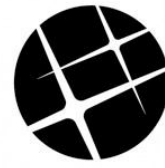


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**REPORT**

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

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**Issue 21.0 - May 20, 2012**

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# 1. Introduction

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## 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 (LDC<sup>1</sup>) 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)

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<sup>1</sup> 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**

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### **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 continues to experience stable and reliable operation. Several problems were remediated in July, and there remain a few minor problems that are being expeditiously addressed. LDCs are transitioning 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.

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 July, the MDM/R was supporting 71 LDCs in production with a total of 4.49 million enrolled smart meters, and the MDM/R processed an average of 3.8 million meter reads daily.

In July, the MDM/R processed all meter reads, meter master data updates, and billing quantities within service level time lines, except for one instance where the delivery of one day's processed reports to LDCs was delayed for two days.

To help ensure reliable operation of the MDM/R, the SME is continuing to work with LDCs and our vendors to reduce the impact on the MDM/R associated with the poor quality and the delayed submissions of Meter Read data from a few LDCs and their metering providers. Malformed, delayed and redundant data submissions place increasing resource demands on the SME and the MDM/R, sometimes causing modest delays in the timely delivery of information back to the LDCs. Examples of these situations include:

- Future dated meter reads
- Meter reads with large time gaps between the beginning and ending interval data
- Duplicate submittals of the same meter read data files
- Missing or delayed meter reads for a significant percentage of an LDC's population
- Submitting identical billing requests multiple times, and
- Submitting all billing requests as "off cycle".

We have also observed LDCs using the MDM/R web-services facility for bulk retrieval of meter reads. The existing facility was designed and sized primarily to support retrieval of meter reads for ratepayers and agents. To support this increased use, and LDC requirements for bulk retrieval of meter reads, the SME is exploring options with our vendors for enhancing the performance of the

existing facility and developing a new functionality for bulk ad-hoc meter reads retrieval that doesn't use web services.

## 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 July.

## 2.4 Training

The SME continues to adjust our training and workshop session offerings to meet the needs of the LDCs. We have posted Issue 1.0 of the MDM/R Operations Manuals (Incident and Problem Management, Change Management, Business Continuity) to the SME website. Throughout September the SME will hold information sessions to ensure LDCs gain an understanding of their roles and responsibilities in relation to the processes established thru these manuals. The schedule dates and venues for these sessions have been posted on the SME website. Please refer to the training page and workshop calendar on the SME website (<http://www.smi-ieso.ca/training>).

The SME will also be deploying significant enhancements to the supporting tools and procedures for use by LDCs, the SME and IBM in integrated operation and support of the MDM/R by September 2012. Workshops are currently being conducted for LDCs on these changes and will be completed in early September.

## 2.5 Additional Risks and Issues

### Measurement Canada (MC)

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

It remains the LDC's responsibility to make the necessary changes to their own systems and business processes and conduct their own tests before they actually include cumulative register reads on the customer TOU bills.

At the end of July 48 LDCs have transitioned to the interface to enable them to receive register reads for billing to support their compliance with Measurement Canada requirements. Based on requested transition schedules submitted by the LDCs, we expect to have 58 LDCs enabled to receive register reads for billing by the end of September. Thirteen LDCs have yet to provide their transition schedules to the IESO.

The software providing additional MDM/R functionality to further fulfill Measurement Canada's requirements (known as the "Measurement Canada 2012 Solution Part 2") has been developed and

delivered for SME testing. We will establish an implementation schedule following initial testing and in coordination with other priorities.

As LDCs operate their business processes with Release 7.2 and the new billing interface, the IESO is helping LDCs with their transition by responding to issues that they raise. The number of reported issues has diminished as LDCs have completed a full billing cycle under the new software.

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

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### 3.1 July Highlights

By the end of July there were 71 LDCs in production with 4.49 million meters enrolled in the MDM/R. Two LDCs have not connected to and started testing with the MDM/R. One LDC has provided a preliminary integration date with the MDM/R in the fourth quarter of 2012 and the other in the third and fourth quarters of 2013.

