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REPORT

**Smart Metering Entity (SME)
Time-of-Use Mandate Progress Report
Through October 31, 2011**

Issue 15.0 - November 20, 2011

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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 (2011-2012)

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 October, including the addition of 5 LDCs and around 160,000 meters to the MDM/R.

The IESO remains confident that with ongoing tuning, planned infrastructure improvements 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

By the end of October, the MDM/R was supporting 64 LDCs in production with a total of 3.99 million enrolled smart meters and regularly processing meter reads from 3.0 to 3.1 million smart meters on a daily basis.

In October, 100% of the meter reads, meter master data updates and billing quantity requests were processed within contracted service levels.

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 October.

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 remainder of 2011 and the first six months of 2012 on the SME website (<http://www.smi-ieso.ca/training>).

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.

The projected enrolment and cutover activities for the next four months now include:

- One distributor is scheduled to complete cutover to production in December, one in January, and two in February.
- Three distributors are scheduled to be involved in enrolment testing and/or cutover activities in November and December and four in January and February.

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 on July 12. This provides a viable platform against which LDCs can test the changes to their systems which support the MC 2011 solution and prepare themselves for its migration into production.

The SME is working toward the targeted deployment timeline of mid-January that was shared with the LDCs in July, but we are dealing with a number of defects and cannot confirm yet that we will hit the targeted date. We continue to test new Release 7.2 functions and fixes to any defects that emerge in testing. By the end of November, following our assessment of the results of testing and any remaining defects, we will either confirm the mid January date or provide a new target deployment date.

The SME requires LDCs to complete a certification process before transitioning to the new XML Billing Service Standard interface of the Measurement Canada 2011 solution. This involves successfully performing a set of predefined test cases. The IESO published the certification requirements and test cases for LDCs to support this transition. The certification process involves a five-week testing period by LDCs under R7.2, followed by a one-week period where the SME will review the LDC's testing artefacts to determine whether certification has been successful. To date, 50 LDCs have signed up to begin their certification testing in November.

The SME continues to work closely with the LDCs as the solution rolls out and they prepare their systems. Workshops, drop-in sessions, and webinars are being offered to support the LDCs preparations for Release 7.2 and Measurement Canada 2011 solution. 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.

The SME and eMeter have continued discussions focused on the definition and development of the elements of the Measurement Canada 2012 Solution.

Distributor Readiness – MDM/R Integration and Meter Enrolment

3.1 October Highlights

In October, five LDCs completed their enrolment testing and cutover to the production MDM/R environment. By the end of October there were 64 LDCs in production with 3.99 million meters enrolled in the MDM/R.

Enrolment activities in October included:

- **Cutover:** 5 LDCs – Centre Wellington Hydro, Cooperative Hydro Embrun, Hydro 2000, North Bay Hydro and Rideau St. Lawrence Distribution completed cutover activities.
- **Enrolment Testing in Progress:** Bluewater Power
- **Unit Testing:** 7 LDCs were engaged in various stages of Unit testing. They included Cambridge and North Dumfries Hydro, Canadian Niagara Power, Festival Hydro, Greater Sudbury Hydro, Grimsby Power, Peterborough Distribution and Westario Power.

Note: By the end of October, there were only 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.

