.78	1.26	0.85

Service Quality Requirements For the Year Ended December 31	Orangeville Hydro Limited	Orillia Power Distribution Corporation	Oshawa PUC Networks Inc.	Ottawa River Power Corporation	Peterborough Distribution Incorporated	PUC Distribution Inc.
	%	%	%	%	%	%
Service Quality Requirements   OEB Min. Standard						
Low Voltage Connections   > 90%	100.00	100.00	100.00	100.00	98.31	100.00
High Voltage Connections   > 90%	100.00				100.00	100.00
Telephone Accessibility   > 65%	99.11	98.64	92.03	97.63	84.02	68.88
Appointments Met   > 90%	100.00	100.00	100.00	98.29	99.82	100.00
Written Response to Enquiries   > 80%	99.54	100.00	100.00	98.63	100.00	100.00
Emergency Urban Response   > 80%		100.00	100.00	100.00	100.00	100.00
Emergency Rural Response   > 80%		100.00	100.00	100.00		100.00
Telephone Call Abandon Rate   < 10%			0.52	2.37	1.68	3.60
Appointments Scheduling   > 90%	99.39	97.13	88.21	98.04	92.93	98.82
Rescheduling a Missed Appointment   > 100%		57.15	100.00	100.00	100.00	100.00
Reconnection Performance Standards   > 85%	97.62	100.00	100.00	100.00		100.00
New Micro-embedded Generation Facilities Connected   >90%		100.00			100.00	
Billing Accuracy   > 98%	99.84	99.99	99.91	99.97	99.87	99.96
	00101	00.00	00.01		00.01	
System Reliability Indicators						
Total Outages						
SAIDI Avg. outage duration (hours)	1.40	1.56	1.46	2.63	1.97	4.53
SAIFI Avg. outage duration (nours) SAIFI Avg. outage frequency (interruptions / customer)	1.01	1.91	1.50	6.08	1.97	2.85
Oni T Avg. outage requency (interruptions / customer)	1.01	1.91	1.50	0.00	1.57	2.00
Loss of Supply Adjusted						
SAIDI Avg. outage duration (hours)	1.01	1.13	1.46	0.56	1.53	4.53
SAIFI Avg. outage frequency (interruptions / customer)	0.75	0.82	1.50	0.53	1.59	2.85
Loss of Supply and Major Events Adjusted						
SAIDI Avg. outage duration (hours)	1.01	1.13	1.46	0.56	1.08	3.14
SAIFI Avg. outage frequency (interruptions / customer)	0.75	0.82	1.50	0.53	1.45	2.12

Service Quality Requirements For the Year Ended December 31	Renfrew Hydro Inc.	Rideau St. Lawrence Distribution Inc.	Sioux Lookout Hydro Inc.	Synergy North Corporation	Tillsonburg Hydro Inc.	Toronto Hydro- Electric System Limited
Service Quality Requirements   OEB	%	%	%	%	%	%
Min. Standard						
	100.00	100.00	100.00	98.74	100.00	99.73
Low Voltage Connections   > 90% High Voltage Connections   > 90%	100.00	100.00	100.00	96.74	100.00	100.00
Telephone Accessibility   > 65%	98.26	77.81	91.52	87.51		69.89
	99.48	100.00	100.00	100.00	99.36	99.85
Appointments Met   > 90% Written Response to Enquiries   > 80%	100.00	81.50	100.00	97.36	99.30	99.85
Emergency Urban Response   > 80%	100.00	100.00	100.00	97.30	100.00	88.31
Emergency Rural Response   > 80%	100.00	100.00	100.00	100.00	100.00	
Telephone Call Abandon Rate   < 10%	0.09	0.42	100.00	0.48		2.68
Appointments Scheduling   > 90%	99.63	100.00	100.00	88.51	98.79	94.12
Rescheduling a Missed Appointment   > 100%	100.00	100.00	100.00	100.00	100.00	100.00
Reconnection Performance Standards   > 85%	100.00	100.00	100.00	97.56	87.88	99.48
New Micro-embedded Generation Facilities Connected   >90%		100.00	100.00	97.50	07.00	100.00
Billing Accuracy   > 98%	99.90	99.64	99.96	99.96	99.80	99.20
	33.30	33.04	33.30	33.30	33.00	33.20
System Reliability Indicators						
Total Outages						
Total Outages SAIDI Avg. outage duration (hours)	5.91	2.10	8.33	1.00	3.52	1.09
SAIFI Avg. outage duration (nours) SAIFI Avg. outage frequency (interruptions / customer)	1.39	1.38	2.14	2.36	2.91	1.69
On T Avg. outage frequency (interruptions / customer)	1.59	1.50	2.14	2.30	2.31	1.09
Loss of Supply Adjusted						
SAIDI Avg. outage duration (hours)	0.58	0.12	1.34	0.75	1.69	1.03
SAIFI Avg. outage frequency (interruptions / customer)	0.38	0.08	1.14	1.85	1.02	1.50
55 - ·· , (						
Loss of Supply and Major Events Adjusted						
SAIDI Avg. outage duration (hours)	0.58	0.12	1.34	0.75	1.69	0.90
SAIFI Avg. outage frequency (interruptions / customer)	0.38	0.08	1.14	1.85	1.02	1.42

Service Quality Requirements For the Year Ended December 31	Wasaga Distribution Inc.	Waterloo North Hydro Inc.	Welland Hydro- Electric System Corp.	Wellington North Power Inc.	Westario Power Inc.
	%	%	%	%	%
Service Quality Requirements   OEB Min. Standard					
Low Voltage Connections   > 90%	100.00	100.00	94.52	96.88	95.43
High Voltage Connections   > 90%	100.00	100.00	94.52	100.00	55.45
Telephone Accessibility   > 65%	99.97	86.59	86.15	86.33	86.73
Appointments Met   > 90%	100.00	99.68	98.28	99.49	97.33
Written Response to Enquiries   > 80%	99.62	99.08	100.00	100.00	99.65
Emergency Urban Response   > 80%	100.00	97.44	100.00	100.00	99.00
Emergency Rural Response   > 80%	100.00	95.00	100.00	100.00	88.24
Telephone Call Abandon Rate   < 10%		0.76	3.70	0.26	1.50
Appointments Scheduling   > 90%	98.97	92.88	99.57	99.70	73.06
Rescheduling a Missed Appointment   > 100%	30.37	100.00	100.00	100.00	100.00
Reconnection Performance Standards   > 85%	100.00	100.00	100.00	100.00	100.00
New Micro-embedded Generation Facilities Connected   >90%	100.00	100.00	100.00	100.00	100.00
Billing Accuracy   > 98%	99.95	99.97	99.99	99.47	99.61
System Reliability Indicators					
Total Outages					
SAIDI Avg. outage duration (hours)	5.94	0.99	2.80	9.74	12.47
SAIFI Avg. outage defation (nouts) SAIFI Avg. outage frequency (interruptions / customer)	4.07	1.28	3.50	2.88	2.04
SAIL Avg. outage nequency (interruptions / customer)	4.07	1.20	0.00	2.00	2.04
Loss of Supply Adjusted					
SAIDI Avg. outage duration (hours)	5.46	0.97	2.36	0.51	1.92
SAIFI Avg. outage frequency (interruptions / customer)	3.36	1.10	2.02	0.34	0.50
Loss of Supply and Major Events Adjusted					
SAIDI Avg. outage duration (hours)	2.86	0.80	2.36	0.51	1.92
SAIFI Avg. outage frequency (interruptions / customer)	2.39	1.02	2.02	0.34	0.50

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

Interruption Index by Cause Code

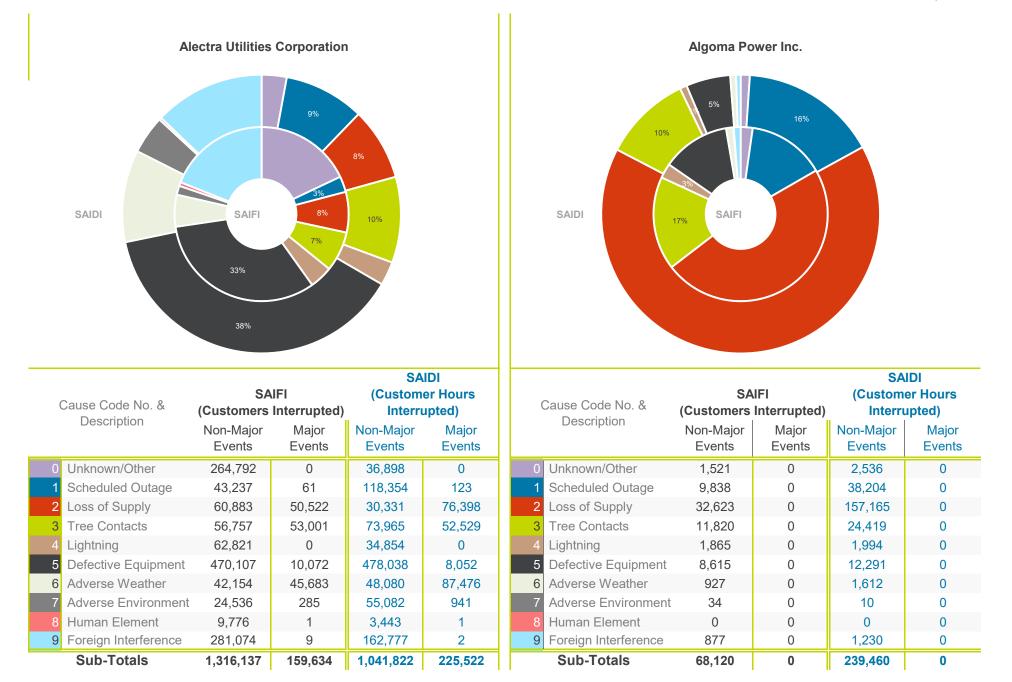


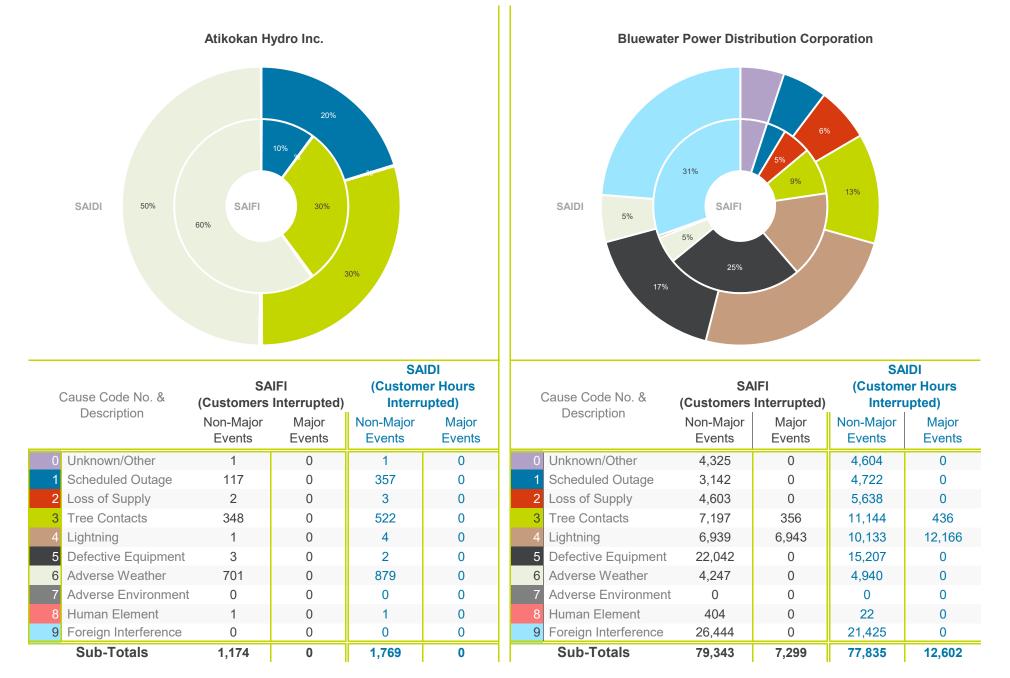
The percentage amounts shown in the distributors' charts represent the total of Non-Major Events and Major Events amounts.

