

RRR FILING GUIDE

**FOR ELECTRICITY DISTRIBUTORS'
REPORTING AND RECORD KEEPING
REQUIREMENTS (RRR)**

PREPARED BY BOARD-STAFF

APRIL 3, 2012

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DISCLAIMER NOTICE

Please note that this Guide has been prepared by Board staff as an operational document and is not intended to create any new Board policy. This Guide is not intended to re-define the definitions already existing in the Electricity Reporting and Record Keeping Requirements (RRR) or other documents of the Board. Where needed, it may provide a reference for further clarification, or may provide examples to clarify reporting requirements given various scenarios that may arise for different distributors.

PREFACE

Welcome to the revised edition dated April 3, 2012 of the RRR Filing Guide for electricity distributors. The primary purpose of this update is to aid distributors in completing their filings for 2012.

The Guide is based on the principle that it is desirable to have: consistency between the requirements stated in the RRR document and the input forms; clear definitions; ease of use; and a reliable channel of communication between the Board and the electricity distributors for matters related to reporting.

On March 7, 2012, the Board launched a comprehensive review of the electricity RRR for distributors, and invited expressions of interest to participate in a small group discussion to start the process. This review will consider issues such as the frequency of reporting, areas of potential redundancy and provisions that may need further clarification in order to ensure that consistent information is filed by all licensed distributors

The next revision of the RRR filing guide is anticipated after completion of this review in early 2013.

ABOUT THE RRR

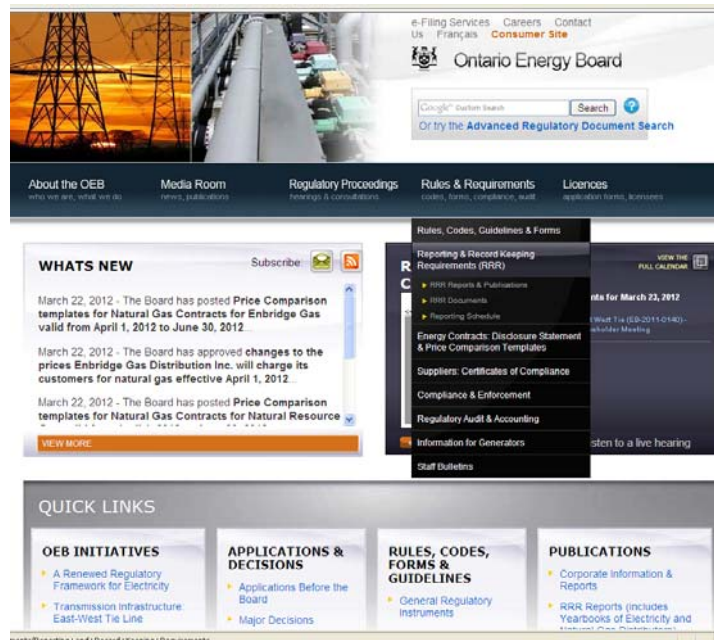
The Board's authority to collect the information required under the RRR is derived from the Board's Decision and Order RP-2002-0140 on August 16, 2002. Reporting and record keeping requirements for electricity distributors are set out in the document "Electricity Reporting & Record Keeping Requirements version dated March 7, 2012".

These reporting and record keeping requirements set the minimum reporting and record keeping requirements with which a licensee must comply. Other reporting and record keeping requirements specific to a licensee may also be contained in codes, individual licences or regulatory instruments specific to a licensee (for example, in a rate order).

A number of sections of the RRR document are historically derived from Guidelines issued by the Board, for example the Performance Based Reporting (PBR) information (RRR section 2.1.5) is derived from the Electricity Distribution Rate Handbooks. Other sections arise from amendments to codes issued by the Board, for example, the electricity service quality requirements (RRR section 2.1.4.1) derive from the Distribution System Code (DSC). Other requirements arise from Board Orders or provincial legislation, for example RRR section 2.1.15 regarding renewable generator connections is based on a regulation issued by the Provincial (Ontario) Government.

LOCATION OF RRR INFORMATION

In November 2011, the Conservation and Reporting team launched a new portal for web pages related to RRR Reporting. This portal is accessed through the “Rules and Requirements” tab on the OEB Industry website, by clicking on “Reporting & Record Keeping Requirements (RRR)”.



The reporting portal is organized into five sections, as shown below:



Highlights of the reporting web pages are:

RRR Documents- “Electricity” and “Gas” tabs contain current documents and recent communications from the Board. Documents in each tab have been archived chronologically. The RRR Filing Guide is also available on this page.

e-Filing Services - A request form (called "Electronic User Form") for change in user information is found here. Existing users of electronic filings are provided with a link to view the upcoming filings, changes to RRR input forms and the reporting schedule.

Reporting Schedule- In this section, users can view the filing schedule for electricity/ gas distributors, retailers, marketers, electricity transmitters and the IESO; the count down for impending filing deadlines; a list of changes in upcoming filing forms. Users can also access the relevant RRR document by clicking on the hyperlinks provided under the filing headings.

Publications: RRR Reports - The yearbooks (electricity and gas) have been arranged chronologically for easy access. In addition users can view current reporting related publications.

Stakeholder Consultations Related to RRR- For convenience all past and present stakeholder consultations can now be accessed in this section. This has been grouped chronologically by energy type (electricity or gas).

REGISTRATION

Why register

Only a registered RRR user can access the electronic filing system in order to submit filings under the RRR. Hence registration of at least one RRR user is necessary in order to fulfill the condition of licence which requires submission of information “in the form and manner required by the Board.”

RRR registered user privileges

Only RRR registered users can access input forms for filing, based on the personal password issued to them by the OEB, which can be reset by the user if desired. Depending on the password used, the name of the RRR user is recorded in the OEB database as the submitter of the filing.

Only RRR registered users can view past filings.

Only RRR registered users can make revisions to a past filing.

RRR registered users, as well as regulatory contacts on the OEB’s records, have the ability to receive broadcast emails regarding reporting matters.

Registered users annually give or deny consent to the OEB to submit the annual Electric Utility Financial Report to Statistics Canada on behalf of their distributor using the information submitted to the OEB in their RRR 2.1.5 (PBR) and RRR 2.1.7 (trial balance) filings.

Removing a RRR registered user

When the job function of a registered user no longer requires any of the RRR user privileges listed above, or when an employee leaves the distributor, the OEB should be informed, so that their password can be cancelled. To remove a RRR user, the primary regulatory contact for the distributor should complete the “Electronic User Form” found on the e-filing services page of the OEB website and email it to the contact listed on the form (link:

http://www.ontarioenergyboard.ca/OEB/ Documents/e-Filing/RRR-SM-TOU-user_form.pdf)

Adding a RRR registered user

To add a new RRR user, the primary regulatory contact for the distributor should complete the “Electronic User Form” found on the e-filing services page of the OEB website and email it to the contact listed on the form. The email address used by the primary regulatory contact in sending the request should match the contact email on record with the OEB.

The Electronic User Form can be found in Appendix 1. It can be also be found at: http://www.ontarioenergyboard.ca/OEB/_Documents/e-Filing/RRR-SM-TOU-user_form.pdf

Other RRR Passwords

Passwords are also issued by the OEB to the Chief Executive Officer and the Chief Regulatory Officer of the distributor, to enable electronic submission of certifications relating to compliance with the Affiliate Relationships Code (RRR sections 2.2.1 – 2.2.3).

These passwords are issued exclusively to submit online certifications.

FILINGS

Schedule

The OEB generates a filing schedule each year, which can be found on the Rules and Requirements section of the OEB Industry website, under “Reporting Schedule”

(<http://www.ontarioenergyboard.ca/OEB/Industry/Rules+and+Requirements/Reporting+and+Record+Keeping+Requirements/RRR+Reporting+Schedule>). The 2012 schedule is replicated below:

	Jan-31	Feb-28	Mar-31	Apr-30	May-31	Jun-30	Jul-31	Aug-31	Sep-30	Oct-31	Nov-30	Dec-31
2.1.1		✓			✓			✓			✓	
2.1.2		✓			✓			✓			✓	
2.1.3		✓			✓			✓			✓	
2.1.4				✓								
2.1.5				✓								
2.1.6				HC								
2.1.7				✓								
2.1.8												
2.1.9												
2.1.10				✓								
2.1.11				✓								
2.1.12				HC								
2.1.13				HC								
2.1.14				✓								
2.1.15		✓			✓			✓			✓	
2.1.16				✓								
Certifications				✓								

✓ = Electronic submission

HC = Hard Copy submission or pdf attachment by email (to be sent to Board Secretary with copy to RRR staff)

If the “due date” above falls on a day that is a Saturday, Sunday, or legal holiday in the Province of Ontario, then the due date is the next business day (section 1.3 of the RRR-Electricity document).

Availability of input forms

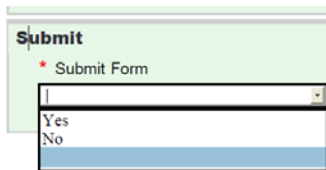
Input forms are typically generated by the OEB’s Information Technology (“IT”) department sixty days before the filing due date given in the above schedule. They become available to RRR registered users as soon as these are generated.

The forms are generated in batches of quarterly or annual forms. Once the forms are generated, generally no change will be made to any of the forms for that filing period. Any changes to the forms will only appear in the next filing period when a new batch of forms is generated.

Submission of Filing

A filing is submitted only when the OEB's records show the status of the filing as "Submitted."

The status changes based on the choice made on the submit box which is found at the end of each RRR input form.



Please note that the default setting for the Submit box is a blank. This has to be manually changed to "No" to save, or "Yes" to submit. To save your work without submitting select "No" in the Submit box and then click on the "Save" or "Save and Exit" button. You can access your saved work again at a later time.

To submit, select "Yes" in the submit box AND click on the "Save" or "Save and Exit" button.

To make sure your work has been saved or submitted, as desired, always check the Status box on the "Report Summary" section at the beginning of the form. The Status box will show one of the following:

1. **Blank:** At the time of opening the form.
2. **Work in progress:** After saving the form for the first time.
3. **Submitted:** After the form has been submitted successfully for the first time.
4. **Revised:** After the form has been submitted successfully subsequent to the first submission.
5. **Submitted after deadline:** When the form has been submitted successfully after due date.

OEB will see your first submitted filing as "version 0" of the filing. Subsequent submissions are numbered sequentially. The Reporting group of the OEB can view filings only after these have been submitted successfully. Work in progress filings, that is, filings that have been saved but not submitted, are not available for viewing by the Reporting group.

Submit box setting	Save button clicked	Status of filing
Default - blank	No	<i>Not Saved. Not Submitted</i>
No	No	<i>Not Saved. Not Submitted</i>
Yes	No	<i>Not Saved. Not Submitted</i>

Submit box setting	Save button clicked	Status of filing
Default - blank	Yes	<i>Not Saved. Not Submitted</i>
No	Yes	<i>Saved. Not Submitted</i>
Yes	Yes	<i>Saved. Submitted</i>

Change to submitted filings

Before due date:

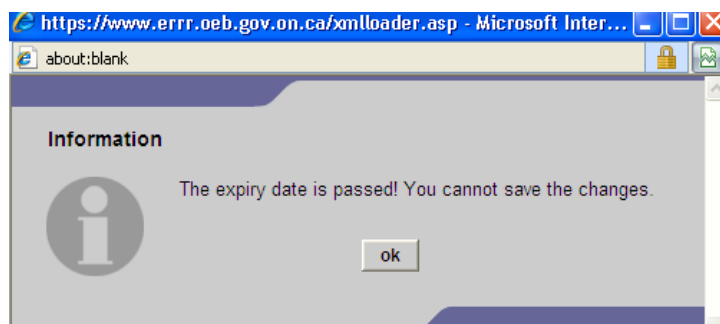
If a filing has been submitted before the due date, it can be changed and submitted again.

The latest submission overrides all previously submitted filings.

After due date:

At the end of the due date, the system is set to automatically close, and no further submissions can be made. The last submitted filing will be the filing on record.

After due date, if the contents of the input form are changed, these will appear in the input box, but on clicking the “Save” button, these will be overwritten with the submitted figures. The following message will appear:



For revisions to filings after the due date, please refer to the OEB letter dated February 17, 2010 in Appendix 2.

Extensions

If you know in advance that your filing will be delayed beyond the due date, you can request an extension in filing date by contacting staff listed in the Contacts page of this Guide.

CONTACTS

For RRR submission issues, extension and revision requests:

1. Ejiro Winthorpe, Analyst, Conservation & Reporting
Email: Ejiro.Winthorpe@ontarioenergyboard.ca
Telephone: (416) 544-5170

2. Stephanie Chan, Analyst, Conservation & Reporting
Email: Stephanie.Chan@ontarioenergyboard.ca
Telephone: (416) 544-5160

Other RRR enquiries:

3. Anshula Ohri, Project Advisor, Conservation & Reporting
Email: Anshula.Ohri@ontarioenergyboard.ca
Telephone: (416) 440-7659

IT issues:

4. IT Help
Email: it.help@ontarioenergyboard.ca

Any other:

5. Viive Sawler, Manager, Conservation & Reporting
Email: Viive.Sawler@ontarioenergyboard.ca
Telephone: (416) 440-7691

6. Market Operations Hotline:
Email: Market.Operations@ontarioenergyboard.ca
Telephone: (416) 440-7709

ARCHIVES

All submitted filings are archived in the OEB's database. RRR registered users can view past filings through the same portal where filings are submitted. However, the historical view is available only for information that is currently collected.

For example, if the information on service charges is discontinued for collection, then the historically submitted information on service charges can no longer be viewed through the portal. However the information resides in the OEB's database, and can be obtained on request.

RETENTION & BACKUP

The OEB does not specify any retention limits for RRR information for distributors separate from the provincial, tax and other retention requirements which distributors are required to follow.

The OEB also does not specifically state the format of the backup that distributors are required to keep on record for the information that is submitted to the OEB. In case of an audit, distributors should be able to show the sources of data reported and provide the backup documentation which includes the ability to demonstrate the calculation for the reported numbers. To assist distributors in this endeavor, a spreadsheet listing all items of information currently collected through the RRR is provided in Appendix 3.

FORM BY FORM EXPLANATION

Layout

Each form is explained by considering the following areas as applicable.

1. The electricity RRR document quoted verbatim for that section
2. Due date
3. Available for input date
4. Method of filing
5. Content
6. New on input form
7. Tips
8. Example(s)
9. Reason(s) for change

Our IT department has provided printing capability from all input forms via a Print button, so that there can be consistent printing for all distributors. Please note that Internet Explorer version 7 or above is needed to print these reports. The option to print reports through your existing browser continues to be available as before.

Instructions are provided for each input form at the beginning of each form.

A list of RRR data to be collected in 2012 is provided in Appendix 3, and is available in excel format on request. This list can be used in various ways – to keep a central record of sources of data; or to obtain data from different departments.

2.1.1

RRR section: A distributor shall provide in the form and manner required by the Board, quarterly, on the last day of the second month following the quarter end, balances of all deferral/ variance accounts referred to in the Accounting Procedures Handbook for Electric Distribution Utilities, their related sub-accounts and associated information required by the Accounting Procedures Handbook for Electric Distribution Utilities.

Due: Feb 28, May 31, Aug 31, Nov 30

Available for input: Jan 1, Apr 1, Jul 1, Oct 1

Method of filing: Electronic input form

Content: This section tracks the change in balance for deferral and variance accounts, as well as for selected sub-accounts, on a quarterly basis. The change in account balance is further broken down by change in each of the following: accruals, carrying charges and adjustments.

New on form:

1. The “Instructions” section asks for the accounting standard used by the distributor in preparing the financial information reported on this form.
2. An auto-calculated field showing totals of all deferral and variance accounts has been added at the end of the section for deferral/variance accounts, before the sub-accounts section.
3. New accounts added are:
 - 1567 Board-Approved CDM Variance Account
 - 1575 IFRS-CGAAP Transitional PP&E Amounts
4. New sub-accounts added are:
 - 1508 Sub-account Financial Assistance Payment and Recovery Variance-OCEB Act
 - 1595 Sub-account Disposition of Account Balances Approved in 2011

Tips:

1. If you find that the closing balance from the previous quarter in your general ledger does not match the auto-populated opening balance on your input form for the current quarter, two options are available to you:
 - If the change is not material (either in absolute terms or in terms of impact on the regulated entity – see Appendix 2), enter the difference between the reported and actual closing balance for the previous quarter in column 5 (Other Adjustments this Period).

- If the change is material, you may fill out a RRR Data revision request form that can be found at Appendix 2. If your request is agreed to, and you have a revised ending balance for the previous quarter, this figure will automatically re-populate your current quarter input form, as the opening balances are refreshed every time the form is opened.
2. Please note that the closing balance column is auto-calculated when the “Save” button is clicked.
 3. When an account balance is moved to the 1595 recovery account, the sub-account to which it is moved should correspond to the year in which the disposition rate rider became effective. For example if the disposition was ordered via a Board decision with the rate rider effective date of May 1, 2011, the transferred amount should be booked in the 2011 sub-account of 1595.
 4. For the December 31 quarterly filing, please ensure that the account balances reported match the 2.1.7 (trial balance) reporting. If they do not match, be prepared for follow up questions from the OEB regarding the reason for the difference.

Example(s): None

Reason(s) for change:

- Auto-calculated totals have been added based on feedback obtained from stakeholders, to improve ease of use.
- The request for stating the accounting standard used stems from the option available to distributors in 2012 to switch to International Financial Reporting Standards (IFRS).
- New accounts/sub-accounts have been added to the form as a result of Board decisions.

Search

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FAQ

Submit RRR Filing

SOP Application

SOP: View Work-In-

Progress Application

My Cases

Case Documents

Submit Smart Meter

Filings

[Submit an Application](#)

Submit Other

Documents

Report Summary

Filing Due Year	Filing Form Name	RRR Filing No
Reporting Period and Company Name	Licence Type	Status
Report Version	Extension Granted	Extension Deadline
Filing Due Date	Reporting From	Reporting To
Submitted On	Submitter Name	Expiry Date

Instructions

1. To submit this filing, the current opening balance on the 2.1.1 form must equal the closing balance as reported in your 2.1.1 filing for the previous quarter.
2. The closing balance from the previous quarter filing travels to the opening balance on the date the current form is generated. If the closing account balance of the previous quarter has changed in your general ledger since you filed the information and the change is not material enough to justify a revision to the previous quarter's 2.1.1 filing, make a manual entry in the "Other Adjustment this Period" column to report the correct closing balance for the current quarter.
3. Debit amounts are reported as positive numbers and credit amounts are reported as negative numbers.
4. To delete a value that should have been blank you must delete the value and enter 0.
5. Clicking Save will not automatically submit this filing. To submit this filing, scroll to the end of the page, select Yes in the Submit drop down then click the Save button.

Please indicate the accounting standard used in preparing the reported financial information. 1. Canadian GAAP / Accounting Standards for Private Enterprises (ASPE) 2. International Financial Reporting Standards (IFRS) 3. U.S. GAAP

- * Accounting Standard

Deferral / Variance Accounts (in dollars)

Account	Quarter Opening Balance	Carrying Charges this Period	Net Accruals this Period	Other Adjustment this Period	Quarter Closing Balance
1508 Other Regulatory Assets					
1518 RCVA Retail					
1521 Special Purpose Charge Assessment Variance Account					
1525 Miscellaneous Deferred Debit					

1531 Renewable Connection Capital Deferral Account				
1532 Renewable Connection OM&A Deferral Account				
1533 Renewable Generation Connection Funding Adder Deferral Account				
1534 Smart Grid Capital Deferral Account				
1535 Smart Grid Capital OM&A Account				
1536 Smart Grid Funding Adder Deferral Account				
1548 RCVA STR				
1550 LV Variance Account				
1555 Smart Meter Capital and Recovery Offset Variance				
1556 Smart Meter OM&A Variance				
1562 Deferred PILs				
1563 PILs Contra Account				
1565 Conservation and Demand Management Expenditures and Recoveries				
1566 CDM Contra				
1567 Board-Approved CDM Variance Account				
1570 Qualifying Transition Costs				
1571 Pre-market Opening Energy Variance				
1572 Extraordinary Event Costs				
1574 Deferred Rate Impact Amounts				
1575 IFRS-CGAAP Transitional PP&E Amounts				
1580 RSVA WMS				
1582 RSVA One-time				
1584 RSVA NW				
1586 RSVA CN				
1588 RSVA Power				
1590 Recovery of Regulatory Asset Balances				
1592 PLS & Tax Variance				
1595 Disposition and Recovery of Regulatory Balances Control Account				
2425 Other Deferred Credits				
Total (Auto-Calculated)				

Sub-account Information					
Sub-account	Quarter Opening Balance	Carrying Charges this Period	Net Accruals this Period	Other Adjustment this Period	Quarter Closing Balance
1508 Sub-account Financial Assistance Payment and Recovery Variance-OCEBAct	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
1588 RSVA Power Sub-account Global Adjustment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
1595 Sub-account Disposition of Account Balances Approved in 2008	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
1595 Sub-account Disposition of Account Balances Approved in 2009	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
1595 Sub-account Disposition of Account Balances Approved in 2010	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
1595 Sub-account Disposition of Account Balances Approved in 2011	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Submit?

* Submit Form

POWERED BY

PIVOTAL

SAVE

SAVE & EXIT

Print

Cancel

2.1.2

RRR section: A distributor shall provide in the form and manner required by the Board, quarterly, by the end of the second month following the quarter end, a summary of the following market monitoring information:

(a) Total number of consumers on SSS for each rate class sub-divided by (i) consumers paying the HOEP or WAHSP, (ii) consumers paying the two-tiered RPP price referred to in section 3.3 of the Standard Supply Service Code, and (iii) consumers paying the time-of-use RPP price referred to in section 3.4 of the Standard Supply Service Code, at the end of the preceding quarter;

(b) Total number of consumers successfully enrolled with a retailer (completed enrollments accepted by the distributor for flow only) at the end of the preceding quarter, by retailer and for each rate class;

For each of (a) and (b) above, by rate class, the total number of properties or complexes for which a declaration has been filed with the distributor under section 3.3.4 of the Standard Supply Service Code; and

For each property or complex referred to in (c) above, the total number of units identified in the declaration.