### 3.2 MDM/R Cutover Targets<sup>2</sup>

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.

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.

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<sup>2</sup>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.



July 31, 2012	MDM/R Cutover Targets		
	Production LDCs	RPP Eligible Customers	Enrolled in MDMR
<b>Actuals - Based on Production LDCs data</b>			
Pre- Q2 2010	9	2,989,863	2,773,860
Q3 2010	2	158,115	158,115
Q4 2010	4	121,889	121,889
Q1 2011	13	284,573	285,306
Q2 2011	14	290,455	290,586
Q3 2011	16	579,132	572,310
Q4 2011	5	39,093	38,059
Q1 2012	6	194,079	194,867
Q2 2012	2	54,466	51,106
<b>July 2012</b>			
<b>August 2012</b>			
<b>September 2012</b>			
<b>Actual Totals for LDCs in Production</b>	<b>71</b>	<b>4,711,665</b>	<b>4,486,098</b>
<b>Projected - Based on enrolment plans submitted to the SME</b>			
Q3 2012	0	0	
<b>Projected Totals for Committed</b>	<b>0</b>	<b>0</b>	
<b>Totals (Actual and Projected)</b>	<b>71</b>	<b>4,711,665</b>	<b>4,486,098</b>
<b>Not Committed - LDCs have not provided enrolment plans</b>			
Schedules not yet determined	2	95,476	
<b>Totals including non-committed LDCs</b>	<b>73</b>	<b>4,807,141</b>	<b>4,486,098</b>
<b>% Complete of total RPP Eligible Customers Enrolled in the MDM/R</b>		<b>93.3%</b>	
<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<sup>2</sup>

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 July 31, 2012	MDM/R Enrolled Meter Counts by Distributor				
Distributor	Total Meters Enrolled through 30-Jun	Total Meters Enrolled through 31-Jul	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	35,462	35,487	25	35,446	100.1%
Brant County Power *	9,731	9,756	25	9,756	100.0%
Brantford Power *	37,649	37,722	73	37,722	100.0%
Burlington Hydro *	64,635	64,760	125	64,760	100.0%
Cambridge	51,641	51,783	142	51,033	101.5%
Centre Wellington*	6,521	6,540	19	6,540	100.0%
Chapleau*	1,274	1,274	0	1,274	100.0%
CNPI*	28,343	28,388	45	28,388	100.0%
COLLUS Power *	15,861	15,957	96	15,957	100.0%
E.L.K. Energy	10,845	10,887	42	10,875	100.1%
Embrun *	1,944	1,945	1	1,945	100.0%
Enersource	185,566	187,085	1,519	192,492	97.2%
Entegrus*	40,100	40,150	50	40,150	100.0%
Erie Thames*	18,010	18,028	18	18,028	100.0%
Espanola*	3,298	3,300	2	3,300	100.0%
Essex Power*	28,182	28,182	0	28,182	100.0%
Festival Hydro*	19,299	19,366	67	19,366	100.0%
Fort Frances*	3,732	3,735	3	3,735	100.0%
Greater Sudbury	46,433	46,530	97	46,533	100.0%
Grimsby Power*	10,314	10,336	22	10,336	100.0%
Guelph Hydro*	48,282	50,210	1,928	50,210	100.0%
Haldimand County *	21,014	21,038	24	21,038	100.0%
Halton Hills*	20,785	20,800	15	20,800	100.0%
Hearst Power*	2,698	2,698	0	2,698	100.0%
Horizon Utilities *	233,828	233,828	0	233,828	100.0%
Hydro 2000 *	1,199	1,201	2	1,201	100.0%
Hydro Hawkesbury *	5,401	6,537	1,136	6,537	100.0%
Hydro One	1,090,645	1,090,855	210	1,207,285	90.4%
Hydro One Brampton*	136,400	137,315	915	137,315	100.0%
Hydro Ottawa	299,715	300,809	1,094	303,851	99.0%