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

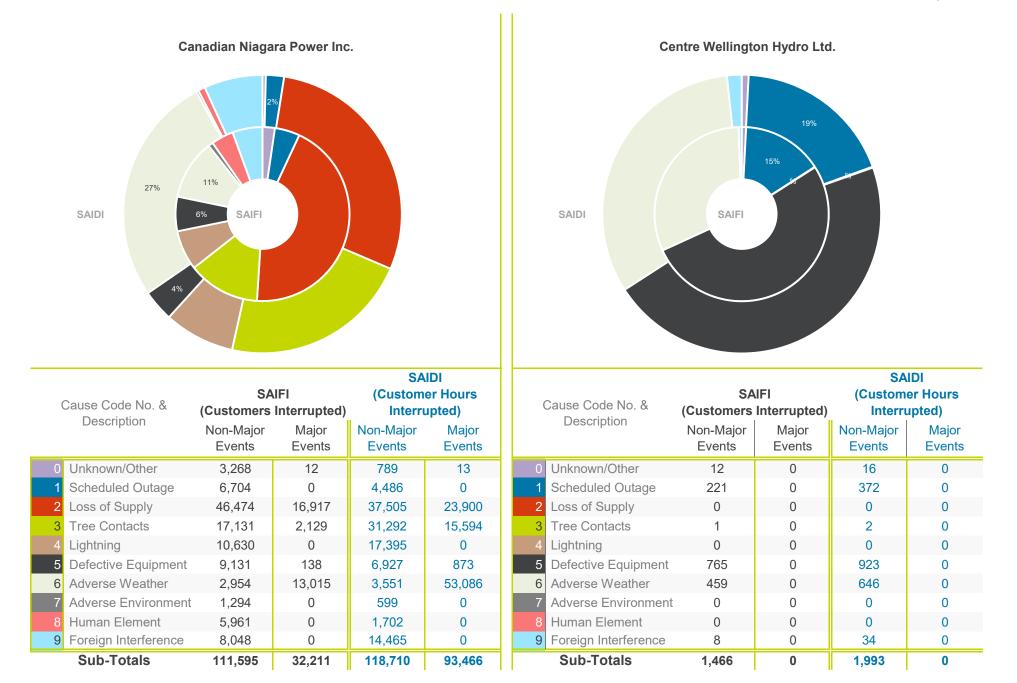
**Customer Hours Interrupted** is the cumulative **number of hours** of interruptions that all customers experienced (for all hours of interruptions). See Glossary for more information.

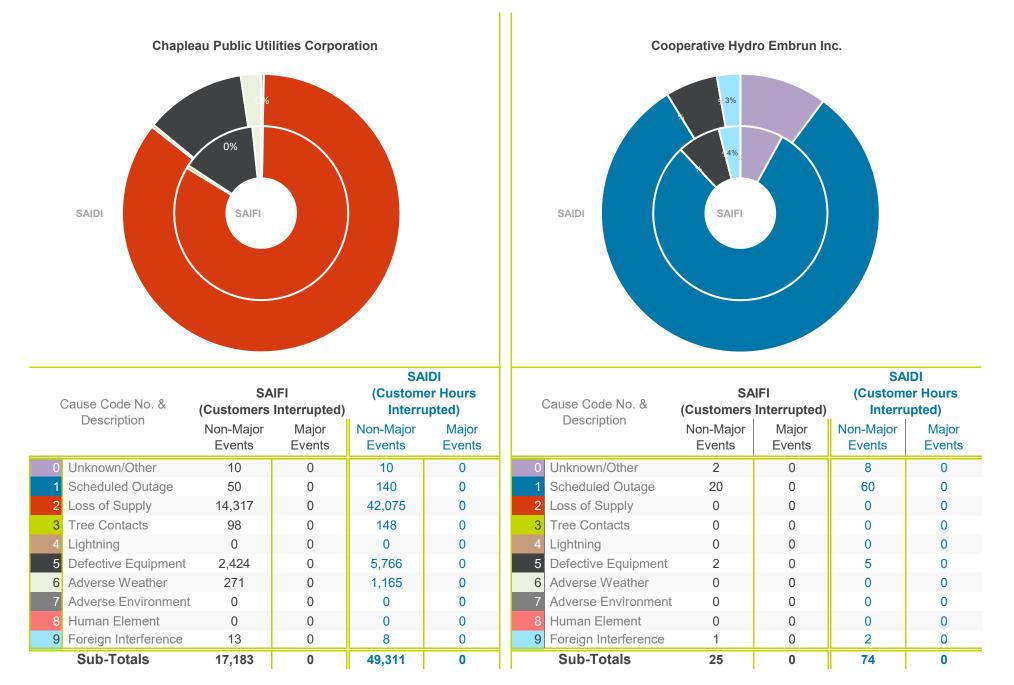
> happened during a Major Event (including low impact causes). Each outage and its cause may not individually constitute a Major Event but when considered in total, the cumulative outages reached the threshold of a Major Event.