The number of meters enrolled in the MDM/R for Hydro Hawkesbury and West Coast Huron were not available from the OEB filings and therefore the source used for these numbers in the September report was the MDM/R. 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 October 31, 2011 | MDM/R Cutover Targets | | |
|---|-----------------------|------------------------|------------------|
| | Production LDCs | RPP Eligible Customers | Enrolled in MDMR |
| Actuals - Based on Production LDCs data | | | |
| Pre- Q2 2010 | 9 | 2,944,078 | 2,713,229 |
| Q3 2010 | 2 | 155,827 | 154,677 |
| Q4 2010 | 4 | 120,412 | 119,479 |
| Q1 2011 | 13 | 281,522 | 281,351 |
| Q2 2011 | 15 | 292,724 | 285,728 |
| Q3 2011 | 16 | 4,444,933 | 4,029,819 |
| Q4 2011 | | | |
| October 2011 | 5 | 39,179 | 37,805 |
| Actual Totals for LDCs in Production | 64 | 4,405,754 | 3,992,014 |
| Projected - Based on enrolment plans submitted to the SME | | | |
| Q4 2011 | 1 | 46,165 | |
| 2012 | 4 | 140,285 | |
| Projected Totals for Committed LDCs | 5 | 186,450 | |
| Totals (Actual and Projected) | 69 | 4,592,204 | 3,992,014 |
| Not Committed - LDCs have not provided enrolment plans | | | |
| Schedules not yet determined | 5 | 155,450 | |
| Totals including non-committed LDCs | 74 | 4,747,654 | 3,992,014 |
| % Complete of total RPP Eligible Customers Enrolled in the MDM/R | | 84.1% | |
| <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 number of meters enrolled in the MDM/R for Hydro Hawkesbury and West Coast Huron were not available from the OEB filings and therefore the source used for these numbers in the September report was the MDM/R. 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 October 31, 2011 | MDM/R Enrolled Meter Counts by Distributor | | | | |
|---------------------------|---|---|---|------------------------------------|--------------------------------------|
| Distributor | Total Meters Enrolled through 30-Sep | Total Meters Enrolled through 31-Oct | Increased Meter Enrolment this Month | Total RPP Eligible Customers | % Complete for Production LDCs |
| Atikokan Hydro | 1,653 | 1,653 | 0 | 1,686 | 98.0% |
| Brant County Power | 9,460 | 9,481 | 21 | 9,546 | 99.3% |
| Brantford Power | 37,314 | 37,344 | 30 | 37,527 | 99.5% |
| Burlington Hydro | 63,632 | 63,709 | 77 | 63,709 | 100.0% |
| Centre Wellington | 0 | 6,417 | 6,417 | 6,419 | 100.0% |
| Chapleau | 1,255 | 1,272 | 17 | 1,274 | 99.8% |
| Chatham-Kent | 31,772 | 31,772 | 0 | 31,772 | 100.0% |
| COLLUS Power | 15,643 | 15,673 | 30 | 15,677 | 100.0% |
| E.L.K. Energy | 11,033 | 10,701 | -332 | 10,798 | 99.1% |
| Embrun | 0 | 1,942 | 1,942 | 1,942 | 100.0% |
| Enersource | 3,709 | 8,769 | 5,060 | 190,412 | 4.6% |
| Erie Thames | 17,701 | 17,802 | 101 | 17,886 | 99.5% |
| Espanola | 3,279 | 3,285 | 6 | 3,284 | 100.0% |
| Essex Power | 27,448 | 27,636 | 188 | 27,877 | 99.1% |
| Fort Frances | 1 | 3,732 | 3,731 | 3,732 | 100.0% |
| Guelph Hydro | 47,833 | 47,894 | 61 | 48,044 | 99.7% |
| Haldimand County | 20,687 | 20,878 | 191 | 20,897 | 99.9% |
| Halton Hills | 20,643 | 20,643 | 0 | 20,643 | 100.0% |
| Hearst Power | 2,690 | 2,690 | 0 | 2,504 | 107.4% |
| Horizon Utilities | 228,174 | 228,571 | 397 | 232,886 | 98.1% |
| Hydro 2000 | 0 | 1,187 | 1,187 | 1,187 | 100.0% |
| Hydro Hawkesbury | 5,350 | 5,374 | 24 | 5,350 | 100.4% |
| Hydro One | 1,082,301 | 1,082,301 | 0 | 1,196,775 | 90.4% |
| Hydro One Brampton | 134,034 | 135,530 | 1,496 | 135,617 | 99.9% |
| Hydro Ottawa | 290,175 | 290,613 | 438 | 300,844 | 96.6% |
| Innisfil Hydro | 14,556 | 14,586 | 30 | 14,721 | 99.1% |