Innisfil Hydro*	14,792	14,847	55	14,847	100.0%
Kenora Hydro*	5,540	5,549	9	5,549	100.0%
Kingston Hydro*	27,010	27,081	71	27,081	100.0%
Kitchener-Wilmot*	87,653	87,830	177	87,830	100.0%
Lakefront Utilities*	9,752	9,773	21	9,773	100.0%
Lakeland Power*	9,605	9,640	35	9,640	100.0%
London Hydro*	146,628	147,029	401	147,029	100.0%
Midland Power*	6,850	6,862	12	6,862	100.0%
Milton Hydro*	29,449	29,819	370	29,819	100.0%
NewmarketTay*	32,974	33,244	270	33,244	100.0%
Niagara Peninsula	48,456	48,557	101	49,960	97.2%
Niagara-on-the-Lake*	7,962	7,992	30	7,992	100.0%
Norfolk Power	18,941	19,005	64	18,874	100.7%
North Bay Hydro	22,552	22,568	16	23,627	95.5%
Northern Ontario Wires *	5,991	5,991	0	5,991	100.0%
Oakville Hydro	63,685	63,745	60	63,012	101.2%
Orangeville Hydro*	11,186	11,214	28	11,214	100.0%
Orillia Power *	12,930	12,985	55	12,985	100.0%
Oshawa PUC *	52,687	52,687	0	52,687	100.0%
Ottawa River*	10,420	10,457	37	10,457	100.0%
Parry Sound *	3,337	3,366	29	3,366	100.0%
Peterborough	23,708	31,740	8,032	35,100	90.4%
PowerStream *	318,214	318,968	754	318,968	100.0%
PUC Distribution *	32,800	32,855	55	32,855	100.0%
Renfrew Hydro *	4,155	4,160	5	4,160	100.0%
Rideau St. Lawrence	5,785	5,805	20	5,780	100.4%
Sioux Lookout *	2,704	2,716	12	2,716	100.0%
St. Thomas*	16,367	16,399	32	16,399	100.0%
Thunder Bay*	49,550	49,587	37	49,587	100.0%
Tillsonburg*	6,683	6,683	0	6,683	100.0%
Toronto Hydro	612,241	612,241	0	708,772	86.4%
Veridian *	113,696	113,946	250	113,946	100.0%
Wasaga	12,334	12,371	37	12,395	99.8%
Waterloo North *	52,666	52,879	213	52,879	100.0%
Welland Hydro*	22,058	22,081	23	22,081	100.0%
Wellington North *	3,617	3,618	1	3,618	100.0%
West Coast Huron *	3,775	3,780	5	3,780	100.0%
Westario Power*	22,302	22,343	41	22,343	100.0%
Whitby Hydro*	40,240	40,315	75	40,315	100.0%
Woodstock Hydro *	15,168	15,182	14	15,182	100.0%
<b>Total Meter Counts</b>	<b>4,466,956</b>	<b>4,486,098</b>	<b>19,142</b>	<b>4,711,665</b>	<b>95.2%</b>
*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.

No activity is expected over the next three months.

As of July 31, 2012	<i>Distributor Testing Activities with the MDM/R (Three Month Outlook)</i>		
	Aug-12	Sep-12	Oct-12
In Enrolment Testing - SIT			
In Enrolment Testing - QT			
Cutover			

### 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 July 31, 2012

## MDM/R Enrolment Wave Calendar

As of July 31, 2012

S SIT - normally 2 weeks    
 Q QT - normally 4 weeks    
 C Cutover - normally 2 weeks

Reason for Latest Change	M	M	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																		
	2	9	16	23	30	6	13	20	27	3	10	17	24	31	7	14	21	28
	July	July	July	July	July	August	August	August	August	September	September	September	September	October	October	October	October	October

