



RRR FILING GUIDE

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

PREPARED BY OEB STAFF

March 2016

Updated (March 1, 2016)

DISCLAIMER NOTICE

The Reporting and Record Keeping Requirements Filing Guide (RRR Filing Guide) has been prepared by OEB staff as an operational document and is not intended to create any new OEB policy or to re-define the existing in the Electricity Reporting and Record Keeping Requirements (RRR) or other documents including regulatory instruments of the OEB. Where needed, it provides a reference for further information, or examples to clarify reporting requirements given the various scenarios that arise for different distributors.

All examples presented in the RRR Filing Guide are for general illustration purposes only, and may not address the specific circumstances of any one distributor.

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PURPOSE

The purpose of this RRR Filing Guide is to aid distributors in completing their annual RRR filings due on April 30 and quarterly filings due on February 28, May 31, August 31 and November 30 of each year.

OEB-staff receive enquiries from electricity distributors on reporting requirements and/or new or modified forms in the RRR e-filing system. This update serves to provide guidance on these enquiries to assist distributors.

AUTHORITY

The OEB's authority to collect the information required under the RRR is derived from electricity distributors' licences which have a condition of licence requiring electricity distributors to provide specified information in the form and manner as required by the OEB. The OEB's Decision and Order RP-2002-0140 of October 23, 2002 established the OEB's policies for reporting and record keeping requirements for electricity distributors which are set out in the document "Electricity Reporting & Record Keeping Requirements."

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).

RRR QUALITY CONTROL AND QUALITY ASSURANCE

The OEB places high importance on the accuracy and integrity of distributor RRR reporting. The RRR is an important repository of both financial and non-financial data that the OEB uses and relies on for a variety of purposes, including the production of the Electricity Distributor Scorecard (Scorecard) and the Yearbook of Electricity Distributors (Yearbook). Although the OEB provides stewardship for the collection of the RRR data from distributors, each distributor is the owner of its RRR data and is responsible for ensuring its accuracy.

To provide assurance, effective March 31, 2015, the OEB requires that both quarterly and annual RRR filings with the OEB be certified by an executive signing officer of the company (e.g., Chief Executive Officer, Chief Financial Officer, or other officer of the company with equivalent executive signing authority).

The executive signing officer of the company certifies, on behalf of the company, that:

- To the best of my knowledge, having exercised reasonable diligence, the information filed under the OEB's Reporting and Record-Keeping Requirements is complete and accurate in all material respects.
- Adequate processes and controls including quality assurance and quality control are in place to ensure that the information filed under the OEB's Reporting and Record-Keeping Requirements is accurate in all material respects.
- The company is able to provide records substantiating the filings made under the OEB's Reporting and Record-Keeping Requirements on request.

RRR data used for the electricity distributor scorecard

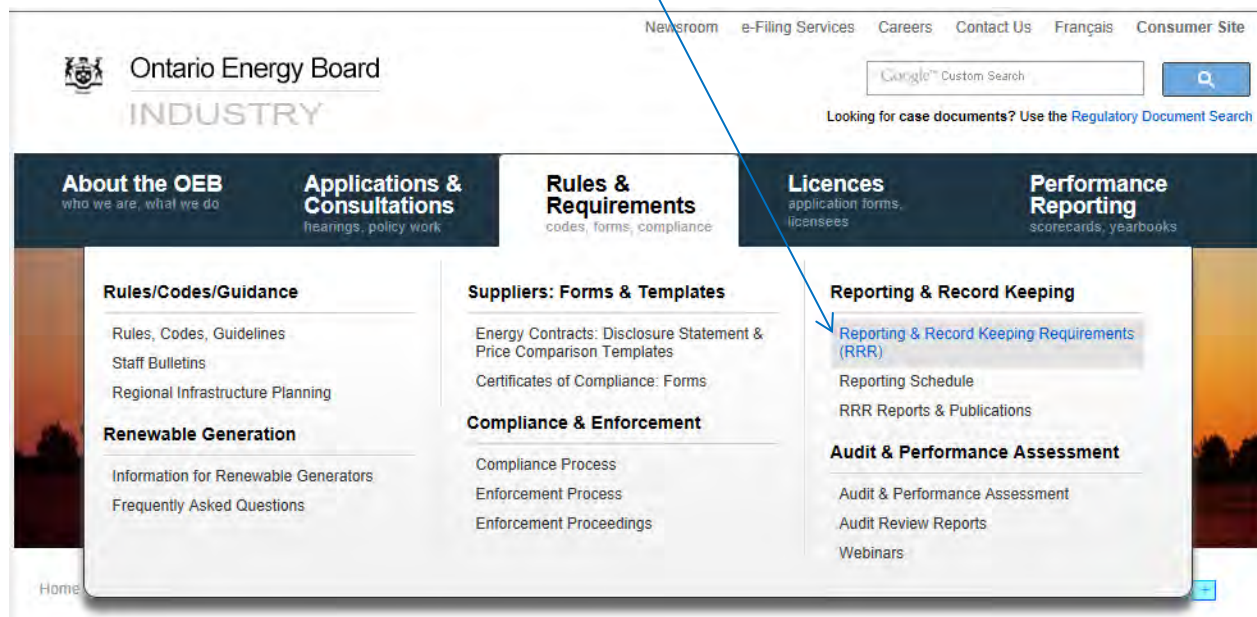
The table below identifies the RRR data relied on and used to produce the related corresponding scorecard measure.

RRR Source	Scorecard Measure
RRR 2.1.4.1.1	New Residential Services Connected on Time (i.e. Connection of New Low Voltage Services (Distribution System Code (DSC) Section 7.2))
RRR 2.1.4.1.3	Scheduled Appointments Met on Time (i.e. Appointments Met (DSC Section 7.4))
RRR 2.1.4.1.5	Telephone Calls Answered on Time (i.e. Telephone Accessibility (DSC Section 7.6))
RRR 2.1.4.1.10	New Micro-embedded Generation Facilities Connected on Time (i.e., Micro-embedded connection measure (DSC Section 6.2.7A))
RRR 2.1.4.2.2	Average Number of Hours that Power to a Customer is Interrupted (i.e., System Average Interruption Duration Index (Loss of Supply))
RRR 2.1.4.2.4	Average Number of Times that Power to a Customer is Interrupted (i.e., System Average Interruption Frequency Index (Loss of Supply))
RRR 2.1.5.6	Deemed Regulated Return on Equity
RRR 2.1.5.6	Achieved Regulatory Return on Equity
RRR 2.1.7	Current Ratio (Current Assets/Current Liabilities)
RRR 2.1.7	Total Debt to Equity Ratio

RRR Source	Scorecard Measure
RRR 2.1.15(a)	Renewable Generation Connection Impact Assessments Completed on Time (i.e., % of Connection Impact Assessments completed for renewable generation facilities >10 kW within the applicable timeline prescribed by Ontario Regulation 326/09 made under the Electricity Act, 1998)
RRR 2.1.19(a)	First Contact Resolution
RRR 2.1.19(b)	Billing Accuracy
RRR 2.1.19(c)	Customer Satisfaction Survey Results
RRR 2.1.19(d)	Component A: Level of Public Awareness of Electrical Safety
RRR 2.1.19(d)	Component B: Level of compliance with Ontario Regulation 22/04
RRR 2.1.19(d)	Component C: Serious Electrical Incident Index
RRR 2.1.19(e)	Asset Management Measure

LOCATION OF RRR INFORMATION

The RRR Reporting webpage is accessed through the “[Rules and Requirements](#)” tab on the OEB Industry website, by clicking on “Reporting & Record Keeping Requirements (RRR).”



Highlights of the RRR webpage include:

[Electricity RRR](#) tab contains current documents and recent communications from the OEB. The RRR Filing Guide is also available on this page.

[Electricity RRR Document](#) constitutes the OEB’s current reporting and record keeping requirements to maintain and file information under the licence conditions.

[e-Filing Services](#) – The link to the RRR filing portal is found on this page.

[Reporting Schedule](#) – This section contains the filing schedule for electricity/gas distributors, retailers, marketers, electricity transmitters and the IESO; the count down for impending filing deadlines and a link to the upcoming changes in filings for electricity distributors.

[RRR Reports & Publications](#) - Users can view past reports created from RRR data. The Yearbook is found in this section.

[RRR Revision Request Form](#) – To submit a revision request to previously filed RRR data.

[RRR User Add/Remove Request Form](#) – To modify user access to RRR reporting, sign-off and/or certification.

REGISTRATION

Registered User Privileges

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.”

Only RRR registered users can access input forms for filing, based on the personal password issued to them by the OEB. The name of the RRR user is recorded in the OEB database as the submitter of the filing.

Registered users can view and revise past filings.

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.

If you have forgotten your user ID and password, click on “Forgot your Password” on the RRR portal log-in webpage. You will be asked to provide your email address registered with the OEB. Your user ID and password will be sent to that email immediately.

Removing or Adding a Registered User

When the job function of a registered user changes, or when an employee leaves the distributor, the OEB should be informed, so that the RRR log-in ID assigned to the person can be cancelled.

To remove or add 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 send to BoardSec@ontarioenergyboard.ca.

The email address used by the primary regulatory contact in sending the request should match the contact email on record with the OEB.

Executive Sign-off and Certifications

An executive signing officer(s) of the distributor (e.g. Chief Executive Officer or Chief Financial Officer) must be a registered user and have his/her own RRR log-in ID to enable:

1. Electronic submission of certificate for compliance with the Affiliate Relationships Code (RRR Section 2.2). **This certification is only available to the CEO and must be submitted electronically by the due date**, i.e. paper submissions are no longer an option.
2. Electronic RRR certification on quarterly and annual distributor's RRR filings by executive signing officer.
3. Electronic sign-off of the distributor's Scorecard and Scorecard MD&A by CEO or delegate.

To request executive sign-off authority, please complete the “[Electronic User Form](#)” and send to BoardSec@ontarioenergyboard.ca. The OEB's IT will then forward the new log-in credentials to the account holder.

SCHEDULE

The RRR filing schedule can be found on the Rules and Requirements section of the OEB Industry website, under [“Reporting Schedule”](#).

RRR Section	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		✓			✓			✓			✓	
2.1.4				✓								
2.1.5				✓								
2.1.5.6				✓								
2.1.6				Upload								
2.1.7				✓								
2.1.8				✓								
2.1.13				Upload								
2.1.14				✓								
2.1.15		✓			✓			✓			✓	
2.1.16				✓								
2.1.17				✓								
2.1.18	Upload as needed											
2.1.19				✓								
2.2				✓								

✓ = Electronic submission

Upload = Attach and submit file through portal

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 Electricity RRR document).

ACCESSING THE RRR FORMS

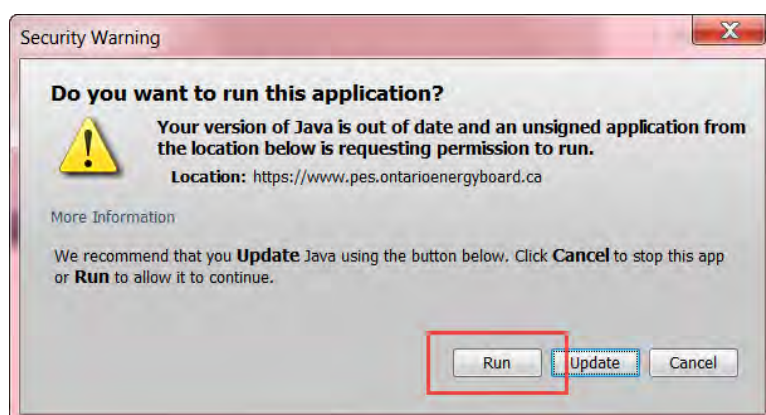
Distributors can complete and view their current and past RRR filings on the [e-Filing Services](#) webpage.

1. Please ensure that your computer has the necessary system requirements to access the forms. In Java you need to add the website (<http://www.pes.ontarioenergyboard.ca/eservice/>) to the “Exception List”. Click on Start > All Programs > Java > Configure Java. Under the Security Tab, click on Edit Site List and enter the website address above.

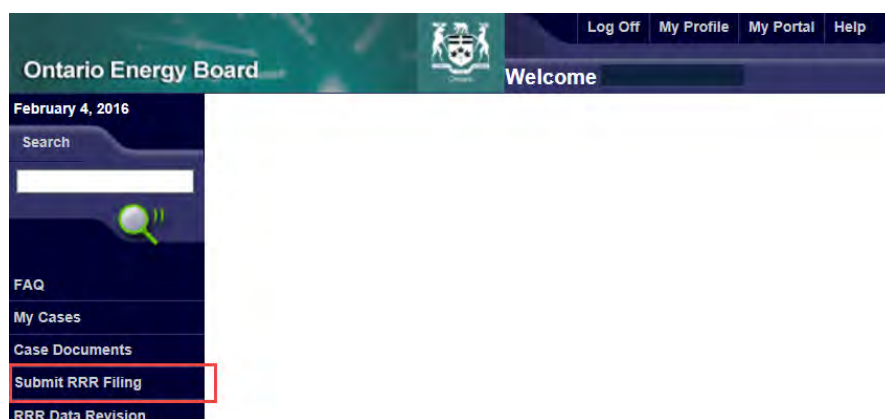
When you open Internet Explorer, please make sure to turn off the Pop-Up Blocker.

- i. Click the Tools button and then click Internet options.
- ii. On the Privacy tab, under Pop-up Blocker, clear the Turn on Pop-up Blocker check box, and then click OK.

When entering the e-Filing Services webpage, you will see a pop-up as seen below. Please click on “Run”. If still encountering web browser issues, please contact [OEB's IT Help](#).



2. Enter the e-Filing Services website and enter your user ID and password.
3. On the left-hand column, select “Submit RRR Filing”.



4. Choose your company name.
5. Choose the reporting year (i.e. select **2016** for reporting annual 2015 data).

6. Select the reporting period:

- January_February is to report for Q4 filing of the previous year;
- April is to report for annual filing of the previous year;
- April_May is to report for Q1 filing of the current year;
- July_August is to report for Q2 filing of the current year;
- October_November is to report for Q3 filing of the current year.

Company's Year | **Management Discussion and Analysis** | **Scorecard Delegate** | **Scorecard Sign Off**

Year: Company:

Expiry Date: Expiry Extension Date:

January 31

Reporting Period	Status	Latest Filing
January_February	Quarterly filings Q4, Previous Year	

April 30

Reporting Period	Status	Latest Filing
April	Annual Filings Previous Year	
April_May	Quarterly filings Q1, Current Year	

July 31

Reporting Period	Status	Latest Filing
July_August	Quarterly filings Q2, Current Year	

October 31

Reporting Period	Status	Latest Filing
October_November	Quarterly filings Q3, Current Year	

7. Select company licence type: Distributor.

Reporting Period

Instructions | **Distributor** | **Transmitter** | **Retailer** | **Wholesaler** | **Generator** | **Miscellaneous**

IMPORTANT: *** You will NOT be able to make changes after the due date *******

The filings for the different reporting periods have been listed under 5 tabs.

The Distributor Tab shows Distributor Filings.

The Transmitter Tab shows Transmitter Filings.

The Retailer Tab shows Retailer Filings.

The Wholesaler Tab shows Wholesaler Filings.

The Generator Tab shows Generator Filings.

You will not see any information under a tab if you do not have to submit those filings.

8. To view RRR forms available for input, click on the arrow sign to open the filing.

Instructions	Distributor	Transmitter	Retailer	Wholesaler	Generator	Miscellaneous
RRR Filing Summary for Period						
Reporting Period			Filing Year			
January_February						
Submission Due			Extension Deadline			
January 31, 2016						
Submission Date			Revision after Deadline			
Distributor						
E2.1.1						
	Report Version	Status	Due	Completed		
⇒	0	Not Started	February 29, 2016			
E2.1.2						
	Report Version	Status	Due	Completed		
⇒	0	Not Started	February 29, 2016			
E2.1.3						
	Report Version	Status	Due	Completed by		
No Records						
E2.1.4						
	Report Version	Status	Due	Completed by		
No Records						

SUBMISSION

Filing Status

To make sure your work has been saved or submitted, as desired, always check the Status box on the “Report Summary” section at the top of the form.

The screenshot shows the OEB E 2.1.2 Quarter 1,2 and 3 form. The 'Report Summary' section is highlighted with a red box around the 'Status' field. A red arrow points from the top left of the form to the 'Status' field.

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

The **Status box** will show one of the following:

Blank: At the time of opening the form.

Work in progress: After saving the form.

Submitted: When the information is filed successfully with the OEB.

Revised: When the information is re-filed subsequent to the first filing.

Submitted after deadline: When the information is filed with the OEB after due date.

Submit Box

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

The screenshot shows the 'Submit' box with a dropdown menu. The dropdown menu is open, showing 'Yes' and 'No' options.

The default setting for the Submit box is a blank.

Choose NO to save, and YES to submit.

Viewing of RRR Information

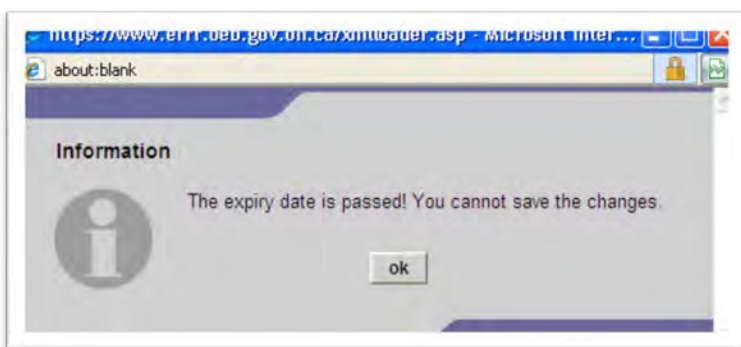
OEB staff can view filings only after successful submission. The first submitted filing is “version 0” of the filing. Subsequent submissions are numbered sequentially. Work in progress filings, (filings that have been saved but not submitted) are not available for viewing by OEB staff.

REVISIONS

After due date:

The RRR portal is closed after the due date, and no further submissions can be made. The last submitted filing is the filing on OEB's record.

After the filing due date, if the contents of the input form are changed, these changes will appear in the input form, but on clicking "Save" the following message appears, and changes will not be saved or submitted:



For revisions to filings after the due date, please refer to the [OEB letter](#) dated February 17, 2010 to licensed electricity distributors which states the expectation that revisions will be required only in exceptional circumstances. To submit a data revision request, please complete and submit the [RRR Revision Request Form](#).

Before due date:

If a filing has been submitted before the due date, it can be changed and re-submitted again as long as the due date has not passed. The latest submission overrides all previously submitted filings.

Extension for filing

If you know in advance that your filing will be delayed beyond the due date, you can request an extension in filing date by emailing OEB staff listed in the [Contacts](#) section of this RRR Filing Guide.

Please note that annual filings due April 30 must be submitted accurately and on time to enable the timely implementation of your Scorecard.

ARCHIVES

All submitted filings are archived in the OEB's database. It is strongly advised that distributors save a copy of their completed RRR filings using the print capability if available. 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, the collection of information on service charges in RRR Section 2.1.1 is discontinued. As a result, this historical information on service charges can no longer be viewed through the RRR portal by the RRR user. This information can be obtained from the OEB upon request.

CONTACTS

Issue	Name	Email
IT issues including submission difficulties (e.g. log-in, passwords, web browser issues, unable to save, submission or upload attachment difficulties)	IT Help	IT.help@ontarioenergyboard.ca (416) 481-1967 ext. 555
RRR clarifications and enquiries	Industry Relations Hotline	IndustryRelations@ontarioenergyboard.ca
RRR filing extension and revision requests	Cathy Nguyen, Analyst, Audit & Performance Assessment Stephanie Chan, Advisor, Audit & Performance Assessment	Cathy.Nguyen@ontarioenergyboard.ca Stephanie.Chan@ontarioenergyboard.ca
Any other RRR matter	Ben Baksh, Senior Advisor, Audit & Performance Assessment Daria Babaie, Manager, Audit & Performance Assessment	Ben.Baksh@ontarioenergyboard.ca Daria.Babaie@ontarioenergyboard.ca

FORM BY FORM EXPLANATION

Layout

- A summary description of what is required to be filed, changes to the electronic input form, and tips for filing.
- A reproduction of the electronic input form available to the RRR filer for input.
- Each electronic form contains instructions.

Benefits

- All information on each reporting requirement is contained in one place.
- All information for each reporting requirement is accessible to all persons at the utility through this RRR Filing Guide.

2.1.1 – Deferral and Variance Accounts

2.1.1 Commodity deferral & variance accounts**Content**

Commodity deferral and variance accounts' opening balance, accruals, carrying charges and adjustments in the quarter, and closing balance for the quarter.

New on form

New: The reporting of non-commodity deferral and variance accounts on a quarterly basis is discontinued effective as of the reporting quarter starting Q4 2015. Quarterly reporting of electricity commodity deferral and variance accounts continues as follows:

- Account 1588 RSVA Power
- Account 1589 RSVA Global Adjustment

These changes will be reflected in the quarterly filing effective for Q4 2015 due on February 29, 2016.

TipsOpening balance discrepancy

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:


- If the change is not material (either in absolute terms or in terms of impact on the regulated entity), 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, email a completed [RRR Data Revision Request Form](#) to OEB staff. If your request is approved, access will be provided to revise the ending balance for the previous quarter. The revised ending balance from the previous quarter will automatically populate your current quarter opening balance.

Alignment with annual filing

For the December 31 quarterly filing, please ensure that the account balances reported match the RRR Section 2.1.7 (trial balance) reporting.

Net accruals

In the RRR 2.1.1 form, net accruals generally represent all recorded transactions associated with a specific deferral or variance account in the three-month reporting period. The basis of the accounting is prescribed in the OEB's Accounting Procedures Handbook (APH), APH-FAQs or other sources of OEB-issued accounting guidance. It follows the reporting of the account balances which should follow the basis of the accounting and specified procedures.




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Ontario Energy Board

E2.1.1 Deferral/ Variance Accounts

January 12, 2016

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[Submit RRR Filing](#)
[SOP: View Work-In-](#)
[Progress Application](#)
[SOP Application](#)

[Submit an Application](#)
[Submit Other Documents](#)

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. 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 moves 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.

Commodity Deferral/Variance Accounts

Account	Quarter Opening Balance	Carrying Charges this Period	Net Accruals this Period	Other Adjustment this Period	Quarter Closing Balance
1588 RSVA Power	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
1589 RSVA Global Adjustment	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

* Submit Form

Yes

OEB e-filing Services



SAVE

SAVE & EXIT

Print

Cancel

<http://172.18.1.207/eservice/default.asp>[12/01/2016 10:48:27 AM]

2.1.2 – Customer Numbers

2.1.2 Customer numbers

Content

To minimize reporting of this requirement, the number of retailer customers is reported in aggregate for the first three quarters Q1, Q2 and Q3. In the final quarter of the year (Q4), reporting of retailer customer numbers is required by individual retailer.

Q1, Q2 & Q3 form

Table 1: Input distributor (Standard Supply Service – SSS) customers on RPP and non-RPP prices along with the number of units in multi-unit properties, by generic rate class.

Table 2: Discontinued (Time of Use Implementation information)

Table 3: Input *aggregate* retailer customers along with the number of units in multi-unit properties, by generic rate class.

Table 4: Input the aggregate number of wholesale market participants (WMPs) in the various rate classes (i.e. General Service >50 kW, Large User, etc.).

Q4 form

Distributor-specific rate classes will be collected in the fourth quarter of the year

Table 0: Input distributor (SSS) accounts/connections by detailed rate class. Distributors must review their specific rate classes for accuracy and verify that the detailed rate classes have been rolled up correctly into the appropriate generic rate classes in Table 1. If there is a need to make corrections to the information in the tables, please notify OEB staff via [Industry Relations Enquiry](#), using the subject line “RRR: detailed rate classes”.

Table 1: Auto-calculated SSS accounts/connections by generic rate class will populate when entries in Table 0 are entered and saved.

Table 2: Discontinued (Time of Use Implementation information)

Table 3a: Input individual retailer customers along with the number of units in multi-unit properties, by generic rate class.

Table 3b: Auto-calculated table which aggregates all retailer customers by generic rate class.

Table 3c: Input aggregate retailer customers by detailed rate class.

Table 4a: Auto-calculated table which aggregates all distributor (SSS) and retailer customers by detailed rate class.

Table 4b: Auto-calculated table which aggregates all distributor (SSS) and retailer customers by generic rate class.

Table 5: Input the aggregate number of WMPs in the various rate classes (i.e. General

Service >50 kW, Large User, etc.).

New on form

Table 2 reporting on Time of Use Implementation has been discontinued effective Q4 2015.

Tips

Table 0 & 1 – SSS only

The first table is for reporting distributor (SSS) customers only. Do not report any retailer customers in the first table.

Connections only

For unmetered scattered load, street lighting and sentinel lighting, please report number of connections, and not number of accounts.

Q4 reporting by distributor-specific rate classes

Effective for the 2014 fiscal year reporting, the Q4 data input forms are formatted for the input of information specific to a distributor's approved set of rate classes. Distributors will input and report customer number information at this level of detail for Q4 only. This additional information is intended to enable further streamlining of the application process for formulaic adjustments to rates during an incentive rate-setting period.

These changes were reflected in the quarterly filing for Q1 2015 due May 31, 2015. In subsequent years, only the Q4 filing will require the distributor-specific rate class information. For Q1 to Q3, distributors will continue to report customer number information for rate classes on an aggregate level that was common to all distributors (e.g., Residential, GS < 50 kW, GS > 50 kW, etc.).

Wholesale market participants

Distributors should include the number of WMPs that are distribution customers in the specific rates classes in Tables 0 to 4 (i.e. General Service >50 kW, Large User, etc.). However, for the purposes of the separate table for WMPs (Table 5), the amount to be reported in this section is the aggregate of WMPs in the various rate classes.

Tables 4a and 4b Total Customers Accounts/Connections

It is expected that the rolled-up totals from Table 4a Total Customers by Detailed Rate Class should match the totals from Table 4b Total Customers by Generic Rate Class.

Number of multi-unit properties or complexes

RRR 2.1.2 (e) and (f) require distributors to report 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. Only RPP customers on tiered pricing would be reported under (e) and (f). Time of Use (TOU) customers are not included under (e) and (f).

Q1, Q2 & Q3 form

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Report Summary

Filing Due Year <input style="width: 100%;" type="text"/>	Filing Form Name <input style="width: 100%;" type="text"/>	RRR Filing No <input style="width: 100%;" type="text"/>
Reporting Period and Company Name <input style="width: 100%;" type="text"/>	Licence Type <input style="width: 100%;" type="text"/>	Status <input style="width: 100%;" type="text"/>
Report Version <input style="width: 100%;" type="text"/>	Extension Granted <input style="width: 100%;" type="text"/>	Extension Deadline <input style="width: 100%;" type="text"/>
Filing Due Date <input style="width: 100%;" type="text"/>	Reporting From <input style="width: 100%;" type="text"/>	Reporting To <input style="width: 100%;" type="text"/>
Submitted On <input style="width: 100%;" type="text"/>	Submitter Name <input style="width: 100%;" type="text"/>	Expiry Date <input style="width: 100%;" type="text"/>

Instructions

1. SSS refers to Standard Supply Service
2. RPP refers to Regulated Price Plan
3. Table-1 reports SSS customers only; please do not include retailer customers.
4. Please enter number of connections, not accounts, when entering the street lighting and sentinel lighting information.
5. When reporting embedded distributor(s), please enter the number of distributors embedded within your distribution system.
6. To delete a value that should have been blank you must delete the value and enter 0.
7. 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 box, then click the Save button.