Distributors who are not connected to the IESO-controlled grid and are exempted from subsection 26(1) of the Electricity Act, 1998, are exempted from this reporting requirement.

Due: Feb 28, May 31, Aug 31, Nov 30

Available for input: Jan 1, Apr 1, Jul 1, Oct 1

Method of filing: Electronic input form

Content: This filing tracks the number of customer accounts for residential, general service, large user, embedded distributor and sub-transmission rate classes. It also tracks the number of connections for street lighting, sentinel lighting and unmetered scattered load on a quarterly basis. These are reported in separate tables for standard supply service customers/connections, and for each retailer.

The table for reporting of SSS customers/connections also requires a breakdown of the number of customers/connections for each rate class into these price groups: the two-tier Regulated Price Plan (RPP), the time of use RPP price, and the Hourly Ontario Energy Price (HOEP – includes WAHSP).

New on form:

1. Rate class "Intermediate Service" has been removed as this rate class has been replaced by the General Service < 50 kW and General Service > 50 kW rate classes.

Tips:

1. The first table is for reporting SSS customers only. Do not report any retailer customers in the first table.
2. Customers who are on HOEP with a RETAILER should be included in the retailer tables against the rate class of the customer. Do not include these in the first table which requires the number of SSS customers only on HOEP.
3. For unmetered scattered load, street lighting and sentinel lighting, please report number of **connections**, and not number of accounts.
4. The number of accounts and connections reported on the December 31 quarterly filing must match the numbers/connections reported in the annual PBR (RRR 2.1.5) filing.
5. Distributors who still use the intermediate rate class are requested to use the GS<50 kW and GS>50 kW classification to report the numbers of customers in this rate class.

Example(s): None

Reason(s) for change:

- The intermediate service rate class has been removed and replaced by the General Service classes to facilitate comparison of customer numbers across distributors.

Search



FAQ

[Submit RRR Filing](#)

SOP Application

SOP: View Work-In-

Progress Application

My Cases

Case Documents

Submit Smart Mail

Filings

[Submit an Application](#)

Submit Other

Documents

Report Summary

Filing Due Year	Filing Form Name	RRR Filing No
Reporting Period and Company Name	Licence Type	Status
Report Version	Extension Granted	Extension Deadline
Filing Due Date	Reporting From	Reporting To
Submitted On	Submitter Name	Expiry Date

Instructions

1. The top table reports SSS customer figures only; please do not include retailer figures in your calculation.
2. Retailers reported in the previous quarter are pre-populated on the form. Click on the plus sign to add additional retailers. Only enter retailers that have active customers enrolled.
3. When reporting Sentinel and Street Lighting, please enter connections, not number of accounts.
4. When reporting Embedded Distributor(s), please enter the number of distributors embedded within your distribution system.
5. To delete a value that should have been blank you must delete the value and enter 0.
6. Clicking Save will not automatically submit this filing. To submit this filing, scroll to the end of the page, select Yes in the Submit drop down then click the Save button.

Customer Accounts/Connections on Standard Supply

Please enter only non-retailer customers here

Rate Class	SSS Customer accounts/connections on Hourly Ontario Energy Price (HOEP)	SSS Customer accounts/connections on Regulated Price Plan Tier Price	SSS Customer accounts/connections on Regulated Price Plan Time of Use Price	Total number of SSS Customer accounts/connections	Total Number of multiunit building accounts reported as single SSS customer accounts	Total number of units declared for all multiunit building accounts reported in previous column
Residential						
General Service < 50 kW						
General Service >= 50 kW						
Large User						
Sub Transmission Customers						
Embedded Distributor(s)						
Street Lighting Connections						
Sentinel Lighting Connections						
Unmetered Scattered Load Connections						
Total (Auto-Calculated)						

POWERED BY
PIVOTAL

Retailer Information

Retailer	Is this Retailer complete?
Direct Energy Marketing Limited	X
ECNG Energy LP	X
Just Energy Ontario L.P.	X

Submit?

Submit Form

SAVE

SAVE & EXIT

PRINT

Cancel

2.1.3

RRR section: A distributor shall provide in the form and manner required by the Board, quarterly, by the end of the second month following the quarter end, the following market monitoring information for the preceding quarter:

Total billed energy sales in kWhs for each rate class sub-divided by (i) consumers on SSS paying the HOEP or WAHSP, (ii) consumers on SSS paying the two-tiered RPP price referred to in section 3.3 of the Standard Supply Service Code, and (iii) consumers on SSS paying the time-of-use RPP price referred to in section 3.4 of the Standard Supply Service Code;

For each retailer, billed energy sales in kWhs, for each rate class; and total sales volumes in kWhs for each of: street lighting (as defined in the distributor's Board-approved tariff of rates and charges) and sentinel lighting (as defined in the distributor's Board-approved tariff of rates and charges).

Distributors who are not connected to the IESO-controlled grid and are exempted from subsection 26(1) of the Electricity Act, 1998 are exempted from this reporting requirement.

Due: Feb 28, May 31, Aug 31, Nov 30

Available for input: Jan 1, Apr 1, Jul 1, and Oct 1

Method of filing: Electronic input form

Content: This section tracks the energy sales in billed kilowatt-hours for residential, general service, large user, embedded distributor and sub-transmission rate classes. It also tracks the energy sales for street lighting, sentinel lighting and unmetered scattered load on a quarterly basis. These are reported in separate tables for customers/connections on SSS, and for each retailer.

The table for reporting of SSS energy sales also requires a breakdown of the sales for each rate class into these groups: the two-tier Regulated Price Plan (RPP), the time of use RPP price, and the Hourly Ontario Energy Price (HOEP – includes WAHSP).

New on form:

1. Rate class “Intermediate Service” has been removed as this rate class has been replaced by the General Service < 50 kW and General Service > 50 kW rate classes.
2. To aid distributors in completing the filing, a new table has been added which auto-calculates the total of all SSS and retailer kWhs by rate class. This table is automatically updated every time the form is saved.

Tips:

1. The first box is for reporting SSS customers only. Do not report any retailer customers in the first table.
2. The “Billed kWhs” refers to the kWhs that the customer is billed for in the commodity portion of the bill, which is **inclusive** of the Board-approved loss factor.
3. The columns asking for “Unbilled kWhs” are provided for those utilities that prefer to report this information. It is optional to report these.
4. The energy sales in billed kWhs reported on the 2.1.3 quarterly filings and the December 31 annual filing (RRR 2.1.5 – Customers, Demand, Revenue) may not match as a result of loss adjustment and unbilled accruals; however, a distributor should be able to reconcile any differences i.e. the underlying meter reading date should be the same.

Example(s): None

Reason(s) for change:

- The auto-calculated totals table has been added based on feedback obtained from stakeholders, to improve ease of use in inputting and checking data.
- The intermediate service rate class has been removed and replaced by the General Service classes to facilitate comparison of energy sales across distributors.

E2.1.3 Quarterly Energy Sales

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Report Summary

Filing Due Year	Filing Form Name	RRR Filing No
Reporting Period and Company Name	Licence Type	Status
Report Version	Extension Granted	Extension Deadline
Filing Due Date	Reporting From	Reporting To
Submitted On	Submitter Name	Expiry Date

Instructions

1. The top table reports energy sales in kWh from SSS only.
2. Retailers reported in the previous quarter are pre-populated on the form. Click on the plus sign to add additional retailers. Only enter retailers that have active customers enrolled.
3. When reporting Embedded Distributor(s), please enter the number of distributors embedded within your distribution system.
4. To delete a value that should have been blank you must delete the value and enter 0.
5. Clicking Save will not automatically submit this filing. To submit this filing, scroll to the end of the page, select Yes in the Submit drop down then click the Save button

Energy Sales for Standard Supply Service in kWh

Please enter only non-retailer customers here

Rate Class	Billed in kWh of SSS receiving HOEP	Billed in kWh of SSS receiving RPP tier price	Billed in kWh of SSS receiving RPP time-of-use price	Billed in kWh of Distributor	Unbilled in kWh of SSS receiving HOEP	Unbilled in kWh of SSS receiving RPP tier price	Unbilled in kWh of SSS receiving RPP time-of-use price	Unbilled in kWh of Distributor
Residential								
General Service < 50 kW								
General Service >= 50 kW								
Large User								
Sub Transmission Customers								
Embedded Distributor(s)								
Street Lighting Connections								
Sentinel Lighting Connections								
Unmetered Scattered Load Connections								
Total (Auto-Calculated)								

Energy Sales for Retailer

⚡ Retailer	Is this Retailer complete?	
⚡ Direct Energy Marketing Limited		X
⚡ ECNG Energy LP		X
⚡ Just Energy Ontario L.P.		X

2.1.4

RRR section: A distributor shall provide, in the form and manner required by the Board, annually, by April 30, the information set out in sections 2.1.4.1 and 2.1.4.2 measuring its performance for the preceding calendar year for each of the service quality requirements set out in the Distribution System Code (DSC) and for each of the system reliability indicators listed below.

Due: Apr 30

Available for input: Feb 1

Method of filing: Electronic input form

Content: Section 2.1.4 consists of two parts – section 2.1.4.1 and 2.1.4.2.

Section 2.1.4.1 contains reporting requirements related to the service quality requirements set out in Chapter 7 of the DSC which came into force January 1, 2009.

Section 2.1.4.2 contains system reliability requirements which are derived originally from Chapter 15 of the 2006 Electricity Distribution Rate Handbook. These definitions were updated in the RRR dated May 1, 2010, with those provided by a working group of electricity distributors in 2003.

The system reliability measures for reporting under section 2.1.4.2 are:
SAIFI/SAIDI/CAIDI including all outages; SAIFI/SAIDI/CAIDI excluding Code 2 outages; and MAIFI (Momentary Average Interruption Frequency Index).

Code 2 outages are defined in section 2.3.1.2 of the Electricity RRR document (http://www.ontarioenergyboard.ca/OEB/Documents/Regulatory/RRR_Electricity.pdf) as “Loss of supply: customer interruptions due to problems in the bulk electricity supply system. For this purpose, the bulk electricity supply system is distinguished from the distributor’s system based on ownership demarcation.”

New on form:

1. A new section (2.1.4.1.9) for reporting on performance against the “Reconnection Standards” service quality requirement has been added to reflect the addition of that service quality requirement in section 7.10 in the DSC.

Tips:

1. The form will not submit if any input field on the form is blank. Please make sure to fill in the blanks by entering “0” before submitting.
2. Please note that the definition of a new service as per the DSC refers to the need for a certificate from the Electric Safety Authority (ESA). For example, if the connection of a generation meter requires an ESA certificate, then this should be included in the new service metric.

3. Installation of a generation meter is counted under the Appointments Scheduled ESQR.
4. At times, provincial regulation or the DSC prescribes a specific timeline for the processing of certain requests. Enquiries for which there is no specific timeline under provincial regulation, or a code of the OEB, should be counted towards the ESQR for written enquiries. For example, with respect to a request for an information package for a generation connection, section 6.2.3 of the DSC states that “A distributor shall promptly make available a generation connection information package (the “package”) to any person who requests this package.” Since a specific timeline is not prescribed in the code, a written enquiry requesting an information package for a new generation connection could be counted as a qualifying enquiry for the ESQR on written responses.

Example(s): See below

Reason(s) for change: NA

RRR 2.1.4.1	ESQR	IMPORTANT RELATED TERM(S)	COMMON MISTAKES TO AVOID
.1	DSC 7.2 Connection of New Services	DSC 7.1 for definition of “service conditions” & “new services”.	<ul style="list-style-type: none"> Some distributors do not monitor individual events to ensure that the 5/10 day requirement is met for each event.
.2	DSC 7.3 Appointment Scheduling	DSC 7.3.6 explains that this includes all appointments whether customer presence is required or not. Please do not count the requests for connection of new services that have already been counted in calculating the ESQR “Connection of New Services (Low/High Voltage connections)”.	<ul style="list-style-type: none"> Some distributors do not include cable underground locate requests in the total appointment numbers. This is incorrect as requests for cable underground locates should be included in the count for appointments scheduled. Some distributors do not include appointments to be completed by a certain date in the count of total appointments. This is incorrect as appointments for completion of a request by a certain date should be treated as appointments for the last date in the range. Some distributors do not track appointment requests for the ESQR “Appointment Scheduling” separate from the tracking for the ESQR “Appointments Met”. This leads to incorrect reporting, as the events for each ESQR should be tracked separately. Some distributors include appointments that have been included in the ESQR “Connection of New Services” in the appointment scheduling metric. This is incorrect as performance for these appointment requests is measured through the ESQR “Connection of New Services”.

RRR 2.1.4.1	ESQR	IMPORTANT RELATED TERM(S)	COMMON MISTAKES TO AVOID
.3	DSC 7.4 Appointments Met	DSC 7.4.5 for definition of “appointment.” Please note that all appointments requiring customer presence, including those where customer presence is required for underground cable locates, and for connection of new services (low/high voltage connections) are to be included.	<ul style="list-style-type: none"> Some distributors do not include cable underground locate requests where customer presence is required in the “Appointments Met” calculation. This is incorrect, as all appointment requests requiring customer presence should be included. Some distributors do not include the connection of low/high voltage service requests where customer presence is required in the “Appointments Met” metric. This is incorrect as all appointment requests requiring customer presence should be included.
.4	DSC 7.5 Rescheduling a Missed Appointment	DSC 7.5.1 for explanation of the pools of appointments from which missed appointments are taken.	<ul style="list-style-type: none"> Some distributors do not track whether field staff called the customer before the appointment was missed.
.5 .6	DSC 7.6 Telephone Accessibility DSC 7.7 Telephone Call Abandon Rate	DSC 7.1 for definition of “qualified incoming call” & “answered”. DSC 7.6.3 for explanation of “30 second period”.	<ul style="list-style-type: none"> Some distributors use all incoming calls in calculating the telephone accessibility metric. This is incorrect as only “Qualified Incoming Calls” should be used to calculate the metric. Some distributors do not maintain backup support documentation for telephone statistics relating to telephone accessibility and call abandon rate. Some distributors include all calls abandoned in the calculation of the call abandon rate. This is incorrect as only calls abandoned after 30 seconds of making a request to speak to a customer service representative should be used in the calculation.

RRR 2.1.4.1	ESQR	IMPORTANT RELATED TERM(S)	COMMON MISTAKES TO AVOID
.7	DSC 7.8 Written Responses to Enquiries	DSC 7.1 for definition of “qualified enquiry”.	<ul style="list-style-type: none"> Some distributors do not follow the definition of “Qualified Enquiries” to track events for which the ESQR “Written Response to Enquiries” is measured. This leads to a situation where the distributor is unable to show that all qualified enquiries are responded to by the distributor. Some distributors do not track the time taken for events requiring a written response.
.8	DSC 7.9 Emergency Response	<p>DSC 7.1 for definition of “emergency”.</p> <p>DSC 7.9.4 for definition of “response”.</p>	<ul style="list-style-type: none"> Some distributors do not follow the definition of emergency in the DSC in identifying an emergency situation. Some distributors do not track the arrival time of the field crew at an emergency site.
.9	DSC 7.10 Reconnection Performance Standards	DSC 7.10.1 for explanation of conditions necessary for reconnection in two business days for customers disconnected for non payment	<ul style="list-style-type: none"> New filing, no observed “common mistakes”.

Distributors are expected to track a number of events in order to measure service quality requirements. The tables below provide a sample list of individual events to be tracked related to the reporting of ESQRs. There may be additional events that need to be tracked; this is not meant to be comprehensive list for all distributors. For clarification of the meaning of the words within quotation marks, please refer to Chapter 7 of the DSC (see Appendix 4).

RRR 2.1.4.1.1 (Low Voltage)	
ESQR	Connection of New Services
Track	1. Date “new service” request for “low voltage” connection received. 2. Date “service conditions” met. 3. Date “new service” connection completed.
Calculation	1. Total requests in year for which “service conditions” were met (Denominator). 2. For the total requests calculated in 1 above the number of requests that were connected within 5 business days (Numerator).
DSC Requirement	90% or more

RRR 2.1.4.1.1 (High Voltage)	
ESQR	Connection of New Services
Track	1. Date “new service” request for “high voltage” connection received. 2. Date “service conditions” met. 3. Date “new service” connection completed.
Calculation	1. Total requests in year for which “service conditions” were met (Denominator). 2. For the total requests calculated in 1 above the number of requests that were connected within 10 business days (Numerator).
DSC Requirement	90% or more

RRR 2.1.4.1.2	
ESQR	Appointment Scheduling
Track	1. Date for “appointments” requested except appointment requests for the connection of new “low/high voltage” services which are tracked separately. 2. Date when “service conditions” are met or a later date agreed with customer. 3. Date for which “appointments” in 2 above are “scheduled.” 4. Track whether each appointment is “completed” as “scheduled” or not.
Calculation	1. Number of “appointments” requested in the year for which service conditions are met or a later date agreed with customer (Denominator). 2. Of the number of “appointments” requested in 1 above, the number that were “scheduled” and “completed” within 5 business days (Numerator).
DSC Requirement	90% or more

RRR 2.1.4.1.3	
ESQR	Appointments Met
Track	<ol style="list-style-type: none"> 1. Date of every “appointment” requested where customer presence is required. This includes request for “underground cable locates” and “new low or high voltage services” where “customer presence” is required. 2. Date and time appointment request in 1 above is “scheduled.” 3. Date of completion of the “appointments” “scheduled” in 2 above.
Calculation	<ol style="list-style-type: none"> 1. Number of “appointments” requested in the year, including those for “underground cable locates” and “new low/high voltage services”, where “customer presence” was required (Denominator). 2. Number of “appointments” requested in 1. Above, where the appointment was “scheduled” in accordance with DSC 7.4.1 AND where the distributor’s representative arrived within the scheduled timeframe (Numerator).
DSC Requirement	90% or more

RRR 2.1.4.1.4	
ESQR	Rescheduling a Missed Appointment
Track	<ol style="list-style-type: none"> 1. Identify “missed appointments” by tracking every “appointment” to see if it was “scheduled” AND “completed as scheduled.” 2. Of the number of appointments missed, identify whether an attempt was made to inform the customer before the appointment was missed AND identify whether an attempt was made to contact the customer within one business day to reschedule the appointment.
Calculation	<ol style="list-style-type: none"> 1. Number of “missed appointments” (Denominator). 2. Number of “missed appointments” where attempt made before the “missed appointment” to inform AND attempt made within one business day to reschedule (Numerator).
DSC Requirement	100%

RRR 2.1.4.1.5	
ESQR	Telephone Accessibility
Track	<ol style="list-style-type: none"> 1. Number of “qualified incoming calls.” 2. Number of “qualified incoming calls” that were “answered” within 30 seconds of a “request to speak to a customer service representative.”
Calculation	<ol style="list-style-type: none"> 1. Total number of “qualified incoming calls” in a year (Denominator). 2. Number of “qualified incoming calls” answered within 30 seconds of a “request to speak to a customer service representative” (Numerator).
DSC Requirement	65% or more

RRR 2.1.4.1.6	
ESQR	Telephone Call Abandon Rate
Track	<ol style="list-style-type: none"> 1. Number of “qualified incoming calls.” 2. Number of calls that are “abandoned” after 30 seconds have passed since the “request was made to speak to a customer service representative.”
Calculation	<ol style="list-style-type: none"> 1. Total number of “qualified incoming calls” received in the year (Denominator). 2. Calls “abandoned” after the end of the 30 second time period since a “request was made to speak to a representative” (Numerator).
DSC Requirement	10% or less

RRR 2.1.4.1.7	
ESQR	Written Responses to Enquiries
Track	<ol style="list-style-type: none"> 1. Date when each “qualified enquiry” is received. 2. Date on which a “written response” was provided to a “qualified enquiry” in 1 above.
Calculation	<ol style="list-style-type: none"> 1. Total number of “qualified enquiries” received in the year (Denominator). 2. Of the “qualified enquiries” received in the year, the number of “qualified enquiries” where the “written response” was provided within 10 business days (Numerator).
DSC Requirement	80% or more

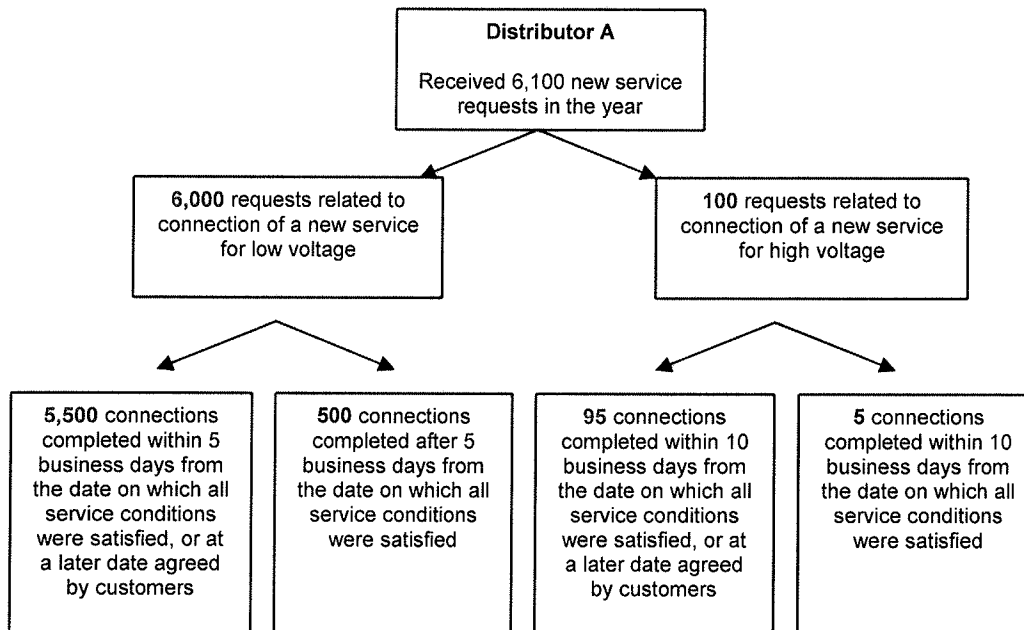
RRR 2.1.4.1.8	
ESQR	Emergency Response
Track	<ol style="list-style-type: none"> 1. Date and time of each “emergency call” received. 2. Location of the “emergency” call received and classify as either “urban” or “rural.” 3. Time of “response” for each call in 1 above.
Calculation	<p>Urban Emergency Response:</p> <ol style="list-style-type: none"> 1. Total number of “urban” “emergency calls” received in the year (Denominator). 2. Number of “urban” “emergency calls” where “response” occurred within 60 minutes (Numerator). <p>Rural Emergency Response:</p> <ol style="list-style-type: none"> 1. Total number of “rural” “emergency calls” received in the year (Denominator). 2. Number of “rural” “emergency calls” where “response” occurred within 120 minutes (Numerator).
DSC Requirement	80% or more