| As of October 31, 2011 | MDM/R Enrolled Meter Counts by Distributor | | | | |
|---------------------------|---|---|---|------------------------------------|--------------------------------------|
| Distributor | Total Meters Enrolled through 30-Sep | Total Meters Enrolled through 31-Oct | Increased Meter Enrolment this Month | Total RPP Eligible Customers | % Complete for Production LDCs |
| Kenora Hydro | 5,513 | 5,502 | -11 | 5,502 | 100.0% |
| Kingston Hydro | 26,284 | 26,330 | 46 | 26,483 | 99.4% |
| Kitchener-Wilmot | 86,265 | 86,526 | 261 | 86,719 | 99.8% |
| Lakefront Utilities | 9,522 | 9,533 | 11 | 9,533 | 100.0% |
| Lakeland Power | 9,537 | 9,548 | 11 | 9,473 | 100.8% |
| London Hydro | 137,284 | 137,751 | 467 | 140,499 | 98.0% |
| Middlesex Power | 7,902 | 7,911 | 9 | 7,911 | 100.0% |
| Midland Power | 6,826 | 6,831 | 5 | 6,831 | 100.0% |
| Milton Hydro | 27,971 | 28,129 | 158 | 27,971 | 100.6% |
| NewmarketTay | 29,672 | 32,639 | 2,967 | 32,639 | 100.0% |
| Niagara Peninsula | 47,664 | 47,760 | 96 | 49,778 | 95.9% |
| Niagara-on-the-Lake | 7,864 | 7,876 | 12 | 7,887 | 99.9% |
| Norfolk Power | 17,665 | 17,725 | 60 | 18,815 | 94.2% |
| North Bay Hydro | 0 | 22,484 | 22,484 | 23,856 | 94.2% |
| Northern Ontario Wi | 5,776 | 5,797 | 21 | 6,037 | 96.0% |
| Oakville Hydro | 64,507 | 64,673 | 166 | 62,598 | 103.3% |
| Orangeville Hydro | 11,085 | 11,084 | -1 | 11,089 | 100.0% |
| Orillia Power | 12,224 | 12,721 | 497 | 12,865 | 98.9% |
| Oshawa PUC | 51,992 | 51,998 | 6 | 52,590 | 98.9% |
| Ottawa River | 101 | 10,231 | 10,130 | 10,301 | 99.3% |
| Parry Sound | 3,298 | 3,330 | 32 | 3,330 | 100.0% |
| PowerStream | 299,204 | 314,144 | 14,940 | 312,000 | 100.7% |
| PUC Distribution | 32,584 | 32,675 | 91 | 32,527 | 100.5% |
| Renfrew Hydro | 108 | 108 | 0 | 3,872 | 2.8% |
| Rideau St. Lawrence | 0 | 5,775 | 5,775 | 5,775 | 100.0% |
| Sioux Lookout | 2,692 | 2,701 | 9 | 2,701 | 100.0% |
| St. Thomas | 16,260 | 16,267 | 7 | 16,267 | 100.0% |
| Thunder Bay | 1 | 49,406 | 49,405 | 49,128 | 100.6% |
| Tillsonburg | 6,327 | 6,327 | 0 | 6,672 | 94.8% |
| Toronto Hydro | 612,241 | 612,241 | 0 | 700,749 | 87.4% |
| Veridian | 111,719 | 111,764 | 45 | 112,413 | 99.4% |
| Wasaga | 12,204 | 12,224 | 20 | 12,227 | 100.0% |
| Waterloo North | 51,623 | 51,793 | 170 | 52,004 | 99.6% |
| Welland Hydro. | 125 | 21,723 | 21,598 | 21,520 | 100.9% |
| Wellington North | 113 | 113 | 0 | 3,596 | 3.1% |
| West Coast Huron | 3,542 | 3,656 | 114 | 3,821 | 95.7% |
| Whitby Hydro | 38,136 | 38,237 | 101 | 39,865 | 95.9% |
| Woodstock Hydro | 15,004 | 15,026 | 22 | 14,901 | 100.8% |
| Total Meter Counts | 3,841,178 | 3,992,014 | 161,457 | 4,405,754 | 90.6% |