Table-1

Customer accounts/connections on SSS

Please enter only non-retailer customers here

Rate class	Number of RPP customers	Number of non-RPP customers	Number of customers billed by IESO for commodity	Total number of distribution customers	Total number of multi-unit properties or complexes	Total number of units declared
Residential	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>		<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
General Service < 50 kW	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>		<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
General Service >= 50 kW	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>		<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
Large User	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>		<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
Sub Transmission	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>		<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>

OEB e-filing Services

Customers						
Embedded Distributor(s)						
Street Lighting Connections						
Sentinel Lighting Connections						
Unmetered Scattered Load Connections						
Total (Auto-Calculated)						

Table-2 (Discontinued)

Table-3

Aggregate number of retailer customers

Rate class	Customer accounts/connections with retailer	Total Number of multi-unit buildings reported as single customer accounts	Total number of units declared for all multi-unit buildings 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)			

Table 4 Wholesale Market Participants


OEB e-filing Services

	Please report the number of Wholesale Market Participants connected to the distributor's distribution system
	<input type="text"/>
	Submit? * Submit Form
<input type="text"/>	

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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

1. SSS refers to Standard Supply Service
2. RPP refers to Regulated Price Plan
3. Table-0 reports SSS customers only; please do not include retailer customers.
4. Please enter number of connections, not accounts, when entering the street lighting and sentinel lighting information.
5. When reporting embedded distributor(s), please enter the number of distributors embedded within your distribution system.
6. To delete a value that should have been blank you must delete the value and enter 0.
7. 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 box, then click the Save button.

Table-0

SSS Accounts/Connections by Detailed Rate Class

Please enter customer accounts/connections on SSS based on your distributor's detailed rate classes.

The figures entered in Table 0 will populate Table 1 on an aggregated basis.

Rate Class Detail	Number of RPP customers	Number of non-RPP customers	Number of customers billed by IESO for commodity	Total number of distribution customers	Total number of multi-unit properties or complexes	Total number of units declared
Residential – R1	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	0	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Residential – R2	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	0	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Residential – Seasonal	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	0	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Street	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	0	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

Lighting

Table-1

SSS Accounts/Connections by Generic Rate Class

Table 1 will be auto-populated when entries in Table 0 are entered and saved.

Please verify that the classes in Table 0 have been accurately aggregated into the generic class groupings identified below.

Generic Rate Class	Number of RPP customers	Number of non-RPP customers	Number of customers billed by IESO for commodity	Total number of distribution customers	Total number of multi-unit properties or complexes	Total number of units declared
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)						

Table-2 (Discontinued)

Table-3A

Retailer Customers

Please enter the number of customers successfully enrolled with a retailer broken down by individual retailer.

+	Retailer	Is this Retailer complete?
		No Records

Have you entered all retailers?

Please note that Table 3B ("Aggregate Number Of Retailer Customers") and

Table 4a ("Total Customer/Connections") will not update unless you have answered "Yes" and saved the form.

Table 3b

Aggregate Retailer Customers by Generic Rate Class

The figures in Table 3b are auto-calculated. When all retailer tables have been entered, select "Yes" above and click Save to record the entries from each retailer table and allow Table 3b to be populated.

Generic Rate Class	Customer accounts/connections with retailer	Total Number of multi-unit buildings reported as single customer accounts	Total number of units declared for all multi-unit buildings 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)			

Table 3c

Aggregate Retailer Customers by Detailed Rate Class

Please enter aggregate Retailer Customers based on your distributor's detailed rate class.

These figures are entered to populate Table 4a which will be used to further streamline the application process for formulaic adjustments to rates during an incentive rate-setting period.

Rate Class Detail	Customer Accounts/Connections with Retailer
Residential – R1	
Residential – R2	
Residential – Seasonal	
Street Lighting	

Table 4a

Total Customer Accounts/Connection (SSS + Retailer) by Detailed Rate Class

Total Customer Accounts/Connections will auto-populate from Table 0 and Table 3c.

The data populated in Table 4a will be used to further streamline the application process for formulaic adjustments to rates during an incentive rate-setting period.

Rate Class Detail	Total Customer Connections (Table 0 + Table 3c)
Residential – R1	
Residential – R2	
Residential – Seasonal	
Street Lighting	

Table 4b

Total Customers Accounts/Connections (SSS + Retailer Customers) by Generic Rate Class

Total Customer Accounts/Connections will auto-populate from Table 1 and Table 3b.

Generic Rate Class	Total Customers Connections (Table 1 + Table 3b)
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)	

Table 5 Wholesale Market Participants

Please report the number of Wholesale Market Participants connected to the distributor's distribution system

Submit?

* Submit Form

OEB e-filing Services



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Cancel

2.1.3 – Blank

This filing has been discontinued.

2.1.4.1 – Service Quality

2.1.4.1 Service Quality Requirements

Content

This section requires information on the OEB's service quality requirements and new micro-embedded generation facilities from electricity distributors as described in the Distribution System Code (DSC) for the following performance standards:

1. Connection Of New Services – Low Voltage
2. Connection Of New Services – High Voltage
3. Appointment Scheduling
4. Appointments Met
5. Rescheduling A Missed Appointment
6. Telephone Accessibility
7. Telephone Call Abandon Rate
8. Written Response To Enquiries
9. Emergency Response – Urban
10. Emergency Response – Rural
11. Reconnection Performance Standards
12. New Micro-Embedded Generation Facilities

New on form

New: Explanations are mandatory for each service quality requirement that shows “N/A” or “Not Met”. The form will not be processed and accepted by e-Filing Services unless an explanation is provided in the “ESQR Explanations” tab. Distributors are also expected to discuss what actions are being undertaken to meet the OEB standard.

Tips

1. The “EQSR” tab will not be processed and accepted by the e-Filing Services if any input field is blank. Please remove blanks by entering “0”. Once entries are saved on the “ESQR” tab, the “ESQR Summary” tab will show whether the OEB standards are met or not met in accordance with the standard for each requirement reported. The purpose of this summary tab is to serve as a checklist to assist a distributor with the verification of the information reported in this section for ESQRs. The resulting “achieved” metrics from entering the data in the relevant forms should match that of the “expected” results from the distributor's own records. Please review your data entries if the achieved and expected results do not match and correct the entries, if necessary.
2. In the event you do not have any activities to report for an ESQR (e.g., New Micro-embedded Generation Facilities Connected on Time), your results would show 0% and labelled as “N/A”.
3. Please note that in order to see the calculated numbers you must select NO or YES in the Submit box, and then SAVE or SAVE & EXIT.

2.1.4.1 – Tables 1 & 2 – New LV & HV Connections

Table 1: Connection of new low voltage connections – DSC 7.2**Table 2: Connection of new high voltage connections – DSC 7.2**

Tables 1 & 2:

On Electronic Filing Form enter:

- a) Total number of new low voltage services connected in each month;
- b) Number of new low voltage services connected in each month for which the service quality requirement set out in section 7.2 of the Distribution System Code was met;
- c) Percentage of (b) with respect to (a);
- d) Total number of new high voltage services connected in each month;
- e) Number of new high voltage services connected in each month for which the service quality requirement set out in section 7.2 of the Distribution System Code was met; and
- f) Percentage of (e) with respect to (d).

The requirement must be met 90% of the time.

Definitions from Section 7.1 of the DSC

- The “new service” means a connection that requires an Electrical Safety Authority (ESA) 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 ESA certificate.

Section 7.2 of the DSC states

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.

Connection of new services

- Please note that the definition of a new service as per the DSC refers to the need for an authorization to connect from the ESA. For example, FIT/MicroFIT connections, temporary services and service upgrades that require ESA certificates should be included in the calculation of the metric.
- Solely replacing an existing meter is not a new service and should not be included in the calculation of the metric.

- Generation connections are to be reported in the Connection of New Services sections.
- Connection of new services that require appointments as described in the DSC section 7.4.5 are to be reported under Connection of New Services and Appointments Met sections.

New service request for connection of micro-embedded generation

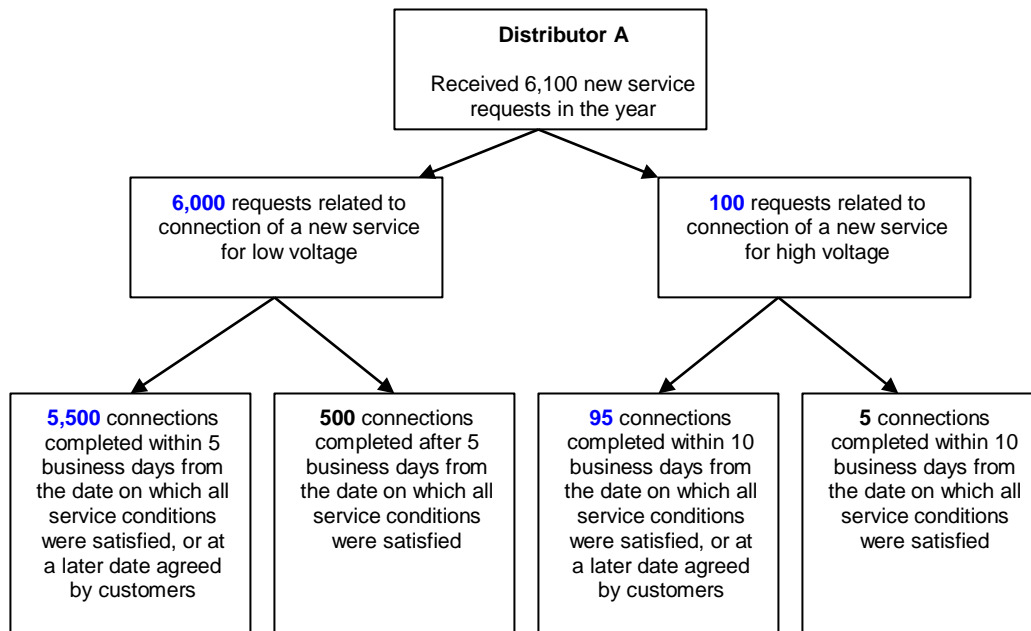
Do not include requests for connection of micro-embedded generation facilities in the Connection of New Services – Low Voltage (LV) section. The timeliness of the connection of micro-embedded generation facilities is now reported separately since 2013.

New service request with customer presence

If a New Residential LV connection has a request from the customer to be present, this measure is counted for both New LV Connection and Appointments Met if all the proper conditions are met.

Tracking of events

Important dates such as the date when the distributor was first approached by the customer, when the appointment was made and when it was completed should be tracked by the distributor in order to ensure accurate reporting under this requirement. The date log will also provide the necessary backup to support the reporting.

Example**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: $95/100 = 95\%$

2.1.4.1 – Table 3 – Appointment Scheduling

Table 3: Appointment scheduling – DSC 7.3

Table 3:

On Electronic Filing Form enter:

- a) Total number of appointments described in section 7.3 of the Distribution System Code requested in each month;
- b) Number of appointments in each month for which the service quality requirement set out in section 7.3 of the Distribution System Code was met; and
- c) Percentage of (b) with respect to (a).

The requirement must be met 90% of the time.

Section 7.3 of the DSC

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.

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 fulfill 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.

7.3.5 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 fulfill 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.

Section 7.4.1 of the DSC:

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.

Sections 7.2.1 & 7.2.2 of the DSC:

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.

Section 7.5 of the DSC states:

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:

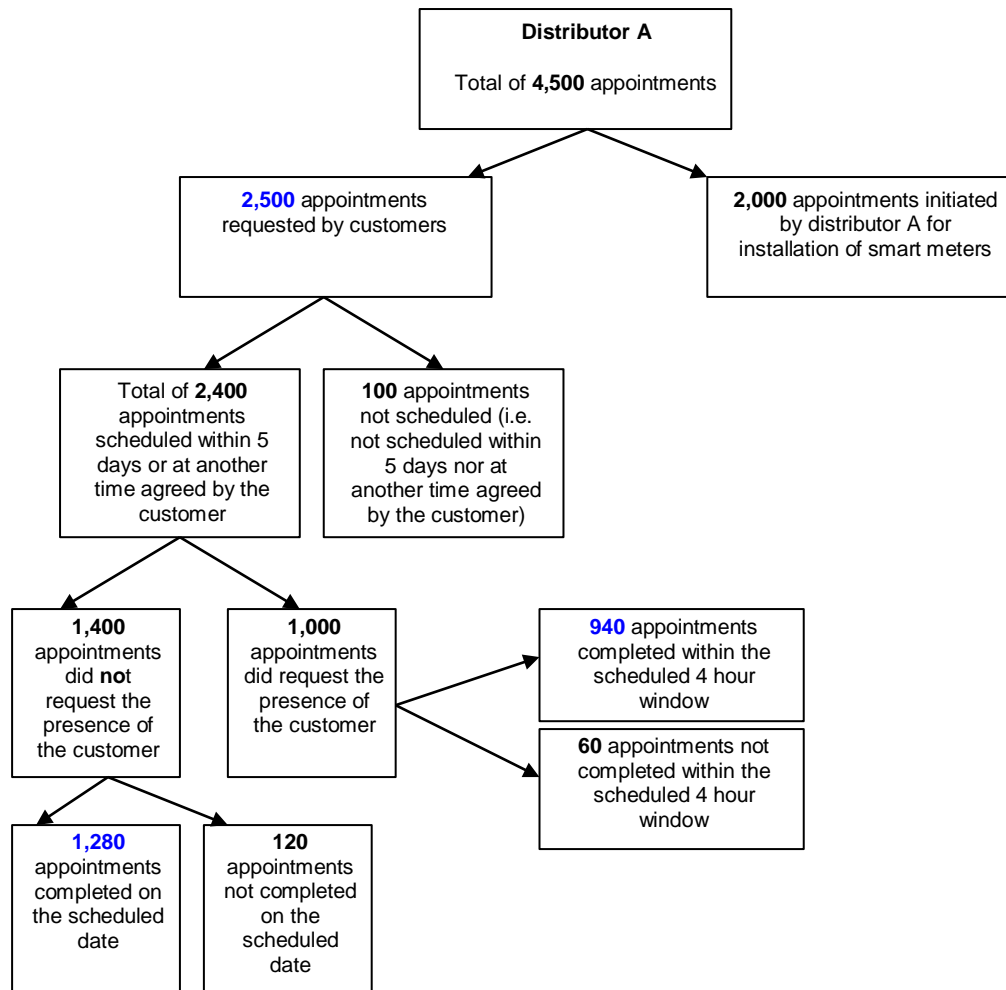
- (a) attempt to contact the customer before the scheduled appointment to inform the customer that the appointment will be missed; and
- (b) attempt to contact the customer within one business day to reschedule the appointment.

7.5.5 The rescheduled appointment becomes a new appointment for the purposes of sections 7.3.1 or 7.4.1 as appropriate.

Particularly, the distributors are encouraged to consider the following tips for the purpose of reporting appointments met:

Generation meter installation

Installation of a generation meter is included in the calculation of the Appointments Scheduling metric.

Example**Example 2: Appointment Scheduling**

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

2.1.4.1 – Table 4 – Appointments Met

Table 4: Appointments met – DSC 7.4

Table 4:

On Electronic Filing Form enter:

- a) Total number of appointments described in section 7.4 of the Distribution System Code requested or required in each month;
- b) Number of appointments in each month for which the service quality requirement set out in section 7.4 of the Distribution System Code was met; and
- c) Percentage of (b) with respect to (a).

The requirement must be met 90% of the time.

Section 7.4 of the DSC states:

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.**

7.4.3 Both of the actions set out in section 7.4.1 must be completed in order to fulfill this service quality requirement.

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.

Section 7.5 of the DSC states:

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.

7.5.5 The rescheduled appointment becomes a new appointment for the purposes of sections 7.3.1 or 7.4.1 as appropriate.

Particularly, the distributors are encouraged to consider the following tips for the purpose of reporting appointments met:

Appointments requiring customer presence

An appointment that is scheduled by a distributor that requires the presence of a customer or customer representative should be included and reported as part of the calculation of Appointments Met metric. Please do not include any appointments that do not require customer presence.

For example, appointments requiring customer presence may include, among others:

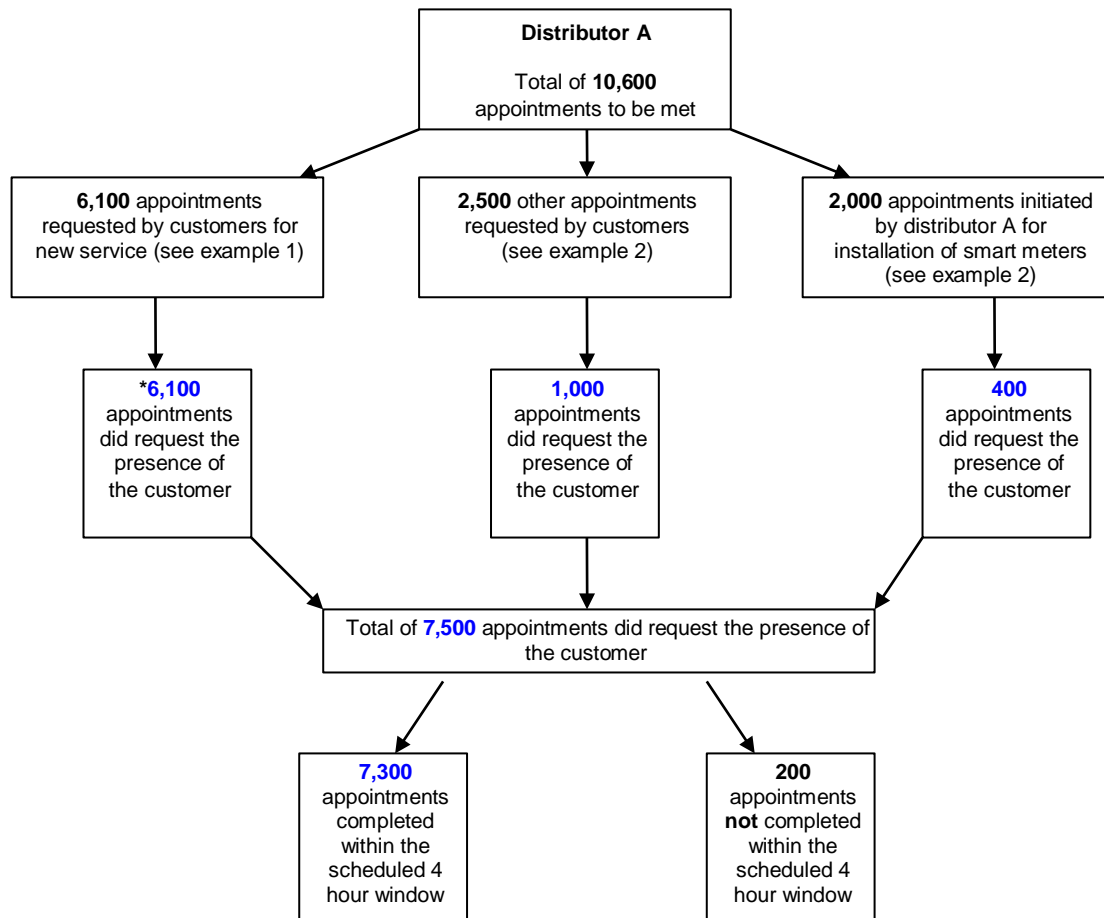
- CDM-related activities as per section 21.2 of distributor's licence where the licensee shall, between January 1, 2015 and December 31, 2020, make CDM programs, available to customers in its licensed service area and shall, as far as is appropriate and reasonable having regard to the composition of its customer base, do so in relation to each customer segment in its service area (CDM Requirement).
- Underground cable locates
- Metering maintenance

Offer to schedule the appointment within a window of time that is no greater than 4 hours

Distributors can offer a specific appointment time if the customer makes such a request. These appointments would be included in the calculation of the metric.

Example

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: $7,300 / 7,500 = 97\%$

2.1.4.1 – Table 5 – Rescheduling a Missed Appointment

Table 5: Rescheduling a missed appointment – DSC 7.5

Table 5:

On Electronic Filing Form enter:

- a) Total number of missed appointments described in section 7.5 of the Distribution System Code in each month;
- b) Number of missed appointments in each month for which the service quality requirement set out in section 7.5 of the Distribution System Code was met; and
- c) Percentage of (b) with respect to (a).

The requirement must be met 100% of the time.

Section 7.3.1, 7.3.3 & 7.4.1 of the DSC:

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.

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.

7.4.1 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.

Section 7.5 of the DSC states:

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:

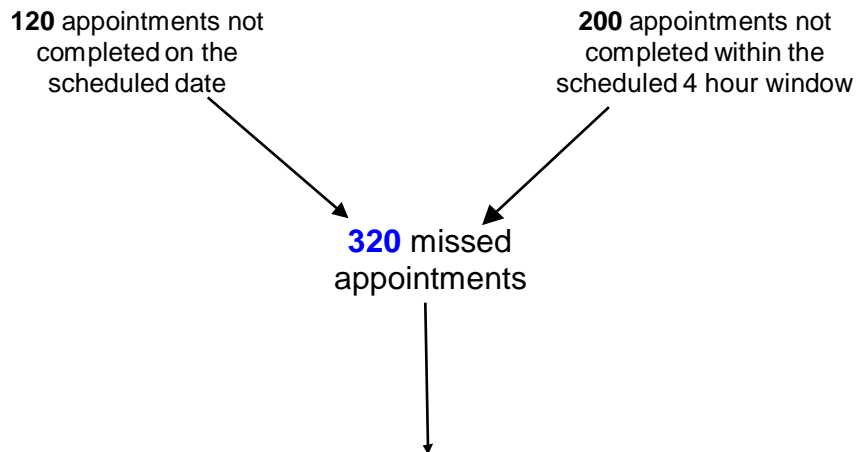
- (a) attempt to contact the customer before the scheduled appointment to inform the customer that the appointment will be missed; and
- (b) attempt to contact the customer within one business day to reschedule the appointment.

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

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.

Example

Example 4: Rescheduling a Missed Appointment



Two appointments were not rescheduled as per DSC Section 7.5:

Appointment 1: Distributor A did not attempt to contact the customer to inform the customer before the appointment was missed

Appointment 2: Distributor A did not contact the customer within the next business day to reschedule the appointment

- Total missed appointments required to be rescheduled: $120 + 200 = 320$
- Number of missed appointments that were not rescheduled per DSC Section 7.5: 2
- Total appointments rescheduled as required: $320 - 2 = 318$
- Reschedule a Missed Appointment metric: $318 / 320 = 99\%$

2.1.4.1 – Tables 6 & 7 – Telephone Accessibility & Abandon Rate

Table 6: Telephone accessibility – DSC 7.6
Table 7: Telephone call abandon rate – DSC 7.7
<p>Table 6:</p> <p>On Electronic Filing Form enter:</p> <ul style="list-style-type: none"> a) Total number of qualified incoming calls in each month; b) Number of qualified incoming calls in each month for which the service quality requirement set out in section 7.6 of the Distribution System Code was met; and c) Percentage of (b) with respect to (a). <p>The requirement must be met at least 65% of the time.</p> <p>Table 7:</p> <ul style="list-style-type: none"> a) Total number of qualified incoming calls in each month; b) Number of qualified incoming calls in each month that were abandoned before they were answered as described in section 7.7.2 of the Distribution System Code; and; c) Percentage of (b) with respect to (a). <p>The requirement must be met 10% or less.</p> <p><u>Definitions from Section 7.1 of the DSC</u></p> <ul style="list-style-type: none"> • “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 queue does not constitute as being answered. • “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”. • “qualified incoming calls” means calls that are received during the regular hours of operation of a distributor’s customer call centre and are either: <ul style="list-style-type: none"> (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.

From Section 7.6 & 7.7 of the DSC:

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.

7.6.3 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.

7.7.2 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.

Particularly, the distributors are encouraged to consider the following tips for the purpose of reporting telephone accessibility:

Qualified incoming calls

Qualified incoming calls should include calls where a customer selected to speak to a customer representative, but abandoned the call before being answered (please see Example 5 below).

Customer calls transferred to the distributor's call centre from its third party telephone service provider (no hang up from customer) should be excluded from the number of qualified incoming calls if these transferred calls have been already included.

The metric should be based on the total number of qualified incoming calls in each month and not the daily average.

Qualified incoming call means calls that are received during the regular hours of operation of a distributor's customer call centre and are either:

- The customer normally reaches a customer service representative directly or has been transferred to a customer care line; or
- The customer has reached the distributor's Interactive Voice Response system and selected the option of speaking to a customer service representative.

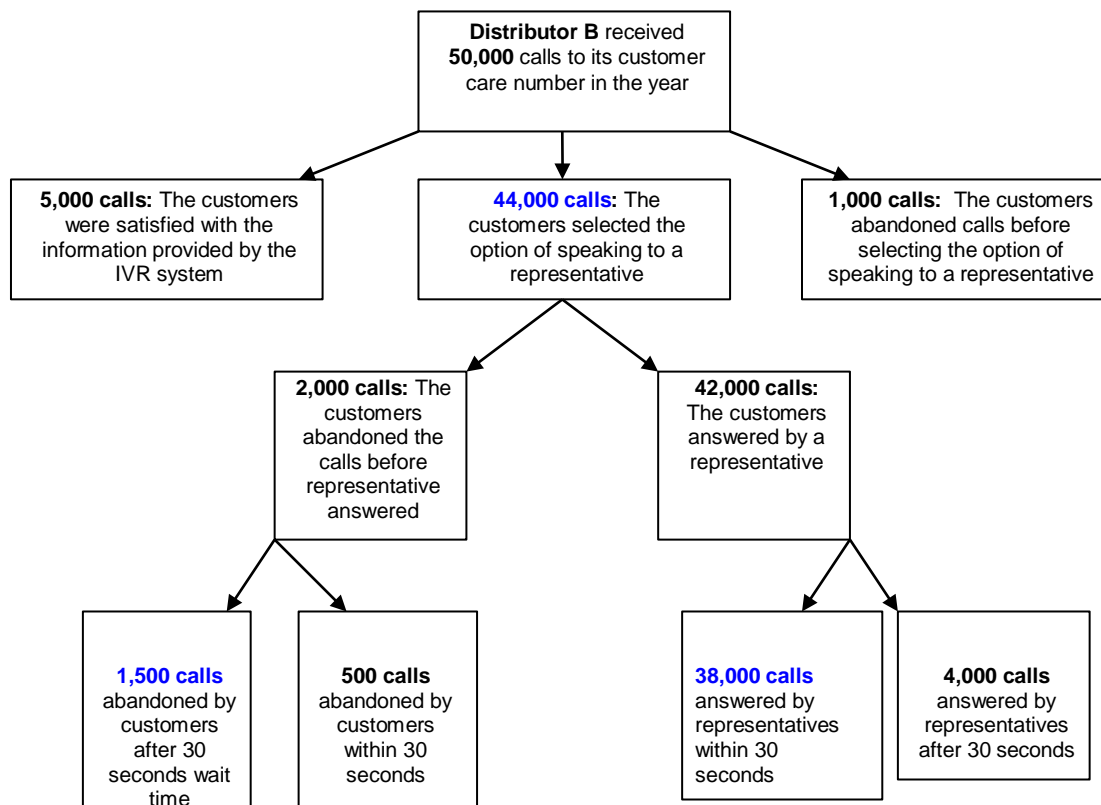
Distributors should exclude calls received outside of regular business hours, on holidays and

on weekends.

If applicable, distributors should separate its regulated activities from its non-regulated activities with respect to Telephone Accessibility and Telephone Abandon Rate metrics.

Example

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: $1,500 / 44,000 = 3\%$

2.1.4.1 – Table 8 – Written Response to Qualified Enquiries

Table 8: Written response to qualified enquiries – DSC 7.8

Table 8:

On Electronic Filing Form enter:

- a) Total number of qualified enquiries received in each month;
- b) Number of qualified enquiries in each month for which the service quality requirement set out in section 7.8 of the Distribution System Code was met; and
- c) Percentage of (b) with respect to (a).

The requirement must be met 80% of the time.

Definitions from Section 7.1 of the DSC

“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.

Section 7.8 of the DSC

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.

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.