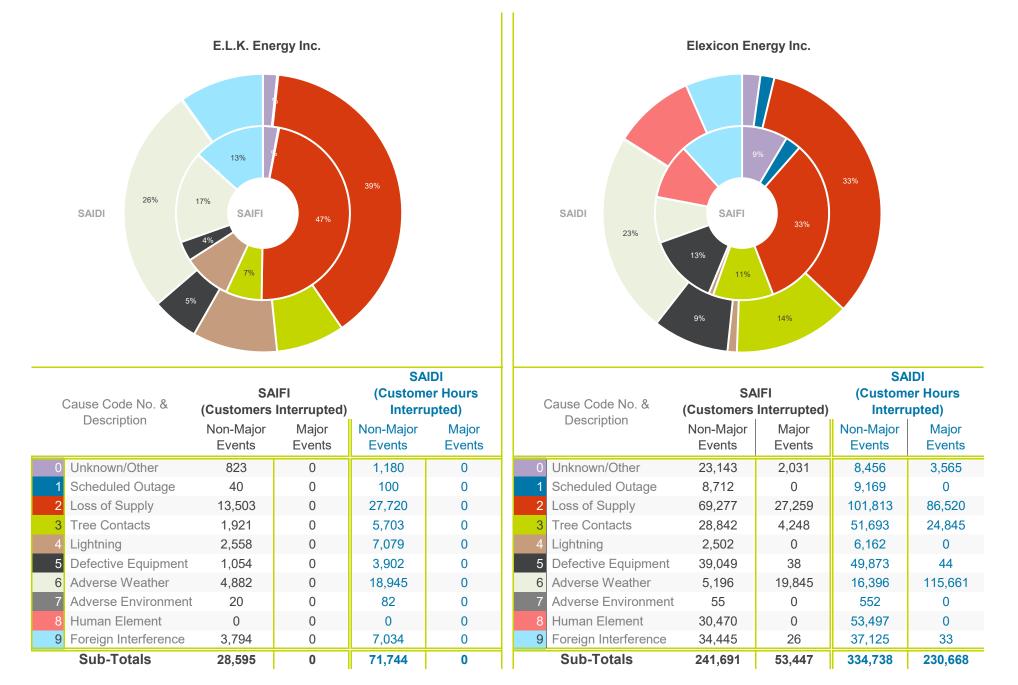


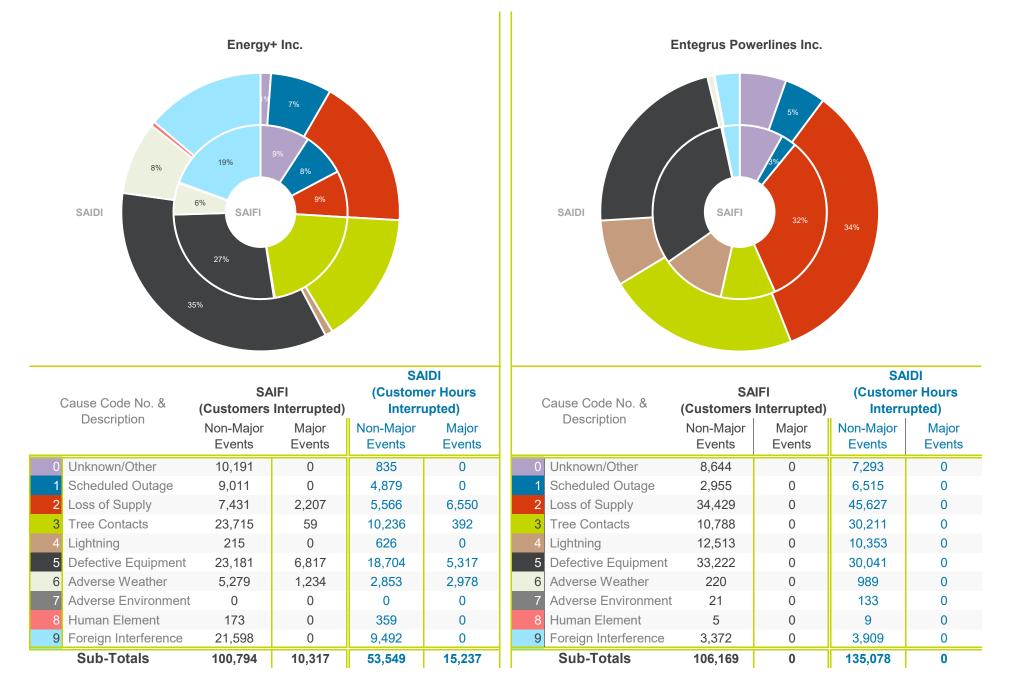


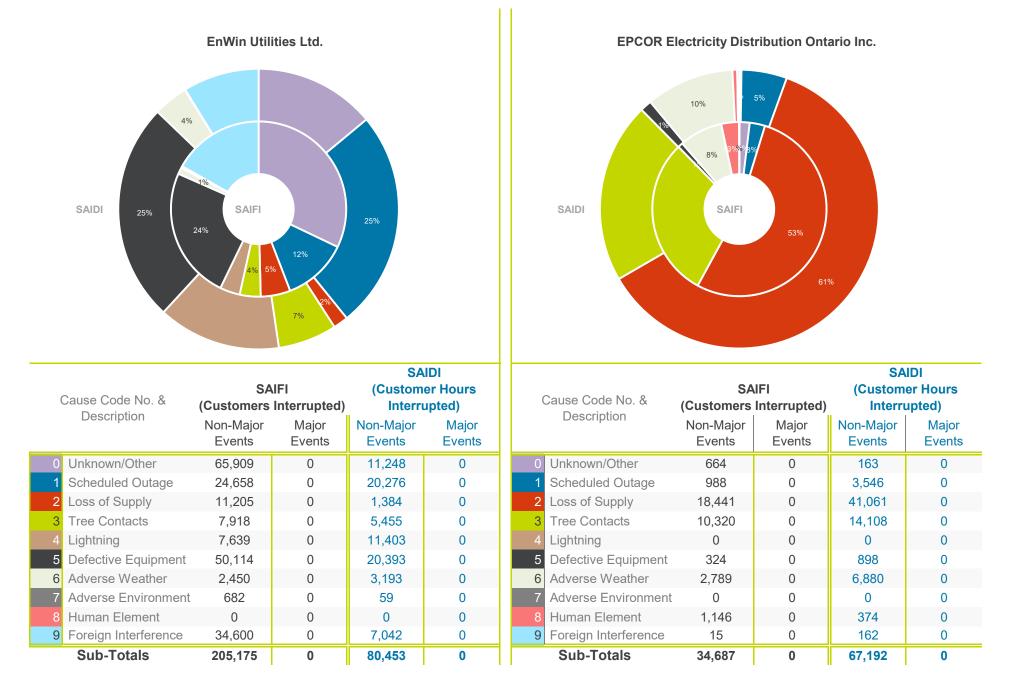
	Brantford P	ower Inc.				Burlington I	Hydro Inc.		
SAIDI	19% SAIFI 18% 70%	28%	12%		43% SAIDI	19% SAIFI 23%	3%	17%	
				IDI				SA	
Cause Code No. &	SA		(Custom	er Hours	Cause Code No. &		IFI	(Custom	er Hours
Cause Code No. & Description	(Customers	Interrupted)	(Custom Interre	er Hours upted)	Cause Code No. & Description	(Customers	Interrupted)	(Custom) Interru	er Hours ıpted)
			(Custom	er Hours				(Custom	er Hours
	<b>(Customers</b> Non-Major	Interrupted) Major	(Custom Interro Non-Major	<b>er Hours</b> u <b>pted)</b> Major		<b>(Customers</b> Non-Major	Interrupted) Major	<b>(Custom)</b> Interru Non-Major	<b>er Hours</b> J <b>pted)</b> Major
Description	<b>(Customers</b> Non-Major Events	Interrupted) Major Events	<b>(Custom</b> Intern Non-Major Events	<b>er Hours</b> u <b>pted)</b> Major Events	Description	<b>(Customers</b> Non-Major Events	Interrupted) Major Events	(Custom) Interru Non-Major Events	<b>er Hours</b> u <b>pted)</b> Major Events
Description OUnknown/Other	(Customers Non-Major Events 20,536	Interrupted) Major Events 0	(Custom Intern Non-Major Events 1,307	<b>er Hours</b> upted) Major Events 0	Description 0 Unknown/Other	(Customers Non-Major Events 7,011	Interrupted) Major Events 0	(Custom Intern Non-Major Events 5,558	er Hours upted) Major Events 0
Description Unknown/Other Scheduled Outage	(Customers Non-Major Events 20,536 242	Interrupted) Major Events 0 0	(Custom Intern Non-Major Events 1,307 350	er Hours upted) Major Events 0 0	Description           0         Unknown/Other           1         Scheduled Outage	(Customers Non-Major Events 7,011 729	Interrupted) Major Events 0 0	(Custom) Intern Non-Major Events 5,558 2,529	er Hours upted) Major Events 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> </ul>	(Customers Non-Major Events 20,536 242 24,198	Interrupted) Major Events 0 0 0	(Custom Intern Non-Major Events 1,307 350 3,037	er Hours upted) Major Events 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply	(Customers Non-Major Events 7,011 729 36,387	Interrupted) Major Events 0 0 0	(Custom Intern Non-Major Events 5,558 2,529 3,775	er Hours upted) Major Events 0 0 0
Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts	(Customers Non-Major Events 20,536 242 24,198 9	Interrupted) Major Events 0 0 0 0	(Custom Intern Non-Major Events 1,307 350 3,037 77	er Hours upted) Major Events 0 0 0 0 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts	(Customers Non-Major Events 7,011 729 36,387 10,664	Interrupted) Major Events 0 0 0 3	(Custom) Intern Non-Major Events 5,558 2,529 3,775 22,388	er Hours apted) Major Events 0 0 0 0 55
Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning	(Customers Non-Major Events 20,536 242 24,198 9 0	Interrupted) Major Events 0 0 0 0 0 0	(Custom Intern Non-Major Events 1,307 350 3,037 77 0	er Hours upted) Major Events 0 0 0 0 0 0 0	Description Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning	(Customers Non-Major Events 7,011 729 36,387 10,664 254	Interrupted) Major Events 0 0 0 0 3 1,044	(Custom) Intern Non-Major Events 5,558 2,529 3,775 22,388 39	er Hours upted) Major Events 0 0 0 0 55 12,231
Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment	(Customers Non-Major Events 20,536 242 24,198 9 0 15,727 67	Interrupted) Major Events 0 0 0 0 0 0 0 0	(Custom Interna Non-Major Events 1,307 350 3,037 77 0 5,516	er Hours upted) Major Events 0 0 0 0 0 0 0 0	Description Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment	(Customers Non-Major Events 7,011 729 36,387 10,664 254 22,741 4,326	Interrupted) Major Events 0 0 0 3 1,044 0	(Custom) Intern Events 5,558 2,529 3,775 22,388 39 25,733	er Hours Ipted) Major Events 0 0 0 0 55 12,231 0
Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment Adverse Weather	(Customers Non-Major Events 20,536 242 24,198 9 0 15,727 67	Interrupted)           Major           Events           0           0           0           0           0           0           0           0           10,719	(Custom Intern Non-Major Events 1,307 350 3,037 77 0 5,516 43	er Hours upted) Major Events 0 0 0 0 0 0 0 0 30,794	Description Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment Adverse Weather	(Customers Non-Major Events 7,011 729 36,387 10,664 254 22,741 4,326	Interrupted) Major Events 0 0 0 3 1,044 0 14,895	(Custom) Intervents Non-Major Events 2,558 2,529 3,775 22,388 39 25,733 10,115	<b>er Hours</b> <b>Major</b> Events 0 0 0 55 12,231 0 46,359
Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment Adverse Weather Adverse Environment	(Customers Non-Major Events 20,536 242 24,198 9 0 15,727 67 59	Interrupted)           Major           Events           0           0           0           0           0           0           10           0           0           0           0           0           0           0           0           16,719           0	(Custom Interna Non-Major Events 1,307 350 3,037 777 0 5,516 43 1,022	er Hours upted) Major Events 0 0 0 0 0 0 0 30,794 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts         4       Lightning         5       Defective Equipment         6       Adverse Weather         7       Adverse Environment	(Customers Non-Major Events 7,011 729 36,387 10,664 254 22,741 4,326 0	Interrupted) Major Events 0 0 0 3 1,044 0 14,895 0	(Custom) Intern Non-Major Events 5,558 2,529 3,775 22,388 39 25,733 10,115 0	<b>er Hours</b> <b>ipted)</b> Major Events 0 0 0 55 12,231 0 46,359 0

