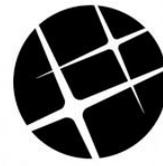


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REPORT

**Smart Metering Entity (SME)
Time-of-Use Mandate Progress Report
Through September 30, 2012**

Issue 26.0 - October 23, 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 remains stable and reliable. 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.

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 September, the MDM/R was supporting 71 LDCs in production 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 September. However, when including intervals that had to temporarily be estimated, along with duplicate submittals of interval data, the MDM/R processed meter data for the equivalent of 4.5 million meters daily.²

In September, the MDM/R processed all meter reads, meter master data updates, and billing quantities within service level time lines except for:

- Two instances where meter read processing was delayed for short periods; one was due to a hardware component failure that was quickly corrected, and one due to issues with an LDC's data submissions; and,
- One instance where processing of a few billing requests were delayed for one LDC for a short period.

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

² The number of meters processed by the MDM/R has been updated to better reflect processing loads experienced as a result of the poor quality of data submitted by some LDCs and their respective AMI Agents.

- 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. We are working with the heaviest users of the service and their vendors to eliminate some of their uses of web services or, as a minimum, shift their use of web-services out of the meter read processing window. We have taken steps to improve the resilience and stability of the service in face of these volumes and are exploring options with our vendors for enhancing the performance of the existing facility, as well as developing 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 September.

2.4 Training

The SME continues to adjust our training and workshop session offerings to meet the needs of the LDCs. In August, the SME posted Issue 1.0 of the MDM/R Operations Manuals (Incident and Problem Management, Change Management, Business Continuity) to the SME website. In September the SME held information sessions to ensure LDCs gain an understanding of their roles and responsibilities in relation to the processes established thru these manuals. On September 21, 2012 the SME successfully deployed enhancements to the supporting tools and procedures that provide a more integrated facility for supporting the operation of the MDM/R. These enhanced tools can be accessed by the SME, the LDCs and the Operational Service Provider and provide better communication and coordination of service needs. Workshops were conducted in early September to inform LDCs of these changes. The MDM/R Service Desk Tool Guide for LDCs was published and posted to the SME website September 28, 2012.

2.5 Additional Risks and Issues

There are three important initiatives that have been underway since the upgrade of the MDM/R to EnergyIP R7.2 and the Measurement Canada 2011 Solution and Phase 1 of the Measurement Canada 2012 Solution last April.

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

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

It remains the LDCs 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.

By the end of September, 56 LDCs have transitioned to the MDM/R 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 October. The SME is working with remaining LDCs to obtain and confirm transition schedules.

Measurement Canada 2012 Phase 2

By way of review, Phase 2 of the Measurement Canada 2012 solution consists of the following components:

- 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.

This solution is required in order to support eventual LDC use of the MDM/R for billing based on hourly and periodic consumption in a manner that is compliant with Measurement Canada requirements. At this time, the MDM/R is used by LDCs for billing on time-of-use rates that are supported by Release 7.2 deployed in April 2012.

The software solution to deliver this Phase 2 functionality has been delivered and has been under testing for several months. Based on problems identified with the software, remaining testing required, and the approaching 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.

Upgrade of the Oracle Database Management System from Version 10g to Version 11g

In order to maintain the support of the underlying database system of the MDM/R and deliver operational improvements, the SME is required to upgrade the Oracle database management system from Version 10g to Version 11g. Our current plan is to complete this upgrade by the end of November 2012.

This upgrade doesn't change MDM/R functionality and is of lower risk and complexity relative to the EnergyIP 7.2 upgrade. To minimize the impact and risk of this upgrade to MDM/R services and LDC operations, we are requiring similar planning and execution as exercised during the upgrade to EnergyIP 7.2 by cooperating and communicating with LDCs throughout the process.

Since the MDM/R went into production operation in March 2008, the SME has made several upgrades of the Oracle software, ranging from version 8i to version 10g, which is the version

currently in Production. Prior upgrades have been accomplished without LDC involvement because no changes to the MDM/R functionality resulted and the outages for the upgrades were short.

