

DATA REPORTED TO THE ONTARIO ENERGY BOARD BY ELECTRICITY DISTRIBUTORS

Residential Customer Accounts	Account Numbers				
	Distributors	Number of customer accounts at year end			
		2013	2014	2015	2016
1 Algoma Power Inc.	7,363	7,431	7,541	7,581	
2 Atikokan Hydro Inc.	1,414	1,408	1,402	1,392	
3 Bluewater Power Distribution Corporation	32,090	32,218	32,360	32,533	
4 Brantford Power Inc.	35,351	35,577	35,892	36,155	
5 Burlington Hydro Inc.	59,649	60,014	60,262	60,353	
6 Canadian Niagara Power Inc.	25,839	25,896	25,999	26,087	
7 Centre Wellington Hydro Ltd.	5,939	5,955	5,967	6,006	
8 Chapleau Public Utilities Corporation	1,067	1,075	1,075	1,067	
9 COLLUS PowerStream Corp.	14,770	14,925	15,010	14,984	
10 Cooperative Hydro Embrun Inc.	1,790	1,809	1,884	1,965	
11 E.L.K. Energy Inc.	10,131	10,193	10,242	10,312	
12 Energy+ Inc.	55,230	55,811	56,132	56,989	
13 Enersource Hydro Mississauga Inc.	176,691	180,729	181,821	181,618	
14 Entegrus Powerlines Inc.	35,961	36,074	36,287	36,431	
15 EnWin Utilities Ltd.	77,628	78,144	78,520	79,048	
16 Erie Thames Powerlines Corporation	24,498	16,342	16,830	16,941	
17 Espanola Regional Hydro Distribution Corporation	2,662	2,688	2,854	2,861	
18 Essex Powerlines Corporation	26,303	26,470	26,713	27,131	
19 Festival Hydro Inc.	17,939	18,099	18,279	18,534	
20 Fort Frances Power Corporation	3,242	3,277	3,265	3,286	
21 Greater Sudbury Hydro Inc.	42,602	42,680	42,746	42,800	
22 Grimsby Power Incorporated	9,783	10,180	10,267	10,285	
23 Guelph Hydro Electric Systems Inc.	47,832	48,384	49,132	49,793	
24 Halton Hills Hydro Inc.	19,480	19,623	19,801	20,057	
25 Hearst Power Distribution Company Limited	2,267	2,264	2,259	2,257	
26 Horizon Utilities Corporation	218,262	219,536	221,272	223,311	
27 Hydro 2000 Inc.	1,068	1,070	1,071	1,071	
28 Hydro Hawkesbury Inc.	4,899	4,827	4,816	4,836	
29 Hydro One Brampton Networks Inc.	135,612	138,992	143,095	146,977	
30 Hydro One Networks Inc.	1,084,087	1,116,848	1,141,369	1,136,453	
31 Hydro One Networks Inc. (Haldimand service area)	18,717	18,819	18,899	18,986	
32 Hydro One Networks Inc. (Woodstock service area)	14,113	14,299	14,507	14,507	
33 Hydro One Remote Communities Inc.	0	2,745	2,906	2,711	
34 Hydro Ottawa Limited	287,191	291,816	296,036	299,909	
35 Innpower Corporation	14,315	14,705	15,082	15,326	
36 Kenora Hydro Electric Corporation Ltd.	4,754	4,694	4,756	4,753	
37 Kingston Hydro Corporation	23,622	24,046	24,171	24,258	
38 Kitchener-Wilmot Hydro Inc.	81,351	82,425	83,642	85,248	
39 Lakefront Utilities Inc.	8,671	8,840	8,926	9,001	
40 Lakeland Power Distribution Ltd.	8,073	10,986	11,234	11,119	
41 London Hydro Inc.	137,191	138,568	139,861	141,323	
42 Midland Power Utility Corporation	6,152	6,153	6,199	6,346	
43 Milton Hydro Distribution Inc.	31,309	32,268	33,001	33,857	
44 Newmarket-Tay Power Distribution Ltd.	31,110	31,349	31,620	31,945	
45 Niagara Peninsula Energy Inc.	46,060	46,920	47,621	48,510	
46 Niagara-on-the-Lake Hydro Inc.	7,003	7,230	7,551	7,772	
47 North Bay Hydro Distribution Limited	21,108	21,117	21,122	21,173	
48 Northern Ontario Wires Inc.	5,258	5,237	5,219	5,208	
49 Oakville Hydro Electricity Distribution Inc.	58,832	60,486	61,231	62,501	
50 Orangeville Hydro Limited	10,261	10,407	10,570	10,730	
51 Orillia Power Distribution Corporation	11,700	11,814	11,914	12,028	
52 Oshawa PUC Networks Inc.	49,831	50,574	51,731	52,416	
53 Ottawa River Power Corporation	9,165	9,358	9,441	9,525	
54 Peterborough Distribution Incorporated	32,009	32,244	32,441	32,762	
55 PowerStream Inc.	310,600	316,596	320,524	329,321	
56 PUC Distribution Inc.	29,354	29,635	27,900	29,708	
57 Renfrew Hydro Inc.	3,730	3,756	3,779	3,780	
58 Rideau St. Lawrence Distribution Inc.	5,049	5,040	5,054	5,071	
59 Sioux Lookout Hydro Inc.	2,324	2,335	2,339	2,325	
60 St. Thomas Energy Inc.	14,894	15,037	15,206	15,394	
61 Thunder Bay Hydro Electricity Distribution Inc.	45,113	45,277	45,447	45,602	
62 Tillsonburg Hydro Inc.	6,116	6,187	6,329	6,402	
63 Toronto Hydro-Electric System Limited	648,380	658,371	674,201	680,669	
64 Veridian Connections Inc.	106,381	107,574	108,502	109,483	
65 Wasaga Distribution Inc.	11,999	13,029	12,350	12,504	
66 Waterloo North Hydro Inc.	47,976	48,405	49,095	49,767	
67 Welland Hydro-Electric System Corp.	20,411	20,549	20,735	20,907	
68 Wellington North Power Inc.	3,179	3,213	3,218	3,232	
69 West Coast Huron Energy Inc.	3,253	3,282	3,305	3,152	
70 Westario Power Inc.	19,979	20,118	20,202	20,381	
71 Whitby Hydro Electric Corporation	38,730	38,963	39,251	39,588	
Total	4,416,713	4,493,006	4,561,281	4,598,314	

1. "Arrears" means an account that is 30 or more days past the minimum payment period as determined according to section 2.6.3 of the Distribution System

Residential Customer Accounts	Disconnections			
	Number of customer accounts disconnected for nonpayment during the course of the year			
	2013	2014	2015	2016
Distributors				
1 Algoma Power Inc.	69	100	143	169
2 Atikokan Hydro Inc.	6	2	5	4
3 Bluewater Power Distribution Corporation	84	155	141	191
4 Brantford Power Inc.	235	462	448	302
5 Burlington Hydro Inc.	537	451	366	205
6 Canadian Niagara Power Inc.	524	462	399	400
7 Centre Wellington Hydro Ltd.	37	30	32	36
8 Chapleau Public Utilities Corporation	3	5	3	3
9 COLLUS PowerStream Corp.	336	233	134	286
10 Cooperative Hydro Embrun Inc.	23	1	2	4
11 E.L.K. Energy Inc.	61	133	250	156
12 Energy+ Inc.	570	529	468	404
13 Enersource Hydro Mississauga Inc.	1,550	1,267	1,545	1,426
14 Entegrus Powerlines Inc.	909	761	1,438	1,550
15 EnWin Utilities Ltd.	914	784	1,296	1,901
16 Erie Thames Powerlines Corporation	345	322	221	221
17 Espanola Regional Hydro Distribution Corporation	62	67	80	61
18 Essex Powerlines Corporation	569	480	288	186
19 Festival Hydro Inc.	462	354	371	399
20 Fort Frances Power Corporation	32	45	72	48
21 Greater Sudbury Hydro Inc.	616	692	635	639
22 Grimsby Power Incorporated	32	29	40	33
23 Guelph Hydro Electric Systems Inc.	236	181	210	141
24 Halton Hills Hydro Inc.	96	105	115	83
25 Hearst Power Distribution Company Limited	11	13	13	9
26 Horizon Utilities Corporation	3,423	2,732	3,228	3,693
27 Hydro 2000 Inc.	3	3	3	0
28 Hydro Hawkesbury Inc.	31	27	25	37
29 Hydro One Brampton Networks Inc.	1,401	1,382	1,394	1,328
30 Hydro One Networks Inc.	2,784	2,918	9,772	14,114
31 Hydro One Networks Inc. (Haldimand service area)	273	310	344	204
32 Hydro One Networks Inc. (Woodstock service area)	314	322	345	230
33 Hydro One Remote Communities Inc.	0	101	46	58
34 Hydro Ottawa Limited	4,159	6,425	6,925	5,106
35 Innpower Corporation	283	196	193	190
36 Kenora Hydro Electric Corporation Ltd.	34	26	25	49
37 Kingston Hydro Corporation	513	602	639	629
38 Kitchener-Wilmot Hydro Inc.	1,425	1,470	1,305	1,573
39 Lakefront Utilities Inc.	113	107	69	102
40 Lakeland Power Distribution Ltd.	26	159	233	444
41 London Hydro Inc.	3,661	3,753	3,873	3,430
42 Midland Power Utility Corporation	96	111	110	93
43 Milton Hydro Distribution Inc.	210	151	143	197
44 Newmarket-Tay Power Distribution Ltd.	351	345	429	621
45 Niagara Peninsula Energy Inc.	584	457	528	536
46 Niagara-on-the-Lake Hydro Inc.	73	52	30	28
47 North Bay Hydro Distribution Limited	515	487	496	587
48 Northern Ontario Wires Inc.	43	79	109	130
49 Oakville Hydro Electricity Distribution Inc.	471	366	246	254
50 Orangeville Hydro Limited	203	153	118	145
51 Orillia Power Distribution Corporation	99	126	136	122
52 Oshawa PUC Networks Inc.	1,261	1,195	806	849
53 Ottawa River Power Corporation	33	82	161	145
54 Peterborough Distribution Incorporated	603	696	889	831
55 PowerStream Inc.	3,995	5,222	2,444	2,032
56 PUC Distribution Inc.	287	386	349	572
57 Renfrew Hydro Inc.	13	36	20	14
58 Rideau St. Lawrence Distribution Inc.	52	59	74	88
59 Sioux Lookout Hydro Inc.	22	27	23	27
60 St. Thomas Energy Inc.	445	494	408	434
61 Thunder Bay Hydro Electricity Distribution Inc.	304	527	788	762
62 Tillsonburg Hydro Inc.	159	150	101	118
63 Toronto Hydro-Electric System Limited	7,081	6,833	6,590	5,388
64 Veridian Connections Inc.	3,716	3,751	3,039	2,817
65 Wasaga Distribution Inc.	163	142	136	168
66 Waterloo North Hydro Inc.	277	282	182	201
67 Welland Hydro-Electric System Corp.	707	629	567	594
68 Wellington North Power Inc.	67	35	28	54
69 West Coast Huron Energy Inc.	42	27	59	40
70 Westario Power Inc.	293	238	225	205
71 Whitby Hydro Electric Corporation	203	130	130	190
Total	49,130	51,464	56,498	58,286

1. "Arrears" means an account that is 30 or more days past the minimum Code

Residential Customer Accounts

Distributors	Number of customer accounts in arrears ¹ at year end			
	2013	2014	2015	2016
1 Algoma Power Inc.	384	224	146	121
2 Atikokan Hydro Inc.	134	105	177	89
3 Bluewater Power Distribution Corporation	2,505	3,207	3,558	3,200
4 Brantford Power Inc.	9,021	6,733	7,380	6,901
5 Burlington Hydro Inc.	3,612	3,217	3,362	3,440
6 Canadian Niagara Power Inc.	2,034	1,357	1,055	917
7 Centre Wellington Hydro Ltd.	189	172	133	181
8 Chapleau Public Utilities Corporation	145	136	95	124
9 COLLUS PowerStream Corp.	460	499	658	854
10 Cooperative Hydro Embrun Inc.	71	90	168	107
11 E.L.K. Energy Inc.	2,974	2,919	2,373	2,635
12 Energy+ Inc.	1,916	1,999	1,504	672
13 Enersource Hydro Mississauga Inc.	10,458	10,934	13,043	16,205
14 Entegrus Powerlines Inc.	2,572	1,647	2,385	2,941
15 EnWin Utilities Ltd.	2,570	4,674	4,487	4,953
16 Erie Thames Powerlines Corporation	285	229	548	609
17 Espanola Regional Hydro Distribution Corporation	142	121	116	145
18 Essex Powerlines Corporation	902	932	1,250	1,271
19 Festival Hydro Inc.	1,622	1,676	1,394	1,617
20 Fort Frances Power Corporation	506	398	214	290
21 Greater Sudbury Hydro Inc.	5,276	4,511	2,866	3,934
22 Grimsby Power Incorporated	142	140	125	208
23 Guelph Hydro Electric Systems Inc.	2,389	2,746	2,351	3,671
24 Halton Hills Hydro Inc.	1,367	1,367	1,434	1,762
25 Hearst Power Distribution Company Limited	239	128	112	118
26 Horizon Utilities Corporation	10,996	11,439	11,852	12,343
27 Hydro 2000 Inc.	66	105	126	59
28 Hydro Hawkesbury Inc.	457	324	378	780
29 Hydro One Brampton Networks Inc.	10,583	10,447	10,882	15,606
30 Hydro One Networks Inc.	88,564	92,317	82,711	96,397
31 Hydro One Networks Inc. (Haldimand service area)	2,081	1,654	1,746	1,465
32 Hydro One Networks Inc. (Woodstock service area)	623	600	647	647
33 Hydro One Remote Communities Inc.	0	1,105	1,147	1,004
34 Hydro Ottawa Limited	24,903	55,585	38,462	46,500
35 Innpower Corporation	783	563	520	575
36 Kenora Hydro Electric Corporation Ltd.	317	286	277	615
37 Kingston Hydro Corporation	1,641	1,772	1,841	1,761
38 Kitchener-Wilmot Hydro Inc.	3,567	3,335	3,234	3,677
39 Lakefront Utilities Inc.	348	368	389	402
40 Lakeland Power Distribution Ltd.	251	444	789	927
41 London Hydro Inc.	11,077	11,404	12,406	12,291
42 Midland Power Utility Corporation	320	416	328	314
43 Milton Hydro Distribution Inc.	383	114	515	193
44 Newmarket-Tay Power Distribution Ltd.	701	258	144	1,348
45 Niagara Peninsula Energy Inc.	0	0	2,506	3,238
46 Niagara-on-the-Lake Hydro Inc.	204	185	235	242
47 North Bay Hydro Distribution Limited	4,716	4,797	5,016	2,264
48 Northern Ontario Wires Inc.	570	437	961	514
49 Oakville Hydro Electricity Distribution Inc.	2,550	2,647	3,370	7,440
50 Orangeville Hydro Limited	607	598	1,053	871
51 Orillia Power Distribution Corporation	718	730	672	1,016
52 Oshawa PUC Networks Inc.	4,792	5,210	5,071	4,942
53 Ottawa River Power Corporation	304	878	459	1,636
54 Peterborough Distribution Incorporated	1,984	1,635	2,094	1,867
55 PowerStream Inc.	0	15,588	27,232	33,947
56 PUC Distribution Inc.	1,403	2,040	1,601	1,700
57 Renfrew Hydro Inc.	459	486	337	384
58 Rideau St. Lawrence Distribution Inc.	624	534	752	442
59 Sioux Lookout Hydro Inc.	177	207	144	146
60 St. Thomas Energy Inc.	1,142	691	711	292
61 Thunder Bay Hydro Electricity Distribution Inc.	2,330	5,303	5,377	3,445
62 Tillsonburg Hydro Inc.	127	144	113	280
63 Toronto Hydro-Electric System Limited	60,236	61,751	60,528	62,322
64 Veridian Connections Inc.	6,480	5,614	5,624	4,550
65 Wasaga Distribution Inc.	460	521	652	750
66 Waterloo North Hydro Inc.	1,782	1,834	1,776	1,932
67 Welland Hydro-Electric System Corp.	1,288	1,047	708	885
68 Wellington North Power Inc.	149	66	48	222
69 West Coast Huron Energy Inc.	19	37	57	54
70 Westario Power Inc.	1,273	1,913	1,637	1,120
71 Whitby Hydro Electric Corporation	3,852	4,617	3,623	2,593
Total	307,822	362,207	351,685	392,963

