Ontario Energy Board

Ontario

RRR FILING GUIDE

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

PREPARED BY OEB STAFF

March 2017

Updated (March 6, 2017)

DISCLAIMER NOTICE

The Reporting and Record Keeping Requirements Filing Guide (RRR Filing Guide) has been prepared by Ontario Energy Board (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.

TABLE OF CONTENTS

PURPOSE

The purpose of this RRR Filing Guide is to aid electricity 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. It provides electricity distributors further guidance, details and references to additional information, or examples to clarify reporting requirements given the various scenarios that arise for different distributors.

The RRR Filing Guide is also updated to provide guidance arising from distributors' enquiries on reporting requirements and/or new or modified forms in the RRR e-filing system.

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 data quality 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.

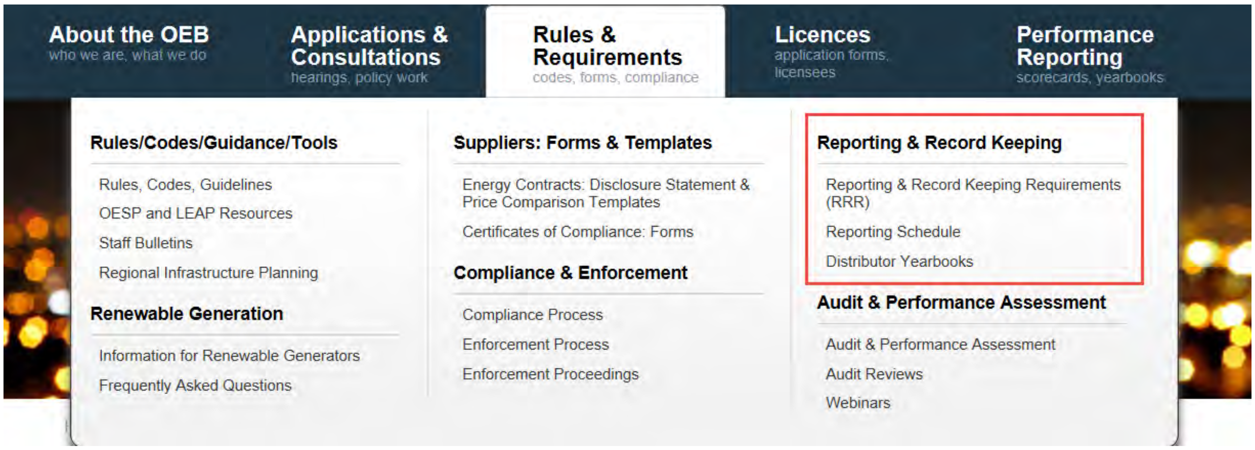
RRR data quality is critical to the production and integrity of the measures in the electricity distributor scorecard. The table below identifies the RRR data relied on and used to produce the related corresponding scorecard measure.

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	Average Number of Hours that Power to a Customer is Interrupted (i.e., System Average Interruption Duration Index)
RRR 2.1.4.2	Average Number of Times that Power to a Customer is Interrupted (i.e., System Average Interruption Frequency Index)
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 – This webpage contains current documents and recent communications from the OEB regarding RRR.

Electricity RRR Document – This 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 and countdown for impending filing deadlines for regulated entities.

RRR Data Revision – This section includes instructions for making a revision to previously reported data.

RRR User Add/Remove Request Form – The link to the form to modify and request user access to the RRR portal.

RRR Reports & Publications – The link to past Yearbooks of Electricity Distributors is found in this section.

REGISTRATION

Registered User Privileges

Registration of at least one RRR user is necessary in order to fulfill the condition of its 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.

If you have forgotten your user ID and password, click on "Forgot your Password" on the OEB's e-Filing Services 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 your inbox immediately.

Removing or Adding a Registered User

When the job function of a registered user changes, or when an employee leaves the organization, 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 should complete the "Electronic User Form" found on the e-Filing Services page of the OEB website and email 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.** Paper submissions are not accepted.

2. Electronic RRR certification on quarterly and annual RRR filings by the executive signing officer.

3. Electronic sign-off of the distributor's Scorecard and Scorecard MD&A by the 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 group will forward the new log-in credentials to the account holder.

COMPUTER SYSTEM REQUIREMENTS

Distributors can complete and view their current and past RRR filings on the OEB's e-Filing Services webpage.

Please ensure your computer has the necessary system requirements to access the RRR portal by following the steps below. For any technical issues, please contact the OEB's IT Help at IT.help@ontarioenergyboard.ca.

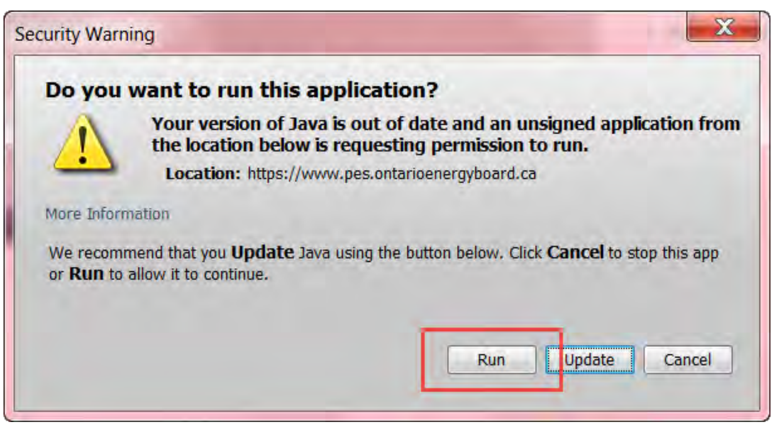
1. You will need to install Java software (version 6 update 30 or greater) on your computer. You can download Java at http://www.java.com/en/download/manual.jsp.

   You will also need to add the website (http://www.pes.ontarioenergyboard.ca/eservice/) to the Java 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.

2. Please ensure that the "Compatibility Mode" is turned on. On Internet Explorer, go to the e-Filing webpage. Select Tools > Compatibility View Settings from the browser menu. Click the 'Add' button to turn on the compatibility mode for this webpage.

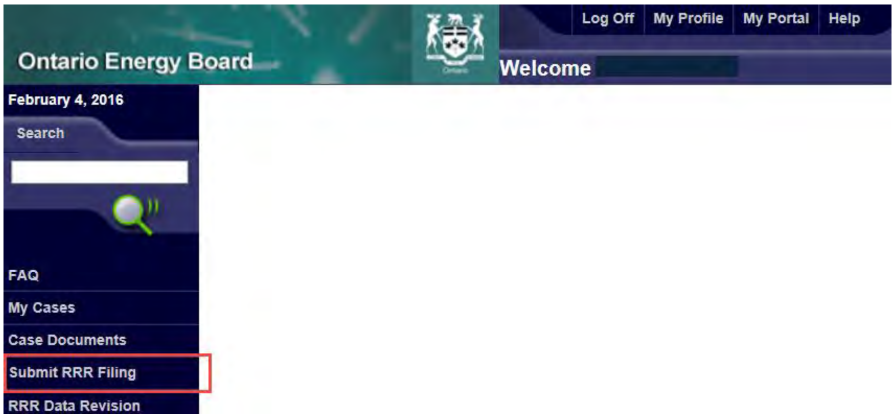
3. Please make sure to turn off the Pop-Up Blocker on Internet Explorer.
   i. Select the Tools button and then click Internet options.
   ii. In the Privacy tab, under Pop-up Blocker, clear the "Turn on Pop-up Blocker" check box, and then click OK.

4. When entering the e-Filing Services webpage, if you see a pop-up message as seen below, please click "Run".



ACCESSING THE RRR FORMS

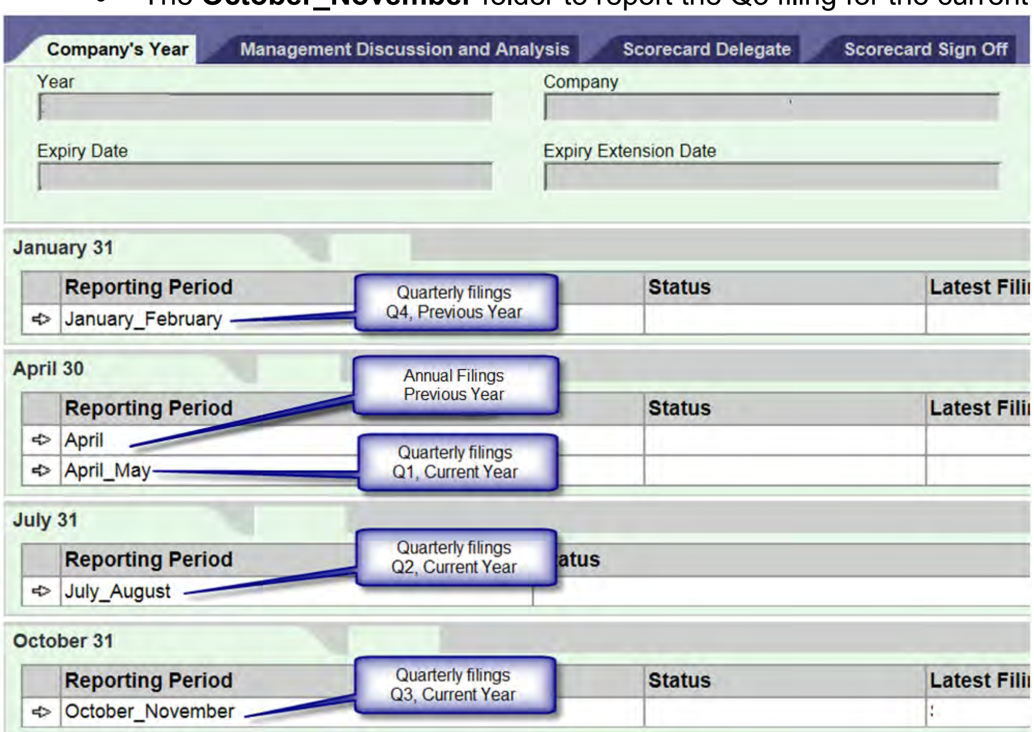
1. The RRR filings are required to be submitted by regulated entities through the OEB's e-Filing Services webpage. Once you have entered your user ID and password, you will see the "Welcome" page. On the left-hand column, please select "Submit RRR Filing".



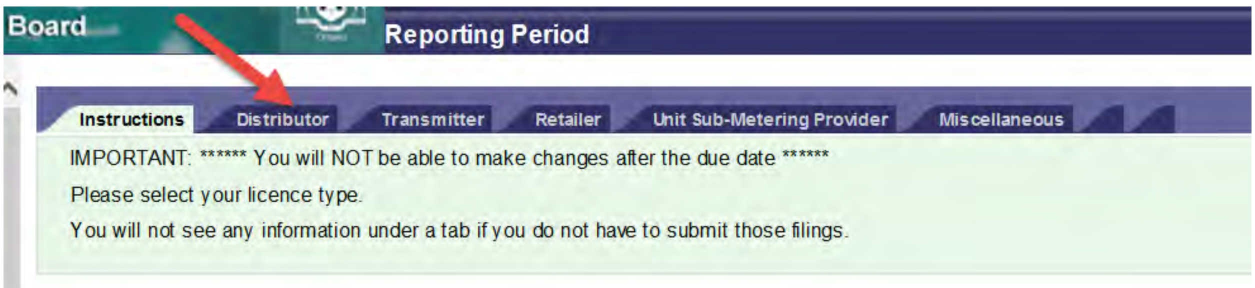
2. Select your Company name.

3. Select the Reporting year (i.e. select **2017** for reporting annual 2016 data).

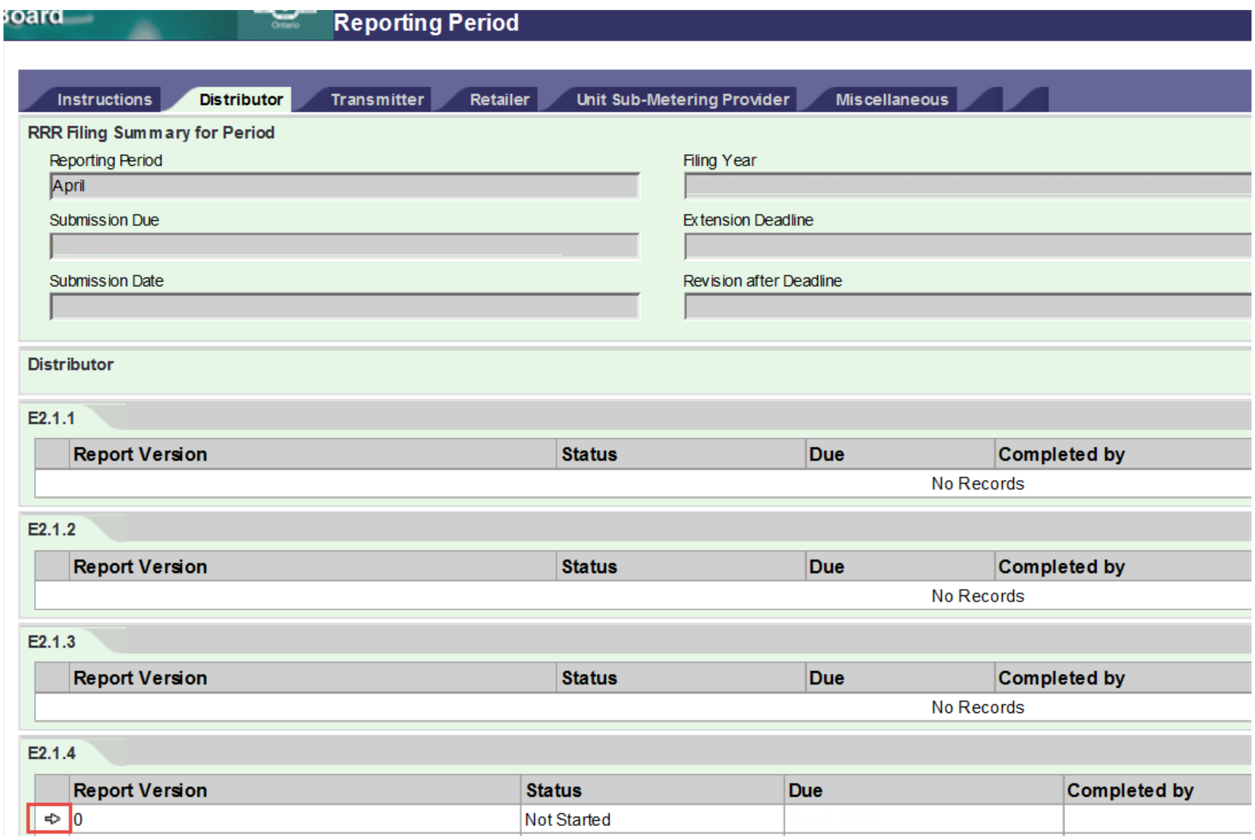
4. Select the Reporting period:
   - The **January_February** folder to report the Q4 filings for the previous year;
   - The **April** folder to report the annual filings for the previous year;
   - The **April_May** folder to report the Q1 filing for the current year;
   - The **July_August** folder to report the Q2 filing for the current year;
   - The **October_November** folder to report the Q3 filing for the current year.



5. Select the Licence type.



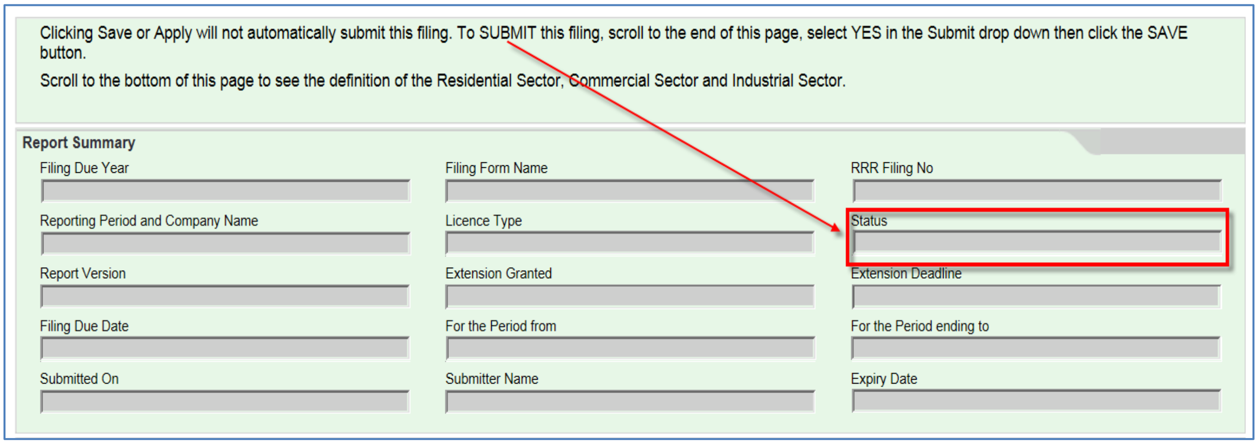
6. To view the filings required to be submitted, please click the arrow sign to open the input form.



SUBMISSION

Filing Status

To make sure your data has been saved or submitted, please always ensure to check the Status box on the "Report Summary" section at the top of the form.



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.

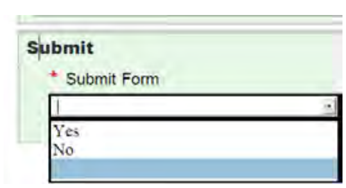
Revised: When the information is re-filed subsequent to the first filing.

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

Submit Form Box

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

Your filing will not be submitted unless you select "Yes" to submit the form.



The default setting for the Submit box is a blank.

Choose **NO** to save, and **YES** to submit and save.

Viewing of RRR Information

OEB staff can only view filings after a 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. Once you have selected "yes" to submit and clicked the Save button, please verify the status has been updated at the top of the form.

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				✓								
2.1.4.2.10	Submit as needed											
2.1.5				✓								
2.1.5.6				✓								
2.1.6				Upload								
2.1.7				✓								
2.1.8				✓								
2.1.9				✓								
2.1.13				Upload								
2.1.14				✓								
2.1.15		✓			✓			✓			✓	
2.1.16				✓								
2.1.17				✓								
2.1.18	Submit 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).

REVISIONS

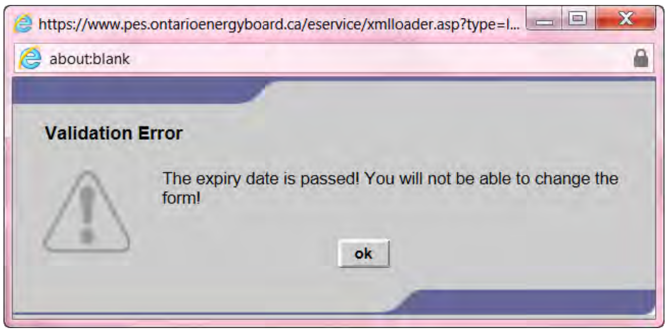
Before filing due date

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

After filing 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 the 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 below and changes will not be saved or submitted:



A regulated entity must seek the approval of the OEB in order to substantiate the requested changes and gain access to the e-Filing Services portal to make any changes.

A revision request can be submitted by selecting "*RRR Data Revision Request*" on the left-hand menu in e-Filing Services. Further details on how to submit a web-based data revision request can be found on the OEB's RRR Data Revisions webpage.

Extension for filing

If you know in advance that you will be unable to meet the due date, you can request an extension to the filing date by emailing OEB staff listed in the Contacts section of this RRR Filing Guide.

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, past filings are available in the current format only.

For example, the collection of information on non-commodity deferral accounts in RRR Section 2.1.1 is discontinued. As a result, this historical information 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	IndustryRelations@ontarioenergyboard.ca
RRR filing extension and revision requests	Cathy Nguyen, Analyst, Audit & Performance Assessment Shahdil Alibhai, Analyst, Audit & Performance Assessment Stephanie Chan, Advisor, Audit & Performance Assessment	Cathy.Nguyen@ontarioenergyboard.ca Shahdil.Alibhai@ontarioenergyboard.ca Stephanie.Chan@ontarioenergyboard.ca
Any other RRR matter	Ben Bosch, Senior Advisor, Audit & Performance Assessment Barbara Robertson, Acting Manager, Audit & Performance Assessment	Ben.Bosch@ontarioenergyboard.ca Barbara.Robertson@ontarioenergyboard.ca

FORM AND EXPLANATION

A sample of the online form containing the data to be filed is provided for reference in this section. The format of this section is provided below.

Format

- A summary description of the data contents required to be filed, changes to the electronic input form and tips for filing.
- A sample of the electronic input form available to the RRR filer for input.

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

No changes to form.

Tips

Opening 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, please submit an online RRR data revision request 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.

Commodity deferral and variance accounts

As of Q4 2015 (filed February 29, 2016), distributors are required to report the following deferral and variance accounts only:

- Account 1588 RSVA Power
- Account 1589 RSVA Global Adjustment

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E2.1.1 Deferral/ Variance Accounts

January 12, 2016

Search

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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

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					
1589 RSVA Global Adjustment					

* Submit Form

Yes

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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

No changes to form.

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.

Reporting for Connections
For unmetered scattered load, street lighting and sentinel lighting rate classes, please report the number of connections, and not the 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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E 2.1.2 Quarter 1,2 and 3

February 16, 2016

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My Company's Interactions
SOP: View Work-In-Progress Application
SOP Application
My Company's Consumer Complaint Responses
My Company's Resolution Action Plans

Submit an Application
Submit Other Documents

Report Summary

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

Instructions

1. 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						
General Service < 50 kW						
General Service >= 50 kW						
Large User						
Sub Transmission						

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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

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OEB e-filing Services

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

Submit?

* Submit Form

SAVE | SAVE & EXIT | PRINT | Cancel

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Q4 form

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E 2.1.2 Quarter 4 Only

February 7, 2017

Search

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

Report Summary

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

Instructions

1. 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				0		
General Service Less Than 50 kW				0		
General Service 50 to 4,999				0		

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kW						
Large Use				0		
Street Lighting				0		
Unmetered Scattered Load				0		

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.

OEB e-filing Services

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.

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OEB e-filing Services

Rate Class Detail	Customer Accounts/Connections with Retailer
Residential	
General Service Less Than 50 kW	
General Service 50 to 4,999 kW	
Large Use	
Street Lighting	
Unmetered Scattered Load	

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	
General Service Less Than 50 kW	
General Service 50 to 4,999 kW	
Large Use	
Street Lighting	
Unmetered Scattered Load	

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

Yes

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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

No changes to form.

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". 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 (i.e. both input boxes are required to be entered).

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, micro-embedded generation facilities 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 with customer presence

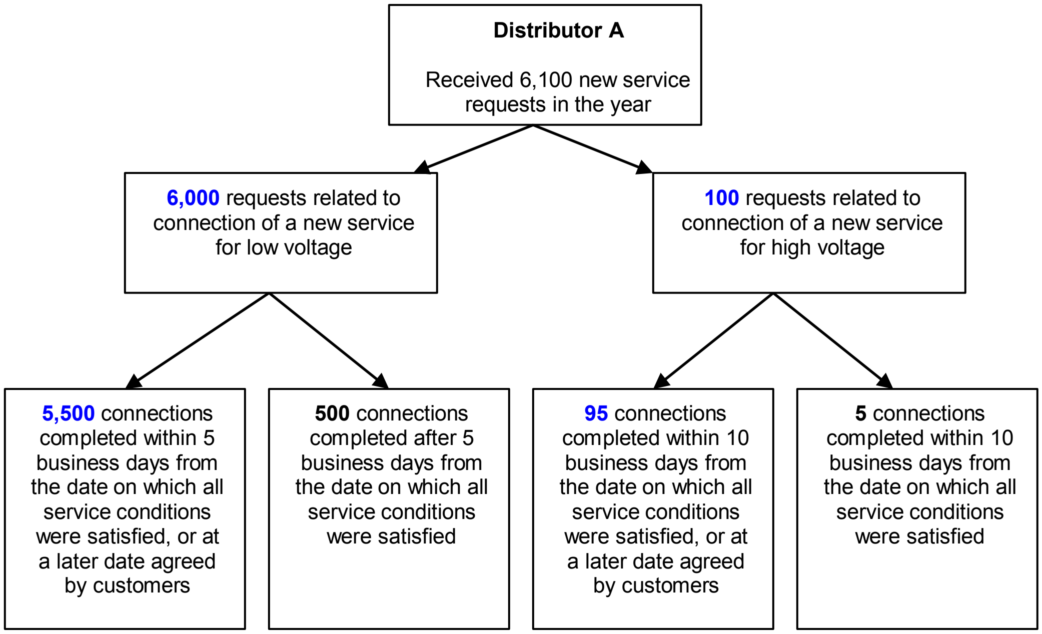
If a New Residential LV connection has a request from the customer to be present, this measure is counted for both New LV Connection and Appointments Met if all the proper conditions are met.

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.

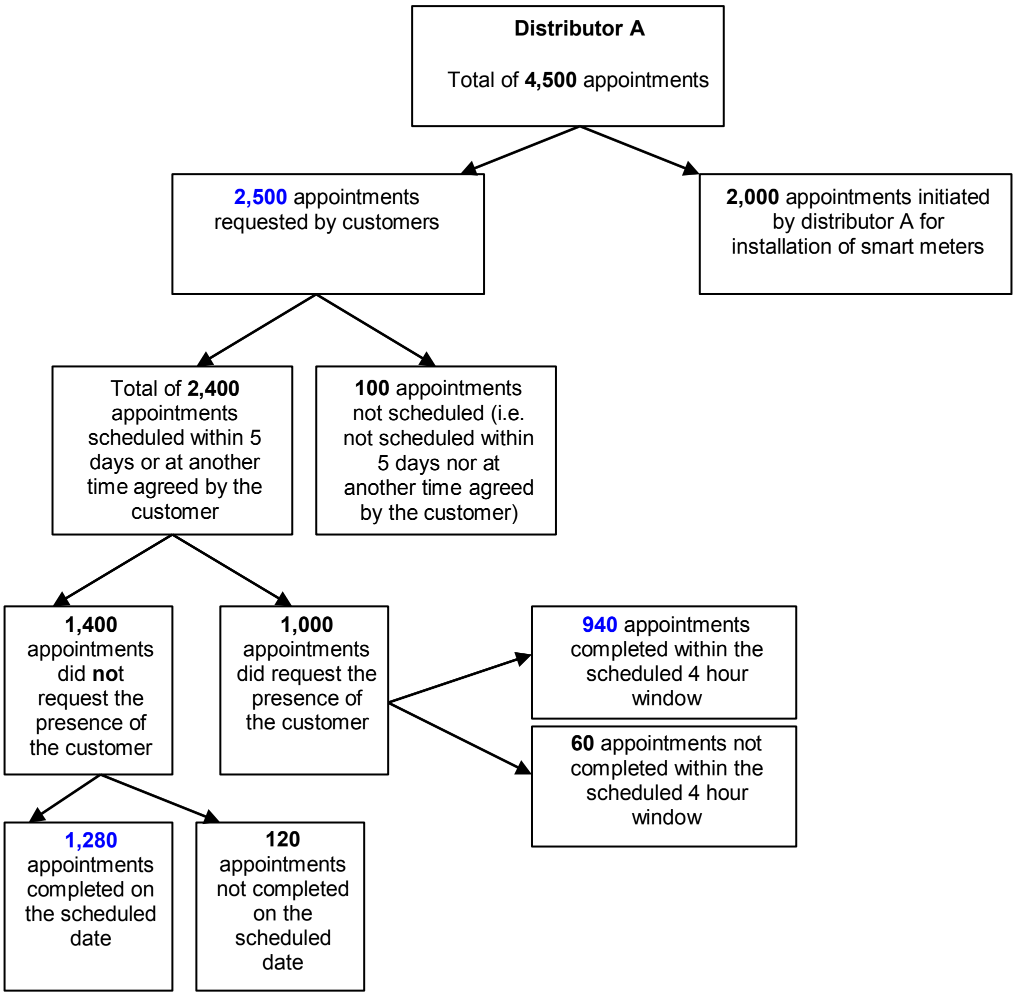
7.5.5 The rescheduled appointment becomes a new appointment for the purposes of sections 7.3.1 or 7.4.1 as appropriate.