Extensive testing of version 11g began in mid April shortly after the deployment of EnergyIP R7.2 in production. Functional testing has been completed and verified and there is no difference in MDM/R functionality under 11g. Performance testing is nearing completion with results intended to demonstrate there is no significant performance degradation in moving from 10g to 11g. With no functional changes to the MDM/R, as with previous Oracle upgrades, LDC regression testing is deemed not to be necessary to proceed to production.

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

3.1 September Highlights

By the end of September there were 71 LDCs in production with 4.51 million meters enrolled in the MDM/R. Two LDCs have not connected to and started testing with the MDM/R. One LDC has provided an integration date of November 19, 2012 with the MDM/R. The other LDC 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 first quarter of 2014; however, no project schedule has been submitted.

3.2 MDM/R Cutover Targets³

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.

³ 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.

September 30, 2012	MDM/R Cutover Targets		
	Production LDCs	RPP Eligible Customers	Enrolled in MDMR
Actuals - Based on Production LDCs data			
Pre- Q2 2010	9	2,994,933	2,794,330
Q3 2010	2	158,855	158,855
Q4 2010	4	122,207	122,207
Q1 2011	13	285,136	285,884
Q2 2011	14	290,853	291,022
Q3 2011	16	580,370	574,268
Q4 2011	5	39,139	38,091
Q1 2012	6	195,194	195,301
Q2 2012	2	54,808	54,822
July 2012			
August 2012			
September 2012			
Actual Totals for LDCs in Production	71	4,721,495	4,514,780
Projected - Based on enrolment plans submitted to the SME			
Q4 2012	1	11,572	
Projected Totals for Committed	1	11,572	
Totals (Actual and Projected)	72	4,733,067	4,514,780
Not Committed - LDCs have not provided enrolment plans			
Schedules not yet determined	1	84,152	
Totals including non-committed LDCs	73	4,817,219	4,514,780
% Complete of total RPP Eligible Customers Enrolled in the MDM/R		93.7%	

3.3 MDM/R Enrolled Meter Counts by Distributor²

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 September 30, 2012	MDM/R Enrolled Meter Counts by Distributor				
Distributor	Total Meters Enrolled through 31-Aug	Total Meters Enrolled through 30-Sep	Increased Meter Enrolment this Month	Total RPP Eligible Customers	% Complete for Production LDCs
Atikokan Hydro *	1,686	1,666	-20	1,666	100.0%
Bluewater*	35,502	35,521	19	35,521	100.0%
Brant County Power *	9,786	9,801	15	9,801	100.0%
Brantford Power *	37,765	37,828	63	37,828	100.0%
Burlington Hydro *	64,784	64,799	15	64,799	100.0%
Cambridge*	51,892	51,917	25	51,917	100.0%
Centre Wellington*	6,541	6,546	5	6,546	100.0%
Chapleau*	1,274	1,273	-1	1,273	100.0%
CNPI*	28,404	28,416	12	28,416	100.0%
COLLUS Power *	15,981	15,963	-18	15,963	100.0%
E.L.K. Energy	10,892	10,897	5	10,869	100.3%
Embrun *	1,946	1,946	0	1,946	100.0%
Enersource	187,800	188,109	309	192,738	97.6%
Entegrus*	40,166	40,195	29	40,195	100.0%
Erie Thames*	18,030	18,068	38	18,068	100.0%
Espanola*	3,300	3,301	1	3,301	100.0%
Essex Power*	28,182	28,182	0	28,182	100.0%
Festival Hydro *	19,520	19,651	131	19,651	100.0%
Fort Frances*	3,735	3,735	0	3,735	100.0%
Greater Sudbury	46,582	46,702	120	46,595	100.2%
Grimsby Power*	10,357	10,372	15	10,372	100.0%
Guelph Hydro*	50,263	50,292	29	50,292	100.0%
Haldimand County *	21,054	21,063	9	21,063	100.0%
Halton Hills*	20,805	20,811	6	20,811	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 *	1,201	1,202	1	1,202	100.0%
Hydro Hawkesbury *	6,537	6,537	0	6,537	100.0%
Hydro One	1,105,746	1,105,807	61	1,207,077	91.6%
Hydro One Brampton*	137,711	138,044	333	138,044	100.0%
Hydro Ottawa	301,308	301,647	339	304,946	98.9%

