

EXTERNAL



REPORT

**Smart Metering Entity (SME)
Time-of-Use Mandate Progress Report
Through December 31, 2012**

Issue 29.0 - January 25, 2013

Table of Contents

Table of Contents	1
1. Introduction	2
1.1 Purpose.....	2
1.2 How to Use this Document	2
2. SME and MDM/R Readiness – Relevant Issues	4
2.1 MDM/R Operation and Software Testing	4
2.2 Processing Performance	4
2.3 Resourcing	4
2.4 Training	5
2.5 Additional Risks and Issues.....	5
3. Distributor Readiness – MDM/R Integration and Meter Enrolment	7
3.1 December Highlights	7
3.2 MDM/R Cutover Targets.....	7
3.3 MDM/R Enrolled Meter Counts by Distributor	9
3.4 Distributor Enrolment Testing Activities with the MDM/R	11
3.5 MDM/R Enrolment Wave Calendar.....	12

1. Introduction

1.1 Purpose

The purpose of this report is to provide a monthly update to the Ontario Energy Board on the Smart Metering Entity's readiness and performance and the progress in respect to distributor integration with the Meter Data Management and Repository (MDM/R). This report includes information and status updates on:

- The Smart Metering Entity (SME) and the MDM/R Readiness - Any issues relevant to the ability of the SME and the MDM/R to support MDM/R enrolment and TOU implementation, such as resourcing, software operation, and processing performance.
- Distributor (LDC¹) Readiness – Integrating with the MDM/R is a prerequisite to enable LDCs to execute their individual TOU rollout strategies and contribute to Ontario's provincial targets for total customers on time-of-use (TOU) rates. This report includes information regarding LDC progress against their project plans, testing activities and MDM/R enrolment activities both achieved and projected.

1.2 How to Use this Document

This report presents information and status updates on SME and MDM/R readiness (in Section 2), distributor readiness, and MDM/R enrolment progress (in Section 3). This report focuses on updates through the end of the indicated month. However, in the area of MDM/R readiness (Section 2), important updates that occurred between the end of the reporting month and the date the report is submitted to the OEB will also be reported. More information about the provincial Smart Metering Initiative, the MDM/R and the implementation of Time-of-Use rates is available on the websites of the Ministry of Energy (<http://www.mei.gov.on.ca/>), the Ontario Energy Board (<http://www.oeb.gov.on.ca/OEB/Industry>) and the IESO/SME (<http://www.smi-ieso.ca/>).

SME and MDM/R readiness will include updates on implementation and testing for new MDM/R software, processing performance, status of resourcing and training programs, and any other issues that may affect the implementation of mandatory TOU.

Distributor readiness and MDM/R enrolment progress will be communicated using a series of tables; some summarizing aggregate results and others detailing by individual LDC. The tables provided in the report are:

- MDM/R Cutover Targets Outlook
- MDM/R Enrolled Meter Counts by Distributor
- MDM/R Enrolment Wave Calendar (2012)

Each table is accompanied by a description of its contents and how to interpret it. The information contained in two of the tables is interrelated and these relationships are described below.

¹ LDCs in Ontario (meaning each Local Distribution Company or "distributor" as defined in the Ontario Energy Board Act, 1998)

- The MDM/R Enrolment Wave Calendar contains detailed schedules for the planned enrolment testing and cutover to production that each LDC has provided to the SME. The Wave Calendar includes updates received from LDCs verbally and through project plan submissions. If an LDC's self-certification for enrolment testing has been accepted by the SME, this is also indicated on the MDM/R Enrolment Wave Calendar. Verbally provided milestone information, while shown in the calendar, is not included in any of the other tables. The information in the MDM/R Enrolment Wave Calendar can be further refined based on the SME's assessment of an organisation's readiness. The basis for such refinements can include our interactions with the LDC's project team, along with observed levels of testing activity in the MDM/R testing environments.
- MDM/R Cutover Targets uses the actual number of LDCs enrolled in the MDM/R production environment and the number of meters that they have each enrolled at the end of each month. It projects forward the number of LDCs that will be enrolled in subsequent time periods based on the MDM/R Enrolment Wave Calendar.