1. "Arrears" means an account that is 30 or more days past the minimum

Residential Customer Accounts

Distributors	Total dollar amount of arrears for customer accounts in arrears at year end			
	2013	2014	2015	2016
1 Algoma Power Inc.	83,167	52,556	20,365	20,041
2 Atikokan Hydro Inc.	\$ 16,785	\$ 17,160	\$ 22,015	\$ 15,629
3 Bluewater Power Distribution Corporation	\$ 661,933	\$ 666,804	\$ 526,906	\$ 831,199
4 Brantford Power Inc.	\$ 1,799,519	\$ 1,494,649	\$ 1,723,443	\$ 1,935,797
5 Burlington Hydro Inc.	\$ 528,792	\$ 452,637	\$ 562,819	\$ 628,551
6 Canadian Niagara Power Inc.	\$ 363,640	\$ 212,053	\$ 153,540	\$ 139,663
7 Centre Wellington Hydro Ltd.	\$ 12,179	\$ 19,602	\$ 8,415	\$ 17,511
8 Chapleau Public Utilities Corporation	\$ 36,644	\$ 43,173	\$ 22,594	\$ 28,839
9 COLLUS PowerStream Corp.	\$ 33,081	\$ 41,764	\$ 57,303	\$ 105,249
10 Cooperative Hydro Embrun Inc.	\$ 9,562	\$ 18,241	\$ 32,113	\$ 35,717
11 E.L.K. Energy Inc.	\$ 1,011,825	\$ 959,199	\$ 889,417	\$ 913,992
12 Energy+ Inc.	\$ 766,949	\$ 174,204	\$ 117,497	\$ 98,995
13 Enersource Hydro Mississauga Inc.	\$ 1,880,377	\$ 2,005,624	\$ 2,545,489	\$ 3,684,364
14 Entegrus Powerlines Inc.	\$ 214,490	\$ 199,057	\$ 262,426	\$ 278,723
15 EnWin Utilities Ltd.	\$ 661,169	\$ 1,196,743	\$ 1,158,120	\$ 1,412,962
16 Erie Thames Powerlines Corporation	\$ 22,099	\$ 101,852	\$ 92,593	\$ 94,631
17 Espanola Regional Hydro Distribution Corporation	\$ 37,501	\$ 31,274	\$ 42,159	\$ 66,356
18 Essex Powerlines Corporation	\$ 114,415	\$ 136,333	\$ 307,953	\$ 418,393
19 Festival Hydro Inc.	\$ 199,232	\$ 220,486	\$ 193,273	\$ 265,185
20 Fort Frances Power Corporation	\$ 84,822	\$ 42,761	\$ 37,415	\$ 81,972
21 Greater Sudbury Hydro Inc.	\$ 1,754,825	\$ 215,243	\$ 842,872	\$ 1,256,170
22 Grimsby Power Incorporated	\$ 16,799	\$ 15,115	\$ 9,005	\$ 14,505
23 Guelph Hydro Electric Systems Inc.	\$ 475,631	\$ 546,802	\$ 468,232	\$ 408,594
24 Halton Hills Hydro Inc.	\$ 268,731	\$ 276,411	\$ 308,638	\$ 316,172
25 Hearst Power Distribution Company Limited	\$ 53,373	\$ 20,847	\$ 22,062	\$ 21,505
26 Horizon Utilities Corporation	\$ 1,541,792	\$ 1,668,197	\$ 1,767,196	\$ 2,283,367
27 Hydro 2000 Inc.	\$ 22,173	\$ 58,934	\$ 83,877	\$ 32,465
28 Hydro Hawkesbury Inc.	\$ 73,862	\$ 48,448	\$ 41,541	\$ 114,438
29 Hydro One Brampton Networks Inc.	\$ 1,484,993	\$ 1,618,011	\$ 1,799,977	\$ 2,065,748
30 Hydro One Networks Inc.	\$ 54,310,622	\$ 88,180,517	\$ 76,116,218	\$ 69,688,238
31 Hydro One Networks Inc. (Haldimand service area)	\$ 459,289	\$ 341,781	\$ 417,433	\$ 284,941
32 Hydro One Networks Inc. (Woodstock service area)	\$ 91,158	\$ 125,214	\$ 103,333	\$ 103,333
33 Hydro One Remote Communities Inc.	\$ -	\$ 353,471	\$ 253,623	\$ 216,214
34 Hydro Ottawa Limited	\$ 2,450,646	\$ 11,827,511	\$ 6,725,400	\$ 7,935,158
35 Innpower Corporation	\$ 233,007	\$ 133,377	\$ 128,744	\$ 152,685
36 Kenora Hydro Electric Corporation Ltd.	\$ 43,964	\$ 72,187	\$ 96,290	\$ 95,294
37 Kingston Hydro Corporation	\$ 171,116	\$ 182,508	\$ 202,730	\$ 196,265
38 Kitchener-Wilmot Hydro Inc.	\$ 370,045	\$ 355,575	\$ 415,499	\$ 478,678
39 Lakefront Utilities Inc.	\$ 66,685	\$ 62,724	\$ 79,043	\$ 68,625
40 Lakeland Power Distribution Ltd.	\$ 53,527	\$ 120,258	\$ 306,762	\$ 336,652
41 London Hydro Inc.	\$ 2,105,383	\$ 2,299,356	\$ 2,526,966	\$ 2,642,674
42 Midland Power Utility Corporation	\$ 56,033	\$ 62,464	\$ 63,705	\$ 58,585
43 Milton Hydro Distribution Inc.	\$ 44,280	\$ 18,372	\$ 74,161	\$ 24,656
44 Newmarket-Tay Power Distribution Ltd.	\$ 80,654	\$ 131,565	\$ 55,814	\$ 195,104
45 Niagara Peninsula Energy Inc.	\$ -	\$ -	\$ 447,995	\$ 639,528
46 Niagara-on-the-Lake Hydro Inc.	\$ 35,727	\$ 31,927	\$ 44,757	\$ 51,837
47 North Bay Hydro Distribution Limited	\$ 888,133	\$ 1,043,944	\$ 1,151,520	\$ 244,788
48 Northern Ontario Wires Inc.	\$ 200,881	\$ 149,552	\$ 245,894	\$ 195,958
49 Oakville Hydro Electricity Distribution Inc.	\$ 271,313	\$ 488,344	\$ 653,004	\$ 2,562,280
50 Orangeville Hydro Limited	\$ 69,223	\$ 74,734	\$ 99,385	\$ 97,851
51 Orillia Power Distribution Corporation	\$ 126,142	\$ 147,890	\$ 92,417	\$ 134,799
52 Oshawa PUC Networks Inc.	\$ 707,099	\$ 811,508	\$ 816,680	\$ 773,610
53 Ottawa River Power Corporation	\$ 85,285	\$ 176,817	\$ 110,474	\$ 258,743
54 Peterborough Distribution Incorporated	\$ 474,962	\$ 317,063	\$ 500,969	\$ 541,553
55 PowerStream Inc.	\$ -	\$ 2,726,513	\$ 5,458,423	\$ 10,340,682
56 PUC Distribution Inc.	\$ 222,335	\$ 366,697	\$ 305,586	\$ 284,108
57 Renfrew Hydro Inc.	\$ 60,415	\$ 71,177	\$ 70,278	\$ 90,695
58 Rideau St. Lawrence Distribution Inc.	\$ 36,145	\$ 105,859	\$ 114,259	\$ 96,407
59 Sioux Lookout Hydro Inc.	\$ 46,505	\$ 65,865	\$ 40,974	\$ 44,336
60 St. Thomas Energy Inc.	\$ 145,038	\$ 56,712	\$ 53,348	\$ 35,462
61 Thunder Bay Hydro Electricity Distribution Inc.	\$ 154,714	\$ 425,431	\$ 758,661	\$ 388,522
62 Tillsonburg Hydro Inc.	\$ 25,126	\$ 28,629	\$ 27,306	\$ 68,039
63 Toronto Hydro-Electric System Limited	\$ 15,408,777	\$ 14,671,235	\$ 13,194,511	\$ 15,072,203
64 Veridian Connections Inc.	\$ 1,490,809	\$ 1,542,144	\$ 1,445,283	\$ 1,284,276
65 Wasaga Distribution Inc.	\$ 90,901	\$ 101,557	\$ 123,171	\$ 141,617
66 Waterloo North Hydro Inc.	\$ 243,764	\$ 237,520	\$ 218,508	\$ 278,536
67 Welland Hydro-Electric System Corp.	\$ 177,356	\$ 185,943	\$ 142,961	\$ 177,910
68 Wellington North Power Inc.	\$ 20,135	\$ 4,079	\$ 2,646	\$ 18,213
69 West Coast Huron Energy Inc.	\$ 4,647	\$ 7,956	\$ 14,965	\$ 10,743
70 Westario Power Inc.	\$ 144,104	\$ 628,362	\$ 367,821	\$ 357,801
71 Whitby Hydro Electric Corporation	\$ 565,335	\$ 459,307	\$ 487,810	\$ 630,867
Total	\$ 96,461,640	\$ 141,747,825	\$ 128,674,582	\$ 134,885,199

1. "Arrears" means an account that is 30 or more days past the minimum

Residential Customer Accounts

Arrears and Arrears Payment Agreements

Distributors	Number of arrears payment agreements entered into during the course of the year with customers			
	2013	2014	2015	2016
1 Algoma Power Inc.	21	37	9	40
2 Atikokan Hydro Inc.	0	0	0	0
3 Bluewater Power Distribution Corporation	1	0	0	0
4 Brantford Power Inc.	64	111	130	79
5 Burlington Hydro Inc.	15	13	10	12
6 Canadian Niagara Power Inc.	247	318	131	350
7 Centre Wellington Hydro Ltd.	2	1	1	499
8 Chapleau Public Utilities Corporation	0	0	0	0
9 COLLUS PowerStream Corp.	1,524	1,678	1,519	1,327
10 Cooperative Hydro Embrun Inc.	0	0	0	0
11 E.L.K. Energy Inc.	50	41	45	23
12 Energy+ Inc.	6	2	0	0
13 Enersource Hydro Mississauga Inc.	6	14	20	27
14 Entegrus Powerlines Inc.	40	96	91	261
15 EnWin Utilities Ltd.	1,085	1,512	1,599	2,075
16 Erie Thames Powerlines Corporation	2	2	3	6
17 Espanola Regional Hydro Distribution Corporation	5	10	7	6
18 Essex Powerlines Corporation	4,849	5,481	6,171	670
19 Festival Hydro Inc.	12	18	15	12
20 Fort Frances Power Corporation	7	7	2	4
21 Greater Sudbury Hydro Inc.	7	4	7	15
22 Grimsby Power Incorporated	0	1	1	0
23 Guelph Hydro Electric Systems Inc.	480	339	467	551
24 Halton Hills Hydro Inc.	148	107	253	292
25 Hearst Power Distribution Company Limited	55	135	108	129
26 Horizon Utilities Corporation	2,451	1,939	1,729	2,869
27 Hydro 2000 Inc.	151	235	103	28
28 Hydro Hawkesbury Inc.	445	690	637	685
29 Hydro One Brampton Networks Inc.	74	77	253	197
30 Hydro One Networks Inc.	69,024	47,241	59,233	55,675
31 Hydro One Networks Inc. (Haldimand service area)	13	10	21	18
32 Hydro One Networks Inc. (Woodstock service area)	5	13	24	1
33 Hydro One Remote Communities Inc.	0	277	125	122
34 Hydro Ottawa Limited	906	130	185	134
35 Innpower Corporation	103	96	1,350	1,536
36 Kenora Hydro Electric Corporation Ltd.	0	248	321	121
37 Kingston Hydro Corporation	3	3	2	1
38 Kitchener-Wilmot Hydro Inc.	8	8	7	3
39 Lakefront Utilities Inc.	0	1	2	6
40 Lakeland Power Distribution Ltd.	3	0	0	0
41 London Hydro Inc.	80	150	196	142
42 Midland Power Utility Corporation	2	4	0	0
43 Milton Hydro Distribution Inc.	18	8	2	10
44 Newmarket-Tay Power Distribution Ltd.	7	9	14	15
45 Niagara Peninsula Energy Inc.	134	204	34	121
46 Niagara-on-the-Lake Hydro Inc.	0	0	26	229
47 North Bay Hydro Distribution Limited	36	82	126	190
48 Northern Ontario Wires Inc.	0	182	83	22
49 Oakville Hydro Electricity Distribution Inc.	6,686	4,871	6,838	7,440
50 Orangeville Hydro Limited	0	0	0	0
51 Orillia Power Distribution Corporation	2	21	33	20
52 Oshawa PUC Networks Inc.	280	152	128	165
53 Ottawa River Power Corporation	1	1	0	4
54 Peterborough Distribution Incorporated	17	35	37	22
55 PowerStream Inc.	26,483	27,004	27,343	19,019
56 PUC Distribution Inc.	214	194	85	53
57 Renfrew Hydro Inc.	0	0	11	7
58 Rideau St. Lawrence Distribution Inc.	6	8	10	3
59 Sioux Lookout Hydro Inc.	1	3	18	20
60 St. Thomas Energy Inc.	1	2	1	1
61 Thunder Bay Hydro Electricity Distribution Inc.	282	430	599	234
62 Tillsonburg Hydro Inc.	0	3	2	528
63 Toronto Hydro-Electric System Limited	992	2,204	1,973	2,932
64 Veridian Connections Inc.	266	160	346	455
65 Wasaga Distribution Inc.	3	1	2	5
66 Waterloo North Hydro Inc.	10	8	10	2
67 Welland Hydro-Electric System Corp.	1	13	10	4
68 Wellington North Power Inc.	0	0	0	0
69 West Coast Huron Energy Inc.	0	0	0	0
70 Westario Power Inc.	8	82	153	141
71 Whitby Hydro Electric Corporation	0	0	0	0
Total	117,342	96,726	112,661	99,558

1. "Arrears" means an account that is 30 or more days past the minimum

Residential Customer Accounts

Distributors	Total amount of monies owing under arrears payment agreements entered into during the course of the year with customers			
	2013	2014	2015	2016
1 Algoma Power Inc.	\$ 11,488	\$ 38,147	\$ 11,988	\$ 30,148
2 Atikokan Hydro Inc.	\$ -	\$ -	\$ -	\$ -
3 Bluewater Power Distribution Corporation	\$ 1,737	\$ -	\$ -	\$ -
4 Brantford Power Inc.	\$ 36,160	\$ 70,508	\$ 90,230	\$ 66,198
5 Burlington Hydro Inc.	\$ 277	\$ 330	\$ 1,398	\$ 1,253
6 Canadian Niagara Power Inc.	\$ 161,865	\$ 215,975	\$ 56,014	\$ 193,352
7 Centre Wellington Hydro Ltd.	\$ 1,313	\$ 644	\$ 516	\$ 336,215
8 Chapleau Public Utilities Corporation	\$ -	\$ -	\$ -	\$ -
9 COLLUS PowerStream Corp.	\$ 1,029,631	\$ 2,560,458	\$ 1,841,303	\$ 1,050,687
10 Cooperative Hydro Embrun Inc.	\$ -	\$ -	\$ -	\$ -
11 E.L.K. Energy Inc.	\$ 24,712	\$ 38,847	\$ 34,779	\$ 15,610
12 Energy+ Inc.	\$ 3,093,169	\$ 4,050,355	\$ -	\$ -
13 Enersource Hydro Mississauga Inc.	\$ 7,764	\$ 9,341	\$ 25,183	\$ 40,737
14 Entegrus Powerlines Inc.	\$ 14,894	\$ 50,751	\$ 47,573	\$ 120,839
15 EnWin Utilities Ltd.	\$ 295,746	\$ 509,760	\$ 594,831	\$ 885,866
16 Erie Thames Powerlines Corporation	\$ 2,826	\$ 929	\$ 3,315	\$ 3,078
17 Espanola Regional Hydro Distribution Corporation	\$ 3,732	\$ 13,021	\$ 6,553	\$ 9,711
18 Essex Powerlines Corporation	\$ 1,333,051	\$ 2,215,602	\$ 1,864,341	\$ 426,890
19 Festival Hydro Inc.	\$ 5,755	\$ 12,739	\$ 8,149	\$ 14,655
20 Fort Frances Power Corporation	\$ 8,028	\$ 4,960	\$ 1,801	\$ 4,655
21 Greater Sudbury Hydro Inc.	\$ 3,820	\$ 1,920	\$ 5,191	\$ 9,669
22 Grimsby Power Incorporated	\$ -	\$ 404	\$ 655	\$ -
23 Guelph Hydro Electric Systems Inc.	\$ 47,410	\$ 158,506	\$ 209,184	\$ 160,403
24 Halton Hills Hydro Inc.	\$ 131,719	\$ 89,842	\$ 162,378	\$ 227,516
25 Hearst Power Distribution Company Limited	\$ 22,780	\$ 114,316	\$ 57,479	\$ 91,292
26 Horizon Utilities Corporation	\$ 105,108	\$ 85,441	\$ 104,522	\$ 275,917
27 Hydro 2000 Inc.	\$ 123,000	\$ 87,741	\$ 45,887	\$ 19,524
28 Hydro Hawkesbury Inc.	\$ 158,010	\$ 290,003	\$ 294,272	\$ 321,659
29 Hydro One Brampton Networks Inc.	\$ 42,577	\$ 54,957	\$ 177,734	\$ 151,883
30 Hydro One Networks Inc.	\$ 57,165,780	\$ 62,067,288	\$ 97,058,890	\$ 71,056,688
31 Hydro One Networks Inc. (Haldimand service area)	\$ 8,211	\$ 4,249	\$ 13,233	\$ 9,179
32 Hydro One Networks Inc. (Woodstock service area)	\$ 5,510	\$ 13,510	\$ 19,520	\$ 789
33 Hydro One Remote Communities Inc.	\$ -	\$ 437,401	\$ 110,695	\$ 95,594
34 Hydro Ottawa Limited	\$ 433,694	\$ 69,990	\$ 190,687	\$ 33,427
35 Innpower Corporation	\$ 61,838	\$ 81,151	\$ 1,115,414	\$ 776,428
36 Kenora Hydro Electric Corporation Ltd.	\$ -	\$ -	\$ 156,758	\$ 139,718
37 Kingston Hydro Corporation	\$ 1,948	\$ 3,062	\$ 834	\$ 237
38 Kitchener-Wilmot Hydro Inc.	\$ 2,419	\$ 3,936	\$ 3,088	\$ 1,664
39 Lakefront Utilities Inc.	\$ -	\$ 1,347	\$ 2,262	\$ 3,800
40 Lakeland Power Distribution Ltd.	\$ 5,710	\$ -	\$ -	\$ -
41 London Hydro Inc.	\$ 39,580	\$ 72,247	\$ 114,927	\$ 75,679
42 Midland Power Utility Corporation	\$ 599	\$ 2,200	\$ -	\$ -
43 Milton Hydro Distribution Inc.	\$ 11,894	\$ 5,261	\$ 1,673	\$ 8,454
44 Newmarket-Tay Power Distribution Ltd.	\$ 6,985	\$ 9,670	\$ 8,836	\$ 19,670
45 Niagara Peninsula Energy Inc.	\$ 46,916	\$ 116,769	\$ 16,296	\$ 18,253
46 Niagara-on-the-Lake Hydro Inc.	\$ -	\$ -	\$ 26,444	\$ 123,628
47 North Bay Hydro Distribution Limited	\$ 22,979	\$ 51,497	\$ 67,017	\$ 115,191
48 Northern Ontario Wires Inc.	\$ -	\$ 36,400	\$ 33,949	\$ 10,009
49 Oakville Hydro Electricity Distribution Inc.	\$ 1,820,480	\$ 1,351,838	\$ 2,113,978	\$ 1,889,264
50 Orangeville Hydro Limited	\$ -	\$ -	\$ -	\$ -
51 Orillia Power Distribution Corporation	\$ 1,543	\$ 15,617	\$ 26,644	\$ 13,457
52 Oshawa PUC Networks Inc.	\$ 172,843	\$ 100,314	\$ 92,063	\$ 110,638
53 Ottawa River Power Corporation	\$ 312	\$ 1,861	\$ -	\$ 3,649
54 Peterborough Distribution Incorporated	\$ 5,252	\$ 11,344	\$ 8,477	\$ 8,134
55 PowerStream Inc.	\$ 11,694,892	\$ 11,925,101	\$ 12,074,829	\$ 12,740,035
56 PUC Distribution Inc.	\$ 151,524	\$ 192,930	\$ 102,869	\$ 64,923
57 Renfrew Hydro Inc.	\$ -	\$ -	\$ 9,432	\$ 7,325
58 Rideau St. Lawrence Distribution Inc.	\$ 3,088	\$ 5,972	\$ 5,840	\$ 1,451
59 Sioux Lookout Hydro Inc.	\$ 1,758	\$ 3,390	\$ 31,157	\$ 2,395
60 St. Thomas Energy Inc.	\$ 361	\$ 1,395	\$ 768	\$ 471
61 Thunder Bay Hydro Electricity Distribution Inc.	\$ 154,778	\$ 242,406	\$ 310,485	\$ 148,247
62 Tillsonburg Hydro Inc.	\$ -	\$ 539	\$ 1,079	\$ 380,552
63 Toronto Hydro-Electric System Limited	\$ 887,799	\$ 1,514,780	\$ 1,226,235	\$ 1,941,240
64 Veridian Connections Inc.	\$ 147,909	\$ 134,107	\$ 214,382	\$ 275,498
65 Wasaga Distribution Inc.	\$ 555	\$ 1,486	\$ 1,753	\$ 2,179
66 Waterloo North Hydro Inc.	\$ 644	\$ 765	\$ 508	\$ -
67 Welland Hydro-Electric System Corp.	\$ 529	\$ 7,492	\$ 5,419	\$ 1,922
68 Wellington North Power Inc.	\$ -	\$ -	\$ -	\$ -
69 West Coast Huron Energy Inc.	\$ -	\$ -	\$ -	\$ -
70 Westario Power Inc.	\$ 4,446	\$ 42,615	\$ 80,836	\$ 47,287
71 Whitby Hydro Electric Corporation	\$ -	\$ -	\$ -	\$ -
Total	\$ 79,529,350	\$ 89,205,428	\$ 120,892,553	\$ 94,584,834