Innisfil Hydro*	14,886	14,912	26	14,912	100.0%
Kenora Hydro*	5,551	5,553	2	5,553	100.0%
Kingston Hydro*	27,087	27,106	19	27,106	100.0%
Kitchener-Wilmot*	87,910	88,017	107	88,017	100.0%
Lakefront Utilities*	9,773	9,790	17	9,790	100.0%
Lakeland Power*	9,660	9,664	4	9,664	100.0%
London Hydro*	147,236	147,433	197	147,433	100.0%
Midland Power*	6,866	6,867	1	6,867	100.0%
Milton Hydro*	30,015	30,174	159	30,174	100.0%
NewmarketTay*	33,344	33,374	30	33,374	100.0%
Niagara Peninsula	48,587	48,652	65	50,153	97.0%
Niagara-on-the-Lake*	8,019	8,019	0	8,019	100.0%
Norfolk Power	19,035	19,063	28	18,894	100.9%
North Bay Hydro	22,569	22,586	17	23,634	95.6%
Northern Ontario Wires *	5,991	5,991	0	5,991	100.0%
Oakville Hydro	63,812	63,909	97	63,161	101.2%
Orangeville Hydro*	11,239	11,239	0	11,239	100.0%
Orillia Power *	12,986	13,035	49	13,035	100.0%
Oshawa PUC *	52,687	52,687	0	52,687	100.0%
Ottawa River*	10,466	10,481	15	10,481	100.0%
Parry Sound *	3,375	3,375	0	3,375	100.0%
Peterborough	31,799	35,171	3,372	35,157	100.0%
PowerStream *	322,300	322,763	463	322,763	100.0%
PUC Distribution *	32,872	32,895	23	32,895	100.0%
Renfrew Hydro *	4,163	4,175	12	4,175	100.0%
Rideau St. Lawrence*	5,807	5,811	4	5,811	100.0%
Sioux Lookout *	2,720	2,726	6	2,726	100.0%
St. Thomas*	16,413	16,425	12	16,425	100.0%
Thunder Bay*	49,598	49,646	48	49,646	100.0%
Tillsonburg*	6,683	6,683	0	6,683	100.0%
Toronto Hydro	612,241	612,241	0	708,275	86.4%
Veridian *	114,158	114,301	143	114,301	100.0%
Wasaga*	12,403	12,461	58	12,461	100.0%
Waterloo North *	53,008	53,173	165	53,173	100.0%
Welland Hydro*	22,097	22,118	21	22,118	100.0%
Wellington North *	3,621	3,621	0	3,621	100.0%
West Coast Huron *	3,782	3,785	3	3,785	100.0%
Westario Power*	22,347	22,373	26	22,373	100.0%
Whitby Hydro*	40,406	40,440	34	40,440	100.0%
Woodstock Hydro *	15,200	15,217	17	15,217	100.0%
Total Meter Counts	4,507,999	4,514,780	6,781	4,721,495	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.					

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 amalgamation of CNP and Algoma is expected on November 19, 2012.⁴

As of September 30, 2012	<i>Distributor Testing Activities with the MDM/R (Three Month Outlook)</i>		
	Oct-12	Nov-12	Dec-12
In Enrolment Testing - SIT			
In Enrolment Testing - QT			
Cutover		CNPI / Algoma amalgamation	

⁴ Algoma's meters will be enrolled in the MDM/R as part of CNP which is already in MDM/R production; therefore, no enrolment testing is required of Algoma.

