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REPORT

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

Issue 18.0 - February 20, 2012

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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) and 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
- Distributor Testing Activities with the MDM/R (Three Month Outlook)
- MDM/R Enrolment Wave Calendar (2012)

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

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

- 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.
- The Distributor Testing Activities with the MDM/R (Three Month Outlook) projects those LDCs that will be in System Integration Testing, Qualification Testing and Cutover activities over the next three months from 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) continues to effectively support distributor enrolment and the implementation of TOU billing under the Board's TOU mandate.

The MDM/R production environment continued to experience stable and reliable operation in January.

The SME remains confident that with ongoing tuning and collaborative support of LDCs, the MDM/R will continue to offer a stable system and effectively support LDCs time-of-use implementation plans and ramp up of meters to full provincial volumes.

2.2 Processing Performance

At the end of January, the MDM/R was supporting 66 LDCs in production with a total of 4.1 million enrolled smart meters. The MDM/R processed an average of 3.3 million meter reads daily with a single day peak of 3.47 million meters reporting on January 26, 2012, the largest single day peak to date.

In January, the MDM/R processed 100% of meter reads, meter master updates and billing quantities within contracted service levels. There was one instance where MDM/R graphical user interface was not available for some LDCs for a short period of time.

To help ensure reliable operation of the MDM/R, the SME is working with LDCs and our vendors to reduce impact on the MDM/R associated with poor quality data submissions from a few LDCs and their metering providers.

Note: LDCs continue to be asked to schedule their synchronization files in advance whenever they contain an initial ramp-up of more than 15,000 meters in order to avoid conflicting requests. This is necessary only for the initial ramp up of large numbers of smart meters and will not be needed once full production volumes have been reached.

2.3 Resourcing

The SME continues to make resources available to LDCs in support of their time-of-use implementation plans. There were no significant resource changes in January.

2.4 Training

The SME continues to adjust our training and workshop session offerings to meet the needs of the LDCs. Training sessions on the use of the MDM/R's graphical user interface (GUI) are conducted both on-site at our facilities and at LDC facilities. For training details, please refer to the training page and workshop calendar for the first six months of 2012 on the SME website (<http://www.smi-ieso.ca/training>). With the majority of LDCs in MDM/R production, the demand for GUI training has diminished.

The Smart Metering Entity (SME) is actively engaged with the distributors to facilitate their enrolment process and to help them meet their mandated TOU dates.

With most of the remaining non-production distributors in various stages of preparations to integrate with the MDM/R we are confident that the SME can continue to provide support to LDCs in all stages of enrolment testing.

2.5 Additional Risks and Issues

Measurement Canada (MC)

As previously reported, all the changes required to the MDM/R to support the province's Measurement Canada 2011 Solution have been received and have been under test for several months. These changes, delivered as part of a new version of the software (Release 7.2) were made available for LDC testing last July. This provided a viable early platform against which LDCs could test the changes to their systems that support the MC 2011 solution and prepare themselves for its migration into production. More recent and improved versions of the R7.2 software have steadily been made available for LDC testing as they have become available.

The SME continues to make progress in the remediation of issues for R7.2 to be considered production ready. The SME is in the process of testing corrections received and assessing the remaining identified issues. On January 25, the SME published an updated schedule for the deployment of R7.2 and the MC 2011 solution with a target of the weekend of March 30. To achieve this revised schedule requires that no new critical defects are identified, fixes received are confirmed to work properly, and results of R7.2 performance testing are satisfactory.

Most LDCs are actively conducting their R7.2 certification testing as per the SME's requirements. Thirty-five production LDCs have already completed the testing scenarios required for their readiness self-certification, and all of the remaining LDCs are expected to complete their testing by early March. We are in contact with a couple of LDCs that haven't started their testing to offer assistance. We will advise all LDCs if any certification retesting will be needed due to further defect discovery/remediation that affects their original testing. At this time we don't expect any certification retesting to be required by the LDCs.

Some LDCs, yet to complete MDM/R enrolment testing and cutover to production, had been timing their efforts around the mid January R7.2 target deployment date. While the current targeted late March deployment will undoubtedly impact those plans, the SME has offered a contingency plan that would allow these LDCs to conduct enrolment testing under R7.2, but cutover to the production system under R7.0. Most of these LDCs will not be able to bill their customers on TOU rates until the new XML Billing Quantity Interface is available in production; however, all the system functionality, reporting and business processes around meter read data and synchronization can be fully exercised under R7.0. Taking advantage of this early opportunity should shorten the time needed by these LDCs to begin billing customers once R7.2 is promoted to production.