Particularly, the distributors are encouraged to consider the following tips for the purpose of reporting written responses to qualified enquiries:

Online chat enquiries

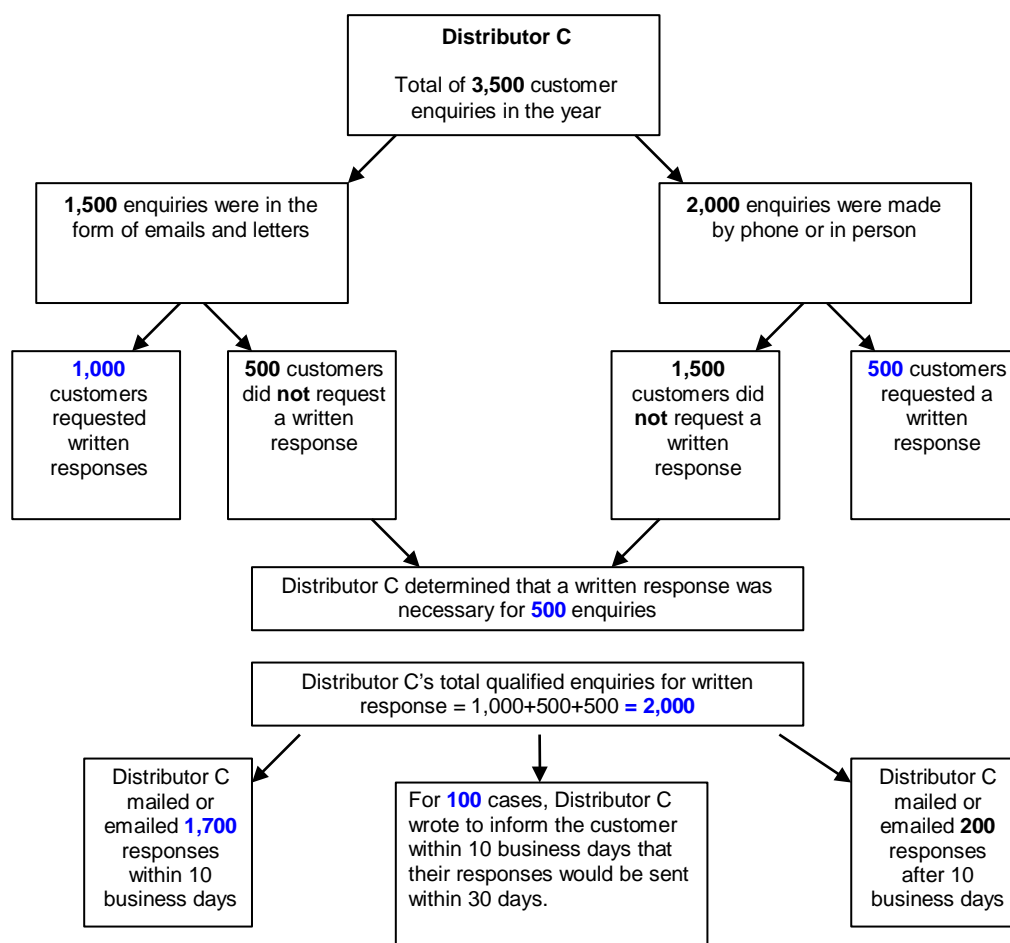
It may be reasonable to classify an enquiry that met the definition of a “qualified enquiry” which is responded to by online chat as a written response provided it represents a similar quality and level of completeness had the respond been provided by email. However, the appropriateness of doing this needs to be assessed and determined by a distributor.

Enquiries with no specific timeline per province or OEB

At times, provincial regulation or the DSC prescribes a specific timeline for the processing of certain requests. Customer 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

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: $1,800 / 2,000 = 90\%$

2.1.4.1 – Tables 9 & 10 – Emergency Response

Table 9: Emergency response urban – DSC 7.9**Table 10: Emergency response rural – DSC 7.9**

Tables 9 & 10:

On Electronic Filing Form enter:

- a) Total number of emergency calls received in each month;
- b) Number of emergency calls in each month for which the service quality requirement set out in section 7.9 of the Distribution System Code was met; and
- c) Percentage of (b) with respect to (a)

The requirement must be met 80% of the time.

Definitions from Section 7.1 of the DSC

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

Section 7.9 of the DSC:

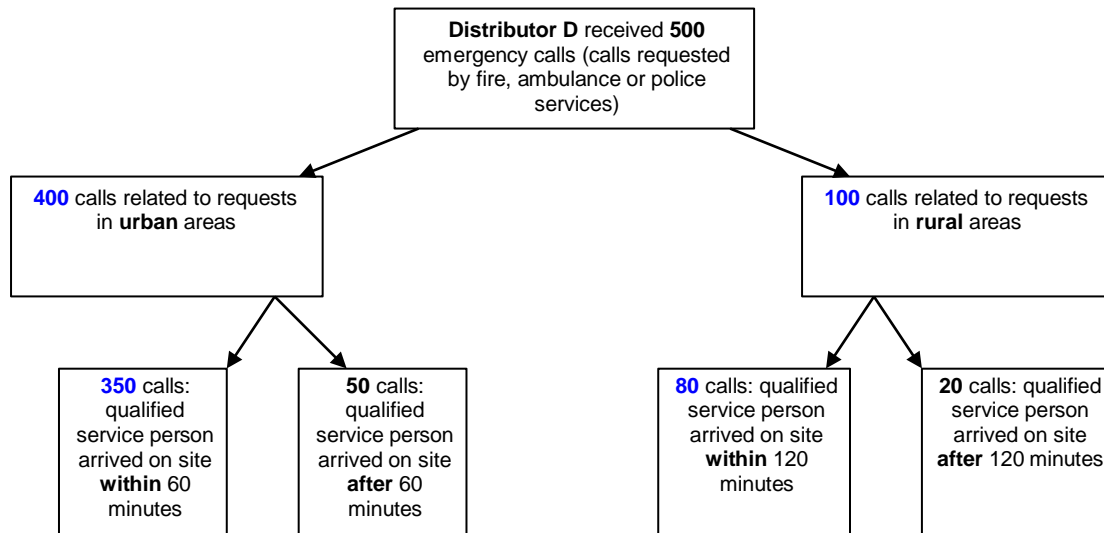
7.9.1 Emergency calls must be responded to within 120 minutes in rural areas and within 60 minutes in urban areas.

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.

Example

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: $80 / 100 = 80\%$

2.1.4.1 – Table 11 – Reconnection Performance

Table 11: Reconnection performance standards – DSC 7.10

Table 11:

On Electronic Filing Form enter:

- a) Total number of reconnections in each month;
- b) Number of reconnections in each month for which the service quality requirement as set out in section 7.10 of the Distribution System Code was met; and
- c) Percentage of (b) with respect to (a)

The requirement must be met 85% of the time.

Section 7.10 of the DSC:

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.

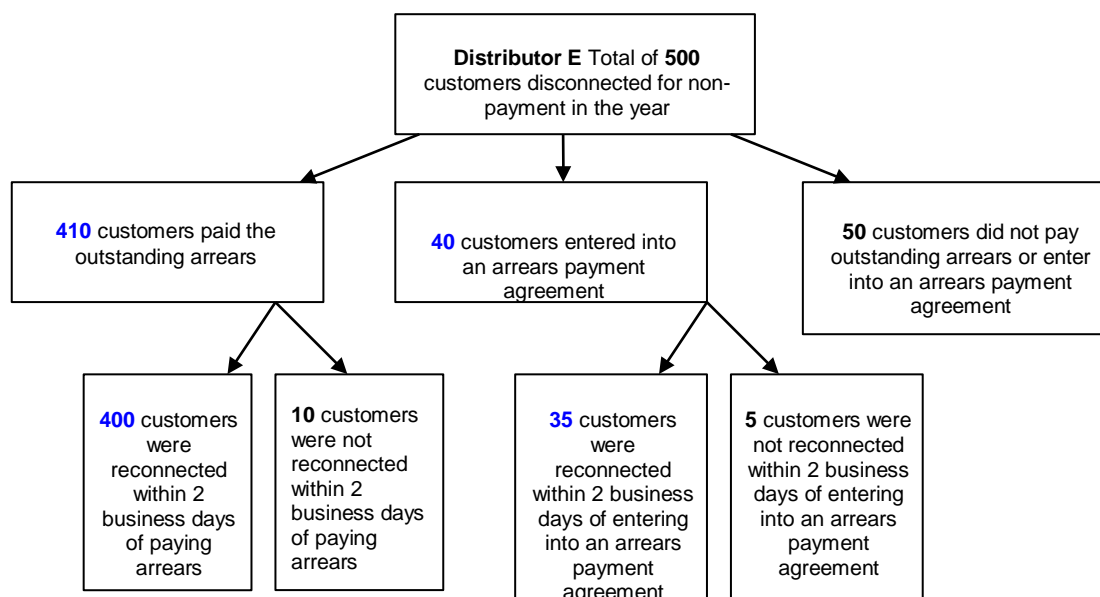
Section 2.6.7 of the DSC:

2.6.7 For the purposes of section 2.6, a distributor shall apply the following rules relating to the computation of time:

- (a) where there is reference to a number of days between two events, the days shall be counted by excluding the day on which the first event happens and including the day on which the second event happens;
 - (b) where the time for doing an act expires on a day that is not a business day, the act may be done on the next day that is a business day;
 - (c) where an act, other than payment by a customer, occurs on a day that is not a business day, it shall be deemed to have occurred on the next business day;
 - (d) where an act, other than payment by a customer, occurs after 5:00 p.m., it shall be deemed to have occurred on the next business day; and
 - (e) receipt of a payment by a customer is effective on the date that the payment is made, including payments made after 5:00 p.m.
- For the purposes of this section, a “business day” is any day other than a Saturday or a holiday as defined in section 88 of the Legislation Act, 2006

Full disconnection

For the ESQR Reconnection Performance Standards, the disconnection refers to a full disconnection of power.

Example**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: $435/450 = 97\%$

2.1.4.1 – Table 12 – Micro-embedded Generation Facilities

Table 12: Micro-embedded generation facilities – DSC 6.2.7

Table 12:

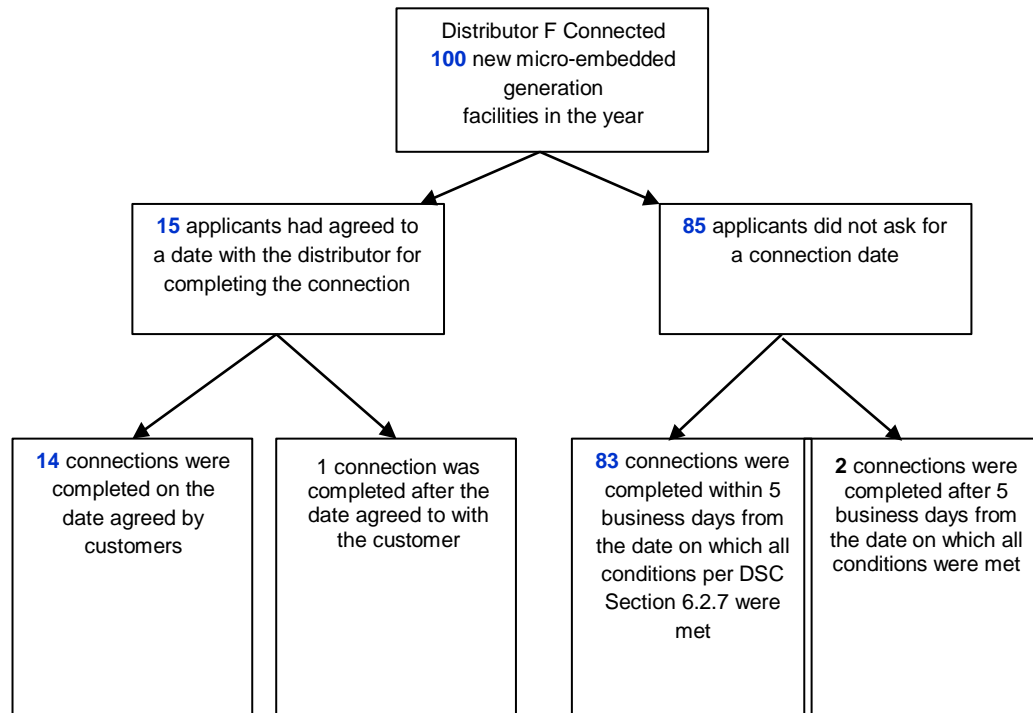
On Electronic Filing Form enter:

- a) Total number of new micro-embedded generation facilities connected in each month;
- b) Number of new micro-embedded generation facilities connected in each month for which the service quality requirement as set out in section 6.2.7 of the Distribution System Code was met; and
- c) Percentage of (b) with respect to (a)

The requirement must be met 90% of the time.

Section 6.2.7 of the DSC:

6.2.7 The distributor shall connect the applicant's micro-embedded generation facility to its distribution system within 5 business days, or at such later date as agreed to by the applicant and the distributor, of the applicant informing the distributor that it has satisfied all applicable service conditions and received all necessary approvals, providing the distributor with a copy of the authorization to connect from the ESA, entering into a Connection Agreement in the form set out in Appendix E and paying the distributor for the connection costs, including costs for any necessary new or modified metering.

Example**Example 9: New micro-embedded generation facilities**

- Total number of connections of new micro-embedded generation facilities: 100
- Total number of facilities connected within 5 business days or at a later date agreed by customers: $14 + 83 = 97$
- Connection of new micro-embedded generation facilities: $97/100 = 97\%$

2.1.4.2 – System Reliability

2.1.4.2 System Reliability

Content

The RRR input forms in this section include the complete collection of information required for reporting under RRR sections 2.1.4.2.1 to 2.1.4.2.7.

2.1.4.2.1 System Average Interruption Duration Index (SAIDI)

2.1.4.2.2 SAIDI (Loss of Supply)

2.1.4.2.3 System Average Interruption Frequency Index (SAIFI)

2.1.4.2.4 SAIFI (Loss of Supply)

2.1.4.2.5 Reporting Cause Codes

2.1.4.2.6 Measuring and Reporting Practices

2.1.4.2.7 Identifying Outage Start Time

New on form

New: On the “System Reliability Summary” tab, distributors are required to provide an explanation and discuss what actions are being undertaken to comply with the OEB standard of the average of performance results over the five-year period if the current year’s performance exceeds the expected performance standard.

CAIDI information has been discontinued.

Tips

Average number of customers served

Average number of customers served is calculated as the sum of the total number of customers served on the first day of the month and the total number of customers served on the last day of the month, divided by two. The number of customers includes all distribution customers connected to the distribution system of a distributor for purposes of receiving the supply of electricity, including retailer customers.

The “Cause Codes” tab requires completion of outage information for each type of cause code from 0 to 9. Please note that the entries for the average number of customers are required for any one of the Cause Codes. Once the entries for average number of customers for any Cause Code are made and saved, the fields for average number of customers for remaining Cause Code tables will be automatically populated.

Interruptions, Customer Interruptions and Customer Hours of Interruptions

An “Interruption” means the loss of electrical power, being a complete loss of voltage, of a duration of one minute or more, to one or more customers, including planned interruptions scheduled by the distributor but excluding part power situations, outages scheduled by a customer, interruptions by order of emergency services, disconnections for non-payment or power quality issues such as sags, swells, impulses or harmonics.

“Customer Interruptions” are the total number of customers affected by all interruptions. For example, if a distributor had 2 interruptions and the first affected 100 customers and the second affected 200 customers. The total customer interruptions would be 300.

“Customer Hours of Interruptions” are the total number of hours of interruptions that all customers experienced for all hours of interruptions. For example, for the 2 interruptions, the first affected 100 customers for 1 hour and the second affected 200 customers for 1.5 hours. The total customer hours of interruption would be 400 hours.


System reliability summary

The “System Reliability Summary” tab auto-calculates the overall and adjusted SAIDI and SAIFI measures from the cause code information entered. The purpose of these summary tables is to serve as a checklist to assist a distributor with the verification of the information reported in the individual cause code tables. Please review your data entries if the annual metrics in the summary tables do not match with the expected results and correct the entries, if necessary.

New system reliability practices and technologies

The “New Practices” tab requires reporting in accordance with RRR sections 2.1.4.2.6 and 2.1.4.2.7 requirements on:

- new measuring and reporting practices and technologies with respect to reliability, and
- identification of outage start times



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Ontario Energy Board

E2.1.4 Service Quality Indicator

February 9, 2016

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SOP: View Work-In-

Progress Application

SOP Application

Submit an Application

Submit Other Documents

ESQR
ESQR Summary
ESQR Explanations
Cause Codes
System Reliability Summary
New Practices

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.

[Click here for tips and examples \(from RRR Filing Guide\)](#)

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"/>

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: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	
February	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	
March	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	
April	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	
May	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	
June	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	
July	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	
August	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	
September	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	
October	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	
November	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	
December	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	

New Connection - LV Annual Totals

Annual # of new LV services connected within 5 days	Annual # of new LV services requested	Annual % new LV services connected within 5 days
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" 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	<input type="text"/>	<input type="text"/>
November	<input type="text"/>	<input type="text"/>
December	<input type="text"/>	<input type="text"/>

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	<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"/>	

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	<input type="text"/>	<input type="text"/>	
February	<input type="text"/>	<input type="text"/>	
March	<input type="text"/>	<input type="text"/>	

OEB e-filing Services

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

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% on a yearly basis

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

Micro-embedded generation facilities

The percentage of new micro-embedded generation facilities connected to its distribution system within 5 business days.

Please refer to section 6.2.7 of the Distribution Service Code

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

Month	Number of new micro-embedded generation facilities for which service reliability requirement was met	Total number of new micro-embedded generation facilities	Percent of new micro embedded generation facilities for which service reliability was met
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"/>	

OEB e-filing Services

May			
June			
July			
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September			
October			
November			
December			

Annual # of new micro-embedded generation facilities	Annual # of new micro-embedded generation facilities for which svc reliability requirement was met	Annual % of new micro embedded generation facilities for which service reliability was met
<input type="text"/>	<input type="text"/>	<input type="text"/>

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SAVE & EXIT

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Summary of Service Quality Performance Results

The purpose of this summary tab is to assist a distributor with the verification of the information reported in this section for Service Quality.

The resulting "achieved" metrics from entering the data in the relevant forms should match that of the "expected" results from the distributor's own records. Please review your data entries if the achieved and expected results do not match.

Service Quality Requirement	Annual Rate (%)	OEB Standard	Met/Not Met
1. Connection of New Services - Low Voltage (LV) *	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
2. Connection of New Services - High Voltage (HV)	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
3. Appointment Scheduling	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
4. Appointments Met *	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
5. Rescheduling a Missed Appointment	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
6. Telephone Accessibility *	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
7. Telephone Call Abandon Rate	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
8. Written Responses to Enquiries	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
9. Emergency Response Urban	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
10. Emergency Response Rural	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
11. Reconnection Performance Standard	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
12. Micro-embedded Generation Facilities *	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

*Measure appears on scorecard

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Please discuss what actions are being undertaken to meet the OEB standard.



4. Appointments Met

Please provide an explanation if the Service Quality Requirement is N/A or not met.



Please discuss what actions are being undertaken to meet the OEB standard.



5. Rescheduling a Missed Appointment

Please provide an explanation if the Service Quality Requirement is N/A or not met.



Please discuss what actions are being undertaken to meet the OEB standard.



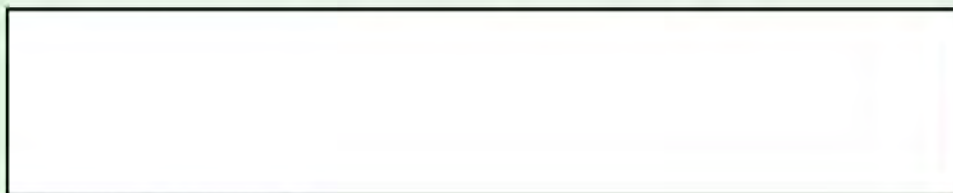
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6. Telephone Accessibility

Please provide an explanation if the Service Quality Requirement is N/A or not met.



Please discuss what actions are being undertaken to meet the OEB standard.



7. Telephone Call Abandon Rate

Please provide an explanation if the Service Quality Requirement is N/A or not met.



Please discuss what actions are being undertaken to meet the OEB standard.



8. Written Responses to Enquiries

Please provide an explanation if the Service Quality Requirement is N/A or not met.



Please discuss what actions are being undertaken to meet the OEB standard.

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9. Emergency Response Urban

Please provide an explanation if the Service Quality Requirement is N/A or not met.



Please discuss what actions are being undertaken to meet the OEB standard.



10. Emergency Response Rural

Please provide an explanation if the Service Quality Requirement is N/A or not met.



Please discuss what actions are being undertaken to meet the OEB standard.




11. Reconnection Performance Standard

Please provide an explanation if the Service Quality Requirement is N/A or not met.

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Please discuss what actions are being undertaken to meet the OEB standard.



12. Micro-embedded Generation Facilities

Please provide an explanation if the Service Quality Requirement is N/A or not met.



Please discuss what actions are being undertaken to meet the OEB standard.



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2.1.4.2.5 Cause Codes

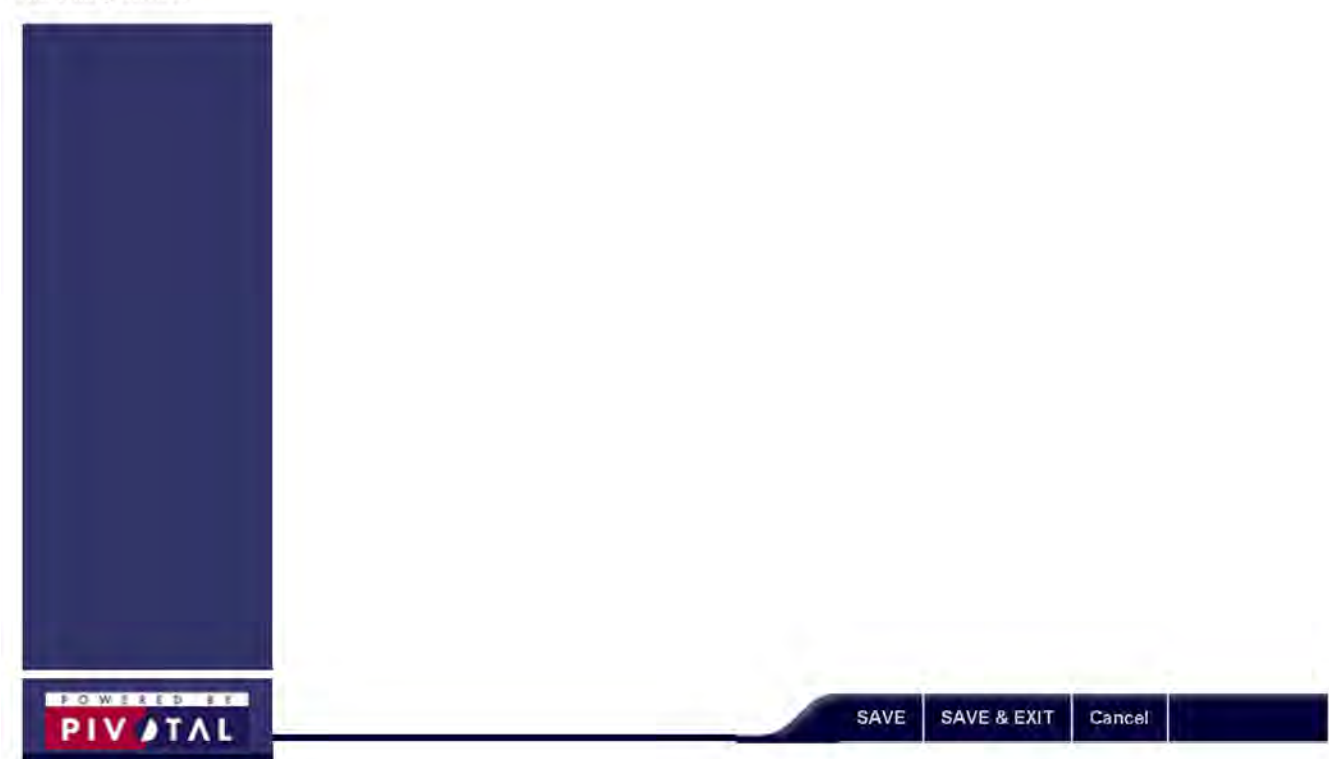
Please note that the entries for the average number of customers are required for any one of the Cause Codes.

Once the entries for average number of customers for any Cause Code are made and saved, the fields for average number of customers for remaining Cause Codes will be automatically populated.

[Click here for tips and examples \(from RRR Filing Guide\)](#)

Ordering	Name	Description	Reviewed
⇒ 0	Unknown/Other	Customer interruptions with no apparent cause that contributed to the outage.	<input type="checkbox"/>
⇒ 1	Scheduled Outage	Customer interruptions due to the disconnection at a selected time for the purpose of construction or preventive maintenance.	<input type="checkbox"/>
⇒ 2	Loss of Supply	Customer interruptions due to problems associated with assets owned and/or operated by another party, and/or in the bulk electricity supply system. For this purpose, the bulk electricity supply system is distinguished from the distributor's system based	<input type="checkbox"/>
⇒ 3	Tree Contacts	Customer interruptions caused by faults resulting from tree contact with energized circuits.	<input type="checkbox"/>
⇒ 4	Lightning	Customer interruptions due to lightning striking the distribution system, resulting in an insulation breakdown and/or flash-overs.	<input type="checkbox"/>
⇒ 5	Defective Equipment	Customer interruptions resulting from distributor equipment failures due to deterioration from age, incorrect maintenance, or imminent failures detected by maintenance.	<input type="checkbox"/>
⇒ 6	Adverse Weather	Customer interruptions resulting from rain, ice storms, snow, winds, extreme temperatures, freezing rain, frost, or other extreme weather conditions (exclusive of Code 3 and Code 4 events).	<input type="checkbox"/>
⇒ 7	Adverse Environment	Customer interruptions due to distributor equipment being subject to abnormal environments, such as salt spray, industrial contamination, humidity, corrosion, vibration, fire, or flowing.	<input type="checkbox"/>
⇒ 8	Human Element	Customer interruptions due to the interface of distributor staff with the distribution system.	<input type="checkbox"/>
⇒ 9	Foreign Interference	Customer interruptions beyond the control of the distributor, such as those caused by animals, vehicles, dig-ins, vandalism, sabotage, and foreign objects.	<input type="checkbox"/>

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Cause Code

Name

Description

Reviewed ☐

Month	Number of Interruptions that occurred as a result on the Cause of Interruption	Number of Customer Interruptions	Number Customer Hours Interruptions	± Average Number Of Customers
January	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
February	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
March	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
April	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
May	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
June	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
July	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
August	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
September	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
October	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
November	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
December	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Total number of Interruptions

Total Customer-Interruptions

Total customer-hours of interruption

Average Customer Numbers

SAIDI contribution from this cause code

SAIFI contribution from this cause code

POWERED BY
PIVOTAL

Save
Save & Exit
Cancel



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2.1.4.2.1 & 2.1.4.2.2 System Reliability Indices

Includes outages caused by a Loss of Supply

Sum of Cause Codes 0-9

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

OEB Approved Standard: The average of performance results over the five year period. Unless another distributor specific standard has been approved by the Board.

Total number of customers equals the number of customer accounts served by the distributor in the reporting month, not just affected customers.

Month	Number of Interruptions that occurred as a result of all Causes of Interruption (0)	Number of customer interruptions that occurred as a result of all Causes of Interruption (1)	Number of customer-hours of interruption that occurred as a result of all Causes of Interruption (2)	Average number of Distribution Customers in the Month (3)	SAIDI (2)/(3)	SAIFI (1)/(3)
January					0.00	0.00
February					0.00	0.00
March					0.00	0.00
April					0.00	0.00
May					0.00	0.00
June					0.00	0.00
July					0.00	0.00
August					0.00	0.00
September					0.00	0.00
October					0.00	0.00
November					0.00	0.00
December					0.00	0.00

System Reliability Indices

Annual Totals and Average

Total Number of Interruptions

Total SAIDI (2)/(3)

Total Customer Interruptions

Total SAIFI (1)/(3)

Total Customer Hours of Interruptions

Average # of Customers

2.1.4.2.3 & 2.4.2.4 Adjusted SRI

Excludes outages caused by a Loss of Supply (Sum of Cause Codes 0-1 and 3-9)

Please deduct interruptions caused by Loss of Supply (Cause Code 2) 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

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

OEB Approved Standard: The average of performance results over the five year period. Unless another distributor specific standard has been approved by the Board.