RRR 2.1.4.1.9	
ESQR	Reconnection Performance Standards
Track	<p>1, Date that each customer who had been disconnected for non-payment, paid the overdue amount or entered into an arrears payment agreement.</p> <p>2. Date that each customer identified under #1 above was reconnected.</p>
Calculation	<p>1. Total number of reconnections for customers disconnected for non-payment in the year. (Denominator).</p> <p>2. Number of reconnections completed within 2 business days of payment of arrears AND number of reconnections completed within 2 business days of entering into an arrears payment agreement (Numerator).</p>
DSC Requirement	85% or more

Examples:

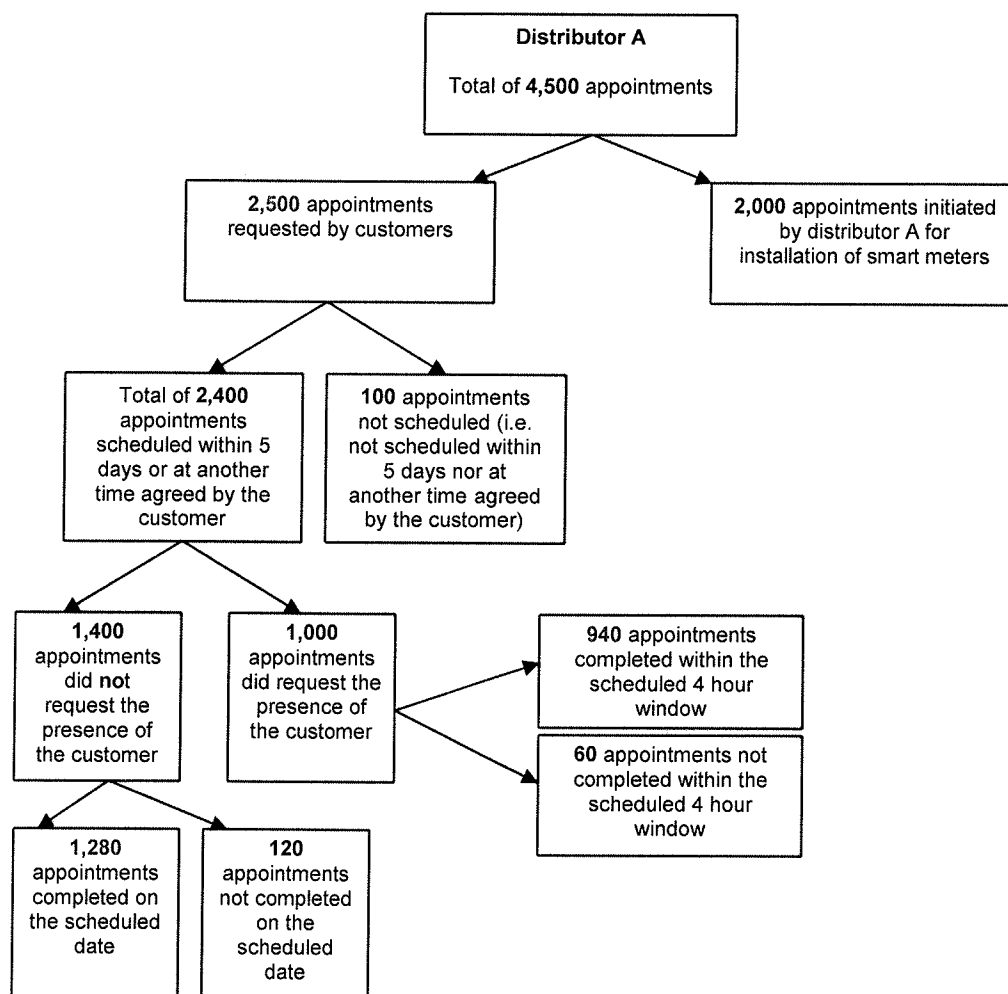
The examples below are illustrative only, and may not cover all scenarios that may arise for distributors.

Example 1: Connection of New Services



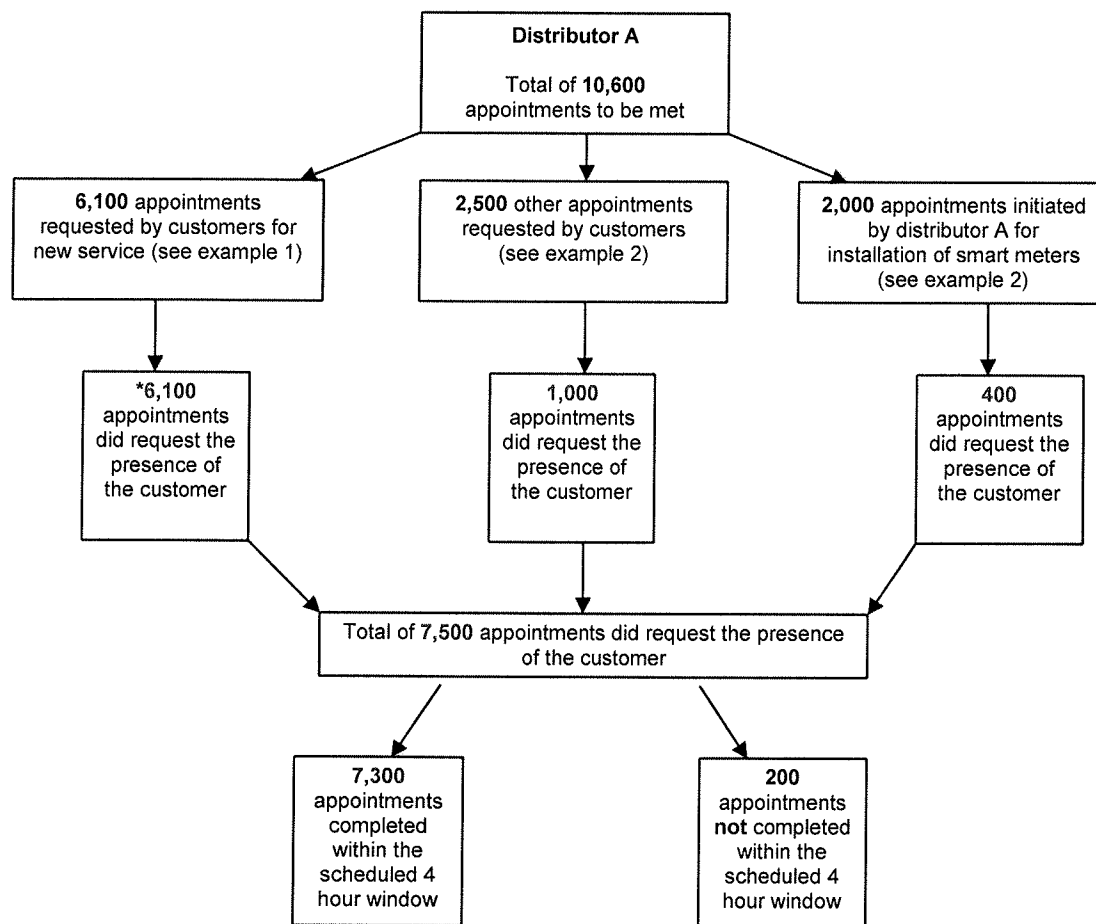
- Total new LV services connected: 6,000
- Total new LV services connected within 5 business days or at a later date agreed by customers: 5,500
- Connection of New Services – LV: $5,500/6,000 = 92\%$
- Total new HV services connected: 100
- Total new HV services connected within 10 business days or at a later date agreed by customers: 95
- Connection of New Services – HV: $95/100 = 95\%$

Example 2: Appointment Scheduling



- Total appointments requested by customers: 2,500
- Total appointments scheduled as required: $1,280 + 940 = 2,220$
- Appointments Scheduled metric: $2,220 / 2,500 = 89\%$

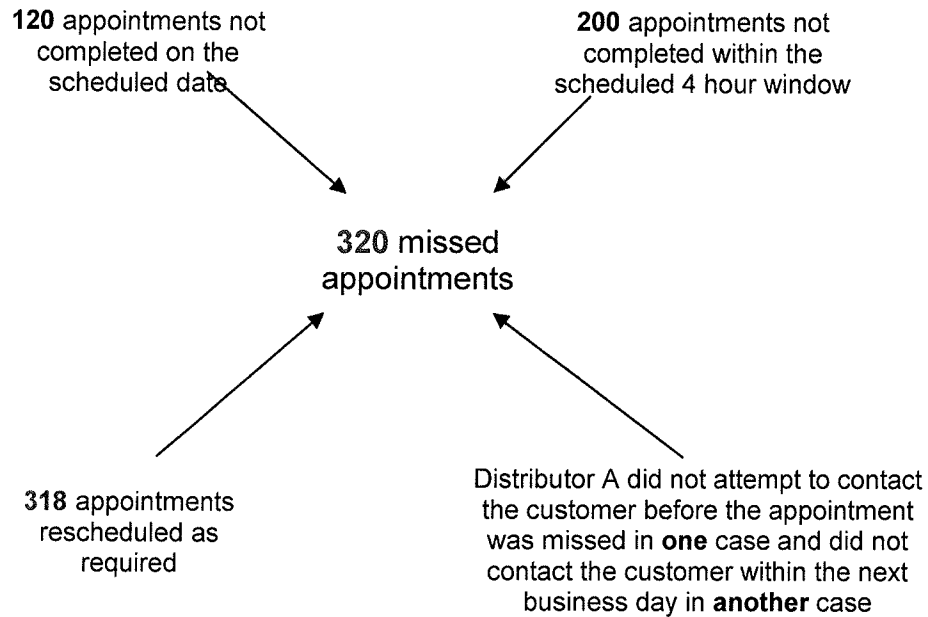
Example 3: Appointment Met



**Assume all new connection appointments require the presence of the customer*

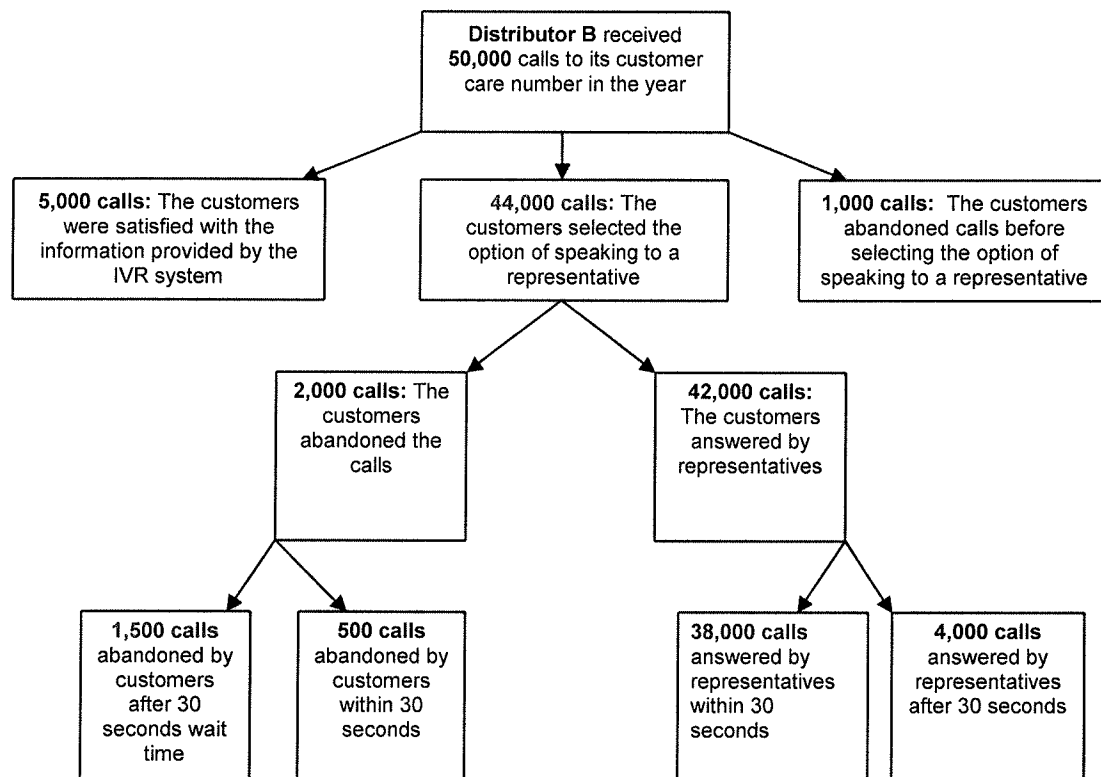
- Appointments requiring customer presence: 7,500
- Appointments met within the scheduled 4 hour window: 7,300
- Appointments Met metric: $7,300 / 7,500 = 97\%$

Example 4: Rescheduling a Missed Appointment



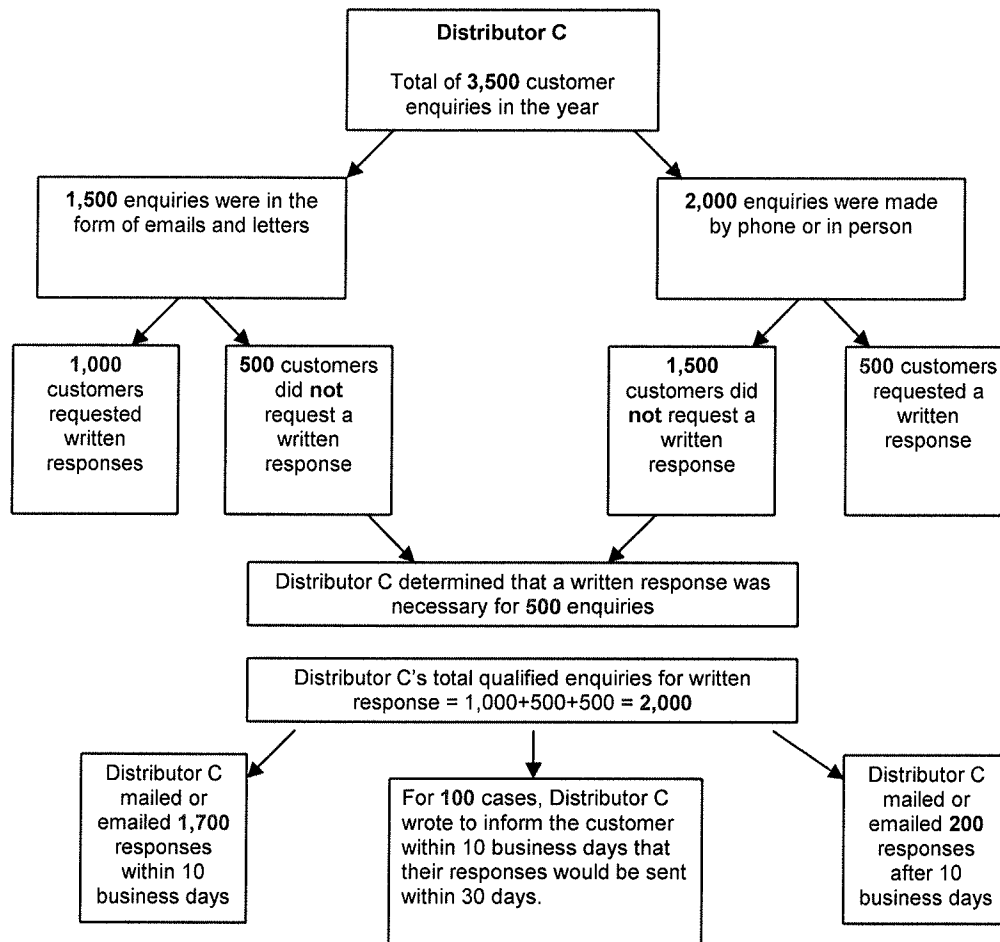
- Total missed appointments: $120 + 200 = 320$
- Total appointments rescheduled as required: $320 - 2 = 318$
- Reschedule a Missed Appointment metric: $318 / 320 = 99\%$

Example 5: Telephone Accessibility and Telephone Abandon Rate



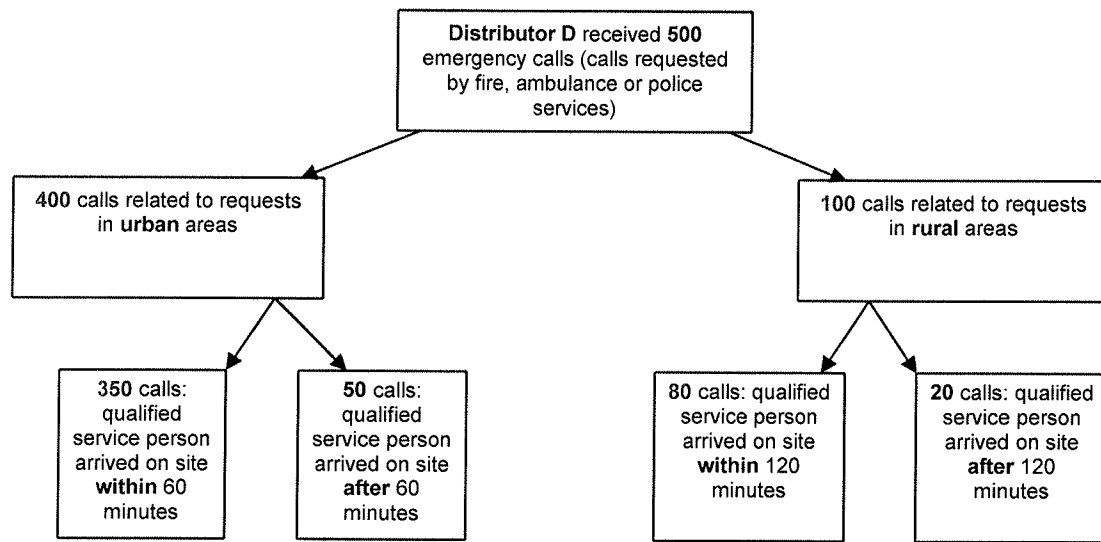
- Total qualified incoming calls: 44,000
- Total qualified incoming calls answered within 30 seconds: 38,000
- Telephone Accessibility metric: $38,000 / 44,000 = 86\%$
- Total qualified incoming calls: 44,000
- Total qualified incoming calls abandoned after 30 seconds: 1,500
- Telephone Call Abandon Rate metric: $1,500 / 44,000 = 3\%$

Example 6: Written Response to Enquiries



- Total qualified enquiries: $1,000 + 500 + 500 = 2,000$
- Total qualified enquiries that were responded by the distributor within 10 business days: $1,700 + 100 = 1,800$
- Written Response to Enquiries metric: $1,800 / 2,000 = 90\%$

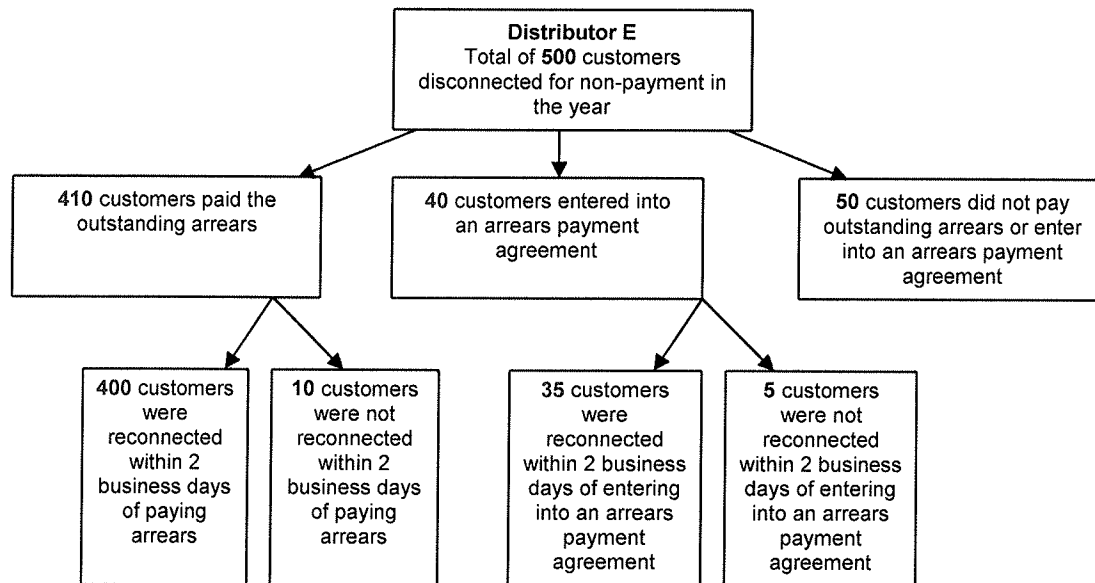
Example 7: Emergency Response



- Total emergency calls - urban: 400
- Total emergency urban calls responded within 60 minutes: 350
- Emergency Response - Urban metric: $350 / 400 = 88\%$