The SME continues to work closely with the LDCs as the Measurement Canada solution rolls out and they prepare their systems. Workshops, drop-in sessions, and webinars have been delivered to support the LDCs preparations. Please refer to the SME website (<http://smi-ieso.ca/>) for materials related to the promotion of Release 7.2 and the Measurement Canada 2011 Solution.

Development of additional MDM/R functionality to further fulfill Measurement Canada's requirements (known as the "Measurement Canada 2012 Solution") is well underway. The first element of the solution, that provides the equality adjustment of TOU billing quantities to register reads, has been delivered and is now under test. Other elements of the solution are targeted for delivery in May 2012. Implementation dates are to be determined.

Distributor Readiness – MDM/R Integration and Meter Enrolment

3.1 January Highlights

By the end of January there were 66 LDCs in production with 4.1 million meters enrolled in the MDM/R.

Enrolment activities in January included:

- **Cutover:** 2 LDCs, Bluewater Power and Greater Sudbury Hydro
- **Enrolment Testing in Progress:** Cambridge and North Dumfries Hydro, Canadian Niagara Power, Festival Hydro, Grimsby Power and Westario Power
- **Unit Testing:** Peterborough Distribution.

Note: At the end of January, there were two LDCs that had not connected to and started testing with the MDM/R.

3.2 MDM/R Cutover Targets

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. Monthly breakdowns are provided for the current quarter only.

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.

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, the SME will presume that their number of meters enrolled in the MDM/R will equate to their number of RPP eligible customers.

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.

As of January 31, 2012	MDM/R Cutover Targets		
	Production LDCs	RPP Eligible Customers	Enrolled in MDMR
Actuals - Based on Production LDCs data			
Pre- Q2 2010	9	2,969,837	2,748,706
Q3 2010	2	155,995	155,995
Q4 2010	4	121,011	120,179
Q1 2011	13	282,444	283,227
Q2 2011	15	293,866	292,404
Q3 2011	16	567,177	421,300
Q4 2011	5	38,948	37,833
Q1 2012			
January 2012	2	81,634	46,060
Actual Totals for LDCs in Production	66	4,510,912	4,105,704
Projected - Based on enrolment plans submitted to the SME			
Q1 2012	5	130,530	
Q2 2012	1	35,029	
Projected Totals for Committed LDCs	6	165,559	
Totals (Actual and Projected)	72	4,676,471	4,105,704
Not Committed - LDCs have not provided enrolment plans			
Schedules not yet determined	2	95,655	
Totals including non-committed LDCs	74	4,772,126	4,105,704
% Complete of total RPP Eligible Customers Enrolled in the MDM/R		86.0%	
<p>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.</p> <p>(2) "Enrolled in MDMR" represents the number of "RPP Eligible Customers" whose smart meters are currently enrolled in the MDM/R.</p>			

3.3 MDM/R Enrolled Meter Counts by Distributor

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 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 their 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, the SME will presume that their number of meters enrolled in the MDM/R will equate to their number of RPP eligible customers.

As of January 31, 2012	MDM/R Enrolled Meter Counts by Distributor				
Distributor	Total Meters Enrolled through 31-Dec	Total Meters Enrolled through 31-Jan	Increased Meter Enrolment this Month	Total RPP Eligible Customers	% Complete for Production LDCs
Atikokan Hydro	1,686	1,686	0	1,686	100.0%
Bluewater	0	0	0	35,406	0.0%
Brant County Power	9,522	9,529	7	9,546	99.8%
Brantford Power	37,449	37,468	19	37,604	99.6%
Burlington Hydro	63,859	63,932	73	63,932	100.0%
Centre Wellington	6,425	6,428	3	6,428	100.0%
Chapleau	1,272	1,273	1	1,274	99.9%
Chatham-Kent	31,774	39,705	7,931	39,705	100.0%
COLLUS Power	15,703	15,751	48	15,751	100.0%
E.L.K. Energy	10,708	10,716	8	10,813	99.1%
Embrun	1,942	1,942	0	1,942	100.0%
Enersource	30,151	47,213	17,062	191,954	24.6%
Erie Thames*	17,861	17,957	96	17,957	100.0%
Espanola	3,287	3,286	-1	3,285	100.0%
Essex Power	27,857	27,857	0	27,922	99.8%
Fort Frances	3,732	3,732	0	3,732	100.0%
Greater Sudbury	0	46,060	46,060	46,228	99.6%
Guelph Hydro	48,068	48,104	36	48,044	100.1%
Haldimand County	20,906	20,912	6	20,914	100.0%
Halton Hills	20,643	20,643	0	20,643	100.0%
Hearst Power	2,690	2,690	0	2,504	107.4%
Horizon Utilities	229,243	229,348	105	233,391	98.3%
Hydro 2000	1,192	1,197	5	1,197	100.0%
Hydro Hawkesbury	5,350	5,350	0	5,350	100.0%
Hydro One	1,082,301	1,082,301	0	1,200,049	90.2%
Hydro One Brampton*	136,156	135,352	-804	135,352	100.0%
Hydro Ottawa	292,866	295,016	2,150	302,032	97.7%
Innisfil Hydro	14,632	14,652	20	14,760	99.3%
Kenora Hydro	5,508	5,507	-1	5,507	100.0%
Kingston Hydro	26,365	26,358	-7	26,518	99.4%
Kitchener-Wilmot	86,991	87,142	151	87,149	100.0%
Lakefront Utilities	9,537	9,545	8	9,545	100.0%
Lakeland Power	9,574	9,583	9	9,502	100.9%
London Hydro	139,158	139,225	67	140,499	99.1%
Middlesex Power*	7,924	7,958	34	7,958	100.0%