Month	Number of Interruptions that occurred as a result of all Causes of Interruption (0)	Number of customer interruptions excluding those resulting from the Bulk Electricity System (Code 2 Outages) (1)	Number of customer-hours of interruption excluding those resulting from the Bulk Electricity System (Code 2 Outages) (2)	Average number of Distribution Customers in the Month (3)	SAIDI (2)/(3)	SAIFI (1)/(3)
January					0.00	0.00
February					0.00	0.00
March					0.00	0.00
April					0.00	0.00
May					0.00	0.00
June					0.00	0.00
July					0.00	0.00
August					0.00	0.00
September					0.00	0.00
October					0.00	0.00
November					0.00	0.00
December					0.00	0.00

System Reliability Indicators

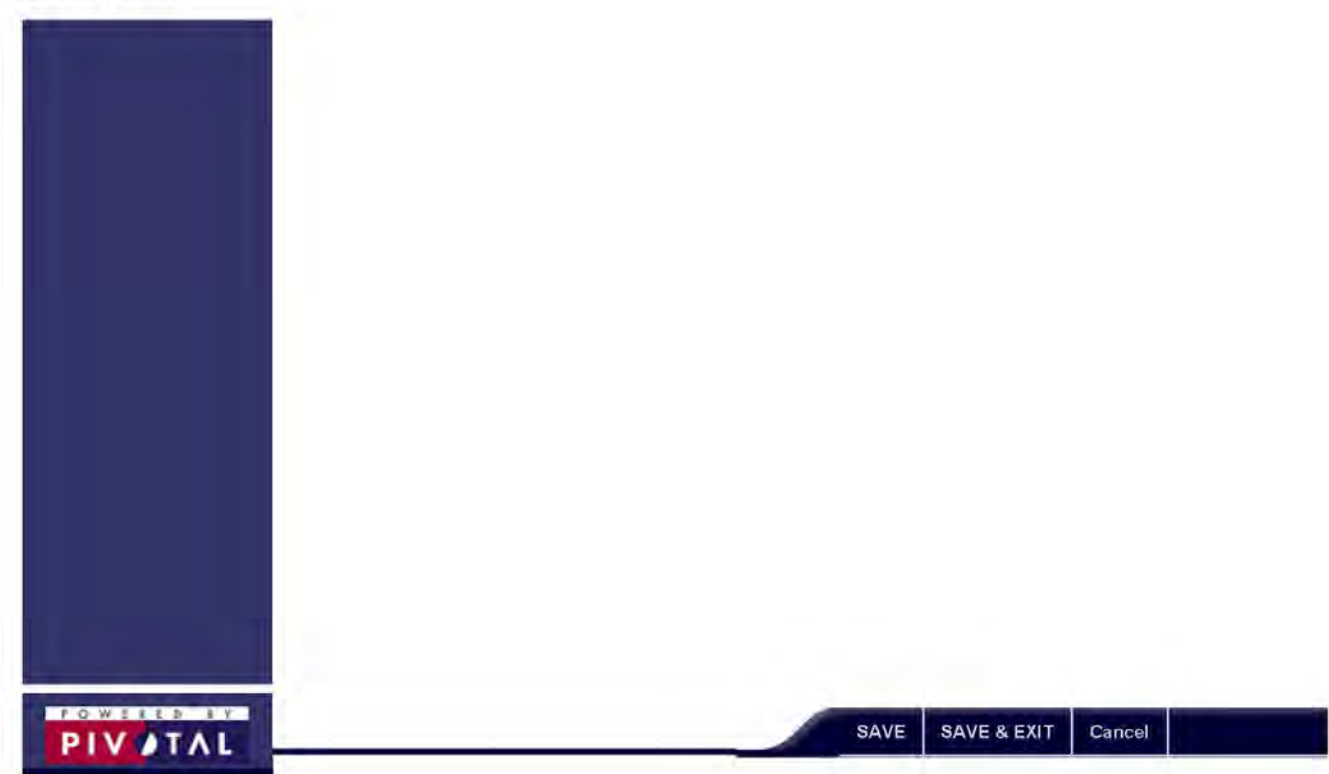
Annual Totals and Average

Total number of Interruptions	Adjusted Customer Interruptions	Adjusted Customer Hours of Interruptions	Average # of Customers
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Adjusted SAIDI (2)/(3)	Adjusted SAIFI (1)/(3)		
<input type="text"/>	<input type="text"/>		

System Reliability Indicators Explanation

Please provide an explanation and discuss what actions are being undertaken to meet the OEB standard if the system reliability indicators (SAIDI & SAIFI) exceed the OEB approved standard.

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RRR Section 2.1.4.2.6

Measuring and Reporting Practices

Please report Yes or No to the following question: Has the distributor introduced, or is in the process of introducing, any new system reliability measuring and reporting practices or any new distribution system technologies that impacted its reported performance results for the current year in comparison to previous years?

Measure And Report

If you answered yes to the above, please explain below. Please note that an explanation must be provided in order to submit the form and no field can be left blank. Please identify "N/A" if not applicable.

Describe the new practice/technology:

Describe the current status of implementation of above:

Describe the scope of the impact of the above:

Describe the percentage change between results reported in current and previous years:

RRR Section 2.1.4.2.7

Identifying Outage Start Time

The reporting requirement states that a distributor shall report to the Board whether the greatest number of its outage start times were a) the time at which the distributor received a communication from a customer reporting the interruption; or

b) the time at which the distributor otherwise determined that the interruption began.

Please indicate the greatest number of outage start times at your utility by choosing from the drop down menu:

Submit?

* Submit Form

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2.1.5 –Performance Based Regulation (PBR)

2.1.5 Performance Based Regulation

General Tips

The RRR 2.1.5 form will appear on your portal only after the document asking for “Consent to File with Statistics Canada” is completed. Go to the “Consent Statement for 2.1.5 and 2.1.7” annual filing form to submit your consent by selecting Yes or No. Click Save & Exit at the bottom of the page to generate the RRR 2.1.5 and 2.1.7 filings.

More Information about the [consent form](#) and the [data sharing agreement](#) with Statistics Canada can be found online.

2.1.5.1 - Labour

2.1.5.1 Labour

Content

Information required for completing Statistics Canada's "Annual Electric Utility Financial Report" by OEB on behalf of electricity distributors:

- Number of full-time equivalent employees
- Average number and salaries of employees whose wages are charged to current operating expense
- Average number and salaries of employees whose wages are charged to new construction

New on form

Line crew wage rate reporting has been discontinued effective from the 2015 annual reporting period.

Tips

Full-time equivalent (FTE) employees

Contract staff on the distributor payroll as well as paid summer/co-op students and interns should be included in the FTE count.

Third party contractors that are not on the distributor payroll should not be included in the FTE count.

Example

Full-time equivalent employee calculation

The distributor employs 10 full time and 5 part time (half time) employees. In addition, in the current calendar year, 3 employees were employed part-time 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*

2.1.5.2 - Capital

2.1.5.2 Capital
Content
<p>Changes in gross capital assets (all) consisting of:</p> <ul style="list-style-type: none"> • Capital additions • Retirements/write offs/sales/asset impairment losses • Contributed capital, and • Other <p>Changes in gross capital assets (high voltage only), consisting of:</p> <ul style="list-style-type: none"> • High voltage capital additions • High voltage retirements/write offs/sales/asset impairment losses • High voltage contributed capital, and • High voltage other <p>Capital expenditures, consisting of:</p> <ul style="list-style-type: none"> • Direct labour (including benefits etc.) • Equipment and materials • Capitalized overhead • Contract services • Other
New on form
No changes to form.
Tips
<p><u>Gross capital additions</u> Electricity distributors are required to separately report the total capital additions and high voltage (HV) assets additions.</p> <p>RRR 2.1.5 Capital tab, Section A) Total Capital Additions (including high voltage assets)" should include gross capital additions for the current year, contributed capital and retirements/write offs/sales/asset impairment losses and exclude CWIP.</p> <p>RRR 2.1.5 Capital tab, Section A) High Voltage Capital Additions Only: HV assets are those assets that are used for conveying electricity at voltages higher than 50 kilovolts. These assets are regarded as HV assets, regardless of whether or not they have been deemed as distribution assets or regardless of where their financial information are recorded and reported in the distributor's trial balance accounts (RRR 2.1.7). HV assets are used in connection with "electricity transmission lines" which means a line, transformers, plant or equipment used for conveying electricity at voltages higher than 50 kilovolts (see Section 89 of the OEB Act).</p> <p>At present, the electricity distributors are required to separately report the HV assets without any allocation of common costs. The expenditures that are common to HV assets and low voltage (LV) assets are not to be allocated to these assets. The allocation of common costs between HV assets and LV assets may be subject to a future review. At present, only HV</p>

assets without any allocation are to be reported separately under Section RRR 2.1.5.2. a).

Retirements/write offs/sales/asset impairment losses

This requires the reporting of the dollar amount of capital retired, written off, sold or impaired (i.e. gross asset value removed from PP&E). This figure should not reflect proceeds or net book loss/gain.

Capital expenditure

RRR 2.1.5 Capital tab, Section B) "Capital Expenditure" should not include CWIP or assets acquired through contributed capital. The intent of Capital Expenditure is to provide a distributor's spending on capital additions for the reporting year broken down by direct labour, equipment and material, capitalized overhead, contract services, etc.

Capitalized overhead

The reporting on capitalized overhead includes is based on each distributor's capitalization policy for overhead capitalized in PP&E. This may include overhead charges or labour or both, according to the capitalization policy.

OEB's notice on changes to capital reporting

For further information on changes to the capital section, please refer to the [OEB's notice of RRR amendments addressed to all licensed electricity distributors dated March 7, 2014](#).

Business rule

If a figure is entered in "Other", must enter text in Other description or the filing will not be processed and accepted by the e-Filing Services.

Example

The example below illustrates how the capital assets data from a distributor's records is used to calculate the "Change in Gross Capital Assets" under "Total Capital Additions", and how this information is entered in the form.

In 2014, assume a distributor's records show capital assets information as follows: gross capital additions for the current year are \$700,000; contributed capital received is \$50,000; retirements in the current year are \$150,000 and there were no other values.

The "Change in Gross Capital Assets" for the current year is calculated as follows:

i.	Gross capital additions for the current year:	\$700,000
ii.	Less: Retirements/write-offs/sales/asset impairment losses:	\$(150,000)
iii.	Less: Contributed capital:	\$(50,000)
iv.	Less: Other – value:	<u>\$0</u>
	Change in Gross Capital Assets for the Current Year:	\$500,000

The information from the distributor's records outlined above is entered in Section A) "Total Capital Additions (including high voltage assets)" of the form, as follows:

Gross capital additions for the current year:

Retirements/write-offs/sales/asset impairment losses:

Contributed capital:

Other:

Please note that the numbers in this example are inputted as positive numbers in the form.

2.1.5.3 – Supply & Delivery

2.1.5.3 Supply & Delivery

Content

- A) Supply
 - i. Total kWhs of electricity that has flowed into the distributor's distribution system from the IESO-controlled grid including long-term load transfer supplied, or flowed into 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
- 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 of electricity delivered on long-term load transfer arrangements.
- C) Distribution Losses
Distribution Loss in kWhs is calculated by taking the sum of A(i) and A(ii) to arrive at total supply and reducing it and reducing it by deliveries reported at B(i) and B(ii).
- D) Amount Charges (\$)
Amount charged by any host distributor for transmission or low voltage service in the year.

New on form

No changes to form.

Tips

No loss-adjustment

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.

Actual consumption

This information should be reported based on the actual consumption for the January 1 to December 31 calendar year since any unbilled year-end accruals would have been reversed and thus the supplied kWhs and delivered kWh would be known to distributors by the time of their filings in April.

Supply A(i)

Under section A i) "Total kWhs of electricity that has flowed into the distributor's distribution system from the IESO-controlled grid, including long-term load transfer supplied, or the distribution system of a host distributor" the kWhs reported should also include kWhs related to an embedded wholesale market participant (WMP).

Host distributor charges in (D)

A host distributor is a distributor that supplies transmission services to other distributors. This section is asking for the amount charged by a host distributor to an embedded distributor for transmission or low voltage services, not electricity charges or delivery charges. For example, if an LDC is embedded with Hydro One this would include the costs invoiced to the LDC for

Network, Connection and Low Voltage (“Common ST Line”) charges.

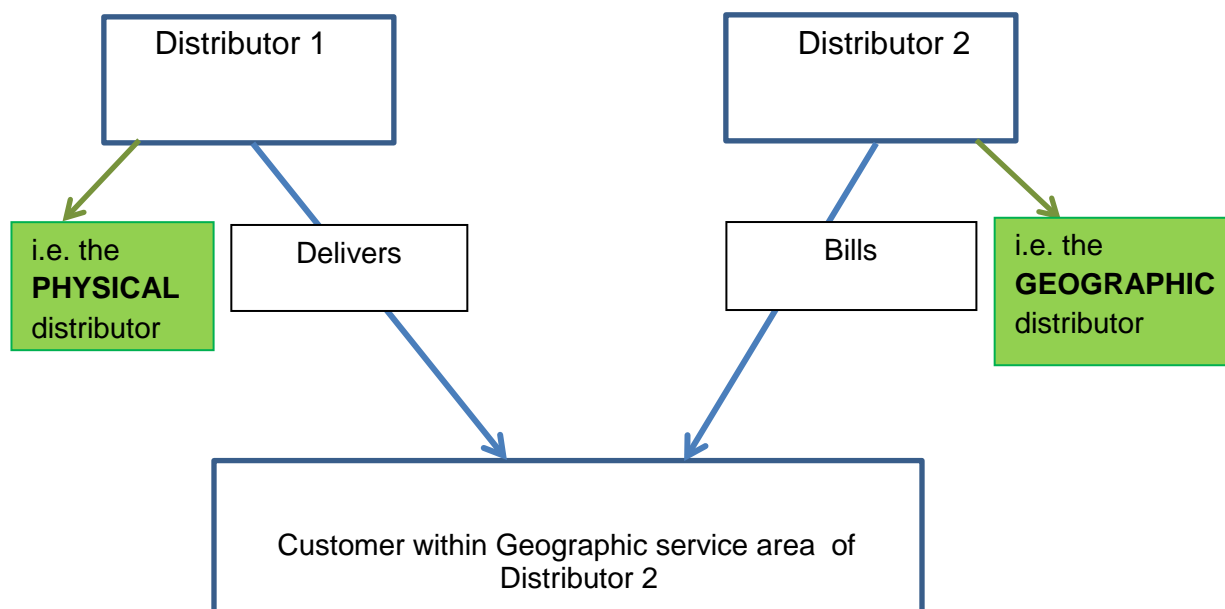
Long-Term Load Transfer Arrangements

From Feb 20, 2015 Notice of Proposal to Amend a Code: Proposed Amendments to the Distribution System code: Board File No.: EB-2015-0006, page 1:

“A load transfer arrangement involves two distributors. One is referred to as the geographic distributor and the other is referred to as the physical distributor. While the customer (“load transfer customer”) is located in the licensed service area of the geographic distributor, the load transfer customer is physically connected to the physical distributor’s distribution system because the geographic distributor does not have existing assets in close proximity to serve the load transfer customer. It is, therefore, the physical distributor that provides the delivery of electricity to the load transfer customer. However, the customer is billed by the geographic distributor (i.e. pays geographic distributor’s distribution rates which may be higher or lower than physical distributor’s rates).”

Only the physical distributor, as defined by the DSC, is required to report the LTLT kWh under RRR 2.1.5.3 sections A(i) and B(ii). The geographic distributor is not required to report the LTLT kWh under RRR 2.1.5.3 sections A(i) and B(ii).

Example



- Distributor 1 reports the delivered kWhs in box B(ii) in the Supply & Delivery section of the 2.1.5 input form.
- Distributor 2 does not report any kWhs in box B(ii) in the Supply & Delivery section of the 2.1.5 input form.

The December 21, 2015 notice of code amendments to the Distribution System Code set out the criteria under which all load transfer arrangements will be eliminated within 18 months. Reporting requirements A) i) and B) ii) regarding LTLT supplied and delivered will continue until the arrangements cease to exist.

Business rule

Distribution losses are calculated on the input form as the difference between the supply as reported in A(i) and A(ii) less delivery as reported in B(i) and B(ii). The filing cannot be processed and accepted by the e-Filing Services unless this calculation is correct.

2.1.5.4 – Demand & Revenue

2.1.5.4 Demand & Revenue

Content

The information collected in RRR 2.1.5.4 is intended to capture detailed information on the revenues and energy-related billing determinants (i.e. demand kW and consumption kWh) within each of a distributor's own specific rate classes. As with RRR 2.1.2, this information is filed in order to enable further streamlining of the application process for formulaic adjustments to rates during an incentive rate-setting period. In addition, the information will be automatically tabulated at the generic rate class level that is customary for the RRR.

Table 0: SSS Metered Consumption by Rate Class – this table requires input by distributor-specific rate class. Distributors must review their specific rate classes for accuracy and verify that the detailed rate classes have been rolled up correctly into the appropriate generic rate classes in Table 1. If there is a need to make corrections to the information in the tables, please notify OEB staff via [Industry Relations Enquiry](#), using the subject line “RRR: detailed rate classes”.

Table 1: SSS Metered Consumption by Generic Rate Class – this table is auto-populated when Table 0 is completed and the form is Saved. It contains annual consumption for distribution customers (SSS only) broken down by:

- a) Metered consumption for customers on RPP kWh, by rate class
- b) Metered consumption for customers on RPP kW, by rate class
- c) Metered consumption for customers not on RPP kWh, by rate class
- d) Metered consumption for customers not on RPP kW, by rate class
- Auto-calculated column for total consumption for distribution customers kWh (a+c), by rate class
- Auto-calculated total consumption for distribution customers kW, by rate class (b+d)

Energy Sales with each Retailer: This section requires input into individual forms for each retailer. The forms require information on

- Metered consumption in kWhs, by generic rate class
- Metered consumption in kW, by rate class by generic rate class

Table 2a: Auto-calculated table which aggregates consumption from retailer customers, by generic rate class.

Table 2b: This table requires aggregation of all retailer demand and consumption by distributor-specific rate class. Aggregation must be performed manually for each detailed rate class. The information in Table 2b is vital to ensure that Table 3a is complete.

Table 3a: Total metered demand and consumption (SSS + retailer customers). This is an auto-calculated table which aggregates tables 1 & 2b. This table calculates total metered demand and consumption for all distributor-specific rate classes.

Table 3b: The first two columns of this table are auto-calculated with total metered demand and consumption by generic rate class. The third column for annual billings by rate class requires manual input.

Table 4: Input the aggregate metered kW, kWh and annual billings of wholesale market

participants in the various rate classes (i.e. General Service >50 kW, Large User, etc.).

New on form

No changes to form.

Tips

Reporting by distributor-specific rate classes

Effective for the 2014 fiscal year reporting, the data input forms are formatted for the input of information specific to a distributor's approved set of rate classes. Distributors will input and report information at this level of detail. This additional information is intended to enable further streamlining of the application process for formulaic adjustments to rates during an incentive rate-setting period.

Tables 3a and 3b Total Consumption (kW and kWhs)

It is expected that the rolled-up totals from Table 3a Total Consumption by Detailed Rate Class should match the totals from Table 3b Total Consumption by Generic Rate Class.

Wholesale market participant reporting

Distributors should include the wholesale market participants in the specific rates classes in Tables 0 to 3 (i.e. General Service >50 kW, Large User, etc.). However, for the purposes of the separate table for WMPs (Table 4), the amount to be reported in this section is the aggregate of WMPs in the various rate classes.

Actual consumption

The metered kWhs reported in this subsection represent the consumption as read by the meter, that is, it is not loss adjusted. The demand and supply under RRR 2.1.5.4 require the reporting of total annual metered consumption. This information should be reported based on the actual consumption for the calendar year since any unbilled year-end accruals would have been reversed, and thus the actual consumption would be known to distributors by the time of their filings in April.

Non-loss adjustment

Section 2.1.5.4.1 of the RRR came into effect on January 1, 2013. All energy sales are required to be reported on a non-loss adjusted basis. The notice for the changes was issued on December 20, 2012 and on page 3 it states, "Although the electricity charge on customer bills is currently calculated on a loss-adjusted basis, this data is required to be provided on a non-loss-adjusted basis so that the total reflects the kilowatt-hours or kilowatts actually delivered."

Retailer-enrolled customers and "Not on RPP"

Tables 0 and 1 do not include any information for Retail customers. The "Not on RPP" column means "Utility (SSS) customers who are not on RPP" i.e.; those paying hourly pricing.

Reporting of kW and kWhs

Please note that when the distributor bills in kWhs, only kWhs are to be reported. When the distributor bills in kW, then both kW and kWhs are to be reported.

Regarding the treatment of LTLT consumption, the physical distributor (the distributor that

provides the delivery of electricity to the load transfer customer) shall recognize and report the distribution revenues and associated kWhs and kW in RRR 2.1.5.4.

Annual billings

Please note that annual billings are a breakdown of the account 4080 Distribution Services Revenue by rate class. The total distribution revenue for all rate classes should equal account 4080 on the trial balance.

Business rules

- If metered consumption reported (in kW or kWh), then annual billings for that rate class must be reported i.e. both cells for metered consumption and annual billings must have a value.
- If annual billings reported then should report metered consumption reported (in kW or kWh), for that rate class i.e. both cells for metered consumption and annual billings must have a value.

2.1.5.5 – Utility Characteristics

2.1.5.5 Utility Characteristics
Content
<p>A) Licensed Service Area</p> <ul style="list-style-type: none"> • Total service area (sq. km.) • Rural service area (sq. km.) • Urban service area (sq. km.) <p>B) Maximum Monthly Peak Load (kW)</p> <ul style="list-style-type: none"> • Utility winter max monthly peak load (kW) with embedded generation • Utility winter max monthly peak load (kW) without embedded generation • Utility summer max monthly peak load (kW) with embedded generation • Utility summer max monthly peak load (kW) without embedded generation <p>C) Average Peak Load (kW)</p> <ul style="list-style-type: none"> • Average peak load with embedded • Average peak load without embedded <p>D) Average Load Factor</p> <ul style="list-style-type: none"> • Average load factor with embedded • Average load factor without embedded <p>E) Total Circuit Kilometers of Line</p> <ul style="list-style-type: none"> • Circuit kilometers of line (auto-calculated sum) • Overhead circuit kilometers of line • Underground circuit kilometers of line
New on form
<p>Number of distribution and transmission station reporting has been discontinued effective from the 2015 annual reporting period.</p>

2.1.5.5 b, c & d – Peak Load, Average Load & Average Load Factor

Monthly Peak, Average Peak & Average Load Factor**Tips**General notes

Sections B, C and D each require two sets of data: “with embedded generation” and “without embedded generation”. Their descriptions are provided below.

- “With embedded generation” set of data describes the distributor’s load profile under normal system conditions with embedded generators operating. Although the generation levels vary at any particular time, these embedded generators contribute to the overall system generation that supplies the distribution customers’ electricity demand. The higher the embedded generation level, the less the power supply is needed.
- “Without embedded generation” set of data describes the distributor’s load profile under a system condition where embedded generators are assumed to be off.
- As noted above, the embedded generators contribute to the overall system generation that supplies the distribution customers’ electricity demand. Without them, the distributor will require a larger power supply. It is generally expected that peak load “without embedded generation” is higher than peak load “with embedded generation”.

Peak load

Utility Winter Max Monthly Peak Load or Utility Summer Max Monthly is the actual maximum monthly peak load in kW for winter or summer period. These peak loads may not coincide with the Ontario’s provincial winter peak load and summer peak load.

For simplicity, the Utility Winter Max Monthly Peak Load will be identified by comparing the actual maximum monthly peak loads for the four-month period December to March. The Utility Summer Max Monthly will be identified by comparing the actual maximum monthly peak loads for the four-month period June to September.

In section B, Utility Winter Max Monthly Peak Load and Utility Summer Max Monthly Peak Load are both reported with and without embedded generation.

Average peak load

Average peak load (kW) is the average of the totalized distributor’s monthly or hourly peaks.

Average peak load (kW) is calculated, with and without embedded generation, by dividing the totalized distributor’s actual maximum monthly peak loads during the reporting period by 12.

Average load factor

Average load factor (%) is the ratio of the average peak load to the actual annual maximum peak load. The distributor’s actual annual maximum peak load may occur in the winter (Utility Winter Max Monthly Peak Load) or in the summer (Utility Summer Max Monthly Peak Load).

Average load factor (%) is calculated using the maximum monthly peak load (kW) and the average peak load (kW) that were reported in RRR 2.1.5.5 sections B) and C) with and without embedded generation.

Business rule

Please complete all data fields in this section.

2.1.5.5 e – Circuit Kilometers of Line

Circuit Kilometers of Line – Under/Overhead & By Type**Tips**CEA definition

Circuit Kilometers - refer to the [Canadian Electricity Association](http://www.ces.ca) website for the definition.

Circuit kilometers per CEA

For clarity, circuit length is distinct from conductor length in that one or more conductors may be employed to create a circuit. CEA's intention is to report circuit length. The best analogy is to consider a single line diagram representation. For instance, a 1 km long three-phase grounded interconnection between two points which is built with one conductor per phase plus one neutral conductor has a total of 4 km of conductor; however, it is only 1 km long circuit (CEA).

Submarine cables

Submarine cables are reported in the underground cables category.

Example*Example 1 - 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 (as shaded grey below)

	Overhead Circuit Km	Underground Circuit 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 2 - Circuit kilometers of line with overbuild

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

Reporting (as shaded grey below)


	Overhead Circuit Km	Underground Circuit 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

2.1.5.6 – Regulated Return on Equity (ROE)

2.1.5.6 Regulated Return on Equity (ROE)

The RRR 2.1.5.6 ROE calculation tab has been removed from the RRR 2.1.5 input form. A separate standalone input form has been created for this filing in the RRR portal.

Please refer to the RRR 2.1.5.6 ROE Complete Filing Guide and the RRR 2.1.5.6 ROE Filing Guide for Input Cells on ROE form for instructions, tips and examples.




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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

1. Utilities 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.
2. Under the Demand and Revenue tab, for Sentinel and Street Lighting, please enter connections not number of accounts.
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, go to the Performance Based Regulation Summary and Submit tab, scroll to the end of the page, select Yes in the Submit drop down then click the Save button.
6. The Print All button will print all tabs.

Submit?

* Submit Form

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[Click here for tips and examples \(from RRR Filing Guide\)](#)

Labour

A) Full time equivalent number of employees

B)i Average number of employees for the year whose earnings are charged to current operating expenses (Administrative, operating, and maintenance)

B)ii Total Salaries and Wages charged to current operating expenses, in dollars

C)i Average number of employees charged to new construction

C)ii Total Salaries and Wages charged to new construction

The following rules apply for the purposes of this section:

- (i) report only in relation to employees and earnings associated with the utility (for example, excluding contractor staff and employees of affiliates);
- (ii) report salaries and wages on the basis of gross earnings, including income tax, health insurance or employment insurance deductions, and should include all bonuses, overtime payments and the value of room and board where provided;
- (iii) include salary and wages paid to part-time employees; and (iv) report the total number of employees on a full-time equivalent basis.


The information referred to in (B) and (C) above is being collected on behalf of, and for purposes of communication to, Statistics Canada.