- Total emergency calls - rural: 100
- Total emergency rural calls responded within 120 minutes: 80
- Emergency Response - Rural metric: $80 / 100 = 80\%$

Example 8: Reconnection Standards



- Total number of customers who paid arrears or who entered into an arrears payment agreement: $410 + 40 = 450$
- Total number of customers reconnected within 2 business days of paying arrears or entering into an arrears payment agreement: $400 + 35 = 435$
- Reconnection Standard metric: $435/450 = 97\%$

Example 9: Service Reliability Indicators

The distributor had an average number of 10,000 account holders in 2010. There were three outages in 2010 as follows:

Outage #1

Cause ==> Damaged transmission line

Code 2 outage ==> Yes, caused by problems in the bulk electricity supply system which is distinguished from the distributor's system based on ownership demarcation

6,600 customers ==> 4.5 hours outage

Outage duration ==> 6,600 customers x 4.5 hours = 29,700 customer hours

Customer interruptions ==> 1 interruption x 6,600 customers = 6,600 customer interruptions

Outage #2

Cause ==> Transformer failure

Code 2 outage ==> No, caused by problems in the distributor's system based on ownership demarcation

1 bulk metered apartment building ==> 12 hour outage

1 sub-metered apartment building 1,000 units ==> 12 hours outage

Outage duration ==> $(1 \times 12) + (1,000 \times 12) = 12,012$ customer hours

Customer interruptions ==> $(1 \text{ interruption} \times 1 \text{ customer}) + (1 \text{ interruption} \times 1,000 \text{ customers}) = 1,001$ customer interruptions

Outage #3

Cause ==> Wind storm

Code 2 outage ==> No, caused by problems in the distributor's system based on ownership demarcation

2,000 customers ==> 1.5 hours outage

2,000 customers ==> 2.5 hours outage

6,000 customers ==> 5.5 hours outage

Outage duration ==> $(2,000 \times 1.5) + (2,000 \times 2.5) + (6,000 \times 5.5)$
= 19,000 customer hours

Customer interruptions ==> $(1 \text{ interruption} \times 10,000 \text{ customers})$
= 10,000 customer interruptions

Calculations including Code 2 Outages

SAIDI (includes Code 2 outages)

= $(29,700 + 12,012 + 19,000)$ hours / 10,000 customers

= 60,712 / 10,000

= 6.1 hours of interruptions per customer

SAIFI (includes Code 2 outages)

= $(6,600 + 1,001 + 10,000)$ customer interruptions / 10,000 customers

= 13,601 / 10,000

= 1.4 interruptions per customer

CAIDI (includes Code 2 outages)

= SAIDI / SAIFI

= 6.0712 customer hours / 1.3601 interruptions per customer

= 4.5 hours per customer-interruption

Calculations excluding Code 2 Outages

SAIDI (excludes Code 2 outages)
= (12,012 + 19,000) hours/ 10,000 customers
= 31,012/10,000
= 3.1 hours of interruptions per customer

SAIFI (excludes Code 2 outages)
= (1,001 + 10,000) customer interruptions / 10,000 customers
= 11,001/10,000 interruptions per customer
= 1.1 interruptions per customer

CAIDI (excludes Code 2 outages)
= SAIDI / SAIFI
= 3.1010 customer hours / 1.1001 interruptions per customer
= 2.8 hours per customer-interruption


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E2.1.4 Service Quality Indicator

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Report Summary

Filing Due Year <input style="width: 90%;" type="text"/>	Filing Form Name <input style="width: 90%;" type="text"/>	RRR Filing No <input style="width: 90%;" type="text"/>
Reporting Period and Company Name <input style="width: 90%;" type="text"/>	Licence Type <input style="width: 90%;" type="text"/>	Status <input style="width: 90%;" type="text"/>
Report Version <input style="width: 90%;" type="text"/>	Extension Granted <input style="width: 90%;" type="text"/>	Extension Deadline <input style="width: 90%;" type="text"/>
Filing Due Date <input style="width: 90%;" type="text"/>	Reporting From <input style="width: 90%;" type="text"/>	Reporting To <input style="width: 90%;" type="text"/>
Submitted On <input style="width: 90%;" type="text"/>	Submitter Name <input style="width: 90%;" type="text"/>	Expiry Date <input style="width: 90%;" type="text"/>

Connection of New Services - Low Voltage (LV)

The percentage of new low voltage (<750 volts) connection requests where the connection is made within 5 working days of all applicable service conditions being satisfied.

Please refer to section 7.2 of the Distribution System Code.

OEB Approved Standard: at least 90% on a yearly basis

Month	# of new LV services connected within 5 days	# of new LV services requested	% of new LV services connected within 5 days
January	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	
February	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	
March	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	
April	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	
May	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	
June	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	
July	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	
August	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	
September	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	
October	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	
November	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	
December	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	

New Connection - LV Annual Totals

Annual # of new LV services connected within 5 days <input style="width: 90%;" type="text"/>	Annual # of new LV services requested <input style="width: 90%;" type="text"/>	Annual % new LV services connected within 5 days <input style="width: 90%;" type="text"/>
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Connection of New Services - High Voltage (HV)

The percentage of new high voltage (≥ 750 volts) connection requests where the connection is made within 10 working days of all applicable service conditions being satisfied.

Please refer to section 7.2 of the Distribution System Code

OEB Approved Standard: at least 90% on a yearly basis

Month	# of new HV services connected within 10 days	# of new HV services requested	% of new HV services connected within 10 days
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

**New Connection - HV
Annual Totals**

Annual # of new HV services connected within 10 days

Annual # of new HV services requested

Annual % of new HV services connected within 10 days

Appointment Scheduling

The percentage of appointments scheduled according to the standards stated in section 7.3 of the Distribution System Code

Please refer to section 7.3.5 of the Distribution System Code

OEB Approved Standard: at least 90% on a yearly basis

Month	# of appointments scheduled/completed as required	# of appointment requests received	% appointments scheduled/completed as required
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

**Appointments Scheduled -
Annual Totals**

Annual # of appointments scheduled/completed as required

Annual # of appointment requests received

Annual % appointments scheduled/completed as required

Appointments Met

The percentage of appointments involving meeting a customer or the customer's representative where the appointment date and time is met.

Please refer to section 7.4 of the Distribution System Code

OEB Approved Standard: at least 90% on a yearly basis

Month	# of appointments completed as required	# of appointments scheduled with customer/representative	% appointments met
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Appointments Met - Annual Totals

Annual # of appointments completed as required

Annual # of appointments scheduled with customer/representative

Annual % appointments met

Rescheduling a missed appointment

The percentage of appointments rescheduled in the event that an appointment is missed or going to be missed

Please refer to section 7.5 of the Distribution System Code

OEB Approved Standard: 100% on a yearly basis

Month	# of appointments rescheduled as required	# of missed/about to be missed appointments	% appointments rescheduled
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Appointments Rescheduled - Annual Totals

Annual # of appointments rescheduled as required

Annual # of missed/about to be missed appointments

Annual % appointments rescheduled

Telephone Accessibility

The percentage of qualified incoming calls to the utility that are answered in person within 30 seconds.

Please refer to section 7.6 of the Distribution System Code

OEB Approved Standard: at least 65% on a yearly basis

Month	# of qualified incoming calls answered within 30 seconds	# of qualified incoming calls	% qualified incoming calls answered within 30 seconds
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Telephone Accessibility

Annual Totals

Annual # of qualified incoming calls answered within 30 seconds

Annual # of qualified incoming calls

Annual % qualified incoming calls answered within 30 seconds

Telephone Call Abandon Rate

The percentage of qualified incoming telephone calls that are abandoned before they are answered

Please refer to section 7.7 of the Distribution System Code

OEB Approved Standard: 10% or less on a yearly basis

Month	# of qualified incoming calls abandoned after 30 seconds	# of qualified incoming calls	% qualified incoming calls abandoned after 30 seconds
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Annual # of qualified incoming calls abandoned after 30 seconds

Annual # of qualified incoming calls

Annual % qualified incoming calls abandoned after 30 seconds

Written Responses to Enquiries

The percentage of written responses provided within 10 days to qualified enquiries.

Please refer to section 7.8 of the Distribution System Code

OEB Approved Standard: at least 80% on a yearly basis

Month	# of written responses provided within 10 days	# of qualified enquiries received	% written responses provided within 10 days
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Written Responses Annual Totals

Annual # of written responses provided within 10 days

Annual # of qualified enquiries received

Annual % written responses provided within 10 days

Emergency Response Urban

The percentage of emergency (fire, police, ambulance) calls where a qualified service person is on site within 60 minutes of the call.

The definition of "rural" and "urban" should correspond to the municipality's definition

Please refer to section 7.9 of the Distribution System Code

OEB Approved Standard: at least 80% on a yearly basis

Month	# of urban emergency calls responded within 60 minutes	# of urban emergency calls	% urban emergency calls responded within 60 minutes
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Emergency Response Urban

Annual Totals

Annual # of urban emergency calls responded within 60 minutes

Annual # of urban emergency calls

Annual % urban emergency calls responded within 60 minutes

Emergency Response Rural

The percentage of emergency (fire, police, ambulance) calls where a qualified service person is on site within 120 minutes of the call.

The definition of "rural" and "urban" should correspond to the municipality's definition

Please refer to section 7.9 of the Distribution System Code

OEB Approved Standard: at least 80% on a yearly basis

Month	# of rural emergency calls responded within 120 minutes	# of rural emergency calls	% rural emergency calls responded within 120 minutes
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Emergency Response Rural

Totals

Annual # of rural emergency calls responded within 120 minutes

Annual # of rural emergency calls

Annual % rural emergency calls responded within 120 minutes

Service Reliability Indices

Includes outages caused by a Loss of Supply

Loss of Supply means customer interruptions due to an outage that occurs upstream of a distributor's distribution system

Please include all planned and unplanned sustained interruptions. Sustained means a period of interruption of one minute or more

SAIDI - System Average Interruption Duration Index

SAIFI - System Average Interruption Frequency Index

CAIDI - Customer Average Interruption Duration Index

OEB Approved Standard: Within the range of 3 years historical performance.

Total number of customers equals the number of customer accounts served by the distributor in the reporting month

Month	Total Customer Hours of Interruptions (i.e., 15 mins interruption = .25X200 Customer = 50 hours of interruption)	Total Customer Interruptions (i.e., 100 customers interrupted 2 times = 200 customers interrupted)	Total # of Customers (i.e., Not just affected customer, total customers served for the month)	SAIDI (1)/(3)	SAIFI (2)/(3)	CAIDI (4)/(5)
January						
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						

Service Reliability Indices Annual Totals and Average

Total Customer Hours of Interruptions

Total Customer Interruptions

Average # of Customers

Total SAIDI (1)/(3)

Total SAIFI (2)/(3)

Total CAIDI (4)/(5)

Loss of Sply Adjusted Service Reliability Indices

Excludes outages caused by a Loss of Supply

Loss of Supply means customer interruptions due to an outage that occurs upstream of a distributor's distribution system

Please deduct interruptions caused by Loss of Supply from all planned and unplanned sustained interruptions. Sustained means a period of interruption of one minute or more

SAIDI - System Average Interruption Duration Index

SAIFI - System Average Interruption Frequency Index

CAIDI - Customer Average Interruption Duration Index

Total number of customers equals the number of customer accounts served by the distributor in the reporting month

OEB Approved Standard: Within the range of 3 years historical performance.

Month	Total Customer Hours of Interruptions (i.e., 15 mins interruption = .25X200 Customer = 50 hours of interruption)	Total Customer Interruptions (i.e., 100 customers interrupted 2 times = 200 customers interrupted)	Total # of Customers (i.e., Not just affected customer, total customers served for the month)	SAIDI (1)/(3)	SAIFI (2)/(3)	CAIDI (4)/(5)
January						
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						

**Service Reliability Indices
Annual Totals and Average**

Adjusted Customer Hours of Interruptions

Adjusted Customer Interruptions

Average # of Customers

Total Loss of Supply Adjusted
SAIDI (1)/(3)

Total Loss of Supply Adjusted
SAIFI (2)/(3)

Total Loss of Supply Adjusted
CAIDI (4)/(5)

Momentary Average Interruption Frequency Index

Distributors that do not have the system capability that enables them to capture or measure MAIFI are exempted from this reporting requirement.

All planned and unplanned interruptions should be used to calculate this index.

Month	Momentary Interruption	Number of Customers served	MAIFI (1)/(2)
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

Total Momentary Interruption

Average Number of Customers
Served

Total Momentary Average
Interruption Frequency Index
(MAIFI)

Reconnection Performance Standard

The number of customers disconnected for non-payment who were reconnected completed in two days

Please refer to section 7.10 of the Distribution Service Code

OEB Approved Standard: at least 85% of a yearly bases

Reconnection Performance Standard

Month	Reconnections completed in 2 business days for customers disconnected for non-payment	Number of reconnections for customers disconnected for non-payment	Percent of reconnections completed in 2 business days for customers disconnected for non-payment
January	<input type="text"/>	<input type="text"/>	
February	<input type="text"/>	<input type="text"/>	
March	<input type="text"/>	<input type="text"/>	
April	<input type="text"/>	<input type="text"/>	
May	<input type="text"/>	<input type="text"/>	
June	<input type="text"/>	<input type="text"/>	
July	<input type="text"/>	<input type="text"/>	
August	<input type="text"/>	<input type="text"/>	
September	<input type="text"/>	<input type="text"/>	
October	<input type="text"/>	<input type="text"/>	
November	<input type="text"/>	<input type="text"/>	
December	<input type="text"/>	<input type="text"/>	

Annual No of reconnections completed in two days for customers disconnected for non-payment

Annual No of reconnections for customers disconnected for non-payment

Annual % of reconnections completed in 2 business days for customers disconnected nonpayment

Submit?

* Submit Form

2.1.5

RRR section: A distributor shall provide in the form and manner required by the Board, annually, by April 30, the information set out in sections 2.1.5.1 to 2.1.5.6 related to performance based regulation (PBR) for the preceding calendar year.

Due: Apr 30

Available for input: Apr 3, 2012

Method of filing: Electronic input form

Content: This section consists of six subsections:

1. Labor

Average line crew wage rate
New line crew wage rate (if wage rate has changed during the year)
New line crew wage rate effective date
Full time equivalent number of employees
Salaries and wages charged to current operating expenses
Employee salaries and wages charged to capital costs added to fixed assets
Estimated average number of employees for the year whose earnings are charged to current operating expenses
Average number of employees charged to capital costs added to fixed assets

2. Capital

Gross Capital Additions	Employee labor (including benefits)
	Equipment and materials
	Capital works/Other
	Overhead
	Carrying charges
Other Capital Related Information	Retirements for the year
	Contributed capital for the year (incremental)

3. Supply and Delivery Information

A. Supply	i) Total kWhs of electricity that has flowed into the distributor's distribution system from the IESO-controlled grid or the distribution system of a host distributor
	ii) Total kWhs of electricity that has flowed into the distributor's distribution system from all embedded generation facilities
	iii) Number of wholesale meters pertaining to the utility located on the primary side of the supply transformers

B. Delivery	i) Total kWhs of electricity delivered to all customers in the distributor's licensed service area and to any embedded distributors
	ii) Total kWhs delivered to customers in the Large Use class:
	iii) Total kWhs delivered to embedded distributors
Distribution Losses	$A(i) + A(ii) - B(i)$
Amount Charged	If you are a host distributor, enter the amount charged for transmission or low voltage services

4. Customers, Demand and Revenue (by rate class)

Number of customer accounts/connections
Billed kW
Billed kWhs without loss factor (i.e. non-uplifted)
Distribution services revenue (Account 4080)

5. Utility Characteristics

Service Area	Rural service area (Sq. Km.)
	Urban service area (Sq. Km.)
	Total service area (Sq. Km.)
	Service area population
	Municipal population
	Number of seasonal occupancy customers
Utility Load	Utility winter maximum monthly peak load (kW)
	Utility summer maximum monthly peak load (kW)
	Utility average peak load (kW)
	Utility average load factor
Circuit Kilometers of Line	Overhead circuit kilometers of line
	Underground circuit kilometers of line
	3 Phase
	2 Phase
	Single Phase
	Total
Transformers by Type	Transmission
	Sub-transmission
	Distribution
Distribution and Transmission Stations	Number of distribution and transmission stations $\geq 50\text{kV}$
	Number of distribution and transmission stations $< 50\text{kV}$
	Total

6. Incentive Rate Mechanism: A distributor whose rates during all or part of the reporting period were set using an incentive rate mechanism shall report the regulatory return earned in the preceding fiscal year. The reported return is to be calculated on the same basis as was used in establishing the distributor's base rates.

New on form:

1. The first tab “Performance Based Regulation Summary and Submit” asks for the accounting standard used by the distributor in preparing the financial information reported on this form.

Tips:

1. The 2.1.5 form will appear on your portal only after the document asking for “Consent to File with Statistics Canada” is completed. Information about the consent form and the data sharing agreement with Statistics Canada is available at http://www.ontarioenergyboard.ca/documents/oeb_statisticscanada_initiative.pdf and at http://www.ontarioenergyboard.ca/documents/tools/efiling/statscan_signed_agreement_2008.pdf.

Labour

1. For the Average line crew wage rate distributors can report the top pay band for line crews. For distributors with multiple categories of line crews an acceptable approach is to calculate total line crew wages / Full time equivalent line crew employees.
2. For distributors where there is more than one line crew wage rate in effect, the effective date is the latest date when the wage rate was changed.
3. Please note that the figures for the average number of employees are needed to meet the OEB’s obligations with Statistics Canada under a data sharing agreement mentioned in Tip #1.

Capital

4. Contributed capital for the year is reported on an **incremental** basis for the year, not a cumulative amount.

Supply and Delivery Information

5. All kWhs reported in 2.1.5 (other than in relation to distribution losses) are reported based on a reading of the applicable meter, **without being grossed up for loss factor**. This is different from the “Billed kWhs” reported in RRR 2.1.3 where the kWhs reported include the loss factor. To match the time period of supplied kWhs and delivered kWh it is appropriate to include an adjustment for unbilled kWh to the delivered kWh.
6. Distribution losses is calculated as the difference between the supply as reported in A(i) and A(ii) less delivery as reported in B(i). The form cannot be submitted unless this calculation is correct.
7. Under section A i) “Total kWhs of electricity that has flowed into the distributor’s distribution system from the IESO-controlled grid or the distribution system of a host distributor”, the kWhs reported should also **include** kWhs related to an embedded wholesale market participant (WMP).

Customers, Demand and Revenue

8. For unmetered scattered loads, street lighting and sentinel lighting, please report number of **connections** and not number of accounts.
9. The total number of customer accounts/connections reported on the December 31 annual filing should align with the total number of customer accounts/connections reported on the December 31 quarterly filing (RRR 2.1.2) and in RRR 2.1.4.
10. Please note that all distribution customers, that is the total of SSS + retailer customers are reported in this section, unlike the reporting in 2.1.2 where the customers purchasing commodity are reported in separate SSS and retailer tables.
11. The Billed kWhs reported in this subsection represent the meter read, that is, it is **not loss adjusted**, and represents the yearly billed kWhs without the loss factor.
12. The billed kWhs reported on the December 31 annual filing (RRR 2.1.5 – Customers, Demand, Revenue) may not match the total energy sales reported on the quarterly filings (RRR 2.1.3) as a result of loss adjustment and unbilled accruals; however, a distributor should be able to reconcile any differences i.e. the underlying meter reading date should be the same.

Utility Characteristics

13. Distributors that merged or were acquired subsequent to the reporting year must report data relevant to the entity as it existed prior to the merger or acquisition.
14. Circuit Kilometers - refer to the Canadian Electricity Association website for the definition (<http://www.electricity.ca/media/pdfs/Performance%20Excellence/Circuit%20Length%20Definition%5B1%5D.pdf>).
15. The total overhead and underground circuit kilometers of line should be equal to the total of all phases (3 phase, 2 phase, and single phase).
16. Submarine cables are reported in the underground cables category.
17. The number of transformers reported in this sub-section refers to transformer stations and not underground, pole or pad mounted transformers. The definitions of the transformer stations into further categories such as “transmission”, “sub-transmission” and “distribution” may need to be further defined, and is one of the tasks in future for the RRR working group. Transmission refers to transformer stations connected at voltages greater than 50kV. Distribution refers to transformer stations connected at voltages less than 50kV. Distributors may have developed an additional category of sub-transmission and can continue to report this as they have in the past provided that the three categories sum to the total number of transformer stations.

Incentive Rate Mechanism

18. It is required to send an annual regulatory return by email to the Board. This requires a spreadsheet showing the calculations for the regulatory return earned since the effective date of the last rate change, or in case this calculation is not readily available, the regulatory return for the past financial year.

In order to ensure consistency, the Board is providing further guidance on this calculation. The requirement is to calculate the return on the same basis as was used in establishing the distributor's base rates, and is to be done based on the deemed debt to equity ratio of 60/40, using the distributor's cost of capital parameters last approved by the Board (typically as part of the last cost of service rate proceeding). The deemed return on equity ("ROE") should be calculated each year and compared to the Board-approved ROE in effect at the time of the distributor's last cost of service proceeding. This methodology is consistent with the approach taken by some distributors in reporting their 2010 results with the Board.

An illustrative Excel model is provided in Appendix 5. If a distributor wishes to provide an additional calculation to reflect unique circumstances, it can do so by adding an additional worksheet to the Excel model.

The Board reminds distributors that the *Report of the Board on 3rd Generation Incentive Regulation for Ontario's Electricity Distributors* (the "IR Report"), issued on July 15, 2008, established a trigger mechanism with an annual ROE dead band of ± 300 basis points. When a distributor performs outside of this earnings dead band, a regulatory review may be initiated. The Board intends to use the information filed by distributors under section 2.1.5.6 to assess if further action is warranted. Furthermore, the Board may reflect the resultant ROE calculations in the 2011 Statistical Yearbook of Electricity Distributors.