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.

<u>Section 7.4 of the DSC states:</u>

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. (Emphasis added)**

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:

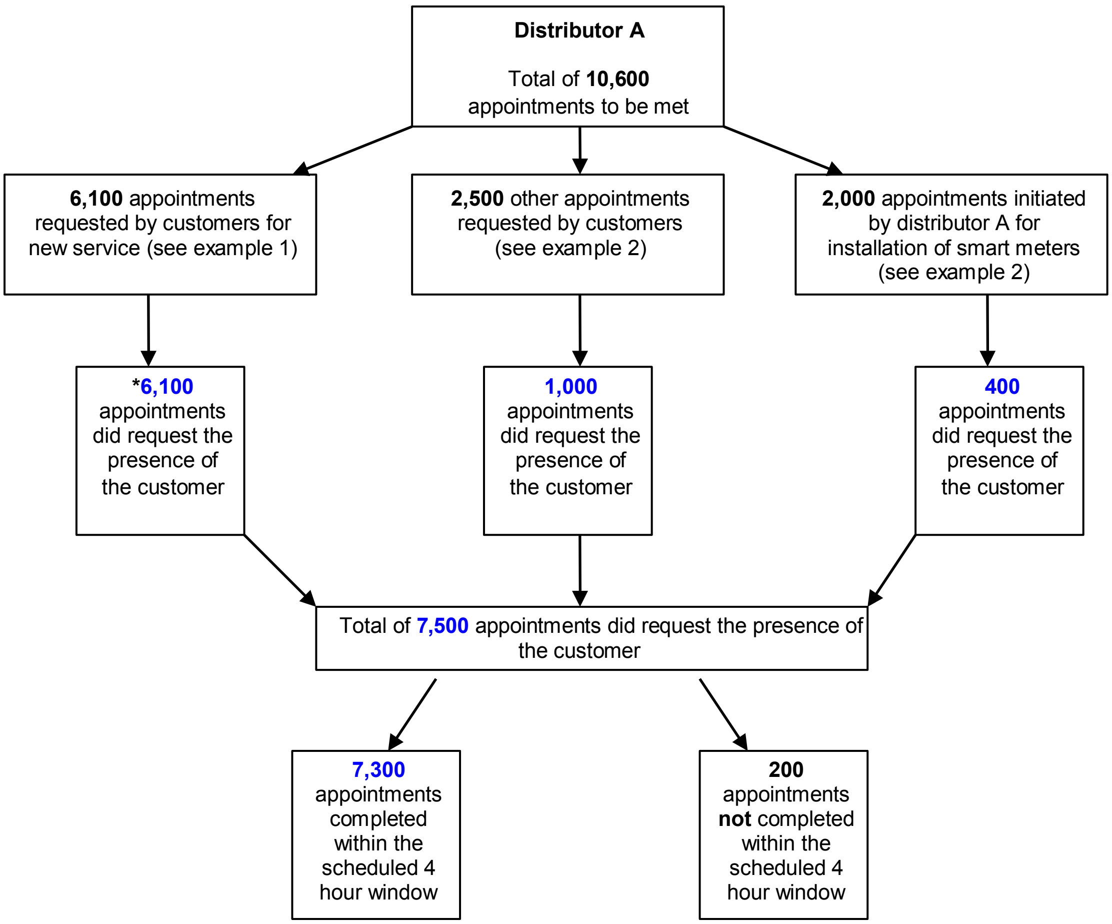
- CDM-related activities as per section 21.2 of distributor's licence where the licensee shall, between January 1, 2015 and December 31, 2020, make CDM programs, available to customers in its licensed service area and shall, as far as is appropriate and reasonable having regard to the composition of 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.

<u>Section 7.3.1, 7.3.3 & 7.4.1 of the DSC:</u>

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.

<u>Section 7.5 of the DSC states:</u>

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

120 appointments not completed on the scheduled date

200 appointments not completed within the scheduled 4 hour window

320 missed appointments

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

Table 6:

On Electronic Filing Form enter:

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).

The requirement must be met at least 65% of the time.

Table 7:

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).

The requirement must be met 10% or less.

Definitions from Section 7.1 of the DSC

- “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:

  (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:

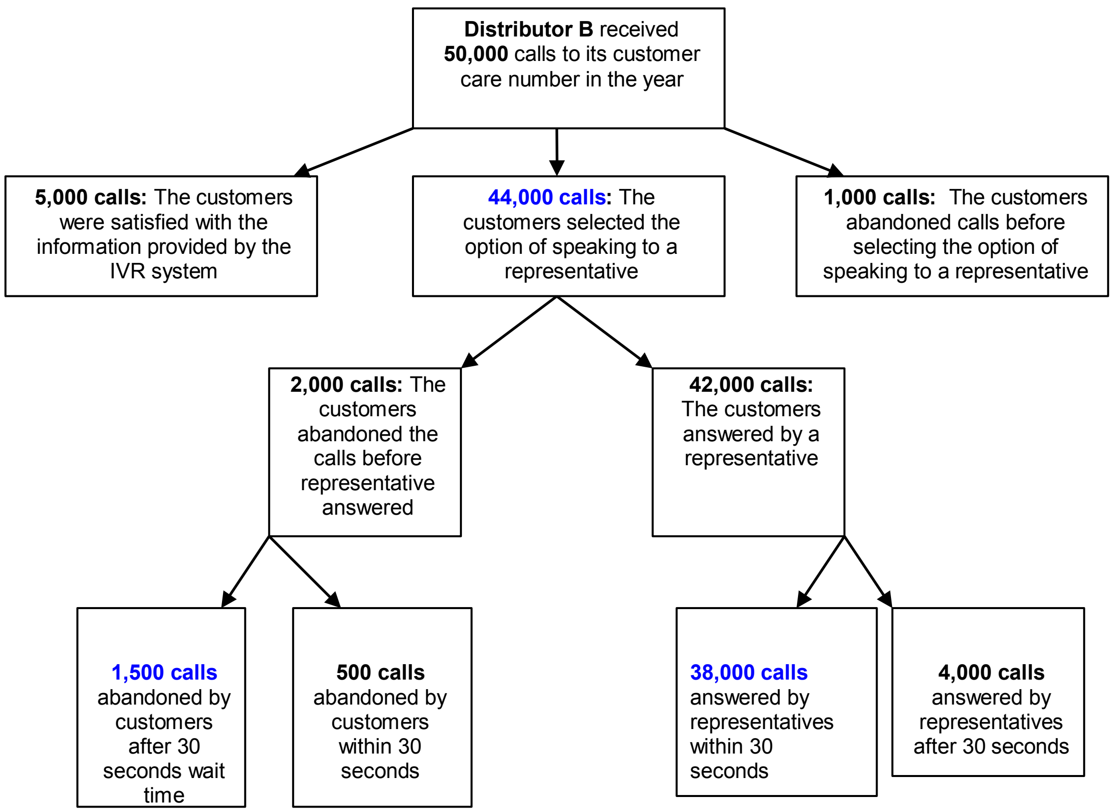
- The customer normally reaches a customer service representative directly or has been transferred to a customer care line; or
- The customer has reached the distributor's Interactive Voice Response system and selected the option of speaking to a customer service representative.

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%

Please note that the number of qualified incoming calls not answered within 30 seconds (calculated as the difference between the “Number of qualified incoming calls” and the “Number of qualified incoming calls answered within 30 seconds” reported under Telephone Accessibility) should be greater than or equal to the “Number of qualified incoming calls abandoned after 30 seconds” reported under Telephone Call Abandon Rate.

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:

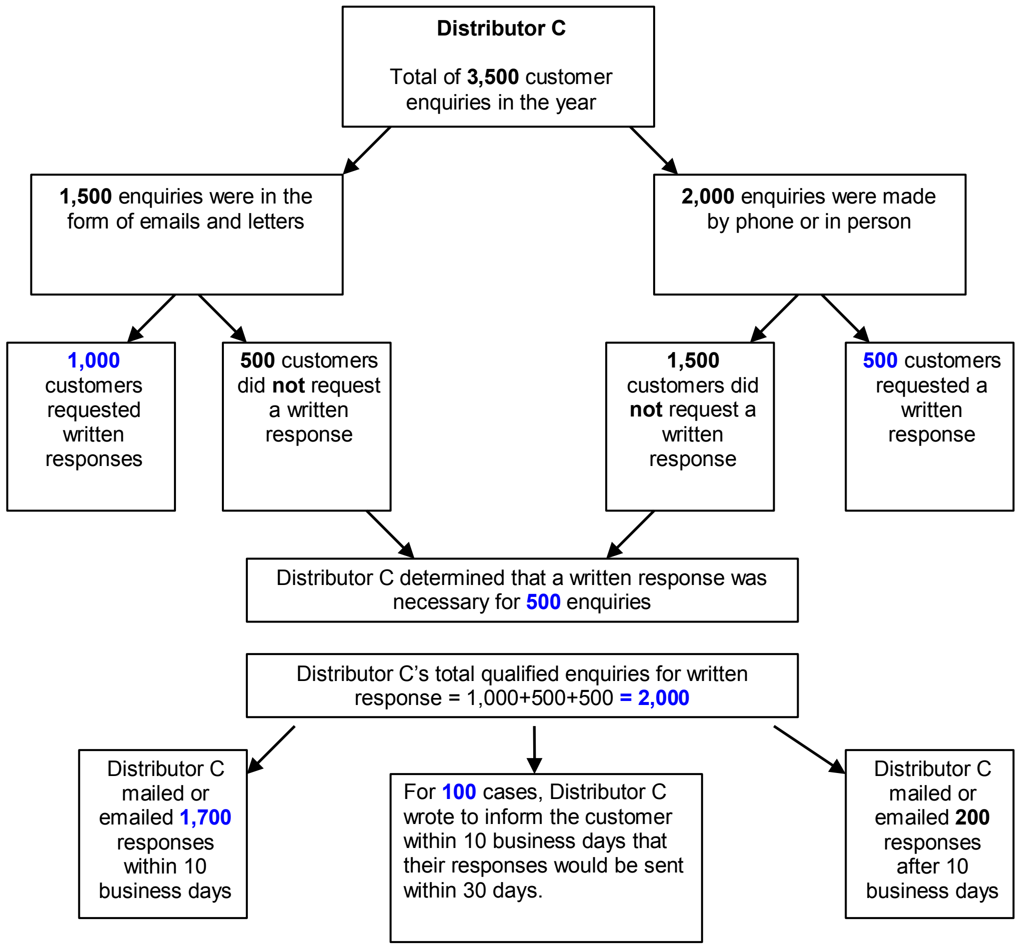
Online chat enquiries
It may be reasonable to classify an enquiry that met the definition of a "qualified enquiry" which is responded to by online chat as a written response provided it represents a similar quality and level of completeness had the respond been provided by email. However, the appropriateness 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:

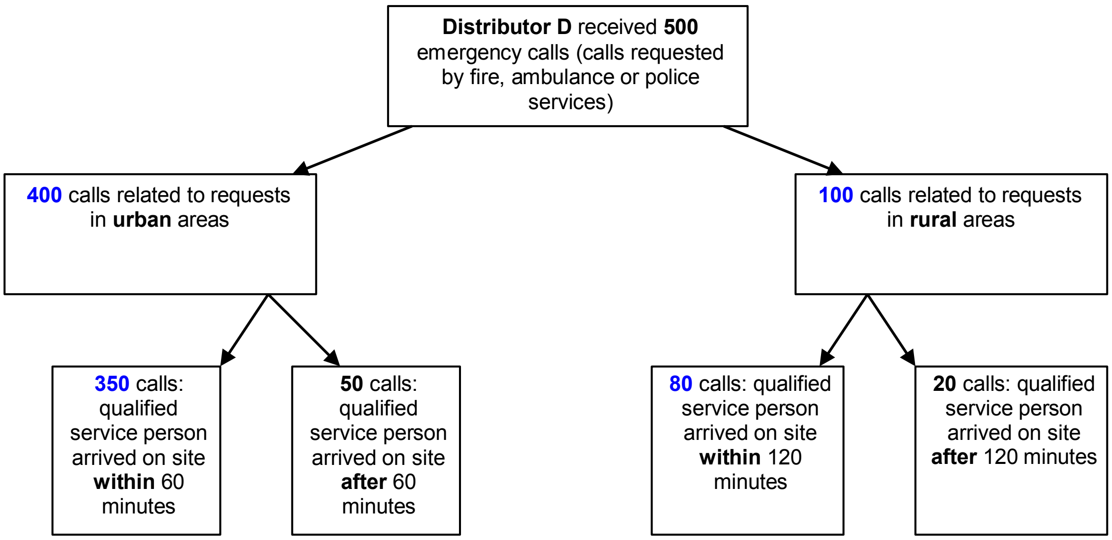
7.9.1 Emergency calls must be responded to within 120 minutes in rural areas and within 60 minutes in urban areas.

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:

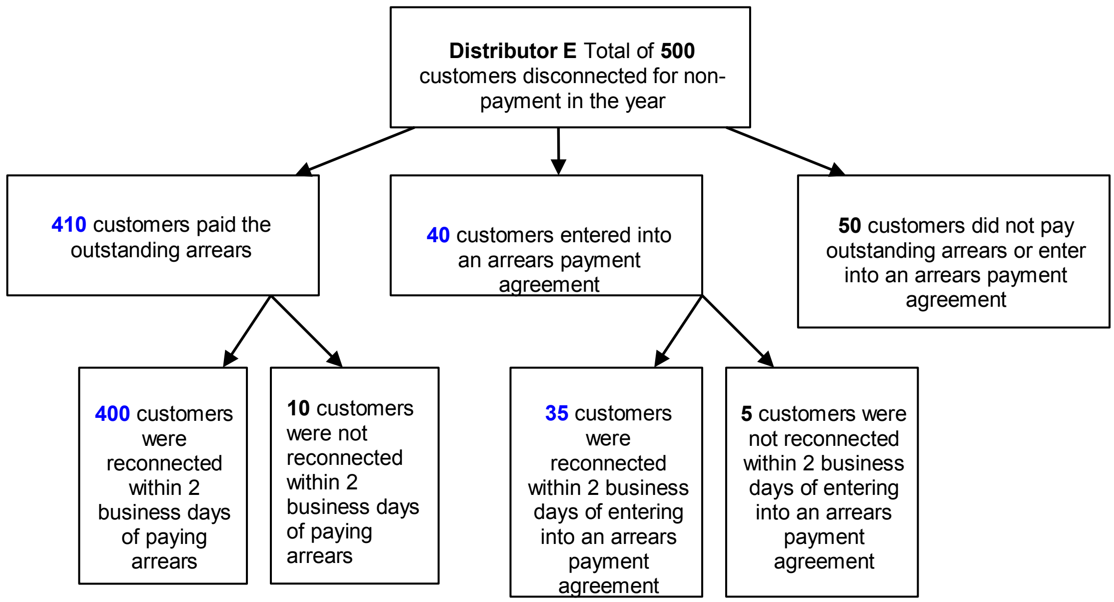
(a) where there is reference to a number of days between two events, the days shall be counted by excluding the day on which the first event happens and including the day on which the second event happens;
(b) where the time for doing an act expires on a day that is not a business day, the act may be 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)

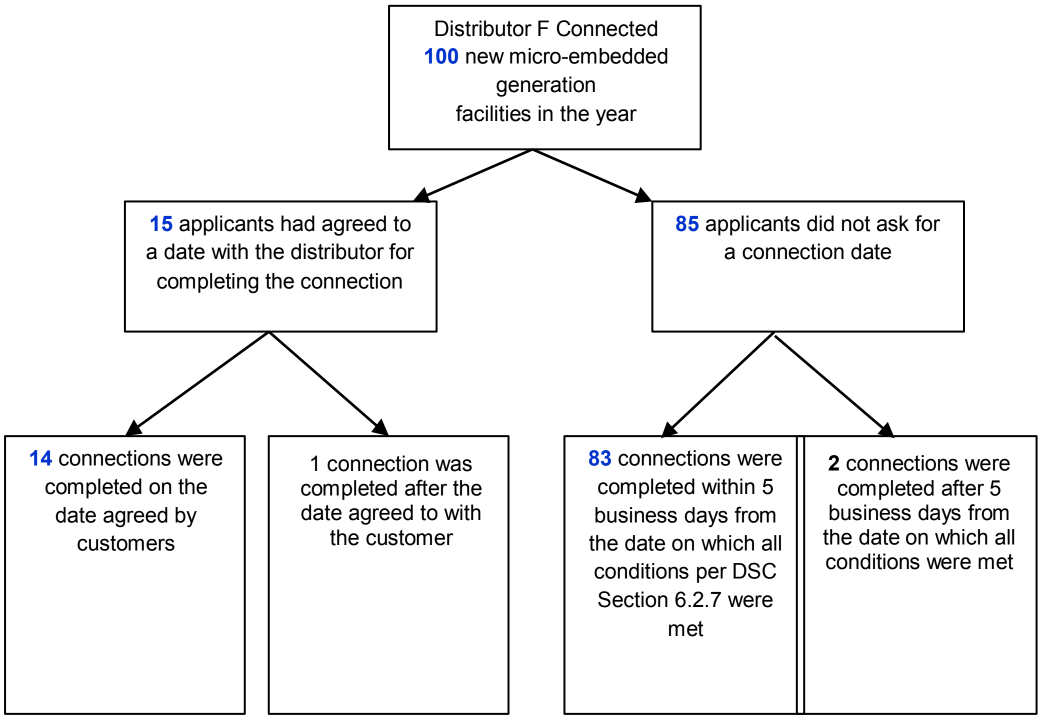
The requirement must be met 90% of the time.

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: The OEB's May 3, 2016 letter of notice (EB-2015-0182) requires all distributors to file outage data that excludes Major Events for both the current year and the four previous years. The forms have been designed to file outage data separately for Major Events; this data will then be used to calculate the adjusted system reliability indices exclusive of a Major Event(s).

The reporting format for the five years of customer interruption data for Major Event(s) by Cause Code is as follows:

- the current reporting year (2016) requires an online form submission
- the prior four years (2012-2015) requires the completion and submission of an Excel spreadsheet. This is a one-time filing.

New: Under each individual cause of interruption code ("Cause Code") from 0 to 9, distributors will also report customer interruption information related to Major Event(s). This data will be used to calculate the adjusted SAIDI and SAIFI figures exclusive of a Major Event(s). Please refer to the section below for more information.

Tips

<u>Reporting of Major Event(s)</u>

Similar to the previous year's reporting, distributors will continue to file customer interruption information for each cause of interruption by month in individual Cause Code tables in the RRR 2.1.4 filing.

In each individual cause code table, the descriptions of the data contents for each column are as follows:

- In Columns 0, 1 and 2: input customer interruption data for all outages under this particular Cause Code;

- In Column 3: the average number of customers by month (pre-populated thereafter the first Cause Code is entered);
- In Columns 4, 5 and 6: input customer interruption data only for outages related to Major Event(s) under this particular Cause Code, if any.

Once all cause code tables are entered and completed, the information can be verified under the “System Reliability Summary” tab.

Columns 0, 1 and 2 will be summarized in Table 1 “Section 2.1.4.2.1 & 2.1.4.2.2 System Reliability Indices”.

Columns 4, 5 and 6 will be summarized in Table 3 “Section 2.1.4.2.8 & 2.1.4.2.9 Major Events Adjusted”.

This data is used to calculate the adjusted system reliability indices exclusive of Major Event(s) as well as adjusted system reliability indices exclusive of both Loss of Supply and Major Event(s).

<u>Average number of customers served</u>
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.

<u>Interruptions, Customer Interruptions and Customer Hours of Interruptions</u>
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.

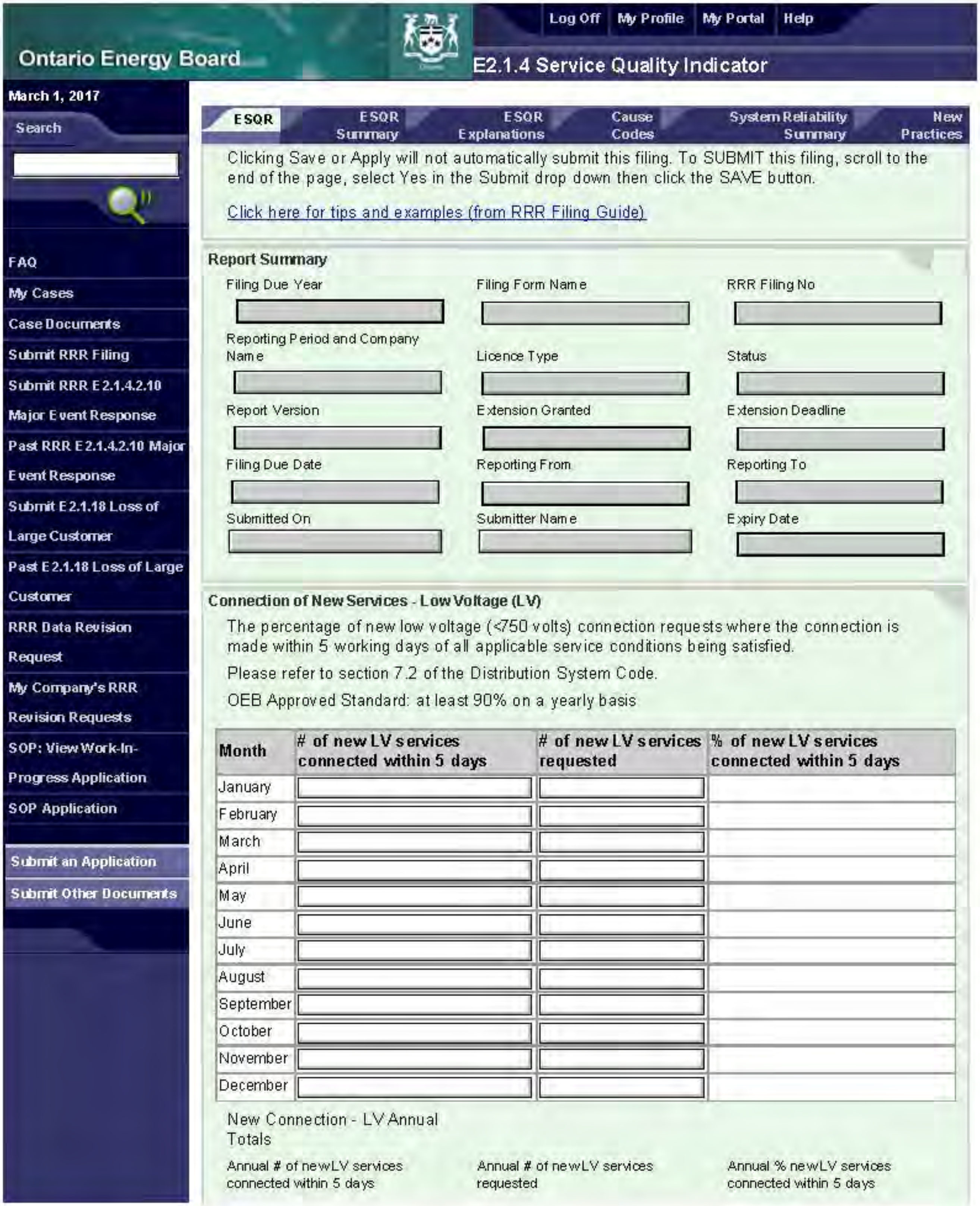
<u>System reliability summary</u>
The “System Reliability Summary” tab auto-calculates the overall and adjusted SAIDI and SAIFI measures from the cause code information entered. The purpose of these summary tables is to serve as a checklist to assist a distributor with the verification of the information

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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E2.1.4 Service Quality Indicator

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Submit RRR E2.1.4.2.10

Major Event Response

Past RRR E2.1.4.2.10 Major Event Response

Submit E2.1.18 Loss of Large Customer

Past E2.1.18 Loss of Large Customer

RRR Data Revision Request

My Company's RRR Revision Requests

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

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

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			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

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

Connection of New Services - High Voltage (HV)

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

Please refer to section 7.2 of the Distribution System Code

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

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

New Connection - HV
Annual Totals

Annual # of new HV services connected within 10 days	Annual # of new HV services requested	Annual % of new HV services connected within 10 days

Appointment Scheduling

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

Please refer to section 7.3.5 of the Distribution System Code

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

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

October			
November			
December			

Appointments Scheduled - Annual Totals

Annual # of appointments scheduled/completed as required	Annual # of appointment requests received	Annual % appointments scheduled/completed as required

Appointments Met

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

Please refer to section 7.4 of the Distribution System Code

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

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

Appointments Met - Annual Totals

Annual # of appointments completed as required	Annual # of appointments scheduled with customer/representative	Annual % appointments met

Rescheduling a missed appointment

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

Please refer to section 7.5 of the Distribution System Code

OEB Approved Standard: 100% on a yearly basis

Month	# of appointments rescheduled as required	# of missed/about to be missed appointments	% appointments rescheduled
January			
February			
March			

April			
May			
June			
July			
August			
September			
October			
November			
December			

Appointments Rescheduled - Annual Totals

Annual # of appointments rescheduled as required	Annual # of missed/about to be missed appointments	Annual % appointments rescheduled

Telephone Accessibility

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

Please refer to section 7.6 of the Distribution System Code

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

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

Telephone Accessibility Annual Totals

Annual # of qualified incoming calls answered within 30 seconds	Annual # of qualified incoming calls	Annual % qualified incoming calls answered within 30 seconds

Telephone Call Abandon Rate

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

Please refer to section 7.7 of the Distribution System Code

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

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

Annual # of qualified incoming calls abandoned after 30 seconds

Annual # of qualified incoming calls

Annual % qualified incoming calls abandoned after 30 seconds

Written Responses to Enquiries

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

Please refer to section 7.8 of the Distribution System Code

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

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

Written Responses Annual Totals

Annual # of written responses provided within 10 days

Annual # of qualified enquiries received

Annual % written responses provided within 10 days

Emergency Response Urban

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

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

Please refer to section 7.9 of the Distribution System Code

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

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

Emergency Response Urban
Annual Totals

Annual # of urban emergency calls responded within 60 minutes	Annual # of urban emergency calls	Annual % urban emergency calls responded within 60 minutes

Emergency Response Rural

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

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

Please refer to section 7.9 of the Distribution System Code

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

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

Emergency Response Rural Totals

Annual # of rural emergency calls responded within 120 minutes	Annual # of rural emergency calls	Annual % rural emergency calls responded within 120 minutes

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			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			

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.