2. SME and MDM/R Readiness – Relevant Issues

2.1 MDM/R Operation and Software Testing

The Smart Metering Entity (SME) has completed the enrolment of 71 of 72 distributors and their eligible meters under the Board's TOU mandate. The enrolment and transition of remaining customers to TOU billing is subject to the Board's regulatory and exemption processes.

The MDM/R production environment remains stable and reliable, and the SME continues to respond to and address LDC support and service requests in a timely manner.

LDCs continue to transition to the new billing quantity interface that enables them to comply with Measurement Canada's requirements to include register readings on customers' time-of-use bills. Working in partnership with LDCs, the MDM/R offers a stable, centralized system that effectively supports LDCs with their time-of-use billing.

2.2 Processing Performance

At the end of December, the MDM/R was supporting 71 LDCs² with a total of 4.5 million enrolled smart meters. The average number of smart meters reporting data to the MDM/R on a daily basis amounted to 3.9 million for the month of December. However, the MDM/R was required to process an average of 8% more interval data daily, due to the poor quality of data submitted by some LDCs and their respective AMI Agents, which resulted in temporary data estimations as well as duplicate data submissions.

In December there was a considerable increase in the volume of meter read data submitted by LDCs just before the close of the midnight to 5 AM service level window. This increase in last minute submittals persists and for December, resulted in the MDM/R processing only 91.7% of meter reads within service level time lines, considerably below past performance. On average, the remaining 8.3% of meter read data submittals completed processing 30 minutes after the service level requirement. No business impacts from these delays were reported to the IESO by the affected LDCs. The MDM/R processed 100% of meter master data updates, and 99.3% of billing quantities within contracted service level time lines.

To ensure the reliable operation of the MDM/R, the SME and our vendors continue to work with a limited number of LDCs and their metering providers to manage the quality and timing of meter read data submission to the MDM/R.

2.3 Resourcing

The SME continues to make resources available to LDCs in support of their time-of-use implementation plans and transition to the interface and measurement profiles required for LDCs to receive and present register reads on electricity bills. There were no significant resource changes in December.

² The updated LDC count reflects the amalgamation of Algoma and CNPI.

2.4 Training

The SME is in the process of updating training materials and the training environment to support a more advanced training program for LDCs.

2.5 Additional Risks and Issues

Web-Services Meter Reads Retrieval Facility

The MDM/R has experienced an increase of web service request volumes over the past few months that are approximately two to three times greater than the expected volumes. The Web Services facility was originally designed and implemented to support the retrieval of meter reads by ratepayers and agents. When volumes have exceeded system thresholds, the SME has had to temporarily suspend processing of all web service requests for short periods of time until volumes have returned within specified tolerances in order to maintain reliable operation of the MDM/R's Critical Services.

In December, MDM/R web services meter reads retrieval facility service was temporarily suspended on four occasions.

The SME has been in constant communication with LDCs and their respective agents during these temporary outages. The impact of these temporary outages is monitored closely, and they have had minimal impact on consumers' online access to their data.

LDCs are using this facility to support their business operations and the SME is working to support the evolving and increasing needs for the retrieval of meter reads from the MDM/R. However, the SME has been advised that third-party organizations are scraping customer data via MDM/R Web Services for their web sites, or data stores, which may also be contributing to higher than expected volumes of web service requests.³

The SME has also observed a limited number of LDCs and their vendors using the MDM/R Production environment for testing purposes. We have communicated these issues to the LDC community and reached out to those LDCs whose testing activities may be negatively impacting MDM/R production.

The SME and OSP are continuing to investigate the impacted services, including escalating this issue with their vendors, and evaluating alternative solutions to support new and evolving requirements for retrieval of energy consumption information.