19. The email with the regulatory return on equity earned during the fiscal year should be received at the OEB before the due date for the filing, which is April 30th.

Examples:

Example 1: Labour

The distributor employs 10 full time and 5 part time (half time) employees. In addition, in the current calendar year, 3 employees were on contract as follows:

Employee #1 → Jan – Mar → for 3 months

Employee #2 → Feb – August → for 6 months, and

Employee #3 → Mar – Oct → for 8 months.

Number of Full Time Equivalent employees (FTEs)

= Sum of (employee x %year worked)

= (10 employees x 100%) + (5 employees x 50%) + (1 employee x 25%) +

(1 employee x 50%) + (1 employee x 67%)

= (10 + 2.5 + 0.25 + 0.5 + 0.67) FTEs

= 13.92 full time equivalent employees

Example 2: Utility Characteristics - Circuit Kilometers of Line

The total distance of the feeders is 7,225 kilometers. 1,800 kilometers of the feeders are three phase, 425 kilometers is two phase and 5,000 kilometers is single phase. There is no over build or under build of single, two phase and three phase lines in the utility's service territory.

5,500 kilometers of line is overhead, 1,725 kilometers is underground. There is also no overlapping between overhead and underground wiring and all cables are in their own trench.

Reporting:

	Overhead Cir Km	Underground Cir Km	Total Circuit KM
1 phase	4,000	1,000	5,000
2 phase	300	125	425
3 phase	1,200	600	1,800
Total	5,500	1,725	7,225

Example 2a: Utility Characteristics - Circuit Kilometers of Line with overbuild

Using example 2's data with overbuild for ALL 3 phase Overhead conductor the circuit Km's become. This means there are 2 – 3 phase circuits on the same set of poles.

Reporting:

	Overhead Cir Km	Underground Cir Km	Total Circuit KM
1 phase	4,000	1,000	5,000
2 phase	300	125	425
3 phase	2,400	600	3,000
Total	6,700	1,725	8,425


Example 2b: Utility Characteristics - Circuit Kilometers of Line with overbuild and double trenching

Using example 2a's data with overbuild for ALL 3 phase Overhead conductor the circuit Km's become. This means there are 2 circuits 3 phase circuits on the same set of poles and in a common trench.

Reporting:

	Overhead Cir Km	Underground Cir Km	Total Circuit KM
1 phase	4,000	1,000	5,000
2 phase	300	125	425
3 phase	2,400	1,200	3,600
Total	6,700	2,325	9,025

Reason(s) for change: NA

Ontario Energy Board		Log Off My Profile My Portal Help						
		E2.1.5 Performance Based Regulation						
Search <input type="text"/>  FAQ Submit RRR Filing SOP Application SOP: View Work-In-Progress Application My Cases Case Documents Submit Smart Meter Filings Submit an Application Submit Other Documents	Performance Based Regulation Summary and Submit	Labor	Capital	Supply and Delivery Information	Customers, Demand and Revenue	Utility Characteristics	Incentive Rate Mechanism	
	Clicking Save or Apply will not automatically submit this filing. To SUBMIT this filing, scroll to the end of the page, select Yes in the Submit drop down then click the SAVE button.							
	Capital (in dollars) Please enter all amounts as positive numbers.							
	Gross Capital Additions							
	a) Employee labor including benefits		b) Equipment and materials		c) Capital works/Other			
	<input type="text"/>		<input type="text"/>		<input type="text"/>			
	d) Overhead		e) Carrying charges					
	<input type="text"/>		<input type="text"/>					
	Total Gross Capital Additions (sum of a, b, c, d, & e) <input type="text"/>							
	Other Capital Related Information							
Retirements for year (net loss amount should be positive and net gain amount should be negative) <input type="text"/>				Contributed capital for the year (Incremental) <input type="text"/>				
POWERED BY		PIVOTAL		SAVE SAVE & EXIT PRINT ALL Cancel				

2.1.6

RRR section: A distributor shall provide the Board annually, by April 30, audited financial statements for the preceding calendar year for the corporate entity regulated by the Board. Where the financial statements of the corporate entity regulated by the Board contain material businesses not regulated by the Board, or where the regulated entity conducts more than one activity regulated by the Board, the distributor shall disclose separately information about each operating segment in accordance with the Segment Disclosure provisions corporate entities are encouraged to adopt by the Canadian Institute of Chartered Accountants Handbook.

Due: Apr 30

Available for input: NA

Method of filing: Email / Hard Copy

Content: Audited financial statements for the preceding year

New on form: NA

Tip:

1. Reconciliation from the audited statements to the trial balance and vice versa is required under RRR section 2.1.13.

Example: NA

Reason(s) for change: NA

2.1.7

RRR section: A distributor shall provide the Board annually, by April 30, a trial balance in uniform system of accounts format supporting the audited financial statements, for the preceding calendar year. A distributor may, for reporting purposes, include data relating to employee salaries in a similar salary account in the uniform system of accounts in cases where the number of distributor employees is such that separate reporting could result in the disclosure of individuals' salary information.

Due: Apr 30

Available for input: Apr 3, 2012

Method of filing: Electronic input form

Content: Trial balance in the format specified by the Uniform System of Accounts for electricity distributors.

New on form:

1. The "Instructions" section asks for the accounting standard used by the distributor in preparing the financial information reported on this form.
2. New accounts added are:
 - 1567 Board-Approved CDM Variance Account
 - 1575 IFRS-CGAAP Transitional PP&E Amounts

Tips:

1. The 2.1.7 form will appear on your portal only after the document asking for "Consent to File with Statistics Canada" is completed. Information about the consent form and the data sharing agreement with Statistics Canada is available at http://www.ontarioenergyboard.ca/documents/oeb_statisticscanada_initiative.pdf and at http://www.ontarioenergyboard.ca/documents/tools/efiling/statscan_signed_agreement_2008.pdf.
2. As this form is a large form, it takes longer to open and longer to save, as compared to other smaller forms. In order to ensure that the form is saved, or submitted as desired, make sure to check the Status box in the Report Summary section.
3. Complete the income statement **first**, and **ensure that the net profit/loss appears in account 3046** in the balance sheet, as well as in the "balancing factor" box on the trial balance summary page.

4. Complete the assets and the liabilities and equity tabs **after** the income statement is complete. This will ensure fewer error messages on saving before the entries are complete.

Example(s): None

Reason(s) for change:

- The request for stating the accounting standard used stems from the option available to distributors in 2012 to switch to International Financial Reporting Standards (IFRS).
- New accounts have been added to the form as a result of Board decisions.

Ontario Energy Board

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E 2.1.7 - Trial Balance

Search

FAQ

Submit RRR Filing

SOP Application

SOP: View Work-In-Progress Application

My Cases

Case Documents

Submit Smart Meter Filings

Submit an Application

Submit Other Documents

Assets
Liabilities and Equity
Income Statement
Trial Balance Summary and Submit

Report Summary

Filing Due Year	Filing Form Name	RRR Filing No
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Reporting Period and Company Name	Licence Type	Status
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Report Version	Extension Granted	Extension Deadline
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Filing Due Date	Reporting From	Reporting To
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Submitted On	Submitter Name	Expiry Date
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

Instructions

1. Debit amounts are reported as positive numbers and credit amounts are reported as negative numbers.
2. Account values are auto-populated to 0. To delete a value that should have been blank you must delete the value and enter 0.
3. If the trial balance does not balance, you will receive an error message when trying to save. Under the TRIAL BALANCE SUMMARY & SUBMIT tab, the Final Total/balancing factor value should be 0 in order to balance.
4. Clicking Save will not automatically submit this filing. To submit this filing, click on the SUMMARY/SUBMIT tab, scroll to the end of the page, select Yes in the Submit drop down then click the Save button.
5. The Print All button will print all tabs.

Please indicate the accounting standard used in preparing the reported financial information. 1. Canadian GAAP / Accounting Standards for Private Enterprises (ASPE) 2. International Financial Reporting Standards (IFRS) 3. U.S. GAAP

* Accounting Standard

Current Assets

Account Description	Account No	Amount
Cash	1005	<input style="width: 95%;" type="text"/>
Cash Advances and Working Funds	1010	<input style="width: 95%;" type="text"/>
Interest Special Deposits	1020	<input style="width: 95%;" type="text"/>
Dividend Special Deposits	1030	<input style="width: 95%;" type="text"/>
Other Special Deposits	1040	<input style="width: 95%;" type="text"/>
Term Deposits	1060	<input style="width: 95%;" type="text"/>
Current Investments	1070	<input style="width: 95%;" type="text"/>
Customer Accounts Receivable	1100	<input style="width: 95%;" type="text"/>
Accounts Receivable - Services	1102	<input style="width: 95%;" type="text"/>
Accounts Receivable - Recoverable Work	1104	<input style="width: 95%;" type="text"/>
Accounts Receivable - Merchandise, Jobbing, etc.	1105	<input style="width: 95%;" type="text"/>
Other Accounts Receivable	1110	<input style="width: 95%;" type="text"/>
Accrued Utility Revenues	1120	<input style="width: 95%;" type="text"/>
Accumulated Provision for Uncollectible Accounts--Credit	1130	<input style="width: 95%;" type="text"/>

Interest and Dividends Receivable	1140	
Rents Receivable	1150	
Notes Receivable	1170	
Prepayments	1180	
Miscellaneous Current and Accrued Assets	1190	
Accounts Receivable from Associated Companies	1200	
Notes Receivable from Associated Companies	1210	

Inventory

Account Description	Account No	Amount
Fuel Stock	1305	
Plant Materials and Operating Supplies	1330	
Merchandise	1340	
Other Materials and Supplies	1350	

Non-Current Assets

Account Description	Account No	Amount
Long Term Investments in Non-Associated Companies	1405	
Long Term Receivable - Street Lighting Transfer	1408	
Other Special or Collateral Funds	1410	
Sinking Funds	1415	
Unamortized Debt Expense	1425	
Unamortized Discount on Long-Term Debt--Debit	1445	
Unamortized Deferred Foreign Currency Translation Gains and Losses	1455	
Other Non-Current Assets	1460	
O.M.E.R.S. Past Service Costs	1465	
Past Service Costs - Employee Future Benefits	1470	
Past Service Costs - Other Pension Plans	1475	
Portfolio Investments - Associated Companies	1480	
Investment in Associated Companies - Significant Influence	1485	
Investment in Subsidiary Companies	1490	

Other Assets and Deferred Charges

Account Description	Account No	Amount
Unrecovered Plant and Regulatory Study Costs	1505	
Other Regulatory Assets	1508	
Preliminary Survey and Investigation Charges	1510	
Emission Allowance Inventory	1515	
Emission Allowances Withheld	1516	
RCVARetail	1518	
Power Purchase Variance Account	1520	
Special Purpose Charge Assessment Variance	1521	
Miscellaneous Deferred Debits	1525	
Deferred Losses from Disposition of Utility Plant	1530	
Renewable Connection Capital Deferral Account	1531	
Renewable Connection OM&A Deferral Account	1532	
Smart Grid Capital Deferral Account	1534	
Smart Grid Capital OM&A Account	1535	
Unamortized Loss on Reacquired Debt	1540	
Development Charge Deposits/ Receivables	1545	

RCVASTR	1548	
LV Variance Account	1550	
Smart Meter Capital and Recovery Offset Variance	1555	
Smart Meter OM&A Variance	1556	
Deferred Development Costs	1560	
Deferred Payments in Lieu of Taxes	1562	
Deferred PILs Contra Account	1563	
Conservation and Demand Management Expenditures and Recoveries	1565	
CDM Contra	1566	
Board-Approved CDM Variance Account	1567	
Qualifying Transition Costs	1570	
Pre-market Opening Energy Variance	1571	
Extraordinary Event Costs	1572	
Deferred Rate Impact Amounts	1574	
IFRS-CGAAP Transitional PP&E Amounts	1575	
RSVAWMS	1580	
RSVAONE-TIME	1582	
RSVANW	1584	
RSVACN	1586	
RSVAPOWER	1588	
Recovery of regulatory asset balances	1590	
2006 PILs & Taxes Variance	1592	
Disposition and Recovery of Regulatory Balances Control Account	1595	

Electric Plant and Service - Detailed

Account Description	Account No	Amount
Electric Plant in Service - Control Account	1605	

A.Intangible Plant

Account Description	Account No	Amount
Organization	1606	
Franchises and Consents	1608	
Miscellaneous Intangible Plant	1610	

B.Generation Plants

Account Description	Account No	Amount
Land	1615	
Land Rights	1616	
Buildings and Fixtures	1620	
Leasehold Improvements	1630	
Boiler Plant Equipment	1635	
Engines and Engine-Driven Generators	1640	
Turbogenerator Units	1645	
Reservoirs, Dams and Waterways	1650	
Water Wheels, Turbines and Generators	1655	
Roads, Railroads and Bridges	1660	
Fuel Holders, Producers and Accessories	1665	
Prime Movers	1670	
Generators	1675	
Accessory Electric Equipment	1680	
Miscellaneous Power Plant Equipment	1685	

C. Transmission Plant

Account Description	Account No	Amount
Land	1705	
Land Rights	1706	
Buildings and Fixtures	1708	
Leasehold Improvements	1710	
Station Equipment	1715	
Towers and Fixtures	1720	
Poles and Fixtures	1725	
Overhead Conductors and Devices	1730	
Underground Conduit	1735	
Underground Conductors and Devices	1740	
Roads and Trails	1745	

D. Distribution Plant

Account Description	Account No	Amount
Land	1805	
Land Rights	1806	
Buildings and Fixtures	1808	
Leasehold Improvements	1810	
Transformer Station Equipment - Normally Primary above 50 kV	1815	
Distribution Station Equipment - Normally Primary below 50 kV	1820	
Storage Battery Equipment	1825	
Poles, Towers and Fixtures	1830	
Overhead Conductors and Devices	1835	
Underground Conduit	1840	
Underground Conductors and Devices	1845	
Line Transformers	1850	
Services	1855	
Meters	1860	
Other Installations on Customer's Premises	1865	
Leased Property on Customer Premises	1870	
Street Lighting and Signal Systems	1875	

E. General Plant

Account Description	Account No	Amount
Land	1905	
Land Rights	1906	
Buildings and Fixtures	1908	
Leasehold Improvements	1910	
Office Furniture and Equipment	1915	
Computer Equipment - Hardware	1920	
Computer Software	1925	
Transportation Equipment	1930	
Stores Equipment	1935	
Tools, Shop and Garage Equipment	1940	
Measurement and Testing Equipment	1945	
Power Operated Equipment	1950	
Communication Equipment	1955	
Miscellaneous Equipment	1960	

Water Heater Rental Units	1965	
Load Management Controls - Customer Premises	1970	
Load Management Controls - Utility Premises	1975	
System Supervisory Equipment	1980	
Sentinel Lighting Rental Units	1985	
Other Tangible Property	1990	
Contributions and Grants - Credit	1995	

Other capital Assets

Account Description	Account No	Amount
Property Under Capital Leases	2005	
Electric Plant Purchased or Sold	2010	
Experimental Electric Plant Unclassified	2020	
Electric Plant and Equipment Leased to Others	2030	
Electric Plant Held for Future Use	2040	
Completed Construction Not Classified--Electric	2050	
Construction Work in Progress--Electric	2055	
Electric Plant Acquisition Adjustment	2060	
Other Electric Plant Adjustment	2065	
Other Utility Plant	2070	
Non-Utility Property Owned or Under Capital Leases	2075	

Accumulated Amortization

Account Description	Account No	Amount
Accumulated Amortization of Electric Utility Plan - PP	2105	
Accumulated Amortization of Electric Utility Plant - Intangibles	2120	
Accumulated Amortization of Electric Plant Acquisition Adjustment	2140	
Accumulated Amortization of Other Utility Plant	2160	
Accumulated Amortization of Non-Utility Property	2180	

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Current Liabilities

Account Description	Account No	Amount
Accounts Payable	2205	<input style="width: 100%;" type="text"/>
Customer Credit Balances	2208	<input style="width: 100%;" type="text"/>
Current Portion of Customer Deposits	2210	<input style="width: 100%;" type="text"/>
Dividends Declared	2215	<input style="width: 100%;" type="text"/>
Miscellaneous Current and Accrued Liabilities	2220	<input style="width: 100%;" type="text"/>
Notes and Loans Payable	2225	<input style="width: 100%;" type="text"/>
Accounts Payable to Associated Companies	2240	<input style="width: 100%;" type="text"/>
Notes Payable to Associated Companies	2242	<input style="width: 100%;" type="text"/>
Debt Retirement Charges(DRC) Payable	2250	<input style="width: 100%;" type="text"/>
Transmission Charges Payable	2252	<input style="width: 100%;" type="text"/>
Electrical Safety Authority Fees Payable	2254	<input style="width: 100%;" type="text"/>
Independent Market Operator Fees and Penalties Payable	2256	<input style="width: 100%;" type="text"/>
Current Portion of Long Term Debt	2260	<input style="width: 100%;" type="text"/>
Ontario Hydro Debt - Current Portion	2262	<input style="width: 100%;" type="text"/>
Pensions and Employee Benefits - Current Portion	2264	<input style="width: 100%;" type="text"/>
Accrued Interest on Long Term Debt	2268	<input style="width: 100%;" type="text"/>
Matured Long Term Debt	2270	<input style="width: 100%;" type="text"/>
Matured Interest on Long Term Debt	2272	<input style="width: 100%;" type="text"/>
Obligations Under Capital Leases--Current	2285	<input style="width: 100%;" type="text"/>
Commodity Taxes	2290	<input style="width: 100%;" type="text"/>
Payroll Deductions / Expenses Payable	2292	<input style="width: 100%;" type="text"/>
Accrual for Taxes Payments in Lieu of Taxes, Etc.	2294	<input style="width: 100%;" type="text"/>
Future Income Taxes - Current	2296	<input style="width: 100%;" type="text"/>

Non-Current Liability

Account Description	Account No	Amount
Employee Future Benefits	2306	<input style="width: 100%;" type="text"/>
Other Pensions - Past Service Liability	2308	<input style="width: 100%;" type="text"/>
Vested Sick Leave Liability	2310	<input style="width: 100%;" type="text"/>
Accumulated Provision for Rate Refunds	2315	<input style="width: 100%;" type="text"/>
Other Miscellaneous Non-Current Liabilities	2320	<input style="width: 100%;" type="text"/>
Obligations Under Capital Lease--Non-Current	2325	<input style="width: 100%;" type="text"/>
Development Charge Fund	2330	<input style="width: 100%;" type="text"/>
Long Term Customer Deposits	2335	<input style="width: 100%;" type="text"/>
Collateral Funds Liability	2340	<input style="width: 100%;" type="text"/>
Unamortized Premium on Long Term Debt	2345	<input style="width: 100%;" type="text"/>
O.M.E.R.S. - Past Service Liability - Long Term Portion	2348	<input style="width: 100%;" type="text"/>
Future Income Tax - Non-Current	2350	<input style="width: 100%;" type="text"/>

Other Liabilities and Deferred Credits

Account Description	Account No	Amount
Other Regulatory Liabilities	2405	
Deferred Gains from Disposition of Utility Plant	2410	
Unamortized Gain on Reacquired Debt	2415	
Other Deferred Credits	2425	
Accrued Rate-Payer Benefit	2435	

Long Terms Debt

Account Description	Account No	Amount
Debentures Outstanding - Long Term Portion	2505	
Debenture Advances	2510	
Reacquired Bonds	2515	
Other Long Term Debt	2520	
Term Bank Loans - Long Term Portion	2525	
Ontario Hydro Debt Outstanding - Long Term Portion	2530	
Advances from Associated Companies	2550	

Shareholder's Equity

Account Description	Account No	Amount
Common Shares Issued	3005	
Preference Shares Issued	3008	
Contributed Surplus	3010	
Donations Received	3020	
Development Charges Transferred to Equity	3022	
Capital Stock Held in Treasury	3026	
Miscellaneous Paid-In Capital	3030	
Installments Received on Capital Stock	3035	
Appropriated Retained Earnings	3040	
Unappropriated Retained Earnings	3045	
Appropriations of Retained Earnings - Current Period	3047	
Dividends Payable-Preference Shares	3048	
Dividends Payable-Common Shares	3049	
Adjustment to Retained Earnings	3055	
Unappropriated Undistributed Subsidiary Earnings	3065	
Non-Utility Shareholders' Equity	3075	

Shareholder's Equity Acct 3046

Account Description	Account No	Amount
Balance Transferred From Income	3046	


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Sales of Electricity

Account Description	Account No	Amount
Residential Energy Sales	4006	<input type="text"/>
Commercial Energy Sales	4010	<input type="text"/>
Industrial Energy Sales	4015	<input type="text"/>
Energy Sales to Large Users	4020	<input type="text"/>
Street Lighting Energy Sales	4025	<input type="text"/>
Sentinel Lighting Energy Sales	4030	<input type="text"/>
General Energy Sales	4035	<input type="text"/>
Other Energy Sales to Public Authorities	4040	<input type="text"/>
Energy Sales to Railroads and Railways	4045	<input type="text"/>
Revenue Adjustment	4050	<input type="text"/>
Energy Sales for Resale	4055	<input type="text"/>
Interdepartmental Energy Sales	4060	<input type="text"/>
Billed WMS	4062	<input type="text"/>
Billed One-Time	4064	<input type="text"/>
Billed NW	4066	<input type="text"/>
Billed CN	4068	<input type="text"/>
Billed - LV	4075	<input type="text"/>

Revenue from Services-Distribution

Account Description	Account No	Amount
Distribution Services Revenue	4080	<input type="text"/>
Retail Services Revenues	4082	<input type="text"/>
Service Transaction Requests (STR) Revenues	4084	<input type="text"/>
Electric Services Incidental to Energy Sales	4090	<input type="text"/>