See the 2008 Agreement Concerning the Disclosure of Energy Information by the Ontario Energy Board to Statistics Canada between the Board and Statistics Canada, available on the Board's website at
http://www.ontarioenergyboard.ca/documents/tools/efiling/statscan_signed_agreement_2008.pdf

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Capital (in dollars) Please enter all amounts as positive numbers. Changes in Gross Capital Assets (for total capital additions including high voltage assets)			
A) Changes in Gross Capital Assets TOTAL CAPITAL ADDITIONS (including high voltage assets)			
Gross capital additions for the current year		Retirements/write offs/sales/asset impairment losses	
<input type="text"/>		<input type="text"/>	
Contributed capital			
<input type="text"/>			
Other - value		Other - Please explain the nature of the other value	
<input type="text"/>		<input type="text"/>	
HIGH VOLTAGE CAPITAL ADDITIONS ONLY			
Gross capital additions for the current year		Retirements/write offs/sales/asset impairment losses	
<input type="text"/>		<input type="text"/>	
Contributed capital			
<input type="text"/>			
Other - Please explain the nature of the other value		Other - please explain	
<input type="text"/>		<input type="text"/>	
B) Capital Expenditure			
Direct labour			
<input type="text"/>			
Equipment and materials		Capitalized overhead	
<input type="text"/>		<input type="text"/>	
Contract services			
<input type="text"/>			
Other - Please explain the nature of the other value		Other - please explain	
<input type="text"/>		<input type="text"/>	
Please provide an explanation if information in any of the categories is not available in the format required above			

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FAQ My Cases Case Documents Submit RRR Filing SOP: View Work-In-Progress Application SOP Application Submit an Application Submit Other Documents		<h3>Supply and Delivery Information</h3> <p>For the purposes of this section, all kWhs other than in relation to distribution losses shall be reported based on a reading of the applicable meter, without being grossed up for loss factor.</p> <h4>A) Supply</h4> <table border="0"> <tr> <td>i. Total kWhs of electricity that has flowed into the distributor's distribution system from the IESO-controlled grid including long-term load transfer supplied, or flowed into the distribution system of a host distributor</td> <td>ii. Total kWhs of electricity that has flowed into the distributor's distribution system from all embedded generation facilities</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table> <h4>B) Delivery</h4> <table border="0"> <tr> <td>i. Total kWhs of electricity delivered to all customers in the distributor's licensed service area and to any embedded distributors</td> <td>ii. Total kWhs of electricity delivered on long-term load transfer arrangements</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table> <h4>C) Distribution Losses</h4> <p>Distribution Loss in kWhs: Calculated by taking the sum of A(i) and A(ii) to arrive at total supply and reducing it by deliveries reported at B (i) and B(ii)</p> <p><input type="text"/></p> <h4>D) Amount Charged (\$)</h4> <p>Amount charged by any host distributor for transmission or low voltage services in the year</p> <p><input type="text"/></p>						i. Total kWhs of electricity that has flowed into the distributor's distribution system from the IESO-controlled grid including long-term load transfer supplied, or flowed into 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	<input type="text"/>	<input type="text"/>	i. Total kWhs of electricity delivered to all customers in the distributor's licensed service area and to any embedded distributors	ii. Total kWhs of electricity delivered on long-term load transfer arrangements	<input type="text"/>	<input type="text"/>
i. Total kWhs of electricity that has flowed into the distributor's distribution system from the IESO-controlled grid including long-term load transfer supplied, or flowed into 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														
<input type="text"/>	<input type="text"/>														
i. Total kWhs of electricity delivered to all customers in the distributor's licensed service area and to any embedded distributors	ii. Total kWhs of electricity delivered on long-term load transfer arrangements														
<input type="text"/>	<input type="text"/>														

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Table 0

SSS Metered Consumption by Detailed Rate Class

Please enter metered consumption from SSS customers based on your distributor's detailed rate classes.

The figures entered in Table 0 will populate Table 1 on an aggregated basis.

Detailed Rate Class	Metered consumption for customers on RPP kWh (a)	Metered consumption for customers on RPP kW (b)	Metered consumption for customers Not on RPP kWh (c)	Metered consumption for customers Not on RPP kW (d)	Total Consumption for Distribution Customers KWh (a+c)	Total Consumption for Distribution Customers KW (b+d)
Residential – R1	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	0.00	0.00
Residential – R2	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	0.00	0.00
Residential – Seasonal	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	0.00	0.00
Street Lighting	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	0.00	0.00

Table 1

SSS Metered Consumption by Generic Rate Class

Table 1 will be auto-populated when entries in Table 0 are entered and saved.

Please verify that the classes in Table 0 have been accurately aggregated into the generic class groupings identified below.

Generic Rate Class	Metered consumption for customers on RPP kWh (a)	Metered consumption for customers on RPP kW (b)	Metered consumption for customers Not on RPP kWh (c)	Metered consumption for customers Not on RPP kW (d)	Total Consumption for Distribution Customers KWh (a+c)	Total Consumption for Distribution Customers KW (b+d)
Residential	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
General Service < 50 kW	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
General Service >= 50 kW	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

Large User						
Sub Transmission Customers						
Embedded Distributor(s)						
Street Lighting Connections						
Sentinel Lighting Connections						
Unmetered Scattered Load Connections						
Total (Auto-Calculated)						

Energy Sales with Retailer

Please enter metered consumption for customers successfully enrolled with a retailer broken down by individual retailer.

+	Retailer	Is this Retailer complete?	Total kWhs	Total kW	
⇌	Canadian Hydro Ltd.	No			X
⇌	Constellation NewEnergy Canada Inc.	No			X
⇌	Direct Energy Marketing Limited	No			X
⇌	Just Energy Ontario L.P.	No			X
⇌	Local Authority Services	No			X
⇌	Planet Energy (Ontario) Corp.	No			X
⇌	Superior Energy Management Electricity LP	No			X
⇌	Shell Energy North America (Canada) Inc.	No			X
⇌	Summitt Energy Management Inc. on behalf of Summitt Energy LP	No			X

Please note that Table 2a ("Aggregate Consumption with Retailers") and Table 3b ("Total Metered Consumption") will not update unless you have answered "Yes" and saved the form.

Have you entered all retailers?

Table 2a

Aggregated Consumption of Retailer Customers by Generic Rate Class

The figures in Table 2a are auto-calculated. When all retailer tables have been entered, select "Yes" above and click Save to record the entries from each retailer table and allow Table 2a to be populated.

Please verify that the classes have been accurately aggregated into the generic class groupings identified below.

Generic Rate Class	Metered Consumption in kWhs (e)	Metered Consumption in kWhs (f)
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)		

Table 2b

Aggregated Consumption from Retailer Customers by Detailed Rate Class

Please enter aggregate consumption from retailer customers based on your distributor's detailed rate class.

These figures are entered to populate Table 3a which will be used to further streamline the application process for formulaic adjustments to rates during an incentive rate-setting period.

Detailed Rate Class	Metered Consumption in kWhs (e)	Metered Consumption in kWhs (f)
Residential – R1		
Residential – R2		
Residential – Seasonal		
Street Lighting		

Table 3a

Total Metered Consumption (SSS + Retailer) by Detailed Rate Class

Metered consumption in kWhs and kW will auto-populate from Table 0 and Table 2b

The data populated in Table 3a will be used to further streamline the application process for formulaic adjustments to rates during an incentive rate-setting period.

Detailed Rate Class	Metered consumption in kWhs (a+c+e)	Metered consumption in kWhs (b+d+f)
Residential – R1		
Residential – R2		
Residential – Seasonal		
Street Lighting		

Table 3b

Total Metered Consumption (SSS + Retailer) and Annual Billings by Generic Rate Class

Metered consumption in kWhs and kW will auto-populate from Table 1 and Table 2a.

Please input Annual Billings for each generic rate class. The sum of annual billings for all rate classes should equal Account 4080 from the RRR 2.1.7 Trial Balance.

Generic Rate Class	Metered consumption in kWhs (a+c+e)	Metered consumption in kWhs (b+d+f)	Annual Billings - Distribution Revenue (Acct. 4080)
Residential			

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General Service < 50 kW			<input type="text"/>
General Service >= 50 kW			<input type="text"/>
Large User			<input type="text"/>
Sub Transmission Customers			<input type="text"/>
Embedded Distributor(s)			<input type="text"/>
Street Lighting Connections			<input type="text"/>
Sentinel Lighting Connections			<input type="text"/>
Unmetered Scattered Load Connections			<input type="text"/>
Total (Auto-Calculated)			<input type="text"/>

Table 4 Wholesale Market Participants

Please report Metered kWhs, Metered kW and annual billings (\$) for wholesale market participants connected to the distributor's distribution system.

Metered kWhs

Metered kW

Annual Billings (in dollars)


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FAQ My Cases Case Documents Submit RRR Filing SOP: View Work-In-Progress Application SOP Application Submit an Application Submit Other Documents		Utility Characteristics NOTE: Utilities 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.													
		A) Licensed Service Area <table border="1"> <tr> <td>Total Service Area (Sq.Km)</td> <td>Rural Service Area (Sq.Km)</td> <td>Urban Service Area (Sq.Km)</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table>						Total Service Area (Sq.Km)	Rural Service Area (Sq.Km)	Urban Service Area (Sq.Km)	<input type="text"/>	<input type="text"/>	<input type="text"/>		
Total Service Area (Sq.Km)	Rural Service Area (Sq.Km)	Urban Service Area (Sq.Km)													
<input type="text"/>	<input type="text"/>	<input type="text"/>													
		B) Peak Load (kW) <table border="1"> <tr> <td>Utility Winter Max Monthly Peak Load (kW) with embedded generation</td> <td>Utility Winter Max Monthly Peak Load (kW) without embedded generation</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Utility Summer Max Monthly Peak Load (kW) with embedded generation</td> <td>Utility Summer Max Monthly Peak Load (kW) without embedded generation</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table>						Utility Winter Max Monthly Peak Load (kW) with embedded generation	Utility Winter Max Monthly Peak Load (kW) without embedded generation	<input type="text"/>	<input type="text"/>	Utility Summer Max Monthly Peak Load (kW) with embedded generation	Utility Summer Max Monthly Peak Load (kW) without embedded generation	<input type="text"/>	<input type="text"/>
Utility Winter Max Monthly Peak Load (kW) with embedded generation	Utility Winter Max Monthly Peak Load (kW) without embedded generation														
<input type="text"/>	<input type="text"/>														
Utility Summer Max Monthly Peak Load (kW) with embedded generation	Utility Summer Max Monthly Peak Load (kW) without embedded generation														
<input type="text"/>	<input type="text"/>														
		C) Average Peak Load (kW) <table border="1"> <tr> <td>Average Peak Load with embedded generation</td> <td>Average Peak Load without embedded generation</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table>						Average Peak Load with embedded generation	Average Peak Load without embedded generation	<input type="text"/>	<input type="text"/>				
Average Peak Load with embedded generation	Average Peak Load without embedded generation														
<input type="text"/>	<input type="text"/>														
		D) Average Load Factor (%) <table border="1"> <tr> <td>Average Load Factor with embedded generation</td> <td>Average Load Factor without embedded generation</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table>						Average Load Factor with embedded generation	Average Load Factor without embedded generation	<input type="text"/>	<input type="text"/>				
Average Load Factor with embedded generation	Average Load Factor without embedded generation														
<input type="text"/>	<input type="text"/>														
		E) Total Circuit Kilometers of Line <table border="1"> <tr> <td>Circuit Kilometers of Line</td> <td>Overhead Circuit Kilometers of Line</td> <td>Underground Circuit Kilometers of Line</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table>						Circuit Kilometers of Line	Overhead Circuit Kilometers of Line	Underground Circuit Kilometers of Line	<input type="text"/>	<input type="text"/>	<input type="text"/>		
Circuit Kilometers of Line	Overhead Circuit Kilometers of Line	Underground Circuit Kilometers of Line													
<input type="text"/>	<input type="text"/>	<input type="text"/>													

OEB e-filing Services



SAVE

SAVE & EXIT

PRINT ALL

Cancel

2.1.6 – Audited Financial Statements

2.1.6 Audited Financial Statements (AFS)

Content

Distributors are required and expected to have their audited financial statements (AFS) for the preceding calendar year for the corporate entity regulated by the OEB ready for submission by April 30th each year, which is a four-month period after the reporting year end.

New on form

No changes to form.

Tips

The AFS will be uploaded into the RRR portal under RRR 2.1.6. The AFS should not be sent by email/mail to OEB staff or to the Board Secretary's office. In case of any difficulties with the upload, please contact OEB's IT Help at it.help@ontarioenergyboard.ca.

Format

Please ensure your statements are in searchable PDF format. You may not be able to upload the audited financial statements for the purpose of the filing if the statements are created by scanning from a printer. Word or Excel documents cannot be processed and accepted by the e-Filing Services. The PDF file must be generated from a software.

Only one version is submitted to the Board. If multiple uploads are made, the latest version will override previously uploaded versions. Alternatively, to remove an attached file, click on the "x" to delete the row and click save.

Size & path

The file size must be less than 2 GB, and the file name (including path) should be less than 255 characters in order to upload.

Business rule

Must attach a PDF document or the filing cannot be processed and accepted by the e-Filing Services filing.

Ontario Energy Board
 E2 1 6

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March 30, 2015

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Case Documents

Submit RRR Filing

SOP: View Work In-

Progress Application

SOP Application

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

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.

Audited Financial Statements (AFS)

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,

or where the regulated entity conducts more than one activity regulated by the Board, the distributor shall disclose separately.

Please attach a PDF of the audited financial statements. (Maximum size is 2gb)

Please attach a searchable PDF of the audited financial statements.

Attachment Binary	Attachment Name
No Records	

- Maximum length of filename should be less than 255 characters including filepath.
- Only PDF documents can be attached.
- Only one version is submitted to the Board. If multiple uploads are made, the latest version will override previously uploaded versions. Alternatively, to remove an attached file, click on the "x" to delete the row and click save.

Submit?

* Submit Form

OEB e-filing Services



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Reg_E2_1_6_Attachment

March 30, 2015

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Case Documents

Submit RRR Filing

SOP: View Work-In-Progress Application

SOP Application

Submit an Application

Submit Other Documents

 Click the 'Browse' button to select a file to attach.

Attachment

Attachment Binary

POWERED BY PIVOTAL

Upload Cancel

2.1.7 – Trial Balance

2.1.7 Trial Balance

Content

Trial balance in the format specified based on the chart of accounts (Article 210) in the revised 2012 Accounting Procedures Handbook for Electricity Distributors.

New on form

New: The accounting standard the distributors use for ratemaking and regulatory accounting and reporting to the OEB will be pre-populated on the form. Distributors are required to verify and confirm that the accounting standard is consistent with what was approved in its last Cost of Service Decision and Order.

New: Distributors can upload a comma separated values (CSV) file to import the account balances onto the input form. The upload function is available for the main trial balance ("Assets", "Liabilities and Equity" and "Income Statement" tabs) and "Sub-Accounts" tab. Please refer to the tips section for instructions on how to create and upload a CSV file to the form.

New: The following new sub-accounts have been added to Sub-Accounts tab:

1580 Sub-account RSVA - Wholesale Market Service Charge CBDR class A – Principal
 1580 Sub-account RSVA - Wholesale Market Service Charge CBDR class A – Interest
 1580 Sub-account RSVA - Wholesale Market Service Charge CBDR class B – Principal
 1580 Sub-account RSVA - Wholesale Market Service Charge CBDR class B – Interest

New: The following new accounts have been added to Group 1 Accounts tab:

1595 Disposition and Recovery/Refund of Regulatory Balances (2015)

Removed: The following accounts have been removed from the trial balance:

1520 Power Purchase Variance Account
 1562 Deferred Payments in Lieu of Taxes
 1563 Deferred PILs Contra Account

Tips

Consent statement

The RRR 2.1.7 form will appear on your portal only after the document asking for "Consent to File with Statistics Canada" is completed. Go to the "Consent Statement for 2.1.5 and 2.1.7" annual filing form to submit your consent by selecting Yes or No. Click Save & Exit at the bottom of the page to generate the RRR 2.1.5 and 2.1.7 filings. More Information about the [consent form](#) and the [data sharing agreement](#) with Statistics Canada can be found online.

Accounting standard

- Distributors shall use the accounting standard that the distributor was approved to use for ratemaking and regulatory accounting and reporting to the OEB.
- The accounting standard has been pre-populated with the accounting standard from the distributor's last Cost of Service Decision and Order. Contact [Industry Relations Enquiry](#) if you have any questions.

- Please verify and confirm the accounting standard. The accounts will be generated based on the accounting standard selected. You will not be able to change the accounting standard once you have made your selection.
1. Canadian GAAP / Accounting Standards for Private Enterprises (ASPE) / US GAAP trial balance is provided for those distributors whose distribution rates were set under Canadian GAAP, ASPE or US GAAP in a Cost of Service Decision and Order approved by the OEB. Regardless of accounting standard used, distributors were required to adopt the capitalization and depreciation policy in 2012 or 2013 to align with the IFRS requirements. Those distributors whose distribution rates in last CoS were set under Canadian GAAP, ASPE or US GAAP and implemented the two policy changes are still required to file the RRR 2.1.7 trial balance under Canadian GAAP, ASPE or US GAAP and will continue to do so unless the distributor uses a different accounting standard in its next CoS rate application as approved by the OEB.
 2. Modified International Financial Reporting Standards is provided for those distributors whose distribution rates were set under MIFRS in a Cost of Service Decision and Order that was approved by the OEB.

Filing the RRR 2.1.7 trial balance

There are two options distributors can file the RRR 2.1.7 trial balance.

- Option 1 - Distributors can enter the account balances manually (similar to previous year filings) or;
- Option 2 – Distributors can upload a CSV file for the main USoA account balances (i.e. the first 3 tabs) and the Sub-Accounts tab. **It is important that the trial balance in the CSV file has been verified to be balanced before uploading.** The account balances from the CSV file will populate the input form in real time.

Regardless of the option chosen, the “Group 1 Accounts” tab has to be entered manually.

The following are instructions if Option 2 is selected:

How to create and upload a CSV file to the form

Distributors can upload the main trial balance accounts and the sub-accounts by saving an Excel spreadsheet as a CSV file. Please refer to the [OEB's Reporting & Record Keeping webpage](#) for a sample CSV file. This upload feature is only available for the main USoA account balances (i.e. the first 3 tabs) and the Sub-Accounts tab. Once the CSV file is successfully uploaded, the account balances will populate the “Assets”, “Liabilities and Equity”, “Income Statement” and “Sub-Accounts” tabs of the form.

Distributors are still required to verify the figures and comply with the business rules in this form. Once uploaded, distributors can make revisions to the figures via manual input on the form.

1. On the first worksheet, create three columns for Account Number (Column A), Account Description (Column B), and Amount (Column C). Remove all other worksheets and do not include column headers as a row.

In order to avoid import errors, the description column of the CSV file should exactly match the wording of the Account Description in the form. Extract the year-end

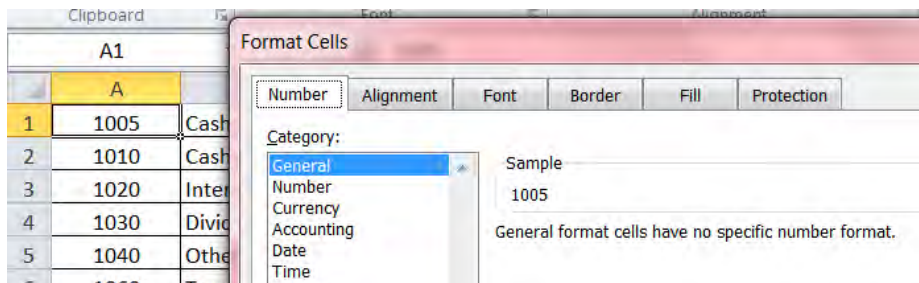
balances of the USoA control accounts (to be uploaded onto the Assets, Liabilities and Equity and Income Statement tabs) and the sub-account balances (to be uploaded onto the Sub-Accounts tab) in Column C.

	A	B	C
2	1010	Cash Advances and Working Funds	0
3	1020	Interest Special Deposits	0
4	1030	Dividend Special Deposits	0
5	1040	Other Special Deposits	0
6	1060	Term Deposits	0
7	1070	Current Investments	0
8	1100	Customer Accounts Receivable	17844320.1
9	1102	Accounts Receivable - Services	0
10	1104	Accounts Receivable - Recoverable Work	1776192

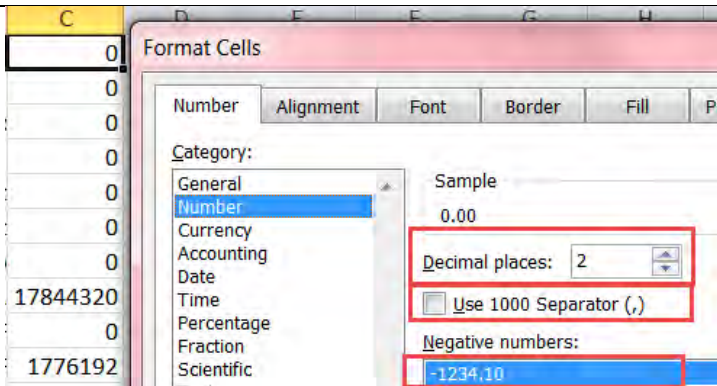
2. Right click on the column and click Format Cells.

	A	B	C
1	1005	Cash	0
2	1010	Cash Advances and Working Funds	0
3	1020	Interest Special Deposits	0
4	1030	Dividend Special Deposits	0
5	1040	Other Special Deposits	0
6	1060	Term Deposits	0
7	1070	Current Investments	0
8	1100	Customer Accounts Receivable	0
9	1102	Accounts Receivable - Services	0
10	1104	Accounts Receivable - Recoverable Work	0
11	1105	Accounts Receivable - Merchandise Jobbing, etc.	0
12	1110	Other Accounts Receivable	0
13	1120	Accrued Utility Revenues	0
14	1130	Accumulated Provision for Uncollectible Accounts--Credit	0
15	1140	Interest and Dividends Receivable	0
16	1150	Rents Receivable	0
17	1170	Notes Receivable	0
18	1180	Prepayments	0

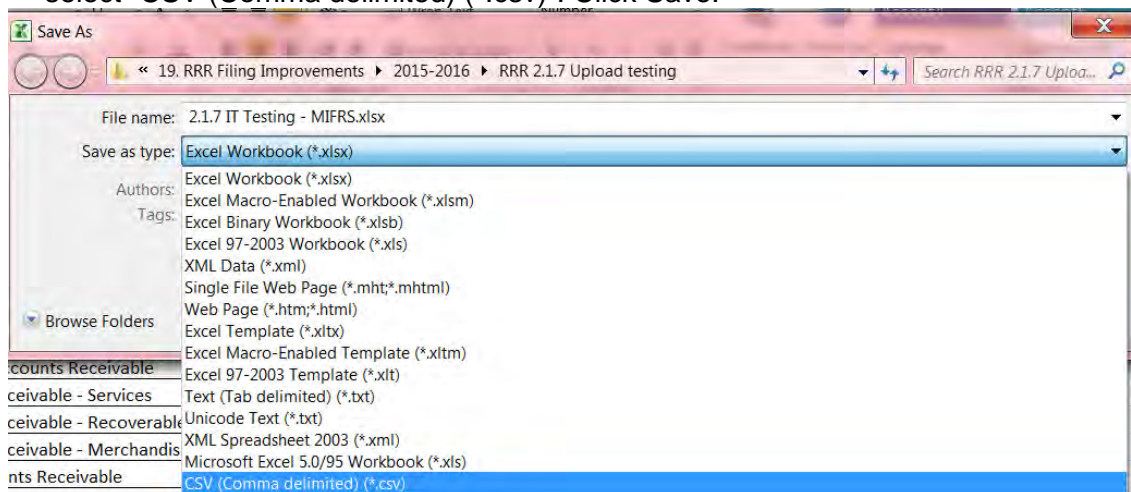
3. For Columns A and B, in the Format Cells menu, click on *General* category on the left hand side menu.



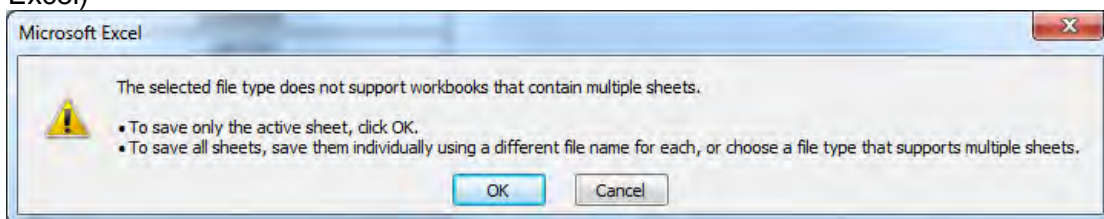
4. For Column C, in the Format Cells menu, click on *Number* category on the left hand side menu. In the "Decimal places" field, input 2. Ensure check box for "Use 1000 Separator (,)" is *unchecked*. **There should be no commas and no brackets in Column C.** Click OK.



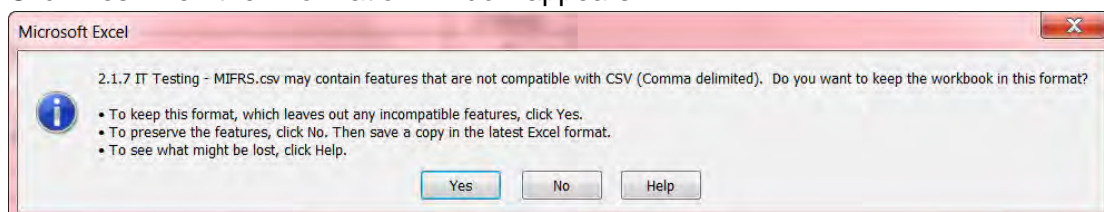
5. Go to File menu, click Save As and choose Folder for saving. Go to Save as type, select “CSV (Comma delimited) (*.csv)”. Click Save.



6. Click OK when the below Warning window appears. Only the first sheet of an Excel file will be converted into a CSV file. (This only appears if there are multiple sheets in the Excel)



7. Click Yes when the Information window appears.



8. Once saved, please close the file. Re-open the CSV file to review the format. **Verify that Column A and B are “General” format and that Column C is “Number” format with 2 decimal places** (refer to steps 3 and 4 if necessary). The information should be displayed as below.

	A	B	C
1	1005	Cash	0
2	1010	Cash Adva	0
3	1020	Interest S	0
4	1030	Dividend	0
5	1040	Other Spe	0
6	1060	Term Dep	0
7	1070	Current In	0

9. Log-in to the OEB e-filing Services. You must submit the consent form before entering the RRR 2.1.5 and 2.1.7 forms. Please disregard this step if consent has already been completed. Go to the “*Consent Statement for 2.1.5 and 2.1.7*” annual filing form to submit your consent by selecting Yes or No. Select Yes to submit the form. Click Save & Exit at the bottom of the page.

Consent statement for 2.1.5 and 2.1.7

Report Version	Status	Due
0	Submitted	March 30, 2016

* Consent 215 & 217 Yes/No
☒ Yes

Copy and paste the link http://www.oeb.gov.on.ca/documents/tools/efiling/statscan_signed_agreement_2008.pdf in another browser to view Data Disclosure Agreement with Statistics Canada incl and http://www.oeb.gov.on.ca/documents/oeb_statisticscanada_initiative.pdf to view the Letter sent out by the Board on March 17, 2008.

Submit
 Note: You will not be able to edit your response after you have submitted this form.

* Submit Form
☒ Yes

SAVE SAVE & EXIT Cancel

10. Open the “RRR 2.1.7 Trial Balance” form.
11. Go to the Assets tab. At the top of the Assets tab, verify and confirm the accounting standard that the distributor was approved to use for ratemaking and regulatory accounting and reporting to the OEB. Click on the box to confirm the Accounting Standard.

Accounting Standard Menu Selection

Canadian GAAP / ASPE & USGAAP

Confirm Accounting Standard ☒

12. Go to the Trial Balance Summary and Submit tab. Select “No” from the “Submit?” dropdown box. Select Save & Exit at the bottom of the page.

Assets Liabilities and Equity Income Statement Sub-Accounts Group 1 Accounts Trial Balance Summary and Submit

Clicking Save or Apply will not automatically submit this filing. To SUBMIT this filing, click on the SUMMARY/SUBMIT tab, scroll to the end of the list, then click the SAVE button.

Submit?

Yes

No

SAVE SAVE & EXIT PRINT ALL Add CSV File

13. Re-enter the RRR 2.1.7 form. The accounts are generated based on the selected accounting standard.

14. To upload the CSV file, at the bottom toolbar, click on **Add CSV File** button at the bottom of the page.

Account Description	Account No	Amount
Accumulated Depreciation of Electric Utility Plant - Property, Plant and Equipment	2105	0.00
Accumulated Amortization of Electric Utility Plant - Intangibles	2120	0.00
Accumulated Amortization of Electric Plant Acquisition Adjustment	2140	0.00
Accumulated Depreciation of Other Utility Plant	2160	0.00
Accumulated Depreciation of Non Rate-Regulated Utility Property	2180	0.00

SAVE SAVE & EXIT PRINT ALL Add CSV File Cancel

15. The *Attachment Upload* window will appear. Click on browse and select the .csv file. Click on Upload at the bottom menu.