As of January 31, 2012	MDM/R Enrolled Meter Counts by Distributor				
Distributor	Total Meters Enrolled through 31-Dec	Total Meters Enrolled through 31-Jan	Increased Meter Enrolment this Month	Total RPP Eligible Customers	% Complete for Production LDCs
Midland Power*	6,833	6,839	6	6,839	100.0%
Milton Hydro*	28,701	28,883	182	28,883	100.0%
NewmarketTay	32,782	32,925	143	32,962	99.9%
Niagara Peninsula*	48,151	48,205	54	48,205	100.0%
Niagara-on-the-Lake	7,913	7,916	3	7,922	99.9%
Norfolk Power	17,914	17,795	-119	18,845	94.4%
North Bay Hydro	22,476	22,491	15	23,606	95.3%
Northern Ontario Wires	5,858	5,908	50	5,991	98.6%
Oakville Hydro	63,734	63,734	0	62,734	101.6%
Orangeville Hydro	11,105	11,110	5	11,111	100.0%
Orillia Power*	12,814	12,850	36	12,850	100.0%
Oshawa PUC	52,200	52,259	59	52,687	99.2%
Ottawa River	10,284	10,321	37	10,399	99.2%
Parry Sound	3,333	3,333	0	3,333	100.0%
PowerStream	315,378	315,615	237	317,948	99.3%
PUC Distribution	32,632	32,675	43	32,629	100.1%
Renfrew Hydro	3,872	3,872	0	3,872	100.0%
Rideau St. Lawrence	5,775	5,775	0	5,775	100.0%
Sioux Lookout	2,706	2,696	-10	2,696	100.0%
St. Thomas	16,281	16,295	14	16,295	100.0%
Thunder Bay	49,485	49,483	-2	49,205	100.6%
Tillsonburg	6,339	6,341	2	6,671	95.1%
Toronto Hydro	612,241	612,241	0	702,195	87.2%
Veridian*	112,210	112,672	462	112,672	100.0%
Wasaga	12,263	12,288	25	12,291	100.0%
Waterloo North	51,883	51,996	113	52,151	99.7%
Welland Hydro.	21,956	21,991	35	21,708	101.3%
Wellington North	3,598	3,599	1	3,599	100.0%
West Coast Huron	3,647	3,652	5	3,652	100.0%
Whitby Hydro	38,532	39,702	1,170	40,096	99.0%
Woodstock Hydro	15,070	15,102	32	15,011	100.6%
Total Meter Counts	4,030,298	4,105,982	75,684	4,510,912	91.0%
*Numbers as of January 2012 are directly from MDM/R data. 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.					

3.4 Distributor Testing Activities with the MDM/R (Three Month Outlook)

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

The projected activities for the next four months now include:

- One distributor is scheduled for enrolment testing in February, one in March and one in April.
- Two distributors are scheduled to cut over to production in February, three in March and one in May.

As of January 31, 2012	<i>Distributor Testing Activities with the MDM/R (Three Month Outlook)</i>		
	Feb-12	Mar-12	Apr-12
In Unit Testing	Peterborough		
In Enrolment Testing - SIT		Peterborough	
In Enrolment Testing - QT	Festival Hydro	Peterborough	Peterborough
Cutover	Cambridge CNPI - EOP CNPI - Fort Erie CNPI - Port Colborne Hydro	Festival Hydro Grimsby Power Westario Power	

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.