Revenue from Services-Transmission

Account Description	Account No	Amount
Transmission Charges Revenue	4105	<input type="text"/>
Transmission Services Revenue	4110	<input type="text"/>

Other Operating Revenues

Account Description	Account No	Amount
Interdepartmental Rents	4205	<input type="text"/>
Rent from Electric Property	4210	<input type="text"/>
Other Utility Operating Income	4215	<input type="text"/>
Other Electric Revenues	4220	<input type="text"/>
Late Payment Charges	4225	<input type="text"/>
Sales of Water and Water Power	4230	<input type="text"/>
Miscellaneous Service Revenues	4235	<input type="text"/>
Provision for Rate Refunds	4240	<input type="text"/>
Government Assistance Directly Credited to Income	4245	<input type="text"/>

Other Income / Deductions

Account Description	Account No	Amount
Regulatory Debits	4305	
Regulatory Credits	4310	
Revenues from Electric Plant Leased to Others	4315	
Expenses of Electric Plant Leased to Others	4320	
Special Purpose Charge Recovery	4324	
Revenues from Merchandise, Jobbing, Etc.	4325	
Costs and Expenses of Merchandising, Jobbing, Etc.	4330	
Profits and Losses from Financial Instrument Hedges	4335	
Profits and Losses from Financial Instrument Investments	4340	
Gains from Disposition of Future Use Utility Plant	4345	
Losses from Disposition of Future Use Utility Plant	4350	
Gain on Disposition of Utility and Other Property	4355	
Loss on Disposition of Utility and Other Property	4360	
Gains from Disposition of Allowances for Emission	4365	
Losses from Disposition of Allowances for Emission	4370	
Revenues from Non-Utility Operations	4375	
Expenses of Non-Utility Operations	4380	
Non-Utility Rental Income	4385	
Miscellaneous Non-Operating Income	4390	
Rate-Payer Benefit Including Interest	4395	
Foreign Exchange Gains and Losses, Including Amortization	4398	

Investment Income

Account Description	Account No	Amount
Interest and Dividend Income	4405	
Equity in Earnings of Subsidiary Companies	4415	

Generation Expenses - Operation

Account Description	Account No	Amount
Operation Supervision and Engineering	4505	
Fuel	4510	
Steam Expense	4515	
Steam From Other Sources	4520	
Steam Transferred--Credit	4525	
Electric Expense	4530	
Water For Power	4535	
Water Power Taxes	4540	
Hydraulic Expenses	4545	
Generation Expense	4550	
Miscellaneous Power Generation Expenses	4555	
Rents	4560	
Allowances for Emissions	4565	

Generation Expenses - Maintenance

Account Description	Account No	Amount
Maintenance Supervision and Engineering	4605	
Maintenance of Structures	4610	
Maintenance of Boiler Plant	4615	
Maintenance of Electric Plant	4620	

Maintenance of Reservoirs, Dams and Waterways	4625	
Maintenance of Water Wheels, Turbines and Generators	4630	
Maintenance of Generating and Electric Plant	4635	
Maintenance of Miscellaneous Power Generation Plant	4640	

Other Power Supply Expenses

Account Description	Account No	Amount
Power Purchased	4705	
Charges-WMS	4708	
Cost of Power Adjustments	4710	
Charges-One-Time	4712	
Charges-NW	4714	
System Control and Load Dispatching	4715	
Charges-CN	4716	
Other Expenses	4720	
Competition Transition Expense	4725	
Rural Rate Assistance Expense	4730	
Charges - LV	4750	

Transmission Expenses - Operation

Account Description	Account No	Amount
Operation Supervision and Engineering	4805	
Load Dispatching	4810	
Station Buildings and Fixtures Expenses	4815	
Transformer Station Equipment - Operating Labour	4820	
Transformer Station Equipment - Operating Supplies and Expense	4825	
Overhead Line Expenses	4830	
Underground Line Expenses	4835	
Transmission of Electricity by Others	4840	
Miscellaneous Transmission Expense	4845	
Rents	4850	

Transmission Expenses - Maintenance

Account Description	Account No	Amount
Maintenance Supervision and Engineering	4905	
Maintenance of Transformer Station Buildings and Fixtures	4910	
Maintenance of Transformer Station Equipment	4916	
Maintenance of Towers, Poles and Fixtures	4930	
Maintenance of Overhead Conductors and Devices	4935	
Maintenance of Overhead Lines - Right of Way	4940	
Maintenance of Overhead Lines - Roads and Trails Repairs	4945	
Maintenance of Overhead Lines - Snow Removal from Roads and Trails	4950	
Maintenance of Underground Lines	4960	
Maintenance of Miscellaneous Transmission Plant	4965	

Distribution Expenses - Operation

Account Description	Account No	Amount
Operation Supervision and Engineering	5005	
Load Dispatching	5010	
Station Buildings and Fixtures Expense	5012	
Transformer Station Equipment - Operation Labour	5014	
Transformer Station Equipment - Operation Supplies and Expenses	5015	
Distribution Station Equipment - Operation Labour	5016	
Distribution Station Equipment - Operation Supplies and Expenses	5017	
Overhead Distribution Lines and Feeders - Operation Labour	5020	
Overhead Distribution Lines and Feeders - Operation Supplies and Expenses	5025	
Overhead Subtransmission Feeders - Operation	5030	
Overhead Distribution Transformers- Operation	5035	
Underground Distribution Lines and Feeders - Operation Labour	5040	
Underground Distribution Lines and Feeders - Operation Supplies and Expenses	5045	
Underground Subtransmission Feeders - Operation	5050	
Underground Distribution Transformers - Operation	5055	
Street Lighting and Signal System Expense	5060	
Meter Expense	5065	
Customer Premises - Operation Labour	5070	
Customer Premises - Materials and Expenses	5075	
Miscellaneous Distribution Expense	5085	
Underground Distribution Lines and Feeders - Rental Paid	5090	
Overhead Distribution Lines and Feeders - Rental Paid	5095	
Other Rent	5096	

Distribution Expenses - Maintenance

Account Description	Account No	Amount
Maintenance Supervision and Engineering	5105	
Maintenance of Buildings and Fixtures - Distribution Stations	5110	
Maintenance of Transformer Station Equipment	5112	
Maintenance of Distribution Station Equipment	5114	
Maintenance of Poles, Towers and Fixtures	5120	
Maintenance of Overhead Conductors and Devices	5125	
Maintenance of Overhead Services	5130	
Overhead Distribution Lines and Feeders - Right of Way	5135	
Maintenance of Underground Conduit	5145	
Maintenance of Underground Conductors and Devices	5150	
Maintenance of Underground Services	5155	
Maintenance of Line Transformers	5160	
Maintenance of Street Lighting and Signal Systems	5165	
Sentinel Lights - Labour	5170	
Sentinel Lights - Materials and Expenses	5172	
Maintenance of Meters	5175	
Customer Installations Expenses- Leased Property	5178	
Water Heater Rentals - Labour	5185	
Water Heater Rentals - Materials and Expenses	5186	
Water Heater Controls - Labour	5190	
Water Heater Controls - Materials and Expenses	5192	
Maintenance of Other Installations on Customer Premises	5195	

Other Expenses

Account Description	Account No	Amount
Purchase of Transmission and System Services	5205	
Transmission Charges	5210	
Transmission Charges Recovered	5215	

Billing And Collecting

Account Description	Account No	Amount
Supervision	5305	
Meter Reading Expense	5310	
Customer Billing	5315	
Collecting	5320	
Collecting- Cash Over and Short	5325	
Collection Charges	5330	
Bad Debt Expense	5335	
Miscellaneous Customer Accounts Expenses	5340	

Community Relations

Account Description	Account No	Amount
Supervision	5405	
Community Relations - Sundry	5410	
Energy Conservation	5415	
Community Safety Program	5420	
Miscellaneous Customer Service and Informational Expenses	5425	

Sales Expenses

Account Description	Account No	Amount
Supervision	5505	
Demonstrating and Selling Expense	5510	
Advertising Expense	5515	
Miscellaneous Sales Expense	5520	

Adminstr and Gen Expenses

Account Description	Account No	Amount
Executive Salaries and Expenses	5605	
Management Salaries and Expenses	5610	
General Administrative Salaries and Expenses	5615	
Office Supplies and Expenses	5620	
Administrative Expense Transferred/Credit	5625	
Outside Services Employed	5630	
Property Insurance	5635	
Injuries and Damages	5640	
Employee Pensions and Benefits	5645	
Franchise Requirements	5650	
Regulatory Expenses	5655	
General Advertising Expenses	5660	
Miscellaneous General Expenses	5665	
Rent	5670	
Maintenance of General Plant	5675	
Electrical Safety Authority Fees	5680	

Special Purpose Charge Expense	5681	
Independent Market Operator Fees and Penalties	5685	
OM&A Contra	5695	

Amortization Expenses

Account Description	Account No	Amount
Amortization Expense - Property, Plant, and Equipment	5705	
Amortization of Limited Term Electric Plant	5710	
Amortization of Intangibles and Other Electric Plant	5715	
Amortization of Electric Plant Acquisition Adjustments	5720	
Miscellaneous Amortization	5725	
Amortization of Unrecovered Plant and Regulatory Study Costs	5730	
Amortization of Deferred Development Costs	5735	
Amortization of Deferred Charges	5740	

Interest Expenses

Account Description	Account No	Amount
Interest on Long Term Debt	6005	
Amortization of Debt Discount and Expense	6010	
Amortization of Premium on Debt/Credit	6015	
Amortization of Loss on Reacquired Debt	6020	
Amortization of Gain on Reacquired Debt--Credit	6025	
Interest on Debt to Associated Companies	6030	
Other Interest Expense	6035	
Allowance for Borrowed Funds Used During Construction--Credit	6040	
Allowance For Other Funds Used During Construction	6042	
Interest Expense on Capital Lease Obligations	6045	

Taxes

Account Description	Account No	Amount
Taxes Other Than Income Taxes	6105	
Income Taxes	6110	
Provision for Future Income Taxes	6115	

Other Deductions

Account Description	Account No	Amount
Donations	6205	
Life Insurance	6210	
Penalties	6215	
Other Deductions	6225	

Extraordinary Items

Account Description	Account No	Amount
Extraordinary Income	6305	
Extraordinary Deductions	6310	
Income Taxes: Extraordinary Item	6315	

Disconnected Operations

Account Description	Account No	Amount
Discontinues Operations - Income/ Gains	6405	
Discontinued Operations - Deductions/ Losses	6410	
Income Taxes, Discontinued Operations	6415	

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Assets

Current Assets

Inventory

Non-current Assets

Other Assets and Deferred Charges

Other Capital Assets

Accumulated Amortization

Net Assets

Liabilities and Equity

Non-current Liabilities

Current Liabilities

Other Liabilities Deferred Credit

Shareholders' Equity

Net Liabilities and Equity

Revenues

Sales of Electricity

Revenues from Services

Other Operating Revenues

Other Income / Deductions

Investment Income

Total Revenues

Expenses	
Generation Expenses	<input type="text"/>
Other Power Supply Expenses	<input type="text"/>
Transmission Expenses	<input type="text"/>
Distribution Expenses	<input type="text"/>
Other Expenses	<input type="text"/>
Billing Collecting	<input type="text"/>
Community Relations	<input type="text"/>
Sales Expenses	<input type="text"/>
Administration General Expenses	<input type="text"/>
Amortization Expense	<input type="text"/>
Interest Expense	<input type="text"/>
Taxes	<input type="text"/>
Other Deductions	<input type="text"/>
Extraordinary Items	<input type="text"/>
Discontinued Operations	<input type="text"/>
Total Expenses	<input type="text"/>
Profit / Loss	<input type="text"/>
Final Total/Balancing Factor	
Trial Balance Total Excluding accounts 1605 and 3046	<input type="text"/>
Submit?	
* Submit Form	<input type="text"/>

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RRR section: A distributor shall provide in the form and manner required by the Board, annually, by April 30, information on affiliate arrangements and transactions for the preceding calendar year, as follows:

- a) For each affiliate with which the distributor has or had an Affiliate Contract for the provision of a service, resource, product or use of asset from the distributor to the affiliate: (i) the name of the affiliate; (ii) the number of Affiliate Contracts with the affiliate; and (iii) the total annual dollar value of all transactions under each such Affiliate Contract;
- b) for each affiliate with which the distributor has or had an Affiliate Contract for the provision of a service, resource, product or use of asset to the distributor from the affiliate: (i) the name of the affiliate; (ii) the number of Affiliate Contracts with the affiliate; and (iii) the total annual dollar value of all transactions under each such Affiliate Contract; and
- c) the highest total dollar value of all financial support to all affiliates outstanding at any time during the reporting period.

For the purposes of this section:

“Affiliate Contract” means a contract between a distributor and an affiliate, and includes a Services Agreement;

“financial support” means any form of financial support to an affiliate, including a loan to, a guarantee of indebtedness of and an investment in the securities of the affiliate; and

“Services Agreement” means an agreement between a distributor and its affiliate for the purposes of section 2.2 of the Affiliate Relationships Code for Electricity Distributors and Transmitters.

Due: Apr 30

AVAILABLE FOR INPUT: Apr 3, 2012

METHOD OF FILING: Electronic input form

Content: The number as well as the total dollar value of all contracts (or service agreements) for the purchase and sale (purchase and sale reported separately) of service(s) entered into with an affiliate. Also, the highest amount of financial support provided to all affiliates at any time during the year.

A comment box is provided for additional explanations.

New on form: NA

Tip: NA

Example: The reporting distributor has 5 contracts for provision of services to affiliate ABC. The dollar value of transactions under each of the five contracts is:

Contract 1 - \$100,000

Contract 2 - \$200,000

Contract 3 - \$300,000

Contract 4 - \$400,000

Contract 5 - \$500,000

Total of all 5 contracts - \$1,500,000

Affiliate contracts (Distributor to Affiliate)

+	Name of Affiliate	Number of contracts with the affiliate	Total annual dollar value of transactions for each contract with affiliate	
	ABC	5	1,500,000	X

Reason(s) for change: To reflect amendments made to the Affiliate Relationships Code for Electricity Distributors and Transmitters revised March 15, 2010.

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E2.1.10 Affiliate Transaction Distribution

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Report Summary

Filing Due Year	Filing Form Name	RRR Filing No
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Reporting Period and Company Name	Licence Type	Status
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Report Version	Extension Granted	Extension Deadline
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Filing Due Date	Reporting From	Reporting To
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Submitted On	Submitter Name	Expiry Date
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

Instructions

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Affiliate contracts (Distributor To Affiliate)

+	Name of affiliate	Number contracts with the affiliate	Total annual dollar value of transactions for each contract with affiliate	
<input type="checkbox"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	X
<input type="checkbox"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	X

Affiliate contracts (Affiliate to Distributor)

+	Name of affiliate	Number contracts with the affiliate	Total annual dollar value of transactions for each contract with affiliate	
<input type="checkbox"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	X
<input type="checkbox"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	X

Total Value

Highest total value of financial support to affiliates outstanding

Comments

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2.1.11

RRR section: A distributor shall provide in the form and manner required by the Board, annually, by April 30, a list of retailers who have service agreements with the distributor at the end of the preceding calendar year. The list shall indicate the type(s) of billing option(s) (retailer consolidated, distributor consolidated or split) and the service agreement reference number.

Due: Apr 30

Available for input: Apr 3, 2012

Method of filing: Electronic input form

Content: Name of all retailers doing business with the distributor, confirmation that they have a service agreement with the distributor, the service agreement reference number, and the billing option in place with the retailer (retailer consolidated or distributor consolidated).

New on form: NA

Tip:

1. Retailer trade names have been provided on the OEB Industry website alongside the corresponding licence name and number (http://www.ontarioenergyboard.ca/html/licences/all_tradenames_read.cfm).

Example(s): None

Reason(s) for change: NA

2.1.12

RRR section: A distributor shall provide in the form and manner required by the Board, annually, by April 30, reporting on its conservation and demand management activities in the preceding calendar year.

Due: Apr 30

Available for input: NA

Method of filing: Email / Hard Copy

Content: Spreadsheet showing expenditures under the Third Tranche Funding.

New on form: NA

Tip:

1. To be amended in accordance with CDM Code. At present, this reporting requirement is relevant for one utility only (Greater Sudbury) due to having received incremental funding.

Example(s): None

Reason(s) for change: NA

2.1.13

RRR section: A distributor shall provide in the form and manner required by the Board, annually, by April 30, the uniform system of account balances mapped and reconciled to the audited financial statements.

Due: Apr 30

Available for input: NA

Method of filing: Email – in excel and pdf formats

Content: Spreadsheet showing the trial balance submitted under RRR section 2.1.7 mapped and reconciled to the audited financial statements.

New on form: NA

Tips:

1. The complete mapping under this requirement consists of two parts:
 - Part 1: The first part should show which trial balance accounts are grouped together to form the financial statement groupings on the audited financial statements. Please see example below.
 - Part 2: The second part should list the trial balance accounts in sequence and mention the financial statement grouping as seen on the audited financial statements for each trial balance account. Please see example below.
2. Both parts mentioned above are required for a complete submission.

Example(s):

Part 1:

Trial Balance Mapped to Financial Statement Grouping: BALANCE SHEET					
Account	B/S Section	B/S Line Grouping	G/L Account Description	Current Year	Balance Sheet
Assets					
1100	Current Asset	Receivables	Customer Accounts Receivable	2,248,177.24	
1102	Current Asset	Receivables	Accounts Receivable - Customer	(29,675.84)	
1104	Current Asset	Receivables	Accounts Receivable - Retailers	1,615,013.57	
1110	Current Asset	Receivables	Other Accounts Receivable	914,760.52	
1130	Current Asset	Receivables	Accumulated Provision for Uncollectible Accounts--Cred	(236,900.00)	
1150	Current Asset	Receivables	Rents Receivable	62,355.75	
2290	Current Asset	Receivables	Commodity Taxes	(716,354.02)	3,857,377.22
1120	Current Asset	Unbilled revenue	Accounts Receivable - Unbilled Revenue Accrual	3,452,866.48	3,452,866.48
1330	Current Asset	Inventory	Plant Inventory	427,863.01	427,863.01
1180	Current Asset	Prepays	Prepaid Expenses	303,127.21	303,127.21
					8,041,233.92
1805	Asset	Property and equipment	Land	273,769.89	
1810	Asset	Property and equipment	Leasehold Improvements	86,252.00	
1820	Asset	Property and equipment	Distribution Station	4,431,284.54	
1830	Asset	Property and equipment	Poles, Towers and Fixtures	8,331,729.12	
1835	Asset	Property and equipment	Overhead Conductors and Devices	12,001,819.41	
1840	Asset	Property and equipment	Underground Conduit	1,810,440.17	
1845	Asset	Property and equipment	Underground Conductors and Devices	11,561,170.57	
1850	Asset	Property and equipment	Pole Transformers	1,041,519.71	
1851	Asset	Property and equipment	Padmount Transformers	7,094,018.41	
1855	Asset	Property and equipment	OH Services	862,642.71	
1856	Asset	Property and equipment	UG Services	2,848,864.62	
1860	Asset	Property and equipment	Meters	187,025.96	
1875	Asset	Property and equipment	Street Lighting and Signal Systems	7,645.42	
1905	Asset	Property and equipment	Land	201,049.00	
1908	Asset	Property and equipment	Building & Furniture	737,784.56	
1915	Asset	Property and equipment	Office Furniture & Equipment	294,398.84	
1920	Asset	Property and equipment	Computer Hardware	872,058.72	
1930	Asset	Property and equipment	Transportation Equipment	836,915.40	
1935	Asset	Property and equipment	Stores Equipment	30,118.42	
1940	Asset	Property and equipment	Tools, Shop & Garage Equipment	469,385.73	
1945	Asset	Property and equipment	Measurement and Testing Equipment	23,690.49	
1980	Asset	Property and equipment	System Supervisory Equipment	1,324,905.81	
1995	Asset	Property and equipment	Contributed Capital	(7,193,540.13)	
2105	Asset	Property and equipment	Accumulated Depreciation - Property and Equipment	(26,108,259.41)	22,026,689.96

Part 2:

Trial Balance by Account				
Account	F/S Section	F/S Line Grouping	G/L Account Description	Current Year
1005	Current Liability	Bank indebtedness	Cash	-
1010	Current Liability	Bank indebtedness	Cash Advances and Working Funds	-
1040	Current Liability	Bank indebtedness	Other Special Deposits	-
1100	Current Asset	Receivables	Customer Accounts Receivable	2,248,177.24
1102	Current Asset	Receivables	Accounts Receivable - Services	(29,675.84)
1104	Current Asset	Receivables	Accounts Receivable - Recoverable Work	1,615,013.57
1110	Current Asset	Receivables	Other Accounts Receivable	914,760.52
1110	Current Liability	Payables and accruals	Payable - OPA	(50,872.28)
1120	Current Asset	Unbilled revenue	Accrued Utility Revenues	3,452,866.48
1130	Current Asset	Receivables	Accumulated Provision for Uncollectible Accounts--Cred	(236,900.00)
1150	Current Asset	Receivables	Rents Receivable	62,355.75
1180	Current Asset	Prepays	Prepayments	303,127.21
1330	Current Asset	Inventory	Plant Materials and Operating Supplies	427,863.01
1405	Asset	Long term investment	Long Term Investments in Non-Associated Companies	21,720.64
1410	Current Liability	Bank indebtedness	Other Special or Collateral Funds	-
1460	Asset	Future income taxes	Other Non-Current Assets	1,635,000.00
1508	Asset	Regulatory assets	Other Regulatory Assets	118,459.91
1518	Asset	Regulatory assets	RCVA Retail	17,330.03
1521	Asset	Regulatory assets	MEI Special Purpose Charge Account	40,119.75
1548	Asset	Regulatory assets	RCVASTR	74,802.11
1550	Liability	Regulatory liabilities	LV Variance Account	(382,047.18)
1555	Asset	Regulatory assets	Smart Meter Capital	1,965,571.92
1556	Asset	Regulatory assets	Smart Meter Expense Contra Account	256,814.38
1562	Asset	Regulatory assets	Deferred Payments in Lieu of Taxes	(721,162.09)
1563	Asset	Regulatory assets	Deferred PILs Contra Account	721,162.09
1580	Liability	Regulatory liabilities	RSVA Wholesale Market Services	(318,758.10)
1582	Liability	Regulatory liabilities	RSVA One Time	93,936.14
1584	Liability	Regulatory liabilities	RSVA Network	(70,771.86)
1586	Liability	Regulatory liabilities	RSVA Connection	(151,161.44)
1588	Liability	Regulatory liabilities	RSVA Power	95,184.86
1595	Asset	Regulatory assets	Recovery of regulatory assets	494,779.96
1805	Asset	Property and equipment	Land	273,769.89
1806	Asset	Intangible assets	Land Rights	988,463.63
1810	Asset	Property and equipment	Leasehold Improvements	86,252.00
1820	Asset	Property and equipment	Distribution Station	4,431,284.54
1830	Asset	Property and equipment	Poles, Towers and Fixtures	8,331,729.12
1835	Asset	Property and equipment	Overhead Conductors and Devices	12,001,819.41
1840	Asset	Property and equipment	Underground Conduit	1,810,440.17
1845	Asset	Property and equipment	Underground Conductors and Devices	11,561,170.57
1850	Asset	Property and equipment	Pole Transformers	1,041,519.71
1851	Asset	Property and equipment	Padmount Transformers	7,094,018.41
1855	Asset	Property and equipment	OH Services	862,642.71

Reason(s) for change: NA

2.1.14

RRR section: A distributor shall provide in the form and manner required by the Board, annually, by April 30, the following net metering and embedded generation information for the preceding calendar year:

- a) Number of net metered generators (as defined in the DSC), broken down by renewable energy source.
- b) Total installed capacity (kW) of all net metered generators.
- c) Number of embedded generation facilities connected to the distributor's distribution system, excluding those counted in (a) above.
- d) Total installed capacity (kW) of the embedded generators referred to in (c) above.