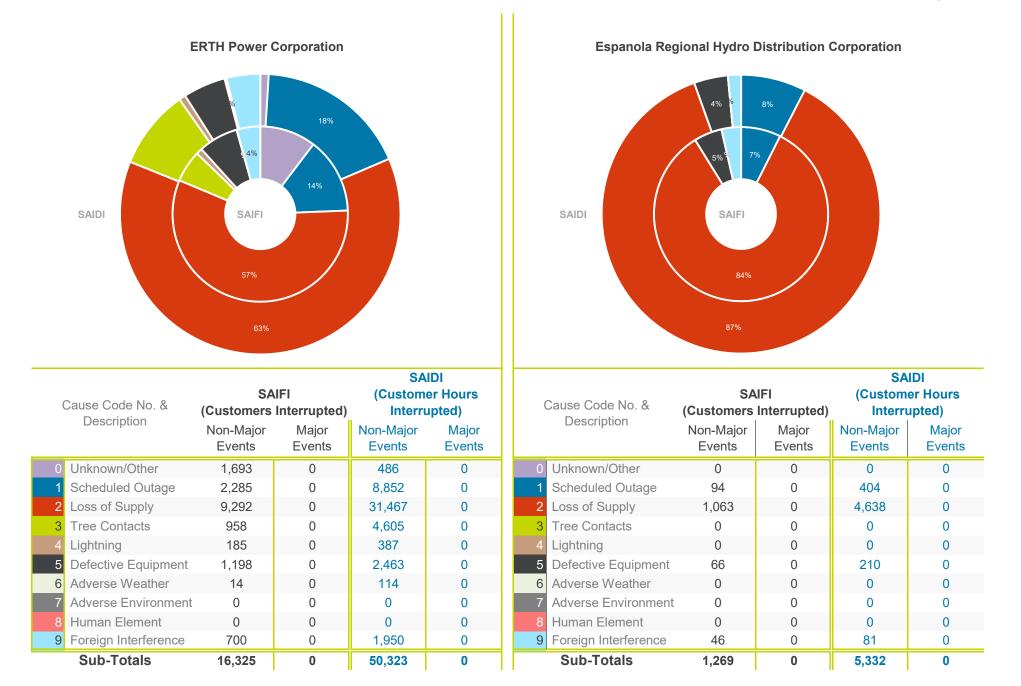


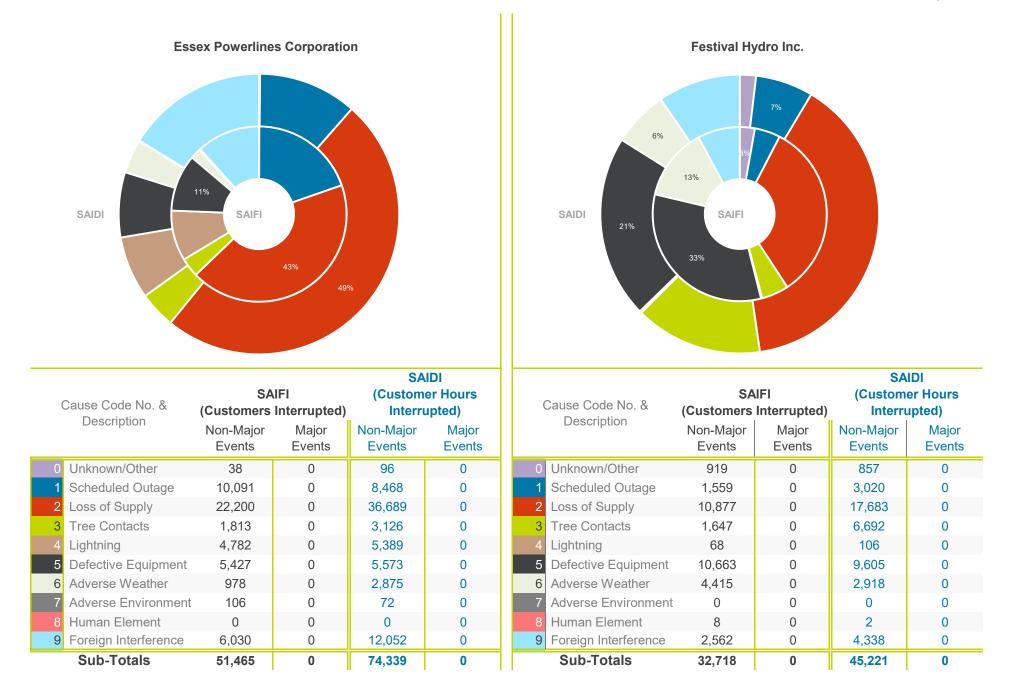


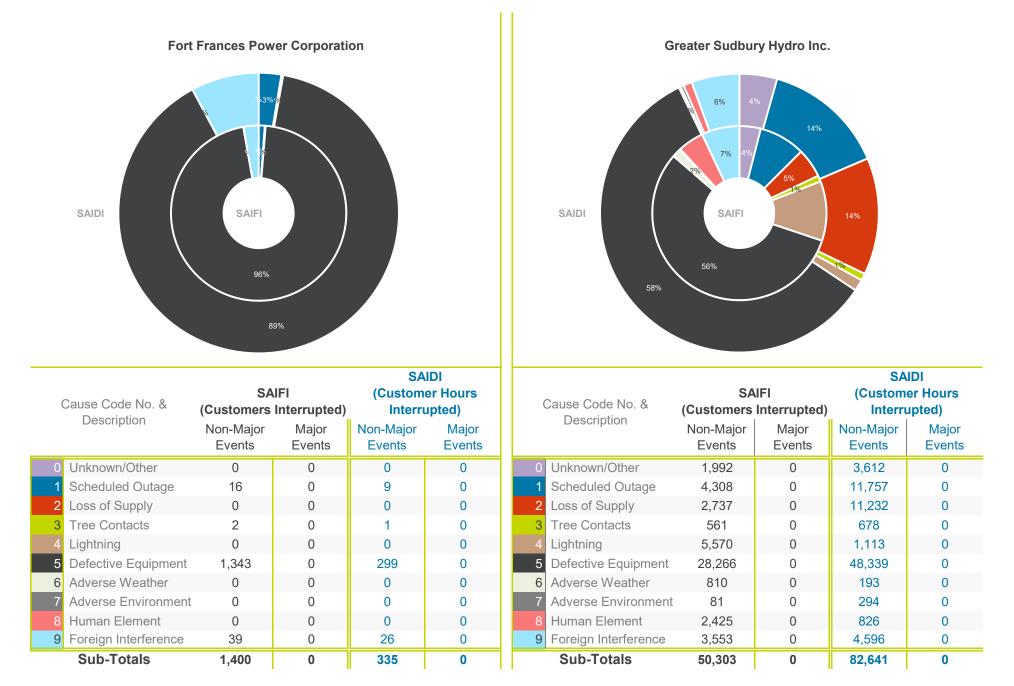




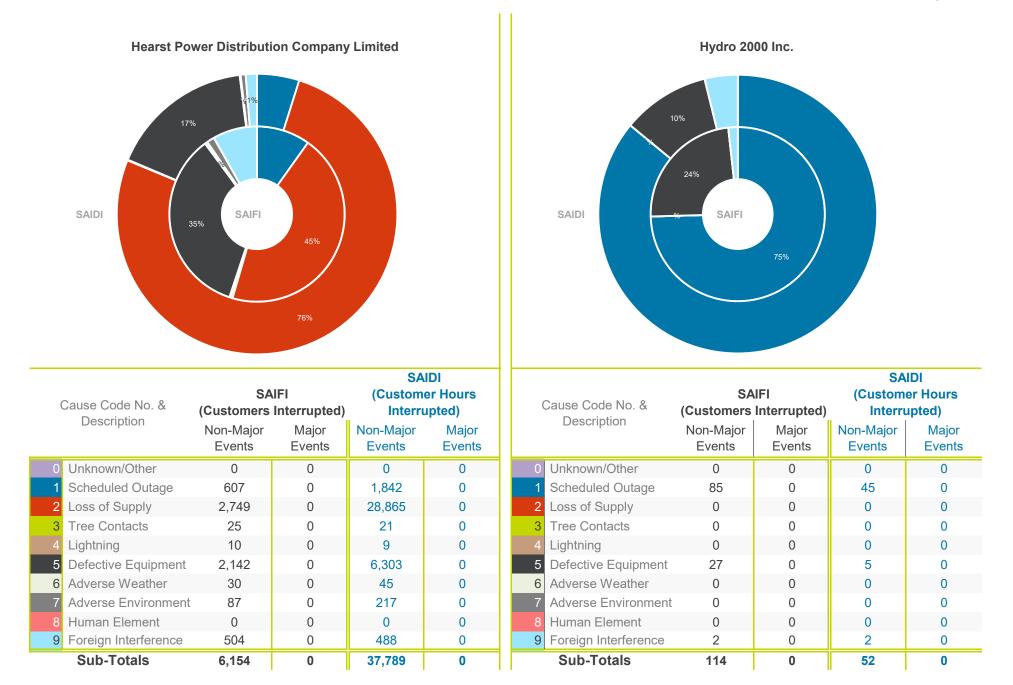


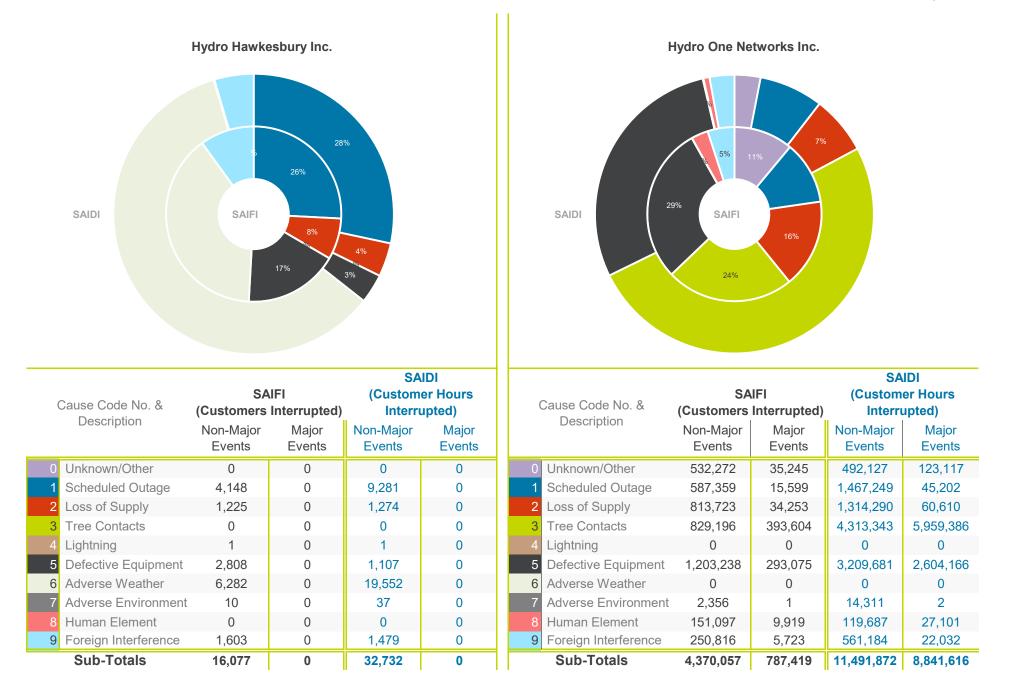


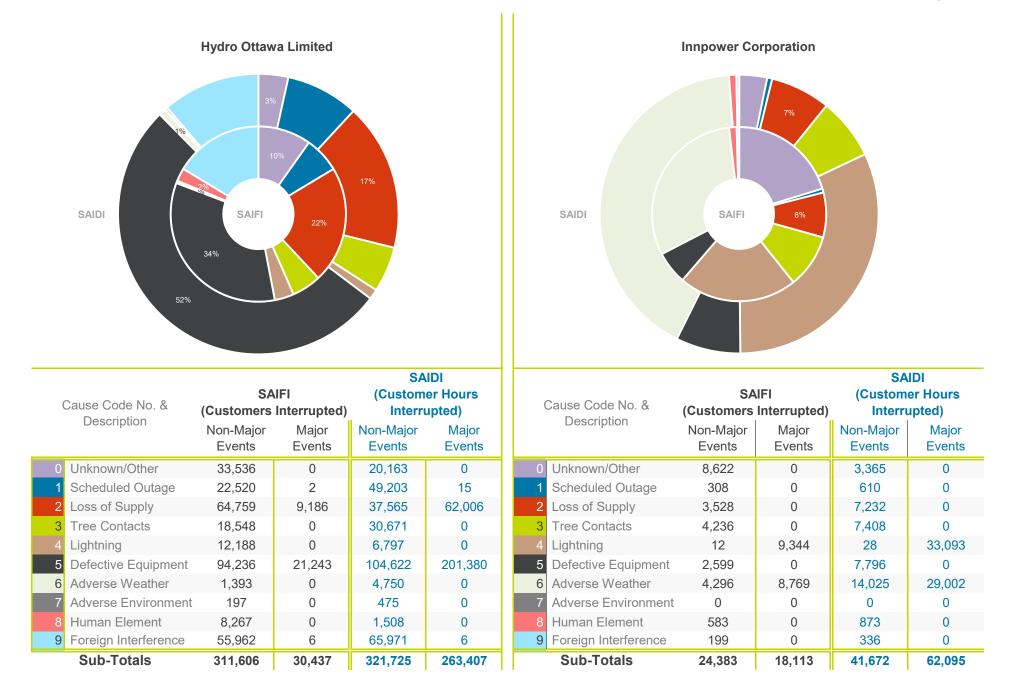


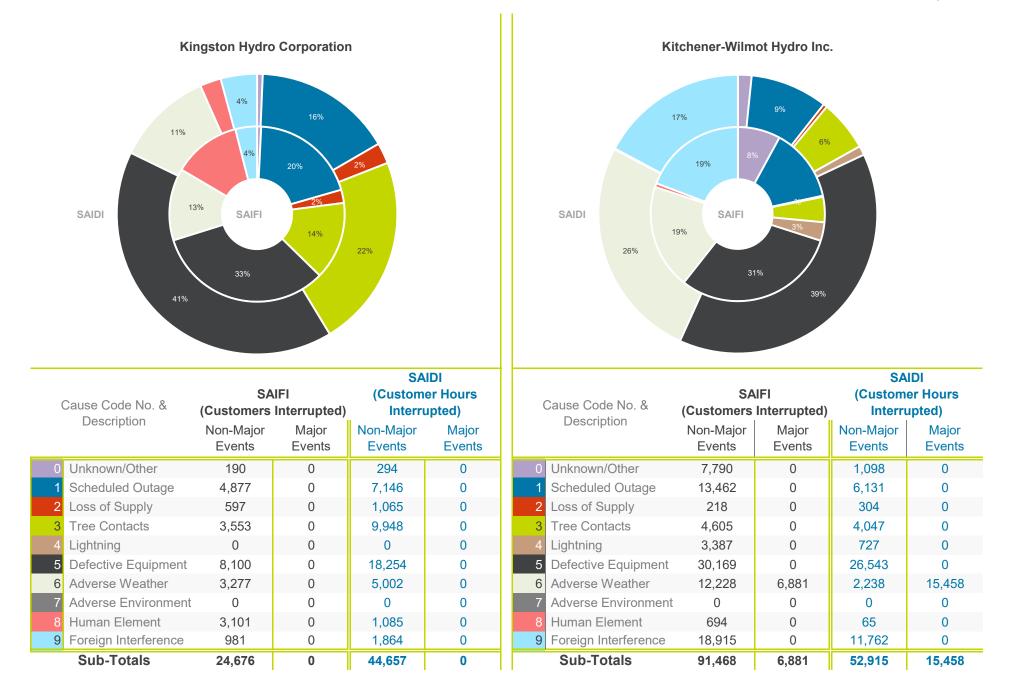


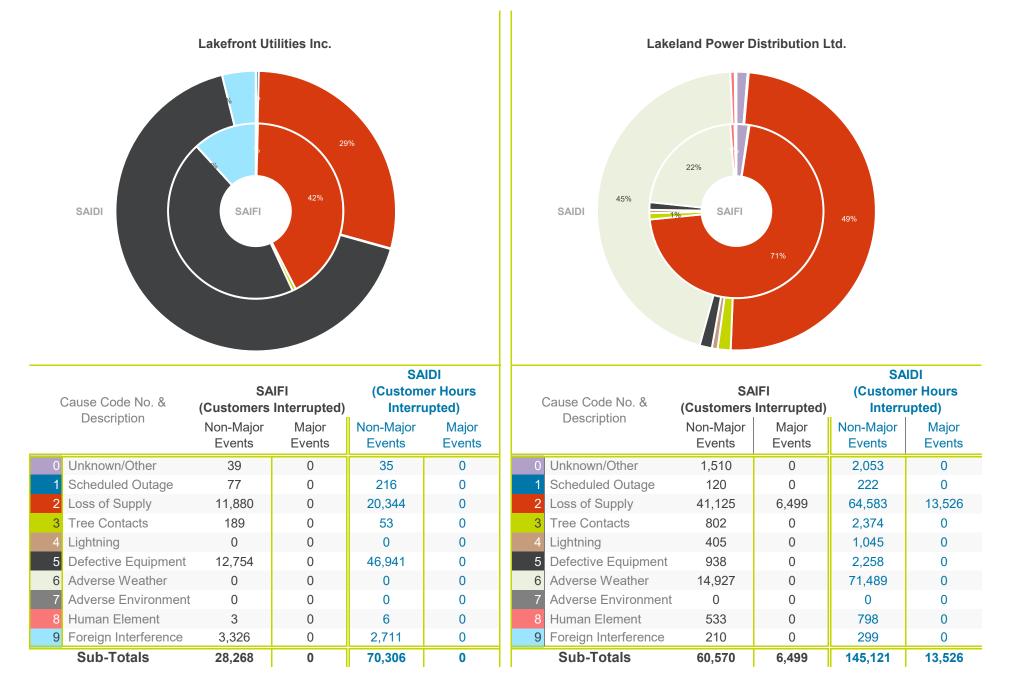
	imsby Power	Incorporate	d			Halton Hills	Hydro Inc.		
SAIDI		13% 14% 50%	6%		SAIDI	SAIFI 27%	6%	9%	
			SA	IDI				SA	IDI
Causa Cada Na 8		NFI	(Custom	er Hours	Causa Cada Na 8	SA		(Custom	er Hours
Cause Code No. & Description	(Customers	Interrupted)	(Custom Interru	er Hours upted)	Cause Code No. & Description	(Customers	Interrupted)	(Custom Interru	er Hours upted)
Cause Code No. & Description	(Customers Non-Major	<b>Interrupted)</b> Major	(Custom Interru Non-Major	<b>er Hours</b> J <b>pted)</b> Major	Cause Code No. & Description	(Customers Non-Major	Interrupted) Major	<b>(Custom</b> Interro Non-Major	<b>er Hours</b> u <b>pted)</b> Major
Description	<b>(Customers</b> Non-Major Events	Interrupted) Major Events	<b>(Custom</b> Intern Non-Major Events	<b>er Hours</b> J <b>pted)</b> Major Events	Description	<b>(Customers</b> Non-Major Events	Interrupted) Major Events	<b>(Custom</b> Interro Non-Major Events	<b>er Hours</b> u <b>pted)</b> Major Events
Description 0 Unknown/Other	(Customers Non-Major Events 22	Interrupted) Major Events 0	(Custom Intern Non-Major Events 38	<b>er Hours</b> J <b>pted)</b> Major Events 0	Description 0 Unknown/Other	(Customers Non-Major Events 9,864	Interrupted) Major Events 0	(Custom Intern Non-Major Events 848	<b>er Hours</b> u <b>pted)</b> Major Events 0
Description 0 Unknown/Other 1 Scheduled Outage	(Customers Non-Major Events 22 495	Interrupted) Major Events 0 0	(Custom Interna Non-Major Events 38 948	er Hours upted) Major Events 0 0	Description           0         Unknown/Other           1         Scheduled Outage	(Customers Non-Major Events 9,864 402	Interrupted) Major Events 0 0	(Custom Intern Non-Major Events 848 676	er Hours upted) Major Events 0 0
Description Unknown/Other Scheduled Outage Loss of Supply	(Customers Non-Major Events 22 495 0	Interrupted) Major Events 0 0 0	(Custom Intern Non-Major Events 38 948 0	er Hours upted) Major Events 0 0 0	Description           0         Unknown/Other           1         Scheduled Outage           2         Loss of Supply	(Customers Non-Major Events 9,864 402 3,003	Interrupted) Major Events 0 0 0	(Custom Intern Non-Major Events 848 676 350	er Hours upted) Major Events 0 0 0
Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts	(Customers Non-Major Events 22 495 0 11	Interrupted) Major Events 0 0 0 0	(Custom Interna Non-Major Events 38 948 0 38	er Hours upted) Major Events 0 0 0 0 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts	(Customers Non-Major Events 9,864 402 3,003 9,552	Interrupted) Major Events 0 0 0 0	(Custom Interna Non-Major Events 848 676 350 16,753	er Hours upted) Major Events 0 0 0 0 0
Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts         4       Lightning	(Customers Non-Major Events 22 495 0 11 11 4	Interrupted) Major Events 0 0 0 0 0 0	(Custom Interna Non-Major Events 38 948 0 38 0 38 4	er Hours upted) Major Events 0 0 0 0 0 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts         4       Lightning	(Customers Non-Major Events 9,864 402 3,003 9,552 66	Interrupted) Major Events 0 0 0 0 0 0	(Custom Interna Non-Major Events 848 676 350 16,753 360	er Hours upted) Major Events 0 0 0 0 0 0
Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts         4       Lightning         5       Defective Equipment	(Customers Non-Major Events 22 495 0 11 1 4 4 1,526	Interrupted) Major Events 0 0 0 0 0 0 0 0	(Custom Intern Non-Major Events 38 948 0 38 0 38 4 4 417	er Hours Japted) Major Events 0 0 0 0 0 0 0 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts         4       Lightning         5       Defective Equipment	(Customers Non-Major Events 9,864 402 3,003 9,552 66 13,623	Interrupted) Major Events 0 0 0 0 0 0 0 0	(Custom Intern Non-Major Events 848 676 350 16,753 360 5,746	er Hours upted) Major Events 0 0 0 0 0 0 0
Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts         4       Lightning         5       Defective Equipment         6       Adverse Weather	(Customers Non-Major Events 22 495 0 11 4 4 1,526 5,488	Interrupted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0	Custom Interna Non-Major Events 38 948 0 38 4 4 417 4,210	er Hours Jpted) Major Events 0 0 0 0 0 0 0 0 0 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts         4       Lightning         5       Defective Equipment         6       Adverse Weather	(Customers Non-Major Events 9,864 402 3,003 9,552 66 13,623 256	Interrupted)           Major           Events           0	(Custom Interna Non-Major Events 848 676 350 16,753 360 5,746 440	er Hours Jupted) Major Events 0 0 0 0 0 0 0 33,329
Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment Adverse Weather Adverse Environment	(Customers Non-Major Events 22 495 0 11 1 4 1,526 5,488 0	Interrupted)           Major Events           0	(Custom Interna Non-Major Events 38 948 0 38 4 4 417 4,210 0	er Hours Joted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts         4       Lightning         5       Defective Equipment         6       Adverse Weather         7       Adverse Environment	(Customers Non-Major Events 9,864 402 3,003 9,552 66 13,623 256 155	Interrupted) Major Events 0 0 0 0 0 8,287 0	(Custom Interna Non-Major Events 848 676 350 16,753 360 5,746 440 90	er Hours (apted) Major Events 0 0 0 0 0 0 33,329 0
Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment Adverse Weather Adverse Environment Human Element	(Customers Non-Major Events 22 495 0 11 4 1,526 5,488 0 5,488 0 2,236	Interrupted)           Major Events           0	(Custom Interna Non-Major Events 38 948 0 38 4 4 417 4,210 0 373	er Hours Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts         4       Lightning         5       Defective Equipment         6       Adverse Weather         7       Adverse Environment         8       Human Element	(Customers Non-Major Events 9,864 402 3,003 9,552 66 13,623 256 155 332	Interrupted)           Major           Events           0	(Custom Intern Non-Major Events 848 676 350 16,753 360 5,746 440 90 77	er Hours (apted) Major Events 0 0 0 0 0 0 33,329 0 0
Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment Adverse Weather Adverse Environment	(Customers Non-Major Events 22 495 0 11 1 4 1,526 5,488 0	Interrupted)           Major Events           0	(Custom Interna Non-Major Events 38 948 0 38 4 4 417 4,210 0	er Hours Joted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts         4       Lightning         5       Defective Equipment         6       Adverse Weather         7       Adverse Environment	(Customers Non-Major Events 9,864 402 3,003 9,552 66 13,623 256 155	Interrupted) Major Events 0 0 0 0 0 8,287 0	(Custom Interna Non-Major Events 848 676 350 16,753 360 5,746 440 90	er Hours (apted) Major Events 0 0 0 0 0 0 33,329 0