1. "Arrears" means an account that is 30 or more days past the minimum

Residential Customer Accounts

Distributors	Number of arrears payment agreements with customers that were cancelled during the course of the year due to non-payment			
	2013	2014	2015	2016
	1 Algoma Power Inc.	16	33	5
2 Atikokan Hydro Inc.	0	0	0	0
3 Bluewater Power Distribution Corporation	0	0	0	0
4 Brantford Power Inc.	35	66	45	4
5 Burlington Hydro Inc.	16	13	7	13
6 Canadian Niagara Power Inc.	228	262	113	225
7 Centre Wellington Hydro Ltd.	2	0	1	95
8 Chapleau Public Utilities Corporation	0	0	0	0
9 COLLUS PowerStream Corp.	3	0	0	464
10 Cooperative Hydro Embrun Inc.	0	0	0	0
11 E.L.K. Energy Inc.	29	18	37	21
12 Energy+ Inc.	2	1	0	0
13 Enersource Hydro Mississauga Inc.	7	10	18	26
14 Entegrus Powerlines Inc.	13	12	10	31
15 EnWin Utilities Ltd.	311	157	230	285
16 Erie Thames Powerlines Corporation	0	1	2	2
17 Espanola Regional Hydro Distribution Corporation	2	7	0	3
18 Essex Powerlines Corporation	363	322	266	167
19 Festival Hydro Inc.	1	6	6	6
20 Fort Frances Power Corporation	0	0	1	0
21 Greater Sudbury Hydro Inc.	0	3	1	8
22 Grimsby Power Incorporated	0	0	0	0
23 Guelph Hydro Electric Systems Inc.	20	1	251	119
24 Halton Hills Hydro Inc.	1	1	3	104
25 Hearst Power Distribution Company Limited	0	0	3	10
26 Horizon Utilities Corporation	2,055	1,620	1,353	1,895
27 Hydro 2000 Inc.	76	17	22	6
28 Hydro Hawkesbury Inc.	31	27	36	37
29 Hydro One Brampton Networks Inc.	67	74	173	195
30 Hydro One Networks Inc.	18,086	6,520	17,821	31,677
31 Hydro One Networks Inc. (Haldimand service area)	6	8	7	12
32 Hydro One Networks Inc. (Woodstock service area)	1	4	19	0
33 Hydro One Remote Communities Inc.	0	146	90	71
34 Hydro Ottawa Limited	927	119	153	74
35 Innpower Corporation	25	18	239	296
36 Kenora Hydro Electric Corporation Ltd.	0	40	142	82
37 Kingston Hydro Corporation	3	3	2	0
38 Kitchener-Wilmot Hydro Inc.	4	5	6	3
39 Lakefront Utilities Inc.	0	0	0	0
40 Lakeland Power Distribution Ltd.	2	0	0	0
41 London Hydro Inc.	30	114	156	82
42 Midland Power Utility Corporation	0	4	0	0
43 Milton Hydro Distribution Inc.	8	4	1	2
44 Newmarket-Tay Power Distribution Ltd.	0	0	12	11
45 Niagara Peninsula Energy Inc.	0	160	83	82
46 Niagara-on-the-Lake Hydro Inc.	0	0	8	22
47 North Bay Hydro Distribution Limited	17	54	59	104
48 Northern Ontario Wires Inc.	0	0	41	14
49 Oakville Hydro Electricity Distribution Inc.	2,206	1,217	1,153	1,973
50 Orangeville Hydro Limited	0	0	0	0
51 Orillia Power Distribution Corporation	1	14	15	15
52 Oshawa PUC Networks Inc.	243	153	114	87
53 Ottawa River Power Corporation	1	1	0	3
54 Peterborough Distribution Incorporated	5	12	9	9
55 PowerStream Inc.	0	15,705	15,902	9,274
56 PUC Distribution Inc.	82	112	46	34
57 Renfrew Hydro Inc.	0	0	3	0
58 Rideau St. Lawrence Distribution Inc.	188	5	12	2
59 Sioux Lookout Hydro Inc.	0	0	7	13
60 St. Thomas Energy Inc.	1	0	1	1
61 Thunder Bay Hydro Electricity Distribution Inc.	148	216	393	150
62 Tillsonburg Hydro Inc.	0	3	2	7
63 Toronto Hydro-Electric System Limited	151	246	2,308	1,888
64 Veridian Connections Inc.	103	127	149	289
65 Wasaga Distribution Inc.	1	0	1	3
66 Waterloo North Hydro Inc.	1	0	4	0
67 Welland Hydro-Electric System Corp.	1	0	4	2
68 Wellington North Power Inc.	0	0	0	0
69 West Coast Huron Energy Inc.	0	0	0	0
70 Westario Power Inc.	8	64	135	120
71 Whitby Hydro Electric Corporation	0	0	0	0
Total	25,527	27,725	41,680	50,139

1. "Arrears" means an account that is 30 or more days past the minimum

Residential Customer Accounts

Distributors	Number of customer accounts written off in whole or in part during the course of the year			
	2013	2014	2015	2016
1 Algoma Power Inc.	50	180	182	125
2 Atikokan Hydro Inc.	4	2	4	4
3 Bluewater Power Distribution Corporation	430	455	394	411
4 Brantford Power Inc.	752	715	678	657
5 Burlington Hydro Inc.	381	397	383	391
6 Canadian Niagara Power Inc.	485	1,402	1,610	874
7 Centre Wellington Hydro Ltd.	36	68	66	44
8 Chapleau Public Utilities Corporation	4	6	13	7
9 COLLUS PowerStream Corp.	179	195	218	299
10 Cooperative Hydro Embrun Inc.	0	19	7	8
11 E.L.K. Energy Inc.	17	363	21	22
12 Energy+ Inc.	1,483	615	613	541
13 Enersource Hydro Mississauga Inc.	2,966	2,164	2,180	2,157
14 Entegrus Powerlines Inc.	593	626	843	2,134
15 EnWin Utilities Ltd.	1,465	2,756	3,215	1,741
16 Erie Thames Powerlines Corporation	781	454	207	171
17 Espanola Regional Hydro Distribution Corporation	51	83	56	54
18 Essex Powerlines Corporation	436	417	426	460
19 Festival Hydro Inc.	282	228	270	212
20 Fort Frances Power Corporation	16	17	26	29
21 Greater Sudbury Hydro Inc.	131	4,117	127	110
22 Grimsby Power Incorporated	37	54	70	54
23 Guelph Hydro Electric Systems Inc.	358	401	421	359
24 Halton Hills Hydro Inc.	143	100	122	99
25 Hearst Power Distribution Company Limited	27	68	27	20
26 Horizon Utilities Corporation	6,149	5,166	6,064	5,199
27 Hydro 2000 Inc.	13	31	39	0
28 Hydro Hawkesbury Inc.	32	64	53	69
29 Hydro One Brampton Networks Inc.	883	905	1,008	1,111
30 Hydro One Networks Inc.	19,537	24,382	12,878	23,007
31 Hydro One Networks Inc. (Haldimand service area)	176	214	551	151
32 Hydro One Networks Inc. (Woodstock service area)	293	292	256	179
33 Hydro One Remote Communities Inc.	0	92	140	122
34 Hydro Ottawa Limited	12,333	19,794	20,527	8,222
35 Innpower Corporation	166	220	227	155
36 Kenora Hydro Electric Corporation Ltd.	58	50	0	18
37 Kingston Hydro Corporation	0	0	0	0
38 Kitchener-Wilmot Hydro Inc.	886	802	756	818
39 Lakefront Utilities Inc.	125	373	126	148
40 Lakeland Power Distribution Ltd.	78	0	131	136
41 London Hydro Inc.	5,693	4,865	4,490	3,826
42 Midland Power Utility Corporation	126	208	214	198
43 Milton Hydro Distribution Inc.	234	144	184	207
44 Newmarket-Tay Power Distribution Ltd.	281	265	198	190
45 Niagara Peninsula Energy Inc.	790	860	801	733
46 Niagara-on-the-Lake Hydro Inc.	0	97	122	33
47 North Bay Hydro Distribution Limited	240	156	145	2,930
48 Northern Ontario Wires Inc.	10	45	169	30
49 Oakville Hydro Electricity Distribution Inc.	580	379	732	592
50 Orangeville Hydro Limited	218	165	283	160
51 Orillia Power Distribution Corporation	310	372	394	300
52 Oshawa PUC Networks Inc.	1,022	1,010	857	526
53 Ottawa River Power Corporation	230	265	383	348
54 Peterborough Distribution Incorporated	755	810	680	679
55 PowerStream Inc.	2,616	2,541	1,331	4,610
56 PUC Distribution Inc.	578	397	284	284
57 Renfrew Hydro Inc.	121	116	86	124
58 Rideau St. Lawrence Distribution Inc.	190	210	167	208
59 Sioux Lookout Hydro Inc.	34	46	26	46
60 St. Thomas Energy Inc.	643	548	538	491
61 Thunder Bay Hydro Electricity Distribution Inc.	470	481	509	551
62 Tillsonburg Hydro Inc.	170	323	188	190
63 Toronto Hydro-Electric System Limited	25,456	10,258	15,675	13,320
64 Veridian Connections Inc.	1,497	1,455	1,760	1,304
65 Wasaga Distribution Inc.	79	108	79	94
66 Waterloo North Hydro Inc.	315	283	288	268
67 Welland Hydro-Electric System Corp.	443	575	393	380
68 Wellington North Power Inc.	75	69	53	38
69 West Coast Huron Energy Inc.	37	25	37	42
70 Westario Power Inc.	458	4	619	300
71 Whitby Hydro Electric Corporation	362	327	277	240
Total	95,869	95,694	86,897	83,560

1. "Arrears" means an account that is 30 or more days past the minimum

DATA REPORTED TO THE ONTARIO ENERGY BOARD BY ELECTRICITY DISTRIBUTORS

Residential Customer Accounts

Write-offs

Distributors	Total dollar amount of write-offs for customer accounts during the course of the year			
	2013	2014	2015	2016
		\$	\$	\$
1 Algoma Power Inc.	23,440	67,364	70,010	46,748
2 Atikokan Hydro Inc.	465	684	722	1,255
3 Bluewater Power Distribution Corporation	222,123	261,714	254,462	286,363
4 Brantford Power Inc.	246,963	246,538	251,958	343,121
5 Burlington Hydro Inc.	117,713	129,458	121,769	122,520
6 Canadian Niagara Power Inc.	128,386	290,256	264,477	191,758
7 Centre Wellington Hydro Ltd.	7,280	17,065	9,645	7,557
8 Chapleau Public Utilities Corporation	2,482	1,568	3,812	3,464
9 COLLUS PowerStream Corp.	38,133	50,414	55,764	70,243
10 Cooperative Hydro Embrun Inc.	-	5,255	5,001	4,960
11 E.L.K. Energy Inc.	7,134	136,322	4,070	6,951
12 Energy+ Inc.	467,775	227,035	251,299	204,291
13 Enersource Hydro Mississauga Inc.	1,172,587	741,151	721,159	659,531
14 Entegrus Powerlines Inc.	187,943	196,036	201,728	236,035
15 EnWin Utilities Ltd.	405,652	495,499	612,782	656,300
16 Erie Thames Powerlines Corporation	87,312	36,570	54,224	56,706
17 Espanola Regional Hydro Distribution Corporation	15,107	39,426	36,357	28,321
18 Essex Powerlines Corporation	259,819	205,157	98,043	127,714
19 Festival Hydro Inc.	84,232	80,056	95,048	83,257
20 Fort Frances Power Corporation	11,271	9,998	10,276	8,764
21 Greater Sudbury Hydro Inc.	834	977,002	874	471
22 Grimsby Power Incorporated	9,013	11,507	15,497	13,290
23 Guelph Hydro Electric Systems Inc.	127,000	188,660	205,816	137,518
24 Halton Hills Hydro Inc.	52,882	27,440	50,064	42,498
25 Hearst Power Distribution Company Limited	7,376	22,337	8,122	14,280
26 Horizon Utilities Corporation	1,817,911	1,744,373	1,716,379	1,883,230
27 Hydro 2000 Inc.	5,618	21,164	24,537	-
28 Hydro Hawkesbury Inc.	6,912	22,416	23,336	46,874
29 Hydro One Brampton Networks Inc.	388,292	289,974	305,576	403,895
30 Hydro One Networks Inc.	10,407,123	17,214,807	16,504,125	32,153,174
31 Hydro One Networks Inc. (Haldimand service area)	54,912	66,552	239,349	72,028
32 Hydro One Networks Inc. (Woodstock service area)	68,114	71,000	62,248	56,888
33 Hydro One Remote Communities Inc.	-	57,632	85,035	63,458
34 Hydro Ottawa Limited	1,352,000	52,410	2,400,318	1,707,351
35 Innpower Corporation	64,055	108,086	142,501	96,364
36 Kenora Hydro Electric Corporation Ltd.	11,784	11,273	-	1,799
37 Kingston Hydro Corporation	-	-	-	-
38 Kitchener-Wilmot Hydro Inc.	207,186	222,196	218,461	218,959
39 Lakefront Utilities Inc.	46,524	128,558	39,252	34,285
40 Lakeland Power Distribution Ltd.	29,894	-	49,962	73,268
41 London Hydro Inc.	566,532	614,551	692,411	759,263
42 Midland Power Utility Corporation	30,238	28,797	47,109	48,961
43 Milton Hydro Distribution Inc.	55,000	34,330	53,093	55,584
44 Newmarket-Tay Power Distribution Ltd.	81,587	96,714	87,886	73,439
45 Niagara Peninsula Energy Inc.	311,107	274,753	307,944	213,810
46 Niagara-on-the-Lake Hydro Inc.	-	22,625	35,769	10,231
47 North Bay Hydro Distribution Limited	10,633	17,519	25,573	1,120,362
48 Northern Ontario Wires Inc.	2,461	26,999	59,523	9,199
49 Oakville Hydro Electricity Distribution Inc.	75,134	66,030	138,570	126,466
50 Orangeville Hydro Limited	24,340	39,838	48,508	37,012
51 Orillia Power Distribution Corporation	106,840	118,031	151,431	83,732
52 Oshawa PUC Networks Inc.	439,400	443,824	358,801	428,695
53 Ottawa River Power Corporation	42,468	87,870	95,388	53,525
54 Peterborough Distribution Incorporated	218,422	270,509	217,387	232,490
55 PowerStream Inc.	977,890	961,925	508,891	1,723,131
56 PUC Distribution Inc.	336,257	257,008	237,977	237,977
57 Renfrew Hydro Inc.	44,539	29,463	26,032	42,457
58 Rideau St. Lawrence Distribution Inc.	51,288	65,273	57,092	74,697
59 Sioux Lookout Hydro Inc.	18,310	24,635	12,628	30,321
60 St. Thomas Energy Inc.	93,753	121,454	63,994	73,480
61 Thunder Bay Hydro Electricity Distribution Inc.	106,022	94,881	101,329	133,055
62 Tillsonburg Hydro Inc.	33,506	51,629	46,818	39,178
63 Toronto Hydro-Electric System Limited	8,323,678	3,362,142	5,279,368	3,953,482
64 Veridian Connections Inc.	644,842	643,993	667,894	682,737
65 Wasaga Distribution Inc.	25,868	36,589	23,326	34,875
66 Waterloo North Hydro Inc.	81,217	97,657	97,740	91,923
67 Welland Hydro-Electric System Corp.	93,000	114,348	127,977	114,814
68 Wellington North Power Inc.	19,499	17,580	12,177	15,402
69 West Coast Huron Energy Inc.	11,691	10,752	13,392	19,181
70 Westario Power Inc.	74,826	97	237,058	121,753
71 Whitby Hydro Electric Corporation	124,712	104,185	112,001	125,762
Total	31,168,307	32,610,957	35,159,144	50,932,485

1. "Arrears" means an account that is 30 or more days past the minimum

Residential Customer Accounts

Equal Billing/P

Distributors	Number of customer accounts enrolled in equal billing plans at year end			
	2013	2014	2015	2016
1 Algoma Power Inc.	1,446	1,358	765	729
2 Atikokan Hydro Inc.	111	115	125	124
3 Bluewater Power Distribution Corporation	0	0	0	0
4 Brantford Power Inc.	0	0	0	0
5 Burlington Hydro Inc.	0	0	0	0
6 Canadian Niagara Power Inc.	1,081	1,060	1,038	1,047
7 Centre Wellington Hydro Ltd.	0	0	0	0
8 Chapleau Public Utilities Corporation	109	114	99	99
9 COLLUS PowerStream Corp.	0	0	0	0
10 Cooperative Hydro Embrun Inc.	349	335	332	320
11 E.L.K. Energy Inc.	0	0	0	480
12 Energy+ Inc.	483	489	483	0
13 Enersource Hydro Mississauga Inc.	1	1	0	3
14 Entegrus Powerlines Inc.	4,031	3,957	3,899	3,757
15 EnWin Utilities Ltd.	0	2,935	2,926	2,905
16 Erie Thames Powerlines Corporation	0	0	0	0
17 Espanola Regional Hydro Distribution Corporation	0	0	0	0
18 Essex Powerlines Corporation	0	0	0	0
19 Festival Hydro Inc.	0	0	0	0
20 Fort Frances Power Corporation	163	164	123	127
21 Greater Sudbury Hydro Inc.	0	0	0	0
22 Grimsby Power Incorporated	4	5	5	3,077
23 Guelph Hydro Electric Systems Inc.	0	0	0	0
24 Halton Hills Hydro Inc.	0	0	0	0
25 Hearst Power Distribution Company Limited	174	182	176	199
26 Horizon Utilities Corporation	0	0	0	0
27 Hydro 2000 Inc.	0	96	49	172
28 Hydro Hawkesbury Inc.	912	1,011	1,038	1,063
29 Hydro One Brampton Networks Inc.	0	0	0	0
30 Hydro One Networks Inc.	0	0	0	0
31 Hydro One Networks Inc. (Haldimand service area)	0	0	0	0
32 Hydro One Networks Inc. (Woodstock service area)	0	0	0	0
33 Hydro One Remote Communities Inc.	0	0	27	47
34 Hydro Ottawa Limited	39	133	184	73
35 Innpower Corporation	1,855	1,786	1,749	1,675
36 Kenora Hydro Electric Corporation Ltd.	0	0	0	0
37 Kingston Hydro Corporation	1,309	1,390	1,425	1,417
38 Kitchener-Wilmot Hydro Inc.	5,104	5,234	5,119	5,005
39 Lakefront Utilities Inc.	837	847	953	935
40 Lakeland Power Distribution Ltd.	0	0	0	0
41 London Hydro Inc.	10,452	10,662	11,011	11,226
42 Midland Power Utility Corporation	0	0	0	0
43 Milton Hydro Distribution Inc.	3	3	3	3
44 Newmarket-Tay Power Distribution Ltd.	0	0	0	0
45 Niagara Peninsula Energy Inc.	2,164	2,162	2,157	2,099
46 Niagara-on-the-Lake Hydro Inc.	84	0	0	122
47 North Bay Hydro Distribution Limited	1,335	1,257	1,446	1,711
48 Northern Ontario Wires Inc.	645	674	687	656
49 Oakville Hydro Electricity Distribution Inc.	0	0	5,962	6,310
50 Orangeville Hydro Limited	0	0	0	0
51 Orillia Power Distribution Corporation	0	0	0	0
52 Oshawa PUC Networks Inc.	10	0	5	0
53 Ottawa River Power Corporation	0	0	0	0
54 Peterborough Distribution Incorporated	756	753	763	2,038
55 PowerStream Inc.	0	0	0	0
56 PUC Distribution Inc.	0	0	0	0
57 Renfrew Hydro Inc.	0	0	13	29
58 Rideau St. Lawrence Distribution Inc.	0	0	0	0
59 Sioux Lookout Hydro Inc.	140	141	140	169
60 St. Thomas Energy Inc.	0	0	0	0
61 Thunder Bay Hydro Electricity Distribution Inc.	2,893	2,867	2,913	2,937
62 Tillsonburg Hydro Inc.	0	0	0	2
63 Toronto Hydro-Electric System Limited	0	1	3	11
64 Veridian Connections Inc.	0	0	0	0
65 Wasaga Distribution Inc.	0	0	0	0
66 Waterloo North Hydro Inc.	0	0	0	0
67 Welland Hydro-Electric System Corp.	0	0	0	0
68 Wellington North Power Inc.	0	0	0	0
69 West Coast Huron Energy Inc.	0	0	0	0
70 Westario Power Inc.	0	1,195	1,695	800
71 Whitby Hydro Electric Corporation	0	0	0	0
Total	36,490	40,927	47,313	51,367