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 September 30, 2012

MDM/R Enrolment Wave Calendar

As of September 30, 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
Reason Code																	
1: IESO Change																	
2: LDC Plan change																	
3: LDC Not Ready																	
4: LDC Wave Failure																	
5: Update pending																	
	S	10	17	24	31	7	14	21	28	4	11	18	25	1	8	15	22
	3	10	17	24	31	7	14	21	28	4	11	18	25	1	8	15	22

RPP Eligible Customers	LDC Name																
84,152	ENWIN Powerlines Ltd.																
11,572	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

1,666	Atikokan Hydro Inc.
35,521	Bluewater Power Distribution Corp.
9,801	Brant County Power Inc
37,828	Brantford Power Inc.
64,799	Burlington Hydro Inc.
51,917	Cambridge & North Dumfries Hydro Inc.
6,546	Centre Wellington Hydro Ltd.
1,273	Chapleau Public Utilities Corp.
15,819	CNP - Fort Erie
9,075	CNP - Port Colborne Hydro Inc
3,522	CNP - EOP
15,963	Collus Power Corp
1,946	Cooperative Hydro Embrun Inc.
10,869	E.L.K. Energy Inc.
192,738	Energysource Hydro Mississauga Inc.
40,195	Entegrus
18,068	Erie Thames Powerlines Corp. (amalgamated with Clinton Power and West Perth Power on June 1, 2011)
3,301	Espanola Regional Hydro Distribution Corp.
28,182	Essex Power Lines Corp.
19,651	Festival Hydro Inc.
3,735	Fort Frances Power Corp.
46,595	Greater Sudbury Hydro Inc.
10,372	Grimsby Power Inc.
50,292	Guelph Hydro Electric Systems Inc.
21,063	Haldimand County Hydro
20,811	Halton Hills
2,709	Hearst Power Distribution Company Ltd
233,828	Horizon Utilities Corporation
1,202	Hydro 2000 Inc.*
6,537	Hydro Hawkesbury Inc.
1,207,077	Hydro One
138,044	Hydro One Brampton Networks Inc.
304,946	Hydro Ottawa Limited
14,912	Innisfil Hydro Distribution Systems Ltd.
5,553	Kenora Hydro Electric Corp Ltd
27,106	Kingston Hydro Corporation
88,017	Kitchener-Wilmot Hydro Inc.
9,790	Lakefront Utilities Inc.
9,664	Lakeland Power Distribution Ltd.
147,433	London Hydro
6,867	Midland Power Utility Corp
30,174	Milton Hydro
33,374	Newmarket Hydro Ltd./Tay Hydro
50,153	Niagara Peninsula Energy Inc. (includes Peninsula West @ 14,351)
8,019	Niagara-on-the-Lake Hydro Inc.
18,894	Norfolk Power Distribution Inc.
23,634	North Bay Hydro Distribution Ltd
5,991	Northern Ontario Wires Inc.
63,161	Oakville Hydro Electricity Distribution Inc.
11,239	Orangeville Hydro Ltd. (includes Grand Valley (659))
13,035	Orillia Power Distribution Corp.
52,687	Oshawa PUC Networks Inc.
10,481	Ottawa River Power Corp.
3,375	Parry Sound Power Corp.
35,157	Peterborough Distribution Inc.
322,763	PowerStream Inc
32,895	PUC Distribution Inc.
4,175	Renfrew Hydro Inc.
5,811	Rideau St. Lawrence Distribution Inc.
2,726	Sioux Lookout Hydro
16,425	St. Thomas Energy Inc.
49,646	Thunder Bay Electricity Distribution Inc.
6,683	Tilsonburg Hydro Inc.
708,275	Toronto Hydro Electric Services Ltd.
114,301	Veridian Connections
12,461	Wasaga Distribution Inc.
53,173	Waterloo North Hydro Inc.
22,118	Welland Hydro-Electric System Corp.
3,621	Wellington North Power Inc.
3,785	West Coast Huron Energy Inc.
22,373	Westario Power Inc.
40,440	Whitby Hydro Energy Services Corp.
15,217	Woodstock Hydro Services Inc.
4,721,495	Production total customer count
4,817,219	All LDC total customer count