Attachment upload

Click the 'Browse' button to select a file to attach. The file must be a CSV file with 3 columns: A

Attachment

Attachment Binary

Browse...

Upload Cancel

16. The form will be redirected to the Assets tab (first tab of this form) with the uploaded trial balance amounts. The import function will match the account number in the CSV file to the accounts on the form. Please verify the figures that appear on the Assets, Liabilities and Equity, Income Statement, Sub-Accounts and Trial Balance Summary tabs.

17. Once the CSV file has been uploaded, refer to the "Import Message" box. If the box is blank, then all the trial balance accounts have been successfully imported. If not, refer to the potential common import message table to troubleshoot cause of error. If you continue to have technical issues, please contact [OEB's IT help](#).

Attachment	Date	Extension	Import Message
2.1.7.IT Testing	January 22, 2016	csv	

	Potential Import Message	Cause of Error
1	Missing primary data row for update.	The 2.1.7 Trial Balance form has an error, and the import cannot be processed. (i.e. has the accounting standard been confirmed, 2.1.7 accounts not generated yet)
2	Missing E 2.1.7 information.	The 2.1.7 Trial Balance form has an error, and the import cannot be processed. (i.e. has the accounting standard been confirmed?)
3	Missing attachment file.	The CSV file is either too large or corrupt.
4	Missing attachment information.	The CSV file is not a CSV or the extension is blank.
5	Invalid file type. Only CSV file types are accepted.	The CSV file is not a CSV or the wrong extension.
6	Wrong number of columns in csv file. Cannot update trial accounts.	Incorrect number of columns in the CSV file. Must be 3 columns only.
7	Cannot update trial account data for account number = " + ##### + ". Cannot find Account Number.	No value data for the account in CSV file.
8	Cannot update trial account data for account number = " + ##### + " and account description = " + Description + ". More than 1 account found unable to match description."	Cannot find a unique match for the account number. (i.e. the CSV file has the same account number in multiple rows, thereby it will look to match exact account description.)
9	Cannot update trial account data for account number = " + ##### + " and account description = " + Description + ". More than 1 account and Description found please update the values manually."	More than one Account with the same account number and more than one matching description
10	Input string was not in a correct format	At least one data row in the CSV file is missing either an account number or account description. Please ensure all variables are entered.

18. Distributors can make revisions to the figures on the form via manual input. Alternatively you can upload a revised CSV file (with all trial balance accounts). To do so, you must delete the current CSV file saved on the form by selecting the x button and clicking save. You will notice that the trial balance accounts on the form will still have the previous entries saved. Follow steps 14 and 15 to upload a revised CSV file and override the previously saved entries.

Attachment	Date	Extension	Import Message
2.1.7.IT Testing	January 22, 2016	csv	

19. Enter the principal and interest balances in the Group 1 Accounts tab manually following the business rules to match with the control account in the trial balance.
20. Once “Final Balancing Factor” in the “Trial Balance Summary and Submit” tab is 0 and all other business rules are met, select “Yes” to submit the form and click Save & Exit button. Verify the submission is complete with the status changing to “Submitted”.

E2.1.7

Report Version	Status	Due
0	Submitted	May 2, 2016

Input sequence

- 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.
- Complete the Assets tab and the Liabilities and Equity tab after the income statement is complete. This will ensure fewer error messages on saving during the process of entry, before the input is complete on all tabs.
- Distributors should follow the [June 4, 2015 guidance](#) regarding new charge types for recording in Account 4708 Charges – WMS (that is 1350: CBDR Charge for Class A Loads and 1351: CBDR Charge for Class B Loads).

Sub-Accounts tab

- The sub-accounts tab has been provided for distributors to report the balances for specified sub-accounts. This template is applicable to all distributors whether reporting under the “MIFRS” trial balance or the “CGAAP” trial balance.
- Please report only sub-account balances in this separate stand-alone tab. The amounts reported for the sub-accounts are independent of, and are not “rolled up” or added to their respective control account.

1595 sub-accounts

The sub-accounts of 1595 are for transfer of recovery/refund amounts on disposition of an account. When an account balance is moved to the 1595 recovery/refund account, the sub-account to which it is transferred should correspond to the year in which the disposition rate rider became effective. For example, if a disposition was ordered via an OEB rate order with an effective date for the rate rider of January 1, 2015 or May 1, 2015, the transferred amount should be recorded in the “2015” sub-account of 1595.

2105 sub-account

In the [March 2015 guidance](#), the OEB established a sub-account under Account 2105 Accumulated Depreciation of Electric Utility Plant – Property, Plant and Equipment, Sub-account Accumulated Depreciation for Specifically Identified Asset Accounts, to record the total amount of accumulated depreciation or accumulated amortization related to certain

asset accounts. This sub-account will be reported in RRR beginning in April 2015 for balances as at December 31, 2014. Grouping accumulated depreciation in this sub-account will allow simpler analysis of net assets and returns than is currently provided by data contained in RRR and financial statements. The accounts below must be combined to determine the amounts to be posted to the new sub-account.

A5. This sub-account will record the total amount of accumulated depreciation or accumulated amortization related to the following detailed asset accounts:

Electric Plant in Service – Detailed Accounts

- B. Generation Plant
 - 1615 Land
 - 1616 Land Rights
 - 1620 Buildings and Fixtures
 - 1630 Leasehold Improvements
- C. Transmission Plant
 - 1705 Land
 - 1706 Land Rights
 - 1708 Buildings and Fixtures
 - 1710 Leasehold Improvements
- D. Distribution Plant
 - 1805 Land
 - 1806 Land Rights (if applicable)*
 - 1808 Buildings and Fixtures
 - 1810 Leasehold Improvements
- E. General Plant
 - 1905 Land
 - 1906 Land Rights (if applicable)*
 - 1908 Buildings and Fixtures
 - 1910 Leasehold Improvements
 - 1915 Office Furniture and Equipment
 - 1920 Computer Equipment – Hardware
 - 1925 Computer Software
 - 1930 Transportation Equipment

*Accounts 1806 and 1906 are no longer in use under MIFRS; amounts previously recorded in these accounts are to be recorded in Account 1612 under MIFRS.

Other Capital Assets

- 2005 Property Under Finance Leases

Group 1 Accounts tab

- Distributors are to input the principal and interest balances separately at the fiscal-year end for each account in the designated fields in a new form. This additional information is intended to enable further streamlining of the application process for formulaic adjustments to rates during an incentive rate-setting period.
- The “Total Balance” column (column 5) of each account must equal the main control account as reported in the “Assets” tab of this filing.

Saving and submitting

- As the 2.1.7 form is large, it takes longer to open and 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 before exiting the form.

Business rules in this form

- Sum of accounts
1005 +1010 +1020 +1030 +1040 +1060+ 1070
("cash & equivalents") cannot be less than 0 as a negative amount for these accounts should be reported as a liability. Please reclassify the negative balance in Accounts 1005-1070 to Account 2225 Notes and Loans Payable.
- Sum of accounts 1200 and 1210 (intercompany receivables) cannot be less than 0 as any credit balances should be reported as a payable. Please reclassify this credit balance in either Account 2240 or Account 2242.
- Sum of accounts 2240 and 2242 (intercompany payables) cannot be greater than 0 as any debit balances should be reported as a receivable. Please reclassify this debit balance in either Account 1200 or Account 1210.

**Canadian GAAP / Accounting Standards for Private Enterprises (ASPE) / US
GAAP Trial Balance**



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E 2.1.7 - Trial Balance

March 1, 2016

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Assets	Liabilities and Equity	Income Statement	Sub-Accounts	Group 1 Accounts	Trial Balance Summary and Submit
Report Summary					
Filing Due Year	Filing Form Name	RRR Filing No			
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>			
Reporting Period and Company Name	Licence Type	Status			
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>			
Report Version	Extension Granted	Extension Deadline			
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>			
Filing Due Date	Reporting From	Reporting To			
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>			
Submitted On	Submitter Name	Expiry Date			
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>			

Instructions for the accounting standard

The RRR 2.1.7 Trial Balance form provides two separate trial balances, as shown in the "Accounting Standard" drop-down menu below. This filing is based on the chart of accounts (Article 210) in the revised 2012 Accounting Procedures Handbook.

Distributors shall use the accounting standard that the distributor was approved to use for ratemaking and regulatory accounting and reporting to the OEB.

The two separate RRR 2.1.7 Trial Balances are as follows:

1. Canadian GAAP / Accounting Standards for Private Enterprises (ASPE) / US GAAP trial balance is provided for those distributors whose distribution rates were set under Canadian GAAP, ASPE or US GAAP in a Cost of Service Decision and Order approved by the OEB. Regardless of accounting standard used, distributors were required to adopt the capitalization and depreciation policy in 2012 or 2013 to align with the IFRS requirements. Those distributors whose distribution rates in last CoS were set under Canadian GAAP, ASPE or US GAAP and implemented the two policy changes are still required to file the RRR 2.1.7 trial balance under Canadian GAAP, ASPE or US GAAP unless the distributor uses a different accounting standard in its next CoS rate application approved by the OEB.
2. Modified International Financial Reporting Standards is provided for those distributors whose distribution rates were set under MIFRS in a Cost of Service Decision and Order that was approved by the OEB.

The accounting standard has been pre-populated with the accounting standard from the distributor's last Cost of Service Decision and Order. Contact Industry Relations Enquiry if you have any questions.

Please verify and confirm the accounting standard by selecting the check box below, then go to the "Trial Balance Summary and Submit" tab select "No" for Submit, and click "Save".

The accounts will be generated based on the accounting standard selected. You will not be able to change the accounting standard once you have made your selection.

Accounting Standard used in distributor's last CoS Decision and Order

The accounting standard has been pre-populated from the last CoS Decision and Order. Please select "Confirm Accounting Standard" for

Canadian GAAP / ASPE & USGAAP



accounts to be generated

General 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.
6. The reporting of sub-accounts is required in the "Sub-Accounts" tab. The reporting includes all Board-approved sub-accounts.
7. The following instruction is provided for reporting of Account 3090 under Modified International Financial Reporting Standards.
The Other Comprehensive Income (OCI) 7000 account series amounts are not included in the net totaling of the trial balance.
To determine the amount to be included and reported in Account 3090 for the current year, add the sum of the 7000 accounts (if applicable) plus the prior year's Accumulated OCI amount (if applicable).
There may have been an amount reported for the prior years' Accumulated OCI in the previous year's RRR 2.1.7 submission (e.g. included in other accounts of the 3000 series since Account 3090 was not then available).
If this is the case, the distributor will need to adjust such an amount of the Accumulated OCI included in the other account(s) of the 3000 series to offset the Accumulated OCI amount now being included and reported in Account 3090.
The absence of such adjustment may result in the trial balance not balancing to zero. Refer to Article 220 (page 109) of the revised 2012 Accounting Procedures Handbook for the description of Account 3090.

Instructions for uploading the main trial balance

Distributors can upload the main trial balance by saving an Excel spreadsheet as a CSV file. This upload feature is only available for the main USoA control account balances (i.e. the first 3 tabs) and Sub-Accounts tab.

To upload the CSV file, please save an Excel document with the main trial balance accounts and sub-accounts (3 columns for account number, account name and account balances) as .csv file type.

Click Add CSV File from bottom toolbar. Once the CSV file is successfully uploaded, the account balances will populate the Assets, Liabilities and Equity, Income Statement and Sub-Accounts tabs.

Distributors are required to verify the uploaded figures and comply with the business rules in this form. Once uploaded, distributors can make revisions to the figures via manual input.

[Please refer to the guide for more detailed instructions on how to upload the CSV file.](#)

Attachment	Date	Extension	Import Message
No Records			

Current Assets

OEB e-filing Services

Account Description	Account No	Amount
Cash	1005	
Cash Advances and Working Funds	1010	
Interest Special Deposits	1020	
Dividend Special Deposits	1030	
Other Special Deposits	1040	
Term Deposits	1060	
Current Investments	1070	
Customer Accounts Receivable	1100	
Accounts Receivable - Services	1102	
Accounts Receivable - Recoverable Work	1104	
Accounts Receivable - Merchandise Jobbing, etc.	1105	
Other Accounts Receivable	1110	
Accrued Utility Revenues	1120	
Accumulated Provision for Uncollectible Accounts--Credit	1130	
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	

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OEB e-filing Services

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	
Special Purpose Charge Assessment Variance Account	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	
Renewable Generation Connection Funding Adder Deferral Account	1533	
Smart Grid Capital Deferral Account	1534	
Smart Grid Capital OM&A Account	1535	
Smart Grid Funding Adder Deferral Account	1536	
Unamortized Loss on Reacquired Debt	1540	
RCVASTR	1548	
LV Variance Account	1550	
Smart Metering Entity Charge Variance Account	1551	
Smart Meter Capital and Recovery Offset Variance Account	1555	
Smart Meter OM&A Variance	1556	
Meter Cost Deferral Account	1557	
Deferred Development Costs	1560	
Board-Approval CDM Variance Account	1567	
LRAM Variance Account	1568	
Extraordinary Event Costs	1572	
Deferred Rate Impact Amounts	1574	
IFRS-CGAAP Transitional PP&E Amounts	1575	
CGAAP Accounting Changes	1576	
RSVA - Wholesale Market Service Charge	1580	
RSVAONE-TIME	1582	
RSVA - Retail Transmission Network Charge	1584	
RSVA - Retail Transmission Connection Charge	1586	
RSVA - Power (excluding Global Adjustment)	1588	
RSVA - Global Adjustment	1589	
2006 PILs & Taxes Variance	1592	
Disposition and Recovery/Refund of Regulatory Balances Control Account	1595	

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OEB e-filing Services

Electric Plant and Service - Detailed

Account Description	Account No	Amount
Electric Plant in Service - Control Account	1605	0.00

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	

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OEB e-filing Services

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	

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OEB e-filing Services

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 Plant - PP&E	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 type="text"/>
Customer Credit Balances	2208	<input type="text"/>
Current Portion of Customer Deposits	2210	<input type="text"/>
Dividends Declared	2215	<input type="text"/>
Miscellaneous Current and Accrued Liabilities	2220	<input type="text"/>
Notes and Loans Payable	2225	<input type="text"/>
Accounts Payable to Associated Companies	2240	<input type="text"/>
Notes Payable to Associated Companies	2242	<input type="text"/>
Debt Retirement Charges(DRC) Payable	2250	<input type="text"/>
Transmission Charges Payable	2252	<input type="text"/>
Electrical Safety Authority Fees Payable	2254	<input type="text"/>
Independent Market Operator Fees and Penalties Payable	2256	<input type="text"/>
Current Portion of Long Term Debt	2260	<input type="text"/>
Ontario Hydro Debt - Current Portion	2262	<input type="text"/>
Pensions and Employee Benefits - Current Portion	2264	<input type="text"/>
Accrued Interest on Long Term Debt	2268	<input type="text"/>
Matured Long Term Debt	2270	<input type="text"/>
Matured Interest on Long Term Debt	2272	<input type="text"/>
Obligations Under Capital Leases--Current	2285	<input type="text"/>
Commodity Taxes	2290	<input type="text"/>
Payroll Deductions / Expenses Payable	2292	<input type="text"/>
Accrual for Taxes Payments in Lieu of Taxes, Etc.	2294	<input type="text"/>
Future Income Taxes - Current	2296	<input type="text"/>

Non-Current Liabilities

Account Description	Account No	Amount
Accumulated Provision for Injuries and Damages	2305	<input type="text"/>
Employee Future Benefits	2306	<input type="text"/>
Other Pensions - Past Service Liability	2308	<input type="text"/>
Vested Sick Leave Liability	2310	<input type="text"/>
Accumulated Provision for Rate Refunds	2315	<input type="text"/>
Other Miscellaneous Non-Current Liabilities	2320	<input type="text"/>
Obligations Under Capital Lease--Non-Current	2325	<input type="text"/>
Development Charge Fund	2330	<input type="text"/>

OEB e-filing Services

Long Term Customer Deposits	2335	
Collateral Funds Liability	2340	
Unamortized Premium on Long Term Debt	2345	
O.M.E.R.S. - Past Service Liability - Long Term Portion	2348	
Future Income Tax - Non-Current	2350	

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 Term 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	

Shareholders' 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	

Shareholders Equity Acct 3046

Account Description	Account No	Amount
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	Balance Transferred From Income	3046	0.00

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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"/>
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"/>
Billed - Smart Metering Entity Charge	4076	<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"/>
SSS Administration Revenue	4086	<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"/>

OEB e-filing Services

Rent from Electric Property	4210	
Other Utility Operating Income	4215	
Other Electric Revenues	4220	
Late Payment Charges	4225	
Sales of Water and Water Power	4230	
Miscellaneous Service Revenues	4235	
Provision for Rate Refunds	4240	
Government Assistance Directly Credited to Income	4245	

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	

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OEB e-filing Services

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 - Global Adjustment	4707	
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	
Charges - LV	4750	
Charges - Smart Metering Entity Charge	4751	

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	

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OEB e-filing Services

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	

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OEB e-filing Services

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	

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OEB e-filing Services

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	

Administration and General 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	

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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	

Discontinued Operations

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

Other Comprehensive Income

In the following section Other Comprehensive Income, the amounts reported in these accounts are for INFORMATION PURPOSES ONLY.

The aggregate of the amounts reported in these accounts shown below should be included in the balance reported in Account 3090, Accumulated Other Comprehensive Income in this form. See the RRR Filing Guide for additional information.

Account Description	Account No	Amount
No Records		

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Assets Liabilities and Equity Income Statement **Sub-Accounts** Group 1 Accounts Trial Balance Summary and Submit

Sub-Accounts

Account Description	Account No	Amount
Sub-account Deferred IFRS Transition Costs	1508	<input type="text"/>
Sub-account IFRS Transition Costs Variance	1508	<input type="text"/>
Sub-account Incremental Capital Charges	1508	<input type="text"/>
Sub-account Incremental Capital Expenditures	1508	<input type="text"/>
Sub-account Incremental Capital Expenditures Rate Rider	1508	<input type="text"/>
Sub-account Stranded Meter Costs	1555	<input type="text"/>
Sub-account RSVA - Wholesale Market Service Charge CBDR class A - Interest	1580	<input type="text"/>
Sub-account RSVA - Wholesale Market Service Charge CBDR class A - Principal	1580	<input type="text"/>
Sub-account RSVA - Wholesale Market Service Charge CBDR class B - Interest	1580	<input type="text"/>
Sub-account RSVA - Wholesale Market Service Charge CBDR class B - Principal	1580	<input type="text"/>
Sub-account Generation Facility Assets	2075	<input type="text"/>
Sub-account Accumulated Depreciation for Specifically Identified Asset Accounts	2105	<input type="text"/>
Sub-account Generation Facility Liabilities	2285	<input type="text"/>
Sub-account Generation Facility Liabilities	2325	<input type="text"/>
Sub-account Generation Facilities	3075	<input type="text"/>
Sub-account Generation Facility Revenues	4375	<input type="text"/>
Sub-account Generation Facility Expenses	4380	<input type="text"/>
Sub-account LEAP Funding	6205	<input type="text"/>

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Group 1 Accounts


The principal and interest as of December 31 for Group 1 DVAs will be used to populate the continuity schedule in the IRM Rate Generator Model. The total balance of each account must equal the main control account in the RRR 2.1.7 Trial Balance.

Account Description	Account Number	Principal (A)	Interest (B)	Total Balance (A+B)
LV Variance Account	1550	<input type="text"/>	<input type="text"/>	0.00
Smart Metering Entity Charge Variance Account	1551	<input type="text"/>	<input type="text"/>	0.00
RSVA - Wholesale Market Service Charge	1580	<input type="text"/>	<input type="text"/>	0.00
RSVA - Retail Transmission Network Charge	1584	<input type="text"/>	<input type="text"/>	0.00
RSVA - Retail Transmission Connection Charge	1586	<input type="text"/>	<input type="text"/>	0.00
RSVA - Power (excluding Global Adjustment)	1588	<input type="text"/>	<input type="text"/>	0.00
RSVA - Global Adjustment	1589	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2008)	1595	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2009)	1595	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2010)	1595	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2011)	1595	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2012)	1595	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2013)	1595	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2014)	1595	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2015)	1595	<input type="text"/>	<input type="text"/>	0.00

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Search <input type="text"/> 		Assets	Liabilities and Equity	Income Statement	Sub-Accounts	Group 1 Accounts	Trial Balance Summary and Submit
		Clicking Save or Apply 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.					
FAQ My Cases Case Documents Submit RRR Filing SOP: View Work-In-Progress Application SOP Application Submit an Application Submit Other Documents		Assets Cash <input type="text"/> Total Inter-company Receivables <input type="text"/> Current Assets <input type="text"/> Inventory <input type="text"/> Non-current Assets <input type="text"/> Other Assets and Deferred Charges <input type="text"/> Capital Assets <input type="text"/> Accumulated Amortization <input type="text"/> Net Assets <input type="text"/>					
		Liabilities and Equity Total Inter-company Payables <input type="text"/> Non-current Liabilities <input type="text"/> Current Liabilities <input type="text"/> Other Liabilities Deferred Credit & Long term debt <input type="text"/> Shareholders' Equity <input type="text"/> Net Liabilities and Equity <input type="text"/>					
		Revenues Sales of Electricity <input type="text"/>					

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Revenues from Services
Other Operating Revenues
Other Income / Deductions
Investment Income
Total Revenues
Expenses
Generation Expenses
Other Power Supply Expenses
Transmission Expenses
Distribution Expenses
Other Expenses
Billing Collecting
Community Relations
Sales Expenses
Administration General Expenses
Amortization Expense
Interest Expense
Taxes
Other Deductions
Extraordinary Items
Discontinued Operations
Total Expenses

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	<input type="text"/>
	Profit / Loss
	<input type="text"/>
	Final Total/Balancing Factor
	Trial Balance Total Excluding accounts 1605, 3046, 7005, 7010, 7020, 7025 & 7030 and sub-accounts
	<input type="text"/>
	Submit?
	* Submit Form
	<input type="text" value="Yes"/>

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Modified International Financial Reporting Standards (MIFRS) Trial Balance



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Report Summary					
Filing Due Year	Filing Form Name	RRR Filing No			
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>			
Reporting Period and Company Name	Licence Type	Status			
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>			
Report Version	Extension Granted	Extension Deadline			
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>			
Filing Due Date	Reporting From	Reporting To			
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>			
Submitted On	Submitter Name	Expiry Date			
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>			

Instructions for the accounting standard

The RRR 2.1.7 Trial Balance form provides two separate trial balances, as shown in the "Accounting Standard" drop-down menu below. This filing is based on the chart of accounts (Article 210) in the revised 2012 Accounting Procedures Handbook.

Distributors shall use the accounting standard that the distributor was approved to use for ratemaking and regulatory accounting and reporting to the OEB.

The two separate RRR 2.1.7 Trial Balances are as follows:

1. Canadian GAAP / Accounting Standards for Private Enterprises (ASPE) / US GAAP trial balance is provided for those distributors whose distribution rates were set under Canadian GAAP, ASPE or US GAAP in a Cost of Service Decision and Order approved by the OEB. Regardless of accounting standard used, distributors were required to adopt the capitalization and depreciation policy in 2012 or 2013 to align with the IFRS requirements. Those distributors whose distribution rates in last CoS were set under Canadian GAAP, ASPE or US GAAP and implemented the two policy changes are still required to file the RRR 2.1.7 trial balance under Canadian GAAP, ASPE or US GAAP unless the distributor uses a different accounting standard in its next CoS rate application approved by the OEB.
2. Modified International Financial Reporting Standards is provided for those distributors whose distribution rates were set under MIFRS in a Cost of Service Decision and Order that was approved by the OEB.

The accounting standard has been pre-populated with the accounting standard from the distributor's last Cost of Service Decision and Order. Contact Industry Relations Enquiry if you have any questions.

Please verify and confirm the accounting standard by selecting the check box below, then go to the "Trial Balance Summary and Submit" tab select "No" for Submit, and click "Save".

The accounts will be generated based on the accounting standard selected. You will not be able to change the accounting standard once you have made your selection.

Accounting Standard used in distributor's last CoS Decision and Order

The accounting standard has been pre-populated from the last CoS Decision and Order. Please select "Confirm Accounting Standard" for

Modified International Financial Reporting Standards (MIFRS)



accounts to be generated

General 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.
6. The reporting of sub-accounts is required in the "Sub-Accounts" tab. The reporting includes all Board-approved sub-accounts.
7. The following instruction is provided for reporting of Account 3090 under Modified International Financial Reporting Standards.
The Other Comprehensive Income (OCI) 7000 account series amounts are not included in the net totaling of the trial balance.
To determine the amount to be included and reported in Account 3090 for the current year, add the sum of the 7000 accounts (if applicable) plus the prior year's Accumulated OCI amount (if applicable).
There may have been an amount reported for the prior years' Accumulated OCI in the previous year's RRR 2.1.7 submission (e.g. included in other accounts of the 3000 series since Account 3090 was not then available).
If this is the case, the distributor will need to adjust such an amount of the Accumulated OCI included in the other account(s) of the 3000 series to offset the Accumulated OCI amount now being included and reported in Account 3090.
The absence of such adjustment may result in the trial balance not balancing to zero. Refer to Article 220 (page 109) of the revised 2012 Accounting Procedures Handbook for the description of Account 3090.

Instructions for uploading the main trial balance

Distributors can upload the main trial balance by saving an Excel spreadsheet as a CSV file. This upload feature is only available for the main USoA control account balances (i.e. the first 3 tabs) and Sub-Accounts tab.

To upload the CSV file, please save an Excel document with the main trial balance accounts and sub-accounts (3 columns for account number, account name and account balances) as .csv file type.

Click Add CSV File from bottom toolbar. Once the CSV file is successfully uploaded, the account balances will populate the Assets, Liabilities and Equity, Income Statement and Sub-Accounts tabs.

Distributors are required to verify the uploaded figures and comply with the business rules in this form. Once uploaded, distributors can make revisions to the figures via manual input.