1. "Arrears" means an account that is 30 or more days past the minimum

Residential Customer Accounts		Payment Plans			
		Number of customer accounts enrolled in equal monthly payment plans at year end			
		2013	2014	2015	2016
Distributors					
1 Algoma Power Inc.	0	0	0	0	
2 Atikokan Hydro Inc.	0	0	0	0	
3 Bluewater Power Distribution Corporation	2,549	3,352	2,795	3,127	
4 Brantford Power Inc.	1,542	1,527	1,501	1,529	
5 Burlington Hydro Inc.	8,468	8,378	8,351	8,384	
6 Canadian Niagara Power Inc.	0	0	0	0	
7 Centre Wellington Hydro Ltd.	153	149	136	134	
8 Chapleau Public Utilities Corporation	0	0	0	0	
9 COLLUS PowerStream Corp.	1,175	1,144	1,142	1,089	
10 Cooperative Hydro Embrun Inc.	349	335	332	320	
11 E.L.K. Energy Inc.	647	630	682	480	
12 Energy+ Inc.	5,147	5,087	5,011	4,394	
13 Enersource Hydro Mississauga Inc.	24,178	23,511	22,822	22,131	
14 Entegrus Powerlines Inc.	0	0	0	0	
15 EnWin Utilities Ltd.	7,218	3,339	3,240	3,126	
16 Erie Thames Powerlines Corporation	378	365	357	645	
17 Espanola Regional Hydro Distribution Corporation	380	367	376	397	
18 Essex Powerlines Corporation	1,644	1,588	1,503	1,443	
19 Festival Hydro Inc.	654	675	688	703	
20 Fort Frances Power Corporation	3	0	1	4	
21 Greater Sudbury Hydro Inc.	8,964	8,756	8,770	8,750	
22 Grimsby Power Incorporated	282	293	281	263	
23 Guelph Hydro Electric Systems Inc.	5,130	5,168	5,381	5,721	
24 Halton Hills Hydro Inc.	4,036	3,922	3,876	3,774	
25 Hearst Power Distribution Company Limited	174	182	176	199	
26 Horizon Utilities Corporation	12,331	12,698	12,965	13,416	
27 Hydro 2000 Inc.	0	220	159	172	
28 Hydro Hawkesbury Inc.	149	190	169	169	
29 Hydro One Brampton Networks Inc.	10,712	10,208	9,982	9,460	
30 Hydro One Networks Inc.	160,169	200,916	161,584	159,829	
31 Hydro One Networks Inc. (Haldimand service area)	681	579	682	0	
32 Hydro One Networks Inc. (Woodstock service area)	781	757	768	768	
33 Hydro One Remote Communities Inc.	0	0	1	0	
34 Hydro Ottawa Limited	19,707	20,276	19,904	19,994	
35 Innpower Corporation	1,845	1,786	1,749	1,675	
36 Kenora Hydro Electric Corporation Ltd.	125	120	117	122	
37 Kingston Hydro Corporation	755	749	708	712	
38 Kitchener-Wilmot Hydro Inc.	0	0	0	0	
39 Lakefront Utilities Inc.	837	847	953	935	
40 Lakeland Power Distribution Ltd.	483	852	684	711	
41 London Hydro Inc.	3,981	4,083	4,227	4,302	
42 Midland Power Utility Corporation	324	314	312	298	
43 Milton Hydro Distribution Inc.	1,082	1,164	1,161	1,139	
44 Newmarket-Tay Power Distribution Ltd.	2,952	3,330	3,437	3,206	
45 Niagara Peninsula Energy Inc.	2,164	2,162	2,157	2,099	
46 Niagara-on-the-Lake Hydro Inc.	84	126	151	36	
47 North Bay Hydro Distribution Limited	0	0	0	0	
48 Northern Ontario Wires Inc.	0	79	683	656	
49 Oakville Hydro Electricity Distribution Inc.	5,657	5,583	5,962	6,309	
50 Orangeville Hydro Limited	718	731	689	668	
51 Orillia Power Distribution Corporation	1,112	1,066	1,079	1,063	
52 Oshawa PUC Networks Inc.	6,766	6,362	5,980	5,603	
53 Ottawa River Power Corporation	1,844	2,545	2,547	2,293	
54 Peterborough Distribution Incorporated	1,289	1,283	1,303	1,269	
55 PowerStream Inc.	20,277	19,760	18,452	17,130	
56 PUC Distribution Inc.	4,562	4,447	4,355	4,355	
57 Renfrew Hydro Inc.	721	760	771	811	
58 Rideau St. Lawrence Distribution Inc.	353	164	481	445	
59 Sioux Lookout Hydro Inc.	0	0	0	0	
60 St. Thomas Energy Inc.	741	751	796	792	
61 Thunder Bay Hydro Electricity Distribution Inc.	0	0	0	2,937	
62 Tillsonburg Hydro Inc.	283	286	284	270	
63 Toronto Hydro-Electric System Limited	9,870	10,472	10,933	11,128	
64 Veridian Connections Inc.	18,333	19,567	20,307	21,057	
65 Wasaga Distribution Inc.	1,685	1,670	1,652	1,548	
66 Waterloo North Hydro Inc.	2,147	2,149	2,196	2,241	
67 Welland Hydro-Electric System Corp.	344	414	354	375	
68 Wellington North Power Inc.	89	87	90	86	
69 West Coast Huron Energy Inc.	111	117	124	119	
70 Westario Power Inc.	1,274	1,195	1,695	800	
71 Whitby Hydro Electric Corporation	3,846	3,756	3,732	3,672	
Total	374,255	413,389	373,756	371,283	

1. "Arrears" means an account that is 30 or more days past the minimum

Residential Customer Accounts

Distributors	Number of customer accounts with security deposits held at year end			
	2013	2014	2015	2016
1 Algoma Power Inc.	135	126	121	153
2 Atikokan Hydro Inc.	180	258	200	47
3 Bluewater Power Distribution Corporation	995	920	998	867
4 Brantford Power Inc.	996	1,019	941	859
5 Burlington Hydro Inc.	1,356	1,320	1,433	1,278
6 Canadian Niagara Power Inc.	523	545	574	685
7 Centre Wellington Hydro Ltd.	249	223	217	261
8 Chapleau Public Utilities Corporation	120	131	119	127
9 COLLUS PowerStream Corp.	825	660	538	458
10 Cooperative Hydro Embrun Inc.	0	0	0	0
11 E.L.K. Energy Inc.	6,779	7,018	7,849	2,086
12 Energy+ Inc.	980	941	859	843
13 Enersource Hydro Mississauga Inc.	5,756	6,726	7,609	6,638
14 Entegrus Powerlines Inc.	5,395	4,744	4,160	3,692
15 EnWin Utilities Ltd.	0	0	0	0
16 Erie Thames Powerlines Corporation	759	727	1,047	636
17 Espanola Regional Hydro Distribution Corporation	221	156	142	214
18 Essex Powerlines Corporation	633	907	750	1,481
19 Festival Hydro Inc.	303	302	364	257
20 Fort Frances Power Corporation	107	86	97	104
21 Greater Sudbury Hydro Inc.	11,631	3,150	3,231	3,282
22 Grimsby Power Incorporated	412	350	341	282
23 Guelph Hydro Electric Systems Inc.	2,596	2,367	2,250	1,682
24 Halton Hills Hydro Inc.	227	29	20	25
25 Hearst Power Distribution Company Limited	165	171	194	159
26 Horizon Utilities Corporation	11,076	10,770	10,861	9,988
27 Hydro 2000 Inc.	0	0	0	52
28 Hydro Hawkesbury Inc.	741	530	618	410
29 Hydro One Brampton Networks Inc.	2	0	0	0
30 Hydro One Networks Inc.	36,057	37,565	957	5,597
31 Hydro One Networks Inc. (Haldimand service area)	0	0	0	0
32 Hydro One Networks Inc. (Woodstock service area)	2,476	2,202	1,608	1,608
33 Hydro One Remote Communities Inc.	0	884	445	384
34 Hydro Ottawa Limited	0	0	0	0
35 Innpower Corporation	161	132	24	16
36 Kenora Hydro Electric Corporation Ltd.	309	216	321	344
37 Kingston Hydro Corporation	0	0	0	0
38 Kitchener-Wilmot Hydro Inc.	11,965	12,192	12,785	15,021
39 Lakefront Utilities Inc.	0	0	99	216
40 Lakeland Power Distribution Ltd.	417	139	180	219
41 London Hydro Inc.	12,003	12,011	12,331	11,395
42 Midland Power Utility Corporation	368	323	301	305
43 Milton Hydro Distribution Inc.	6	9	12	35
44 Newmarket-Tay Power Distribution Ltd.	2,721	875	1,325	1,160
45 Niagara Peninsula Energy Inc.	0	2,646	2,646	2,649
46 Niagara-on-the-Lake Hydro Inc.	388	331	151	81
47 North Bay Hydro Distribution Limited	964	873	1,016	1,046
48 Northern Ontario Wires Inc.	244	3,469	142	145
49 Oakville Hydro Electricity Distribution Inc.	0	0	8	3
50 Orangeville Hydro Limited	887	863	876	796
51 Orillia Power Distribution Corporation	32	8	7	13
52 Oshawa PUC Networks Inc.	2,780	3,254	3,419	4,978
53 Ottawa River Power Corporation	667	515	383	497
54 Peterborough Distribution Incorporated	1,457	1,409	1,107	1,286
55 PowerStream Inc.	5	6	0	0
56 PUC Distribution Inc.	0	0	1,100	1,100
57 Renfrew Hydro Inc.	284	317	307	254
58 Rideau St. Lawrence Distribution Inc.	167	219	155	165
59 Sioux Lookout Hydro Inc.	279	259	292	222
60 St. Thomas Energy Inc.	283	254	241	247
61 Thunder Bay Hydro Electricity Distribution Inc.	1,427	1,156	1,297	1,463
62 Tillsonburg Hydro Inc.	180	152	154	196
63 Toronto Hydro-Electric System Limited	0	0	0	0
64 Veridian Connections Inc.	2,061	1,966	1,811	1,370
65 Wasaga Distribution Inc.	172	145	113	112
66 Waterloo North Hydro Inc.	3,857	4,011	4,917	5,100
67 Welland Hydro-Electric System Corp.	877	1,229	1,416	1,305
68 Wellington North Power Inc.	450	447	417	396
69 West Coast Huron Energy Inc.	274	0	0	0
70 Westario Power Inc.	638	510	868	1,161
71 Whitby Hydro Electric Corporation	796	1,097	1,066	1,306
Total	138,814	135,860	99,830	98,757

1. "Arrears" means an account that is 30 or more days past the minimum

DATA REPORTED TO THE ONTARIO ENERGY BOARD BY ELECTRICITY DISTRIBUTORS

Residential Customer Accounts

Security Deposits

Distributors	Total dollar amount of security deposits held in respect of customers at year end			
	2013	2014	2015	2016
	1 Algoma Power Inc.	\$ 38,247	\$ 36,216	\$ 34,571
2 Atikokan Hydro Inc.	\$ 49,671	\$ 55,017	\$ 56,870	\$ 11,974
3 Bluewater Power Distribution Corporation	\$ 293,102	\$ 198,986	\$ 248,058	\$ 209,224
4 Brantford Power Inc.	\$ 225,951	\$ 249,775	\$ 235,852	\$ 229,243
5 Burlington Hydro Inc.	\$ 336,576	\$ 333,168	\$ 369,727	\$ 353,103
6 Canadian Niagara Power Inc.	\$ 89,104	\$ 110,647	\$ 118,765	\$ 153,767
7 Centre Wellington Hydro Ltd.	\$ 43,040	\$ 44,683	\$ 46,824	\$ 57,665
8 Chapleau Public Utilities Corporation	\$ 24,091	\$ 28,634	\$ 23,881	\$ 26,941
9 COLLUS PowerStream Corp.	\$ 132,428	\$ 114,627	\$ 95,593	\$ 78,691
10 Cooperative Hydro Embrun Inc.	\$ -	\$ -	\$ -	\$ -
11 E.L.K. Energy Inc.	\$ 563,330	\$ 344,565	\$ 353,381	\$ 362,153
12 Energy+ Inc.	\$ 307,368	\$ 301,111	\$ 279,437	\$ 274,963
13 Enersource Hydro Mississauga Inc.	\$ 862,157	\$ 1,076,241	\$ 1,242,551	\$ 1,140,591
14 Entegrus Powerlines Inc.	\$ 1,412,373	\$ 1,223,396	\$ 1,013,404	\$ 862,541
15 EnWin Utilities Ltd.	\$ -	\$ -	\$ -	\$ -
16 Erie Thames Powerlines Corporation	\$ 209,501	\$ 198,050	\$ 309,043	\$ 183,184
17 Espanola Regional Hydro Distribution Corporation	\$ 75,838	\$ 63,977	\$ 83,388	\$ 86,822
18 Essex Powerlines Corporation	\$ 146,708	\$ 214,045	\$ 280,101	\$ 309,644
19 Festival Hydro Inc.	\$ 81,333	\$ 94,620	\$ 114,400	\$ 77,264
20 Fort Frances Power Corporation	\$ 22,750	\$ 33,143	\$ 27,949	\$ 45,230
21 Greater Sudbury Hydro Inc.	\$ 492,913	\$ 533,805	\$ 535,077	\$ 534,429
22 Grimsby Power Incorporated	\$ 195,580	\$ 88,689	\$ 93,179	\$ 74,235
23 Guelph Hydro Electric Systems Inc.	\$ 854,768	\$ 818,579	\$ 765,529	\$ 530,239
24 Halton Hills Hydro Inc.	\$ 72,281	\$ 10,841	\$ 7,572	\$ 10,612
25 Hearst Power Distribution Company Limited	\$ 44,364	\$ 37,828	\$ 44,150	\$ 41,822
26 Horizon Utilities Corporation	\$ 2,790,334	\$ 2,815,468	\$ 2,893,238	\$ 2,848,123
27 Hydro 2000 Inc.	\$ -	\$ -	\$ -	\$ 11,117
28 Hydro Hawkesbury Inc.	\$ 243,465	\$ 218,754	\$ 587,457	\$ 160,557
29 Hydro One Brampton Networks Inc.	\$ 3,810	\$ -	\$ -	\$ -
30 Hydro One Networks Inc.	\$ 5,429,301	\$ 863,817	\$ 263,761	\$ 1,685,440
31 Hydro One Networks Inc. (Haldimand service area)	\$ -	\$ -	\$ -	\$ -
32 Hydro One Networks Inc. (Woodstock service area)	\$ 460,309	\$ 430,633	\$ 341,382	\$ 341,382
33 Hydro One Remote Communities Inc.	\$ -	\$ 234,083	\$ 104,227	\$ 90,477
34 Hydro Ottawa Limited	\$ -	\$ -	\$ -	\$ -
35 Innpower Corporation	\$ 43,393	\$ 34,905	\$ 11,966	\$ 10,398
36 Kenora Hydro Electric Corporation Ltd.	\$ 40,824	\$ 47,083	\$ 53,251	\$ 53,672
37 Kingston Hydro Corporation	\$ -	\$ -	\$ -	\$ -
38 Kitchener-Wilmot Hydro Inc.	\$ 1,818,141	\$ 1,913,351	\$ 1,959,605	\$ 2,379,426
39 Lakefront Utilities Inc.	\$ -	\$ -	\$ 22,457	\$ 52,492
40 Lakeland Power Distribution Ltd.	\$ 85,780	\$ 55,105	\$ 55,106	\$ 67,152
41 London Hydro Inc.	\$ 2,252,624	\$ 2,231,121	\$ 2,295,417	\$ 2,179,136
42 Midland Power Utility Corporation	\$ 69,393	\$ 58,458	\$ 56,441	\$ 53,273
43 Milton Hydro Distribution Inc.	\$ 4,123	\$ 4,603	\$ 5,800	\$ 20,215
44 Newmarket-Tay Power Distribution Ltd.	\$ 371,142	\$ 237,168	\$ 272,203	\$ 357,325
45 Niagara Peninsula Energy Inc.	\$ -	\$ 552,448	\$ 555,236	\$ 565,618
46 Niagara-on-the-Lake Hydro Inc.	\$ 149,168	\$ 124,695	\$ 49,374	\$ 33,962
47 North Bay Hydro Distribution Limited	\$ 167,032	\$ 151,425	\$ 184,394	\$ 188,667
48 Northern Ontario Wires Inc.	\$ 37,987	\$ 33,313	\$ 76,407	\$ 24,870
49 Oakville Hydro Electricity Distribution Inc.	\$ -	\$ -	\$ 3,963	\$ 920
50 Orangeville Hydro Limited	\$ 167,178	\$ 155,564	\$ 154,282	\$ 133,971
51 Orillia Power Distribution Corporation	\$ 7,928	\$ 2,090	\$ 1,520	\$ 3,100
52 Oshawa PUC Networks Inc.	\$ 575,861	\$ 554,216	\$ 602,927	\$ 916,442
53 Ottawa River Power Corporation	\$ 177,663	\$ 120,108	\$ 69,084	\$ 102,123
54 Peterborough Distribution Incorporated	\$ 335,620	\$ 354,447	\$ 269,050	\$ 311,060
55 PowerStream Inc.	\$ 1,069	\$ 1,210	\$ -	\$ -
56 PUC Distribution Inc.	\$ -	\$ -	\$ 321,826	\$ 321,826
57 Renfrew Hydro Inc.	\$ 67,406	\$ 67,073	\$ 65,223	\$ 61,652
58 Rideau St. Lawrence Distribution Inc.	\$ 29,515	\$ 42,044	\$ 31,288	\$ 35,593
59 Sioux Lookout Hydro Inc.	\$ 102,318	\$ 103,028	\$ 129,974	\$ 109,644
60 St. Thomas Energy Inc.	\$ 42,423	\$ 38,493	\$ 39,139	\$ 42,757
61 Thunder Bay Hydro Electricity Distribution Inc.	\$ 285,719	\$ 242,591	\$ 270,818	\$ 302,520
62 Tillsonburg Hydro Inc.	\$ 42,199	\$ 27,782	\$ 33,892	\$ 48,181
63 Toronto Hydro-Electric System Limited	\$ -	\$ -	\$ -	\$ -
64 Veridian Connections Inc.	\$ 507,474	\$ 522,215	\$ 558,907	\$ 507,781
65 Wasaga Distribution Inc.	\$ 31,742	\$ 27,049	\$ 20,287	\$ 21,294
66 Waterloo North Hydro Inc.	\$ 1,034,899	\$ 1,208,877	\$ 1,607,015	\$ 1,702,641
67 Welland Hydro-Electric System Corp.	\$ 211,269	\$ 250,581	\$ 307,901	\$ 336,517
68 Wellington North Power Inc.	\$ 135,714	\$ 139,054	\$ 141,510	\$ 116,389
69 West Coast Huron Energy Inc.	\$ 98,096	\$ -	\$ -	\$ -
70 Westario Power Inc.	\$ 126,649	\$ 98,534	\$ 60,970	\$ 217,169
71 Whitby Hydro Electric Corporation	\$ 169,623	\$ 250,589	\$ 246,257	\$ 315,469
Total	24,690,664	20,422,621	21,102,862	22,429,561