To improve the resilience and stability of the web services meter reads retrieval facility, and to meet the increases in volume, the OSP has added processing capacity and made tuning adjustments to the existing service. The SME and OSP have also been collaborating with the highest users of the service to better understand the nature of this increased demand and, where possible, either eliminate it or improve the efficiency of how information is retrieved from the MDM/R. As part of the planned refresh of the MDM/R computing infrastructure in 2013, the MDM/R web services retrieval facility will have additional capacity to support the increased volume of requests.

³ *Third party organizations are able to obtain access to a customer's electricity consumption by obtaining LDC web-presentment login credentials directly, with consent, from the customer. The LDC's web-presentment portal fulfills the request for electricity consumption information using the MDM/R Web Services meter reads retrieval facility.*

SME Initiatives

Transitioning of LDCs to Enable their Receipt of Cumulative Register Reads from the MDM/R for Inclusion in TOU Bills to Customers

In mid-April, MDM/R functionality needed to support LDCs with their incorporation of cumulative register reads on customer TOU bills was put in place with the deployment of Release 7.2 to the MDM/R production environment.

LDCs are responsible for the inclusion of cumulative register reads on customer's TOU bills by making necessary changes to their own systems, business processes, and by conducting their own tests before transitioning.

By the end of December, 61 LDCs have transitioned to the MDM/R interface enabling them to receive register reads for billing and support their compliance with Measurement Canada requirements. Based on requested transition schedules submitted by the LDCs, we expect to have 65 LDCs enabled to receive register reads for billing by the end of January 2013. The SME continues to work with the remaining LDCs to obtain and confirm transition schedules.

Measurement Canada 2012 Phase 2

To support Measurement Canada requirements, the MC 2012 Phase 2 solution allows LDCs to use the MDM/R for billing based on hourly and periodic consumption. This solution also provides additional quality indicators for estimated and calculated register reads and the ability to designate externally submitted register reads as estimated.

The following components comprise Phase 2 of the Measurement Canada 2012 solution:

- Calculative reads equality adjustment (periodic and hourly) and related measurement profiles;
- Additional quality indicators for externally estimated and calculated register reads using estimated intervals; and
- Extension of the Trilliant meter readings interface for estimated register reads.

The software solution for this Phase 2 functionality has been delivered and has been under test for several months. Based on problems identified with the software, remaining testing required, and the 2012 year-end code freeze and holiday schedule, our expectation is that this software will be made available for LDC testing and be deployed to Production in Q1 2013.

Green Button Initiative

Since the launch of the 'Green Button initiative' on November 21, 2012, the SME has been providing input to the Ministry of Energy, MaRs Discovery District, LDCs, and industry stakeholders on the Energy Data Access Project. The SME is working to support the objectives of the Green Button initiative while maintaining the reliability and security of the MDM/R in support of LDCs' business operations.

3. Distributor Readiness – MDM/R Integration and Meter Enrolment

3.1 December Highlights

By the end of December there were 71 LDCs² in production with 4.5 million meters enrolled in the MDM/R. One LDC has not connected to and started testing with the MDM/R. This LDC has submitted a project plan and is planning to begin integration testing with the MDM/R in the third and fourth quarters of 2013 with a targeted cutover to production in the fourth quarter of 2013.

3.2 MDM/R Cutover Targets⁴

The MDM/R Cutover Targets table provides both actual and projected numbers of LDCs that have been or are to be cutover to MDM/R production operations in each calendar quarter.

For information on which specific LDCs are included in the *Production LDCs* column for each time period refer to the MDM/R Enrolment Wave Calendar.

The *RPP Eligible Customers* column contains the aggregate total for all the LDCs included in the *Production LDCs* column. LDC filings with the OEB include their total RPP eligible customers and these figures form the basis for the aggregated figures reported in this table.