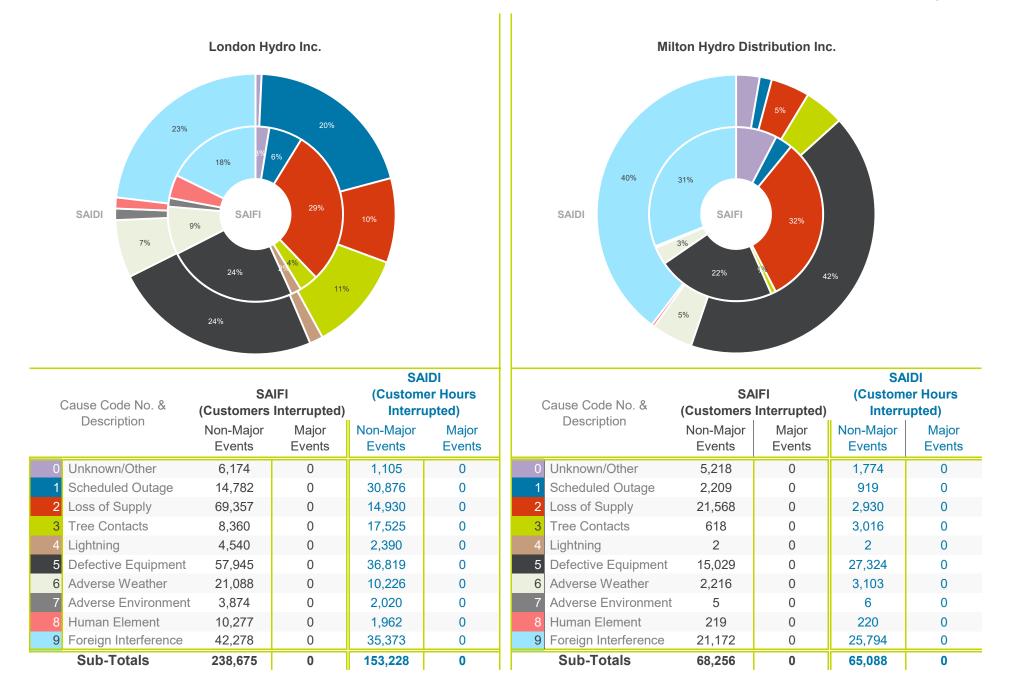


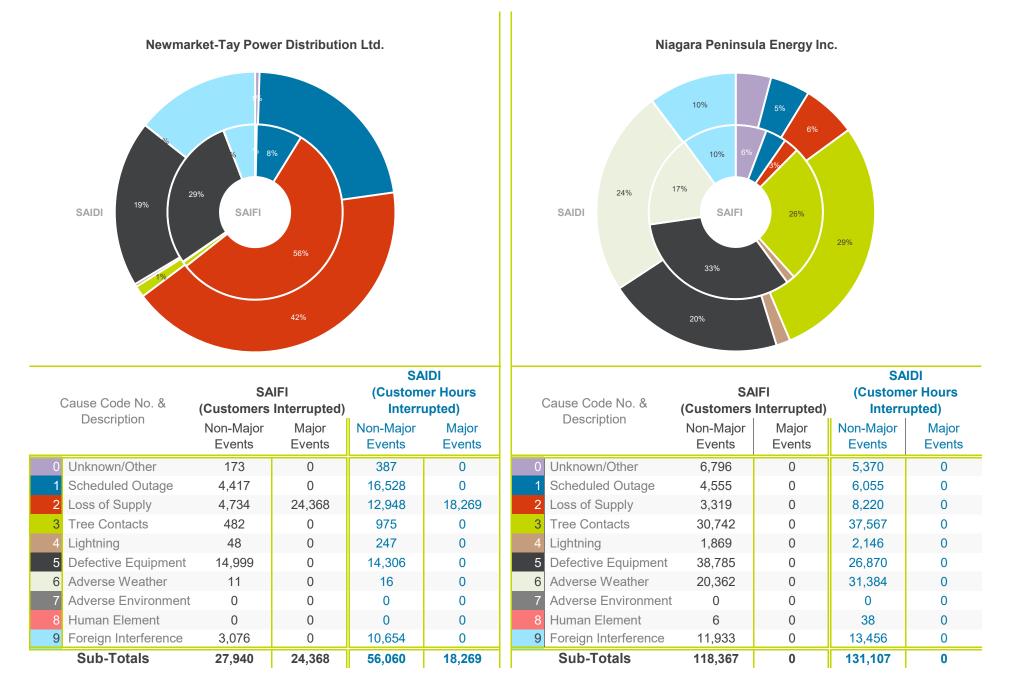




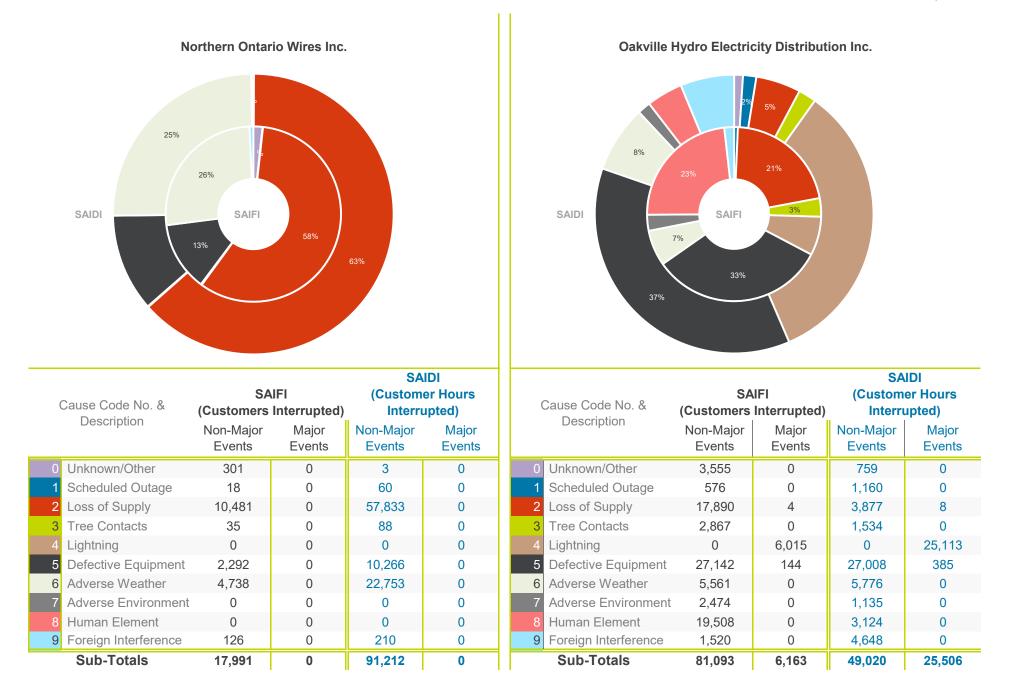




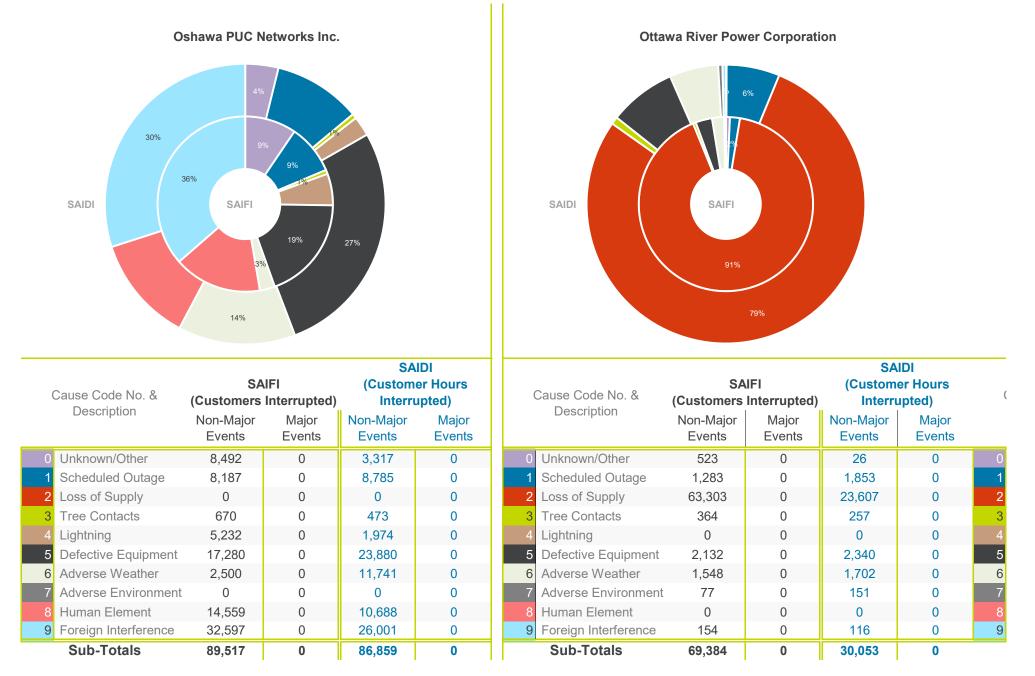


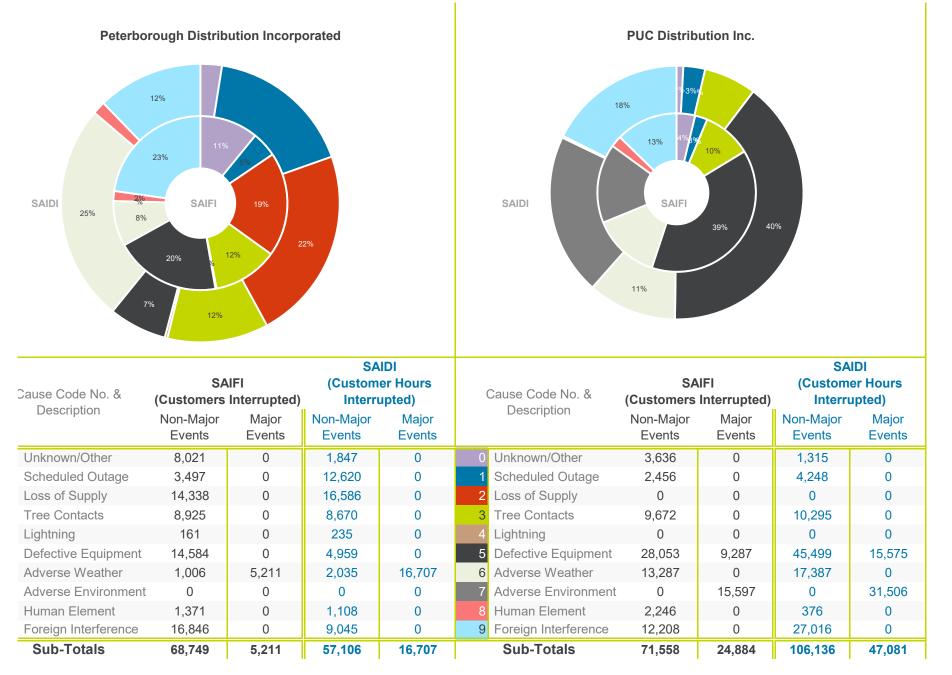


	gara-on-the-L	ake Hydro Ir	42%		SAIDI	Bay Hydro Dis		20%	
	SA	JEI		IDI er Hours		SA	JFI	SA (Custom	
Cause Code No. &	SA (Customers		(Custom	er Hours	Cause Code No. &	SA (Customers		(Custom	er Hours
Cause Code No. & Description	(Customers Non-Major	Interrupted) Major	(Custom Interru Non-Major	<b>er Hours</b> u <b>pted)</b> Major	Cause Code No. & Description	<b>(Customers</b> Non-Major	Interrupted) Major	(Custom Interru Non-Major	<b>er Hours</b> upted) Major
	(Customers	Interrupted)	(Custom) Interru	er Hours upted)		(Customers	Interrupted)	(Custom) Interru	er Hours upted)
	(Customers Non-Major	Interrupted) Major	(Custom Interru Non-Major	<b>er Hours</b> u <b>pted)</b> Major		<b>(Customers</b> Non-Major	Interrupted) Major	(Custom Interru Non-Major	<b>er Hours</b> J <b>pted)</b> Major
Description	<b>(Customers</b> Non-Major Events	Interrupted) Major Events	(Custom) Interru Non-Major Events	<b>er Hours</b> u <b>pted)</b> Major Events	Description	<b>(Customers</b> Non-Major Events	Interrupted) Major Events	(Custom Interru Non-Major Events	<b>er Hours</b> J <b>pted)</b> Major Events
Description Unknown/Other	(Customers Non-Major Events 77	Interrupted) Major Events 0	(Custom) Intern Non-Major Events 60	er Hours upted) Major Events 0	Description 0 Unknown/Other	(Customers Non-Major Events 1,987	Interrupted) Major Events 0	(Custom Intern Non-Major Events 2,032	er Hours upted) Major Events 0
Description Unknown/Other Scheduled Outage	(Customers Non-Major Events 77 185	Interrupted) Major Events 0 0	(Custom) Internu Non-Major Events 60 656	er Hours upted) Major Events 0 0	Description 0 Unknown/Other 1 Scheduled Outage	(Customers Non-Major Events 1,987 102	Interrupted) Major Events 0 0	(Custom) Intern Non-Major Events 2,032 119	er Hours upted) Major Events 0 0
Description Unknown/Other Scheduled Outage Loss of Supply	(Customers Non-Major Events 77 185 0	Interrupted) Major Events 0 0 0	(Custom) Intern Non-Major Events 60 656 0	er Hours upted) Major Events 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply	(Customers Non-Major Events 1,987 102 651	Interrupted) Major Events 0 0 0	(Custom Intern Non-Major Events 2,032 119 43	er Hours upted) Major Events 0 0 0
Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts	(Customers Non-Major Events 77 185 0 2,744	Interrupted) Major Events 0 0 0 0	(Custom) Internu Non-Major Events 60 656 0 2,983	er Hours upted) Major Events 0 0 0 0 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts	(Customers Non-Major Events 1,987 102 651 2,570	Interrupted) Major Events 0 0 0 0	(Custom) Intern Non-Major Events 2,032 119 43 5,182	er Hours upted) Major Events 0 0 0 0
Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning	(Customers Non-Major Events 77 185 0 2,744 1,398	Interrupted) Major Events 0 0 0 0 0	(Custom) Intern Events 60 656 0 2,983 2,463	er Hours upted) Major Events 0 0 0 0 0 0 0	Description Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning	(Customers Non-Major Events 1,987 102 651 2,570 0	Interrupted) Major Events 0 0 0 0 0 0	(Custom) Intern Non-Major Events 2,032 119 43 5,182 0	er Hours upted) Major Events 0 0 0 0 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> </ul>	(Customers Non-Major Events 77 185 0 2,744 1,398 253	Interrupted) Major Events  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	(Custom) Intern Events 60 656 0 2,983 2,463 633	er Hours upted) Major Events 0 0 0 0 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment	(Customers Non-Major Events 1,987 102 651 2,570 0 11,823	Interrupted) Major Events 0 0 0 0 0 0 0 0	(Custom) Intern Non-Major Events 2,032 119 43 5,182 0 15,650	er Hours upted) Major Events 0 0 0 0 0 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> <li>Adverse Weather</li> </ul>	(Customers Non-Major Events 77 185 0 2,744 1,398 253 255	Interrupted) Major Events 0 0 0 0 0 0 0 0 0 0	(Custom) Intern Non-Major Events 60 656 0 2,983 2,463 633 211	er Hours Upted) Major Events 0 0 0 0 0 0 0 0 0 0 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts         4       Lightning         5       Defective Equipment         6       Adverse Weather	(Customers Non-Major Events 1,987 102 651 2,570 0 11,823 25	Interrupted) Major Events 0 0 0 0 0 0 0 0 0 0	(Custom) Intern Non-Major Events 2,032 119 43 5,182 0 15,650 50	A constraints of the second se
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> <li>Adverse Weather</li> <li>Adverse Environment</li> </ul>	(Customers Non-Major Events 77 185 0 2,744 1,398 253 255 0	Interrupted) Major Events  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	(Custom) Intern Non-Major Events 60 656 0 2,983 2,463 633 211 0	er Hours Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment Adverse Weather Adverse Environment	(Customers Non-Major Events 1,987 102 651 2,570 0 11,823 25 0	Interrupted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0	(Custom) Intern Non-Major Events 2,032 119 43 5,182 0 15,650 50 0 0	A construction of the second s



SAIDI	Drangeville Hy 2% SAIFI 36	26%	28%			Power Distrib	ution Corpo	28%	
	34%	6							
Cause Code No. 8	SA	NIFI	(Custom	IDI er Hours	Cause Code No. 8	SA		SA (Custom	er Hours
Cause Code No. &	SA (Customers	NFI Interrupted)	(Custom Interru	er Hours upted)	Cause Code No. & Description	(Customers	Interrupted)	(Custom) Interru	er Hours ıpted)
Cause Code No. & Description	SA	NFI Interrupted) Major	(Custom	er Hours	Cause Code No. & Description			(Custom	<b>er Hours</b> I <b>pted)</b> Major
Description	SA (Customers Non-Major Events	<b>NFI</b> Interrupted) Major Events	<b>(Custom</b> Interru Non-Major Events	<b>er Hours</b> u <b>pted)</b> Major Events	Description	<b>(Customers</b> Non-Major Events	Interrupted) Major Events	(Custom Interru Non-Major Events	<b>er Hours</b> Ipted) Major Events
Description 0 Unknown/Other	SA (Customers Non-Major Events 48	AIFI Interrupted) Major Events 0	(Custom Intern Non-Major Events 56	er Hours upted) Major Events 0	Description 0 Unknown/Other	(Customers Non-Major Events 17	Interrupted) Major Events 0	(Custom Intern Non-Major Events 15	er Hours ipted) Major Events 0
Description 0 Unknown/Other 1 Scheduled Outage	SA (Customers Non-Major Events 48 208	AIFI Interrupted) Major Events 0 0	(Custom Interna Non-Major Events 56 420	er Hours upted) Major Events 0 0	Description           0         Unknown/Other           1         Scheduled Outage	(Customers Non-Major Events 17 824	Interrupted) Major Events 0 0	(Custom) Intern Non-Major Events 15 1,770	er Hours upted) Major Events 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> </ul>	SA (Customers Non-Major Events 48 208 3,300	AIFI Interrupted) Major Events 0 0 0	(Custom Intern Non-Major Events 56 420 5,065	er Hours upted) Major Events 0	Description Unknown/Other Scheduled Outage Loss of Supply	(Customers Non-Major Events 17 824 15,802	Interrupted) Major Events 0	(Custom Intern Non-Major Events 15 1,770 6,273	er Hours ipted) Major Events
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> </ul>	SA (Customers Non-Major Events 48 208	AIFI Interrupted) Major Events 0 0 0 0	(Custom Interna Non-Major Events 56 420	er Hours upted) Major Events 0 0 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts	(Customers Non-Major Events 17 824 15,802 3	Interrupted) Major Events 0 0 0 0	(Custom) Intern Non-Major Events 15 1,770 6,273 13	Major Events 0 0 0
<ul> <li>Description</li> <li>0 Unknown/Other</li> <li>1 Scheduled Outage</li> <li>2 Loss of Supply</li> <li>3 Tree Contacts</li> <li>4 Lightning</li> </ul>	SA (Customers Non-Major Events 48 208 3,300 7 0	AIFI Interrupted) Major Events 0 0 0 0 0 0 0	(Custom Interna Non-Major Events 56 420 5,065 66 0	er Hours upted) Major Events 0 0 0 0 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts         4       Lightning	(Customers Non-Major Events 17 824 15,802 3 6,748	Interrupted) Major Events 0 0 0	(Custom) Intern Non-Major Events 15 1,770 6,273 13 10,122	Major Events 0 0 0 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> </ul>	SA (Customers Non-Major Events 48 208 3,300 7	AIFI Interrupted) Major Events 0 0 0 0 0 0 0 0	(Custom Interna Non-Major Events 56 420 5,065 66 0 0 6,131	er Hours upted) Major Events 0 0 0 0 0 0 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts	(Customers Non-Major Events 17 824 15,802 3	Interrupted) Major Events 0 0 0 0 0 0	(Custom) Intern Non-Major Events 15 1,770 6,273 13	Major Events 0 0 0 0 0 0 0 0
<ul> <li>Description</li> <li>0 Unknown/Other</li> <li>1 Scheduled Outage</li> <li>2 Loss of Supply</li> <li>3 Tree Contacts</li> <li>4 Lightning</li> <li>5 Defective Equipment</li> </ul>	SA (Customers Non-Major Events 48 208 3,300 7 0 4,695 242	AIFI Interrupted) Major Events 0 0 0 0 0 0 0	(Custom Interna Non-Major Events 56 420 5,065 66 0	er Hours upted) Major Events 0 0 0 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment	(Customers Non-Major Events 17 824 15,802 3 6,748 1,030	Interrupted) Major Events 0 0 0 0 0 0 0 0	(Custom) Intern Events 15 1,770 6,273 13 10,122 2,095	A major Events 0 0 0 0 0 0 0 0 0 0 0 0
<ul> <li>Description</li> <li>0 Unknown/Other</li> <li>1 Scheduled Outage</li> <li>2 Loss of Supply</li> <li>3 Tree Contacts</li> <li>4 Lightning</li> <li>5 Defective Equipment</li> <li>6 Adverse Weather</li> </ul>	SA (Customers Non-Major Events 48 208 3,300 7 0 4,695 242	AIFI Interrupted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0	(Custom Interna Non-Major Events 56 420 5,065 66 0 6,131 3,300	er Hours upted) Major Events 0 0 0 0 0 0 0 0 0 0	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts         4       Lightning         5       Defective Equipment         6       Adverse Weather	(Customers Non-Major Events 17 824 15,802 3 6,748 1,030 889	Interrupted) Major Events 0 0 0 0 0 0 0 0 0 0	(Custom) Intern Non-Major Events 15 1,770 6,273 13 10,122 2,095 708	A major Events 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> <li>Adverse Weather</li> <li>Adverse Environment</li> </ul>	SA           (Customers           Non-Major           Events           48           208           3,300           7           0           4,695           242           0	AIFI Interrupted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	(Custom Interna Non-Major Events 56 420 5,065 66 0 6,131 3,300 0	er Hours upted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment Adverse Weather Adverse Environment	(Customers Non-Major Events 17 824 15,802 3 6,748 1,030 889 1	Interrupted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0	(Custom) Intern Non-Major Events 15 1,770 6,273 13 10,122 2,095 708 1	A major Events 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0