1. "Arrears" means an account that is 30 or more days past the minimum

Residential Customer Accounts		Load Limiti			
		Number of customer accounts where load limiter devices were installed during the course of the year			
		2013	2014	2015	2016
Distributors					
1 Algoma Power Inc.	0	0	0	0	
2 Atikokan Hydro Inc.	0	0	1	1	
3 Bluewater Power Distribution Corporation	32	60	55	86	
4 Brantford Power Inc.	19	12	15	15	
5 Burlington Hydro Inc.	0	0	0	0	
6 Canadian Niagara Power Inc.	180	127	201	102	
7 Centre Wellington Hydro Ltd.	0	0	0	0	
8 Chapleau Public Utilities Corporation	0	0	0	0	
9 COLLUS PowerStream Corp.	54	42	10	57	
10 Cooperative Hydro Embrun Inc.	0	0	0	1	
11 E.L.K. Energy Inc.	0	0	0	0	
12 Energy+ Inc.	138	105	66	95	
13 Enersource Hydro Mississauga Inc.	0	0	1	1	
14 Entegrus Powerlines Inc.	292	236	535	613	
15 EnWin Utilities Ltd.	0	0	0	0	
16 Erie Thames Powerlines Corporation	24	97	92	28	
17 Espanola Regional Hydro Distribution Corporation	0	0	0	0	
18 Essex Powerlines Corporation	21	73	83	69	
19 Festival Hydro Inc.	131	114	124	76	
20 Fort Frances Power Corporation	0	0	0	0	
21 Greater Sudbury Hydro Inc.	0	0	0	0	
22 Grimsby Power Incorporated	6	9	0	1	
23 Guelph Hydro Electric Systems Inc.	5	11	22	58	
24 Halton Hills Hydro Inc.	29	21	9	39	
25 Hearst Power Distribution Company Limited	0	1	4	8	
26 Horizon Utilities Corporation	998	1,407	1,217	1,714	
27 Hydro 2000 Inc.	0	0	0	0	
28 Hydro Hawkesbury Inc.	0	0	0	0	
29 Hydro One Brampton Networks Inc.	0	0	0	0	
30 Hydro One Networks Inc.	196	572	2,034	146	
31 Hydro One Networks Inc. (Haldimand service area)	0	0	0	0	
32 Hydro One Networks Inc. (Woodstock service area)	135	138	116	68	
33 Hydro One Remote Communities Inc.	0	0	0	0	
34 Hydro Ottawa Limited	0	0	0	0	
35 Innpower Corporation	0	0	0	0	
36 Kenora Hydro Electric Corporation Ltd.	16	11	17	11	
37 Kingston Hydro Corporation	0	0	0	0	
38 Kitchener-Wilmot Hydro Inc.	76	53	6	38	
39 Lakefront Utilities Inc.	4	7	32	50	
40 Lakeland Power Distribution Ltd.	0	3	0	0	
41 London Hydro Inc.	449	382	392	366	
42 Midland Power Utility Corporation	1	7	4	1	
43 Milton Hydro Distribution Inc.	24	38	34	30	
44 Newmarket-Tay Power Distribution Ltd.	154	336	134	621	
45 Niagara Peninsula Energy Inc.	0	0	0	0	
46 Niagara-on-the-Lake Hydro Inc.	0	0	0	1	
47 North Bay Hydro Distribution Limited	0	0	0	0	
48 Northern Ontario Wires Inc.	0	0	0	0	
49 Oakville Hydro Electricity Distribution Inc.	0	0	0	89	
50 Orangeville Hydro Limited	44	125	116	89	
51 Orillia Power Distribution Corporation	30	29	27	29	
52 Oshawa PUC Networks Inc.	249	278	190	179	
53 Ottawa River Power Corporation	0	0	0	1	
54 Peterborough Distribution Incorporated	1	0	0	0	
55 PowerStream Inc.	0	460	486	710	
56 PUC Distribution Inc.	0	0	0	0	
57 Renfrew Hydro Inc.	0	0	0	0	
58 Rideau St. Lawrence Distribution Inc.	0	6	2	2	
59 Sioux Lookout Hydro Inc.	0	0	0	0	
60 St. Thomas Energy Inc.	323	220	0	0	
61 Thunder Bay Hydro Electricity Distribution Inc.	125	228	429	236	
62 Tillsonburg Hydro Inc.	0	0	0	0	
63 Toronto Hydro-Electric System Limited	0	0	0	0	
64 Veridian Connections Inc.	309	618	321	275	
65 Wasaga Distribution Inc.	0	0	0	0	
66 Waterloo North Hydro Inc.	0	0	0	0	
67 Welland Hydro-Electric System Corp.	42	268	206	102	
68 Wellington North Power Inc.	0	6	3	1	
69 West Coast Huron Energy Inc.	0	0	0	0	
70 Westario Power Inc.	0	0	0	0	
71 Whitby Hydro Electric Corporation	112	68	69	61	
Total	4,219	6,168	7,053	6,070	

1. "Arrears" means an account that is 30 or more days past the minimum

Residential Customer Accounts		Timing of Devices			
		Number of customer accounts where timed load interrupter devices were installed during the course of the year			
		2013	2014	2015	2016
1	Algoma Power Inc.	21	33	33	33
2	Atikokan Hydro Inc.	0	0	0	0
3	Bluewater Power Distribution Corporation	0	0	0	0
4	Brantford Power Inc.	0	0	0	0
5	Burlington Hydro Inc.	0	0	0	0
6	Canadian Niagara Power Inc.	0	0	0	0
7	Centre Wellington Hydro Ltd.	0	0	0	0
8	Chapleau Public Utilities Corporation	0	0	0	0
9	COLLUS PowerStream Corp.	0	0	0	0
10	Cooperative Hydro Embrun Inc.	0	0	0	0
11	E.L.K. Energy Inc.	0	0	0	0
12	Energy+ Inc.	0	0	0	0
13	Enersource Hydro Mississauga Inc.	504	420	783	226
14	Entegrus Powerlines Inc.	0	0	0	0
15	EnWin Utilities Ltd.	0	0	0	0
16	Erie Thames Powerlines Corporation	0	0	0	0
17	Espanola Regional Hydro Distribution Corporation	0	0	0	0
18	Essex Powerlines Corporation	0	0	0	0
19	Festival Hydro Inc.	0	1	1	1
20	Fort Frances Power Corporation	0	0	0	0
21	Greater Sudbury Hydro Inc.	0	0	0	0
22	Grimsby Power Incorporated	0	0	0	0
23	Guelph Hydro Electric Systems Inc.	0	0	0	0
24	Halton Hills Hydro Inc.	0	0	0	0
25	Hearst Power Distribution Company Limited	0	0	0	0
26	Horizon Utilities Corporation	0	0	0	0
27	Hydro 2000 Inc.	0	0	0	0
28	Hydro Hawkesbury Inc.	0	0	0	0
29	Hydro One Brampton Networks Inc.	416	484	509	402
30	Hydro One Networks Inc.	0	0	0	0
31	Hydro One Networks Inc. (Haldimand service area)	0	0	0	0
32	Hydro One Networks Inc. (Woodstock service area)	0	0	0	0
33	Hydro One Remote Communities Inc.	0	0	0	0
34	Hydro Ottawa Limited	746	473	1,149	916
35	Innpower Corporation	0	0	0	0
36	Kenora Hydro Electric Corporation Ltd.	0	0	0	0
37	Kingston Hydro Corporation	0	0	0	0
38	Kitchener-Wilmot Hydro Inc.	0	0	0	0
39	Lakefront Utilities Inc.	0	0	0	0
40	Lakeland Power Distribution Ltd.	0	0	0	0
41	London Hydro Inc.	0	0	0	0
42	Midland Power Utility Corporation	0	0	0	0
43	Milton Hydro Distribution Inc.	0	0	0	0
44	Newmarket-Tay Power Distribution Ltd.	0	0	0	0
45	Niagara Peninsula Energy Inc.	0	0	0	0
46	Niagara-on-the-Lake Hydro Inc.	0	0	0	0
47	North Bay Hydro Distribution Limited	0	0	0	0
48	Northern Ontario Wires Inc.	0	0	0	0
49	Oakville Hydro Electricity Distribution Inc.	181	145	61	61
50	Orangeville Hydro Limited	22	0	0	0
51	Orillia Power Distribution Corporation	0	0	0	0
52	Oshawa PUC Networks Inc.	0	0	0	0
53	Ottawa River Power Corporation	0	0	0	0
54	Peterborough Distribution Incorporated	110	16	0	0
55	PowerStream Inc.	0	0	0	0
56	PUC Distribution Inc.	0	0	0	0
57	Renfrew Hydro Inc.	0	0	0	0
58	Rideau St. Lawrence Distribution Inc.	0	0	0	0
59	Sioux Lookout Hydro Inc.	0	0	0	0
60	St. Thomas Energy Inc.	23	1	0	0
61	Thunder Bay Hydro Electricity Distribution Inc.	0	0	0	0
62	Tillsonburg Hydro Inc.	0	0	0	0
63	Toronto Hydro-Electric System Limited	0	176	202	814
64	Veridian Connections Inc.	0	0	0	0
65	Wasaga Distribution Inc.	0	0	0	0
66	Waterloo North Hydro Inc.	0	0	0	0
67	Welland Hydro-Electric System Corp.	0	0	0	0
68	Wellington North Power Inc.	0	0	0	0
69	West Coast Huron Energy Inc.	0	0	0	0
70	Westario Power Inc.	0	0	0	0
71	Whitby Hydro Electric Corporation	5	0	1	0
Total		2,028	1,749	2,739	2,453

1. "Arrears" means an account that is 30 or more days past the minimum

DATA REPORTED TO THE ONTARIO ENERGY BOARD BY ELECTRICITY DISTRIBUTORS

Eligible Low-Income Customer² Accounts

Distributors		Account Numbers			
		Number of customer accounts at year end			
		2013	2014	2015	2016
1	Algoma Power Inc.	83	76	94	442
2	Atikokan Hydro Inc.	5	3	4	91
3	Bluewater Power Distribution Corporation	571	479	511	1,326
4	Brantford Power Inc.	173	146	149	2,020
5	Burlington Hydro Inc.	36	32	27	1,077
6	Canadian Niagara Power Inc.	352	398	320	1,531
7	Centre Wellington Hydro Ltd.	27	25	24	173
8	Chapleau Public Utilities Corporation	7	12	9	33
9	COLLUS PowerStream Corp.	56	86	62	486
10	Cooperative Hydro Embrun Inc.	5	0	0	65
11	E.L.K. Energy Inc.	32	24	22	2,229
12	Energy+ Inc.	784	662	808	2,113
13	Enersource Hydro Mississauga Inc.	582	758	818	4,812
14	Entegrus Powerlines Inc.	1,326	2,457	2,157	2,987
15	EnWin Utilities Ltd.	1,779	1,132	1,139	4,532
16	Erie Thames Powerlines Corporation	171	151	220	763
17	Espanola Regional Hydro Distribution Corporation	51	52	31	222
18	Essex Powerlines Corporation	66	56	355	874
19	Festival Hydro Inc.	232	217	280	853
20	Fort Frances Power Corporation	344	347	317	319
21	Greater Sudbury Hydro Inc.	249	291	183	1,438
22	Grimsby Power Incorporated	17	77	57	307
23	Guelph Hydro Electric Systems Inc.	384	625	828	1,566
24	Halton Hills Hydro Inc.	63	78	86	346
25	Hearst Power Distribution Company Limited	5	7	6	87
26	Horizon Utilities Corporation	4,301	5,656	6,401	17,183
27	Hydro 2000 Inc.	124	124	124	130
28	Hydro Hawkesbury Inc.	139	137	168	476
29	Hydro One Brampton Networks Inc.	74	65	99	2,415
30	Hydro One Networks Inc.	7,878	8,929	12,181	48,823
31	Hydro One Networks Inc. (Haldimand service area)	133	197	144	622
32	Hydro One Networks Inc. (Woodstock service area)	393	379	366	366
33	Hydro One Remote Communities Inc.	0	67	85	197
34	Hydro Ottawa Limited	1,310	1,172	1,486	9,159
35	Innpower Corporation	0	114	76	528
36	Kenora Hydro Electric Corporation Ltd.	55	56	28	143
37	Kingston Hydro Corporation	828	686	604	1,694
38	Kitchener-Wilmot Hydro Inc.	214	579	612	3,491
39	Lakefront Utilities Inc.	24	47	62	515
40	Lakeland Power Distribution Ltd.	59	116	177	760
41	London Hydro Inc.	3,792	3,895	3,581	8,514
42	Midland Power Utility Corporation	136	131	139	381
43	Milton Hydro Distribution Inc.	99	82	69	707
44	Newmarket-Tay Power Distribution Ltd.	162	217	245	855
45	Niagara Peninsula Energy Inc.	268	421	279	2,281
46	Niagara-on-the-Lake Hydro Inc.	13	16	8	152
47	North Bay Hydro Distribution Limited	55	123	138	1,178
48	Northern Ontario Wires Inc.	6	7	5	170
49	Oakville Hydro Electricity Distribution Inc.	160	172	187	1,129
50	Orangeville Hydro Limited	71	89	60	336
51	Orillia Power Distribution Corporation	143	78	68	551
52	Oshawa PUC Networks Inc.	206	301	286	1,605
53	Ottawa River Power Corporation	134	96	172	193
54	Peterborough Distribution Incorporated	757	904	771	1,811
55	PowerStream Inc.	680	750	1,374	7,819
56	PUC Distribution Inc.	551	495	458	1,453
57	Renfrew Hydro Inc.	148	136	170	643
58	Rideau St. Lawrence Distribution Inc.	64	83	64	392
59	Sioux Lookout Hydro Inc.	24	40	66	89
60	St. Thomas Energy Inc.	201	173	178	1,014
61	Thunder Bay Hydro Electricity Distribution Inc.	892	980	1,101	1,336
62	Tillsonburg Hydro Inc.	95	96	73	594
63	Toronto Hydro-Electric System Limited	3,060	4,194	8,028	23,264
64	Veridian Connections Inc.	650	608	587	3,092
65	Wasaga Distribution Inc.	34	44	27	481
66	Waterloo North Hydro Inc.	187	243	210	1,340
67	Welland Hydro-Electric System Corp.	319	306	370	1,147
68	Wellington North Power Inc.	10	27	43	283
69	West Coast Huron Energy Inc.	59	80	67	214
70	Westario Power Inc.	105	1,107	242	944
71	Whitby Hydro Electric Corporation	37	69	100	702
Total		36,050	42,478	50,286	181,864

1. "Arrears" means an account that is 30 or more days past the minimum payment period as determined according to section 2.6.3 of the Distribution System Code.
 2. "Eligible low-income customer" means an eligible low-income electricity customer, as defined in the Distribution System Code.

DATA REPORTED TO THE ONTARIO ENERGY BOARD BY ELECTRICITY DISTRIBUTORS

Eligible Low-Income Customer² Accounts

Distributors	Disconnections			
	Number of customer accounts disconnected for nonpayment during the course of the year			
	2013	2014	2015	2016
1 Algoma Power Inc.	11	11	18	19
2 Atikokan Hydro Inc.	0	0	1	1
3 Bluewater Power Distribution Corporation	16	32	27	30
4 Brantford Power Inc.	9	12	6	22
5 Burlington Hydro Inc.	6	3	3	2
6 Canadian Niagara Power Inc.	42	76	51	73
7 Centre Wellington Hydro Ltd.	1	1	2	8
8 Chapleau Public Utilities Corporation	0	1	1	1
9 COLLUS PowerStream Corp.	14	10	7	12
10 Cooperative Hydro Embrun Inc.	5	0	0	0
11 E.L.K. Energy Inc.	1	8	4	1
12 Energy+ Inc.	97	75	87	94
13 Enersource Hydro Mississauga Inc.	141	130	134	150
14 Entegrus Powerlines Inc.	619	403	551	613
15 EnWin Utilities Ltd.	140	132	223	221
16 Erie Thames Powerlines Corporation	39	18	27	21
17 Espanola Regional Hydro Distribution Corporation	5	10	9	10
18 Essex Powerlines Corporation	17	19	27	21
19 Festival Hydro Inc.	39	28	35	62
20 Fort Frances Power Corporation	0	13	13	13
21 Greater Sudbury Hydro Inc.	41	36	55	19
22 Grimsby Power Incorporated	1	3	3	3
23 Guelph Hydro Electric Systems Inc.	11	19	38	16
24 Halton Hills Hydro Inc.	9	3	0	0
25 Hearst Power Distribution Company Limited	0	0	0	0
26 Horizon Utilities Corporation	618	748	988	964
27 Hydro 2000 Inc.	2	0	2	0
28 Hydro Hawkesbury Inc.	3	6	4	9
29 Hydro One Brampton Networks Inc.	16	15	1	60
30 Hydro One Networks Inc.	147	95	927	1,934
31 Hydro One Networks Inc. (Haldimand service area)	22	19	14	0
32 Hydro One Networks Inc. (Woodstock service area)	93	94	90	43
33 Hydro One Remote Communities Inc.	0	5	2	3
34 Hydro Ottawa Limited	128	74	95	260
35 Innpower Corporation	10	18	11	19
36 Kenora Hydro Electric Corporation Ltd.	4	3	5	4
37 Kingston Hydro Corporation	156	105	89	205
38 Kitchener-Wilmot Hydro Inc.	13	54	134	198
39 Lakefront Utilities Inc.	4	6	8	12
40 Lakeland Power Distribution Ltd.	8	20	3	116
41 London Hydro Inc.	815	931	911	855
42 Midland Power Utility Corporation	20	13	30	19
43 Milton Hydro Distribution Inc.	23	12	7	12
44 Newmarket-Tay Power Distribution Ltd.	0	36	34	37
45 Niagara Peninsula Energy Inc.	0	49	50	61
46 Niagara-on-the-Lake Hydro Inc.	1	3	1	0
47 North Bay Hydro Distribution Limited	4	12	16	30
48 Northern Ontario Wires Inc.	0	0	0	0
49 Oakville Hydro Electricity Distribution Inc.	35	26	19	26
50 Orangeville Hydro Limited	16	17	15	14
51 Orillia Power Distribution Corporation	31	30	21	24
52 Oshawa PUC Networks Inc.	33	45	42	39
53 Ottawa River Power Corporation	11	35	19	43
54 Peterborough Distribution Incorporated	92	80	96	101
55 PowerStream Inc.	0	53	46	80
56 PUC Distribution Inc.	236	33	25	49
57 Renfrew Hydro Inc.	3	3	6	4
58 Rideau St. Lawrence Distribution Inc.	6	9	10	4
59 Sioux Lookout Hydro Inc.	0	2	1	4
60 St. Thomas Energy Inc.	38	47	40	69
61 Thunder Bay Hydro Electricity Distribution Inc.	64	103	237	264
62 Tillsonburg Hydro Inc.	21	23	11	15
63 Toronto Hydro-Electric System Limited	160	423	435	461
64 Veridian Connections Inc.	201	216	246	144
65 Wasaga Distribution Inc.	7	2	8	7
66 Waterloo North Hydro Inc.	24	27	17	25
67 Welland Hydro-Electric System Corp.	70	59	81	49
68 Wellington North Power Inc.	0	5	6	11
69 West Coast Huron Energy Inc.	27	18	14	5
70 Westario Power Inc.	13	9	16	32
71 Whitby Hydro Electric Corporation	5	2	13	17
Total	4,444	4,628	6,168	7,740