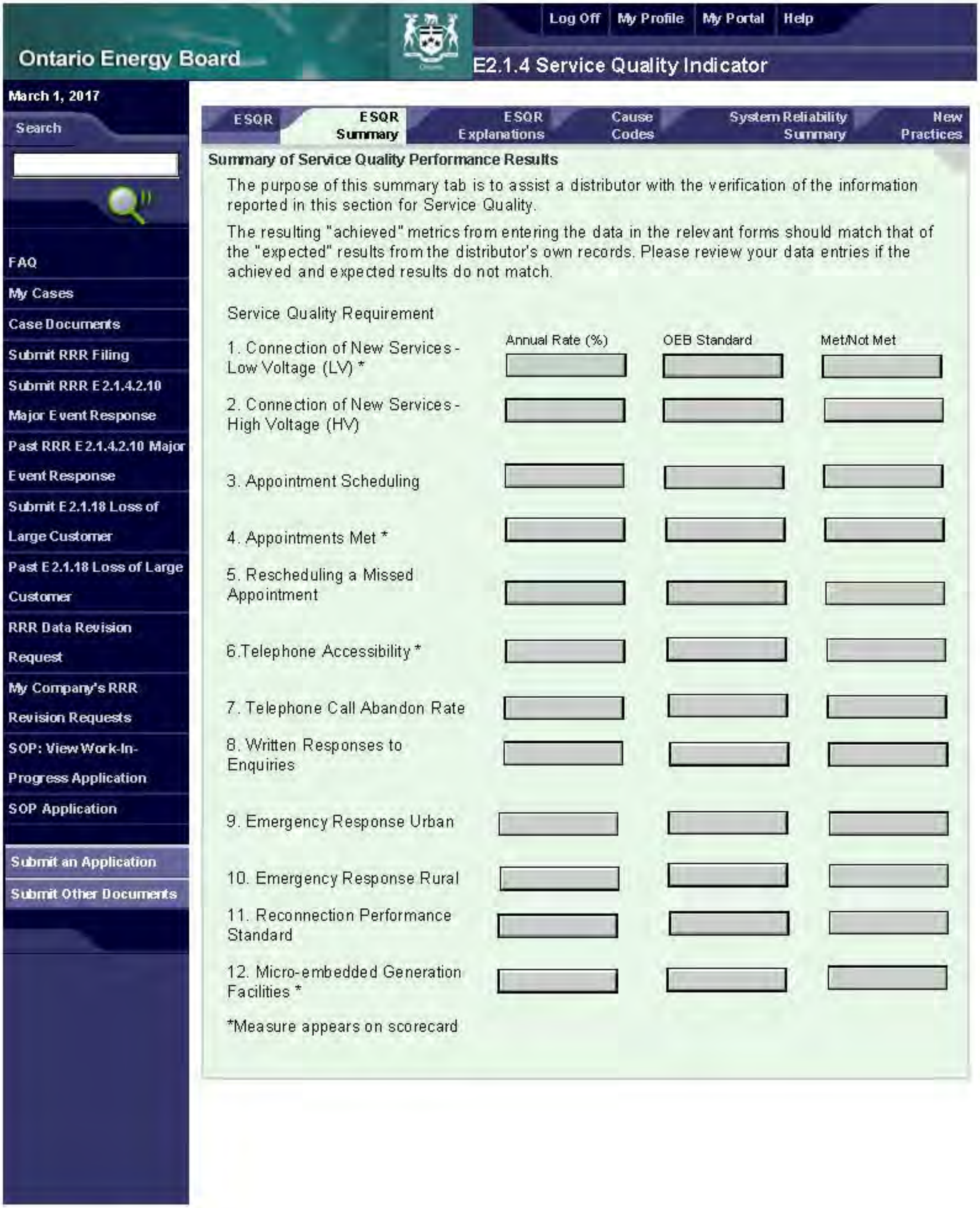
Please refer to section 6.2.7 of the Distribution Service Code

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			
February			
March			
April			

May			
June			
July			
August			
September			
October			
November			
December			

Annual # of new micro-embedded generation facilities	Annual # of new micro-embedded generation facilities for which srvc reliability requirement was met	Annual % of new micro embedded generation facilities for which service reliability was met



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ESQR Explanations
Cause Codes
System Reliability Summary
New Practices
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) *
2. Connection of New Services - High Voltage (HV)
3. Appointment Scheduling
4. Appointments Met *
5. Rescheduling a Missed Appointment
6.Telephone Accessibility *
7. Telephone Call Abandon Rate
8. Written Responses to Enquiries
9. Emergency Response Urban
10. Emergency Response Rural
11. Reconnection Performance Standard
12. Micro-embedded Generation Facilities *
*Measure appears on scorecard

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Submit E2.1.18 Loss of Large Customer
Past E2.1.18 Loss of Large Customer
RRR Data Revision Request
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SOP Application
Submit an Application
Submit Other Documents
ESQR
ESQR Summary
ESQR Explanations
Cause Codes
System Reliability Summary
New Practices
ESQR Explanations
Explanations are mandatory for each service quality requirement that is N/A or not met.
1. Connection of New Services - Low Voltage (LV)
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.
2. Connection of New Services - High Voltage (HV)
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.
3. Appointment Scheduling
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.

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.

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.

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.

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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PIVOTAL
SAVE
SAVE & EXIT
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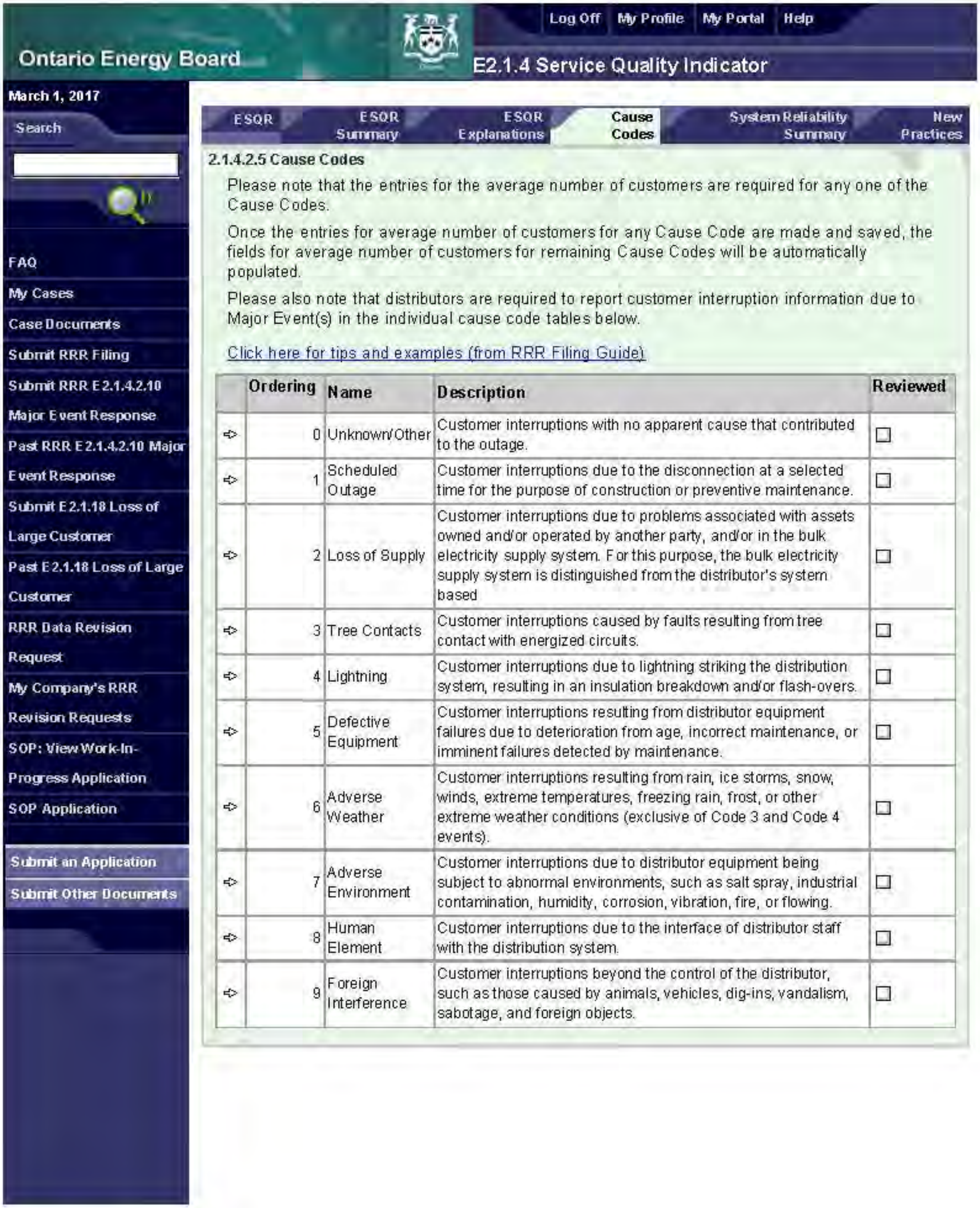

2.1.4.2.5 Cause Codes

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.

Please also note that distributors are required to report customer interruption information due to Major Event(s) in the individual cause code tables below.

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.	☐
➪	1	Scheduled Outage	Customer interruptions due to the disconnection at a selected time for the purpose of construction or preventive maintenance.	☐
➪	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	☐
➪	3	Tree Contacts	Customer interruptions caused by faults resulting from tree contact with energized circuits.	☐
➪	4	Lightning	Customer interruptions due to lightning striking the distribution system, resulting in an insulation breakdown and/or flash-overs.	☐
➪	5	Defective Equipment	Customer interruptions resulting from distributor equipment failures due to deterioration from age, incorrect maintenance, or imminent failures detected by maintenance.	☐
➪	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).	☐
➪	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.	☐
➪	8	Human Element	Customer interruptions due to the interface of distributor staff with the distribution system.	☐
➪	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.	☐

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REG_E2_1_4_Cause_Codes

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- Past RRR E2.1.4.2.10 Major Event Response
- Submit E2.1.18 Loss of Large Customer
- Past E2.1.18 Loss of Large Customer
- RRR Data Revision Request
- My Company's RRR Revision Requests
- SOP: View Work-In-Progress Application
- SOP Application
- Submit an Application
- Submit Other Documents

Cause Code

0

Name

Unknown/Other

Description

Customer interruptions with no apparent cause that contributed to the outage.

Reviewed

☐

For each cause code, distributors are also required to report any interruptions caused by Major Event(s) in the three columns to the far right.

"Major Event" is defined as an event that is beyond the control of the distributor and is:

a) unforeseeable;

b) unpredictable;

c) unpreventable; or

d) unavoidable.

Such events disrupt normal business operations and occur so infrequently that it would be uneconomical to take them into account when designing and operating the distribution system.

Such events cause exceptional and/or extensive damage to assets, they take significantly longer than usual to repair, and they affect a substantial number of customers.

"Beyond the control of the distributor" means events that include, but are not limited to, force majeure events and Loss of Supply events.

When assessing whether a substantial number of customers were affected and whether it took significantly longer to restore service than normal, distributors shall follow the Canadian Electricity Association's Major Event Determination Reference Guide.

As set out in the Guide distributors shall use one of the following approaches:

a) The IEEE Standard 1366 approach (preferred method);

b) The IEEE Standard 1366 approach, using a two day rolling average; or

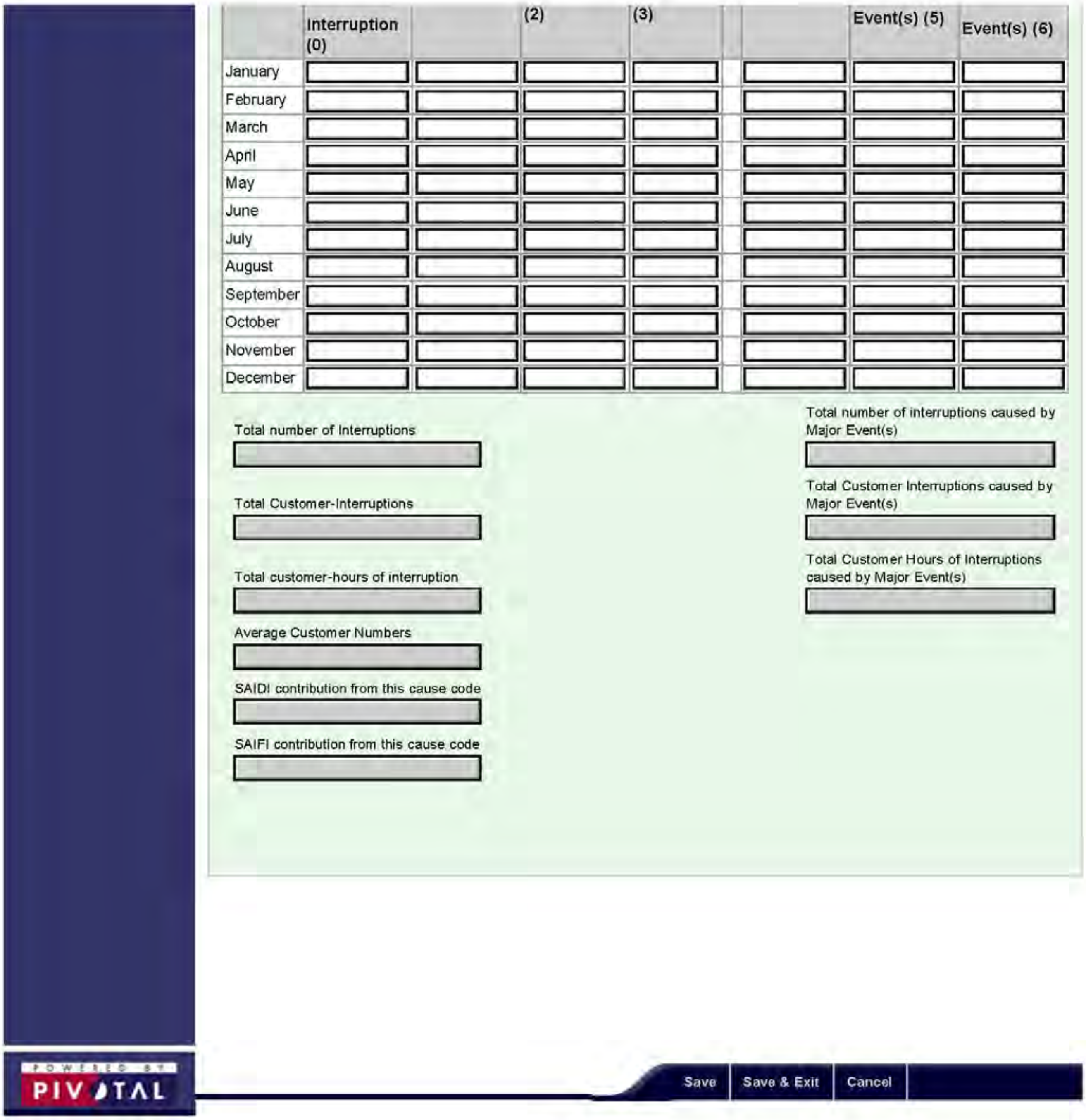
c) The fixed percentage approach (i.e., 10% of customers affected).

Distributors shall include all outages that occurred during the Major Event, including those that may be unrelated to the event itself, but occurred at the same time.

In the table below, the descriptions of the data contents for each column are as follows:

- In Columns 0, 1 and 2: input customer interruption data for all outages under this particular Cause Code;
- In Column 3: the average number of customers by month (pre-populated thereafter the first Cause Code is entered);
- In Columns 4, 5 and 6: input customer interruption data only for outages related to Major Event(s) under this particular Cause Code, if any.

	All Outages under this Cause Code					Major Event(s) under this Cause Code		
Month	Number of Interruptions that occurred as a result of the Cause of	Number of Customer Interruptions (1)	Number Customer Hours Interruptions	* Average Number Of Customers		Number of Interruptions caused by Major Event(s) (4)	Number of Customer Interruptions caused by Major	Number of Customer Hours of Interruptions caused by Major



	Interruption (0)		(2)	(3)		Event(s) (5)	Event(s) (6)
January							
February							
March							
April							
May							
June							
July							
August							
September							
October							
November							
December							

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

Total number of interruptions caused by Major Event(s)

Total Customer Interruptions caused by Major Event(s)

Total Customer Hours of Interruptions caused by Major Event(s)

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E2.1.4 Service Quality Indicator

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2.1.4.2.1 & 2.1.4.2.2 System Reliability Indices

This section includes outages caused by a Loss of Supply (Sum of Cause Codes 0-9)

The totals below 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

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

Table 1

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 Customer Interruptions (a1)

Total Customer Hours of Interruptions (a2)

Average # of Customers (a3)

Total SAIDI (a2)/(a3)

Total SAIFI (a1)/(a3)

2.1.4.2.3 & 2.4.2.4 Loss of Supply Adjusted

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

The totals below exclude 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

Table 2

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 (b1)

Adjusted Customer Hours of Interruptions (b2)

Average # of Customers (b3)

Adjusted SAIDI (b2)/(b3)

Adjusted SAIFI (b1)/ (b3)

2.1.4.2.8 & 2.1.4.2.9 Major Events Adjusted

"Major Event" is defined as an event that is beyond the control of the distributor and is:

a) unforeseeable;

b) unpredictable;

c) unpreventable; or

d) unavoidable.

The table below summarizes the interruptions caused by Major Events as reported in the individual cause code tables. Please review and verify the figures in the summary table below.

Table 3

	Cause Code	Name	Total Customer Interruptions caused by Major Event(s) (1)	Total Customer Hours of Interruptions caused by Major Event(s) (2)	
➪	0	Unknown/Other			
➪	1	Scheduled Outage			
➪	2	Loss of Supply			c1, c2
➪	3	Tree Contacts			
➪	4	Lightning			
➪	5	Defective Equipment			
➪	6	Adverse Weather			
➪	7	Adverse Environment			
➪	8	Human Element			
➪	9	Foreign Interference			

Total Customer Interruptions caused by Major Events (d1)

Total Customer-hours of Interruption caused by Major Events (d2)

Adjusted SAIDI excluding Major Events ((a2-d2)/a3)

Adjusted SAIFI excluding Major Events ((a1-d1)/a3)

Loss of Supply and Major Events Adjusted

This section excludes outages caused by Loss of Supply and outages that occurred during Major Events

Please note that some of the auto-calculated cells below are calculated using the figures from Tables 1, 2 and 3 above.

	Number of Customer Interruptions	Number of Customer-hours of Interruption
Loss of Supply (Cause Code 2) Outages	e1=a1-b1	e2=a2-b2
Loss of Supply (Cause Code 2) Outages that are not Major Events	f1 = e1-c1	f2=e2-c2
Total Outages excluding Loss of Supply and Major Events outages	g1= a1-d1-f1	g2= a2-d2-f2
	Adjusted SAIDI excluding Loss of Supply and Major Events	Adjusted SAIFI excluding Loss of Supply and Major Events
Adjusted System Reliability Indices	h1=g2/a3	h2=g1/a3

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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; orr

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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SAVE & EXIT
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Cancel

2.1.4.2.10 – Major Event Response Reporting

2.1.4.2.10 Major Event Response Reporting

Content

When a distributor determines an outage was caused by a Major Event, it shall file a report with the OEB that outlines the distributor's responses to questions regarding the Major Event.

A distributor shall file this report with the OEB within 60 days of the end of the Major Event unless there are exceptional circumstances, in which case the report can be filed within 90 days of the end of the Major Event. The distributor shall also post this report on its website at the same time it is filed with the OEB.

New on form

This is a new form. To submit this filing, click on the "**Submit RRR E2.1.4.2.10 Major Event Response**" button on the left-hand column of e-Filing Services.

Tips

When a distributor determines an outage(s) was caused by a Major Event, it is required that the distributor submits this filing, which outlines the distributor's response to the Major Event, within 60 days of the end of the Major Event. When there are exceptional circumstances, it can be filed within 90 days of the end of the Major Event.

Only one filing is required per Major Event.

To save a work-in-progress filing, please select NO in the Submit form dropdown box and click on the SAVE button.

All work-in-progress and submitted RRR 2.1.4.2.10 filings are stored and can be viewed under the "Past RRR E2.1.4.2.10 Major Event Response" section on the left panel of the e-Filing Services portal.

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Summary Note

Clicking Save or Apply will not automatically submit this filing. To SUBMIT this filing, scroll to the end of this page, select YES in the Submit drop down then click the SAVE button.

Summary

Filing Year

Filing Form Name

RRR Filing No

Reporting Period and Company Name

Licence Type

Status

Submitted On

Submitter Name

RRR 2.1.4.2.10 Major Event Response Reporting

When a distributor determines an outage was caused by a Major Event, it shall file a report with the OEB that outlines the distributor's response to the Major Event, including answers to all of the questions set out below.

A distributor shall file this report with the OEB within 60 days of the end of the Major Event unless there are exceptional circumstances, in which case the report can be filed within 90 days of the end of the Major Event.

Prior to the Major Event

1. Did the distributor have any prior warning that the Major Event would occur?

2. If the distributor did have prior warning, did the distributor arrange to have extra employees on duty or on standby prior to the Major Event beginning? If so, please give a brief description of arrangements.

3. If the distributor did have prior warning, did the distributor issue any media announcements to the public warning of possible outages resulting from the pending Major Event? If so, through what channels?

4. Did the distributor train its staff on the response plans for a Major Event? If so, please give a brief description of the training process.

5. Did the distributor have third party mutual assistance agreements in place prior to the Major Event? If so, who were the third parties (i.e., other distributors, private contractors)?

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During the Major Event

1. Please explain why this event was considered by the distributor to be a Major Event.

2. Was the IEEE Standard 1366 used to identify the scope of the Major Event? If not, why not?

3. Please identify the Cause of Interruption for the Major Event as per the table in section 2.1.4.2.5.

4. Were there any declarations by government authorities, regulators or the grid operator of an emergency state of operation in relation to the Major Event?

5. When did the Major Event begin

Date

Time (For Example HH:MM AM)

6. What percentage of on-call distributor staff was available at the start of the Major Event and utilized during the Major Event?

7. Did the distributor issue any estimated times of restoration (ETR) to the public during the Major Event? If so, through what channels?

8. If the distributor did issue ETRs, at what date and time did the distributor issue its first ETR to the public?

9. Did the distributor issue any updated ETRs to the public? If so, how many and at what dates and times were they

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issued?

10. Did the distributor inform customers about the options for contacting the distributor to receive more details about outage/restoration efforts? If so, please describe how this was achieved.

11. Did the distributor issue press releases, hold press conferences or send information to customers through social media notification? If so, how many times and what was the general content?

12. What percentage of customer calls were dealt with by the distributor's IVR system (if available) versus a live representative?

13. Did the distributor provide information about the Major Event on its website? If so, how many times during the Major Event was the website updated?

14. Was there any point in time when the website was inaccessible? If so, what percentage of the total outage time was the website inaccessible?

15. How many customers were interrupted during the Major Event? What percentage of the distributor's total customer base did the interrupted customers represent?

16. How many hours did it take to restore 90% of the customers who were interrupted?

17. Was any distributed generation used to supply load during the Major Event?

18. Were there any outages associated with Loss of Supply during the Major Event? If so, please report on the

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duration and frequency of Loss of Supply outages.

19. In responding to the Major Event, did the distributor utilize assistance through a third party mutual assistance agreement?

20. Did the distributor run out of any needed equipment or materials during the Major Event? If so, please describe the shortages.

After the Major Event

1. What steps, if any, are being taken to be prepared for or mitigate such Major Events in the future (i.e., staff training, process improvements, system upgrades)?

2. What lessons did the distributor learn in responding to the Major Event that will be useful in responding to the next Major Event?

3. Did the distributor survey its customers after the Major Event to determine the customers' opinions of how effective the distributor was in responding to the Major Event? If so, please describe the results.

Additional Information

In addition to responding the questions above, distributors may provide supplemental information to the OEB. To upload supplemental documents, please click on the "Add Attachment" button below.

Attachment

Attachment	File Name
No Records	

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Submit?

* Submit Form

Add Attachment | SAVE | SAVE & EXIT | Print | Cancel

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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

No changes to form.

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. Employees on Long Term Disability (LTD) should also not be counted.

Employees that fall under both current operating expense and new construction
There are two options for reporting employees that fall under both categories (current operating expense and new construction). The first option is that the employee should be placed under the dominant category. Generally, the "dominant category" would appear to be greater than 50%. The second option is to identify the number of hours for the employees who work in both categories and divide by 2,000 to calculate full-time equivalent number of employees for each category. Both options would be acceptable.

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

Changes in gross capital assets (all) consisting of:

Total Capital Additions (including high voltage assets)
- Gross capital additions
- Retirements/write offs/sales/asset impairment losses
- Contributed capital, and;
- Other

High Voltage Capital Additions Only
- Gross capital additions
- Retirements/write offs/sales/asset impairment losses
- Contributed capital, and;
- Other

Capital Expenditures (cost components of capital additions) consist of:
- Direct labour (including benefits etc.)
- Equipment and materials
- Capitalized overhead
- Contract services, and;
- Other

Intangible Assets related to high voltage capital assets (Right of Use)
- Gross capital additions
- Retirements/write offs/sales/asset impairment losses
- Distributor's contributed capital, and;
- Other

New on form

New: A new section has been added for section D) Intangible assets related to high voltage capital assets (Right of use).

Alert

The sum of the five components of expenditures in Section B should equal the "Gross capital additions for the year" figure reported under the TOTAL CAPITAL ADDITIONS (including High voltage assets) in Section A. See details below in Tips.

No smart meter amounts arising from the clearance of smart meter capital deferred costs recorded in Accounts 1555 are to be included in this form.

Tips

Section A: Changes in Gross Capital Assets

Gross capital additions
Electricity distributors are required to separately report the total capital additions and high voltage (HV) assets additions. The reporting should be only for new capital assets placed in-service during the year.

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.

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).

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 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 property plant and equipment (PP&E)). This figure should not reflect proceeds or net book loss/gain.

Intangible Assets related to high voltage capital assets
Assets not directly owned by the distributor are reported in Section D Intangible Assets in relation to high voltage capital assets (Right of Use).

Section B: Capital Expenditures

Capital expenditure
RRR 2.1.5 Capital tab, Section B) "Capital Expenditure" should not include construction work in progress (CWIP) or assets acquired through contributed capital. The purpose of Capital Expenditure is to provide the distributor's spending on acquired assets and the capitalized cost of the gross capital additions for self-constructed assets for the reporting year, broken down by cost components, as follows:

- direct labour,
- equipment and material,
- capitalized overhead,
- contract services,
- other etc.

The five components of expenditures in Section B should equal the “Gross capital additions for the year” figure reported under the TOTAL CAPITAL ADDITIONS (including High voltage assets) in section A.

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

Business rule
If there is a figure reported under "Other", you must also provide a description of the nature of the component.

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.

Section C: Explanation

This section requires distributors to provide an explanation if the information in any of the categories is not available in the format required above.

Section D: Intangible Assets related to high voltage capital assets (Right of Use)

A distributor with an intangible asset meeting the accounting recognition and classification of an intangible asset for financial reporting is required to report the costs of the intangible asset including any capital contributions made towards such asset that is ultimately controlled by a transmitter, host distributor or embedded generator. These costs are reported in Section D of the form irrespective of whether or not the intangible asset is included in base rates.

Example

An illustrative example below shows how the capital assets data from a distributor’s records is used to calculate the “Change in Gross Capital Assets” and “Capital Expenditures”, and how this data is entered in the form.