The *Enrolled in MDMR* column contains the aggregate total number of smart meters for those LDCs that are included in the *Production LDCs* column. It is included in this table to track the ramp-up of enrolled meters after the LDCs complete their cutover to MDM/R production operations. The source of these figures is the LDC filings with the OEB.

The % complete figure at the bottom of the table indicates the percentage of the total RPP eligible customers enrolled in the MDM/R as of the reporting date.

⁴ As of January 2012, distributors who have implemented TOU for over 98% of their RPP eligible customers are no longer required to report monthly the number of meters enrolled in the MDM/R to the OEB. For a distributor that has met its TOU targets and is no longer reporting to the OEB, their number of meters enrolled will be based on data taken directly from the MDM/R. Additionally, for these LDCs:

- If the number of meters enrolled in the MDM/R exceeds their last OEB reported number of RPP eligible customers we will equate their number of RPP eligible customers to the MDM/R meters enrolled count.
- If the number of meters enrolled in the MDM/R is less than their last OEB reported number of RPP eligible customers, we will retain the RPP eligible customers last reported to the OEB.

December 31, 2012	MDM/R Cutover Targets		
	Production LDCs	RPP Eligible Customers	Enrolled in MDMR
Actuals - Based on Production LDCs data			
Pre- Q2 2010	9	3,001,377	2,799,946
Q3 2010	2	160,286	160,286
Q4 2010	4	122,771	122,771
Q1 2011	13	285,800	286,688
Q2 2011	14	291,954	291,954
Q3 2011	16	581,883	577,009
Q4 2011	5	39,218	38,165
Q1 2012	6	207,065	207,065
Q2 2012	2	55,028	55,028
Q3 2012	-	-	-
Q4 2012	0*	-	-
Q1 2013			
Q2 2013			
Q3 2013			
Actual Totals for LDCs in Production	71	4,745,382	4,538,912
Projected - Based on enrolment plans submitted to the SME			
Q4 2013	1	84,426	
Projected Totals for Committed LDCs	72	84,426	
Totals (Actual and Projected)	72	4,829,808	4,538,912
% Complete of total RPP Eligible Customers Enrolled in the MDM/R		95.6%	
Notes:			
(1) "RPP Eligible customers" are the total customers reported to the OEB that will ultimately be put on TOU rates and whose smart meters will be enrolled in the MDM/R.			
(2) "Enrolled in MDMR" represents the number of "RPP Eligible Customers" whose smart meters are currently enrolled in the MDM/R.			
* Algoma's meters were enrolled in the MDM/R as part of CNP. Therefore, the Algoma meters have been added to the CNP count.			

3.3 MDM/R Enrolled Meter Counts by Distributor⁴

The MDM/R Enrolled Meter Counts by Distributor table shows each MDM/R production LDC's progress in enrolling smart meters over the previous month. The total meters enrolled in the previous and the current reporting months are provided, along with the net increase or decrease over the period. Note that in some cases there may be a small decrease in the number of meters enrolled from month to month. This reflects the routine day-to-day activities within an LDC's operation that involve the removals and deactivations of meters.

The source of the data in the *Total Meters Enrolled* and the *Total RPP Eligible Customers* columns come from data filed by the LDCs with the OEB. The *% Complete* column indicates what percentages of the Total RPP Eligible Customers are enrolled in MDM/R production as of the end of the reporting period.