1. "Arrears" means an account that is 30 or more days past the minimum Code

2. "Eligible low-income customer" means an eligible low-income electric

Eligible Low-Income Customer² Accounts

Distributors	Number of customer accounts in arrears ¹ at year end			
	2013	2014	2015	2016
	1 Algoma Power Inc.	33	11	16
2 Atikokan Hydro Inc.	4	0	4	5
3 Bluewater Power Distribution Corporation	217	239	265	223
4 Brantford Power Inc.	35	92	85	362
5 Burlington Hydro Inc.	14	10	8	78
6 Canadian Niagara Power Inc.	148	123	81	101
7 Centre Wellington Hydro Ltd.	10	7	9	17
8 Chapleau Public Utilities Corporation	4	8	5	0
9 COLLUS PowerStream Corp.	13	17	15	30
10 Cooperative Hydro Embrun Inc.	5	0	0	4
11 E.L.K. Energy Inc.	18	13	14	38
12 Energy+ Inc.	180	124	167	100
13 Enersource Hydro Mississauga Inc.	423	508	561	654
14 Entegrus Powerlines Inc.	516	364	641	593
15 EnWin Utilities Ltd.	155	533	488	747
16 Erie Thames Powerlines Corporation	24	15	61	34
17 Espanola Regional Hydro Distribution Corporation	4	11	3	1
18 Essex Powerlines Corporation	50	38	202	145
19 Festival Hydro Inc.	103	74	74	129
20 Fort Frances Power Corporation	29	17	21	28
21 Greater Sudbury Hydro Inc.	86	45	26	220
22 Grimsby Power Incorporated	1	11	9	21
23 Guelph Hydro Electric Systems Inc.	37	89	100	152
24 Halton Hills Hydro Inc.	23	31	26	42
25 Hearst Power Distribution Company Limited	0	1	0	1
26 Horizon Utilities Corporation	1,077	1,482	1,717	2,561
27 Hydro 2000 Inc.	40	36	88	0
28 Hydro Hawkesbury Inc.	34	63	9	67
29 Hydro One Brampton Networks Inc.	0	4	45	278
30 Hydro One Networks Inc.	1,471	2,138	4,022	9,489
31 Hydro One Networks Inc. (Haldimand service area)	49	86	105	130
32 Hydro One Networks Inc. (Woodstock service area)	175	152	110	110
33 Hydro One Remote Communities Inc.	0	33	34	84
34 Hydro Ottawa Limited	451	476	352	1,384
35 Innpower Corporation	36	36	22	44
36 Kenora Hydro Electric Corporation Ltd.	8	12	20	4
37 Kingston Hydro Corporation	195	166	151	324
38 Kitchener-Wilmot Hydro Inc.	88	154	183	418
39 Lakefront Utilities Inc.	14	14	17	30
40 Lakeland Power Distribution Ltd.	22	19	60	86
41 London Hydro Inc.	1,663	1,851	1,590	1,448
42 Midland Power Utility Corporation	20	24	24	30
43 Milton Hydro Distribution Inc.	58	37	32	36
44 Newmarket-Tay Power Distribution Ltd.	20	33	13	46
45 Niagara Peninsula Energy Inc.	0	0	89	205
46 Niagara-on-the-Lake Hydro Inc.	5	10	5	10
47 North Bay Hydro Distribution Limited	12	54	62	196
48 Northern Ontario Wires Inc.	5	1	2	11
49 Oakville Hydro Electricity Distribution Inc.	32	52	64	274
50 Orangeville Hydro Limited	24	46	42	56
51 Orillia Power Distribution Corporation	90	94	50	93
52 Oshawa PUC Networks Inc.	68	76	114	142
53 Ottawa River Power Corporation	7	26	20	67
54 Peterborough Distribution Incorporated	168	173	238	156
55 PowerStream Inc.	0	328	399	2,644
56 PUC Distribution Inc.	76	109	83	100
57 Renfrew Hydro Inc.	20	14	41	90
58 Rideau St. Lawrence Distribution Inc.	21	42	29	30
59 Sioux Lookout Hydro Inc.	16	26	32	14
60 St. Thomas Energy Inc.	72	44	42	45
61 Thunder Bay Hydro Electricity Distribution Inc.	170	373	584	387
62 Tillsonburg Hydro Inc.	21	30	18	21
63 Toronto Hydro-Electric System Limited	1,320	1,768	1,805	2,677
64 Veridian Connections Inc.	147	85	196	155
65 Wasaga Distribution Inc.	23	17	17	28
66 Waterloo North Hydro Inc.	44	61	47	96
67 Welland Hydro-Electric System Corp.	119	82	52	79
68 Wellington North Power Inc.	1	5	4	27
69 West Coast Huron Energy Inc.	6	19	13	11
70 Westario Power Inc.	1	307	98	53
71 Whitby Hydro Electric Corporation	23	47	68	106
Total	10,044	13,086	15,689	28,077

1. "Arrears" means an account that is 30 or more days past the minimum

2. "Eligible low-income customer" means an eligible low-income electric

DATA REPORTED TO THE ONTARIO ENERGY BOARD BY ELECTRICITY DISTRIBUTORS

Eligible Low-Income Customer² Accounts

Distributors	Total dollar amount of arrears for customer accounts in arrears at year end			
	2013	2014	2015	2016
1 Algoma Power Inc.	6,102	1,297	2,966	2,002
2 Atikokan Hydro Inc.	\$ 1,753	\$ -	\$ 3,506	\$ 831
3 Bluewater Power Distribution Corporation	\$ 57,560	\$ 59,948	\$ 47,369	\$ 64,952
4 Brantford Power Inc.	\$ 56,150	\$ 19,800	\$ 19,624	\$ 72,668
5 Burlington Hydro Inc.	\$ 2,664	\$ 1,440	\$ 1,135	\$ 8,628
6 Canadian Niagara Power Inc.	\$ 33,539	\$ 19,509	\$ 13,390	\$ 12,224
7 Centre Wellington Hydro Ltd.	\$ 282	\$ 1,002	\$ 266	\$ 2,991
8 Chapleau Public Utilities Corporation	\$ 788	\$ 2,436	\$ 1,835	\$ -
9 COLLUS PowerStream Corp.	\$ 1,497	\$ 2,246	\$ 1,599	\$ 1,420
10 Cooperative Hydro Embrun Inc.	\$ 1,851	\$ -	\$ -	\$ 541
11 E.L.K. Energy Inc.	\$ 6,967	\$ 4,181	\$ 5,606	\$ 11,388
12 Energy+ Inc.	\$ 19,175	\$ 9,207	\$ 15,312	\$ 7,630
13 Enersource Hydro Mississauga Inc.	\$ 151,212	\$ 171,332	\$ 188,284	\$ 199,633
14 Entegrus Powerlines Inc.	\$ 50,770	\$ 59,625	\$ 82,077	\$ 63,553
15 EnWin Utilities Ltd.	\$ 22,472	\$ 163,619	\$ 148,464	\$ 229,129
16 Erie Thames Powerlines Corporation	\$ 2,407	\$ 962	\$ 14,212	\$ 6,554
17 Espanola Regional Hydro Distribution Corporation	\$ 3,854	\$ 4,407	\$ 628	\$ 81
18 Essex Powerlines Corporation	\$ 25,509	\$ 24,632	\$ 88,171	\$ 60,088
19 Festival Hydro Inc.	\$ 24,515	\$ 10,773	\$ 11,482	\$ 14,006
20 Fort Frances Power Corporation	\$ 3,455	\$ 1,091	\$ 3,671	\$ 7,959
21 Greater Sudbury Hydro Inc.	\$ 34,569	\$ 19,326	\$ 5,149	\$ 69,886
22 Grimsby Power Incorporated	\$ 263	\$ 1,088	\$ 508	\$ 871
23 Guelph Hydro Electric Systems Inc.	\$ 5,888	\$ 18,550	\$ 21,957	\$ 15,086
24 Halton Hills Hydro Inc.	\$ 6,008	\$ 6,737	\$ 6,079	\$ 6,893
25 Hearst Power Distribution Company Limited	\$ -	\$ 188	\$ -	\$ 108
26 Horizon Utilities Corporation	\$ 165,552	\$ 233,264	\$ 262,793	\$ 446,588
27 Hydro 2000 Inc.	\$ 12,538	\$ 15,927	\$ 63,056	\$ -
28 Hydro Hawkesbury Inc.	\$ 4,334	\$ 16,805	\$ 1,930	\$ 13,004
29 Hydro One Brampton Networks Inc.	\$ -	\$ 628	\$ 9,010	\$ 34,028
30 Hydro One Networks Inc.	\$ 1,724,330	\$ 3,420,845	\$ 7,018,580	\$ 9,383,857
31 Hydro One Networks Inc. (Haldimand service area)	\$ 12,632	\$ 22,290	\$ 31,565	\$ 22,611
32 Hydro One Networks Inc. (Woodstock service area)	\$ 59,401	\$ 34,280	\$ 28,154	\$ 28,154
33 Hydro One Remote Communities Inc.	\$ -	\$ 11,618	\$ 7,304	\$ 19,978
34 Hydro Ottawa Limited	\$ 81,395	\$ 119,734	\$ 83,202	\$ 230,947
35 Innpower Corporation	\$ 10,048	\$ 13,299	\$ 8,749	\$ 16,838
36 Kenora Hydro Electric Corporation Ltd.	\$ 765	\$ 4,141	\$ 4,073	\$ 400
37 Kingston Hydro Corporation	\$ 25,353	\$ 19,946	\$ 20,471	\$ 36,783
38 Kitchener-Wilmot Hydro Inc.	\$ 10,194	\$ 26,099	\$ 35,048	\$ 57,666
39 Lakefront Utilities Inc.	\$ 2,539	\$ 2,303	\$ 5,151	\$ 7,055
40 Lakeland Power Distribution Ltd.	\$ 4,765	\$ 6,439	\$ 23,633	\$ 28,152
41 London Hydro Inc.	\$ 430,890	\$ 483,411	\$ 446,992	\$ 429,154
42 Midland Power Utility Corporation	\$ 1,703	\$ 1,001	\$ 1,521	\$ 4,265
43 Milton Hydro Distribution Inc.	\$ 10,267	\$ 6,437	\$ 5,444	\$ 5,908
44 Newmarket-Tay Power Distribution Ltd.	\$ 3,159	\$ 4,320	\$ 4,541	\$ 10,711
45 Niagara Peninsula Energy Inc.	\$ -	\$ -	\$ 28,273	\$ 62,243
46 Niagara-on-the-Lake Hydro Inc.	\$ 991	\$ 2,106	\$ 801	\$ 2,796
47 North Bay Hydro Distribution Limited	\$ 4,049	\$ 13,665	\$ 15,095	\$ 36,251
48 Northern Ontario Wires Inc.	\$ 1,190	\$ 140	\$ 993	\$ 2,731
49 Oakville Hydro Electricity Distribution Inc.	\$ 5,555	\$ 9,283	\$ 15,010	\$ 83,127
50 Orangeville Hydro Limited	\$ 3,825	\$ 9,429	\$ 5,439	\$ 7,767
51 Orillia Power Distribution Corporation	\$ 23,895	\$ 30,968	\$ 11,896	\$ 17,377
52 Oshawa PUC Networks Inc.	\$ 17,964	\$ 13,145	\$ 34,453	\$ 43,350
53 Ottawa River Power Corporation	\$ 812	\$ 5,491	\$ 2,926	\$ 9,651
54 Peterborough Distribution Incorporated	\$ 47,881	\$ 44,248	\$ 70,410	\$ 43,091
55 PowerStream Inc.	\$ -	\$ 102,681	\$ 103,499	\$ 413,943
56 PUC Distribution Inc.	\$ 20,906	\$ 26,705	\$ 22,269	\$ 18,537
57 Renfrew Hydro Inc.	\$ 4,091	\$ 2,267	\$ 11,189	\$ 23,077
58 Rideau St. Lawrence Distribution Inc.	\$ 6,446	\$ 15,282	\$ 4,378	\$ 3,662
59 Sioux Lookout Hydro Inc.	\$ 7,990	\$ 17,687	\$ 17,418	\$ 24,293
60 St. Thomas Energy Inc.	\$ 13,377	\$ 4,035	\$ 3,544	\$ 5,460
61 Thunder Bay Hydro Electricity Distribution Inc.	\$ 21,103	\$ 47,286	\$ 180,675	\$ 52,442
62 Tillsonburg Hydro Inc.	\$ 5,433	\$ 8,031	\$ 6,331	\$ 8,704
63 Toronto Hydro-Electric System Limited	\$ 507,831	\$ 554,693	\$ 456,819	\$ 682,298
64 Veridian Connections Inc.	\$ 33,265	\$ 19,884	\$ 73,855	\$ 57,841
65 Wasaga Distribution Inc.	\$ 5,813	\$ 5,181	\$ 6,099	\$ 7,276
66 Waterloo North Hydro Inc.	\$ 44,859	\$ 4,637	\$ 4,857	\$ 10,268
67 Welland Hydro-Electric System Corp.	\$ 21,513	\$ 16,531	\$ 4,293	\$ 16,754
68 Wellington North Power Inc.	\$ 5	\$ 117	\$ 89	\$ 2,894
69 West Coast Huron Energy Inc.	\$ 1,292	\$ 4,472	\$ 3,703	\$ 2,001
70 Westario Power Inc.	\$ 199	\$ 38,698	\$ 12,197	\$ 16,399
71 Whitby Hydro Electric Corporation	\$ 4,383	\$ 13,400	\$ 29,876	\$ 35,161
Total	\$ 3,883,783	\$ 6,056,245	\$ 9,870,894	\$ 13,324,615

1. "Arrears" means an account that is 30 or more days past the minimum
 2. "Eligible low-income customer" means an eligible low-income electric

DATA REPORTED TO THE ONTARIO ENERGY BOARD BY ELECTRICITY DISTRIBUTORS

Eligible Low-Income Customer² Accounts

Arrears and Arrears Payment Agreements

Distributors	Number of arrears payment agreements entered into during the course of the year with customers			
	2013	2014	2015	2016
1 Algoma Power Inc.	3	5	1	11
2 Atikokan Hydro Inc.	0	0	0	0
3 Bluewater Power Distribution Corporation	1	0	2	0
4 Brantford Power Inc.	6	8	10	14
5 Burlington Hydro Inc.	1	0	0	1
6 Canadian Niagara Power Inc.	56	88	24	55
7 Centre Wellington Hydro Ltd.	0	0	1	44
8 Chapleau Public Utilities Corporation	0	0	0	0
9 COLLUS PowerStream Corp.	35	45	40	65
10 Cooperative Hydro Embrun Inc.	0	0	0	0
11 E.L.K. Energy Inc.	1	3	1	1
12 Energy+ Inc.	531	350	0	0
13 Enersource Hydro Mississauga Inc.	0	6	6	9
14 Entegrus Powerlines Inc.	36	79	64	166
15 EnWin Utilities Ltd.	249	251	261	429
16 Erie Thames Powerlines Corporation	0	0	2	1
17 Espanola Regional Hydro Distribution Corporation	1	0	0	1
18 Essex Powerlines Corporation	228	299	564	140
19 Festival Hydro Inc.	4	9	6	5
20 Fort Frances Power Corporation	0	1	1	3
21 Greater Sudbury Hydro Inc.	2	1	2	7
22 Grimsby Power Incorporated	0	1	0	0
23 Guelph Hydro Electric Systems Inc.	384	241	35	106
24 Halton Hills Hydro Inc.	5	7	9	8
25 Hearst Power Distribution Company Limited	0	0	5	3
26 Horizon Utilities Corporation	561	533	507	1,083
27 Hydro 2000 Inc.	74	111	60	0
28 Hydro Hawkesbury Inc.	65	76	67	102
29 Hydro One Brampton Networks Inc.	1	5	1	31
30 Hydro One Networks Inc.	1,589	2,311	4,869	6,642
31 Hydro One Networks Inc. (Haldimand service area)	5	4	9	3
32 Hydro One Networks Inc. (Woodstock service area)	2	9	15	0
33 Hydro One Remote Communities Inc.	0	15	2	5
34 Hydro Ottawa Limited	57	10	9	52
35 Innpower Corporation	28	17	72	138
36 Kenora Hydro Electric Corporation Ltd.	0	43	47	15
37 Kingston Hydro Corporation	3	3	2	1
38 Kitchener-Wilmot Hydro Inc.	1	2	3	1
39 Lakefront Utilities Inc.	0	0	1	4
40 Lakeland Power Distribution Ltd.	0	0	0	0
41 London Hydro Inc.	50	117	127	81
42 Midland Power Utility Corporation	2	4	0	0
43 Milton Hydro Distribution Inc.	4	6	2	2
44 Newmarket-Tay Power Distribution Ltd.	5	4	6	9
45 Niagara Peninsula Energy Inc.	0	17	2	8
46 Niagara-on-the-Lake Hydro Inc.	0	0	1	14
47 North Bay Hydro Distribution Limited	1	5	20	22
48 Northern Ontario Wires Inc.	0	0	6	6
49 Oakville Hydro Electricity Distribution Inc.	211	155	278	274
50 Orangeville Hydro Limited	0	0	0	0
51 Orillia Power Distribution Corporation	0	9	10	11
52 Oshawa PUC Networks Inc.	10	4	15	19
53 Ottawa River Power Corporation	0	0	0	4
54 Peterborough Distribution Incorporated	3	6	7	4
55 PowerStream Inc.	0	64	117	728
56 PUC Distribution Inc.	56	43	15	13
57 Renfrew Hydro Inc.	0	0	3	6
58 Rideau St. Lawrence Distribution Inc.	0	2	6	0
59 Sioux Lookout Hydro Inc.	1	0	2	7
60 St. Thomas Energy Inc.	1	1	1	0
61 Thunder Bay Hydro Electricity Distribution Inc.	63	104	180	101
62 Tillsonburg Hydro Inc.	2	3	2	3
63 Toronto Hydro-Electric System Limited	93	648	426	662
64 Veridian Connections Inc.	20	9	28	42
65 Wasaga Distribution Inc.	0	0	1	1
66 Waterloo North Hydro Inc.	2	3	4	0
67 Welland Hydro-Electric System Corp.	1	6	6	3
68 Wellington North Power Inc.	0	0	0	0
69 West Coast Huron Energy Inc.	0	0	0	0
70 Westario Power Inc.	4	4	1	16
71 Whitby Hydro Electric Corporation	0	0	0	0
Total	4,458	5,747	7,964	11,182