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 no amount for other-value.

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:	0
	Change in Gross Capital Assets for the Current Year:	**$500,000**

These amounts are entered in the form as follows:

A) Changes in Gross Capital Assets

TOTAL CAPITAL ADDITIONS (including high voltage assets)

Gross capital additions for the current year: $700,000	Retirements/write offs/sales/asset impairment losses: $150,000
Contributed capital: $50,000	
Other - value: $0	Other - Please explain the nature of the other value: N/A

The five cost components that gave rise to the gross capital additions are reported in Section B Capital Expenditures. As such, the cost components directly attributable to the above-noted “Gross capital additions for the current year” of $700,000 consist of the following:

Direct labour	$500,000
Equipment and materials	100,000
Capitalized overhead	75,000
Contract services	25,000
Other	0
Gross capital additions for the current year	**$700,000**

These amounts are entered in the form as follows:

B) Capital Expenditure

Direct labour: $500,000	
Equipment and materials: $100,000	Capitalized overhead: $75,000
Contract services: $25,000	
Other - Please explain the nature of the other value: $0	Other – please explain: N/A

Please note that all figures 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).

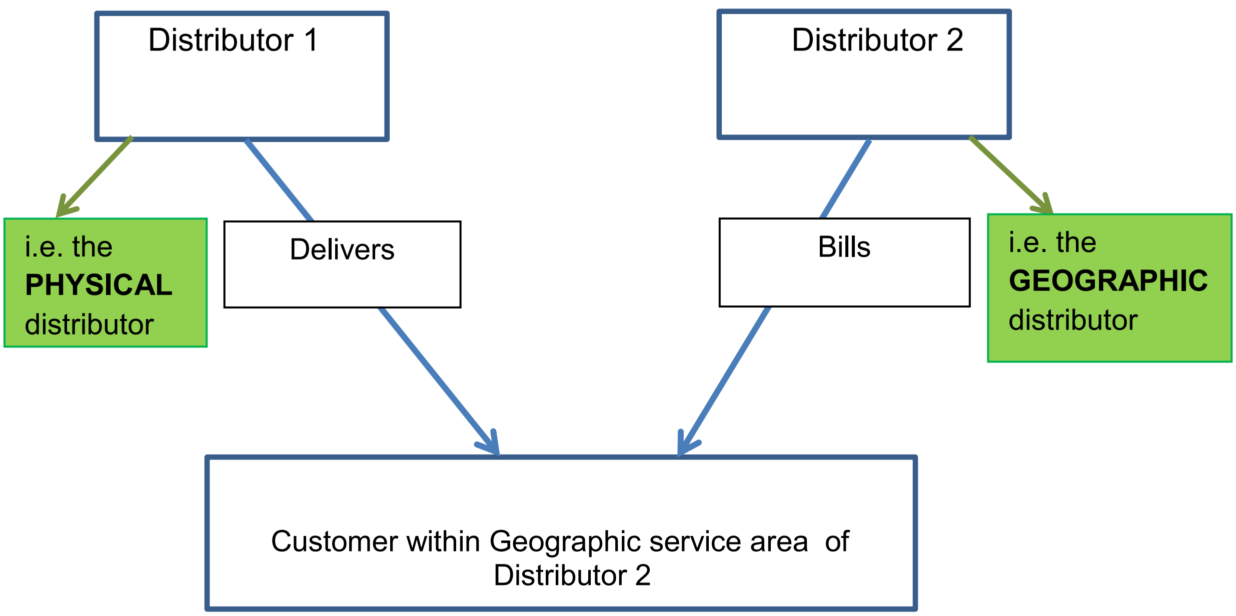
Host distributor charges in (D)
A host distributor is a distributor that supplies transmission services to other distributors. This section is asking for the amount charged by a host distributor to an embedded distributor for transmission or low voltage services, not electricity charges or delivery charges.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

Network, Connection, Low Voltage and 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.

<u>Business rule</u>

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
- e) Metered consumption for customers billed by IESO for commodity kWh, by rate class
- f) Metered consumption for customers billed by IESO for commodity kW, by rate class
- Auto-calculated column for total consumption for distribution customers kWh (a+c+e), by rate class
- Auto-calculated total consumption for distribution customers kW, by rate class (b+d+f)

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: This table requires the input of 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

New: There are two columns added to Table 0 "SSS Metered Consumption by Detailed Rate Class" for the reporting of consumption and demand for customers billed by IESO for commodity.

This will be used to further streamline the application process for formulaic adjustments to rates during an incentive rate-setting period.

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 (kWs 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 kWs, then both kWs 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 kWs 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

A) Licensed Service Area
- Total service area (sq. km.)
- Rural service area (sq. km.)
- Urban service area (sq. km.)

B) Maximum Monthly Peak Load (kW)
- 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

C) Average Peak Load (kW)
- Average peak load with embedded
- Average peak load without embedded

D) Average Load Factor
- Average load factor with embedded
- Average load factor without embedded

E) Total Circuit Kilometers of Line
- Circuit kilometers of line (auto-calculated sum)
- Overhead circuit kilometers of line
- Underground circuit kilometers of line

New on form

No changes to form.

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

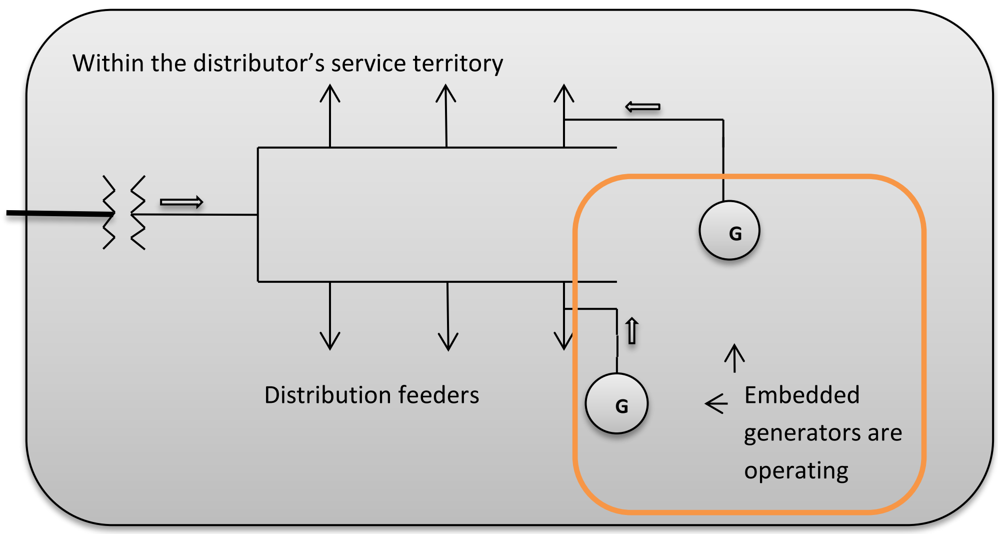
Monthly Peak, Average Peak & Average Load Factor

Tips

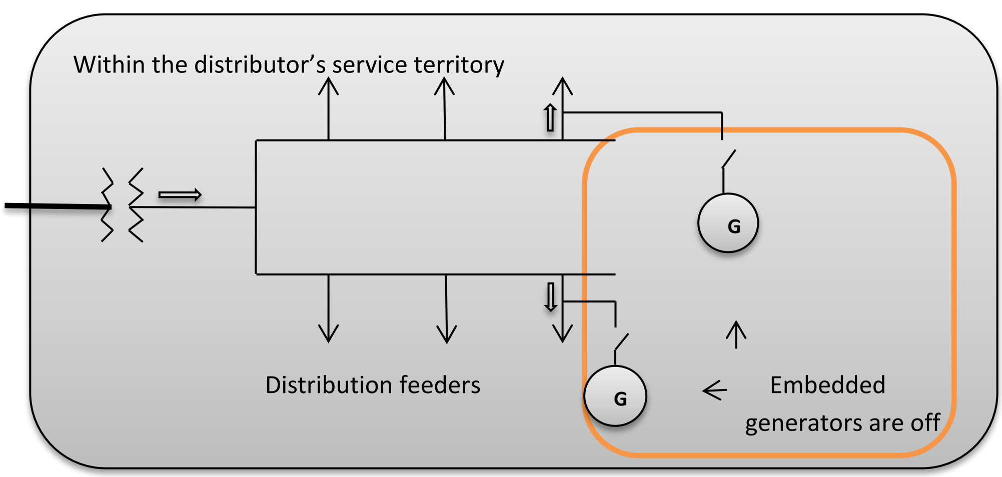
General notes

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’ 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.

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

The "Utility Winter Max Monthly Peak Load" is determined by comparing the actual maximum monthly peak loads for the period from November 1st to April 30th. The "Utility Summer Max Monthly Peak Load" is determined by comparing the actual maximum monthly peak loads for the period from May 1st to October 31st.

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' 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.

Example

Example 1: The table below cites how the Winter/Summer peak loads with embedded generation are determined.

Season	Month	Monthly system peak load (kW)	Winter/ Summer system peak loads with embedded generation (kW)
Winter	November	31,000	
	December	36,000	
	January	37,650	37,650
	February	34,000	
	March	31,000	
	April	25,000	
Summer	May	28,000	

	June	32,500	
	July	34,000	34,000
	August	33,500	
	September	31,000	
	October	26,000	
Annual	January-December	379,650	

Section B) Peak Load (kW)

Utility Winter Max Monthly Peak Load (kW) with embedded generation = 37,650 kW
Utility Summer Max Monthly Peak Load (kW) with embedded generation = 34,000 kW

In this example, the Winter Peak Load with embedded generation is higher than the Summer Peak Load with embedded generation. Therefore the Annual Peak Load with embedded generation will be the Winter Peak Load (37,650 kW) which is used to determine section D) Average Load Factor.

Section C) Average Peak Load (kW)

Average Peak Load with embedded generation
= Sum of 12 monthly system peak loads with embedded generation / 12
= 379,650 kW /12
= 31,637.5 kW

Section D) Average Load Factor (%)

Average Load Factor with embedded generation
= Average Peak Load with embedded generation / Annual Peak Load with embedded generation 100*
*= 31,637.5 kW / 37,650 kW * 100*
= 84

Example 2: The table below cites how the Winter/ Summer peak loads <u>without embedded generation</u> are determined.

Season	Month	Monthly system peak load without embedded generation (kW)	Winter/ Summer system peak load without embedded generation (kW)
Winter	November	37,000	
	December	42,000	
	January	42,300	
	February	43,000	43,000
	March	36,000	
	April	30,000	
Summer	May	32,000	
	June	38,500	
	July	40,000	
	August	43,500	43,500
	September	41,000	
	October	29,000	

Annual	January-December	454,300	

Section B) Peak Load (kW)

Utility Winter Max Monthly Peak Load (kW) without embedded generation = 43,000 kW
Utility Summer Max Monthly Peak Load (kW) without embedded generation = 43,500 kW

In this example, the Summer Peak Load without embedded generation is higher than the Winter Peak Load without embedded generation. Therefore the Annual Peak Load without embedded generation will be the Summer Peak Load (43,500 kW) which is used to determine section D) Average Load Factor.

Section C) Average Peak Load (kW)

Average Peak Load without embedded generation
= Sum of twelve monthly system peak loads without embedded generation / 12
= 454,300 /12
= 37,858.33 kW

Section D) Average Load Factor (%)

Average Load Factor without embedded generation
= Average Peak Load without embedded generation / Annual Peak Load without embedded generation 100*
*= 37,858.33 kW / 43,500 kW * 100*
= 87

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 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)

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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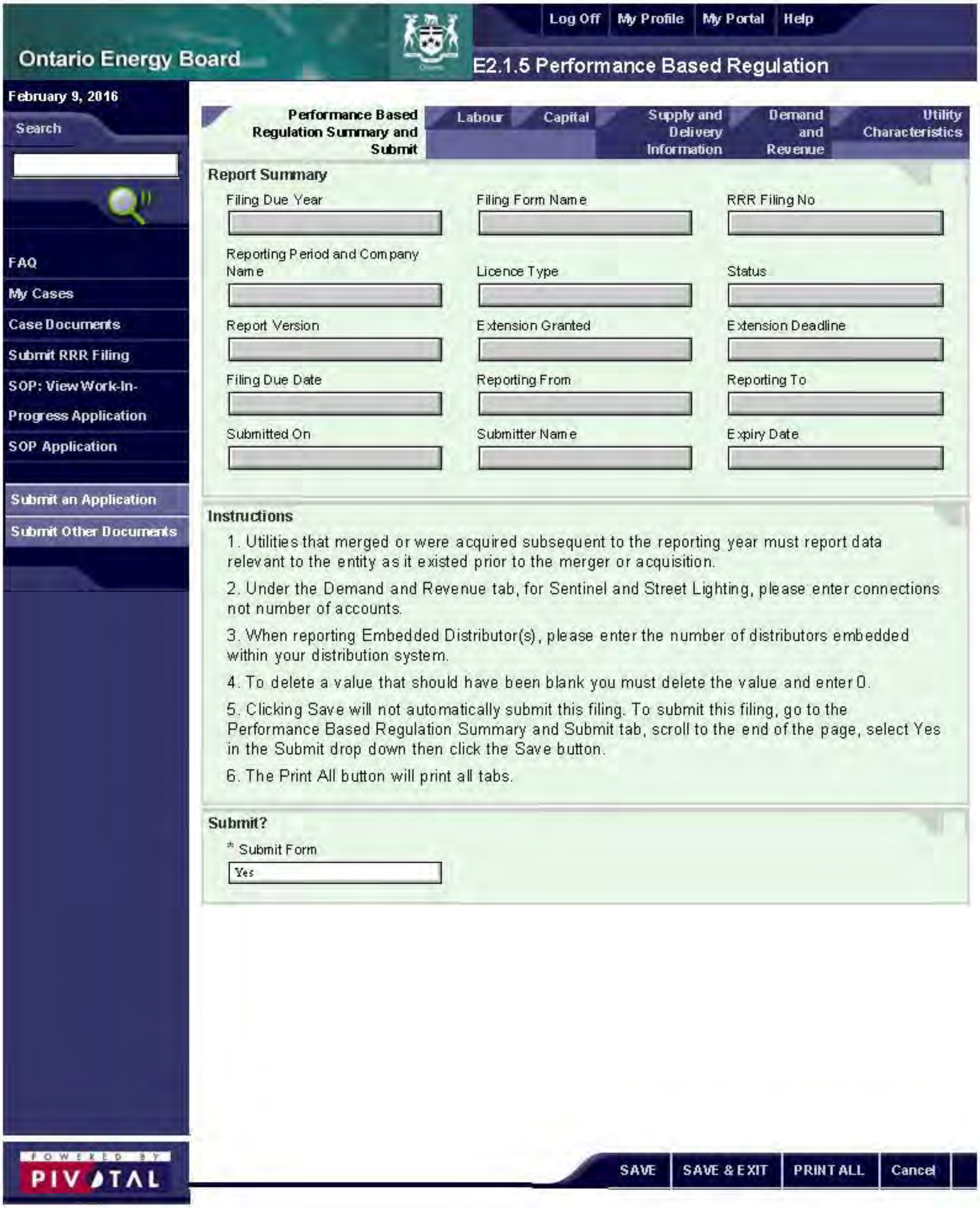

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Report Summary

Filing Due Year

Filing Form Name

RRR Filing No

Reporting Period and Company Name

Licence Type

Status

Report Version

Extension Granted

Extension Deadline

Filing Due Date

Reporting From

Reporting To

Submitted On

Submitter Name

Expiry Date

Instructions

1. 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

Yes

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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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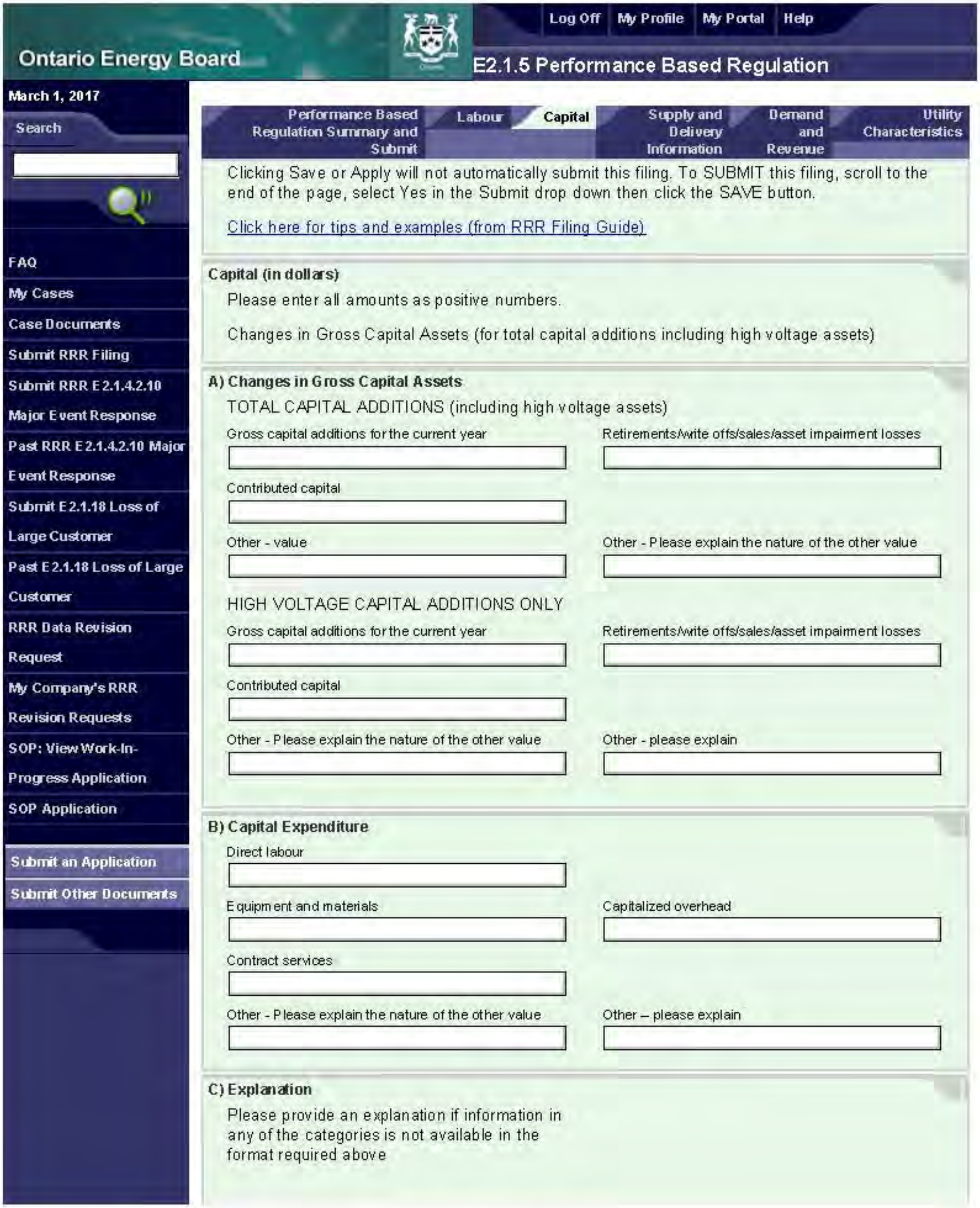

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Capital (in dollars)

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

Contributed capital

Other - value

Other - Please explain the nature of the other value

HIGH VOLTAGE CAPITAL ADDITIONS ONLY

Gross capital additions for the current year

Retirements/write offs/sales/asset impairment losses

Contributed capital

Other - Please explain the nature of the other value

Other - please explain

B) Capital Expenditure

Direct labour

Equipment and materials

Capitalized overhead

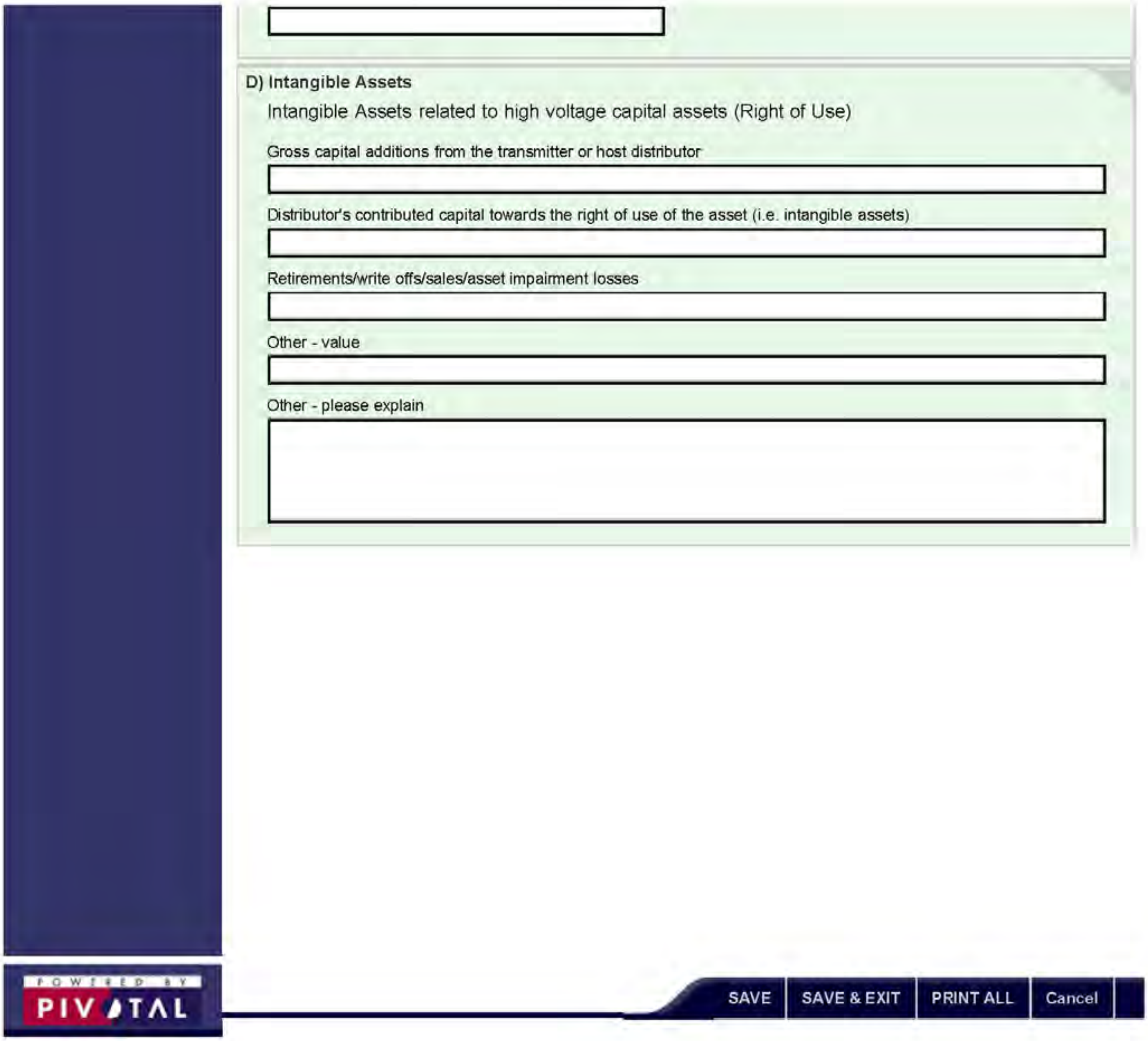
Contract services

Other - Please explain the nature of the other value

Other – please explain

C) Explanation

Please provide an explanation if information in any of the categories is not available in the format required above



D) Intangible Assets

Intangible Assets related to high voltage capital assets (Right of Use)

Gross capital additions from the transmitter or host distributor

Distributor's contributed capital towards the right of use of the asset (i.e. intangible assets)

Retirements/write offs/sales/asset impairment losses

Other - value

Other - please explain

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Supply and Delivery Information

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.

A) Supply

i. Total kWhs of electricity that has flowed into the distributor's distribution system from the IESO-contolled 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: 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)

D) Amount Charged ($)

Amount charged by any host distributor for transmission or low voltage services in the year

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Click here for tips and examples (from RRR Filing Guide)

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)	Metered consumption for customers billed by IESO for commodity kWh (e)	Metered consumption for customers billed by IESO for commodity kW (f)	Total Consumption for Distribution Customers KWh (a+c+e)	Total Consumption for Distribution Customers KW (b+d+f)
Residential							0.00	0.00
General Service Less Than 50 kW							0.00	0.00
General Service 50 to 4,999 kW							0.00	0.00
Street Lighting							0.00	0.00
Unmetered Scattered Load							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)	Metered consumption for customers billed by IESO for commodity kWh (e)	Metered consumption for customers billed by IESO for commodity kW (f)	Total Consumption for Distribution Customers KWh (a+c+e)	Total Consumption for Distribution Customers KW (b+d+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)								

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 kWs	
Direct Energy Marketing Limited	No			×
Just Energy Ontario L.P.	No			×
Shell Energy North America (Canada) Inc.	No			×
ECNG Inc.	No			×
Canada Energy Wholesalers Ltd.	No			×
Summitt Energy Management Inc. on behalf of Summitt Energy LP	No			×
Superior Energy Management Electricity LP	No			×
Planet Energy (Ontario) Corp.	No			×
Onit Energy Ltd.	No			×
Ag Energy Co-operative Ltd.	No			×
Blue Power Distributed Energy Corporation	No			×
Bruce Power Inc.	No			×
Active Energy Inc.	No			×
Canadian RiteRate Energy Corporation	No			×
Sunwave Gas & Power Inc.	No			×
Gas Ontario Inc.	No			×

Have you entered all retailers?

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.

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 kWs (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 kWs (f)
Residential		
General Service Less Than 50 kW		
General Service 50 to 4,999 kW		
Street Lighting		
Unmetered Scattered Load		

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 kWs (b+d+f)
Residential		
General Service Less Than 50 kW		
General Service 50 to 4,999 kW		
Street Lighting		
Unmetered Scattered Load		

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 kWs (b+d+f)	Annual Bilings - Distribution Revenue (Acct. 4080)
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

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

Metered kWhs

Metered kWs

Annual Billings (in dollars)

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E2.1.5 Performance Based Regulation

February 9, 2016

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Performance Based Regulation Summary and Submit | Labour | Capital | Supply and Delivery Information | Demand and Revenue | **Utility Characteristics**

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)

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

Total Service Area (Sq.Km) | Rural Service Area (Sq.Km) | Urban Service Area (Sq.Km)

B) Peak Load (kW)

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

C) Average Peak Load (kW)

Average Peak Load with embedded generation | Average Peak Load without embedded generation

D) Average Load Factor (%)

Average Load Factor with embedded generation | Average Load Factor without embedded generation

E) Total Circuit Kilometers of Line

Circuit Kilometers of Line | Overhead Circuit Kilometers of Line | Underground Circuit Kilometers of Line

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SAVE | SAVE & EXIT | PRINT ALL | Cancel

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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.