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. Those LDC's names that appear in black are entering unit testing for the first time in the indicated month.

| As of October 31, 2011 | <i>Distributor Testing Activities with the MDM/R (Three Month Outlook)</i> | | |
|-----------------------------------|--|---|---|
| | Nov-11 | Dec-11 | Jan-12 |
| In Unit Testing | Cambridge CNPI - EOP CNPI - Fort Erie CNPI - Port Colborne Hydro Festival Hydro Grimsby Power Peterborough Westario Power | CNPI - EOP CNPI - Fort Erie CNPI - Port Colborne Hydro Festival Hydro Grimsby Power Peterborough Westario Power | CNPI - EOP CNPI - Fort Erie CNPI - Port Colborne Hydro Festival Hydro Grimsby Power Westario Power |
| In Enrolment Testing - SIT | Bluewater Cambridge Greater Sudbury Hydro | Cambridge Bluewater | Festival Hydro Peterborough |
| In Enrolment Testing - QT | Bluewater Greater Sudbury Hydro | Bluewater Greater Sudbury Hydro | Cambridge Festival Hydro Peterborough |
| Cutover | | Greater Sudbury Hydro | Bluewater |

3.5 MDM/R Enrolment Wave Calendar (2011-2012)

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 October 31, 2011

Current wave indicated by: **S** SIT - normally 2 weeks **Q** QT - normally 4 weeks **C** Cutover - normally 2 weeks

Previous wave indicated by: **S** **Q** **C**

| Reason for Latest Change | Oct | Oct | Oct | Oct | Nov | Nov | Nov | Nov | Dec | Dec | Dec | Jan | Jan | Jan | Feb | Feb | Feb | Mar | Mar | Mar | Apr | Apr | Apr | May | May | May | Jun | Jun | Jun | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----|----|
| Reason Code: 1: IESO Change 2: LDC Plan change 3: LDC Not Ready 4: LDC Wave Failure 5: Update pending | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 3 | 10 | 17 | 24 | 31 | 7 | 14 | 21 | 28 | 5 | 12 | 19 | 26 | 2 | 9 | 16 | 23 | 30 | 6 | 13 | 20 | 27 | 5 | 12 | 19 | 26 | 2 | 9 | 16 | 23 | 30 |