As of December 31, 2012	MDM/R Enrolled Meter Counts by Distributor				
Distributor	Total Meters Enrolled through 30-Nov	Total Meters Enrolled through 31-Dec	Increased Meter Enrolment this Month	Total RPP Eligible Customers	% Complete for Production LDCs
Atikokan Hydro*	1,667	1,671	4	1,671	100.0%
Bluewater*	35,539	35,553	14	35,553	100.0%
Brant County Power*	9,834	9,841	7	9,841	100.0%
Brantford Power*	37,912	37,945	33	37,945	100.0%
Burlington Hydro*	64,865	64,885	20	64,885	100.0%
Cambridge*	52,006	52,040	34	52,040	100.0%
Centre Wellington*	6,551	6,553	2	6,553	100.0%
Chapleau*	1,274	1,274	0	1,274	100.0%
CNPI* ¹	39,625	39,654	29	39,654	100.0%
COLLUS Power*	16,039	16,057	18	16,057	100.0%
E.L.K. Energy	10,926	10,937	11	10,905	100.3%
Embrun*	1,946	1,946	0	1,946	100.0%
Enersource	188,225	188,481	256	193,455	97.4%
Entegrus*	40,227	40,238	11	40,238	100.0%
Erie Thames*	18,107	18,107	0	18,107	100.0%
Espanola*	3,304	3,305	1	3,305	100.0%
Essex Power*	28,182	28,182	0	28,182	100.0%
Festival Hydro*	19,721	19,778	57	19,778	100.0%
Fort Frances*	3,739	3,739	0	3,739	100.0%
Greater Sudbury*	46,910	46,964	54	46,964	100.0%
Grimsby Power*	10,382	10,391	9	10,391	100.0%
Guelph Hydro*	50,455	50,474	19	50,474	100.0%
Haldimand County*	21,105	21,121	16	21,121	100.0%
Halton Hills*	20,859	20,899	40	20,899	100.0%
Hearst Power*	2,709	2,709	0	2,709	100.0%
Horizon Utilities*	233,828	233,828	0	233,828	100.0%
Hydro 2000*	1,207	1,207	0	1,207	100.0%
Hydro Hawkesbury*	6,537	6,537	0	6,537	100.0%
Hydro One ²	1,105,992	1,106,038	46	1,208,801	91.5%
Hydro One Brampton*	139,116	139,387	271	139,387	100.0%
Hydro Ottawa*	302,666	303,788	1,122	303,788	100.0%

Innisfil Hydro*	15,007	15,038	31	15,038	100.0%
Kenora Hydro*	5,560	5,563	3	5,563	100.0%
Kingston Hydro*	27,155	27,169	14	27,169	100.0%
Kitchener-Wilmot*	88,214	88,305	91	88,305	100.0%
Lakefront Utilities*	9,796	9,805	9	9,805	100.0%
Lakeland Power*	9,678	9,694	16	9,694	100.0%
London Hydro*	147,862	148,042	180	148,042	100.0%
Midland Power*	6,875	6,881	6	6,881	100.0%
Milton Hydro*	30,444	30,688	244	30,688	100.0%
NewmarketTay*	33,464	33,501	37	33,501	100.0%
Niagara Peninsula	48,828	49,866	1,038	49,798	100.1%
Niagara-on-the-Lake*	8,051	8,089	38	8,089	100.0%
Norfolk Power*	19,113	19,139	26	19,139	100.0%
North Bay Hydro	22,619	22,632	13	23,685	95.6%
Northern Ontario Wires*	5,991	5,991	0	5,991	100.0%
Oakville Hydro	64,060	64,088	28	63,200	101.4%
Orangeville Hydro*	11,306	11,318	12	11,318	100.0%
Orillia Power*	13,062	13,062	0	13,062	100.0%
Oshawa PUC*	52,829	52,915	86	52,915	100.0%
Ottawa River*	10,492	10,514	22	10,514	100.0%
Parry Sound*	3,379	3,380	1	3,380	100.0%
Peterborough*	35,229	35,250	21	35,250	100.0%
PowerStream*	324,219	324,741	522	324,741	100.0%
PUC Distribution*	32,992	32,992	0	32,992	100.0%
Renfrew Hydro*	4,178	4,181	3	4,181	100.0%
Rideau St. Lawrence*	5,819	5,827	8	5,827	100.0%
Sioux Lookout*	2,732	2,735	3	2,735	100.0%
St. Thomas*	16,454	16,473	19	16,473	100.0%
Thunder Bay*	49,736	49,802	66	49,802	100.0%
Tillsonburg*	6,683	6,683	0	6,683	100.0%
Toronto Hydro	612,241	612,241	0	710,909	86.1%
Veridian*	114,671	114,883	212	114,883	100.0%
Wasaga*	12,496	12,502	6	12,502	100.0%
Waterloo North*	53,418	53,479	61	53,479	100.0%
Welland Hydro*	22,153	22,172	19	22,172	100.0%
Wellington North*	3,624	3,627	3	3,627	100.0%
West Coast Huron*	3,799	3,804	5	3,804	100.0%
Westario Power*	22,431	22,463	32	22,463	100.0%
Whitby Hydro*	40,545	40,584	39	40,584	100.0%
Woodstock Hydro*	15,248	15,264	16	15,264	100.0%
Total Meter Counts	4,533,908	4,538,912	5,004	4,745,382	95.6%