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March 30, 2015

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Report Summary

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

Instructions

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

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OEB e-filing Services

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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 following sub-accounts have been added to "Sub-Accounts" tab:

- 1508 Sub-account Depreciation Expense
- 1508 Sub-account Accumulated Depreciation
- 1508 Sub-account Energy East Consultation Costs
- 1508 Sub-account Financial Assistance Payment and Recovery Variance - OCEB
- 1508 Sub-account OEB Cost Assessment Variance

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

- 1595 Disposition and Recovery/Refund of Regulatory Balances (2016)

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 used for reporting the trial balance

For the 2016 reporting year (to be filed by April 2017), distributors are required to file a trial balance based on the accounting standard used for financial reporting or approved for regulatory purposes by the OEB. Both the audited financial statements and trial balance should consistently align under the same accounting standard for reporting purposes. The majority of distributors having adopted IFRS are expected to file an IFRS-based trial balance.

On the input form, distributors will select the type of trial balance for use based on the accounting standard used from the following menu:

1. Canadian GAAP / Accounting Standards for Private Enterprises (ASPE) & US GAAP
2. IFRS / MIFRS for: 1) distributors that have adopted IFRS; 2) distributors that have adopted IFRS and using MIFRS for regulatory purposes upon rebasing their rates through a Cost of Service application.

The accounts of the particular trial balance will be generated on the input form based on the accounting standard selected. Once you have selected the accounting standard and confirmed your accounting standard (by selecting the confirm accounting standard check box), please click SAVE to generate the accounts on the input form. You will not be able to change the accounting standard once you have made your selection.

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.

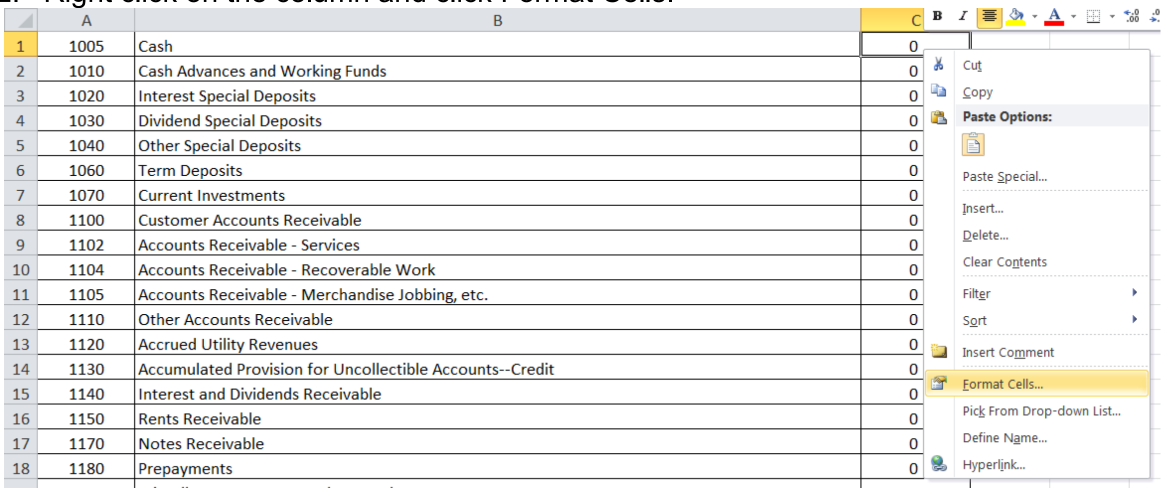
Distributors are still required to verify the figures and comply with the business rules in this form. Once uploaded, distributors can make revisions to the figures via manual input on the form.

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.

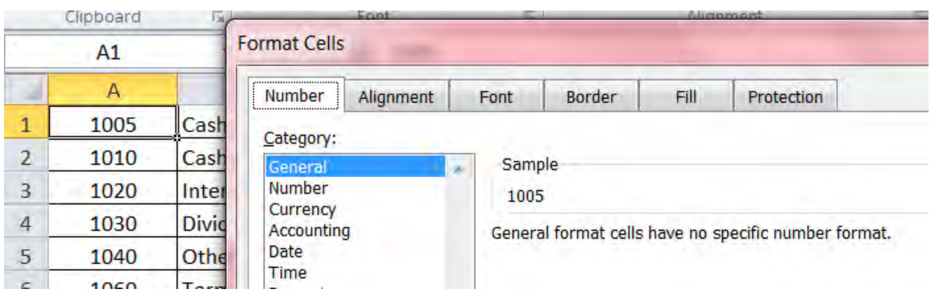
   In order to avoid import errors, the description column of the CSV file should exactly match the wording of the Account Description in the form. Extract the year-end balances of the USoA control accounts (to be uploaded onto the Assets, Liabilities and Equity and Income Statement tabs) and the sub-account 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

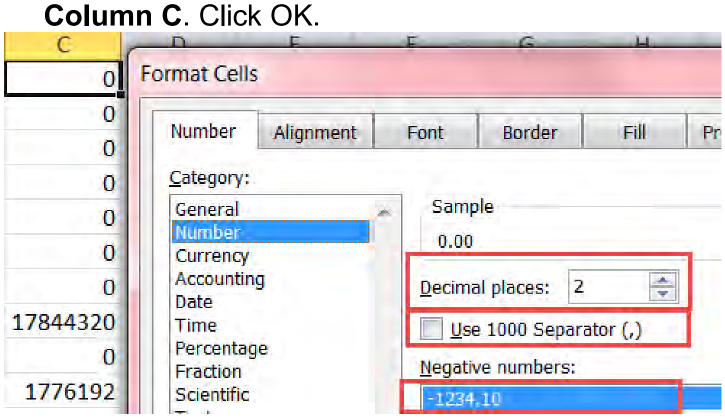
2. Right click on the column and click Format Cells.



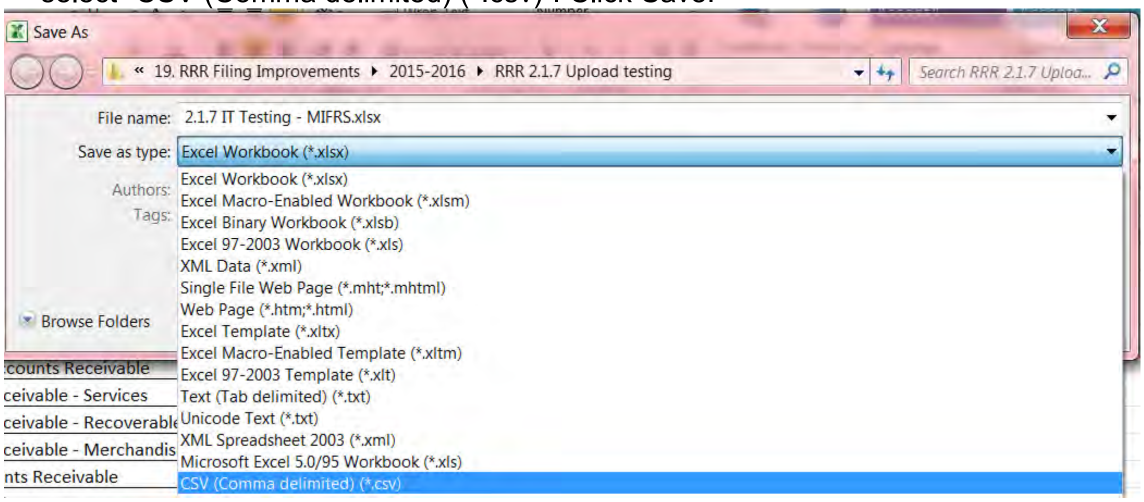
3. For Columns A and B, in the Format Cells menu, click on *General* category on the left hand side menu.



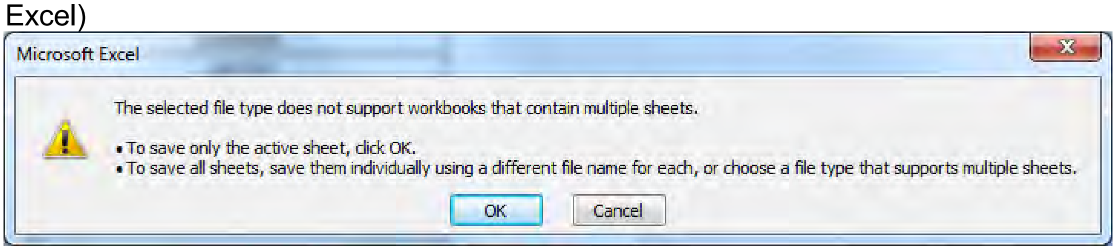
4. For Column C, in the Format Cells menu, click on *Number* category on the left hand side menu. In the "*Decimal places"* field, input 2. Ensure check box for "*Use 1000 Separator (,)"* is *unchecked*. **There should be no commas and no brackets in Column C**. Click OK.



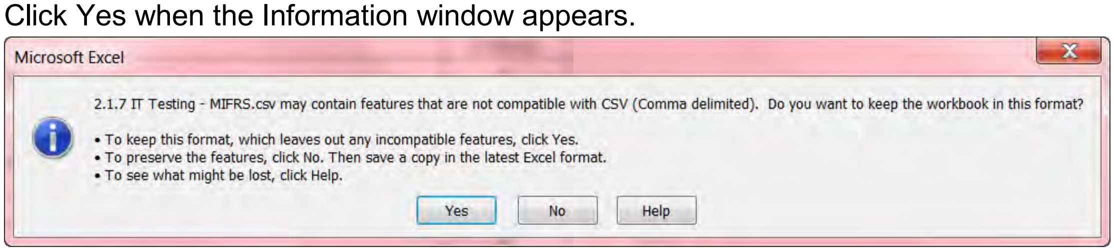
5. Go to File menu, click Save As and choose Folder for saving. Go to Save as type, select “CSV (Comma delimited) (*.csv)”. Click Save.



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)



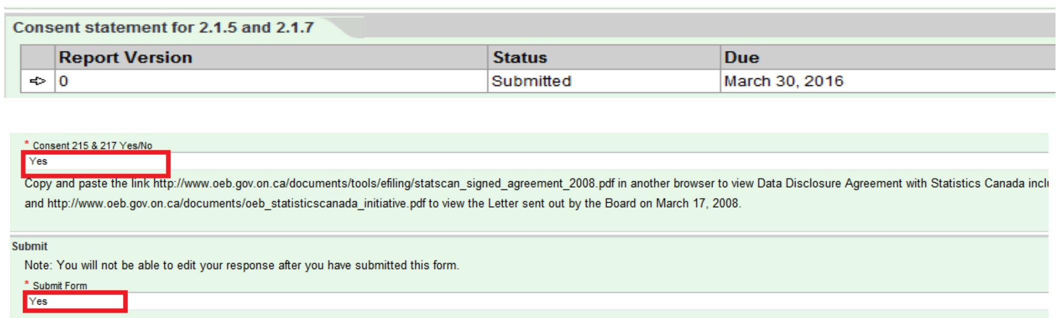
7. Click Yes when the Information window appears.



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

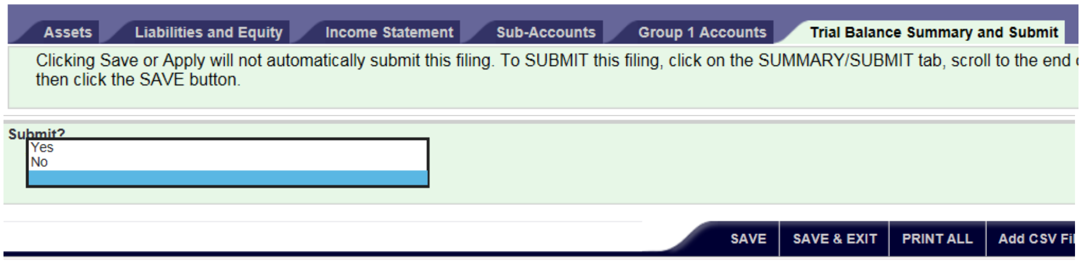
9. Log-in to the OEB e-filing Services. You must submit the consent form before entering the RRR 2.1.5 and 2.1.7 forms. Please disregard this step if consent has already been completed. Go to the "*Consent Statement for 2.1.5 and 2.1.7"* annual filing form to submit your consent by selecting Yes or No.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



10. Open the "RRR 2.1.7 Trial Balance" form.

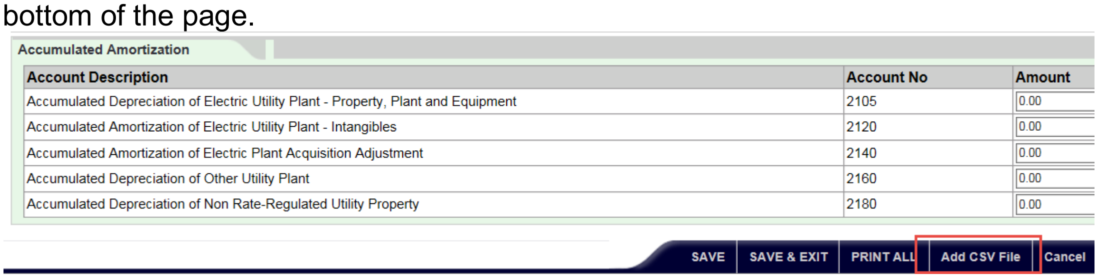
11. Go to the Assets tab. At the top of the Assets tab, verify and confirm the accounting standard that the distributor was approved to use for ratemaking and regulatory accounting and reporting to the OEB. Click on the box to confirm the Accounting Standard.

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.

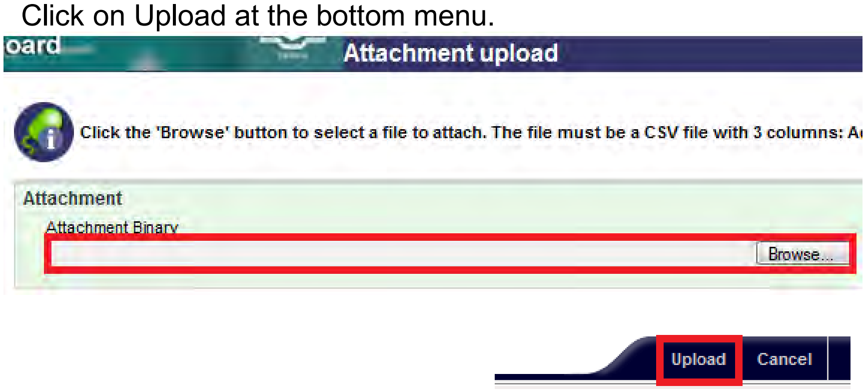


13. Re-enter the RRR 2.1.7 form. The accounts are generated based on the selected accounting standard.

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

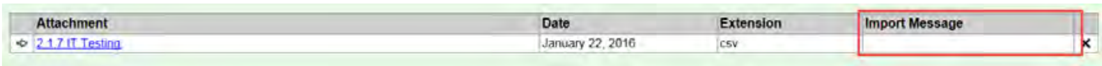


15. The *Attachment Upload* window will appear. Click on browse and select the .csv file. Click on Upload at the bottom menu.



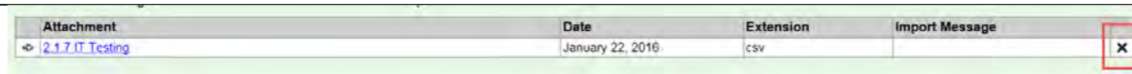
16. The form will be redirected to the Assets tab (first tab of this form) with the uploaded trial balance amounts. The import function will match the account number in the CSV file to the accounts on the form. Please verify the figures that appear on the Assets, Liabilities and Equity, Income Statement,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



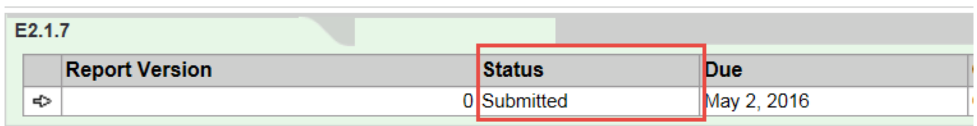
	Potential Import Message	Cause of Error
1	Missing primary data row for update.	The 2.1.7 Trial Balance form has an error, and the import cannot be processed. (i.e. has the accounting standard been confirmed, 2.1.7 accounts not generated yet)
2	Missing E 2.1.7 information.	The 2.1.7 Trial Balance form 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.



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”.



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 “IFRS / MIFRS” trial balance or the “CGAAP / ASPE / US GAAP” 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 the transfer and recovery/refund of amounts upon the approved disposition of a deferral or variance account balance. When an account balance is transferred to the 1595 recovery/refund account, the “vintage year” 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” (vintage year) 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.

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 IFRS/MIFRS; amounts previously recorded in these accounts are to be recorded in Account 1612 under IFRS/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.

- Account 1580 includes amounts pertaining to Wholesale Market Service, sub-account CBR Class A, and sub-account CBR Class B.

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, 2017

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Submit an Application
Submit Other Documents

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

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 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.

For the 2016 reporting year, distributors are required to file a trial balance based on the accounting standard used for financial reporting or approved for regulatory purposes by the OEB (e.g., US GAAP).

Both the audited financial statements and trial balance should consistently align under the same accounting standard for reporting purposes.

On the input form, distributors will select the type of trial balance for use based on the accounting standard used from the following menu:

1.Canadian GAAP / Accounting Standards for Private Enterprises (ASPE) & US GAAP

2. IFRS / MIFRS for: 1) distributors that have adopted IFRS; or 2) distributors that have adopted IFRS and using MIFRS for regulatory purposes upon rebasing their rates through a Cost of Service application.

The accounts of the particular trial balance will be generated on the input form based on the accounting standard selected.

Once you have selected the accounting standard and confirmed your accounting standard (by selecting the confirm accounting standard check box), please click SAVE to generate the accounts on the input form.

You will not be able to change the accounting standard once you have made your selection.

Accounting Standard used for financial reporting: Canadian GAAP / ASPE/ US GAAP

Confirm Accounting Standard ☑

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
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Current Assets

Account Description	Account No	Amount
Cash	1005	0.00
Cash Advances and Working Funds	1010	0.00
Interest Special Deposits	1020	0.00
Dividend Special Deposits	1030	0.00
Other Special Deposits	1040	0.00
Term Deposits	1060	0.00

Current Investments	1070	0.00
Customer Accounts Receivable	1100	0.00
Accounts Receivable - Services	1102	0.00
Accounts Receivable - Recoverable Work	1104	0.00
Accounts Receivable - Merchandise Jobbing, etc.	1105	0.00
Other Accounts Receivable	1110	0.00
Accrued Utility Revenues	1120	0.00
Accumulated Provision for Uncollectible Accounts--Credit	1130	0.00
Interest and Dividends Receivable	1140	0.00
Rents Receivable	1150	0.00
Notes Receivable	1170	0.00
Prepayments	1180	0.00
Miscellaneous Current and Accrued Assets	1190	0.00
Accounts Receivable from Associated Companies	1200	0.00
Notes Receivable from Associated Companies	1210	0.00

Inventory

Account Description	Account No	Amount
Fuel Stock	1305	0.00
Plant Materials and Operating Supplies	1330	0.00
Merchandise	1340	0.00
Other Materials and Supplies	1350	0.00

Non-Current Assets

Account Description	Account No	Amount
Long Term Investments in Non-Associated Companies	1405	0.00
Long Term Receivable - Street Lighting Transfer	1408	0.00
Other Special or Collateral Funds	1410	0.00
Sinking Funds	1415	0.00
Unamortized Debt Expense	1425	0.00
Unamortized Discount on Long-Term Debt--Debit	1445	0.00
Unamortized Deferred Foreign Currency Translation Gains and Losses	1455	0.00
Other Non-Current Assets	1460	0.00
O.M.E.R.S. Past Service Costs	1465	0.00
Past Service Costs - Employee Future Benefits	1470	0.00
Past Service Costs - Other Pension Plans	1475	0.00
Portfolio Investments - Associated Companies	1480	0.00
Investment in Associated Companies - Significant Influence	1485	0.00
Investment in Subsidiary Companies	1490	0.00

Other Assets and Deferred Charges

Account Description	Account No	Amount
Unrecovered Plant and Regulatory Study Costs	1505	0.00

Other Regulatory Assets	1508	0.00
Preliminary Survey and Investigation Charges	1510	0.00
Emission Allowance Inventory	1515	0.00
Emission Allowances Withheld	1516	0.00
RCVARetail	1518	0.00
Special Purpose Charge Assessment Variance Account	1521	0.00
Miscellaneous Deferred Debits	1525	0.00
Deferred Losses from Disposition of Utility Plant	1530	0.00
Renewable Connection Capital Deferral Account	1531	0.00
Renewable Connection OM&A Deferral Account	1532	0.00
Renewable Generation Connection Funding Adder Deferral Account	1533	0.00
Smart Grid Capital Deferral Account	1534	0.00
Smart Grid Capital OM&A Account	1535	0.00
Smart Grid Funding Adder Deferral Account	1536	0.00
Unamortized Loss on Reacquired Debt	1540	0.00
RCVASTR	1548	0.00
LV Variance Account	1550	0.00
Smart Metering Entity Charge Variance Account	1551	0.00
Smart Meter Capital and Recovery Offset Variance Account	1555	0.00
Smart Meter OM&A Variance	1556	0.00
Meter Cost Deferral Account	1557	0.00
Deferred Development Costs	1560	0.00
Board-Approval CDM Variance Account	1567	0.00
LRAM Variance Account	1568	0.00
Extraordinary Event Costs	1572	0.00
Deferred Rate Impact Amounts	1574	0.00
IFRS-CGAAP Transitional PP&E Amounts	1575	0.00
CGAAP Accounting Changes	1576	0.00
RSVA - Wholesale Market Service Charge	1580	0.00
RSVAONE-TIME	1582	0.00
RSVA - Retail Transmission Network Charge	1584	0.00
RSVA - Retail Transmission Connection Charge	1586	0.00
RSVA - Power (excluding Global Adjustment)	1588	0.00
RSVA - Global Adjustment	1589	0.00
2006 PILs & Taxes Variance	1592	0.00
Disposition and Recovery/Refund of Regulatory Balances Control Account	1595	0.00

Electric Plant and Service - Detailed

Account Description	Account No	Amount
	No Records	

A.Intangible Plant

Account Description	Account No	Amount
Organization	1606	0.00

Franchises and Consents	1608	0.00
Miscellaneous Intangible Plant	1610	0.00

B.Generation Plants

Account Description	Account No	Amount
Land	1615	0.00
Land Rights	1616	0.00
Buildings and Fixtures	1620	0.00
Leasehold Improvements	1630	0.00
Boiler Plant Equipment	1635	0.00
Engines and Engine-Driven Generators	1640	0.00
Turbogenerator Units	1645	0.00
Reservoirs, Dams and Waterways	1650	0.00
Water Wheels, Turbines and Generators	1655	0.00
Roads, Railroads and Bridges	1660	0.00
Fuel Holders, Producers and Accessories	1665	0.00
Prime Movers	1670	0.00
Generators	1675	0.00
Accessory Electric Equipment	1680	0.00
Miscellaneous Power Plant Equipment	1685	0.00

C.Transmission Plant

Account Description	Account No	Amount
Land	1705	0.00
Land Rights	1706	0.00
Buildings and Fixtures	1708	0.00
Leasehold Improvements	1710	0.00
Station Equipment	1715	0.00
Towers and Fixtures	1720	0.00
Poles and Fixtures	1725	0.00
Overhead Conductors and Devices	1730	0.00
Underground Conduit	1735	0.00
Underground Conductors and Devices	1740	0.00
Roads and Trails	1745	0.00

D.Distribution Plant

Account Description	Account No	Amount
Land	1805	0.00
Land Rights	1806	0.00
Buildings and Fixtures	1808	0.00
Leasehold Improvements	1810	0.00
Transformer Station Equipment - Normally Primary above 50 kV	1815	0.00
Distribution Station Equipment - Normally Primary below 50 kV	1820	0.00
Storage Battery Equipment	1825	0.00
Poles, Towers and Fixtures	1830	0.00

Overhead Conductors and Devices	1835	0.00
Underground Conduit	1840	0.00
Underground Conductors and Devices	1845	0.00
Line Transformers	1850	0.00
Services	1855	0.00
Meters	1860	0.00
Other Installations on Customer's Premises	1865	0.00
Leased Property on Customer Premises	1870	0.00
Street Lighting and Signal Systems	1875	0.00

E.General Plant

Account Description	Account No	Amount
Land	1905	0.00
Land Rights	1906	0.00
Buildings and Fixtures	1908	0.00
Leasehold Improvements	1910	0.00
Office Furniture and Equipment	1915	0.00
Computer Equipment - Hardware	1920	0.00
Computer Software	1925	0.00
Transportation Equipment	1930	0.00
Stores Equipment	1935	0.00
Tools, Shop and Garage Equipment	1940	0.00
Measurement and Testing Equipment	1945	0.00
Power Operated Equipment	1950	0.00
Communication Equipment	1955	0.00
Miscellaneous Equipment	1960	0.00
Water Heater Rental Units	1965	0.00
Load Management Controls - Customer Premises	1970	0.00
Load Management Controls - Utility Premises	1975	0.00
System Supervisory Equipment	1980	0.00
Sentinel Lighting Rental Units	1985	0.00
Other Tangible Property	1990	0.00
Contributions and Grants - Credit	1995	0.00

Other capital Assets

Account Description	Account No	Amount
Property Under Capital Leases	2005	0.00
Electric Plant Purchased or Sold	2010	0.00
Experimental Electric Plant Unclassified	2020	0.00
Electric Plant and Equipment Leased to Others	2030	0.00
Electric Plant Held for Future Use	2040	0.00
Completed Construction Not Classified--Electric	2050	0.00
Construction Work in Progress--Electric	2055	0.00
Electric Plant Acquisition Adjustment	2060	0.00
Other Electric Plant Adjustment	2065	0.00

Other Utility Plant	2070	0.00
Non-Utility Property Owned or Under Capital Leases	2075	0.00

Accumulated Amortization

Account Description	Account No	Amount
Accumulated Amortization of Electric Utility Plan - PP	2105	0.00
Accumulated Amortization of Electric Utility Plant - Intangibles	2120	0.00
Accumulated Amortization of Electric Plant Acquisition Adjustment	2140	0.00
Accumulated Amortization of Other Utility Plant	2160	0.00
Accumulated Amortization of Non-Utility Property	2180	0.00

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E 2.1.7 - Trial Balance

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Current Liabilities

Account Description	Account No	Amount
Accounts Payable	2205	0.00
Customer Credit Balances	2208	0.00
Current Portion of Customer Deposits	2210	0.00
Dividends Declared	2215	0.00
Miscellaneous Current and Accrued Liabilities	2220	0.00
Notes and Loans Payable	2225	0.00
Accounts Payable to Associated Companies	2240	0.00
Notes Payable to Associated Companies	2242	0.00
Debt Retirement Charges(DRC) Payable	2250	0.00
Transmission Charges Payable	2252	0.00
Electrical Safety Authority Fees Payable	2254	0.00
Independent Market Operator Fees and Penalties Payable	2256	0.00
Current Portion of Long Term Debt	2260	0.00
Ontario Hydro Debt - Current Portion	2262	0.00
Pensions and Employee Benefits - Current Portion	2264	0.00
Accrued Interest on Long Term Debt	2268	0.00
Matured Long Term Debt	2270	0.00
Matured Interest on Long Term Debt	2272	0.00
Obligations Under Capital Leases--Current	2285	0.00
Commodity Taxes	2290	0.00
Payroll Deductions / Expenses Payable	2292	0.00
Accrual for Taxes Payments in Lieu of Taxes, Etc.	2294	0.00
Future Income Taxes - Current	2296	0.00