Due: Apr 30

Available for input: Apr 3, 2012

Method of filing: Electronic input form

Content: This section requires reporting of the number of net metered generators and their installed capacity in kW. These net metered generators are distinct from generators financed under RESOP, or FIT contracts. The required information is broken down into the following categories by type: wind, water, solar and biomass.

In addition, the total number and installed capacity of all embedded generation facilities, excluding net metered facilities reported under sub-sections a) and b), are also required.

New on form:

1. Two new boxes to capture sections c) and d) of the requirement have been added to the form.

Tips:

1. Net metering accounts which have been converted to RESOP or FIT accounts should not be reported in the first table where net metering facilities are reported.
2. Embedded generation facilities, including FIT, microFIT, RESOP and all others which have not been reported under sub-sections a) and b) should be included in sub-sections c) and d) of the requirement.

Example(s): None

Reason(s) for change: NA

2.1.15

RRR section: A distributor shall provide in the form and manner required by the Board, quarterly, on the last day of the month following the quarter end, for each month in the quarter, the following information:

- a) For renewable energy generation facilities that have a name-plate rated capacity of greater than 10 kW:
 - i. the number of Connection Impact Assessments (“CIA”) completed in the quarter;
 - ii. the total name-plate rated capacity (in kW) of the renewable energy generation facilities for which CIAs were completed as reported under (i) above;
 - iii. of the CIAs completed as reported under (i) above, the number that were completed within the applicable timeline prescribed by Ontario Regulation 326/09 made under the Electricity Act, 1998; and
 - iv. of the number of CIAs completed as reported under (i) above, the number that were not completed within the applicable timeline prescribed by Ontario Regulation 326/09 made under the Electricity Act, 1998.
- b) For renewable energy generation facilities that have a name-plate rated capacity of less than or equal to 10kW:
 - i. the number of Offers to Connect made; and
 - ii. the total name-plate rated capacity (in kW) of the renewable energy generation facilities for which Offers to Connect were made as reported under (i) above.

Due: Feb 28, May 31, Aug 31, Nov 30

Available for input: Jan 1, Apr 1, Jul 1, Oct 1

Method of filing: Electronic input form

Content: This requirement was created to capture the information required by the provincial government under Ontario Regulation 326/09 (Mandatory Information re Connections) made on September 9, 2009. It requires the number of connection impact **assessments completed** in the quarter, by month. It further requires the installed capacity of the completed assessments, and requires the number of completed assessments which met the timeline prescribed by legislation, as well as the number of completed assessments that took longer.

The section also asks for the number of **offers made** to connect micro generation facilities in the quarter, by month, and the installed capacity of these facilities.

New on form: NA

Tips:

1. See Appendix 6 for Ontario Regulation 326/09 filed on September 9, 2009.
2. This section does not require reporting on how many generators were actually connected or operating.
3. Please report the offers to connect made in the month in the "Number of Offers to Connect Micro ($\leq 10\text{kW}$)" column. This is **not** a cumulative number, but an incremental number for the current reporting month only.

Example:October

Distributor completed 9 Connection Impact Assessments within the quarter, and all were completed within 150 days of the application being received by the distributor. Each of these projects had a capacity of 15kW.

The Distribution also received 5 applications for connection of micro-generation facilities ($\leq 10\text{kW}$). Of these 4 offers were made for connection of micro renewable facilities with a total combined capacity of 1 kW.

November

Distributor completed 7 Connection Impact Assessments within the quarter, and all were completed within 150 days of the application being received by the distributor. Each of these projects had a capacity of 15kW.

The Distribution also received 5 applications for connection of micro-generation facilities ($\leq 10\text{kW}$). Of these 4 offers were made for connection of micro renewable facilities with a total combined capacity of 1 kW.

December

Distributor completed 6 Connection Impact Assessments within the quarter, and 5 of the assessments were completed within 150 days of the application being received by the distributor, however 1 was completed within 180 days. Each of these projects had a capacity of 15kW.

The Distribution also received 5 applications for connection of micro-generation facilities ($\leq 10\text{kW}$). Of these 4 offers were made for connection of micro renewable facilities with a total combined capacity of 1 kW.

Reporting:

Time Period (Month)	Number of Connection Impact (CIA) Completed in this Quarter ($>10\text{ kW}$)	Total kW Renewable Facilities ($>10\text{kW}$)	Number of CIA completed within time prescribed ($>10\text{kW}$)	Number of CIA completed after time prescribed ($>10\text{kW}$)	Number of Offers to Connect Micro ($\leq 10\text{kW}$)	Total kW Micro
October	9	135	9	0	4	1
November	7	105	7	0	4	1
December	6	90	5	1	4	1

Reason(s) for change: NA

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Reporting and Company Period	Licence Type	Status
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Report Version	Extension Granted	Extension Deadline
<input type="text"/>	<input type="text"/>	<input type="text"/>
Filing Due Date	Reporting From	Reporting To
<input type="text"/>	<input type="text"/>	<input type="text"/>
Submitted On	Submitter Name	Expiry Date
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Instruction

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Generator Connection Detail

Time Period (Month)	Number of Connection Impact (CIA) Completed in this Quarter (>10 kW)	Total kW Renewable Facilities (>10kW)	Number of CIA completed within time prescribed (>10kW)	Number of CIA completed after time prescribed (>10kW)	Number of Offers to Connect Micro (<= 10kW)	Total kW Micro
January						
February						
March						

Totals

Number of Connection Impact (CIA) Completed in this Quarter (>10 kW)	
Total kW Renewable Facilities (>10 kW)	
Number of CIA completed within time prescribed (>10kW)	
Number of CIA completed after time prescribed (>10kW)	
Number of Offers to Connect Micro (<= 10kW)	
Total kW Micro (<= 10kW)	

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2.1.16

RRR section: A distributor shall provide in the form and manner required by the Board, annually, by April 30, the following information related to the provision of Low-income Energy Assistance program (LEAP) emergency financial assistance in the preceding calendar year:

- a) LEAP funds, in total and broken down as follows:
 - i. funds provided by the distributor to social agencies for LEAP emergency financial assistance; and
 - ii. funds received by the distributor's social agency partner(s) from non-distributor sources (i.e., donations) that were earmarked for, and used to top up, the LEAP emergency financial assistance funds.

Funds received by the distributor from a third party or from the distributor's shareholder(s) (i.e., not funded from distribution revenues) as a donation and then provided by the distributor to its social agency partner(s) shall be reported under item (ii)

Funds received under the terms of the settlement of the class action proceeding regarding late payment penalties should not be included in any of the above.

- b) LEAP funds disbursed, in total and broken down as follows:
 - i. money allocated for agency administration and program delivery;
 - ii. grants provided to the distributor's customers; and
 - iii. grants provided to customers of licensed unit sub-metering providers operating in the distributor's service area, including the distributor if licensed as such.

- c) The month in which LEAP funds were depleted.

- d) Number of applicants for LEAP emergency financial assistance, in total and broken down as follows:
 - i. applicants that were the distributor's customers; and
 - ii. applicants that were customers of licensed unit sub-metering providers operating in the distributor's service area, including the distributor if licensed as such.

- e) Number of LEAP emergency financial assistance applicants assisted, in total and broken down as follows:
 - i. applicants who were approved for and received assistance that were customers of the distributor; and
 - ii. applicants who were approved for and received assistance that were customers of unit sub-metering providers operating in the distributor's service area, including the distributor if licensed as such.

- f) Number of LEAP emergency financial assistance applicants denied, in total and broken down as follows:
- i. applicants that were customers of the distributor and that applied for assistance but were not approved; and
 - ii. applicants that were customers of unit sub-metering providers operating in the distributor's service area, including the distributor if licensed as such, and that applied for assistance but were not approved.
- g) Average grant per accepted applicant assisted, as follows:
- i. average grant amount allocated per applicant, for applicants that were customers of the distributor;
 - ii. average grant amount allocated per applicant, for applicants that were customers of unit sub-metering providers operating in the distributor's service area; including the distributor if licensed as such; and
 - iii. average grant amount allocated per applicant, measured across customers referred to in both (i) and (ii).
- h) Confirmation that the distributor's social agency partner(s) has/have adhered to the processes and requirements set out in the LEAP Emergency Financial Assistance Program Manual.

Due: Apr 30,

Available for input: Feb 1

Method of filing: Electronic input form

Content: The information collected in this form is compiled by the distributor from reports received from social service agency partners regarding financial assistance provided under the LEAP program.

Information asked for includes: source of LEAP funds, how the funds were spent, and the number of applicants who applied for funding, and were assisted or denied. It asks for the month in which the LEAP funds were depleted.

The input form auto-calculates the average grant disbursed per accepted LEAP application. Finally, it asks for the distributor's confirmation that the LEAP Emergency Financial Assistance Manual was adhered to by the social agency partner(s) of the distributor.

New on form: NA

Tips:

1. For details of the consultation please refer to EB-2008-0150 (link: <http://www.ontarioenergyboard.ca/OEB/Industry/Regulatory+Proceedings/Policy+Initiatives+and+Consultations/Consultation+on+Energy+Issues+-+Low+Income/LEAP+-+Financial+Assistance+Working+Group>)
2. Please refer to the LEAP Emergency Financial Assistance Program Manual for further information (link: http://www.ontarioenergyboard.ca/OEB/ Documents/EB-2008-0150/LEAP_EFA%202012%20Manual_20120217.pdf)
3. Some utilities have received Late Payment Penalty (LPP) funds to supplement their LEAP funding. LEAP funds and LPP funds are considered separate funds by the Board and by the United Way Toronto, the administrators of the LPP funds. LPP funds are not reported to the Board as part of the LEAP RRR Filing Requirements.
4. Distributors are required to report LEAP funding in its entirety for 2011. If the LEAP funds were depleted mid-year, this information should be entered in the form under “Month in which LEAP funds were depleted”.

Example(s): None

Reason(s) for change: NA

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Filing Due Year	Filing Form Name	RRR Filing No
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Reporting Period and Company Name	Licence Type	Status
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Report Version	Extension Granted	Extension Deadline
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Filing Due Date	Reporting from	Reporting to
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Submitted On	Submitter Name	Expiry Date
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Instructions

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2. Clicking Save will not automatically submit this filing. To submit this filing, go to the end of the page, select Yes in the Submit drop down then click the Save button.

LEAP funds received from:

Distributor	Non distributor sources*	Total funds received
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

*Funds received by the distributor from a third party or from the distributor's shareholder(s) (i.e., not funded from distribution revenues) as a donation and then provided by the distributor to its social agency partner(s).

Note: Funds received under the terms of the settlement of the class action proceeding regarding late payment penalties should not be included in any of the above.

LEAP funds disbursed for:

Agency administration and program delivery	Grants to distributor customers	Grants to unit sub-metered customers**	Total grants disbursed	Total funds disbursed
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	0.00	0.00

Funds depleted

* Month in which LEAP funds were depleted

Number of LEAP applicants who were:

Distributor customers	Unit sub-metered customers**	Total
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	0

Number of applicants assisted who were:

Distributor customers	Unit sub-metered customers**	Total assisted
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	0

Number of applicants denied who were:

Distributor customers	Unit sub-metered customers**	Total denied
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	0

Average grant per accepted applicant for:		
Distributor customers <input type="text"/>	Unit sub-metered customers** <input type="text"/>	Overall average <input type="text"/>
<p>**Applicants that were customers of licensed unit sub-metering providers operating in the distributor's service area, including the distributor if licensed as such.</p>		
Adherence to manual		
Confirm process requirements <input type="text"/>	Reporting period and company name <input type="text"/>	
<p>This confirms that our social agency partner(s) has/have adhered to the processes and requirements set out in the LEAP Emergency Financial Assistance Program Manual.</p>		
Exceptions <input type="text"/>		
Description of exceptions <input type="text"/>		
Submit?		
<p>* Submit Form <input type="text"/></p>		

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2.2 Certifications

RRR sections:

2.2.1 A distributor shall provide in the form and manner required by the Board, annually, by April 30, a self-certification statement on director independence described in the Affiliate Relationships Code for Electricity Distributors and Transmitters, signed by both the chief executive officer and the senior regulatory officer or other senior officer of the utility confirming that at least one-third of the utility's Board of Directors was independent from any affiliate during the preceding calendar year.

2.2.2 Where a distributor shares information services with an affiliate the distributor shall provide in the form and manner required by the Board, annually, by April 30, a self-certification statement on data security arrangements, signed by both the chief executive officer and the senior information technology officer or other senior officer of the utility confirming compliance with the computer data management and data access protocols and the services agreement referenced in the Affiliate Relationships Code for Electricity Distributors and Transmitters during the preceding calendar year.

2.2.3 A distributor shall provide in the form and manner required by the Board, annually, by April 30, a self-certification statement signed by both the chief executive officer and the senior regulatory officer or other senior officer of the utility confirming: (a) that in ensuring compliance with the Affiliate Relationships Code for Electricity Distributors and Transmitters during the preceding calendar year, the utility has 1) performed periodic compliance reviews; 2) communicated the Affiliate Relationships Code for Electricity Distributors and Transmitters to its employees; and 3) monitored its employees' compliance with the Affiliate Relationships Code for Electricity Distributors and Transmitters; and (b) that they are satisfied the utility has complied with the Affiliate Relationships Code for Electricity Distributors and Transmitters.

Due: Apr 30

Available for input: Apr 3, 2012

Method of filing: Electronic input form or hard copy (optional)

Content: This requirement certifies compliance with the Affiliate Relationships Code.

New on form: NA

Tips:

1. The templates for sending in the signed certifications as hard copy are found at http://www.ontarioenergyboard.ca/OEB/Documents/e-Filing/certificates_Electricity_Distributor.pdf
2. The instructions for electronic submission of certifications is found at http://www.ontarioenergyboard.ca/OEB/Documents/e-Filing/RRR_certificates_instructions.pdf.

Example(s): None

Reason(s) for change: NA



Instructions:

- | Contact Information | | | |
|---------------------------|----------------|-----------------|---------|
| Company Name | Licence Number | Energy Type | |
| Address and Street Number | | | |
| City | Province | Postal Code | Country |
| Phone | Email | Company Contact | |

New RRR User					
First Name		Initial	Last Name		Email Address
Job Title	RRR Filer		Chief Executive Officer		Chief Regulatory Officer
Type of Access	RRR Reporting		Smart Meter Reporting		Both

Delete a User & Limiting Access		
First Name	Initial	Last Name
Delete a User from one Account	Restrict Access to RRR Only	Restrict Access to SMTOU Only

Comments:	

Ontario Energy Board
P.O. Box 2319
27th Floor
2300 Yonge Street
Toronto ON M4P 1E4
Telephone: 416- 481-1967
Facsimile: 416- 440-7656
Toll free: 1-888-632-6273

**Commission de l'énergie
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BY E-MAIL AND WEB POSTING

February 17, 2010

To: All Licensed Electricity Distributors
All Licensed Electricity Transmitters
All Licensed Retailers
The Independent Electricity System Operator
All Rate-Regulated Natural Gas Distributors
All Licensed Gas Marketers
All Other Interested Parties

Re: Process for Revising Data Filed under the Board's Reporting and Record Keeping Requirements

Compliance with the Board's reporting and record-keeping requirements ("RRR") is an important part of a regulated entity's legal obligations. The Board uses and relies on RRR data for a variety of purposes, and expects that regulated entities will ensure that their data is reported on time and is accurate when reported, such that revisions will only be required in exceptional circumstances.

At present, the technical capability exists for regulated entities to make online revisions to their previously reported RRR data. Continuing after-the-fact revisions cause difficulties for the Board in relation to the performance of its mandate, including with respect to completing analyses and making reliable information about the gas and electricity sectors available to interested parties.

The Board has therefore determined that, effective April 30, 2010, it will eliminate the opportunity for online revisions to previously reported RRR data. After due date, the online forms will be closed for editing and will be available to regulated entities exclusively in read-only format.

A regulated entity that wishes to revise previously reported RRR data will be required to make a written request to the Board to that effect, setting out the following: (a) the data to be changed; (b) the reporting period(s) affected; and (c) the reason for the revision, including an explanation as to why the previously reported data was not or is no longer accurate. Revisions will be allowed only if they are material, either in absolute terms or in terms of impact on the regulated entity or the work of the Board. For example, in the case of financial reporting this

would include changes that qualify as prior period adjustments to the audited financial statements. In addition, where data that differs from reported RRR data is accepted and relied upon in a Board proceeding, the regulated entity will be expected to submit a corresponding RRR revision request.

Where a revision is allowed, the relevant online reporting form will be made available to the regulated entity for a limited period of time to allow the entity to input the necessary changes.

Attached as Appendix A to this letter is a template that regulated entities may use to request a revision to their previously reported RRR data. Requests should be submitted by e-mail to the Board Secretary at Board.Secretary@ontarioenergyboard.ca, with a copy to Ejiro Winthorpe at Ejiro.Winthorpe@ontarioenergyboard.ca.

Please contact Ejiro Winthorpe at 416-544-5170 if you have any questions regarding this matter. General inquiries should be directed to the Market Operations Hotline at 416-440-7604 or by e-mail addressed to market.operations@ontarioenergyboard.ca. The Board's toll free number is 1-888-632-6273.

Yours truly,

Kirsten Walli
Board Secretary

Attachment: Appendix A : Template for RRR Data Revision Request

APPENDIX A
TEMPLATE FOR RRR DATA REVISION REQUEST

Reporting Entity Name:

Contact Person:

Date of Request:

RRR Section Reference:

Filing Name:

Period(s) to which the revision relates:

Data to be changed

As Filed:

As Revised:

Materiality (describe why/how the revision is material)

Reason for the revision, including an explanation of why/how the data as filed was or has become inaccurate. Where the request relates to a revision to RRR data that was accepted and relied upon in a Board proceeding, include the EB number for the proceeding and the date of the relevant decision or order.

RRR Data for Collection in 2012

RRR Filing	Data Point	Sources	Backup
2.1.1	Deferral/variance account/subaccount balances	Example: General Ledger	Example: General Ledger
2.1.2	Standard Supply Service (SSS) customer numbers by rate class		
	For SSS customers - number of multi unit buildings reported as single customer, in each rate class		
	For SSS customers - number of units declared for multi unit buildings reported as single customer, in each rate class		
	SSS customer numbers on 2 tier RPP price in each rate class		
	SSS customer numbers on time of use RPP price in each rate class		
	SSS customer numbers on HOEP in each rate class		
	SSS sentinel and street lighting connections		
	SSS scattered unmetered load connections		
	Each retailer - customer numbers by rate class		
	Each retailer - number of multi unit buildings reported as single customer, in each rate class		
	Each retailer - number of units declared for multi unit buildings reported as single customer, in each rate class		
	Each retailer sentinel and street lighting connections		
	Each retailer scattered unmetered load connections		
2.1.3	Standard Supply Service (SSS) energy sales (Billed kWhs) by rate class		
	SSS energy sales (Billed kWhs) for customers on 2 tier RPP price in each rate class		
	SSS energy sales (Billed kWhs) for customers on time of use RPP price in each rate class		
	SSS energy sales (Billed kWhs) for customers on HOEP in each rate class		
	SSS energy sales (Billed kWhs) for sentinel and street lighting connections		
	SSS energy sales (Billed kWhs) for scattered unmetered load connections		
	OPTIONAL - Standard Supply Service (SSS) energy sales (Unbilled kWhs) by rate class		
	OPTIONAL - SSS energy sales (Unbilled kWhs) for customers on 2 tier RPP price in each rate class		
	OPTIONAL - SSS energy sales (Unbilled kWhs) for customers on time of use RPP price in each rate class		
	OPTIONAL - SSS energy sales (Unbilled kWhs) for customers on HOEP in each rate class		
	OPTIONAL - SSS energy sales (Unbilled kWhs) for sentinel and street lighting connections		
	OPTIONAL - SSS energy sales (Unbilled kWhs) for scattered unmetered load connections		
	Each Retailer - energy sales (Billed kWhs) by rate class		
	Each retailer energy sales for sentinel and street lighting connections		
	Each retailer energy sales for scattered unmetered load connections		
	Connection of New Services: By month, number requests for low voltage connections for which service conditions were met in the month.		