[Please refer to the guide for more detailed instructions on how to upload the CSV file.](#)

Attachment	Date	Extension	Import Message
No Records			

Current Assets

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Account Description	Account No	Amount
Cash	1005	
Cash Advances and Working Funds	1010	
Interest Special Deposits	1020	
Dividend Special Deposits	1030	
Other Special Deposits	1040	
Term Deposits	1060	
Current Investments	1070	
Customer Accounts Receivable	1100	
Accounts Receivable - Services	1102	
Accounts Receivable - Recoverable Work	1104	
Accounts Receivable - Merchandise Jobbing, etc.	1105	
Other Accounts Receivable	1110	
Accrued Utility Revenues	1120	
Accumulated Provision for Uncollectible Accounts--Credit	1130	
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	
Non Rate-Regulated Materials and Supplies	1350	

Non-Current Assets

Account Description	Account No	Amount
Non-Current Investments in Non-Associated Companies	1405	
Finance Lease Receivable	1407	
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	
Portfolio Investments - Associated Companies	1480	
Investment in Equity - Accounted Joint Venture	1481	

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Investment in Associated Companies - Significant Influence	1485	
Investment in Subsidiary Companies	1490	
Deferred Taxes - Non-Current Assets	1495	

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	
Special Purpose Charge Assessment Variance Account	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	
Renewable Generation Connection Funding Adder Deferral Account	1533	
Smart Grid Capital Deferral Account	1534	
Smart Grid OM&A Deferral Account	1535	
Smart Grid Funding Adder Deferral Account	1536	
Unamortized Loss on Reacquired Debt	1540	
RCVASTR	1548	
LV Variance Account	1550	
Smart Metering Entity Charge Variance Account	1551	
Smart Meter Capital and Recovery Offset Variance Account	1555	
Smart Meter OM&A Variance Account	1556	
Meter Cost Deferral Account	1557	
Board-Approval CDM Variance Account	1567	
LRAM Variance Account	1568	
Extraordinary Event Costs	1572	
Deferred Rate Impact Amounts	1574	
IFRS-CGAAP Transitional PP&E Amounts	1575	
CGAAP Accounting Changes	1576	
RSVA - Wholesale Market Service Charge	1580	
RSVAONE-TIME	1582	
RSVA - Retail Transmission Network Charge	1584	
RSVA - Retail Transmission Connection Charge	1586	
RSVA - Power (excluding Global Adjustment)	1588	
RSVA - Global Adjustment	1589	
PILs and Tax Variance for 2006 and Subsequent Years	1592	
Disposition and Recovery/Refund of Regulatory Balances Control Account	1595	

Electric Plant and Service - Detailed
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Account Description	Account No	Amount
No Records		

A. Intangible Plant

Account Description	Account No	Amount
Organization	1806	
Franchises and Consents	1808	
Capital Contributions Paid	1809	
Miscellaneous Intangible Plant	1810	
Computer Software	1811	
Land Rights	1812	

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

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Account Description	Account No	Amount
Land	1805	
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	
Buildings and Fixtures	1908	
Leasehold Improvements	1910	
Office Furniture and Equipment	1915	
Computer Equipment - Hardware	1920	
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	
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 Finance Leases	2005	
Electric Plant Purchased or Sold	2010	
Experimental Electric Plant Unclassified	2020	
Electric Plant and Equipment Leased to Others	2030	

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Electric Plant Held for Future Use	2040	<input type="text"/>
Completed Construction Not Classified--Electric	2050	<input type="text"/>
Construction Work in Progress--Electric	2055	<input type="text"/>
Electric Plant Acquisition Adjustment	2060	<input type="text"/>
Other Electric Plant Adjustment	2065	<input type="text"/>
Other Utility Plant	2070	<input type="text"/>
Non Rate-Regulated Utility Property Owned or Under Finance Leases	2075	<input type="text"/>

Accumulated Amortization

Account Description	Account No	Amount
Accumulated Depreciation of Electric Utility Plant - Property, Plant and Equipment	2105	<input type="text"/>
Accumulated Amortization of Electric Utility Plant - Intangibles	2120	<input type="text"/>
Accumulated Amortization of Electric Plant Acquisition Adjustment	2140	<input type="text"/>
Accumulated Depreciation of Other Utility Plant	2160	<input type="text"/>
Accumulated Depreciation of Non Rate-Regulated Utility Property	2180	<input type="text"/>

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Current Liabilities

Account Description	Account No	Amount
Accounts Payable	2205	<input type="text"/>
Customer Credit Balances	2208	<input type="text"/>
Customer Deposits	2210	<input type="text"/>
Dividends Declared	2215	<input type="text"/>
Miscellaneous Current and Accrued Liabilities	2220	<input type="text"/>
Notes and Loans Payable	2225	<input type="text"/>
Accounts Payable to Associated Companies	2240	<input type="text"/>
Notes Payable to Associated Companies	2242	<input type="text"/>
Debt Retirement Charges(DRC) Payable	2250	<input type="text"/>
Transmission Charges Payable	2252	<input type="text"/>
Electrical Safety Authority Fees Payable	2254	<input type="text"/>
Independent Electricity System Operator Fees and Penalties Payable	2256	<input type="text"/>
Current Long Term Debt	2260	<input type="text"/>
OMERS - Current	2264	<input type="text"/>
Non-OMERS - Current	2265	<input type="text"/>
Accrued Interest on Long Term Debt	2268	<input type="text"/>
Matured Long Term Debt	2270	<input type="text"/>
Matured Interest on Long Term Debt	2272	<input type="text"/>
Obligations Under Finance Leases- Current	2285	<input type="text"/>
Commodity Taxes	2290	<input type="text"/>
Payroll Deductions / Expenses Payable	2292	<input type="text"/>
Accrual for Taxes Payments in Lieu of Taxes, Etc.	2294	<input type="text"/>

Non-Current Liabilities

Account Description	Account No	Amount
Accumulated Provision for Injuries and Damages	2305	<input type="text"/>
OPEB Liability	2306	<input type="text"/>
Other Pensions Liability	2308	<input type="text"/>
Vested Sick Leave Liability	2310	<input type="text"/>
Past Service Costs- Other Post-Employment Benefits	2312	<input type="text"/>
Past Service Costs- Other Pension Plans	2313	<input type="text"/>
Accumulated Provision for Rate Refunds	2315	<input type="text"/>
Other Miscellaneous Non-Current Liabilities	2320	<input type="text"/>
Obligations Under Finance Lease - Non-Current	2325	<input type="text"/>

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Non-Current Customer Deposits	2335	
Collateral Funds Liability	2340	
Unamortized Premium on Long Term Debt	2345	
OMERS - Long-Term	2348	
Deferred Tax - Non-Current Liability	2350	

Other Liabilities and Deferred Credits

Account Description	Account No	Amount
Other Regulatory Liabilities or Credits	2405	
Deferred Gains from Disposition of Utility Plant	2410	
Unamortized Gain on Reacquired Debt	2415	
Other Deferred Credits	2425	
Accrued Rate-Payer Benefit	2435	
Deferred Revenues	2440	

Long Term Debt

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

Shareholders' 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 Rate-Regulated Utility Shareholders' Equity	3075	
Current Taxes - Shareholders' Equity	3080	
Deferred Taxes - Shareholders' Equity	3081	
Accumulated Other Comprehensive Income	3090	

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Shareholders Equity Acct 3046

Account Description	Account No	Amount
Balance Transferred From Income	3046	0.00

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Sales of Electricity

Account Description	Account No	Amount
Residential Energy Sales	4006	
Commercial Energy Sales	4010	
Industrial Energy Sales	4015	
Energy Sales to Large Users	4020	
Street Lighting Energy Sales	4025	
Sentinel Lighting Energy Sales	4030	
General Energy Sales	4035	
Other Energy Sales to Public Authorities	4040	
Revenue Adjustment	4050	
Energy Sales For Retailers/Others	4055	
Interdepartmental Energy Sales	4060	
Billed WMS	4062	
Billed - WMS-ONE-TIME	4064	
Billed NW	4066	
Billed CN	4068	
Billed - LV	4075	
Billed - Smart Metering Entity Charge	4076	

Revenue from Services-Distribution

Account Description	Account No	Amount
Distribution Services Revenue	4080	
Retail Services Revenues	4082	
Service Transaction Requests (STR) Revenues	4084	
SSS Administration Revenue	4086	
Electric Services Incidental to Energy Sales	4090	

Revenue from Services-Transmission

Account Description	Account No	Amount
Transmission Charges Revenue	4105	
Transmission Services Revenue	4110	

Other Operating Revenues

Account Description	Account No	Amount
Interdepartmental Rents	4205	

OEB e-filing Services

Rent from Electric Property	4210	
Other Utility Operating Income	4215	
Other Electric Revenues	4220	
Late Payment Charges	4225	
Sales of Water and Water Power	4230	
Miscellaneous Service Revenues	4235	
Provision for Rate Refunds	4240	
Government and Other Assistance Directly Credited to Income	4245	

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	4325	
Costs and Expenses of Merchandising	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	
Gain from Retirement of Utility and Other Property	4357	
Loss on Disposition of Utility and Other Property	4360	
Loss from Retirement of Utility and Other Property	4362	
Gains from Disposition of Allowances for Emission	4365	
Losses from Disposition of Allowances for Emission	4370	
Revenues from Non Rate-Regulated Utility Operations	4375	
Expenses of Non Rate-Regulated Utility Operations	4380	
Non Rate-Regulated 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	
Lessor's Net Investment in Finance Lease	4410	
Equity in Earnings of Subsidiary Companies	4415	
Share of Profit or Loss of Joint Venture	4420	

Generation Expenses - Operation

Account Description	Account No	Amount
Operation Supervision and Engineering	4505	

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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 - Global Adjustment	4707	
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	
Charges - LV	4750	
Charges - Smart Metering Entity Charge	4751	

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	

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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	

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OEB e-filing Services

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	
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	

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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	

Administration and General 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	
OMERS Pensions and Benefits	5645	
Employee Pensions and OPEB	5646	
Employee Sick Leave	5647	
Franchise Requirements	5650	
Regulatory Expenses	5655	
General Advertising Expenses	5660	
Miscellaneous General Expenses	5665	
Rent	5670	
Lease Payment Expense	5672	
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
Depreciation Expense - Property Plant, and Equipment	5705	
Amortization of Limited Term Electric Plant	5710	
Amortization of Intangible Assets	5715	
Amortization of Electric Plant Acquisition Adjustments	5720	
Miscellaneous Depreciation	5725	
Amortization of Unrecovered Plant and Regulatory Study Costs	5730	
Amortization of Deferred Charges	5740	

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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 Borrowing Costs Applied to CWIP - Credit	6040	
Allowance For Other Borrowing Costs Applied to CWIP - Credit	6042	
Interest Expense on Finance Capital Lease Obligations	6045	

Taxes

Account Description	Account No	Amount
Taxes Other Than Income Taxes	6105	
Income Taxes	6110	
Provision for Deferred Taxes - Income Statement	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
Unusual Income	6305	
Unusual Deductions	6310	
Income Taxes, Unusual Items	6315	

Discontinued Operations

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

Other Comprehensive Income

In the following section Other Comprehensive Income, the amounts reported in these accounts are for INFORMATION PURPOSES ONLY.

The aggregate of the amounts reported in these accounts shown below should be included in the balance reported in Account 3090, Accumulated Other Comprehensive Income in this form. See the RRR Filing Guide for additional information.

Account Description	Account No	Amount

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Available-for-Sale Financial Asset or Cash Flow Hedge - Other Comprehensive Income	7005	<input type="text"/>
Pension Actuarial Gains or Losses or Remeasurement Adjustment - Other Comprehensive Income	7010	<input type="text"/>
Current Taxes - Other Comprehensive Income	7020	<input type="text"/>
Deferred Taxes - Other Comprehensive Income	7025	<input type="text"/>
Miscellaneous - Other Comprehensive Income	7030	<input type="text"/>

OEB e-filing Services



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Assets **Liabilities and Equity** **Income Statement** **Sub-Accounts** **Group 1 Accounts** **Trial Balance Summary and Submit**

Sub-Accounts

Account Description	Account No	Amount
Sub-account Deferred IFRS Transition Costs	1508	<input type="text"/>
Sub-account IFRS Transition Costs Variance	1508	<input type="text"/>
Sub-account Incremental Capital Charges	1508	<input type="text"/>
Sub-account Incremental Capital Expenditures	1508	<input type="text"/>
Sub-account Incremental Capital Expenditures Rate Rider	1508	<input type="text"/>
Sub-account Stranded Meter Costs	1555	<input type="text"/>
Sub-account RSVA - Wholesale Market Service Charge CBDR class A - Interest	1580	<input type="text"/>
Sub-account RSVA - Wholesale Market Service Charge CBDR class A - Principal	1580	<input type="text"/>
Sub-account RSVA - Wholesale Market Service Charge CBDR class B - Interest	1580	<input type="text"/>
Sub-account RSVA - Wholesale Market Service Charge CBDR class B - Principal	1580	<input type="text"/>
Sub-account Generation Facility Assets	2075	<input type="text"/>
Sub-account Accumulated Depreciation for Specifically Identified Asset Accounts	2105	<input type="text"/>
Sub-account Generation Facility Liabilities	2285	<input type="text"/>
Sub-account Generation Facility Liabilities	2325	<input type="text"/>
Sub-account Generation Facilities	3075	<input type="text"/>
Sub-account Generation Facility Revenues	4375	<input type="text"/>
Sub-account Generation Facility Expenses	4380	<input type="text"/>
Sub-account LEAP Funding	6205	<input type="text"/>

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Assets
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Group 1 Accounts

The principal and interest as of December 31 for Group 1 DVAs will be used to populate the continuity schedule in the IRM Rate Generator Model. The total balance of each account must equal the main control account in the RRR 2.1.7 Trial Balance.

Account Description	Account Number	Principal (A)	Interest (B)	Total Balance (A+B)
LV Variance Account	1550	<input type="text"/>	<input type="text"/>	0.00
Smart Metering Entity Charge Variance Account	1551	<input type="text"/>	<input type="text"/>	0.00
RSVA - Wholesale Market Service Charge	1580	<input type="text"/>	<input type="text"/>	0.00
RSVA - Retail Transmission Network Charge	1584	<input type="text"/>	<input type="text"/>	0.00
RSVA - Retail Transmission Connection Charge	1586	<input type="text"/>	<input type="text"/>	0.00
RSVA - Power (excluding Global Adjustment)	1588	<input type="text"/>	<input type="text"/>	0.00
RSVA - Global Adjustment	1589	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2008)	1595	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2009)	1595	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2010)	1595	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2011)	1595	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2012)	1595	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2013)	1595	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2014)	1595	<input type="text"/>	<input type="text"/>	0.00
Disposition and Recovery/Refund of Regulatory Balances (2015)	1595	<input type="text"/>	<input type="text"/>	0.00

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		Assets	
		Cash	
		<input type="text"/>	
		Total Inter-company Receivables	
		<input type="text"/>	
		Current Assets	
		<input type="text"/>	
		Inventory	
		<input type="text"/>	
		Non-current Assets	
		<input type="text"/>	
		Other Assets and Deferred Charges	
		<input type="text"/>	
		Capital Assets	
		<input type="text"/>	
		Accumulated Amortization	
		<input type="text"/>	
		Net Assets	
		<input type="text"/>	
		Liabilities and Equity	
		Total Inter-company Payables	
		<input type="text"/>	
		Non-current Liabilities	
		<input type="text"/>	
		Current Liabilities	
		<input type="text"/>	
		Other Liabilities Deferred Credit & Long term debt	
		<input type="text"/>	
		Shareholders' Equity	
		<input type="text"/>	
		Net Liabilities and Equity	
		<input type="text"/>	
		Revenues	
		Sales of Electricity	
		<input type="text"/>	


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Revenues from Services	
Other Operating Revenues	
Other Income / Deductions	
Investment Income	
Total Revenues	

Expenses

Generation Expenses	
Other Power Supply Expenses	
Transmission Expenses	
Distribution Expenses	
Other Expenses	
Billing Collecting	
Community Relations	
Sales Expenses	
Administration General Expenses	
Amortization Expense	
Interest Expense	
Taxes	
Other Deductions	
Extraordinary Items	
Discontinued Operations	
Total Expenses	

OEB e-filing Services

 POWERED BY PIVOTAL	<input type="text"/>
	Profit / Loss <input type="text"/>
	Final Total/Balancing Factor Trial Balance Total Excluding accounts 1605, 3046, 7005, 7010, 7020, 7025 & 7030 and sub-accounts <input type="text"/>
	Submit? * Submit Form <input type="text" value="Yes"/>

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2.1.8 – Customer Service

2.1.8 Customer Service

Content

For the prior calendar year, the following data is required separately for residential customers and eligible low-income customers:

- Number of customer accounts
- Number of customer accounts disconnected
- Number of accounts in arrears
- Dollar amount in arrears
- Number of arrears payment agreements
- Total owing under arrears payment agreements
- Number of arrears payment agreements cancelled due to non-payment
- Number of accounts written off in whole or in part
- Dollar amount of write off
- Billing frequency
- Equal billing plan or equal payment plan offer
- Number customer accounts enrolled in equal billing plan
- Number customer accounts enrolled in equal payment plan
- Number of customer accounts with security deposits
- Dollar amount of security deposits
- Number of customer accounts where load limiter devices installed
- Number of customer accounts where timed load interrupter devices installed

New on form

No changes to form.



Tips

Multiple disconnections in a year

The requirement is to report the number of customer accounts in which disconnection occurred. In case of multiple disconnections in an account in the year, the account will be counted once for purposes of reporting in this section.

Total amount owing under arrears payment agreements

Please report the total amount owing throughout the course of the year, and not just at year end.

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March 30, 2015 Search <input type="text"/>  FAQ My Cases Submit Smart Meter Filings Case Documents Submit RRR Filing SOP: View Work In-Progress Application SOP Application Submit an Application Submit Other Documents		E 2.1.8	
Summary			
Filing Due Year	Filing Form Name	RRR Filing No	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Reporting Period and Company Name	Licence Type	Status	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
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	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Number of Customer Account			
Number of residential customer accounts as at year end (a)		Number of eligible low-income customer account at year end (b)	
<input type="text"/>		<input type="text"/>	
Percentage of residential customers that are low-income qualified at year end (b/a)*100		Percentage of non low-income customer accounts at year end (a-b)/a*100	
<input type="text"/>		<input type="text"/>	
Comments <input type="text"/>			
Disconnected for Non-Payment			
Number of residential customer accounts disconnected for non-payment during the course of the year (c)		Number of eligible low-income customer accounts disconnected for non-payment during the course of the year (d)	
<input type="text"/>		<input type="text"/>	
Percentage of residential customer accounts disconnected for non-payment during the course of the year (c/a)*100		Percentage of eligible low-income customer accounts disconnected for non-payment during the course of the year (d/b)*100	
<input type="text"/>		<input type="text"/>	
		Percent of non low-income customers accounts disconnected for non-payment during the course of the year (c-d)/(a-b)*100	
		<input type="text"/>	
Comments <input type="text"/>			
Arrears			
Arrears (Number of Accounts in Arrears)			
Number of residential customer accounts in arrears at year end (e)		Number of eligible low-income customer accounts in arrears at year end (f)	
<input type="text"/>		<input type="text"/>	

OEB e-filing Services

Percentage of residential customer accounts in arrears at year end (e/a)*100	Percentage of eligible low-income customer accounts in arrears at year end (f/b)*100	Percentage of non low-income customer accounts in arrears at year end (e-f)/(a-b)*100
Total Dollar Amount in Arrears	Total dollar amount of arrears for eligible low-income customer accounts in arrears at year end (h)	
Total dollar amount of arrears for residential customer accounts in arrears at year end (g)		
Average dollar amount of arrears per residential customer account in arrears at year end (g/e)	Average dollar amount of arrears per eligible low-income customer account in arrears at year end (h/f)	Average dollar amount of arrears per non low-income customer account in arrears at year end (g-h)/(e-f)
Comments		

Arrears Agreements

Number of Arrears Payment Agreements		
Number of arrears payment agreements entered into during the course of the year with residential customers (i)	Number of arrears payment agreements entered into during the course of the year with eligible low-income customers (j)	
Percentage of arrears payment agreements entered into during the course of the year with residential (i/a)*100	Percentage of arrears payment agreements entered into during the course of the year with eligible low-income customers (j/b)*100	Percentage of arrears payment agreements entered into during the course of the year with non low-income customers (i-j)/(a-b)*100
Total amount of monies owing under arrears payment agreement entered into during the course of the year with residential customers (k)	Total amount of monies owing under arrears payment agreements entered into during the course of the year with eligible low-income customers (l)	
Average dollar amount of monies owing per residential customer entered into an arrears agreement during the course of the year (k/i)	Average dollar amount of monies owing per eligible low-income customer entered into an arrears agreement during the course of the year (l/j)	Average dollar amount of monies owing per non low-income customer entered into arrears agreement during the course of the year (k-l)/(i-j)
Number of arrears payment agreements with residential customers that were cancelled during the course of the year due to non-payment (m)	Number of arrears payment agreements with eligible low-income customers that were cancelled during the course of the year due to non-payment (n)	
Percentage of residential customer arrears agreements cancelled during the course of the year due	Percentage of eligible low-income customer arrears agreements cancelled during the course of the	Percentage of non low-income customer arrears agreements cancelled during the course of the year due to non-payment (m-n)/(i-

to non-payment (m/l) *100

year due to non-payment (n/l)*100

j)*100

Comments

Write-offs

Number of residential customer accounts written off in whole or in part during the course of the year (o)

Number of eligible low-income customer accounts written off in whole or in part during the course of the year (p)

Percentage of residential customer accounts written off in whole or in part during the course of the year (o/a)*100

Percentage of eligible low-income customer accounts written off in whole or in part during the course of the year (p/b)*100

Percentage of non low-income customer accounts written off during the course of the year (o-p)/(a-b)*100

Total dollar amount of write offs for residential customer accounts during the course of the year (q)

Total dollar amount of write-offs for eligible low-income customer accounts during the course of the year (r)

Average dollar amount written off per residential customer account which was written off during the course of the year (q/o)

Average dollar amount written off per eligible low-income customer account which was written off during the course of the year (r/p)

Average dollar amount written off per non low-income customer account which was written off during the course of the year (q-r)/(o-p)

Comments

Equal Billing and Equal Payment Plans

What is the billing frequency for your residential customers - Monthly

What is the billing frequency for your residential customers Bi-Monthly

What is the billing frequency for your residential customers Quarterly

Has your utility extended its equal billing plan or equal payment plan to residential customers enrolled with an electricity retailer (yes or no)

Number of residential customer accounts enrolled in equal billing plans at year end (s)

Number of eligible low-income customer accounts enrolled in equal billing plans at year end (t)

Percent of residential customer accounts enrolled in an equal billing plan at year end (s/a)*100

Percent of eligible low-income customer accounts enrolled in an equal billing plan at year end (t/b)*100

Percent of non low-income customer accounts enrolled in an equal billing plan at year end (s-t)/(a-b)*100

Number of residential customer

Number of eligible low-income customer accounts enrolled in

accounts enrolled in equal monthly payment plans at year end (u)

equal monthly payment plans at year end (v)

Percentage of residential customer accounts enrolled in an equal monthly payment plan at year end (u/a) *100

Percentage of eligible low-income customer accounts enrolled in an equal monthly payment plan at year end (v/b)*100

Percentage of non low-income customer accounts enrolled in an equal monthly payment plan at year end (u-v)/(a-b)*100

Comments

Security Deposits

Number of residential customer accounts with security deposits held at year end (w)

Number of eligible low-income customer accounts with security deposits held at year end (x)

Percentage of residential customer accounts with security deposits held at year end (w/a)*100

Percentage of eligible low-income customer accounts with security deposits held at year end (x/b) *100

Percentage of non low-income customer accounts with security deposits held at year end (w-x/(a-b) *100

Total dollar amount of security deposits held in respect of residential customers at year end (y)

Total dollar amount of security deposits held in respect of eligible low-income customer accounts at year end (z)

Average amount of security deposit per residential customer account with a deposit held at year end (y/w)

Average amount of security deposit per eligible low-income customer account with a deposit held at year end (z/x)

Average amount of security deposit per non low-income customer account with a deposit held at year end (y-z)/(w-x)

Comments

Load Control

Number of residential customer accounts where load limiter devices were installed during the course of the year (y)

Number of eligible low-income customer accounts where load limiter devices were installed during the course of the year (z)

Percentage of residential customer accounts where a load limiter device was installed during the course of the year (y/a)*100

Percentage of eligible low-income customer accounts where a load limiter device was installed during the course of the year (z/b)*100

Percentage of non low-income customer accounts where a load limiter device was installed during the course of the year (y-z)/(a-b)*100

Number of residential customer accounts where timed load interrupter devices were installed during the course of the year (aa)

Number of eligible low-income customer accounts where timed load interrupter devices were installed during the course of the year (bb)

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Percentage of residential customer accounts where a timed load interrupter device was installed during the course of the year (aa/a) *100

Percentage of eligible low-income customer accounts where a timed load interrupter device was installed during the course of the year (bb/b) *100

Percentage of eligible non low-income customer accounts where a timed load interrupter device was installed during the course of the year (aa-bb)/(a-b) *100

Comments

Submit

* Submit Form

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2.1.9 – Information related to the provision of the Ontario Electricity Support Program

Please note that distributors will report this information to the OEB for the first time on April 30, 2017 for the period of January 1, 2016 to December 31, 2016. This will be available in the 2017 version of the RRR Filing Guide.

2.1.10 – Blank

This filing has been discontinued.

2.1.11 – Blank

This filing has been discontinued.

2.1.12 - Blank

This filing has been discontinued.

2.1.13 - Reconciliation

2.1.13 Reconciliation

Content

This filing consists of an excel spreadsheet showing the trial balance submitted under RRR Section 2.1.7 mapped and reconciled to the audited financial statements.

New on form

No changes to form.

Tips

The reconciliation should be in Excel format and uploaded into the RRR portal. This should not be sent by email or mail to OEB staff or to the Board Secretary's office. In case of any difficulties with the upload, please contact [OEB's IT Help](#).

Only one version is submitted to the Board. If multiple uploads are made, the latest version will override previously uploaded versions. Alternatively, to remove an attached file, click on the "x" to delete the row and click save.

Size & path

The file size must be less than 2 GB, and the file name (including path) should be less than 255 characters in order to upload.

Reconciliation

The complete mapping under this requirement consists of showing which trial balance accounts are grouped together to form the financial statement groupings on the audited financial statements.

Explanatory notes

Please provide notes on the excel spreadsheets which explain the reason for any discrepancy between the regulatory trial balance and the audited financial statements.

Business rule

Must attach an Excel spreadsheet or the filing cannot be processed and accepted by the e-Filing Services.

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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
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

Instructions

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.

Mapping Document

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.

Please attach an Excel spreadsheet of the Mapping Document. (Maximum size 2gb)

Attachment Binary	Attachment_Name
No Records	

- Maximum length of filename should be less than 255 characters including filepath.
- Only Excel spreadsheet can be attached.
- Only one version is submitted to the Board. If multiple uploads are made, the latest version will override previously uploaded versions. Alternatively, to remove an attached file, click on the "x" to delete the row and click save.

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 Click the 'Browse' button to select a file to attach.

Attachment

Attachment Binary

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2.1.14 – Net Metering & Embedded Generation

2.1.14 Net Metering & Embedded Generation

Content

This section requires the reporting of the number of net metered generators defined in the [Ontario Regulation 541/05 under the Ontario Energy Board Act](#) as at December 31 year-end and their installed capacity in kW. 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

No changes to form.

Tips

Conversion to RESOP/FIT

Net metered generators which have been converted to be RESOP or FIT generators should not be reported in the first table where net metering facilities are reported.

Embedded generation


Embedded generation facilities, including FIT, microFIT, RESOP and all others which have not been reported under the net metering category and should be included in the reporting of embedded generation facilities.

Average installed capacity per net metered generator

For each type of generation, the average installed capacity per facility should not exceed 500 kW.

Business rule

- For each type of facility, if kW is reported, then the number of generators must be reported.
- If a number for generators is reported, the associated kW amount must be reported.
- Additional column in the far right calculates “Average installed capacity (kW) per net metered generator” for each type (biomass, solar, water, wind). If any of the 4 averages exceeds 500 kW, a warning will appear to review the entered figures.




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E 2.1.14 Net Metering

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Filing Form Name

RRR Filing No

Filing Description 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

- Please indicate the number of Net Metering Customers and Total Capacity Installed as of December 31 of the reported year.
- 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.

Type	Number of Net Metering Customers	Total Installed Capacity (kW)	Average installed capacity (kW) per net metered generator
Biomass	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	0.00
Solar	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	0.00
Water	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	0.00
Wind	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	0.00

Number of embedded generation facilities connected to the distributor's distribution system, excluding those counted in the table above

Total installed capacity (kW) of the embedded generators referred to in the box above.

Submit Form

Submit Form

Yes

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2.1.15 – Connection Impact Assessments

2.1.15 Connection Impact Assessments

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

No changes to form.

Tips

Report completed assessments, not connections

The requirement is to report the number of assessments completed. Please do not include projects that were abandoned and not completed in the calculation of the metric. Please do not report the number of facilities connected in the month.

Current month reporting only, not cumulative

Please report the offers to connect made in the month in the "Number of Offers to Connect Micro (<= 10kW)" column. This is not a cumulative number, but the number of offers for the current reporting month only.

Net metering applications included

Please also note that completion of assessment for net metering applications facilities is to be included in the reporting in this section as well.

Business rules

- Table has been re-arranged with the 3rd column "Number of Connection Impact Assessments (CIAs) Completed in this Quarter (>10kW)" auto calculated as sum of CIAs within prescribed time + CIAs not within prescribed time.
- If there are CIAs reported in the month, then Total kW renewable facilities >10kW must be entered.
- If Total kW renewable facilities >10kW reported, then number CIAs completed must be entered.
- If there are number of offers to connect reported in the month, then Total kW renewable facilities <10kW must be entered.
- If Total kW renewable facilities <10kW reported, then offers to connect must be

entered.