RPP Eligible Customers	LDC Name																	
83,909	ENWIN Powerlines Ltd.																	
11,567	Algoma Power Inc. (scheduled for CIS amalgamation with CNPI)																	

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.
35,446	Bluewater Power Distribution Corp.
9,756	Brant County Power Inc
37,722	Brantford Power Inc.
64,760	Burlington Hydro Inc.
51,033	Cambridge & North Dumfries Hydro Inc.
6,540	Centre Wellington Hydro Ltd.
1,274	Chapleau Public Utilities Corp.
15,791	CNP - Fort Erie
9,075	CNP - Port Colborne Hydro Inc
3,522	CNP - EOP
15,957	Collus Power Corp
1,945	Cooperative Hydro Embrun Inc.
10,875	E.L.K. Energy Inc.
192,492	Enersource Hydro Mississauga Inc.
40,150	Entegrus
18,028	Erie Thames Powerlines Corp. (amalgamated with Clinton Power and West Perth Power on June 1, 2011)
3,300	Espanola Regional Hydro Distribution Corp.
28,182	Essex Power Lines Corp.
19,366	Festival Hydro Inc.
3,735	Fort Frances Power Corp.
46,533	Greater Sudbury Hydro Inc.
10,336	Grimsby Power Inc.
50,210	Guelph Hydro Electric Systems Inc.
21,038	Haldimand County Hydro
20,800	Halton Hills
2,698	Hearst Power Distribution Company Ltd
233,828	Horizon Utilities Corporation
1,201	Hydro 2000 Inc.*
6,537	Hydro Hawkesbury Inc.
1,207,285	Hydro One
137,315	Hydro One Brampton Networks Inc.
303,851	Hydro Ottawa Limited
14,847	Innisfil Hydro Distribution Systems Ltd.
5,549	Kenora Hydro Electric Corp Ltd
27,081	Kingston Hydro Corporation
87,830	Kitchener-Wilmot Hydro Inc.
9,773	Lakefront Utilities Inc.
9,640	Lakeland Power Distribution Ltd.
147,029	London Hydro
6,862	Midland Power Utility Corp
29,819	Milton Hydro
33,244	Newmarket Hydro Ltd./Tay Hydro
49,960	Niagara Peninsula Energy Inc. (includes Peninsula West @ 14,351)
7,992	Niagara-on-the-Lake Hydro Inc.
18,874	Norfolk Power Distribution Inc.
23,627	North Bay Hydro Distribution Ltd
5,991	Northern Ontario Wires Inc.
63,012	Oakville Hydro Electricity Distribution Inc.
11,214	Orangeville Hydro Ltd. (includes Grand Valley (659))
12,985	Orillia Power Distribution Corp.
52,687	Oshawa PUC Networks Inc.
10,457	Ottawa River Power Corp.
3,366	Parry Sound Power Corp.
35,100	Peterborough Distribution Inc.
318,968	PowerStream Inc
32,855	PUC Distribution Inc.
4,160	Renfrew Hydro Inc.
5,780	Rideau St. Lawrence Distribution Inc.
2,716	Sioux Lookout Hydro
16,399	St. Thomas Energy Inc.
49,587	Thunder Bay Electricity Distribution Inc.
6,683	Tillsonburg Hydro Inc.
708,772	Toronto Hydro Electric Services Ltd.
113,946	Veridian Connections
12,395	Wasaga Distribution Inc.
52,879	Waterloo North Hydro Inc.
22,081	Welland Hydro-Electric System Corp.
3,618	Wellington North Power Inc.
3,780	West Coast Huron Energy Inc.
22,343	Westario Power Inc.
40,315	Whitby Hydro Energy Services Corp.
15,182	Woodstock Hydro Services Inc.
<b>4,711,665</b>	<b>Production total customer count</b>
<b>4,807,141</b>	<b>All LDC total customer count</b>