Non-Current Liabilities

Account Description	Account No	Amount
Accumulated Provision for Injuries and Damages	2305	0.00
Employee Future Benefits	2306	0.00
Other Pensions - Past Service Liability	2308	0.00
Vested Sick Leave Liability	2310	0.00
Accumulated Provision for Rate Refunds	2315	0.00
Other Miscellaneous Non-Current Liabilities	2320	0.00
Obligations Under Capital Lease--Non-Current	2325	0.00
Development Charge Fund	2330	0.00

Long Term Customer Deposits	2335	0.00
Collateral Funds Liability	2340	0.00
Unamortized Premium on Long Term Debt	2345	0.00
O.M.E.R.S. - Past Service Liability - Long Term Portion	2348	0.00
Future Income Tax - Non-Current	2350	0.00

Other Liabilities and Deferred Credits

Account Description	Account No	Amount
Other Regulatory Liabilities	2405	0.00
Deferred Gains from Disposition of Utility Plant	2410	0.00
Unamortized Gain on Reacquired Debt	2415	0.00
Other Deferred Credits	2425	0.00
Accrued Rate-Payer Benefit	2435	0.00

Long Term Debt

Account Description	Account No	Amount
Debentures Outstanding - Long Term Portion	2505	0.00
Debenture Advances	2510	0.00
Reacquired Bonds	2515	0.00
Other Long Term Debt	2520	0.00
Term Bank Loans - Long Term Portion	2525	0.00
Ontario Hydro Debt Outstanding - Long Term Portion	2530	0.00
Advances from Associated Companies	2550	0.00

Shareholders' Equity

Account Description	Account No	Amount
Common Shares Issued	3005	0.00
Preference Shares Issued	3008	0.00
Contributed Surplus	3010	0.00
Donations Received	3020	0.00
Development Charges Transferred to Equity	3022	0.00
Capital Stock Held in Treasury	3026	0.00
Miscellaneous Paid-In Capital	3030	0.00
Installments Received on Capital Stock	3035	0.00
Appropriated Retained Earnings	3040	0.00
Unappropriated Retained Earnings	3045	0.00
Appropriations of Retained Earnings - Current Period	3047	0.00
Dividends Payable-Preference Shares	3048	0.00
Dividends Payable-Common Shares	3049	0.00
Adjustment to Retained Earnings	3055	0.00
Unappropriated Undistributed Subsidiary Earnings	3065	0.00
Non-Utility Shareholders' Equity	3075	0.00

Shareholders Equity Acct 3046

Account Description	Account No	Amount


Balance Transferred From Income
3046
0.00
POWERED BY
PIVOTAL
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Sales of Electricity

Account Description	Account No	Amount
Residential Energy Sales	4006	0.00
Commercial Energy Sales	4010	0.00
Industrial Energy Sales	4015	0.00
Energy Sales to Large Users	4020	0.00
Street Lighting Energy Sales	4025	0.00
Sentinel Lighting Energy Sales	4030	0.00
General Energy Sales	4035	0.00
Other Energy Sales to Public Authorities	4040	0.00
Revenue Adjustment	4050	0.00
Energy Sales for Resale	4055	0.00
Interdepartmental Energy Sales	4060	0.00
Billed WMS	4062	0.00
Billed One-Time	4064	0.00
Billed NW	4066	0.00
Billed CN	4068	0.00
Billed - LV	4075	0.00
Billed – Smart Metering Entity Charge	4076	0.00

Revenue from Services-Distribution

Account Description	Account No	Amount
Distribution Services Revenue	4080	0.00
Retail Services Revenues	4082	0.00
Service Transaction Requests (STR) Revenues	4084	0.00
SSS Administration Revenue	4086	0.00
Electric Services Incidental to Energy Sales	4090	0.00

Revenue from Services-Transmission

Account Description	Account No	Amount
Transmission Charges Revenue	4105	0.00
Transmission Services Revenue	4110	0.00

Other Operating Revenues

Account Description	Account No	Amount
Interdepartmental Rents	4205	0.00

Rent from Electric Property	4210	0.00
Other Utility Operating Income	4215	0.00
Other Electric Revenues	4220	0.00
Late Payment Charges	4225	0.00
Sales of Water and Water Power	4230	0.00
Miscellaneous Service Revenues	4235	0.00
Provision for Rate Refunds	4240	0.00
Government Assistance Directly Credited to Income	4245	0.00

Other Income / Deductions

Account Description	Account No	Amount
Regulatory Debits	4305	0.00
Regulatory Credits	4310	0.00
Revenues from Electric Plant Leased to Others	4315	0.00
Expenses of Electric Plant Leased to Others	4320	0.00
Special Purpose Charge Recovery	4324	0.00
Revenues from Merchandise Jobbing, Etc.	4325	0.00
Costs and Expenses of Merchandising Jobbing, Etc.	4330	0.00
Profits and Losses from Financial Instrument Hedges	4335	0.00
Profits and Losses from Financial Instrument Investments	4340	0.00
Gains from Disposition of Future Use Utility Plant	4345	0.00
Losses from Disposition of Future Use Utility Plant	4350	0.00
Gain on Disposition of Utility and Other Property	4355	0.00
Loss on Disposition of Utility and Other Property	4360	0.00
Gains from Disposition of Allowances for Emission	4365	0.00
Losses from Disposition of Allowances for Emission	4370	0.00
Revenues from Non-Utility Operations	4375	0.00
Expenses of Non-Utility Operations	4380	0.00
Non-Utility Rental Income	4385	0.00
Miscellaneous Non-Operating Income	4390	0.00
Rate-Payer Benefit Including Interest	4395	0.00
Foreign Exchange Gains and Losses, Including Amortization	4398	0.00

Investment Income

Account Description	Account No	Amount
Interest and Dividend Income	4405	0.00
Equity in Earnings of Subsidiary Companies	4415	0.00

Generation Expenses - Operation

Account Description	Account No	Amount
Operation Supervision and Engineering	4505	0.00
Fuel	4510	0.00
Steam Expense	4515	0.00
Steam From Other Sources	4520	0.00
Steam Transferred--Credit	4525	0.00

Electric Expense	4530	0.00
Water For Power	4535	0.00
Water Power Taxes	4540	0.00
Hydraulic Expenses	4545	0.00
Generation Expense	4550	0.00
Miscellaneous Power Generation Expenses	4555	0.00
Rents	4560	0.00
Allowances for Emissions	4565	0.00

Generation Expenses - Maintenance

Account Description	Account No	Amount
Maintenance Supervision and Engineering	4605	0.00
Maintenance of Structures	4610	0.00
Maintenance of Boiler Plant	4615	0.00
Maintenance of Electric Plant	4620	0.00
Maintenance of Reservoirs, Dams and Waterways	4625	0.00
Maintenance of Water Wheels, Turbines and Generators	4630	0.00
Maintenance of Generating and Electric Plant	4635	0.00
Maintenance of Miscellaneous Power Generation Plant	4640	0.00

Other Power Supply Expenses

Account Description	Account No	Amount
Power Purchased	4705	0.00
Charges - Global Adjustment	4707	0.00
Charges-WMS	4708	0.00
Cost of Power Adjustments	4710	0.00
Charges-One-Time	4712	0.00
Charges-NW	4714	0.00
System Control and Load Dispatching	4715	0.00
Charges-CN	4716	0.00
Other Expenses	4720	0.00
Competition Transition Expense	4725	0.00
Charges - LV	4750	0.00
Charges – Smart Metering Entity Charge	4751	0.00

Transmission Expenses - Operation

Account Description	Account No	Amount
Operation Supervision and Engineering	4805	0.00
Load Dispatching	4810	0.00
Station Buildings and Fixtures Expenses	4815	0.00
Transformer Station Equipment - Operating Labour	4820	0.00
Transformer Station Equipment - Operating Supplies and Expense	4825	0.00
Overhead Line Expenses	4830	0.00
Underground Line Expenses	4835	0.00
Transmission of Electricity by Others	4840	0.00

Miscellaneous Transmission Expense	4845	0.00
Rents	4850	0.00

Transmission Expenses - Maintenance

Account Description	Account No	Amount
Maintenance Supervision and Engineering	4905	0.00
Maintenance of Transformer Station Buildings and Fixtures	4910	0.00
Maintenance of Transformer Station Equipment	4916	0.00
Maintenance of Towers, Poles and Fixtures	4930	0.00
Maintenance of Overhead Conductors and Devices	4935	0.00
Maintenance of Overhead Lines - Right of Way	4940	0.00
Maintenance of Overhead Lines - Roads and Trails Repairs	4945	0.00
Maintenance of Overhead Lines - Snow Removal from Roads and Trails	4950	0.00
Maintenance of Underground Lines	4960	0.00
Maintenance of Miscellaneous Transmission Plant	4965	0.00

Distribution Expenses - Operation

Account Description	Account No	Amount
Operation Supervision and Engineering	5005	0.00
Load Dispatching	5010	0.00
Station Buildings and Fixtures Expense	5012	0.00
Transformer Station Equipment - Operation Labour	5014	0.00
Transformer Station Equipment - Operation Supplies and Expenses	5015	0.00
Distribution Station Equipment - Operation Labour	5016	0.00
Distribution Station Equipment - Operation Supplies and Expenses	5017	0.00
Overhead Distribution Lines and Feeders - Operation Labour	5020	0.00
Overhead Distribution Lines and Feeders - Operation Supplies and Expenses	5025	0.00
Overhead Subtransmission Feeders - Operation	5030	0.00
Overhead Distribution Transformers- Operation	5035	0.00
Underground Distribution Lines and Feeders - Operation Labour	5040	0.00
Underground Distribution Lines and Feeders - Operation Supplies and Expenses	5045	0.00
Underground Subtransmission Feeders - Operation	5050	0.00
Underground Distribution Transformers - Operation	5055	0.00
Street Lighting and Signal System Expense	5060	0.00
Meter Expense	5065	0.00
Customer Premises - Operation Labour	5070	0.00
Customer Premises - Materials and Expenses	5075	0.00
Miscellaneous Distribution Expense	5085	0.00
Underground Distribution Lines and Feeders - Rental Paid	5090	0.00
Overhead Distribution Lines and Feeders - Rental Paid	5095	0.00
Other Rent	5096	0.00

Distribution Expenses - Maintenance

Account Description	Account No	Amount
Maintenance Supervision and Engineering	5105	0.00
Maintenance of Buildings and Fixtures - Distribution Stations	5110	0.00
Maintenance of Transformer Station Equipment	5112	0.00
Maintenance of Distribution Station Equipment	5114	0.00
Maintenance of Poles, Towers and Fixtures	5120	0.00
Maintenance of Overhead Conductors and Devices	5125	0.00
Maintenance of Overhead Services	5130	0.00
Overhead Distribution Lines and Feeders - Right of Way	5135	0.00
Maintenance of Underground Conduit	5145	0.00
Maintenance of Underground Conductors and Devices	5150	0.00
Maintenance of Underground Services	5155	0.00
Maintenance of Line Transformers	5160	0.00
Maintenance of Street Lighting and Signal Systems	5165	0.00
Sentinel Lights - Labour	5170	0.00
Sentinel Lights - Materials and Expenses	5172	0.00
Maintenance of Meters	5175	0.00
Customer Installations Expenses- Leased Property	5178	0.00
Water Heater Rentals - Labour	5185	0.00
Water Heater Rentals - Materials and Expenses	5186	0.00
Water Heater Controls - Labour	5190	0.00
Water Heater Controls - Materials and Expenses	5192	0.00
Maintenance of Other Installations on Customer Premises	5195	0.00

Other Expenses

Account Description	Account No	Amount
Purchase of Transmission and System Services	5205	0.00
Transmission Charges	5210	0.00
Transmission Charges Recovered	5215	0.00

Billing And Collecting

Account Description	Account No	Amount
Supervision	5305	0.00
Meter Reading Expense	5310	0.00
Customer Billing	5315	0.00
Collecting	5320	0.00
Collecting- Cash Over and Short	5325	0.00
Collection Charges	5330	0.00
Bad Debt Expense	5335	0.00
Miscellaneous Customer Accounts Expenses	5340	0.00

Community Relations

Account Description	Account No	Amount
Supervision	5405	0.00

Community Relations - Sundry	5410	0.00
Energy Conservation	5415	0.00
Community Safety Program	5420	0.00
Miscellaneous Customer Service and Informational Expenses	5425	0.00

Sales Expenses

Account Description	Account No	Amount
Supervision	5505	0.00
Demonstrating and Selling Expense	5510	0.00
Advertising Expense	5515	0.00
Miscellaneous Sales Expense	5520	0.00

Administration and General Expenses

Account Description	Account No	Amount
Executive Salaries and Expenses	5605	0.00
Management Salaries and Expenses	5610	0.00
General Administrative Salaries and Expenses	5615	0.00
Office Supplies and Expenses	5620	0.00
Administrative Expense Transferred/Credit	5625	0.00
Outside Services Employed	5630	0.00
Property Insurance	5635	0.00
Injuries and Damages	5640	0.00
Employee Pensions and Benefits	5645	0.00
Franchise Requirements	5650	0.00
Regulatory Expenses	5655	0.00
General Advertising Expenses	5660	0.00
Miscellaneous General Expenses	5665	0.00
Rent	5670	0.00
Maintenance of General Plant	5675	0.00
Electrical Safety Authority Fees	5680	0.00
Special Purpose Charge Expense	5681	0.00
Independent Market Operator Fees and Penalties	5685	0.00
OM&A Contra	5695	0.00

Amortization Expenses

Account Description	Account No	Amount
Amortization Expense - Property Plant, and Equipment	5705	0.00
Amortization of Limited Term Electric Plant	5710	0.00
Amortization of Intangibles and Other Electric Plant	5715	0.00
Amortization of Electric Plant Acquisition Adjustments	5720	0.00
Miscellaneous Amortization	5725	0.00
Amortization of Unrecovered Plant and Regulatory Study Costs	5730	0.00
Amortization of Deferred Development Costs	5735	0.00
Amortization of Deferred Charges	5740	0.00

Interest Expenses

Account Description	Account No	Amount
Interest on Long Term Debt	6005	0.00
Amortization of Debt Discount and Expense	6010	0.00
Amortization of Premium on Debt/Credit	6015	0.00
Amortization of Loss on Reacquired Debt	6020	0.00
Amortization of Gain on Reacquired Debt--Credit	6025	0.00
Interest on Debt to Associated Companies	6030	0.00
Other Interest Expense	6035	0.00
Allowance for Borrowed Funds Used During Construction--Credit	6040	0.00
Allowance For Other Funds Used During Construction	6042	0.00
Interest Expense on Capital Lease Obligations	6045	0.00

Taxes

Account Description	Account No	Amount
Taxes Other Than Income Taxes	6105	0.00
Income Taxes	6110	0.00
Provision for Future Income Taxes	6115	0.00

Other Deductions

Account Description	Account No	Amount
Donations	6205	0.00
Life Insurance	6210	0.00
Penalties	6215	0.00
Other Deductions	6225	0.00

Extraordinary Items

Account Description	Account No	Amount
Extraordinary Income	6305	0.00
Extraordinary Deductions	6310	0.00
Income Taxes: Extraordinary Item	6315	0.00

Discontinued Operations

Account Description	Account No	Amount
Discontinued Operations - Income/ Gains	6405	0.00
Discontinued Operations - Deductions/ Losses	6410	0.00
Income Taxes, Discontinued Operations	6415	0.00

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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Sub-Accounts

Account Description	Account No	Amount
Sub-account Deferred IFRS Transition Costs	1508	
Sub-account IFRS Transition Costs Variance	1508	
Sub-account Incremental Capital Charges	1508	
Sub-account Depreciation Expense	1508	
Sub-account Accumulated Depreciation	1508	
Sub-account Energy East Consultation Costs	1508	
Sub-account Financial Assistance Payment and Recovery Variance - OCEB	1508	
Sub-account OEB Cost Assessment Variance	1508	
Sub-account Incremental Capital Expenditures	1508	
Sub-account Incremental Capital Expenditures Rate Rider Revenues	1508	
Sub-account Stranded Meter Costs	1555	
Sub-account CBR class A - Principal	1580	
Sub-account CBR class B - Principal	1580	
Sub-account CBR class A - Interest	1580	
Sub-account CBR class B - Interest	1580	
Sub-account Generation Facility Assets	2075	
Sub-account Accumulated Depreciation for Specifically Identified Asset Accounts	2105	
Sub-account Generation Facility Liabilities	2285	
Sub-account Generation Facility Liabilities	2325	
Sub-account Generation Facilities	3075	
Sub-account Generation Facility Revenues	4375	
Sub-account Generation Facility Expenses	4380	
Sub-account LEAP Funding	6205	

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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			0.00
Smart Metering Entity Charge Variance Account	1551			0.00
RSVA - Wholesale Market Service Charge	1580			0.00
RSVA - Retail Transmission Network Charge	1584			0.00
RSVA - Retail Transmission Connection Charge	1586			0.00
RSVA - Power (excluding Global Adjustment)	1588			0.00
RSVA - Global Adjustment	1589			0.00
Disposition and Recovery/Refund of Regulatory Balances (2008)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2009)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2010)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2011)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2012)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2013)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2014)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2015)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2016)	1595			0.00


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Assets
Cash
0.00
Total Inter-company Receivables
0.00
Current Assets
0.00
Inventory
0.00
Non-current Assets
0.00
Other Assets and Deferred Charges
0.00
Capital Assets
0.00
Accumulated Amortization
Net Assets
Liabilities and Equity
Total Inter-company Payables
0.00
Non-current Liabilities
0.00
Current Liabilities
0.00
Other Liabilities Deferred Credit & Long term debt
Shareholders' Equity
0.00
Net Liabilities and Equity
0.00
Revenues
Sales of Electricity

Revenues from Services

0.00

Other Operating Revenues

0.00

Other Income / Deductions

0.00

Investment Income

0.00

Total Revenues

0.00

Expenses

Generation Expenses

0.00

Other Power Supply Expenses

0.00

Transmission Expenses

0.00

Distribution Expenses

0.00

Other Expenses

0.00

Billing Collecting

0.00

Community Relations

0.00

Sales Expenses

0.00

Administration General Expenses

0.00

Amortization Expense

0.00

Interest Expense

0.00

Taxes

0.00

Other Deductions

0.00

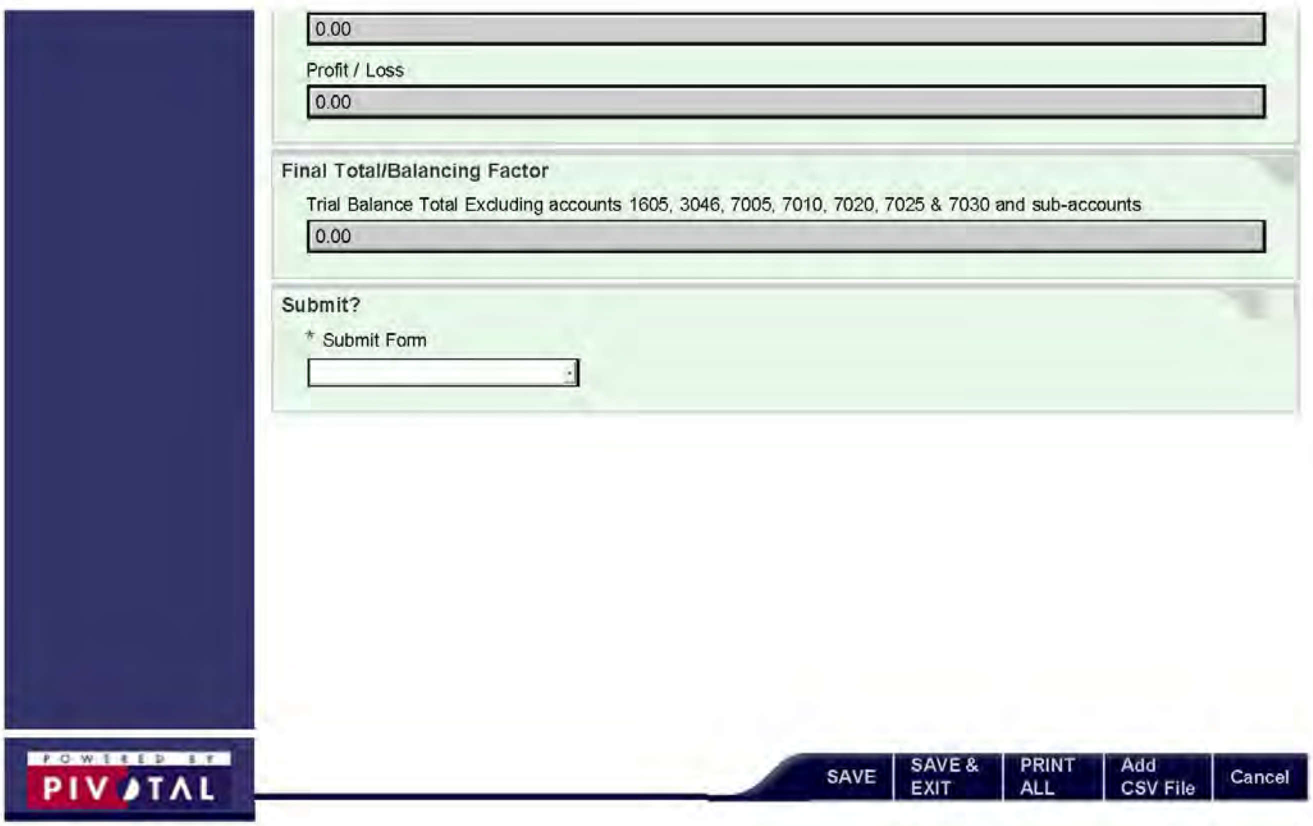
Extraordinary Items

0.00

Discontinued Operations

0.00

Total Expenses


0.00

Profit / Loss

0.00

Final Total/Balancing Factor

Trial Balance Total Excluding accounts 1605, 3046, 7005, 7010, 7020, 7025 & 7030 and sub-accounts

0.00

Submit?

* Submit Form

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IFRS/ MIFRS Trial Balance

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Report Summary

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

Instructions 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.

For the 2016 reporting year, distributors are required to file a trial balance based on the accounting standard used for financial reporting or approved for regulatory purposes by the OEB (e.g., US GAAP).

Both the audited financial statements and trial balance should consistently align under the same accounting standard for reporting purposes.

On the input form, distributors will select the type of trial balance for use based on the accounting standard used from the following menu:

1.Canadian GAAP / Accounting Standards for Private Enterprises (ASPE) & US GAAP

2. IFRS / MIFRS for: 1) distributors that have adopted IFRS; or 2) distributors that have adopted IFRS and using MIFRS for regulatory purposes upon rebasing their rates through a Cost of Service application.

The accounts of the particular trial balance will be generated on the input form based on the accounting standard selected.

Once you have selected the accounting standard and confirmed your accounting standard (by selecting the confirm accounting standard check box), please click SAVE to generate the accounts on the input form.

You will not be able to change the accounting standard once you have made your selection.

Accounting Standard used for financial reporting: IFRS / MIFRS

Confirm Accounting Standard: ☑

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

Account Description	Account No	Amount
Cash	1005	0.00
Cash Advances and Working Funds	1010	0.00
Interest Special Deposits	1020	0.00
Dividend Special Deposits	1030	0.00
Other Special Deposits	1040	0.00
Term Deposits	1060	0.00

Current Investments	1070	0.00
Customer Accounts Receivable	1100	0.00
Accounts Receivable - Services	1102	0.00
Accounts Receivable - Recoverable Work	1104	0.00
Accounts Receivable - Merchandise Jobbing, etc.	1105	0.00
Other Accounts Receivable	1110	0.00
Accrued Utility Revenues	1120	0.00
Accumulated Provision for Uncollectible Accounts--Credit	1130	0.00
Interest and Dividends Receivable	1140	0.00
Rents Receivable	1150	0.00
Notes Receivable	1170	0.00
Prepayments	1180	0.00
Miscellaneous Current and Accrued Assets	1190	0.00
Accounts Receivable from Associated Companies	1200	0.00
Notes Receivable from Associated Companies	1210	0.00

Inventory

Account Description	Account No	Amount
Fuel Stock	1305	0.00
Plant Materials and Operating Supplies	1330	0.00
Merchandise	1340	0.00
Non Rate-Regulated Materials and Supplies	1350	0.00

Non-Current Assets

Account Description	Account No	Amount
Non-Current Investments in Non-Associated Companies	1405	0.00
Finance Lease Receivable	1407	0.00
Long Term Receivable - Street Lighting Transfer	1408	0.00
Other Special or Collateral Funds	1410	0.00
Sinking Funds	1415	0.00
Unamortized Debt Expense	1425	0.00
Unamortized Discount on Long-Term Debt--Debit	1445	0.00
Unamortized Deferred Foreign Currency Translation Gains and Losses	1455	0.00
Other Non-Current Assets	1460	0.00
Portfolio Investments - Associated Companies	1480	0.00
Investment in Equity - Accounted Joint Venture	1481	0.00
Investment in Associated Companies - Significant Influence	1485	0.00
Investment in Subsidiary Companies	1490	0.00
Deferred Taxes - Non-Current Assets	1495	0.00

Other Assets and Deferred Charges

Account Description	Account No	Amount
Unrecovered Plant and Regulatory Study Costs	1505	0.00

Other Regulatory Assets	1508	0.00
Preliminary Survey and Investigation Charges	1510	0.00
Emission Allowance Inventory	1515	0.00
Emission Allowances Withheld	1516	0.00
RCVARetail	1518	0.00
Special Purpose Charge Assessment Variance Account	1521	0.00
Miscellaneous Deferred Debits	1525	0.00
Deferred Losses from Disposition of Utility Plant	1530	0.00
Renewable Connection Capital Deferral Account	1531	0.00
Renewable Connection OM&A Deferral Account	1532	0.00
Renewable Generation Connection Funding Adder Deferral Account	1533	0.00
Smart Grid Capital Deferral Account	1534	0.00
Smart Grid OM&A Deferral Account	1535	0.00
Smart Grid Funding Adder Deferral Account	1536	0.00
Unamortized Loss on Reacquired Debt	1540	0.00
RCVASTR	1548	0.00
LV Variance Account	1550	0.00
Smart Metering Entity Charge Variance Account	1551	0.00
Smart Meter Capital and Recovery Offset Variance Account	1555	0.00
Smart Meter OM&A Variance Account	1556	0.00
Meter Cost Deferral Account	1557	0.00
Board-Approval CDM Variance Account	1567	0.00
LRAM Variance Account	1568	0.00
Extraordinary Event Costs	1572	0.00
Deferred Rate Impact Amounts	1574	0.00
IFRS-CGAAP Transitional PP&E Amounts	1575	0.00
CGAAP Accounting Changes	1576	0.00
RSVA - Wholesale Market Service Charge	1580	0.00
RSVAONE-TIME	1582	0.00
RSVA - Retail Transmission Network Charge	1584	0.00
RSVA - Retail Transmission Connection Charge	1586	0.00
RSVA - Power (excluding Global Adjustment)	1588	0.00
RSVA - Global Adjustment	1589	0.00
PILs and Tax Variance for 2006 and Subsequent Years	1592	0.00
Disposition and Recovery/Refund of Regulatory Balances Control Account	1595	0.00

Electric Plant and Service - Detailed

Account Description	Account No	Amount
No Records		

A.Intangible Plant

Account Description	Account No	Amount
Organization	1606	0.00
Franchises and Consents	1608	0.00