MDM/R Enrolment Wave Calendar

As of January 31, 2012

S SIT - normally 2 weeks
 Q QT - normally 4 weeks
 C Cut - Cut-over - normally 2 weeks
S
 Q
 C

RPP Eligible Customers	LDC Name	Reason for Latest Change	Jan 2	Jan 9	Jan 16	Jan 23	Jan 30	Feb 6	Feb 13	Feb 20	Feb 27	Mar 5	Mar 12	Mar 19	Mar 26	Apr 2	Apr 9	Apr 16	Apr 23	Apr 30	May 7	May 14	May 21	May 28
50,754	Cambridge & North Dumfries Hydro Inc.	2, 5	Q	Q	Q	Q	C	C																
15,604	CNPI - Fort Erie	2	Q	Q	Q	Q		C	C															
9,076	CNPI - Port Colborne Hydro Inc	2	Q	Q	Q	Q		C	C															
3,531	CNPI - EOP	2	Q	Q	Q	Q		C	C															
84,103	ENWIN Powerlines Ltd.																							
35,029	Peterborough Distribution Inc.	2	S	S	Q	Q	Q	Q	C															
11,552	Algoma Power Inc. (scheduled for CIS amalgamation with CNPI)																							
19,335	Festival Hydro Inc.	2, 3, 5		S	S	Q	Q	Q	Q															
10,238	Grimsby Power Inc.	2	Q	Q	Q	Q	Q	C	C	C	C													
21,992	Westario Power Inc.	2	Q	Q	Q	Q	Q	C	C	C	C													
261,214	Non-production customer count																							

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	
1,686	Atikokan Hydro Inc.	
35,406	Bluewater Power Distribution Corp.	
9,546	Brant County Power Inc	
37,604	Brantford Power Inc.	
63,932	Burlington Hydro Inc.	
6,428	Centre Wellington Hydro Ltd.	
1,274	Chapleau Public Utilities Corp.	
39,705	Chatham-Kent Hydro Inc.	
15,751	Collus Power Corp	
1,942	Cooperative Hydro Embrun Inc.	
10,813	E.L.K. Energy Inc.	
191,954	Enersource Hydro Mississauga Inc.	
17,957	Erie Thames Powerlines Corp. (amalgamated with Clinton Power and West Toronto Hydro)	
3,285	Espanola Regional Hydro Distribution Corp.	
27,922	Essex Power Lines Corp.	
3,732	Fort Frances Power Corp.	
48,044	Guelph Hydro Electric Systems Inc.	
46,228	Greater Sudbury Hydro Inc.	
20,914	Haldimand County Hydro	
20,643	Halton Hills	
2,504	Hearst Power Distribution Company Ltd	
233,391	Horizon Utilities Corporation	
1,197	Hydro 2000 Inc.	
5,350	Hydro Hawkesbury Inc.	
1,200,049	Hydro One	
135,352	Hydro One Brampton Networks Inc.	
302,032	Hydro Ottawa Limited	
14,760	Innisfil Hydro Distribution Systems Ltd.	
5,507	Kenora Hydro Electric Corp Ltd	
87,149	Kitchener-Wilmot Hydro Inc.	
26,518	Kingston Hydro Corporation	
9,545	Lakefront Utilities Inc.	
9,502	Lakeland Power Distribution Ltd.	
140,499	London Hydro	
7,958	Middlesex Power Distribution Corp. (bought Newbury(185) and Dutton (622))	
6,839	Midland Power Utility Corp	
28,883	Milton Hydro	
32,962	Newmarket Hydro Ltd./Tay Hydro	
7,922	Niagara-on-the-Lake Hydro Inc.	
48,205	Niagara Peninsula Energy Inc. (includes Peninsula West @ 14,351)	
5,991	Northern Ontario Wires Inc.	
23,606	North Bay Hydro Distribution Ltd	
18,845	Norfolk Power Distribution Inc.	
62,734	Oakville Hydro Electricity Distribution Inc.	
11,111	Orangeville Hydro Ltd. (includes Grand Valley (659))	
12,850	Orillia Power Distribution Corp.	
52,687	Oshawa PUC Networks Inc.	
10,399	Ottawa River Power Corp.	
3,333	Parry Sound Power Corp.	
317,948	PowerStream Inc	
32,629	PUC Distribution Inc.	
3,872	Renfrew Hydro Inc.	
5,775	Rideau St. Lawrence Distribution Inc.	
2,696	Sioux Lookout Hydro	
16,295	St. Thomas Energy Inc.	
49,205	Thunder Bay Electricity Distribution Inc.	
6,671	Tillsonburg Hydro Inc.	
702,195	Toronto Hydro Electric Services Ltd.	
112,672	Veridian Connections	
12,291	Wasaga Distribution Inc.	
52,151	Waterloo North Hydro Inc.	
21,708	Wells Hydro-Electric System Corp.	
3,599	Wellington North Power Inc.	
3,652	West Coast Huron Energy Inc.	
40,096	Whitby Hydro Energy Services Corp.	
15,011	Woodstock Hydro Services Inc.	
4,510,912	Production total customer count	
4,772,126	All LDC total customer count	