*This LDC has implemented TOU for more than 98% of their customers and has been given an exemption by the OEB from having to report monthly enrolment numbers.

¹Algoma's meters were enrolled in the MDM/R as part of CNP. Therefore, the Algoma meters have been added to the CNP count of Total RPP Eligible Customers.

²Hydro One has been granted an exemption by the OEB from having to report monthly enrolment numbers as a result of TOU implementation for some of their hard-to-reach customers.

3.4 Distributor Enrolment Testing Activities with the MDM/R

The System Integration Testing, Qualification Testing and Cutover timelines identified are sourced from the details in the Enrolment Wave Calendar. Unit testing timelines are provided by each LDC in their MDM/R project plan.

No enrolment testing activity is expected until the third quarter of 2013.

3.5 MDM/R Enrolment Wave Calendar

The MDM/R Enrolment Wave Calendar is an integrated plan illustrating the three formal enrolment testing milestones of SIT, QT, and Cutover for all non-production LDCs. The background colour for each LDC's name indicates the source of the information used in the calendar:

- Green indicates that the LDC has submitted a project plan, completed Unit testing and the SME has accepted the LDC's Self-Certification for Enrolment Testing.
- Blue indicates that the SME has reviewed and accepted the LDC's project plan.
- Yellow either indicates that the SME has not received a project plan but has received verbal confirmation of the LDC's three enrolment testing milestones or that the LDC has verbally indicated that it will re-submit a new plan. This information is not used for projecting LDC cutover dates in any of the other charts in this report.
- Red indicates that the LDC has not shared their plan with the SME.
- White indicates a production LDC that has completed Cutover.
- Orange indicates that the LDC is scheduled for amalgamation.

The RPP eligible customer counts come from data filed by the LDCs with the OEB. As LDC plans change, the reason code will indicate one of five possible reasons.

1. The change may have been initiated by the SME due to resource or system constraints.
2. The LDC may have re-submitted a new plan.
3. The LDC may have missed timelines for their project tasks and therefore was not ready to proceed in accordance with their plan.
4. The LDC may have entered enrolment testing but subsequently had to withdraw because they were unable to successfully complete the tests.
5. The LDC's previous plan has changed but they have not re-submitted a new plan.

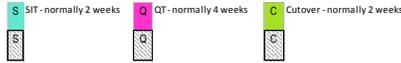
When an LDC's schedule is changed, the milestones for the previous schedule remain on the calendar but are greyed out.

Finally, each section on the timeline represents a one-week period starting on a Monday.

SME TOU Mandate Progress Report as of December 31, 2012

MDM/R Enrolment Wave Calendar

As of December 31, 2012



Reason for Latest Change	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
Reason Code:																
1: IESO Change																
2: LDC Plan change																
3: LDC Not Ready																
4: LDC Wave Failure																
5: Update pending																
	December 3	December 10	December 17	December 24	December 31	January 7	January 14	January 21	January 28	February 4	February 11	February 18	February 25	March 4	March 11	March 18

RPP Eligible Customers	LDC Name															
84,426	ENWIN Powerlines Ltd.															