Example

October

Distributor completed 9 Connection Impact Assessments within the quarter, and all were completed within 120 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 120 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 120 days of the application being received by the distributor, and one was completed after 120 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.

Time Period (Month)	Number of CIAs completed within time prescribed ($>10\text{kW}$)	Number of CIAs completed after time prescribed ($>10\text{kW}$)	Number of CIAs completed ($>10\text{kW}$)	Total name-plate capacity (in kW) of renewable facilities ($>10\text{kW}$)	Number of offers to connect ($\leq 10\text{kW}$)	Total name-plate capacity (in kW) of renewable facilities ($\leq 10\text{kW}$)
October	9	0	9	135.00	4	1.00
November	7	0	7	105.00	4	1.00
December	5	1	6	90.00	4	1.00

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E 2.1.15 Generator Connection

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<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
Reporting and Company Period	Licence Type	Status
<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
Report Version	Extension Granted	Extension Deadline
<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
Filing Due Date	Reporting From	Reporting To
<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
Submitted On	Submitter Name	Expiry Date
<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>

Instruction

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.

Generator Connection Detail

Time Period (Month)	Number of CIAs completed within time prescribed (>10 kW)	Number of CIAs completed after time prescribed (>10 kW)	Number of CIAs completed (>10 kW)	Total name-plate capacity (in kW) of renewable facilities (>10 kW)	Number of offers to connect (<=10kW)	Total name-plate capacity (in kW) of renewable facilities (<=10kW)
January	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	0	<input style="width: 90%;" type="text"/>	<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"/>	0	<input style="width: 90%;" type="text"/>	<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"/>	0	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>

Totals

Number of CIA completed within time prescribed (>10kW)

Number of CIA completed after time prescribed (>10kW)

Number of Connection Impact (CIA) Completed in this Quarter (>10 kW)

Total kW Renewable Facilities (>10 kW)

Number of Offers to Connect Micro (<= 10kW)

Total kW Micro (<= 10kW)

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2.1.16 - LEAP

2.1.16 LEAP

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 OESP & LEAP Program Manual was adhered to by the social agency partner(s) of the distributor.

New on form


No changes to form.

Tips

Please refer to the [OESP & LEAP Program Manual](#) on the OEB website.

Business rule

Total number of LEAP Applicants should equal the sum of Total applicants Assisted and Total applicants Denied.




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E 2.1.16 LEAP Emergency Financial Assistance

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Submitted On	Submitter Name	Expiry Date

Instructions

1. To delete a value that should have been blank you must delete the value and enter 0.
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*	Unused funds from previous year(s)
Total funds received		

*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
			0.00	0.00
Total unused funds				

Funds depleted

* Month in which LEAP funds were depleted



Number of LEAP applicants who were:

Distributor customers	Unit sub-metered customers**	Total
<input type="text"/>	<input type="text"/>	0

Number of applicants assisted who were:

Distributor customers	Unit sub-metered customers**	Total assisted
<input type="text"/>	<input type="text"/>	0

Number of applicants denied who were:

Distributor customers	Unit sub-metered customers**	Total denied
<input type="text"/>	<input type="text"/>	0

Average grant per accepted applicant for:

Distributor customer	Unit Sub metered average**	Overall average
<input type="text"/>	<input type="text"/>	<input type="text"/>

**Applicants that were customers of licensed unit sub-metering providers operating in the distributor's service area, including the distributor if licensed as such.

Adherence to manual

Confirm process requirements

Reporting period and company name

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.

Exceptions

Description of Exceptions

Submit?

* Submit Form

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2.1.17 – Large Customer Identification

2.1.17 Large Customer Identification**Content**

To facilitate the OEB's monitoring of financial viability, this reporting requirement requires distributors to report details on any customer whose annual distribution revenue exceeds 5% of the distributor's annual distribution revenue.

New on form


No changes to form.

Tips

There is no need to provide the names of the customers, only the sector in which they operate.

Multiple accounts


If a customer has multiple accounts, the sum of distribution revenues arising from all accounts must be used.



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Summary

Filing Due Year	Filing Form Name	RRR Filing No
<input type="text"/>	<input type="text"/>	<input type="text"/>
Filing Description and Company Name	Licence Type	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>
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
<input type="text"/>	<input type="text"/>	<input type="text"/>


Instructions

1. A distributor shall provide the Board all customers whose annual distribution revenue exceeds five percent of the distributor's annual distribution revenues.
2. 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 Information

+	The nature of customer's sector	The annual distribution revenue of customer	The customer's annual load kWh in the preceding calendar year	The customer's annual load kW in the preceding calendar year
No Records				

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2.1.18 – Loss of Large Customer

2.1.18 Loss of Large Customer**Content**

Distributors are required to immediately report when a material loss of load is incurred or is expected to be incurred. This can be submitted to the OEB at any point during the year.

New on form


New: A letter is required to be uploaded to the online portal immediately at any point during the year. To upload the PDF, click on the “Upload E 2.1.18” button at the bottom toolbar of the screen. This functionality is expected to be available commencing in June 2016.

Tips

Materiality for a customer load reduction is considered when there is an impact of five percent (5%) or more on the distributor’s annual distribution revenues.

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2.1.18 Loss of Large Customer


**A distributor shall immediately report to the Board any concern for a potential loss of customer(s) or an incurred loss of customer(s) as well as any material reduction in customer load, as reported in its last annual filing.**

Attachment

Upload letter of notification (in PDF)

Submit Form?

Submit form:



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2.1.19 – Evolving Performance Measures

2.1.19 Evolving Performance Measures**General Tips**General

1. Distributors were required to implement all evolving measures (First contact resolution, Customer satisfaction survey results and Distribution system plan implementation progress) in place by July 1, 2014. All distributors will be required to report on their performance results against all Scorecard measures with their annual Electricity Reporting and Record Keeping Requirements filings starting on April 30, 2015.
2. The evolving measures will also ultimately have definitions established by the OEB no later than 2018 to ensure consistency in reporting and comparability of results. During this period of transition, the OEB will be less prescriptive with respect to most of the evolving measures, allowing distributors some initial discretion on definition and implementation.

Scorecard information

For more details on the scorecard, please refer to the [Report of the Board: Performance Measurement for Electricity Distributors: A Scorecard Approach \(EB-2010-0379\) dated March 5, 2014](#).

2.1.19a – First Contact Resolution

2.1.19a First Contact Resolution

Content

First Contact Resolution is a measure of a distributor's effectiveness at satisfactorily addressing customers' complaints.

The OEB has determined that distributors will be required to measure First Contact Resolution and report their results annually for the Scorecard. Distributors will be permitted discretion as to how they implement this measure, but will be required to describe their measure in the notes.

New on form

New: Print capability available on bottom toolbar.

Tips

1. The data entered for the First Contact Resolution measure will be shown on the scorecard.
2. Due to the column limitation on the scorecard, the "measure" field has a limit of 12 characters.
3. To the extent the measure can be quantified as a percentage, then only a single percentage (xx.xx%) should be included in the "measure" field such that only a percentage (xx.xx%) is displayed on the scorecard with no text included.
4. The data entered in "Notes" column will not appear on the scorecard and will be used by the OEB for analysis. Please provide detailed information about the measure, its description, the calculation methodology including source data and any other information including tracking and record keeping. If the measure is reported as a numeric figure, please provide the numerator and the denominator if applicable. There is no character limit in this field.

2.1.19b – Billing Accuracy

2.1.19b Billing Accuracy

Content

The OEB developed and implemented a uniform measure for billing accuracy in its July 17, 2014 [letter](#) and subsequently established a 98% target for the measure.

A Uniform Billing Accuracy Measure

The billing accuracy measure is defined as the accurate bills issued expressed as a percentage of total bills issued. It is calculated as,

Percentage of bills accurately issued = (Total number of bills issued for the year – Number of inaccurate bills issued for the year)/ Total number of bills issued for the year

Industry-wide Billing Accuracy Performance Target

The OEB has set a minimum industry-wide billing accuracy performance target of 98%. The OEB will review this target level and may refine it in the future, as the OEB monitors distributors' performance and data and as distributors learn from each other and enhance their billing operational and business practices.

Implementation Dates for Tracking and Reporting

Distributors are required to implement and start tracking the billing accuracy measure effective on October 1, 2014.

Distributors will have to report two inputs:

- A) Number of inaccurate bills issued for the year and;
- B) Total number of bills issued for the year.

The Annual Percentage of bills accurately issued will be automatically calculated as (B-A)/B upon saving and compared against the OEB's minimum 98% standard.

New on form

No changes to form.

Tips

The first reporting period (October to December 2014) of the measure was due on April 30, 2015. Additional definitions to ensure consistency in defining the billing accuracy measure include:

Accurate bill

An accurate bill is a bill that contains correct meter readings, customer information and rates resulting in an accurately calculated bill.

Bills issued

The total number of bills issued for the year includes original and re-issued bills that are issued in the calendar year.

As specified by the Distribution System Code section 2.6.4, a bill is considered issued:

- a) if sent by mail, on the third day after the date on which the bill was printed by the distributor;
- b) if made available over the internet, on the date on which an e-mail is sent to the customer notifying the customer that the bill is available for viewing over the internet;
- c) if sent by e-mail, on the date on which the e-mail is sent; or
- d) if sent by more than one of the methods listed in paragraphs (a) to (c), on whichever date of deemed issuance occurs last.

Inaccurate bill issued

A bill is considered inaccurate if:

- i) The bill has been issued to the customer and subsequently cancelled due to a billing error and/or;
- ii) There has been a billing adjustment in a subsequent billing(s) as a result of a previous billing error.

Note: Accurate bills that need to be cancelled in order to correct another bill should not be counted.

Please note that all estimated bills are considered inaccurate bills.

Billing adjustments

For the purpose of calculating billing accuracy, the distributor should include all billing adjustments arising from billing errors in lieu of cancelling and rebilling the original bill.

2.1.19c – Customer Satisfaction Survey Results

2.1.19c Customer Satisfaction Survey Results**Content**

The OEB has determined that distributors will be required to survey customer satisfaction and report the results for the Scorecard. Distributors will have discretion to determine how to conduct their customer satisfaction surveys (e.g., annual perception survey, on-going transactional survey, focus group, telephone, “in-house”, outsourced, joint, etc.). However, the OEB expects distributors’ to adhere to the following principles:

- Surveys will, at a minimum, canvass customer satisfaction in the following key areas:
 - (a) power quality and reliability;
 - (b) price;
 - (c) billing and payment;
 - (d) communications; and
 - (e) the customer service experience.
- Distributors will follow good survey practices (examples may include: survey goals are clear and specific; selected samples will represent the population to be studied; care is taken in matching question wording to the concepts being measured and the population studied; appropriate statistical analytic and reporting techniques are used; all methods of the survey are disclosed to allow for evaluation and replication; etc.), having regard to the body of literature on the subject.

The OEB accepts that distributors use different tools to assess customer satisfaction (e.g., perception surveys, transactional surveys, focus group surveys, town hall meeting surveys, in-depth interview surveys, etc.). At this time, the OEB thinks that the costs of requiring all distributors to conduct the same survey may outweigh the benefits of allowing distributors to tailor their surveys to meet the needs and characteristics of their respective customer bases. The OEB recognizes that allowing flexibility in survey type and frequency permits distributors to use their surveys to measure other performance outcomes of interest to their organizations.

New on form

No changes to form.

Tips

1. The data entered for the Customer Satisfaction Survey Results measure will be shown on the scorecard.
2. Due to the column limitation on the scorecard, the “measure” field has a limit of 12 characters.
3. To the extent the measure can be quantified as a percentage, then only a single percentage (xx.xx%) should be included in the “measure” field such that only a percentage (xx.xx%) is displayed on the scorecard with no text included.
4. The data entered in “Notes” column will not appear on the scorecard and will be used by the OEB for analysis. Please provide detailed information about the measure, its

description, the calculation methodology including source data and any other information including tracking and record keeping. If the measure is reported as a numeric figure, please provide the numerator and the denominator if applicable. There is no character limit in this field.

5. Distributors will be required to conduct their survey on a biennial basis (i.e. every second year), at a minimum. If a distributor conducted survey #1 for the 2015 performance result to be reported in April 2016, then for next year reporting in April 2017, the distributor can report the same performance result from survey #1. The distributor would be required to conduct survey #2 by April 2018 to be reported to the OEB in April 2018.

2.1.19d – Public Safety

2.1.19d Public Safety

Content

Electricity distributors are required to report a public safety measure that includes three components:

Component A - Public Awareness of Electrical Safety

- This component measures the level of public awareness within the electricity distributor's service territory of electrical safety information and precautions related to distribution network assets.
- Refer to the [OEB's November 25, 2015 letter](#) on the methodology and an implementation guide as well as a set of biannual standardized questionnaire that electricity distributors should use to conduct either a telephone or an online survey of a statistically representative sample of distributor's service territory's population regarding Component A - Public Awareness of Electrical Safety Measure.
- The performance target for Component A will be established once three years of data is gathered from the electricity distributors. The target for Public Awareness of Electrical Safety will be set after the information for years 2015 to 2017 is collected from electricity distributors. The target will be reported and shown on the scorecard for the 2018 performance data.

Year of Related Data	When to Conduct Survey	RRR Filing Due Date
2015 Survey #1	November 2015 – April 2016	April 30, 2016 (for 2015 Scorecard)
2016	N/A Survey #1 data reported	April 30, 2017 (for 2016 Scorecard)
2017 Survey #2	Prior to April 30, 2018	April 30, 2018 (for 2017 Scorecard)
2018	N/A Survey #2 data reported	April 30, 2019 (for 2018 Scorecard)
2019 Survey #3	Prior to April 30, 2020	April 30, 2020 (for 2019 Scorecard)

Component B - Compliance with Ontario Regulation 22/04

- This measures the level of the electricity distributor's compliance with [Ontario Regulation 22/04](#)- Electrical Distribution Safety as measured by:
 - Evaluation of annual audit of compliance submitted by electricity distributor (section 4-8) and declaration of compliance (sections 3,9-12)

- Evaluation of Due Diligence Inspection (DDIs) and Reports of Public Safety Concerns
- The performance target for level of compliance with Ontario Regulation 22/04 is for the distributor to be fully compliant with Ontario Regulation 22/04.

Component C - Serious Electrical Incident Index

- This measures the number of non-occupational (general public) serious electrical incidents involving electricity distributor owned assets as defined by Ontario Regulation 22/04 - Electrical Distribution Safety, as measured by:
 - Number of serious electrical incidents and
 - Rate of serious electrical incidents occurring on an electricity distributor's assets per 10,100 or 1000 km of line.
- The performance target for Serious Electrical Incident Index will be set based on distributor's specific performance target using the distributor's historical data and prior performance.

Distributors are expected to review the performance results and targets for Components B and C as published by the Electrical Safety Authority (ESA) in February and resolve any issues with the ESA prior to reporting to the OEB by April 30, 2016.

New on form

New: Form has been updated for distributors to input the performance results for Components A, B and C as well as the distributor targets for Components B and C.

Tips

1. For Component A Public Awareness of Electrical Safety, please report the result in percentage format (xx.xx%).
2. For Component B Compliance with Ontario Regulation 22/04 result, select from the drop-down menu:
 - N/C – Non-Compliance*
 - A failure to comply with a substantial part of Regulation 22/04; or
 - Continuing failure to comply with a previously identified Needs Improvement item.
 - N/I – Needs Improvement*
 - A failure to fully comply with part of Regulation 22/04; or
 - Non-pervasive failure to comply with adequate, established procedures for complying with Regulation 22/04.
 - C – Compliant*
 - Substantially meeting the requirements of Regulation 22/04.
3. For Component C Rate of serious electrical incidents occurring on an electricity distributor's assets per 10, 100 or 1000 km of line, please round to the nearest thousandth place (i.e. 3-decimal places) to be shown on the scorecard.

2.1.19e – Asset Management Measure

2.1.19e Asset Management Measure

Content

The OEB is in the process of developing a quantifiable measure relating to the efficacy of distributors' asset management. As of now, the Distribution System Plan (DSP) Implementation Progress is used as a **placeholder and temporary measure** for the Scorecard Asset Management measure until the OEB develops a uniform measure. In the interim, distributors will be permitted discretion as to how they implement this measure, but will be required to describe their measure in the notes.

New on form

No changes to form.

Tips

1. The data entered for the Distribution System Plan Implementation Progress measure will be shown on the scorecard.
2. Due to the column limitation on the scorecard, the "measure" field has a limit of 12 characters.
3. To the extent the measure can be quantified as a percentage, then only a single percentage (xx.xx%) should be included in the "measure" field such that only a percentage (xx.xx%) is displayed on the scorecard with no text included.
4. The data entered in "Notes" column will not appear on the scorecard and will be used by the OEB for analysis. Please provide detailed information about the measure, its description, the calculation methodology including source data and any other information including tracking and record keeping. If the measure is reported as a numeric figure, please provide the numerator and the denominator if applicable. There is no character limit in this field.

Ontario Energy Board		Log Off My Profile My Portal Help																															
February 9, 2016		E 2 1 19																															
Search <input type="text"/> 		Report Summary																															
FAQ My Cases Case Documents Submit RRR Filing SOP: View Work-In-Progress Application SOP Application Submit an Application Submit Other Documents		<table border="1"> <tr> <td>Filing Due Year</td> <td>Filing Form Name</td> <td>RRR Filing No</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Reporting Period and Company Name</td> <td>Licence Type</td> <td>Status</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Report Version</td> <td>Extension Granted</td> <td>Extension Deadline</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Filing Due Date</td> <td>Reporting From</td> <td>Reporting To</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Submitted On</td> <td>Submitter Name</td> <td>Expiry Date</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table>		Filing Due Year	Filing Form Name	RRR Filing No	<input type="text"/>	<input type="text"/>	<input type="text"/>	Reporting Period and Company Name	Licence Type	Status	<input type="text"/>	<input type="text"/>	<input type="text"/>	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	<input type="text"/>	<input type="text"/>	<input type="text"/>
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		Instructions <p>To delete a value that should have been blank you must delete the value and enter 0</p> <p>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.</p>																															
		Billing Accuracy <p>Reference: DSC Section 7.11</p> <p>The percentage of bills accurately issued is defined as the accurate bills issued expressed as a percentage of total bills issued.</p> <p>OEB Approved Standard: at least 98% on a yearly basis.</p> <table border="1"> <thead> <tr> <th>* Number of Inaccurate Bills issued for the Year (A)</th> <th>* Total Number of Bills Issued for the Year (B)</th> <th>Annual % of bills accurately issued (B-A)/B</th> <th>OEB Standard</th> </tr> </thead> <tbody> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </tbody> </table>		* Number of Inaccurate Bills issued for the Year (A)	* Total Number of Bills Issued for the Year (B)	Annual % of bills accurately issued (B-A)/B	OEB Standard	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																						
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OEB e-filing Services

Rate category		<input type="text"/>
Non-prescriptive Scorecard Measures		
	Measure (Appears on Scorecard) (12 Characters Max.)	Notes (Not on Scorecard) (See (1) below)
First Contact Resolution	<input type="text"/>	<input type="text"/>
Customer Satisfaction Survey Results	<input type="text"/>	<input type="text"/>
Asset Management (e.g. Distribution System Plan Implementation Progress)	<input type="text"/>	<input type="text"/>
		<p>(1) Please provide detailed information about the measure, its description, the calculation methodology including source data and any other information including tracking and record keeping.</p> <p>If the measure is reported as a numeric figure, please provide the numerator and denominator in the Notes.</p>
Submit?		
* Submit Form		
<input type="text"/>		

OEB e-filing Services



SAVE

SAVE & EXIT

PRINT

Cancel

2.2 – ARC Self-Certification

2.2 ARC Self-Certification
Content
<p>An electronic self-certification statement signed by the Chief Executive Officer (CEO) of the utility confirming that the Chief Executive Officer is satisfied that the utility has complied with the Affiliate Relationships Code for Electricity Distributors and Transmitters (ARC).</p>
New on form
<p>No changes to form.</p>
Tips
<p>The ARC self-certification form will only appear under the CEO (or CEO equivalent)'s log in account. Please refer to the Registration section to ensure that the utility's CEO has the account and security credentials to submit the self-certification.</p> <p>The electronic filing of the CEO's self-certification is mandatory for all distributors. No hardcopies of this document will be accepted.</p> <p>If the CEO has forgotten his/her user ID and password, he/she can click on "Forgot your Password" on the RRR portal log-in webpage. The CEO will be asked to provide the email address registered with the OEB and the user ID and password will be sent to that email immediately.</p>

Ontario Energy Board 		Log Off My Profile My Portal Help
E22_Certification with affiliates		

March 30, 2015

Search



FAQ

My Cases

Submit Smart Meter Filings

Case Documents

Submit RRR Filing

SOP: View Work-In-Progress Application

SOP Application

Submit an Application

Submit Other Documents

Report Summary

Submitter Title		
Year	Filing Name	Filing Description
Reporting Period	Extension Granted	Report Version
Filing Due Date	Extension Deadline	Status
Submitter Name	Licence Type	Expiry Date

Any Affiliates

Did the company below have any Affiliates during the reporting calendar year

Company Info

Company Name	Licence Number	Licence Type
First Name	Last Name	Job Title

I certify that

has complied in full with the Affiliate Relationships Code for Electricity Distributors and Transmitters during the Calendar Year

If you have answered "No" to the above, provide the reason and outline plans to come into compliance

Submitted On

Submit Form

* Submit Form

OEB e-filing Services

The screenshot displays a web interface for OEB e-filing Services. On the left, there is a dark blue rectangular area. Below it is a logo that reads "POWERED BY PIVOTAL". To the right of this area is a long, thin, light green horizontal bar. At the bottom of the interface is a dark blue navigation bar containing four buttons: "SAVE", "SAVE & EXIT", "PRINT", and "Cancel".

Executive Certification on RRR Filings

Executive Certification on RRR Filings**Content**

To underscore the importance that the OEB places on the accuracy and integrity of distributor RRR reporting, particularly in the context of the new performance based regulatory framework, the OEB requires that both quarterly and annual RRR filings with the OEB be certified by an executive signing officer of the company (e.g., Chief Executive Officer, Chief Financial Officer, or other officer of the company with equivalent executive signing authority).

The executive signing officer of the company shall certify, on behalf of the company, that:

- To the best of my knowledge, having exercised reasonable diligence, the information filed under the OEB's Reporting and Record-Keeping Requirements is complete and accurate in all material respects.
- Adequate processes and controls including quality assurance and quality control are in place to ensure that the information filed under the OEB's Reporting and Record-Keeping Requirements is accurate in all material respects.
- The company is able to provide records substantiating the filings made under the OEB's Reporting and Record-Keeping Requirements on request.

It is an offence under section 126(1)(b) of the Ontario Energy Board Act, 1998 to knowingly furnish false or misleading information in any application, statement or return made under that Act or in any circumstances where information is required or authorized to be provided under that Act.

New on form

No changes to form.

Tips

The electronic executive certification for RRR is mandatory for all distributors. The RRR submission for the distributor is not complete until the executive certification has been filed.

Who can certify

The certification must be completed by an executive signing officer of the company e.g., Chief Executive Officer, Chief Financial Officer, President, President & CEO, or other officer of the company with equivalent executive signing authority. Please specify the job title in the field called "Other" when the job title in the drop-down menu is not listed.

Please refer to the [Registration](#) section to ensure the executive signing officer has the log-in account and security credentials to submit the self-certification.

If the executive signing officer has forgotten his/her user ID and password, he/she can click on "Forgot your Password" on the RRR portal log-in webpage. The executive signing officer will be

asked to provide the email address registered with the OEB and the user ID and password will be sent to that email immediately.

Completeness of the RRR filings

All filings must be completed before the task for executive certification can be performed.

The RRR filings with the OEB will not be complete unless the executive certification of the RRR is completed.



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[Help](#)

Ontario Energy Board

Reporting Period

February 9, 2016

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FAQ

My Cases

Case Documents

Submit RRR Filing

RRR Data Revision

Request

My Companies RRR

Revision Requests

SOP: View Work-In-Progress Application

SOP Application

Submit an Application

Submit Other Documents

Instructions
Distributor
Transmitter
Retailer
Wholesaler
Generator
Miscellaneous

RRR Filing Summary for Period

Reporting Period	Filing Year	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>
Submission Due	Extension Deadline	Extension Granted
<input type="text"/>	<input type="text"/>	<input type="text"/>
Submission Date	Revision after Deadline	
<input type="text"/>	<input type="text"/>	

Distributor

E2.1.1

Report Version	Status	Due	Completed by	Completed on
No Records				

E2.1.2

Report Version	Status	Due	Completed by	Completed on
No Records				

E2.1.3

Report Version	Status	Due	Completed by	Completed on
No Records				

E2.1.4

Report Version	Status	Due	Completed by	Completed on
0	Not Started	May 2, 2016		

Consent statement for 2.1.5 and 2.1.7

Report Version	Status	Due	Completed by	Completed on
0	Not Started	May 2, 2016		

Note

The forms E2.1.5 and E2.1.7 for April 2008 and onwards will not be available unless you respond to Consent Statement above.

E2.1.5

Report Version	Status	Due	Completed by	Completed on
No Records				

E2.1.5.6

Report Version	Status	Filing Due Date	Completed By	Completed On
No Records				

E 2.1.6

OEB e-filing Services

Report Version	Status	Due	Completed by	Completed on
↔ 0	Not Started	May 2, 2016		

E2.1.7

Report Version	Status	Due	Completed by	Completed on
No Records				

E2.1.8

Report Version	Status	Due	Completed by	Completed on
↔ 0	Not Started	May 2, 2016		

E 2.1.13

Report Version	Status	Due	Completed by	Completed on
↔ 0	Not Started	May 2, 2016		

E 2.1.14

Report Version	Status	Due	Completed by	Completed on
↔ 0	Not Started	May 2, 2016		

E 2.1.15

Report Version	Status	Due	Completed by	Completed on
No Records				

E 2.1.16

Report Version	Status	Due	Completed by	Completed on
↔ 0	Not Started	May 2, 2016		

E 2.1.17

Report Version	Status	Due	Completed by	Submitted On
↔ 0	Not Started	May 2, 2016		

E 2.1.18

To upload filing, click the "Upload E 2.1.18" button at the bottom of the screen.

Reporting Version	Status	Completed by	Completed on
No Records			

E 2.1.19

Report Version	Status	Due	Completed by	Completed on
↔ 0	Not Started	May 2, 2016		

E2.2 Certification for Affiliates

The ARC certification filing will only appear under the Chief Executive Officer's log in account and must be completed.

Report Version	Status	Completed by	Completed on	I am Satisfied that the Company Complied
No Records				

<http://207.61.33.148/eService/>[09/02/2016 10:40:02 AM]

Executive Certification of RRR Filings:

I certify on behalf of the

Company Name

That:

- To the best of my knowledge, having exercised reasonable diligence, the information filed under the OEB's Reporting and Record-Keeping Requirements is complete and accurate in all material respects.

- Adequate processes and controls including quality assurance and quality control are in place to ensure that the information filed under the OEB's Reporting and Record-Keeping Requirements is accurate in all material respects.

- The company is able to provide records substantiating the filings made under the OEB's Reporting and Record-Keeping Requirements on request.

It is an offence under section 126(1)(b) of the Ontario Energy Board Act, 1998 to knowingly furnish false or misleading information in any application,

statement or return made under that Act or in any circumstances where information is required or authorized to be provided under that Act.

Executive Certification

Sign Off

☐

Job Title

Other

The certification statement must be signed by an executive signing officer of the company, e.g., Chief Executive Officer, Chief Financial Officer.

Once you have checked the Sign off field, clicking the Save button will not automatically submit this form.

Signed off By

Sign off date

The Signed off by and Signed off date will automatically populate after you select Signed off and select Save.

Submit?

Submit?

To submit this form, select Yes in the Submit Form drop down and then click the Save button.

OEB e-filing Services



Save

Save & Exit

Upload E 2.1.18

Cancel

<http://207.61.33.148/eService/>[09/02/2016 10:40:02 AM]