1. "Arrears" means an account that is 30 or more days past the minimum

2. "Eligible low-income customer" means an eligible low-income electric

DATA REPORTED TO THE ONTARIO ENERGY BOARD BY ELECTRICITY DISTRIBUTORS

Eligible Low-Income Customer² Accounts

Distributors	Total amount of monies owing under arrears payment agreements entered into during the course of the year with customers			
	2013	2014	2015	2016
1 Algoma Power Inc.	\$ 1,817	\$ 3,941	\$ 1,547	\$ 6,881
2 Atikokan Hydro Inc.	\$ -	\$ -	\$ -	\$ -
3 Bluewater Power Distribution Corporation	\$ 1,737	\$ -	\$ 4,372	\$ -
4 Brantford Power Inc.	\$ 3,330	\$ 5,241	\$ 7,903	\$ 12,001
5 Burlington Hydro Inc.	\$ -	\$ -	\$ -	\$ -
6 Canadian Niagara Power Inc.	\$ 36,234	\$ 53,654	\$ 9,761	\$ 29,476
7 Centre Wellington Hydro Ltd.	\$ -	\$ -	\$ 516	\$ 35,730
8 Chapleau Public Utilities Corporation	\$ -	\$ -	\$ -	\$ -
9 COLLUS PowerStream Corp.	\$ 21,985	\$ 42,528	\$ 30,125	\$ 43,724
10 Cooperative Hydro Embrun Inc.	\$ -	\$ -	\$ -	\$ -
11 E.L.K. Energy Inc.	\$ 535	\$ 2,107	\$ 494	\$ 1,273
12 Energy+ Inc.	\$ 308,121	\$ 232,082	\$ -	\$ -
13 Enersource Hydro Mississauga Inc.	\$ -	\$ 3,708	\$ 4,619	\$ 20,256
14 Entegrus Powerlines Inc.	\$ 13,828	\$ 41,211	\$ 33,886	\$ 75,556
15 EnWin Utilities Ltd.	\$ 38,972	\$ 77,469	\$ 99,323	\$ 177,061
16 Erie Thames Powerlines Corporation	\$ -	\$ -	\$ 2,375	\$ 770
17 Espanola Regional Hydro Distribution Corporation	\$ 778	\$ -	\$ -	\$ 1,161
18 Essex Powerlines Corporation	\$ 57,401	\$ 20,019	\$ 151,673	\$ 75,829
19 Festival Hydro Inc.	\$ 1,776	\$ 6,487	\$ 2,034	\$ 4,246
20 Fort Frances Power Corporation	\$ -	\$ 210	\$ 405	\$ 3,491
21 Greater Sudbury Hydro Inc.	\$ 1,392	\$ 359	\$ 1,885	\$ 3,342
22 Grimsby Power Incorporated	\$ -	\$ 404	\$ -	\$ -
23 Guelph Hydro Electric Systems Inc.	\$ 37,928	\$ 120,500	\$ 12,101	\$ 24,152
24 Halton Hills Hydro Inc.	\$ 2,657	\$ 2,522	\$ 3,975	\$ 4,364
25 Hearst Power Distribution Company Limited	\$ -	\$ -	\$ 2,023	\$ 1,716
26 Horizon Utilities Corporation	\$ 24,993	\$ 26,207	\$ 28,939	\$ 107,828
27 Hydro 2000 Inc.	\$ 49,300	\$ 40,337	\$ 29,505	\$ -
28 Hydro Hawkesbury Inc.	\$ 18,078	\$ 26,564	\$ 33,989	\$ 46,130
29 Hydro One Brampton Networks Inc.	\$ 536	\$ 4,315	\$ 586	\$ 27,572
30 Hydro One Networks Inc.	\$ 1,775,661	\$ 3,683,059	\$ 9,835,658	\$ 10,150,059
31 Hydro One Networks Inc. (Haldimand service area)	\$ 2,142	\$ 1,096	\$ 5,737	\$ 1,714
32 Hydro One Networks Inc. (Woodstock service area)	\$ 1,465	\$ 10,851	\$ 13,925	\$ -
33 Hydro One Remote Communities Inc.	\$ -	\$ 23,835	\$ 891	\$ 4,947
34 Hydro Ottawa Limited	\$ 27,861	\$ 3,370	\$ 11,967	\$ 12,018
35 Innpower Corporation	\$ 17,157	\$ 12,621	\$ 63,886	\$ 66,054
36 Kenora Hydro Electric Corporation Ltd.	\$ -	\$ -	\$ 20,795	\$ 10,515
37 Kingston Hydro Corporation	\$ 1,948	\$ 3,062	\$ 834	\$ 237
38 Kitchener-Wilmot Hydro Inc.	\$ 123	\$ 1,382	\$ 674	\$ 526
39 Lakefront Utilities Inc.	\$ -	\$ -	\$ 1,153	\$ 2,619
40 Lakeland Power Distribution Ltd.	\$ -	\$ -	\$ -	\$ -
41 London Hydro Inc.	\$ 27,631	\$ 56,223	\$ 58,381	\$ 43,125
42 Midland Power Utility Corporation	\$ 599	\$ 2,200	\$ -	\$ -
43 Milton Hydro Distribution Inc.	\$ 2,470	\$ 3,609	\$ 1,108	\$ 1,167
44 Newmarket-Tay Power Distribution Ltd.	\$ 1,921	\$ 2,034	\$ 2,952	\$ 8,371
45 Niagara Peninsula Energy Inc.	\$ -	\$ 10,570	\$ 821	\$ 1,043
46 Niagara-on-the-Lake Hydro Inc.	\$ -	\$ -	\$ 1,822	\$ 7,568
47 North Bay Hydro Distribution Limited	\$ 362	\$ 2,598	\$ 8,780	\$ 15,315
48 Northern Ontario Wires Inc.	\$ -	\$ -	\$ 1,134	\$ 1,600
49 Oakville Hydro Electricity Distribution Inc.	\$ 51,597	\$ 51,991	\$ 74,277	\$ 26,432
50 Orangeville Hydro Limited	\$ -	\$ -	\$ -	\$ -
51 Orillia Power Distribution Corporation	\$ -	\$ 7,178	\$ 7,874	\$ 6,770
52 Oshawa PUC Networks Inc.	\$ 7,661	\$ 1,970	\$ 10,283	\$ 12,164
53 Ottawa River Power Corporation	\$ -	\$ -	\$ -	\$ 3,649
54 Peterborough Distribution Incorporated	\$ 1,689	\$ 2,426	\$ 1,775	\$ 1,308
55 PowerStream Inc.	\$ -	\$ 28,251	\$ 51,762	\$ 495,664
56 PUC Distribution Inc.	\$ 28,269	\$ 41,770	\$ 15,660	\$ 10,919
57 Renfrew Hydro Inc.	\$ -	\$ -	\$ 1,946	\$ 6,705
58 Rideau St. Lawrence Distribution Inc.	\$ -	\$ 2,020	\$ 4,580	\$ -
59 Sioux Lookout Hydro Inc.	\$ 1,758	\$ -	\$ 974	\$ 803
60 St. Thomas Energy Inc.	\$ 361	\$ 1,395	\$ 768	\$ -
61 Thunder Bay Hydro Electricity Distribution Inc.	\$ 34,375	\$ 56,612	\$ 89,025	\$ 59,794
62 Tillsonburg Hydro Inc.	\$ 617	\$ 539	\$ 1,079	\$ 29,865
63 Toronto Hydro-Electric System Limited	\$ 143,641	\$ 422,186	\$ 230,916	\$ 357,789
64 Veridian Connections Inc.	\$ 12,799	\$ 8,328	\$ 18,980	\$ 28,201
65 Wasaga Distribution Inc.	\$ -	\$ -	\$ 3,901	\$ 266
66 Waterloo North Hydro Inc.	\$ 338	\$ 540	\$ 229	\$ -
67 Welland Hydro-Electric System Corp.	\$ 529	\$ 4,136	\$ 2,949	\$ 1,243
68 Wellington North Power Inc.	\$ -	\$ -	\$ -	\$ -
69 West Coast Huron Energy Inc.	\$ -	\$ -	\$ -	\$ -
70 Westario Power Inc.	\$ 1,907	\$ 1,570	\$ 407	\$ 7,310
71 Whitby Hydro Electric Corporation	\$ -	\$ -	\$ -	\$ -
Total	\$ 2,766,279	\$ 5,157,291	\$ 11,009,938	\$ 12,078,318

1. "Arrears" means an account that is 30 or more days past the minimum

2. "Eligible low-income customer" means an eligible low-income electric

DATA REPORTED TO THE ONTARIO ENERGY BOARD BY ELECTRICITY DISTRIBUTORS

Eligible Low-Income Customer² Accounts

Distributors	Number of arrears payment agreements with customers that were cancelled during the course of the year due to non-payment			
	2013	2014	2015	2016
1 Algoma Power Inc.	1	5	1	5
2 Atikokan Hydro Inc.	0	0	0	0
3 Bluewater Power Distribution Corporation	0	0	0	0
4 Brantford Power Inc.	1	12	0	0
5 Burlington Hydro Inc.	1	0	0	1
6 Canadian Niagara Power Inc.	52	79	23	47
7 Centre Wellington Hydro Ltd.	0	0	1	8
8 Chapleau Public Utilities Corporation	0	0	0	0
9 COLLUS PowerStream Corp.	0	0	0	16
10 Cooperative Hydro Embrun Inc.	0	0	0	0
11 E.L.K. Energy Inc.	1	0	0	0
12 Energy+ Inc.	0	0	0	0
13 Enersource Hydro Mississauga Inc.	1	3	6	10
14 Entegrus Powerlines Inc.	13	10	8	23
15 EnWin Utilities Ltd.	32	19	31	56
16 Erie Thames Powerlines Corporation	0	0	1	0
17 Espanola Regional Hydro Distribution Corporation	0	0	0	0
18 Essex Powerlines Corporation	17	19	27	40
19 Festival Hydro Inc.	1	5	4	3
20 Fort Frances Power Corporation	0	0	1	0
21 Greater Sudbury Hydro Inc.	0	1	1	4
22 Grimsby Power Incorporated	0	0	0	0
23 Guelph Hydro Electric Systems Inc.	0	0	28	16
24 Halton Hills Hydro Inc.	0	0	0	2
25 Hearst Power Distribution Company Limited	0	0	0	0
26 Horizon Utilities Corporation	403	416	392	657
27 Hydro 2000 Inc.	0	15	14	0
28 Hydro Hawkesbury Inc.	3	6	7	9
29 Hydro One Brampton Networks Inc.	1	5	1	31
30 Hydro One Networks Inc.	440	200	976	3,246
31 Hydro One Networks Inc. (Haldimand service area)	6	2	3	3
32 Hydro One Networks Inc. (Woodstock service area)	1	3	12	0
33 Hydro One Remote Communities Inc.	0	2	1	4
34 Hydro Ottawa Limited	77	12	11	33
35 Innpower Corporation	5	5	13	29
36 Kenora Hydro Electric Corporation Ltd.	0	4	23	8
37 Kingston Hydro Corporation	3	3	2	0
38 Kitchener-Wilmot Hydro Inc.	1	2	3	1
39 Lakefront Utilities Inc.	0	0	0	0
40 Lakeland Power Distribution Ltd.	0	0	0	0
41 London Hydro Inc.	19	92	104	53
42 Midland Power Utility Corporation	0	4	0	0
43 Milton Hydro Distribution Inc.	2	0	4	0
44 Newmarket-Tay Power Distribution Ltd.	0	0	6	8
45 Niagara Peninsula Energy Inc.	0	15	10	2
46 Niagara-on-the-Lake Hydro Inc.	0	0	0	4
47 North Bay Hydro Distribution Limited	0	3	10	13
48 Northern Ontario Wires Inc.	0	0	1	0
49 Oakville Hydro Electricity Distribution Inc.	84	28	56	109
50 Orangeville Hydro Limited	0	0	0	0
51 Orillia Power Distribution Corporation	0	8	4	8
52 Oshawa PUC Networks Inc.	9	1	9	5
53 Ottawa River Power Corporation	0	0	0	3
54 Peterborough Distribution Incorporated	0	2	2	2
55 PowerStream Inc.	0	37	68	484
56 PUC Distribution Inc.	28	21	18	4
57 Renfrew Hydro Inc.	0	0	1	0
58 Rideau St. Lawrence Distribution Inc.	17	2	5	0
59 Sioux Lookout Hydro Inc.	0	0	0	5
60 St. Thomas Energy Inc.	1	0	1	0
61 Thunder Bay Hydro Electricity Distribution Inc.	41	63	147	57
62 Tillsonburg Hydro Inc.	0	3	2	0
63 Toronto Hydro-Electric System Limited	50	74	665	396
64 Veridian Connections Inc.	3	4	8	17
65 Wasaga Distribution Inc.	0	0	1	1
66 Waterloo North Hydro Inc.	0	0	2	0
67 Welland Hydro-Electric System Corp.	1	0	2	1
68 Wellington North Power Inc.	0	0	0	0
69 West Coast Huron Energy Inc.	0	0	0	0
70 Westario Power Inc.	4	2	0	13
71 Whitby Hydro Electric Corporation	0	0	0	0
Total	1,319	1,187	2,716	5,437

1. "Arrears" means an account that is 30 or more days past the minimum

2. "Eligible low-income customer" means an eligible low-income electric

Eligible Low-Income Customer² Accounts

Distributors	Number of customer accounts written off in whole or in part during the course of the year			
	2013	2014	2015	2016
1 Algoma Power Inc.	1	3	24	20
2 Atikokan Hydro Inc.	0	0	0	0
3 Bluewater Power Distribution Corporation	59	63	64	58
4 Brantford Power Inc.	6	28	19	19
5 Burlington Hydro Inc.	0	5	0	5
6 Canadian Niagara Power Inc.	38	44	158	137
7 Centre Wellington Hydro Ltd.	3	2	3	6
8 Chapleau Public Utilities Corporation	0	0	0	0
9 COLLUS PowerStream Corp.	6	8	13	1
10 Cooperative Hydro Embrun Inc.	0	0	0	0
11 E.L.K. Energy Inc.	0	0	0	0
12 Energy+ Inc.	108	86	85	94
13 Enersource Hydro Mississauga Inc.	22	65	74	64
14 Entegrus Powerlines Inc.	307	171	323	468
15 EnWin Utilities Ltd.	168	88	331	170
16 Erie Thames Powerlines Corporation	0	0	0	43
17 Espanola Regional Hydro Distribution Corporation	10	29	9	3
18 Essex Powerlines Corporation	3	10	4	14
19 Festival Hydro Inc.	35	28	28	48
20 Fort Frances Power Corporation	0	2	14	7
21 Greater Sudbury Hydro Inc.	0	5	0	1
22 Grimsby Power Incorporated	4	7	12	6
23 Guelph Hydro Electric Systems Inc.	5	38	38	12
24 Halton Hills Hydro Inc.	4	7	3	6
25 Hearst Power Distribution Company Limited	0	0	1	0
26 Horizon Utilities Corporation	485	844	986	1,119
27 Hydro 2000 Inc.	11	16	19	0
28 Hydro Hawkesbury Inc.	7	25	16	26
29 Hydro One Brampton Networks Inc.	0	1	2	13
30 Hydro One Networks Inc.	405	729	875	1,951
31 Hydro One Networks Inc. (Haldimand service area)	0	0	44	6
32 Hydro One Networks Inc. (Woodstock service area)	58	66	63	41
33 Hydro One Remote Communities Inc.	0	2	3	4
34 Hydro Ottawa Limited	151	18	67	129
35 Innpower Corporation	0	5	19	6
36 Kenora Hydro Electric Corporation Ltd.	0	4	0	0
37 Kingston Hydro Corporation	0	0	0	0
38 Kitchener-Wilmot Hydro Inc.	2	43	89	121
39 Lakefront Utilities Inc.	0	0	3	4
40 Lakeland Power Distribution Ltd.	0	0	0	6
41 London Hydro Inc.	87	78	88	83
42 Midland Power Utility Corporation	15	24	35	24
43 Milton Hydro Distribution Inc.	10	1	11	10
44 Newmarket-Tay Power Distribution Ltd.	0	2	31	4
45 Niagara Peninsula Energy Inc.	37	55	89	95
46 Niagara-on-the-Lake Hydro Inc.	0	1	2	4
47 North Bay Hydro Distribution Limited	0	0	2	131
48 Northern Ontario Wires Inc.	0	0	0	1
49 Oakville Hydro Electricity Distribution Inc.	16	13	20	22
50 Orangeville Hydro Limited	0	5	3	0
51 Orillia Power Distribution Corporation	2	50	10	21
52 Oshawa PUC Networks Inc.	0	0	0	38
53 Ottawa River Power Corporation	19	35	26	13
54 Peterborough Distribution Incorporated	4	74	68	37
55 PowerStream Inc.	0	12	13	94
56 PUC Distribution Inc.	14	30	27	27
57 Renfrew Hydro Inc.	0	0	26	27
58 Rideau St. Lawrence Distribution Inc.	0	8	29	16
59 Sioux Lookout Hydro Inc.	1	0	0	2
60 St. Thomas Energy Inc.	30	59	53	107
61 Thunder Bay Hydro Electricity Distribution Inc.	61	120	118	141
62 Tillsonburg Hydro Inc.	0	0	4	0
63 Toronto Hydro-Electric System Limited	0	75	495	416
64 Veridian Connections Inc.	10	3	20	10
65 Wasaga Distribution Inc.	0	13	8	11
66 Waterloo North Hydro Inc.	18	25	43	37
67 Welland Hydro-Electric System Corp.	91	84	109	86
68 Wellington North Power Inc.	0	5	5	9
69 West Coast Huron Energy Inc.	0	6	18	9
70 Westario Power Inc.	3	0	4	1
71 Whitby Hydro Electric Corporation	0	0	1	0
Total	2,316	3,220	4,747	6,084

1. "Arrears" means an account that is 30 or more days past the minimum
 2. "Eligible low-income customer" means an eligible low-income electric