	Renfrew Hy	ydro Inc.			Rideau	St. Lawrence	e Distributior	n Inc.	
SAIDI	H	3%			SAIDI	94%			
						94%			
	SA		SA (Custom				IEI	SA (Custom	
Cause Code No. &	SA (Customers	IFI Interrupted)	(Custom	er Hours	Cause Code No. &	94% SA (Customers		SA (Custom Interro	er Hours
Cause Code No. & Description			(Custom	er Hours	Cause Code No. & Description	SA		(Custom	er Hours
	<b>(Customers</b> Non-Major	Interrupted) Major	(Custom Interru Non-Major	<b>er Hours</b> u <b>pted)</b> Major		SA (Customers Non-Major	Interrupted) Major	(Custom Interro Non-Major	<b>er Hours</b> u <b>pted)</b> Major
Description	<b>(Customers</b> Non-Major Events	Interrupted) Major Events	(Custom Interru Non-Major Events	<b>er Hours</b> upted) Major Events	Description	SA (Customers Non-Major Events	Interrupted) Major Events	(Custom Interro Non-Major Events	<b>er Hours</b> upted) Major Events
Description 0 Unknown/Other	(Customers Non-Major Events 0	Interrupted) Major Events 0	(Custom Intern Non-Major Events 0	er Hours upted) Major Events 0	Description 0 Unknown/Other	SA (Customers Non-Major Events 0	Interrupted) Major Events 0	(Custom Intern Non-Major Events 0	er Hours upted) Major Events
Description 0 Unknown/Other 1 Scheduled Outage	(Customers Non-Major Events 0 757	Interrupted) Major Events 0 0	(Custom Intern Non-Major Events 0 1,658	er Hours upted) Major Events 0 0	Description 0 Unknown/Other 1 Scheduled Outage	SA (Customers Non-Major Events 0 165	Interrupted) Major Events 0 0	(Custom Intern Non-Major Events 0 436	er Hours upted) Major Events 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> </ul>	(Customers Non-Major Events 0 757 4,340	Interrupted) Major Events 0 0 0	(Custom Intern Non-Major Events 0 1,658 23,132	er Hours upted) Major Events 0 0 0	<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> </ul>	SA (Customers Non-Major Events 0 165 7,666	Interrupted) Major Events 0 0 0	(Custom Intern Non-Major Events 0 436 11,694	er Hours upted) Major Events 0 0 0
Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts	(Customers Non-Major Events 0 757 4,340 37	Interrupted) Major Events 0 0 0 0	(Custom Interna Non-Major Events 0 1,658 23,132 68	er Hours upted) Major Events 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts	SA (Customers Non-Major Events 0 165 7,666 0	Interrupted) Major Events 0 0 0 0	(Custom Intern Non-Major Events 0 436 11,694 0	er Hours upted) Major Events 0 0 0 0 0
Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning	(Customers Non-Major Events 0 757 4,340 37 0	Interrupted) Major Events 0 0 0 0 0	Custom Intern Non-Major Events 0 1,658 23,132 68 0	er Hours upted) Major Events 0 0 0 0 0 0	Description Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning	SA (Customers Non-Major Events 0 165 7,666 0 0 0	Interrupted) Major Events 0 0 0 0 0 0	(Custom Intern Non-Major Events 0 436 11,694 0 0	er Hours upted) Major Events 0 0 0 0 0 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> </ul>	(Customers Non-Major Events 0 757 4,340 37 0 37 0 584 0	Interrupted) Major Events 0 0 0 0 0 0 0	(Custom Intern Non-Major Events 0 1,658 23,132 68 0 725	er Hours upted) Major Events 0 0 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment	SA           (Customers           Non-Major           Events           0           165           7,666           0           0           250	Interrupted) Major Events 0 0 0 0 0 0 0 0	(Custom Intern Non-Major Events 0 436 11,694 0 0 0 75	er Hours Upted) Major Events 0 0 0 0 0 0 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> <li>Adverse Weather</li> </ul>	(Customers Non-Major Events 0 757 4,340 37 0 37 0 584 0	Interrupted) Major Events 0 0 0 0 0 0 0 0 0	(Custom Interna Non-Major Events 0 1,658 23,132 68 0 725 0	er Hours Upted) Major Events 0 0 0 0 0 0 0 0 0 0	<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> <li>Adverse Weather</li> </ul>	SA (Customers Non-Major Events 0 165 7,666 0 0 0 250 65	Interrupted) Major Events 0 0 0 0 0 0 0 0 0 0 0	(Custom Interna Non-Major Events 0 436 11,694 0 0 0 75 190	er Hours Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> <li>Adverse Weather</li> <li>Adverse Environment</li> </ul>	(Customers Non-Major Events 0 757 4,340 37 0 37 0 584 0 0 0 0	Interrupted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0	(Custom Interna Non-Major Events 0 1,658 23,132 68 0 725 0 725 0 0	er Hours upted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0	<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> <li>Adverse Weather</li> <li>Adverse Environment</li> </ul>	SA           (Customers           Non-Major           Events           0           165           7,666           0           250           65           0	Interrupted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0	(Custom Interna Non-Major Events 0 436 11,694 0 0 0 75 190 0 0	er Hours Understein Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

or Event (including low impact causes). Each outage and its cause may not individually constitute a

	Sioux Lookou	t Hydro Inc.			S	nergy North Co	orporation		
SAIDI	SAIFI 47%	8%			SAIDI	11% 31% SAIFI 9%	12%		
	84%					17%			
				IDI				SA	
Cause Code No. &	SA	NFI Interrupted)	(Custom	er Hours	Cause Code No. &	SAIFI		(Custom	er Hours
Cause Code No. & Description	SA (Customers	Interrupted)	(Custom Interru	er Hours upted)	Cause Code No. & Description	SAIFI (Customers Inf	terrupted)	(Custom) Interru	er Hours ıpted)
	SA		(Custom	er Hours		SAIFI		(Custom	<b>er Hours</b> I <b>pted)</b> Major
	SA (Customers Non-Major	Interrupted) Major	(Custom Interru Non-Major	<b>er Hours</b> upted) Major		SAIFI (Customers Inf Non-Major	<b>terrupted)</b> Major	(Custom) Interru Non-Major	<b>er Hours</b> I <b>pted)</b> Major
Description	SA (Customers Non-Major Events	Interrupted) Major Events	(Custom Interru Non-Major Events	<b>er Hours</b> upted) Major Events	Description	<b>SAIFI</b> (Customers Inf Non-Major Events	<b>terrupted)</b> Major Events	(Customo Interru Non-Major Events	<b>er Hours</b> Ipted) Major Events
Description Unknown/Other Scheduled Outage	SA (Customers Non-Major Events 155	Interrupted) Major Events 0	(Custom Intern Non-Major Events 98	<b>er Hours</b> upted) Major Events 0	Description 0 Unknown/Other	SAIFI (Customers Inf Non-Major Events 14,553	<b>terrupted)</b> Major Events 0	(Custome Internu Non-Major Events 1,467	er Hours upted) Major Events
Description Unknown/Other Scheduled Outage	SA (Customers Non-Major Events 155 1,784	Interrupted) Major Events 0 0	(Custom Interna Non-Major Events 98 1,852	er Hours upted) Major Events 0 0	Description 0 Unknown/Other 1 Scheduled Outage	SAIFI (Customers Inf Non-Major Events 14,553 6,398	terrupted) Major Events 0 0	(Custom) Internu Non-Major Events 1,467 7,065	er Hours Ipted) Major Events 0 0
Description Unknown/Other Scheduled Outage Loss of Supply	SA (Customers Non-Major Events 155 1,784 2,871	Interrupted) Major Events 0 0 0	(Custom Intern Non-Major Events 98 1,852 20,097	er Hours upted) Major Events 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply	SAIFI (Customers Inf Non-Major Events 14,553 6,398 29,033	terrupted) Major Events 0 0 0	(Custom) Interru Non-Major Events 1,467 7,065 14,153	er Hours upted) Major Events 0 0 0
Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts	SA (Customers Non-Major Events 155 1,784 2,871 332	Interrupted) Major Events 0 0 0 0	(Custom Interna Non-Major Events 98 1,852 20,097 646	er Hours upted) Major Events 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts	SAIFI (Customers Inf Non-Major Events 14,553 6,398 29,033 11,745	terrupted) Major Events 0 0 0 0	(Custom) Intern Non-Major Events 1,467 7,065 14,153 9,478	er Hours upted) Major Events 0 0 0 0 0 0
Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning	<b>SA</b> (Customers Non-Major Events 155 1,784 2,871 332 21	Interrupted) Major Events 0 0 0 0 0 0	(Custom Intern Non-Major Events 98 1,852 20,097 646 33	er Hours upted) Major Events 0 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning	SAIFI           (Customers Inf           Non-Major           Events           14,553           6,398           29,033           11,745           5,353	terrupted) Major Events 0 0 0 0 0 0	(Custom) Intern Non-Major Events 1,467 7,065 14,153 9,478 2,483	er Hours upted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> </ul>	SA (Customers Non-Major Events 155 1,784 2,871 332 21 416 7	Interrupted) Major Events 0 0 0 0 0 0 0 0	(Custom Intern Non-Major Events 98 1,852 20,097 646 33 829	er Hours upted) Major Events 0 0 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment	SAIFI           (Customers Information Informatio Informatio Information Informatio Information Informatio Inform	terrupted) Major Events 0 0 0 0 0 0 0	(Custom) Intern Non-Major Events 1,467 7,065 14,153 9,478 2,483 10,290	er Hours upted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> <li>Adverse Weather</li> </ul>	SA (Customers Non-Major Events 155 1,784 2,871 332 21 332 21 416 7	Interrupted) Major Events 0 0 0 0 0 0 0 0 0	(Custom Intern Non-Major Events 98 1,852 20,097 646 33 829 12	er Hours upted) Major Events 0 0 0 0 0 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment Adverse Weather	SAIFI         (Customers Int         Non-Major         Events         14,553         6,398         29,033         11,745         5,353         22,589         74	terrupted) Major Events 0 0 0 0 0 0 0 0 0 0	(Custom) Intern Non-Major Events 1,467 7,065 14,153 9,478 2,483 10,290 87	er Hours upted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> <li>Adverse Weather</li> <li>Adverse Environment</li> </ul>	SA           (Customers           Non-Major           Events           155           1,784           2,871           332           21           416           7           0	Interrupted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0	(Custom Intern Non-Major Events 98 1,852 20,097 646 33 829 12 0	er Hours upted) Major Events 0 0 0 0 0 0 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Loss of Supply Lightning Defective Equipment Adverse Weather Adverse Environment	SAIFI         (Customers       I         Non-Major       I         Events       I         14,553       I         6,398       I         29,033       I         11,745       I         5,353       I         22,589       I         74       2,063	terrupted) Major Events 0 0 0 0 0 0 0 0 0 0 0	(Custom) Intern Non-Major Events 1,467 7,065 14,153 9,478 2,483 10,290 87 469	A constraints of the second se

lajor Event (including low impact causes). Each outage and its cause may not individually constitute a ent.