RRR Data for Collection in 2012

2.1.4

Connection of New Services: By month, number of new low voltage connections made within 5 days of service conditions being met		
Connection of New Services: By month, number requests for high voltage connections for which service conditions were met in the month.		
Connection of New Services: By month, number of new high voltage connections made within 10 days of service conditions being met		
Appointment Scheduling: By month, number of appointments requested (includes requests for underground cable locates, excludes requests included in ESQR "Connection of New Services") where service conditions are met, or a later date agreed with customer.		
Appointment Scheduling: By month, number of appointments scheduled AND completed within 5 business days of service conditions met, or as agreed.		
Appointments Met: By month, number of appointments requested where customer presence is required (includes requests for new low/high voltage service connections and underground cable locates)		
Appointment Met: By month, number of appointments requiring customer presence which were scheduled AND where the distributor's representative arrived within the scheduled timeframe.		
Rescheduling a Missed Appointment: By month, number of missed appointments ((includes all missed appointment requests including those for new low/high voltage service connections and underground cable locates)		
Rescheduling a Missed Appointment: By month, Number of missed appointments where attempt made before the missed appointment to inform customer AND attempt made within one business day to reschedule		
Telephone Accessibility & Telephone Call Abandon Rate: By month, number of qualified incoming calls received		
Telephone Accessibility: By month, number of qualified incoming calls answered within 30 seconds of a request to speak to a customer service representative.		
Telephone Call Abandon Rate: By month, number of qualified incoming calls abandoned after the end of the 30 second period since a request was made to speak to a customer service representative.		
Written Response to Enquires: By month, number of qualified enquiries received		
Written Response to Enquiries: By month, number of qualified enquiries where the written response was provided within 10 business days		
Emergency Response: By month, number of urban emergency calls received per DSC		
Emergency Response: By month, number of urban emergency calls responded to within 60 minutes per DSC		

RRR Data for Collection in 2012

2.1.5	Emergency Response: By month, number of rural emergency calls received per DSC		
	Emergency Response: By month, number of rural emergency calls responded to within 60 minutes per DSC		
	Reconnection Standards: By month, the number of reconnections for customers who were disconnected for non-payment.		
	Reconnection Standards: By month, the number of customers who were reconnected within 2 business days (based on the time counting rules in section 2.6.7 of the DSC) following payment in full of the amount overdue or entering into an arrears agreement.		
	By month, customer-hours of interruption		
	By month, number of customer-interruptions		
	By month, average number of customers served in the month		
	Average line crew wage rate		
	New line crew wage rate (if wage rate has changed during the year)		
	New line crew wage rate effective date		
	Full time equivalent number of employees		
	Salaries and Wages charged to current operating expenses		
	Employee Salaries and Wages charged to capital costs added to fixed assets, in dollars		
	Average number of employees for the year whose earnings are charged to current operating expenses (Operation and Maintenance, Administration)		
	Average number of employees for the year whose earnings are charged to capital costs added to fixed assets		
	Equipment and materials		
	Capital works/Other		
	Overhead		
	Carrying charges		
	Retirements for the year		
	Contributed capital for the year (incremental)		
2.1.5	i) Total kWhs of electricity that has flowed into the distributor's distribution system from the IESO-controlled grid or the distribution system of a host distributor		
	ii) Total kWhs of electricity that has flowed into the distributor's distribution system from all embedded generation facilities		
	iii) Number of wholesale meters pertaining to the utility located on the primary side of the supply transformers		
	i) Total kWhs of electricity delivered to all customers in the distributor's licensed service area and to any embedded distributors		
	ii) Total kWhs delivered to customers in the Large Use class:		
	iii) Total kWhs delivered to embedded distributors		
	Distribution losses		
	If you are a host distributor, enter the amount charged for transmission or low voltage services		

RRR Data for Collection in 2012

	Number of customer accounts/connections		
	Billed kW		
	Billed kWhs without loss factor (i.e. non-uplifted)		
	Rural service area (Sq. Km.)		
	Urban service area (Sq. Km.)		
	Total service area (Sq. Km.)		
	Service area population		
	Municipal population		
	Number of seasonal occupancy customers		
	Utility winter maximum monthly peak load (kW)		
	Utility summer maximum monthly peak load (kW)		
	Utility average peak load (kW)		
	Utility average load factor		
	Overhead circuit kilometers of line		
	Underground circuit kilometers of line		
	3 Phase		
	2 Phase		
	Single Phase		
	Total		
	Transmission		
	Sub-transmission		
	Distribution		
	Number of distribution and transmission stations \geq 50kV		
	Number of distribution and transmission stations < 50kV		
2.1.6	Audited financial statements		
2.1.7	Trial balance		
2.1.8	Blank		
2.1.9	Blank		
2.1.10	Total dollar value of transactions under each affiliate contract for provision of service from/to the distributor Name of each affiliate with which a contract exists for provision of service from/to the distributor Number of contracts with each affiliate for provision of service from/to the distributor		
2.1.11	For each retailer, service agreement reference number For each retailer, billing option in place		
2.1.12	N/A		
2.1.13	Spreadsheet containing the uniform system of account balances mapped and reconciled to the audited financial statements.		
2.1.14	Number of net metering customers by wind, water, solar and biomass Installed capacity of net metering accounts by wind, water, solar and biomass Number of embedded generation facilities connected to the distributor's distribution system, excluding those counted as net metering accounts above Total installed capacity (kW) of the embedded generators referred to above.		

RRR Data for Collection in 2012

2.1.15	Number of connection impact assessments completed in quarter		
	Installed capacity for connection impact assessments completed in quarter		
	Number of connection impact assessments completed in quarter, which were completed within the prescribed timeline		
	Number of offers to connect completed for micro generation facilities in the quarter		
	Number of offers to connect completed for micro generation facilities in the quarter		
2.1.16	LEAP funds received from distributor		
	LEAP funds received from non-distributor sources		
	LEAP funds disbursed for administration and program delivery		
	LEAP funds disbursed as grants to distributor customers		
	LEAP funds disbursed as grants to unit sub-metered customers		
	Month in which funds were depleted		
	Number of LEAP applicants who were distributor customers		
	Number of LEAP applicants who were unit sub-metered customers		
	Number of LEAP applicants assisted who were distributor customers		
	Number of LEAP applicants assisted who were unit sub-metered customers		
	Number of LEAP applicants denied who were distributor customers		
	Number of LEAP applicants denied who were unit sub-metered customers		
	Average grant per accepted application for distributor customers		
	Average grant per accepted application for unit sub-metered customers		
	Exceptions to the processes and requirements set out in the LEAP Emergency Financial Assistance Manual.		

Distribution System Code

1 SERVICE QUALITY REQUIREMENTS

7.1 Definitions

In this section 7, the following words have the meanings set out below.

“answered” means connected to a person that is a representative of the distributor. Connection to a voice mailbox or an answering machine, or placing a person in a queue, does not constitute answering.

“customer care telephone number” means any telephone number that is dedicated exclusively to, and given to the public by the distributor for, the purpose of contacting the distributor on matters concerning customer care, including customer account enquiries and other customer service enquiries. Where a distributor does not have a telephone number dedicated exclusively to matters concerning customer care, any telephone number given to the public for the purpose of making enquiries of the distributor shall be deemed to be a “customer care telephone number”.

“emergency call” means a call where the assistance of the distributor has been requested by fire, ambulance or police services.

“qualified enquiry” means an enquiry received by a distributor from a customer or representative of a customer pertaining to the customer’s existing or prospective service in which a written response is requested by the customer or representative of the customer or determined by the distributor to be necessary. A “qualified enquiry” does not include any of the following, which shall be addressed in accordance with other applicable requirements: cable locate requests; retailer Service Transaction Requests; and enquiries of a general nature not relating specifically to service currently provided to a customer or to a new service being requested by a customer.

“qualified incoming calls” means calls that are received during the regular hours of operation of a distributor’s customer call centre and are either:

- (a) telephone calls for which the customer normally reaches a customer service representative directly or has been transferred to a customer care line by a general operator; or
- (b) telephone calls in which the customer has reached the distributor’s Interactive Voice Response (“IVR”) system and selected the option of speaking to a customer service representative.

The following are not “qualified incoming calls”:

- (a) telephone calls that are abandoned by the customer prior to asking for a customer service representative; and
- (b) telephone calls for which the customer elects IVR self-service.

“new service” means a connection that requires an Electric Safety Authority certificate before the connection can be completed. This includes, but is not limited to, connections associated with a service upgrade and connections that involve the installation of an additional meter on the distribution system where no meter previously existed. Solely replacing an existing meter is not a new service.

"service conditions" means any condition that must be satisfied before the service will be provided and may include the payment of connection fees, the signing of an offer to connect, the completion of a distribution system expansion, the delivery of any necessary equipment and the receipt of an electrical safety inspection certificate.

7.2 Connection of New Services

- 7.2.1 A connection for a new service request for a low voltage (<750 volts) service must be completed within 5 business days from the day on which all applicable service conditions are satisfied, or at such later date as agreed to by the customer and distributor.
- 7.2.2 A connection for a new service request for a high voltage (>750 volts) service must be completed within 10 business days from the day on which all applicable service conditions are satisfied, or at such later date as agreed to by the customer and distributor.
- 7.2.3 This service quality requirement must be met at least 90 percent of the time on a yearly basis.

7.3 Appointment Scheduling

- 7.3.1 When a customer or a representative of a customer requests an appointment with a distributor, the distributor shall schedule the appointment to take place within 5 business days of the day on which all applicable service conditions are satisfied or on such later date as may be agreed upon by the customer and distributor.

Distribution System Code

- 7.3.2 Where the appointment in section 7.3.1 requires the presence of the customer or the customer's representative, the distributor shall fulfil the requirements set out in section 7.4.1.
- 7.3.3 Where the appointment in section 7.3.1 does not require the presence of the customer or the customer's representative, the distributor shall arrive for the appointment on the day scheduled under section 7.3.1.
- 7.3.4 This service quality requirement must be met at least 90 percent of the time on a yearly basis.
- 7.3.5 All of the actions set out in:
- (a) section 7.3.1; and
 - (b) section 7.3.2 or section 7.3.3, as applicable,
- must be completed in order to fulfil this service quality requirement.
- 7.3.6 This service quality requirement applies regardless of whether or not the presence of the customer or the customer's representative is required.
- 7.3.7 This service quality requirement does not apply to appointments that are subject to the requirements in sections 7.2.1 and 7.2.2.

7.4 Appointments Met

- 7.4.1 When an appointment is either:
- (a) requested by a customer or a representative of a customer with a distributor ; or
 - (b) required by a distributor with a customer or representative of a customer,
- the distributor must offer to schedule the appointment during the distributor's regular hours of operation within a window of time that is no greater than 4 hours (i.e., morning, afternoon or, if available, evening). The distributor must then arrive for the appointment within the scheduled timeframe.
- 7.4.2 This service quality requirement must be met at least 90 percent of the time on a yearly basis.
- 7.4.3 Both of the actions set out in section 7.4.1 must be completed in order to fulfil this service quality requirement.

Distribution System Code

7.4.4 If the distributor arrives at the scheduled appointment within the required time period but the appointment cannot be met because the customer failed to attend the appointment, the distributor may consider the appointment to have been met for the purpose of determining its performance with the standard.

7.4.5 This service quality requirement applies to appointments that:

- (a) require the presence of the customer or the customer's representative;
- (b) are scheduled to occur at the distributor's office, the customer's premises, business or work site, or at another location agreed to by the distributor and customer; and
- (c) are a frequently recurring part of the distributor's normal course of business, including, but not limited to, the following:
 - (i) disconnecting and/or reconnecting service to effect maintenance or upgrades;
 - (ii) connecting a new customer;
 - (iii) connecting a new service for an existing customer;
 - (iv) providing underground cable locates;
 - (v) inspections;
 - (vi) gaining access to read or replace an inside meter or to provide the customer with instructions on the proper use of a prepaid meter or similar device; and
 - (vii) appointments that are rescheduled as required by section 7.5.1.

7.5 Rescheduling a Missed Appointment

7.5.1 When an appointment to which sections 7.3.1, 7.3.3, or 7.4.1 apply is missed or is going to be missed, the distributor must:

- (a) attempt to contact the customer before the scheduled appointment to inform the customer that the appointment will be missed; and
- (b) attempt to contact the customer within one business day to reschedule the appointment.

7.5.2 This service quality requirement must be met 100 percent of the time on a yearly basis.

7.5.3 Both of the actions set out in section 7.5.1 must be completed in order to fulfil this service quality requirement.

Distribution System Code

- 7.5.4 This requirement does not apply if the appointment is missed due to the failure of the customer or the representative of the customer to attend the appointment.
- 7.5.5 The rescheduled appointment becomes a new appointment for the purposes of sections 7.3.1 or 7.4.1 as appropriate.

7.6 Telephone Accessibility

- 7.6.1 Qualified incoming calls to the distributor's customer care telephone number must be answered within the 30 second time period established under section 7.6.3.
- 7.6.2 This service quality requirement must be met at least 65 percent of the time on a yearly basis.
- 7.6.3 For qualified incoming calls that are transferred from the distributor's IVR system, the 30 seconds shall be counted from the time the customer selects to speak to a customer service representative. In all other cases, the 30 seconds shall be counted from the first ring.

7.7 Telephone Call Abandon Rate

- 7.7.1 The number of qualified incoming calls to a distributor's customer care telephone number that are abandoned before they are answered shall be 10 percent or less on a yearly basis.
- 7.7.2 For the purposes of section 7.7.1, a qualified incoming call will only be considered abandoned if the call is abandoned after the 30 second period established under section 7.6.1 has elapsed.

7.8 Written Response to Enquires

- 7.8.1 A written response to a qualified enquiry shall be sent by the distributor within 10 business days.
- 7.8.2 This service quality requirement must be met at least 80 percent of the time on a yearly basis.
- 7.8.3 The 10 business days shall be counted from the date on which any conditions associated with the enquiry have been satisfied (such as the date of a move where there is a request for a final statement of account) or, if there are no such conditions, from the date of receipt of the enquiry.

Distribution System Code

- 7.8.4 A distributor may consider a written response to have been sent if the distributor sends a written acknowledgement of receipt of the qualified enquiry and includes a specific date in which a complete response to the qualified enquiry will be provided.
- 7.8.5 A written response shall be deemed to have been sent on the date on which it is faxed, mailed or e-mailed by the distributor.

7.9 Emergency Response

- 7.9.1 Emergency calls must be responded to within 120 minutes in rural areas and within 60 minutes in urban areas.
- 7.9.2 This service quality requirement must be met at least 80 percent of the time on a yearly basis.
- 7.9.3 The definition of “rural” and “urban” should correspond to the municipality’s definition.
- 7.9.4 The arrival of a qualified service person on site will constitute a response.

7.10 Reconnection Standards

- 7.10.1 Where a distributor has disconnected the property of a customer for non-payment, the distributor shall reconnect the property within 2 business days, as defined in section 2.6.7, of the date on which the customer:
 - (a) makes payment in full of the amount overdue for payment as specified in the disconnection notice; or
 - (b) enters into an arrears payment agreement with the distributor referred to in section 2.7.1A.
- 7.10.2 This service quality requirement must be met at least 85 percent of the time on a yearly basis.

APPENDIX 5

Generic Example - Calculation of ROE on a Deemed Basis

Regulated net income, as per OEB Trial Balance	\$ 1,500,000	A
Adjustment to interest expense - for deemed debt	(34,346)	B
Adjusted regulated net income	<u>\$ 1,465,654</u>	C

Rate Base:

Cost of Power	\$ 50,000,000	
Operating Expenses	\$ 6,000,000	
Total	\$ 56,000,000	
Working Capital Allowance %	15%	
Total Working Capital Allowance	<u>\$ 8,400,000</u>	
Fixed Assets		
Opening Balance	\$ 29,994,000	
Closing Balance	\$ 30,478,000	
Average	<u>\$ 30,236,000</u>	\$ 30,236,000
Total Rate Base - 2011		<u>\$ 38,636,000</u> D

Regulated Deemed Equity (40%)	\$ 15,454,400	E
Regulated Deemed Debt (60%)	\$ 23,181,600	F

Regulated Rate of Return on Deemed Equity

9.5% G = C/E

ROE% from most recent Cost of Service application	2009 EDR	8.01%
Difference - maximum deadband 3%		1.47%

Interest adjustment on deemed debt:

Regulated Deemed Debt - as above	\$ 23,181,600
Weighted Average Interest Rate	<u>6.04%</u>
	\$ 1,400,169
Interest expense as per the OEB trial balance	<u>1,352,300</u>
	\$ 47,869
Utility Tax rate	<u>28.25%</u>
Tax effect on interest expense	<u>(13,523)</u>
	<u><u>\$ 34,346</u></u> B

Please input based on your utility in the grey cells.

ONTARIO REGULATION 326/09

made under the

ELECTRICITY ACT, 1998

Made: September 8, 2009

Filed: September 9, 2009

Published on e-Laws: September 11, 2009

Printed in *The Ontario Gazette*: September 26, 2009**MANDATORY INFORMATION RE CONNECTIONS****Definitions****1.** In this Regulation,

“connection” has the same meaning as in section 1.2 of the Board’s Distribution System Code;

“connection assessment process” means the procedures and the timing associated with each step of the connection process provided for in section 6.2 of the Board’s Distribution System Code;

“connection impact assessment” means a connection impact assessment referred to in section 6.2.12 or 6.2.13 of the Board’s Distribution System Code.

Connection requirements, distribution systems

2. (1) For the purposes of this Regulation, where a generator is seeking to connect a renewable energy generation facility to a distributor’s distribution system, the distributor shall,

- (a) provide the applicable assessment of the renewable energy generation facility’s connection application provided for in section 6.2 of the Board’s Distribution System Code and shall do so within the time provided in the Code;
- (b) provide the assessment required under clause (a) to the generator within 120 days after the date when the distributor commences the assessment provided for in clause (a), where the applicable connection impact assessment requires the distributor to apply to their host distributor for a connection impact assessment; and
- (c) on behalf of the generator, apply for a connection assessment to the IESO under section 6.1.6 of chapter 4 of the market rules, if the renewable energy generation facility has a name-plate capacity of 10 megawatts or greater.

(2) Where a distributor makes an application to the IESO under clause (1) (c), the IESO shall provide the distributor with an assessment of the impact or

potential impact of the connection on the integrated power system within 150 days after the day the IESO receives the application.

(3) An application for connection assessment is complete when it contains information sufficient to allow a distributor to carry out its connection assessment activities.

(4) A distributor shall meet the time requirements for the connection assessment process that are applicable to the generation facility, given its name-plate capacity, when a generator is seeking to connect a renewable energy generation facility to the distributor's distribution system.

Connection requirements, transmission systems

3. (1) For the purposes of this Regulation, where a generator is seeking to connect a renewable energy generation facility to a transmitter's transmission system, the IESO shall provide, within 150 days after receipt of a complete application for connection assessment,

- (a) the system impact assessment provided for in section 6.1.6 of chapter 4 of the market rules; and
- (b) the customer impact assessment provided for in section 6.4 of the Board's Transmission System Code.

(2) An application for connection assessment is complete when it contains information sufficient to allow both the IESO and the transmitter to carry out their connection assessment activities.

Reporting, distributors

4. (1) For the purposes of subsection 25.37 (3) of the Act, the information that the distributor files with the Board shall include,

- (a) the number of connection impact assessments for renewable energy generation facilities with a name-plate capacity of greater than 10 kilowatts and of offers to connect renewable energy generation facilities with a name-plate capacity of 10 kilowatts or less completed or made within the previous quarter; and
- (b) the number of instances where the assessments have not been provided within the time provided for in subsection 2 (1), for each of the connection impact assessments referred to in clause (a) that have been completed by the distributor.

(2) For the purposes of subsection 25.37 (3) of the Act, a distributor shall provide information, to be updated on at least a quarterly basis, to the public regarding the capacity of the distributor's distribution system to accommodate generation from renewable energy generation facilities, including,

- (a) voltage level;

- (b) maximum and minimum load;
 - (c) fault level;
 - (d) available capacity to connect generation; and
 - (e) the information required by the Board's Distribution System Code.
- (3) The distributor shall provide the information referred to in subsection (2),
- (a) in respect of each of the distribution system's feeder lines that are directly connected to a transformer station that is itself directly connected to a transmission system; and
 - (b) in respect of each of the distribution system's feeder lines that are not directly connected to a transformer station that is itself directly connected to a transmission system for which an application has been received from a generator in respect of a renewable energy generation facility with a name-plate capacity of greater than 10 kilowatts.
- (4) A distributor shall provide information to the public, and update it at least on a quarterly basis, regarding a listing of current applications for the connection of renewable generation facilities by application date and including the proposed name-plate capacity associated with each renewable energy generation facility in respect of each application.
- (5) The distributor shall provide the information referred to in subsection (4) to the public in respect of each feeder line within the distributor's distribution system for which an application has been received from a generator in respect of a renewable energy generation facility with a name-plate capacity of greater than 10 kilowatts.
- (6) A distributor shall provide, as soon as is practicable and no later than five days after receipt of a complete application for connection, written notice to all distributors and transmitters whose distribution or transmission systems are impacted by an application to connect to a distributor's distribution system.

Reporting, IESO

5. For the purposes of subsection 25.37 (3) of the Act, the information that the IESO files with the Board shall include,

- (a) the number of assessments completed within the quarter; and
- (b) for each completed assessment, the time between the receipt by the IESO of a completed application for connection and the date that the assessment is issued.

Commencement

6. This Regulation comes into force on the later of the day section 9 of Schedule B to the *Green Energy and Green Economy Act, 2009* comes into force and the day this Regulation is filed.