Capital Contributions Paid	1609	0.00
Miscellaneous Intangible Plant	1610	0.00
Computer Software	1611	0.00
Land Rights	1612	0.00

B.Generation Plants

Account Description	Account No	Amount
Land	1615	0.00
Land Rights	1616	0.00
Buildings and Fixtures	1620	0.00
Leasehold Improvements	1630	0.00
Boiler Plant Equipment	1635	0.00
Engines and Engine-Driven Generators	1640	0.00
Turbogenerator Units	1645	0.00
Reservoirs, Dams and Waterways	1650	0.00
Water Wheels, Turbines and Generators	1655	0.00
Roads, Railroads and Bridges	1660	0.00
Fuel Holders, Producers and Accessories	1665	0.00
Prime Movers	1670	0.00
Generators	1675	0.00
Accessory Electric Equipment	1680	0.00
Miscellaneous Power Plant Equipment	1685	0.00

C.Transmission Plant

Account Description	Account No	Amount
Land	1705	0.00
Land Rights	1706	0.00
Buildings and Fixtures	1708	0.00
Leasehold Improvements	1710	0.00
Station Equipment	1715	0.00
Towers and Fixtures	1720	0.00
Poles and Fixtures	1725	0.00
Overhead Conductors and Devices	1730	0.00
Underground Conduit	1735	0.00
Underground Conductors and Devices	1740	0.00
Roads and Trails	1745	0.00

D.Distribution Plant

Account Description	Account No	Amount
Land	1805	0.00
Buildings and Fixtures	1808	0.00
Leasehold Improvements	1810	0.00
Transformer Station Equipment - Normally Primary above 50 kV	1815	0.00
Distribution Station Equipment - Normally Primary below 50 kV	1820	0.00
Storage Battery Equipment	1825	0.00

Poles, Towers and Fixtures	1830	0.00
Overhead Conductors and Devices	1835	0.00
Underground Conduit	1840	0.00
Underground Conductors and Devices	1845	0.00
Line Transformers	1850	0.00
Services	1855	0.00
Meters	1860	0.00
Other Installations on Customer's Premises	1865	0.00
Leased Property on Customer Premises	1870	0.00
Street Lighting and Signal Systems	1875	0.00

E.General Plant

Account Description	Account No	Amount
Land	1905	0.00
Buildings and Fixtures	1908	0.00
Leasehold Improvements	1910	0.00
Office Furniture and Equipment	1915	0.00
Computer Equipment - Hardware	1920	0.00
Transportation Equipment	1930	0.00
Stores Equipment	1935	0.00
Tools, Shop and Garage Equipment	1940	0.00
Measurement and Testing Equipment	1945	0.00
Power Operated Equipment	1950	0.00
Communication Equipment	1955	0.00
Miscellaneous Equipment	1960	0.00
Load Management Controls - Customer Premises	1970	0.00
Load Management Controls - Utility Premises	1975	0.00
System Supervisory Equipment	1980	0.00
Sentinel Lighting Rental Units	1985	0.00
Other Tangible Property	1990	0.00
Contributions and Grants - Credit	1995	0.00

Other capital Assets

Account Description	Account No	Amount
Property Under Finance Leases	2005	0.00
Electric Plant Purchased or Sold	2010	0.00
Experimental Electric Plant Unclassified	2020	0.00
Electric Plant and Equipment Leased to Others	2030	0.00
Electric Plant Held for Future Use	2040	0.00
Completed Construction Not Classified--Electric	2050	0.00
Construction Work in Progress--Electric	2055	0.00
Electric Plant Acquisition Adjustment	2060	0.00
Other Electric Plant Adjustment	2065	0.00
Other Utility Plant	2070	0.00
Non Rate-Regulated Utility Property Owned or Under Finance Leases	2075	0.00

Accumulated Amortization

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

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Current Liabilities

Account Description	Account No	Amount
Accounts Payable	2205	0.00
Customer Credit Balances	2208	0.00
Customer Deposits	2210	0.00
Dividends Declared	2215	0.00
Miscellaneous Current and Accrued Liabilities	2220	0.00
Notes and Loans Payable	2225	0.00
Accounts Payable to Associated Companies	2240	0.00
Notes Payable to Associated Companies	2242	0.00
Debt Retirement Charges(DRC) Payable	2250	0.00
Transmission Charges Payable	2252	0.00
Electrical Safety Authority Fees Payable	2254	0.00
Independent Electricity System Operator Fees and Penalties Payable	2256	0.00
Current Long Term Debt	2260	0.00
OMERS - Current	2264	0.00
Non-OMERS - Current	2265	0.00
Accrued Interest on Long Term Debt	2268	0.00
Matured Long Term Debt	2270	0.00
Matured Interest on Long Term Debt	2272	0.00
Obligations Under Finance Leases - Current	2285	0.00
Commodity Taxes	2290	0.00
Payroll Deductions / Expenses Payable	2292	0.00
Accrual for Taxes Payments in Lieu of Taxes, Etc.	2294	0.00

Non-Current Liabilities

Account Description	Account No	Amount
Accumulated Provision for Injuries and Damages	2305	0.00
OPEB Liability	2306	0.00
Other Pensions Liability	2308	0.00
Vested Sick Leave Liability	2310	0.00
Past Service Costs - Other Post-Employment Benefits	2312	0.00
Past Service Costs - Other Pension Plans	2313	0.00
Accumulated Provision for Rate Refunds	2315	0.00
Other Miscellaneous Non-Current Liabilities	2320	0.00
Obligations Under Finance Lease - Non-Current	2325	0.00

Account Description	Account No	Amount
Non-Current Customer Deposits	2335	0.00
Collateral Funds Liability	2340	0.00
Unamortized Premium on Long Term Debt	2345	0.00
OMERS - Long-Term	2348	0.00
Deferred Tax - Non-Current Liability	2350	0.00

Other Liabilities and Deferred Credits

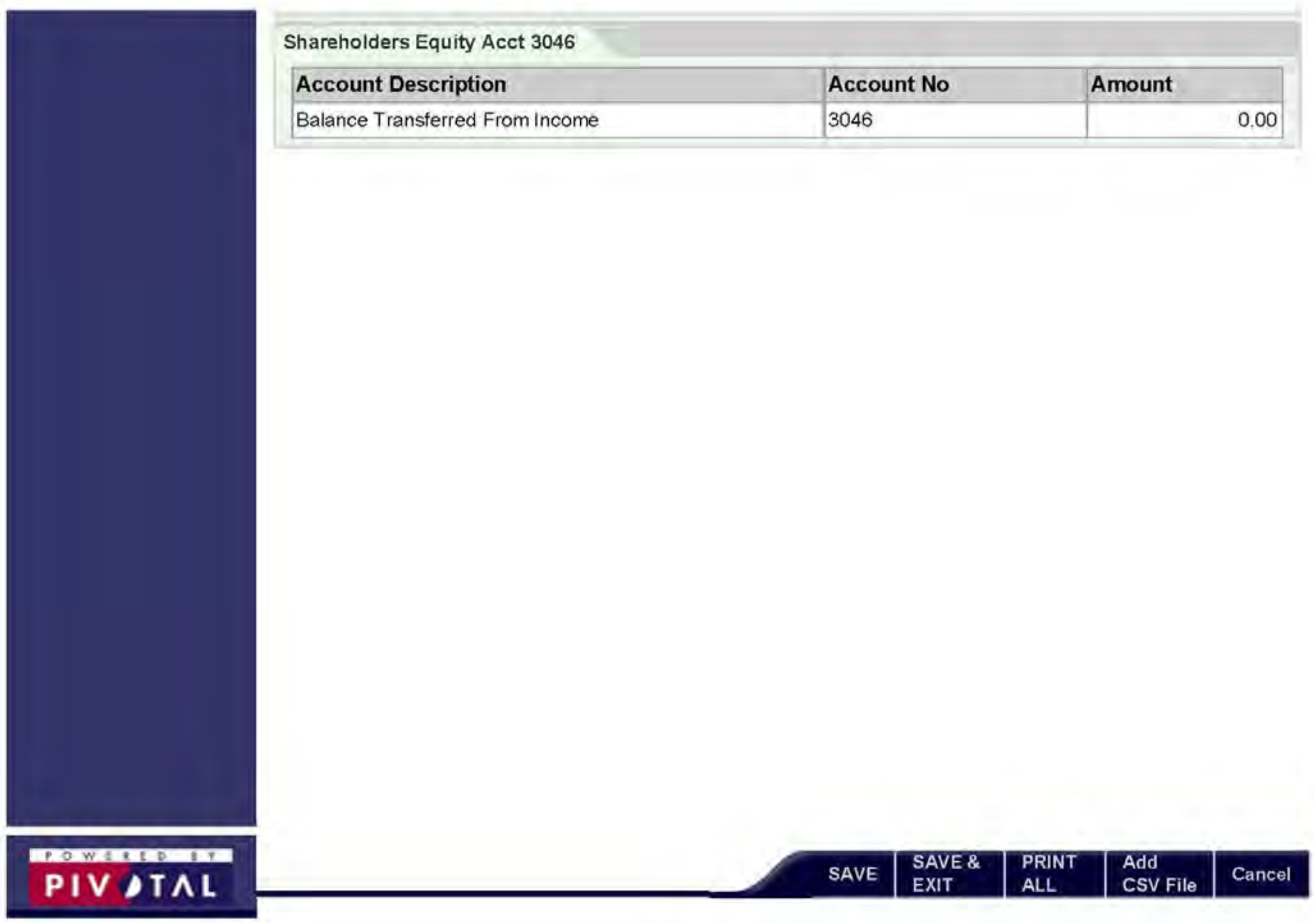
Account Description	Account No	Amount
Other Regulatory Liabilities or Credits	2405	0.00
Deferred Gains from Disposition of Utility Plant	2410	0.00
Unamortized Gain on Reacquired Debt	2415	0.00
Other Deferred Credits	2425	0.00
Accrued Rate-Payer Benefit	2435	0.00
Deferred Revenues	2440	0.00

Long Term Debt

Account Description	Account No	Amount
Debentures Outstanding - Long Term	2505	0.00
Debenture Advances	2510	0.00
Reacquired Bonds	2515	0.00
Other Non-Current Debt	2520	0.00
Term Bank Loans - Long Term	2525	0.00
Advances from Associated Companies	2550	0.00

Shareholders' Equity

Account Description	Account No	Amount
Common Shares Issued	3005	0.00
Preference Shares Issued	3008	0.00
Contributed Surplus	3010	0.00
Donations Received	3020	0.00
Development Charges Transferred to Equity	3022	0.00
Capital Stock Held in Treasury	3026	0.00
Miscellaneous Paid-In Capital	3030	0.00
Installments Received on Capital Stock	3035	0.00
Appropriated Retained Earnings	3040	0.00
Unappropriated Retained Earnings	3045	0.00
Appropriations of Retained Earnings - Current Period	3047	0.00
Dividends Payable-Preference Shares	3048	0.00
Dividends Payable-Common Shares	3049	0.00
Adjustment to Retained Earnings	3055	0.00
Unappropriated Undistributed Subsidiary Earnings	3065	0.00
Non Rate-Regulated Utility Shareholders' Equity	3075	0.00
Current Taxes - Shareholders' Equity	3080	0.00
Deferred Taxes - Shareholders' Equity	3081	0.00
Accumulated Other Comprehensive Income	3090	0.00



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	0.00
Commercial Energy Sales	4010	0.00
Industrial Energy Sales	4015	0.00
Energy Sales to Large Users	4020	0.00
Street Lighting Energy Sales	4025	0.00
Sentinel Lighting Energy Sales	4030	0.00
General Energy Sales	4035	0.00
Other Energy Sales to Public Authorities	4040	0.00
Revenue Adjustment	4050	0.00
Energy Sales For Retailers/Others	4055	0.00
Interdepartmental Energy Sales	4060	0.00
Billed WMS	4062	0.00
Billed - WMS-ONE-TIME	4064	0.00
Billed NW	4066	0.00
Billed CN	4068	0.00
Billed - LV	4075	0.00
Billed – Smart Metering Entity Charge	4076	0.00

Revenue from Services-Distribution

Account Description	Account No	Amount
Distribution Services Revenue	4080	0.00
Retail Services Revenues	4082	0.00
Service Transaction Requests (STR) Revenues	4084	0.00
SSS Administration Revenue	4086	0.00
Electric Services Incidental to Energy Sales	4090	0.00

Revenue from Services-Transmission

Account Description	Account No	Amount
Transmission Charges Revenue	4105	0.00
Transmission Services Revenue	4110	0.00

Other Operating Revenues

Account Description	Account No	Amount
Interdepartmental Rents	4205	0.00

Rent from Electric Property	4210	0.00
Other Utility Operating Income	4215	0.00
Other Electric Revenues	4220	0.00
Late Payment Charges	4225	0.00
Sales of Water and Water Power	4230	0.00
Miscellaneous Service Revenues	4235	0.00
Provision for Rate Refunds	4240	0.00
Government and Other Assistance Directly Credited to Income	4245	0.00

Other Income / Deductions

Account Description	Account No	Amount
Regulatory Debits	4305	0.00
Regulatory Credits	4310	0.00
Revenues from Electric Plant Leased to Others	4315	0.00
Expenses of Electric Plant Leased to Others	4320	0.00
Special Purpose Charge Recovery	4324	0.00
Revenues from Merchandise	4325	0.00
Costs and Expenses of Merchandising	4330	0.00
Profits and Losses from Financial Instrument Hedges	4335	0.00
Profits and Losses from Financial Instrument Investments	4340	0.00
Gains from Disposition of Future Use Utility Plant	4345	0.00
Losses from Disposition of Future Use Utility Plant	4350	0.00
Gain on Disposition of Utility and Other Property	4355	0.00
Gain from Retirement of Utility and Other Property	4357	0.00
Loss on Disposition of Utility and Other Property	4360	0.00
Loss from Retirement of Utility and Other Property	4362	0.00
Gains from Disposition of Allowances for Emission	4365	0.00
Losses from Disposition of Allowances for Emission	4370	0.00
Revenues from Non Rate-Regulated Utility Operations	4375	0.00
Expenses of Non Rate-Regulated Utility Operations	4380	0.00
Non Rate-Regulated Utility Rental Income	4385	0.00
Miscellaneous Non-Operating Income	4390	0.00
Rate-Payer Benefit Including Interest	4395	0.00
Foreign Exchange Gains and Losses, Including Amortization	4398	0.00

Investment Income

Account Description	Account No	Amount
Interest and Dividend Income	4405	0.00
Lessor's Net Investment in Finance Lease	4410	0.00
Equity in Earnings of Subsidiary Companies	4415	0.00
Share of Profit or Loss of Joint Venture	4420	0.00

Generation Expenses - Operation

Account Description	Account No	Amount
Operation Supervision and Engineering	4505	0.00

Fuel	4510	0.00
Steam Expense	4515	0.00
Steam From Other Sources	4520	0.00
Steam Transferred--Credit	4525	0.00
Electric Expense	4530	0.00
Water For Power	4535	0.00
Water Power Taxes	4540	0.00
Hydraulic Expenses	4545	0.00
Generation Expense	4550	0.00
Miscellaneous Power Generation Expenses	4555	0.00
Rents	4560	0.00
Allowances for Emissions	4565	0.00

Generation Expenses - Maintenance

Account Description	Account No	Amount
Maintenance Supervision and Engineering	4605	0.00
Maintenance of Structures	4610	0.00
Maintenance of Boiler Plant	4615	0.00
Maintenance of Electric Plant	4620	0.00
Maintenance of Reservoirs, Dams and Waterways	4625	0.00
Maintenance of Water Wheels, Turbines and Generators	4630	0.00
Maintenance of Generating and Electric Plant	4635	0.00
Maintenance of Miscellaneous Power Generation Plant	4640	0.00

Other Power Supply Expenses

Account Description	Account No	Amount
Power Purchased	4705	0.00
Charges - Global Adjustment	4707	0.00
Charges-WMS	4708	0.00
Cost of Power Adjustments	4710	0.00
Charges-One-Time	4712	0.00
Charges-NW	4714	0.00
System Control and Load Dispatching	4715	0.00
Charges-CN	4716	0.00
Other Expenses	4720	0.00
Charges - LV	4750	0.00
Charges – Smart Metering Entity Charge	4751	0.00

Transmission Expenses - Operation

Account Description	Account No	Amount
Operation Supervision and Engineering	4805	0.00
Load Dispatching	4810	0.00
Station Buildings and Fixtures Expenses	4815	0.00
Transformer Station Equipment - Operating Labour	4820	0.00
Transformer Station Equipment - Operating Supplies and Expense	4825	0.00

Overhead Line Expenses	4830	0.00
Underground Line Expenses	4835	0.00
Transmission of Electricity by Others	4840	0.00
Miscellaneous Transmission Expense	4845	0.00
Rents	4850	0.00

Transmission Expenses - Maintenance

Account Description	Account No	Amount
Maintenance Supervision and Engineering	4905	0.00
Maintenance of Transformer Station Buildings and Fixtures	4910	0.00
Maintenance of Transformer Station Equipment	4916	0.00
Maintenance of Towers, Poles and Fixtures	4930	0.00
Maintenance of Overhead Conductors and Devices	4935	0.00
Maintenance of Overhead Lines - Right of Way	4940	0.00
Maintenance of Overhead Lines - Roads and Trails Repairs	4945	0.00
Maintenance of Overhead Lines - Snow Removal from Roads and Trails	4950	0.00
Maintenance of Underground Lines	4960	0.00
Maintenance of Miscellaneous Transmission Plant	4965	0.00

Distribution Expenses - Operation

Account Description	Account No	Amount
Operation Supervision and Engineering	5005	0.00
Load Dispatching	5010	0.00
Station Buildings and Fixtures Expense	5012	0.00
Transformer Station Equipment - Operation Labour	5014	0.00
Transformer Station Equipment - Operation Supplies and Expenses	5015	0.00
Distribution Station Equipment - Operation Labour	5016	0.00
Distribution Station Equipment - Operation Supplies and Expenses	5017	0.00
Overhead Distribution Lines and Feeders - Operation Labour	5020	0.00
Overhead Distribution Lines and Feeders - Operation Supplies and Expenses	5025	0.00
Overhead Subtransmission Feeders - Operation	5030	0.00
Overhead Distribution Transformers- Operation	5035	0.00
Underground Distribution Lines and Feeders - Operation Labour	5040	0.00
Underground Distribution Lines and Feeders - Operation Supplies and Expenses	5045	0.00
Underground Subtransmission Feeders - Operation	5050	0.00
Underground Distribution Transformers - Operation	5055	0.00
Street Lighting and Signal System Expense	5060	0.00
Meter Expense	5065	0.00
Customer Premises - Operation Labour	5070	0.00
Customer Premises - Materials and Expenses	5075	0.00
Miscellaneous Distribution Expense	5085	0.00
Underground Distribution Lines and Feeders - Rental Paid	5090	0.00

Overhead Distribution Lines and Feeders - Rental Paid	5095	0.00
Other Rent	5096	0.00

Distribution Expenses - Maintenance

Account Description	Account No	Amount
Maintenance Supervision and Engineering	5105	0.00
Maintenance of Buildings and Fixtures - Distribution Stations	5110	0.00
Maintenance of Transformer Station Equipment	5112	0.00
Maintenance of Distribution Station Equipment	5114	0.00
Maintenance of Poles, Towers and Fixtures	5120	0.00
Maintenance of Overhead Conductors and Devices	5125	0.00
Maintenance of Overhead Services	5130	0.00
Overhead Distribution Lines and Feeders - Right of Way	5135	0.00
Maintenance of Underground Conduit	5145	0.00
Maintenance of Underground Conductors and Devices	5150	0.00
Maintenance of Underground Services	5155	0.00
Maintenance of Line Transformers	5160	0.00
Maintenance of Street Lighting and Signal Systems	5165	0.00
Sentinel Lights - Labour	5170	0.00
Sentinel Lights - Materials and Expenses	5172	0.00
Maintenance of Meters	5175	0.00
Customer Installations Expenses- Leased Property	5178	0.00
Maintenance of Other Installations on Customer Premises	5195	0.00

Other Expenses

Account Description	Account No	Amount
Purchase of Transmission and System Services	5205	0.00
Transmission Charges	5210	0.00
Transmission Charges Recovered	5215	0.00

Billing And Collecting

Account Description	Account No	Amount
Supervision	5305	0.00
Meter Reading Expense	5310	0.00
Customer Billing	5315	0.00
Collecting	5320	0.00
Collecting- Cash Over and Short	5325	0.00
Collection Charges	5330	0.00
Bad Debt Expense	5335	0.00
Miscellaneous Customer Accounts Expenses	5340	0.00

Community Relations

Account Description	Account No	Amount
Supervision	5405	0.00
Community Relations - Sundry	5410	0.00

Energy Conservation	5415	0.00
Community Safety Program	5420	0.00
Miscellaneous Customer Service and Informational Expenses	5425	0.00

Sales Expenses

Account Description	Account No	Amount
Supervision	5505	0.00
Demonstrating and Selling Expense	5510	0.00
Advertising Expense	5515	0.00
Miscellaneous Sales Expense	5520	0.00

Administration and General Expenses

Account Description	Account No	Amount
Executive Salaries and Expenses	5605	0.00
Management Salaries and Expenses	5610	0.00
General Administrative Salaries and Expenses	5615	0.00
Office Supplies and Expenses	5620	0.00
Administrative Expense Transferred/Credit	5625	0.00
Outside Services Employed	5630	0.00
Property Insurance	5635	0.00
Injuries and Damages	5640	0.00
OMERS Pensions and Benefits	5645	0.00
Employee Pensions and OPEB	5646	0.00
Employee Sick Leave	5647	0.00
Franchise Requirements	5650	0.00
Regulatory Expenses	5655	0.00
General Advertising Expenses	5660	0.00
Miscellaneous General Expenses	5665	0.00
Rent	5670	0.00
Lease Payment Expense	5672	0.00
Maintenance of General Plant	5675	0.00
Electrical Safety Authority Fees	5680	0.00
Special Purpose Charge Expense	5681	0.00
Independent Market Operator Fees and Penalties	5685	0.00
OM&A Contra	5695	0.00

Amortization Expenses

Account Description	Account No	Amount
Depreciation Expense - Property Plant, and Equipment	5705	0.00
Amortization of Limited Term Electric Plant	5710	0.00
Amortization of Intangible Assets	5715	0.00
Amortization of Electric Plant Acquisition Adjustments	5720	0.00
Miscellaneous Depreciation	5725	0.00
Amortization of Unrecovered Plant and Regulatory Study Costs	5730	0.00
Amortization of Deferred Charges	5740	0.00

Interest Expenses

Account Description	Account No	Amount
Interest on Long Term Debt	6005	0.00
Amortization of Debt Discount and Expense	6010	0.00
Amortization of Premium on Debt/Credit	6015	0.00
Amortization of Loss on Reacquired Debt	6020	0.00
Amortization of Gain on Reacquired Debt--Credit	6025	0.00
Interest on Debt to Associated Companies	6030	0.00
Other Interest Expense	6035	0.00
Allowance For Borrowing Costs Applied to CWIP - Credit	6040	0.00
Allowance For Other Borrowing Costs Applied to CWIP - Credit	6042	0.00
Interest Expense on Finance Capital Lease Obligations	6045	0.00

Taxes

Account Description	Account No	Amount
Taxes Other Than Income Taxes	6105	0.00
Income Taxes	6110	0.00
Provision for Deferred Taxes - Income Statement	6115	0.00

Other Deductions

Account Description	Account No	Amount
Donations	6205	0.00
Life Insurance	6210	0.00
Penalties	6215	0.00
Other Deductions	6225	0.00

Extraordinary Items

Account Description	Account No	Amount
Unusual Income	6305	0.00
Unusual Deductions	6310	0.00
Income Taxes, Unusual Items	6315	0.00

Discontinued Operations

Account Description	Account No	Amount
Discontinued Operations - Income/ Gains	6405	0.00
Discontinued Operations - Deductions/ Losses	6410	0.00
Income Taxes, Discontinued Operations	6415	0.00

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

Available-for-Sale Financial Asset or Cash Flow Hedge - Other Comprehensive Income	7005	0.00
Pension Actuarial Gains or Losses or Remeasurement Adjustment - Other Comprehensive Income	7010	0.00
Current Taxes - Other Comprehensive Income	7020	0.00
Deferred Taxes - Other Comprehensive Income	7025	0.00
Miscellaneous - Other Comprehensive Income	7030	0.00

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Sub-Accounts

Account Description	Account No	Amount
Sub-account Deferred IFRS Transition Costs	1508	
Sub-account IFRS Transition Costs Variance	1508	
Sub-account Incremental Capital Charges	1508	
Sub-account Depreciation Expense	1508	
Sub-account Accumulated Depreciation	1508	
Sub-account Energy East Consultation Costs	1508	
Sub-account Financial Assistance Payment and Recovery Variance - OCEB	1508	
Sub-account OEB Cost Assessment Variance	1508	
Sub-account Incremental Capital Expenditures	1508	
Sub-account Incremental Capital Expenditures Rate Rider Revenues	1508	
Sub-account Stranded Meter Costs	1555	
Sub-account CBR class A - Principal	1580	
Sub-account CBR class B - Principal	1580	
Sub-account CBR class A - Interest	1580	
Sub-account CBR class B - Interest	1580	
Sub-account Generation Facility Assets	2075	
Sub-account Accumulated Depreciation for Specifically Identified Asset Accounts	2105	
Sub-account Generation Facility Liabilities	2285	
Sub-account Generation Facility Liabilities	2325	
Sub-account Generation Facilities	3075	
Sub-account Generation Facility Revenues	4375	
Sub-account Generation Facility Expenses	4380	
Sub-account LEAP Funding	6205	

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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			0.00
Smart Metering Entity Charge Variance Account	1551			0.00
RSVA - Wholesale Market Service Charge	1580			0.00
RSVA - Retail Transmission Network Charge	1584			0.00
RSVA - Retail Transmission Connection Charge	1586			0.00
RSVA - Power (excluding Global Adjustment)	1588			0.00
RSVA - Global Adjustment	1589			0.00
Disposition and Recovery/Refund of Regulatory Balances (2008)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2009)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2010)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2011)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2012)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2013)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2014)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2015)	1595			0.00
Disposition and Recovery/Refund of Regulatory Balances (2016)	1595			0.00


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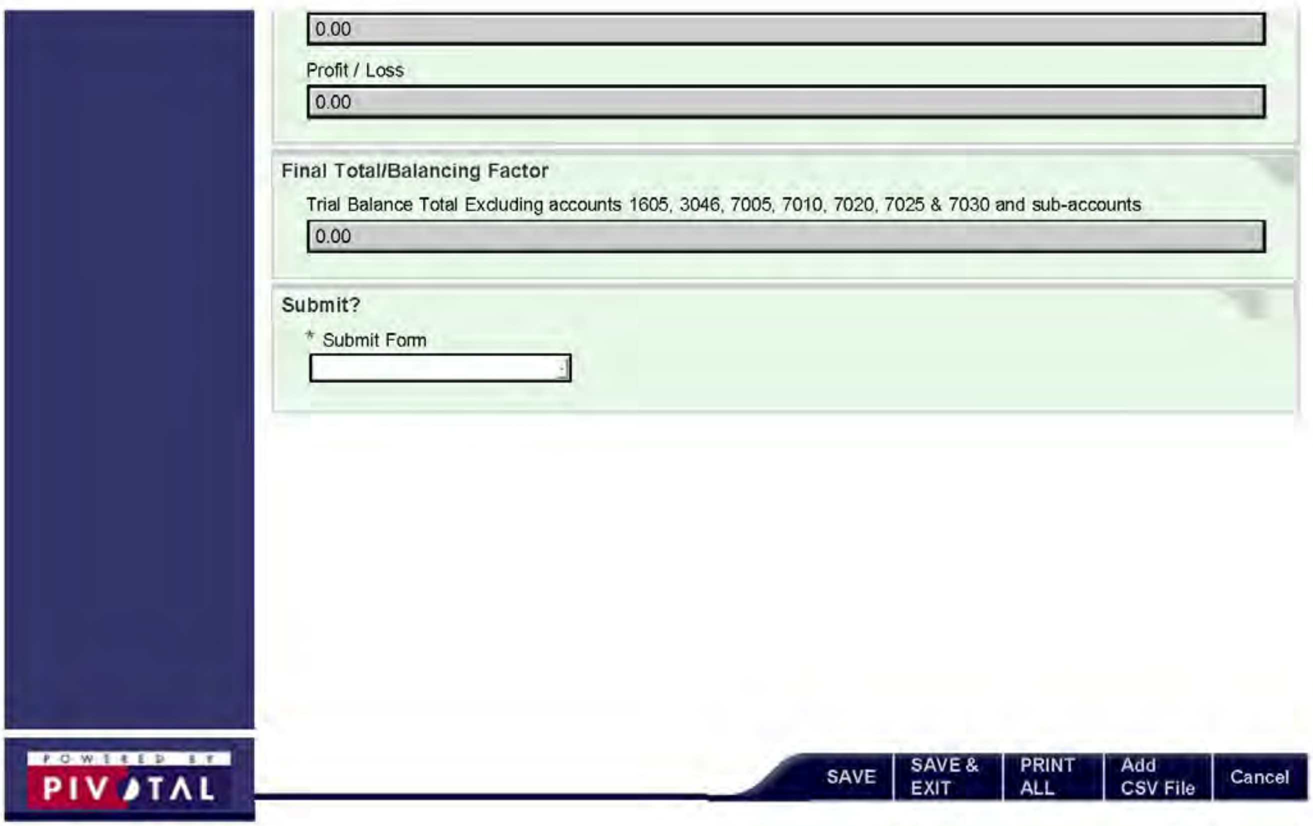
Assets
Cash
0.00
Total Inter-company Receivables
0.00
Current Assets
0.00
Inventory
0.00
Non-current Assets
0.00
Other Assets and Deferred Charges
0.00
Capital Assets
0.00
Accumulated Amortization
Net Assets
Liabilities and Equity
Total Inter-company Payables
0.00
Non-current Liabilities
0.00
Current Liabilities
0.00
Other Liabilities Deferred Credit & Long term debt
Shareholders' Equity
0.00
Net Liabilities and Equity
0.00
Revenues
Sales of Electricity

Revenues from Services
0.00
Other Operating Revenues
0.00
Other Income / Deductions
0.00
Investment Income
0.00
Total Revenues
0.00

Expenses

Generation Expenses
0.00
Other Power Supply Expenses
0.00
Transmission Expenses
0.00
Distribution Expenses
0.00
Other Expenses
0.00
Billing Collecting
0.00
Community Relations
0.00
Sales Expenses
0.00
Administration General Expenses
0.00
Amortization Expense
0.00
Interest Expense
0.00
Taxes
0.00
Other Deductions
0.00
Extraordinary Items
0.00
Discontinued Operations
0.00
Total Expenses


0.00
Profit / Loss
0.00
Final Total/Balancing Factor
Trial Balance Total Excluding accounts 1605, 3046, 7005, 7010, 7020, 7025 & 7030 and sub-accounts
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2.1.8 – Customer Service

2.1.8 Customer Service

Content

For the preceding 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.