	Tillsonburg I	Hydro Inc.			Toront	o Hydro-Elect	ric System Li	mited	
20% SAIDI 79 12% 79	18% 1%6 % SAIFI	65%			SAIDI 15%	8% SAIFI 24%	6%		
						33	3%		
	54	IEI		IDI er Hours				SA (Custom	
Cause Code No. &	SA (Customers		(Custom	er Hours	Cause Code No. &	SA	JFI	(Custom	er Hours
Cause Code No. & Description	SA (Customers Non-Major Events		(Custom	er Hours	Cause Code No. & Description	SA			er Hours
	<b>(Customers</b> Non-Major	Interrupted) Major	(Custom Interru Non-Major	<b>er Hours</b> J <b>pted)</b> Major		SA (Customers Non-Major	IFI Interrupted) Major	(Custom Interru Non-Major	<b>er Hours</b> Ipted) Major
Description	<b>(Customers</b> Non-Major Events	Interrupted) Major Events	(Custom) Interru Non-Major Events	<b>er Hours</b> J <b>pted)</b> Major Events	Description	SA (Customers Non-Major Events	<b>IFI</b> Interrupted) Major Events	(Custom) Interru Non-Major Events	<b>er Hours</b> Ipted) Major Events
Description 0 Unknown/Other	(Customers Non-Major Events 147	Interrupted) Major Events 0	(Custom Intern Non-Major Events 147	er Hours upted) Major Events 0	Description Unknown/Other	SA (Customers Non-Major Events 414,343	IFI Interrupted) Major Events 0	(Custom) Intern Non-Major Events 75,791	er Hours Ipted) Major Events 0
Description 0 Unknown/Other 1 Scheduled Outage	(Customers Non-Major Events 147 473	Interrupted) Major Events 0 0	(Custom) Internu Non-Major Events 147 1,604	er Hours upted) Major Events 0 0	Description Unknown/Other Scheduled Outage	SA (Customers Non-Major Events 414,343 6,897	IFI Interrupted) Major Events 0 0	(Custom) Internu Non-Major Events 75,791 6,770	er Hours upted) Major Events 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> </ul>	(Customers Non-Major Events 147 473 14,434	Interrupted) Major Events 0 0 0	(Custom Intern Non-Major Events 147 1,604 13,883	er Hours upted) Major Events 0 0 0	<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> </ul>	SA (Customers Non-Major Events 414,343 6,897 153,684	IFI Interrupted) Major Events 0 0 0	(Custom) Interna Non-Major Events 75,791 6,770 48,574	An Hours (pted) Major Events 0 0 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> </ul>	(Customers Non-Major Events 147 473 14,434 15	Interrupted) Major Events 0 0 0 0	(Custom) Internu Non-Major Events 147 1,604 13,883 14	er Hours upted) Major Events 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts	SA (Customers Non-Major Events 414,343 6,897 153,684 128,667 273	JFI Interrupted) Major Events 0 0 0 0 44	(Custom) Internu Non-Major Events 75,791 6,770 48,574 125,859	A major Events 0 0 0 0 274
Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning	(Customers Non-Major Events 147 473 14,434 15 1,500	Interrupted) Major Events 0 0 0 0 0 0	(Custom) Intern Non-Major Events 147 1,604 13,883 14 2,250	er Hours upted) Major Events 0 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning	SA (Customers Non-Major Events 414,343 6,897 153,684 128,667 273	AIFI Interrupted) Major Events 0 0 0 44 0	(Custom) Intern Non-Major Events 75,791 6,770 48,574 125,859 630	A major Events 0 0 0 0 274 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> </ul>	(Customers Non-Major Events 147 473 14,434 15 1,500 1,535 3,896	Interrupted) Major Events 0 0 0 0 0 0 0 0	(Custom) Intern Non-Major Events 147 1,604 13,883 14 2,250 3,335	er Hours upted) Major Events 0 0 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment	SA (Customers Non-Major Events 414,343 6,897 153,684 128,667 273 308,633 48,318	JFI Interrupted) Major Events 0 0 0 0 44 44 0 148	(Custom) Intern Non-Major Events 75,791 6,770 48,574 125,859 630 281,347	A major Events 0 0 0 0 274 0 306
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> <li>Adverse Weather</li> </ul>	(Customers Non-Major Events 147 473 14,434 15 1,500 1,535 3,896	Interrupted) Major Events 0 0 0 0 0 0 0 0 0 0	(Custom) Intern Non-Major Events 147 1,604 13,883 14 2,250 3,335 5,366	er Hours Jpted) Major Events 0 0 0 0 0 0 0 0 0 0	Description Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment Adverse Weather	SA (Customers Non-Major Events 414,343 6,897 153,684 128,667 273 308,633 48,318	AIFI Interrupted) Major Events 0 0 0 44 0 44 0 148 53,947	(Custom) Intern Non-Major Events 75,791 6,770 48,574 125,859 630 281,347 30,890	Hours           Major           Events           0           0           274           0           306           96,343
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> <li>Adverse Weather</li> <li>Adverse Environment</li> </ul>	(Customers Non-Major Events 147 473 14,434 15 1,500 1,535 3,896 0	Interrupted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0	(Custom) Intern Non-Major Events 147 1,604 13,883 14 2,250 3,335 5,366 0	er Hours Jpted) Major Events 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment Adverse Weather Adverse Environmen	SA (Customers Non-Major Events 414,343 6,897 153,684 128,667 273 308,633 48,318 t 2,164	<b>JFI</b> Interrupted) Major Events 0 0 0 0 44 0 44 0 148 53,947 0	(Custom) Intern Non-Major Events 75,791 6,770 48,574 125,859 630 281,347 30,890 116	Hours           Major           Events           0           0           274           0           306           96,343           0

lajor Event (including low impact causes). Each outage and its cause may not individually constitute a ent.

V	Wasaga Distri	ibution Inc.			v	Vaterloo Nortl	h Hydro Inc.		
<b>SAIDI</b> 419 56%		8% 10% 17% 11%	21%		41 SAIDI	% SAIFI 3% 15%	14%		
						3%			
	SA	IEI		IDI er Hours				SA (Custom	
Cause Code No. &	SA (Customers		(Custom	er Hours	Cause Code No. &	SA		SA (Custom Interru	er Hours
Cause Code No. & Description	SA (Customers Non-Major		(Custom	er Hours	Cause Code No. & Description			(Custom	er Hours
	(Customers	Interrupted)	(Custom Interru	er Hours upted)		SA (Customers	Interrupted)	(Custom) Interru	er Hours ıpted)
	(Customers Non-Major	Interrupted) Major	(Custom Interru Non-Major	<b>er Hours</b> J <b>pted)</b> Major		SA (Customers Non-Major	Interrupted) Major	(Custom Interru Non-Major	<b>er Hours</b> J <b>pted)</b> Major
Description	<b>(Customers</b> Non-Major Events	<b>Interrupted)</b> Major Events	(Custom Interru Non-Major Events	<b>er Hours</b> J <b>pted)</b> Major Events	Description	SA (Customers Non-Major Events	<b>Interrupted)</b> Major Events	(Custom) Interru Non-Major Events	<b>er Hours</b> J <b>pted)</b> Major Events
Description O Unknown/Other	(Customers Non-Major Events 1,275	Interrupted) Major Events 0	(Custom Intern Non-Major Events 530	er Hours upted) Major Events 0	Description 0 Unknown/Other	SA (Customers Non-Major Events 3,500	Interrupted) Major Events 0	(Custom) Intern Non-Major Events 1,766	er Hours upted) Major Events
Description 0 Unknown/Other 1 Scheduled Outage	(Customers Non-Major Events 1,275 454	Interrupted) Major Events 0 0	(Custom Intern Non-Major Events 530 690	er Hours upted) Major Events 0 0	Description 0 Unknown/Other 1 Scheduled Outage	SA (Customers Non-Major Events 3,500 2,391	Interrupted) Major Events 0 26	(Custom) Internu Non-Major Events 1,766 6,227	er Hours upted) Major Events 0 48
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<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> </ul>	(Customers Non-Major Events 1,275 454 10,073 6,510 3 13,342 9,977	Interrupted) Major Events 0 0 0 0 0 0 0 0	(Custom Intern Non-Major Events 530 690 6,820 8,150 158 17,743	er Hours upted) Major Events 0 0 0 0 0 0 0 0	Description Unknown/Other Scheduled Outage Loss of Supply Tree Contacts Lightning Defective Equipment	SA (Customers Non-Major Events 3,500 2,391 10,341 10,604 3,382 11,086	Interrupted) Major Events 0 26 0 0 0 0 0 0	(Custom) Intern Non-Major Events 1,766 6,227 1,297 8,454 1,551 10,431	A major Events 0 48 0 0 0 0 0 0 0
<ul> <li>Description</li> <li>Unknown/Other</li> <li>Scheduled Outage</li> <li>Loss of Supply</li> <li>Tree Contacts</li> <li>Lightning</li> <li>Defective Equipment</li> <li>Adverse Weather</li> </ul>	(Customers Non-Major Events 1,275 454 10,073 6,510 3 13,342 9,977	Interrupted) Major Events 0 0 0 0 0 0 13,827	(Custom Interna Non-Major Events 530 690 6,820 8,150 158 17,743 10,420	er Hours Japted) Major Events 0 0 0 0 0 0 0 0 36,872	Description          0       Unknown/Other         1       Scheduled Outage         2       Loss of Supply         3       Tree Contacts         4       Lightning         5       Defective Equipment         6       Adverse Weather	SA (Customers Non-Major Events 3,500 2,391 10,341 10,604 3,382 11,086 2,546	Interrupted) Major Events 0 26 0 0 0 0 0 0 0 0 0	(Custom) Interna Non-Major Events 1,766 6,227 1,297 8,454 1,551 10,431 1,923	A major Events 0 48 0 0 0 0 0 0 0 0 0 0
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lajor Event (including low impact causes). Each outage and its cause may not individually constitute a ent.

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lajor Event (including low impact causes). Each outage and its cause may not individually constitute a ent.

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lajor Event (including low impact causes). Each outage and its cause may not individually a Major Event.

# Glossary of Terms | Financial Information

Financial Statement Line Items	Related Uniform System of Accounts (RRR 2.1.7)
Cash & Cash Equivalents	1005 - 1070
Receivables	1100 - 1170
nventory	1305 - 1350
nter-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
nter-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
nter-company Payables	2240   2242
oans / Notes Payable & current portion of Long-term Debt	2225   2260   2262   2268   2270   2272
ong-term Debt	2505 - 2525
nter-company Long-term Debt & Advances	2530   2550
otal 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
mployee Future Benefits	2265   2306   2312   2313
Deferred Taxes	2350 Credit   1495 Credit
Shareholders' Equity	3005 - 3090
Power and Distribution Revenue	4006 - 4080
cost of Power and Related Costs	4705 - 4751
Other Income (Loss)	4082 - 4245   4305 - 4420   6305
perating Expense	5005 - 5096
laintenance Expense	5105 - 5195
dministrative Expense	5205 - 5215   5305 - 5695   6105   6205 - 6225   6310 - 6415
epreciation and Amortization Expense	5705 - 5740
inancing 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.

Metered kWh (meter read) refers to the yearly billed kWhs without the loss factor.

#### 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 (>=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 with in 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: Total Customer Hours Interrupted / 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: Total Customers Interrupted / 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.