- Red = No project plan submitted**
- Yellow = Verbal indication of major milestones**
- Blue = Project plan submitted**
- Green = Enrolment self-certification accepted**
- White = Production LDC**
- Orange = Scheduled for amalgamation**

MDMR Production LDCs	
1,671	Atkokan Hydro Inc.
35,553	Bluewater Power Distribution Corp.
9,841	Brant County Power Inc
37,945	Brantford Power Inc.
64,885	Burlington Hydro Inc.
52,040	Cambridge & North Dumfries Hydro Inc.
6,553	Centre Wellington Hydro Ltd.
1,274	Chapleau Public Utilities Corp.
27,057	CNP - Fort Erie
9,075	CNP - Port Colborne Hydro Inc
3,522	CNP - EOP
16,057	Collus Power Corp
1,946	Cooperative Hydro Embrun Inc.
10,905	E.L.K. Energy Inc.
193,455	Energysource Hydro Mississauga Inc.
40,238	Entegrus
18,107	Erie Thames Powerlines Corp. (amalgamated with Clinton Power and West Perth Power on June 1, 2011)
3,305	Espanola Regional Hydro Distribution Corp.
28,182	Essex Power Lines Corp.
19,778	Festival Hydro Inc.
3,739	Fort Frances Power Corp.
46,964	Greater Sudbury Hydro Inc.
10,391	Grimsby Power Inc.
50,474	Guelph Hydro Electric Systems Inc.
21,121	Haldimand County Hydro
20,899	Halton Hills
2,709	Hearst Power Distribution Company Ltd
233,828	Horizon Utilities Corporation
1,207	Hydro 2000 Inc.*
6,537	Hydro Hawkesbury Inc.
1,208,801	Hydro One
139,387	Hydro One Brampton Networks Inc.
303,788	Hydro Ottawa Limited
15,038	Innisfil Hydro Distribution Systems Ltd.
5,563	Kenora Hydro Electric Corp Ltd
27,169	Kingston Hydro Corporation
88,305	Kitchener-Wilmot Hydro Inc.
9,805	Lakefront Utilities Inc.
9,694	Lakeland Power Distribution Ltd.
148,042	London Hydro
6,881	Midland Power Utility Corp
30,688	Milton Hydro
33,501	Newmarket Hydro Ltd./Tay Hydro
49,798	Niagara Peninsula Energy Inc. (includes Peninsula West @ 14,351)
8,089	Niagara-on-the-Lake Hydro Inc.
19,139	Norfolk Power Distribution Inc.
23,685	North Bay Hydro Distribution Ltd
5,991	Northern Ontario Wires Inc.
63,200	Oakville Hydro Electricity Distribution Inc.
11,318	Orangeville Hydro Ltd. (includes Grand Valley (659))
13,062	Orillia Power Distribution Corp.
52,915	Oshawa PUC Networks Inc.
10,514	Ottawa River Power Corp.
3,380	Parry Sound Power Corp.
35,250	Peterborough Distribution Inc.
324,741	PowerStream Inc
32,992	PUC Distribution Inc.
4,181	Renfrew Hydro Inc.
5,827	Rideau St. Lawrence Distribution Inc.
2,735	Sioux Lookout Hydro
16,473	St. Thomas Energy Inc.
49,802	Thunder Bay Electricity Distribution Inc.
6,683	Tillsonburg Hydro Inc.
710,909	Toronto Hydro Electric Services Ltd.
114,883	Veridian Connections
12,502	Wasaga Distribution Inc.
53,479	Waterloo North Hydro Inc.
22,172	Welland Hydro-Electric System Corp.
3,627	Wellington North Power Inc.
3,804	West Coast Huron Energy Inc.
22,463	Westario Power Inc.
40,584	Whitby Hydro Energy Services Corp.
15,264	Woodstock Hydro Services Inc.
4,745,382	Production total customer count
4,829,808	All LDC total customer count