Alert

There are high incidents of incorrect data reported or misinterpretations about the customer service required for this section. Prior to reporting, please review the Tips section below for guidance on the nature of data requirements for this section and complete a detailed quality review of the data to be submitted.

Tips

This is a reminder that distributors are the owners of their RRR data, and as such, are responsible for the data completeness and data quality. It is required that distributors review the data points extracted for reporting to the OEB and ensure that the requirements are met and data is accurate.

Number of customer accounts
There should be consistent reporting of cell (a) “Number of residential customer accounts as at year end” from the RRR 2.1.8 filing and the Total residential customers as reported in Q4 RRR 2.1.2. Please ensure that this figure includes eligible low-income customer accounts.

Distributors are also required to report separately the sub-set of residential customers that are eligible low-income customers in cell (b) “Number of eligible low-income customer accounts at year end” in the RRR 2.1.8 filing.

Multiple disconnections in a year

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

Disconnections and Reconnections

The number of reported disconnections in the RRR 2.1.8 filing can be compared to the number of reconnections reported under RRR 2.1.4. Although disconnections and reconnections numbers are not expected to match for a particular year recognizing that not all customers may have reconnected or may have reconnected in a subsequent year, and including allowances for these types of occurrences, the numbers are generally expected to be relatively close to each other year-over-year.

Arrears

As defined in the RRR 2.1.8, “arrears” means an account that is 30 or more days past the minimum payment period [i.e., 16 days from the date on which the bill was issued to the customer] as determined according to section 2.6.3 of the Distribution System Code. The 30 or more days past the minimum payment period may differ from a distributor’s billing and collection practices associated with payments and arrears. Please ensure that the arrears data reported to the OEB meet the RRR definition cited above.

Please report the “active” number of residential customer accounts and number of eligible low-income customer accounts in arrears at year end. “Inactive” accounts (e.g. customers moved out or their low-income status expired) at year end which have not yet been written off (and their associated dollar amounts) should also be captured and included in the arrears information (at year end).

The table below provides general guidance on the treatment of arrears regarding the customer account status for reporting the number of customers in arrears at year end. Please note that this table is not intended to cover all potential scenarios.

Customer Account classification (at the time account became Arrears during the year)	**Customer Account status at year end**	**Did the customer make all necessary payments to be excluded from Arrears category at year end? (Y/N)**	**Whether or not eligible to report as a Customer Account in Arrears at year end (and associated dollar amount)? (Y/N)**
Residential	Active	Y	N
Residential	Active	N	Y– Under Residential customer account
Residential	Inactive (moved out of service area)	Y	N
Residential	Inactive (moved out of service area)	N	Y – Under Residential customer account
Eligible low-income	Active	Y	N
Eligible low-income	Active	N	Y- Under Eligible low-income customer account
Eligible low-income	Inactive (moved out of service area)	Y	N
Eligible low-income	Inactive (moved out of service area)	N	Y – Under Eligible low-income customer account
Eligible low-income	Residential (Eligible low-income status expired within the year)	Y	N
Eligible low-income	Residential (Eligible low-income status expired within the year)	N	Y – Under Residential customer account

Arrears Agreements

Please note that the reporting requirements for Arrears Payment Agreements, RRR 2.1.8 c) v through x are based on all payment agreements entered into at any point in time when the bill is overdue for payment (i.e., as early as at the end of the 16 day minimum payment period per 2.6.3, or later at the distributor's discretion).

Please also note that customized payment plans can be reported as arrears payment agreements under the RRR 2.1.8. It is required that all payment agreements should at least meet the DSC criteria.

A distributor's customized payment plans may meet the DSC's minimum requirements for arrears payment agreements even if they provide more flexible or advantageous arrangements to their customers. As such, these customized plans may be compliant with the DSC, which states the following:

> "2.7.1 A distributor shall make available to any residential electricity customer who is unable to pay his or her outstanding electricity charges, as defined in section 2.6.6.3, the opportunity to enter into an arrears payment agreement with the distributor. The arrears payment agreement shall include, at a minimum, the terms and conditions specified in sections 2.7.1.1 – 2.7.5 inclusive."

For example, the DSC specifies that a distributor may require a 15% down payment or may require a period of 5 months to repay the remaining overdue amounts. In the case of the former, if the distributor chooses to not require a down payment or in the latter provides a longer period, these would not be violations of the minimum requirements. In these cases a distributor is in full compliance with the DSC since it has the discretion to not require the deposit or to extend the repayment period beyond the minimum period.

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.

Write-offs

With respect to Write-offs, please use the customer account classification at the time the Write-offs occurred during the course of the year, whether residential or eligible low-income, to report the RRR data. As such, the write off data is reported on an annual cumulative basis (from January 1 to December 31) for number of accounts and associated dollar amounts.

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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

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)

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

Comments

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)

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

Percent of non low-income customers accounts disconnected for non-payment during the course of the year (c-d)/(a-b)*100

Comments

Arrears

Arrears (Number of Accounts in Arrears)

Arrears is defined as an account that is 30 or more days past the minimum payment period (i.e., 16 days from the date on which the bill was issued to the customer) as determined in section 2.6.3 of the Distribution System Code.

http://172.18.1.207/eService/[28/02/2017 2:30:02 PM]

The 30 or more days past the minimum payment period may differ from a distributor's billing and collection practices associated with payments and 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)

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 residential customer accounts in arrears at year end (g)

Total dollar amount of arrears for eligible low-income customer accounts in arrears at year end (h)

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 owning 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

Number of arrears payment agreements with eligible low-income customers that were cancelled during the course of the

OEB e-filing Services

to non-payment (m)

year due to non-payment (n)

Percentage of residential customer arrears agreements cancelled during the course of the year due to non-payment (m/i) *100

Percentage of eligible low-income customer arrears agreements cancelled during the course of the year due to non-payment (n/j)*100

Percentage of non low-income customer arrears agreements cancelled during the course of the year due to non-payment (m-n/(i-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/0)

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 eligible low-income

Percent of non low-income

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Percent of residential customer accounts enrolled in an equal billing plan at year end (s/a)*100	customer accounts enrolled in an equal billing plan at year end (t/b)*100	customer accounts enrolled in an equal billing plan at year end (s-t)/(a-b)*100
Number of residential customer accounts enrolled in equal monthly payment plans at year end (u)	Number of eligible low-income customer accounts enrolled in 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 (aa)	Number of eligible low-income customer accounts where load limiter devices were installed during the course of the year (ab)	
Percentage of residential customer accounts where a load limiter device was installed during the course of the year (aa/a)*100	Percentage of eligible low-income customer accounts where a load limiter device was installed during the course of the year (ab/b)*100	Percentage of non low-income customer accounts where a load limiter device was installed during the course of the year (aa-ab)/(a-b)*100

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

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

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

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

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

Comments

Submit

* Submit Form

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

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

Content

This section requires the reporting of information related to the provision of the OESP in the preceding calendar year:

a. The number of OESP recipients at year end;
b. The number of OESP recipients in the year who were no longer receiving OESP at year end; and
c. The number of OESP recipients who also received a LEAP emergency financial assistance grant during the year.

New on form

This is a new form.

Tips

Please refer to the OESP & LEAP Program Manual on the OEB website.

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E2_1_9

March 1, 2017

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Summary

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

Instructions

To delete a value that should have been blank you must delete the value and enter 0.

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.

Information On OESP

* a) The number of OESP recipients at year end

* b) The number of OESP recipients in the year who were no longer receiving OESP at year end

* c) The number of OESP recipients who also received a LEAP emergency financial assistance grant during year

Submit

Submit Form

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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. Both the audited financial statements and trial balance should consistently align under the same accounting standard for reporting purposes.

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.

Detailed Reconciliation
The complete mapping under this requirement consists of showing which trial balance accounts are grouped together to form the financial statement groupings or line items in the audited financial statements. Although there is no prescribed format for the mapping and reconciliation, the documentation provided is expected to be sufficiently detailed to derive a clear understanding about the relationships and the information presented in the audited financial statements and trial balance.

Explanatory notes
Please provide notes in the excel spreadsheets to explain the reason(s) for any discrepancy or financial difference 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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March 30, 2015

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Report Summary

Filing Due Year

Filing Form Name

RRR Filing No

Reporting Period and Company Name

Licence Type

Status

Report Version

Extension Granted

Extension Deadline

Filing Due Date

Reporting From

Reporting To

Submitted On

Submitter Name

Expiry Date

Instructions

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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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.

Alert

There are high incidents of incorrect data been reported or misinterpretations about the net metering required for this section. Prior to reporting, please review the Tips section below for guidance on the nature of data requirements for this section, particularly the requirement to report data on a cumulative basis, and complete a detailed quality review of the data to be submitted.

Tips

Reporting on a cumulative basis
Under RRR2.1.14, it is required that the distributor report the number of net metering facilities and embedded generation facilities connected to the distribution system on a **cumulative basis** along with the total installed capacity of those connected facilities as of December 31 of each year (i.e., the cumulative life-to-date figures as at the year-end).

The cumulative figures should include any adjustments for new or cancellation of facilities and/or during the current year.

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

February 9, 2016

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Filing Description and Company Name: Net Metering | Licence Type | Status

Report Version | Extension Granted | Extension Deadline

Filing Due Date | Reporting From | Reporting To

Submitted On | Submitter Name | Expiry Date

Instructions

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

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.

Type	Number of Net Metering Customers	Total Installed Capacity (kW)	Average installed capacity (kW) per net metered generator
Biomass			0.00
Solar			0.00
Water			0.00
Wind			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 – Renewable Energy Generation Facilities

2.1.15 Renewable Energy Generation Facilities

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 (<=10kW). 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 (<=10kW). 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 (<=10kW). 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 (>10kW)	Number of CIAs completed after time prescribed (>10kW)	Number of CIAs completed (>10kW)	Total name-plate capacity (in kW) of renewable facilities (>10kW)	Number of offers to connect (<=10kW)	Total name-plate capacity (in kW) of renewable facilities (<=10kW)
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

March 30, 2015

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Licence Type
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Reporting From
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Submitted On
Submitter Name
Expiry Date

Instruction

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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 (<=10 kW)	Total name-plate capacity (in kW) of renewable facilities (<=10 kW)
January			0			
February			0			
March			0			

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.

This includes information regarding: 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

New: A new section is added to report the number of applicants received for Low-income Energy Assistance Program (LEAP) emergency financial assistance in the current reporting calendar year (e.g. 2016) who had previously received LEAP emergency financial assistance in the prior calendar year (e.g., 2015). This data provides the number of customers that received LEAP financial assistance in the last two consecutive years.

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

February 28, 2017

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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

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Number of LEAP applicants who were:

Distributor customers	Unit sub-metered customers**	Total
		0

Number of applicants assisted who were:

Distributor customers	Unit sub-metered customers**	Total assisted
		0

Number of applicants denied who were:

Distributor customers	Unit sub-metered customers**	Total denied
		0

Number Of repeat customers:

Number of customers who received LEAP emergency financial assistance in the current reporting calendar year who had previously received LEAP emergency financial assistance in the prior calendar year.

Distributor Customers	Unit sub-metered customers **	Total Repeat Customers
		0

Average grant per accepted applicant for:

Distributor customer

Unit Sub metered average**

Overall average

**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 "OESP & LEAP 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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E 2.1.17

March 30, 2015

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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

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		

Submit?

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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 new online form is available for use when required. To upload this filing, please click on the "**Submit E2.1.18 Loss of Large Customer**" button on the left-hand column of e-Filing Services.

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.

This filing is only required to be submitted if a distributor incurs or expects to incur a material loss of load during the year. If there is no material loss, then there is no need to complete this filing.

All submitted filings are stored and can be viewed under the "Past E2.1.18 Loss of Large Customer" button on the left-hand column on e-Filing Services.

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2.1.18 Loss of Large Customer

February 28, 2017

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A distributor shall immediately report to the OEB 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

Filing Form Name | RRR Filing No | Reporting Period and Company Name

Submitter Name | Status | Submitted On

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.

Loss of a Large Customer

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.

This filing is only required to be submitted if a distributor incurs or expects to incur a material loss of load during the year. If there is no material loss, then there is no need to complete this filing.

Attachment Binary	Attachment Name
No Records	

- Maximum length of filename should be less than 255 characters including filepath.

Submit Form?

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Add Attachment | SAVE | SAVE & EXIT | Cancel

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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

No changes to form.

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

New: Distributors are expected to discuss what actions are being undertaken to meet the OEB standard if the Billing Accuracy measure is not met.

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.

Distributors have the option to use either the EDA's customer satisfaction survey developed for the sector or conduct their own survey.

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 [Number of Incidents/kilometers of line * Rate category].

- 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) and, if required, resolve any issues with the ESA prior to reporting to the OEB by April 30.

New on form

No changes to form.

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 an interim measure for the Scorecard Asset Management measure until the OEB develops a uniform measure. Distributors are 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.

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Report Summary

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

Instructions

To delete a value that should have been blank you must delete the value and enter 0

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.

Billing Accuracy

Reference: DSC Section 7.11

The percentage of bills accurately issued is defined as the accurate bills issued expressed as a percentage of total bills issued.

OEB Approved Standard: at least 98% on a yearly basis.

* 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

Explanation for not meeting billing accuracy measure

Public Safety

	Distributor Performance	Distributor Target
Component A: Level of Public Awareness (%)		
Component B: Level of Compliance with Ontario Regulation 22/04		

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Component C: Serious Electrical Incident Index

Number of General Public Incidents		
Rate per 10, 100, 1000 km of line (round to 3-decimal places)		
Rate category		

Non-prescriptive Scorecard Measures

	Measure (Appears on Scorecard) (12 Characters Max.)	Notes (Not on Scorecard) (See (1) below)
First Contact Resolution		
Customer Satisfaction Survey Results		
Asset Management (e.g. Distribution System Plan Implementation Progress)		

(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.

If the measure is reported as a numeric figure, please provide the numerator and denominator in the Notes.

Submit?

* Submit Form

2.2 – ARC Self-Certification

2.2 ARC Self-Certification

Content

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).

New on form

No changes to form.

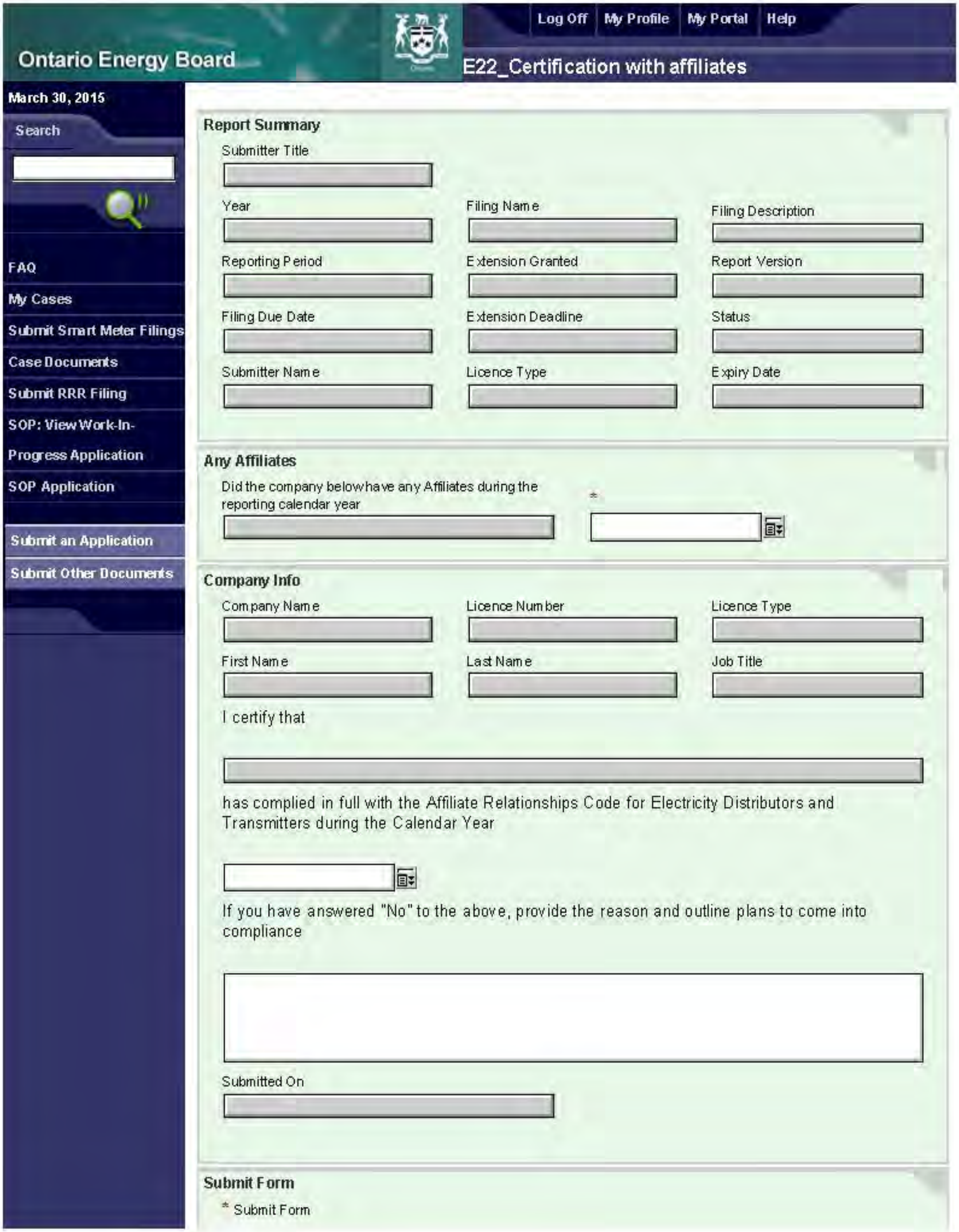
Tips

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.

The electronic filing of the CEO's self-certification is mandatory for all distributors. No hardcopies of this document will be accepted.

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.

OEB e-filing Services



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E22_Certification with affiliates

March 30, 2015

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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

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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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Reporting Period

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Instructions | Distributor | Transmitter | Retailer | Unit Sub-Metering Provider | Miscellaneous

RRR Filing Summary for Period

Reporting Period | Filing Year | Status

Submission Due | Extension Deadline | Extension Granted

Submission Date | Revision after Deadline

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 1, 2017		

Consent statement for 2.1.5 and 2.1.7

Report Version	Status	Due	Completed by	Completed on
0	Submitted	May 1, 2017		

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
0	Not Started	May 1, 2017		

E2.1.5.6

Report Version	Status	Filing Due Date	Completed By	Completed On

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➪	0	Not Started	May 1, 2017		

E 2.1.6

	Report Version	Status	Due	Completed by	Completed on
➪	0	Not Started	May 1, 2017		

E2.1.7

	Report Version	Status	Due	Completed by	Completed on
➪	0	Not Started	May 1, 2017		

E2.1.8

	Report Version	Status	Due	Completed by	Completed on
➪	0	Not Started	May 1, 2017		

E 2.1.9

	Report Version	Status	Due	Completed By	Completed On
➪	0	Not Started	May 1, 2017		

E 2.1.13

	Report Version	Status	Due	Completed by	Completed on
➪	0	Not Started	May 1, 2017		

E 2.1.14

	Report Version	Status	Due	Completed by	Completed on
➪	0	Not Started	May 1, 2017		

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 1, 2017		

E 2.1.17

	Report Version	Status	Due	Completed by	Submitted On
➪	0	Not Started	May 1, 2017		

E 2.1.19

	Report Version	Status	Due	Completed by	Completed On
➪	0	Not Started	May 1, 2017		

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
➪	0	Not Started			

http://172.18.1.207/eService/[06/03/2017 11:06:52 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

☐

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

Job Title

Signed off By

Other

Sign off date

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

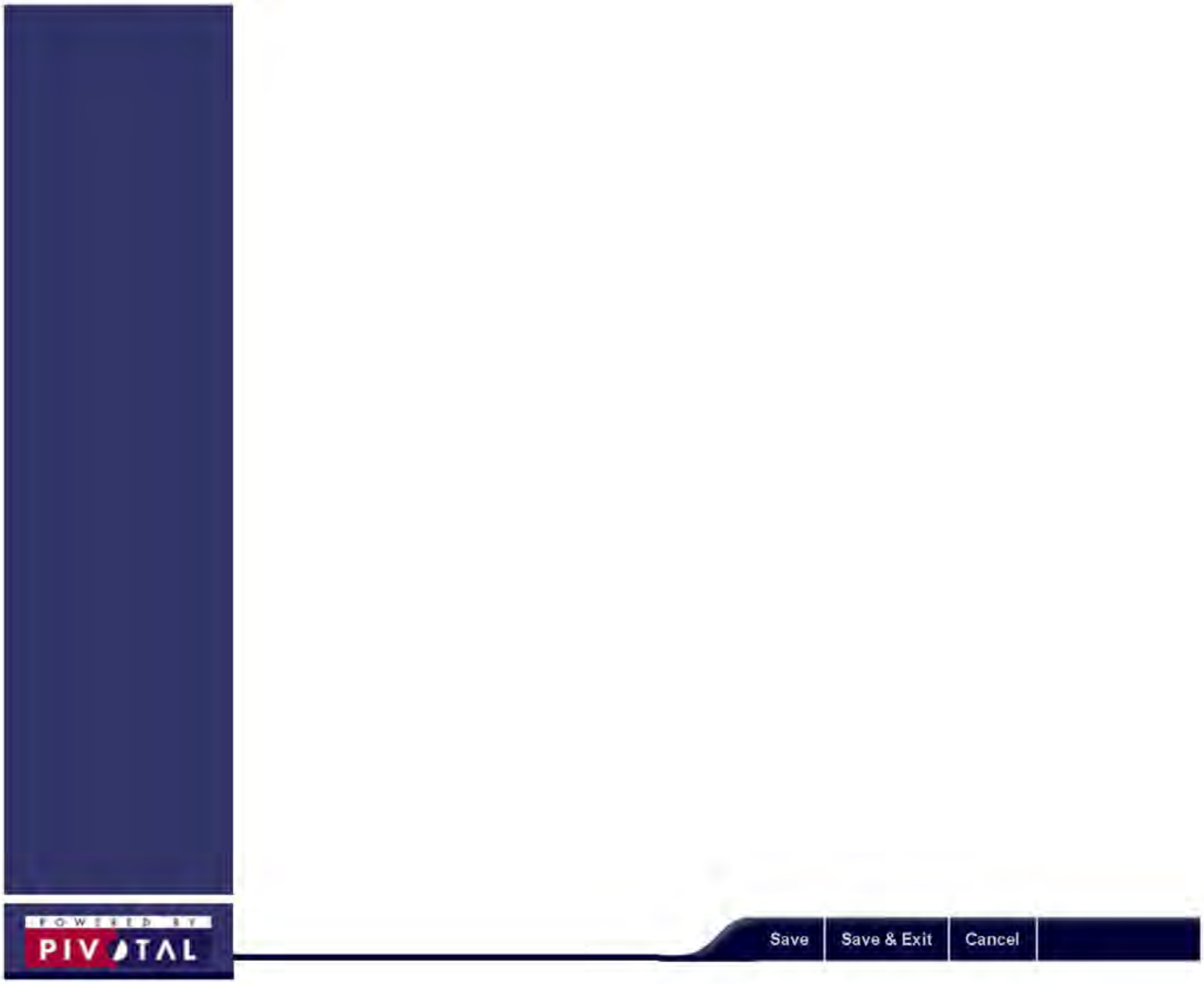
The Signed off by and Signed off date will automactially populate after you select Signed off and select Save.

Submit?

Submit?

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

OEB e-filing Services



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