2011

2012

| RPP Eligible Customers | LDC Name | Reason Code | Oct | Oct | Oct | Oct | Oct | Nov | Nov | Nov | Nov | Dec | Dec | Dec | Jan | Jan | Jan | Feb | Feb | Feb | Mar | Mar | Mar | Apr | Apr | Apr | May | May | May | Jun | Jun | Jun |
|------------------------|--|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 11,545 | Algoma Power Inc. (scheduled for CIS amalgamation with CNPI) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 35,376 | Bluewater Power Distribution Corp. | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 50,607 | Cambridge & North Dumfries Hydro Inc. | 2, 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3,501 | CNPI - EOP | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 15,566 | CNPI - Fort Erie | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9,048 | CNPI - Port Colborne Hydro Inc | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 83,881 | ENWIN Powerlines Ltd. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 19,335 | Festival Hydro Inc. | 2, 3, 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 46,165 | Greater Sudbury Hydro Inc. | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10,138 | Grimsby Power Inc. | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 34,967 | Peterborough Distribution Inc. | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 21,771 | Westario Power Inc. | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 341,900 | Non-Production Total 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. | |
| 9,546 | Brant County Power Inc | |
| 37,527 | Brantford Power Inc. | |
| 63,709 | Burlington Hydro Inc. | |
| 6,419 | Centre Wellington Hydro Ltd.* | |
| 1,274 | Chapleau Public Utilities Corp. | |
| 31,772 | Chatham-Kent Hydro Inc. | |
| 15,677 | Collus Power Corp | |
| 1,942 | Cooperative Hydro Embrun Inc.* | |
| 10,798 | E.L.K. Energy Inc. | |
| 190,412 | Enersource Hydro Mississauga Inc. | |
| 17,886 | Erie Thames Powerlines Corp. (amalgamated with Clinton Power and West Perth Power on June 1, 2011) | |
| 3,284 | Espanola Regional Hydro Distribution Corp. | |
| 27,877 | Essex Power Lines Corp. | |
| 3,732 | Fort Frances Power Corp. | |
| 48,044 | Guelph Hydro Electric Systems Inc. | |
| 20,897 | Haldimand County Hydro | |
| 20,643 | Halton Hills | |
| 2,504 | Hearst Power Distribution Company Ltd | |
| 232,886 | Horizon Utilities Corporation | |
| 1,187 | Hydro 2000 Inc.* | |
| 5,350 | Hydro Hawkesbury Inc. | |
| 1,196,775 | Hydro One | |
| 135,617 | Hydro One Brampton Networks Inc. | |
| 300,844 | Hydro Ottawa Limited | |
| 14,721 | Innisfil Hydro Distribution Systems Ltd. | |
| 5,502 | Kenora Hydro Electric Corp Ltd | |
| 86,719 | Kitchener-Wilmot Hydro Inc. | |
| 26,483 | Kingston Hydro Corporation | |
| 9,533 | Lakefront Utilities Inc. | |
| 9,473 | Lakeland Power Distribution Ltd. | |
| 140,499 | London Hydro | |
| 7,911 | Middlesex Power Distribution Corp. (bought Newbury(185) and Dutton (622)) | |
| 6,831 | Midland Power Utility Corp | |
| 27,971 | Milton Hydro | |
| 32,639 | Newmarket Hydro Ltd./Tay Hydro | |
| 7,887 | Niagara-on-the-Lake Hydro Inc. | |
| 49,778 | Niagara Peninsula Energy Inc. (includes Peninsula West @ 14,351) | |
| 6,037 | Northern Ontario Wires Inc. | |
| 23,856 | North Bay Hydro Distribution Ltd * | |
| 18,815 | Norfolk Power Distribution Inc. | |
| 62,598 | Oakville Hydro Electricity Distribution Inc. | |
| 11,089 | Orangeville Hydro Ltd. (includes Grand Valley (659)) | |
| 12,865 | Orillia Power Distribution Corp. | |
| 52,590 | Oshawa PUC Networks Inc. | |
| 10,301 | Ottawa River Power Corp. | |
| 3,330 | Parry Sound Power Corp. | |
| 312,000 | PowerStream Inc | |
| 32,527 | PUC Distribution Inc. | |
| 3,872 | Renfrew Hydro Inc. | |
| 5,775 | Rideau St. Lawrence Distribution Inc.* | |
| 2,701 | Sioux Lookout Hydro | |
| 16,267 | St. Thomas Energy Inc. | |
| 49,128 | Thunder Bay Electricity Distribution Inc. | |
| 6,672 | Tillsonburg Hydro Inc. | |
| 700,749 | Toronto Hydro Electric Services Ltd. | |
| 112,413 | Veridian Connections | |
| 12,227 | Wasaga Distribution Inc. | |
| 52,004 | Waterloo North Hydro Inc. | |
| 21,520 | Welland Hydro-Electric System Corp. | |
| 3,596 | Wellington North Power Inc. | |
| 3,821 | West Coast Huron Energy Inc. | |
| 39,865 | Whitby Hydro Energy Services Corp. | |
| 14,901 | Woodstock Hydro Services Inc. | |
| 4,405,754 | Production total customer count | |
| 4,747,654 | All LDC total customer count | |

* indicates LDC that cutover to MDM/R production in October 2011