DATA REPORTED TO THE ONTARIO ENERGY BOARD BY ELECTRICITY DISTRIBUTORS

Eligible Low-Income Customer² Accounts

Write-offs

Distributors	Total dollar amount of write-offs for customer accounts during the course of the year			
	2013	2014	2015	2016
1 Algoma Power Inc.	\$ 2,734	\$ 4,533	\$ 14,532	\$ 11,566
2 Atikokan Hydro Inc.	\$ -	\$ -	\$ -	\$ -
3 Bluewater Power Distribution Corporation	\$ 30,493	\$ 42,198	\$ 40,364	\$ 37,138
4 Brantford Power Inc.	\$ 1,413	\$ 12,159	\$ 11,249	\$ 12,355
5 Burlington Hydro Inc.	\$ -	\$ 2,381	\$ -	\$ 1,202
6 Canadian Niagara Power Inc.	\$ 14,670	\$ 13,177	\$ 51,417	\$ 46,274
7 Centre Wellington Hydro Ltd.	\$ 683	\$ 776	\$ 877	\$ 342
8 Chapleau Public Utilities Corporation	\$ -	\$ -	\$ -	\$ -
9 COLLUS PowerStream Corp.	\$ 2,713	\$ 3,905	\$ 7,069	\$ 1,238
10 Cooperative Hydro Embrun Inc.	\$ -	\$ -	\$ -	\$ -
11 E.L.K. Energy Inc.	\$ -	\$ -	\$ -	\$ -
12 Energy+ Inc.	\$ 41,473	\$ 31,586	\$ 34,316	\$ 38,385
13 Enersource Hydro Mississauga Inc.	\$ 19,054	\$ 46,879	\$ 54,053	\$ 47,388
14 Entegrus Powerlines Inc.	\$ 114,731	\$ 70,962	\$ 107,620	\$ 122,110
15 EnWin Utilities Ltd.	\$ 62,334	\$ 18,257	\$ 123,771	\$ 82,490
16 Erie Thames Powerlines Corporation	\$ -	\$ -	\$ -	\$ 14,264
17 Espanola Regional Hydro Distribution Corporation	\$ 3,101	\$ 7,617	\$ 4,100	\$ 1,350
18 Essex Powerlines Corporation	\$ 1,715	\$ 6,635	\$ 1,719	\$ 4,718
19 Festival Hydro Inc.	\$ 13,632	\$ 15,554	\$ 15,554	\$ 17,337
20 Fort Frances Power Corporation	\$ -	\$ 698	\$ 5,533	\$ 2,214
21 Greater Sudbury Hydro Inc.	\$ -	\$ 1,457	\$ -	\$ 5
22 Grimsby Power Incorporated	\$ 807	\$ 1,304	\$ 3,220	\$ 2,236
23 Guelph Hydro Electric Systems Inc.	\$ 2,171	\$ 16,110	\$ 16,110	\$ 6,671
24 Halton Hills Hydro Inc.	\$ 1,256	\$ 4,223	\$ 1,569	\$ 2,269
25 Hearst Power Distribution Company Limited	\$ -	\$ -	\$ 157	\$ -
26 Horizon Utilities Corporation	\$ 241,061	\$ 419,367	\$ 450,891	\$ 545,996
27 Hydro 2000 Inc.	\$ 4,502	\$ 8,669	\$ 6,288	\$ -
28 Hydro Hawkesbury Inc.	\$ 2,622	\$ 9,997	\$ 7,218	\$ 17,636
29 Hydro One Brampton Networks Inc.	\$ -	\$ 1,079	\$ 17	\$ 7,185
30 Hydro One Networks Inc.	\$ 327,230	\$ 1,019,154	\$ 1,798,531	\$ 4,472,710
31 Hydro One Networks Inc. (Haldimand service area)	\$ -	\$ -	\$ 18,287	\$ 3,368
32 Hydro One Networks Inc. (Woodstock service area)	\$ 19,911	\$ 22,027	\$ 19,400	\$ 17,113
33 Hydro One Remote Communities Inc.	\$ -	\$ 576	\$ 516	\$ 111
34 Hydro Ottawa Limited	\$ 51,114	\$ 2,830	\$ 27,256	\$ 46,455
35 Innpower Corporation	\$ -	\$ 3,791	\$ 15,196	\$ 8,068
36 Kenora Hydro Electric Corporation Ltd.	\$ -	\$ 457	\$ -	\$ -
37 Kingston Hydro Corporation	\$ -	\$ -	\$ -	\$ -
38 Kitchener-Wilmot Hydro Inc.	\$ 375	\$ 6,580	\$ 31,676	\$ 44,229
39 Lakefront Utilities Inc.	\$ -	\$ -	\$ 944	\$ 3,030
40 Lakeland Power Distribution Ltd.	\$ -	\$ -	\$ -	\$ 4,477
41 London Hydro Inc.	\$ 28,775	\$ 29,331	\$ 38,670	\$ 35,476
42 Midland Power Utility Corporation	\$ 3,170	\$ 6,467	\$ 14,050	\$ 7,137
43 Milton Hydro Distribution Inc.	\$ 3,601	\$ 176	\$ 3,831	\$ 5,368
44 Newmarket-Tay Power Distribution Ltd.	\$ -	\$ 603	\$ 20,513	\$ 3,423
45 Niagara Peninsula Energy Inc.	\$ 19,650	\$ 22,168	\$ 40,089	\$ 49,037
46 Niagara-on-the-Lake Hydro Inc.	\$ -	\$ 342	\$ 1,114	\$ 2,324
47 North Bay Hydro Distribution Limited	\$ -	\$ -	\$ 138	\$ 53,989
48 Northern Ontario Wires Inc.	\$ -	\$ -	\$ -	\$ 1,490
49 Oakville Hydro Electricity Distribution Inc.	\$ 6,679	\$ 4,183	\$ 9,593	\$ 9,562
50 Orangeville Hydro Limited	\$ -	\$ 1,284	\$ 592	\$ -
51 Orillia Power Distribution Corporation	\$ 528	\$ 20,615	\$ 5,104	\$ 10,104
52 Oshawa PUC Networks Inc.	\$ -	\$ -	\$ -	\$ 29,300
53 Ottawa River Power Corporation	\$ 3,617	\$ 12,475	\$ 10,747	\$ 5,512
54 Peterborough Distribution Incorporated	\$ 947	\$ 27,228	\$ 14,859	\$ 8,158
55 PowerStream Inc.	\$ -	\$ 7,950	\$ 5,763	\$ 59,319
56 PUC Distribution Inc.	\$ 11,617	\$ 26,955	\$ 33,113	\$ 33,113
57 Renfrew Hydro Inc.	\$ -	\$ -	\$ 11,357	\$ 9,732
58 Rideau St. Lawrence Distribution Inc.	\$ -	\$ 4,417	\$ 15,059	\$ 6,856
59 Sioux Lookout Hydro Inc.	\$ 1,204	\$ -	\$ -	\$ 456
60 St. Thomas Energy Inc.	\$ 4,262	\$ 10,888	\$ 11,111	\$ 23,253
61 Thunder Bay Hydro Electricity Distribution Inc.	\$ 9,881	\$ 34,760	\$ 26,525	\$ 40,400
62 Tillsonburg Hydro Inc.	\$ -	\$ -	\$ 1,118	\$ -
63 Toronto Hydro-Electric System Limited	\$ -	\$ 29,401	\$ 351,409	\$ 338,821
64 Veridian Connections Inc.	\$ 6,498	\$ 1,937	\$ 14,269	\$ 5,742
65 Wasaga Distribution Inc.	\$ -	\$ 8,214	\$ 3,473	\$ 6,272
66 Waterloo North Hydro Inc.	\$ 5,651	\$ 9,977	\$ 21,611	\$ 17,905
67 Welland Hydro-Electric System Corp.	\$ 20,318	\$ 28,555	\$ 43,932	\$ 35,522
68 Wellington North Power Inc.	\$ -	\$ 2,835	\$ 1,289	\$ 4,683
69 West Coast Huron Energy Inc.	\$ -	\$ 2,893	\$ 6,753	\$ 3,887
70 Westario Power Inc.	\$ 157	\$ -	\$ 848	\$ 61
71 Whitby Hydro Electric Corporation	\$ -	\$ -	\$ 414	\$ -
Total	\$ 1,086,351	\$ 2,088,590	\$ 3,576,793	\$ 6,428,830

1. "Arrears" means an account that is 30 or more days past the minimum

2. "Eligible low-income customer" means an eligible low-income electric

DATA REPORTED TO THE ONTARIO ENERGY BOARD BY ELECTRICITY DISTRIBUTORS

Eligible Low-Income Customer² Accounts

Equal Billing/P

Distributors	Number of customer accounts enrolled in equal billing plans at year end			
	2013	2014	2015	2016
1 Algoma Power Inc.	0	2	4	47
2 Atikokan Hydro Inc.	3	1	2	12
3 Bluewater Power Distribution Corporation	0	0	0	0
4 Brantford Power Inc.	0	1	0	0
5 Burlington Hydro Inc.	0	0	0	0
6 Canadian Niagara Power Inc.	2	8	11	72
7 Centre Wellington Hydro Ltd.	0	0	0	0
8 Chapleau Public Utilities Corporation	0	0	5	0
9 COLLUS PowerStream Corp.	0	0	0	0
10 Cooperative Hydro Embrun Inc.	0	0	0	4
11 E.L.K. Energy Inc.	0	0	0	33
12 Energy+ Inc.	1	1	5	0
13 Enersource Hydro Mississauga Inc.	0	1	0	3
14 Entegrus Powerlines Inc.	40	42	117	63
15 EnWin Utilities Ltd.	0	31	47	270
16 Erie Thames Powerlines Corporation	0	0	0	0
17 Espanola Regional Hydro Distribution Corporation	0	0	0	0
18 Essex Powerlines Corporation	0	0	0	0
19 Festival Hydro Inc.	0	0	0	0
20 Fort Frances Power Corporation	14	0	0	15
21 Greater Sudbury Hydro Inc.	0	0	0	0
22 Grimsby Power Incorporated	0	1	1	91
23 Guelph Hydro Electric Systems Inc.	0	0	0	0
24 Halton Hills Hydro Inc.	0	0	0	0
25 Hearst Power Distribution Company Limited	5	7	6	4
26 Horizon Utilities Corporation	0	0	0	0
27 Hydro 2000 Inc.	0	22	2	0
28 Hydro Hawkesbury Inc.	13	16	138	116
29 Hydro One Brampton Networks Inc.	0	0	0	0
30 Hydro One Networks Inc.	0	0	0	0
31 Hydro One Networks Inc. (Haldimand service area)	0	0	0	0
32 Hydro One Networks Inc. (Woodstock service area)	0	0	0	0
33 Hydro One Remote Communities Inc.	0	0	0	3
34 Hydro Ottawa Limited	39	19	9	32
35 Innpower Corporation	3	1	0	96
36 Kenora Hydro Electric Corporation Ltd.	0	0	0	0
37 Kingston Hydro Corporation	258	230	204	366
38 Kitchener-Wilmot Hydro Inc.	54	83	136	435
39 Lakefront Utilities Inc.	1	1	1	3
40 Lakeland Power Distribution Ltd.	0	0	0	0
41 London Hydro Inc.	1,407	1,235	1,220	1,712
42 Midland Power Utility Corporation	0	0	0	0
43 Milton Hydro Distribution Inc.	0	0	1	3
44 Newmarket-Tay Power Distribution Ltd.	0	0	0	0
45 Niagara Peninsula Energy Inc.	0	7	3	5
46 Niagara-on-the-Lake Hydro Inc.	0	0	0	2
47 North Bay Hydro Distribution Limited	4	4	7	31
48 Northern Ontario Wires Inc.	0	0	0	26
49 Oakville Hydro Electricity Distribution Inc.	0	0	8	106
50 Orangeville Hydro Limited	0	0	0	0
51 Orillia Power Distribution Corporation	0	0	0	0
52 Oshawa PUC Networks Inc.	0	0	0	0
53 Ottawa River Power Corporation	0	0	0	0
54 Peterborough Distribution Incorporated	28	41	41	145
55 PowerStream Inc.	0	0	0	0
56 PUC Distribution Inc.	0	0	0	0
57 Renfrew Hydro Inc.	0	0	1	9
58 Rideau St. Lawrence Distribution Inc.	0	0	0	0
59 Sioux Lookout Hydro Inc.	0	2	1	20
60 St. Thomas Energy Inc.	0	0	0	0
61 Thunder Bay Hydro Electricity Distribution Inc.	65	81	90	110
62 Tillsonburg Hydro Inc.	0	1	0	2
63 Toronto Hydro-Electric System Limited	0	1	0	4
64 Veridian Connections Inc.	0	0	0	0
65 Wasaga Distribution Inc.	0	0	0	0
66 Waterloo North Hydro Inc.	0	0	0	0
67 Welland Hydro-Electric System Corp.	0	0	0	0
68 Wellington North Power Inc.	0	0	0	0
69 West Coast Huron Energy Inc.	0	0	0	0
70 Westario Power Inc.	0	11	27	49
71 Whitby Hydro Electric Corporation	0	0	0	0
Total	1,937	1,850	2,087	3,889

1. "Arrears" means an account that is 30 or more days past the minimum

2. "Eligible low-income customer" means an eligible low-income electric

DATA REPORTED TO THE ONTARIO ENERGY BOARD BY ELECTRICITY DISTRIBUTORS

Eligible Low-Income Customer² Accounts

Payment Plans

Distributors	Number of customer accounts enrolled in equal monthly payment plans at year end			
	2013	2014	2015	2016
1 Algoma Power Inc.	0	0	0	0
2 Atikokan Hydro Inc.	0	0	0	0
3 Bluewater Power Distribution Corporation	70	38	41	8
4 Brantford Power Inc.	1	1	2	97
5 Burlington Hydro Inc.	1	3	4	167
6 Canadian Niagara Power Inc.	0	0	0	0
7 Centre Wellington Hydro Ltd.	2	2	1	7
8 Chapleau Public Utilities Corporation	0	0	0	0
9 COLLUS PowerStream Corp.	0	0	0	43
10 Cooperative Hydro Embrun Inc.	0	0	0	4
11 E.L.K. Energy Inc.	0	2	0	0
12 Energy+ Inc.	7	13	18	149
13 Enersource Hydro Mississauga Inc.	17	42	51	401
14 Entegrus Powerlines Inc.	0	0	0	0
15 EnWin Utilities Ltd.	109	3	1	102
16 Erie Thames Powerlines Corporation	1	1	1	2
17 Espanola Regional Hydro Distribution Corporation	1	7	8	57
18 Essex Powerlines Corporation	0	0	3	37
19 Festival Hydro Inc.	8	8	6	44
20 Fort Frances Power Corporation	0	0	1	3
21 Greater Sudbury Hydro Inc.	4	8	4	5
22 Grimsby Power Incorporated	0	0	1	10
23 Guelph Hydro Electric Systems Inc.	1	7	12	188
24 Halton Hills Hydro Inc.	10	12	11	70
25 Hearst Power Distribution Company Limited	5	7	6	4
26 Horizon Utilities Corporation	73	124	164	868
27 Hydro 2000 Inc.	0	26	0	0
28 Hydro Hawkesbury Inc.	68	135	161	20
29 Hydro One Brampton Networks Inc.	2	0	0	134
30 Hydro One Networks Inc.	1,602	3,067	3,623	10,241
31 Hydro One Networks Inc. (Haldimand service area)	1	0	1	0
32 Hydro One Networks Inc. (Woodstock service area)	0	0	0	0
33 Hydro One Remote Communities Inc.	0	0	0	0
34 Hydro Ottawa Limited	82	15	52	473
35 Innpower Corporation	2	1	0	96
36 Kenora Hydro Electric Corporation Ltd.	0	2	2	4
37 Kingston Hydro Corporation	1	1	0	26
38 Kitchener-Wilmot Hydro Inc.	0	0	0	0
39 Lakefront Utilities Inc.	1	1	1	3
40 Lakeland Power Distribution Ltd.	0	3	2	6
41 London Hydro Inc.	50	50	41	220
42 Midland Power Utility Corporation	6	6	10	24
43 Milton Hydro Distribution Inc.	0	0	0	1
44 Newmarket-Tay Power Distribution Ltd.	39	10	16	14
45 Niagara Peninsula Energy Inc.	0	7	3	5
46 Niagara-on-the-Lake Hydro Inc.	0	1	0	1
47 North Bay Hydro Distribution Limited	0	0	0	0
48 Northern Ontario Wires Inc.	0	0	0	26
49 Oakville Hydro Electricity Distribution Inc.	5	4	7	105
50 Orangeville Hydro Limited	1	1	0	24
51 Orillia Power Distribution Corporation	2	2	1	43
52 Oshawa PUC Networks Inc.	0	0	0	12
53 Ottawa River Power Corporation	77	0	4	5
54 Peterborough Distribution Incorporated	3	3	2	57
55 PowerStream Inc.	0	0	2	2
56 PUC Distribution Inc.	56	91	71	71
57 Renfrew Hydro Inc.	17	1	3	116
58 Rideau St. Lawrence Distribution Inc.	2	0	5	7
59 Sioux Lookout Hydro Inc.	0	0	0	0
60 St. Thomas Energy Inc.	2	3	1	65
61 Thunder Bay Hydro Electricity Distribution Inc.	0	0	0	110
62 Tillsonburg Hydro Inc.	1	0	1	0
63 Toronto Hydro-Electric System Limited	2	1	39	252
64 Veridian Connections Inc.	23	32	51	71
65 Wasaga Distribution Inc.	2	6	8	82
66 Waterloo North Hydro Inc.	3	6	9	81
67 Welland Hydro-Electric System Corp.	5	5	10	18
68 Wellington North Power Inc.	0	0	0	9
69 West Coast Huron Energy Inc.	3	2	4	13
70 Westario Power Inc.	7	11	27	49
71 Whitby Hydro Electric Corporation	1	4	2	62
Total	2,376	3,775	4,494	14,814

1. "Arrears" means an account that is 30 or more days past the minimum

2. "Eligible low-income customer" means an eligible low-income electric

Eligible Low-Income Customer² Accounts

Distributors	Number of customer accounts with security deposits held at year end			
	2013	2014	2015	2016
1 Algoma Power Inc.	0	0	0	6
2 Atikokan Hydro Inc.	5	2	2	12
3 Bluewater Power Distribution Corporation	0	0	0	0
4 Brantford Power Inc.	1	0	0	0
5 Burlington Hydro Inc.	10	8	6	41
6 Canadian Niagara Power Inc.	0	0	0	25
7 Centre Wellington Hydro Ltd.	1	1	0	3
8 Chapleau Public Utilities Corporation	0	8	3	6
9 COLLUS PowerStream Corp.	0	1	0	12
10 Cooperative Hydro Embrun Inc.	0	0	0	0
11 E.L.K. Energy Inc.	4	4	0	0
12 Energy+ Inc.	48	28	19	0
13 Enersource Hydro Mississauga Inc.	49	71	82	284
14 Entegrus Powerlines Inc.	0	19	14	23
15 EnWin Utilities Ltd.	0	0	0	0
16 Erie Thames Powerlines Corporation	1	1	1	0
17 Espanola Regional Hydro Distribution Corporation	1	0	0	0
18 Essex Powerlines Corporation	20	14	79	74
19 Festival Hydro Inc.	0	0	0	1
20 Fort Frances Power Corporation	0	4	0	10
21 Greater Sudbury Hydro Inc.	10	6	7	2
22 Grimsby Power Incorporated	1	4	6	15
23 Guelph Hydro Electric Systems Inc.	51	17	6	45
24 Halton Hills Hydro Inc.	1	1	0	2
25 Hearst Power Distribution Company Limited	0	0	0	0
26 Horizon Utilities Corporation	0	2	2	0
27 Hydro 2000 Inc.	0	0	0	0
28 Hydro Hawkesbury Inc.	0	0	0	1
29 Hydro One Brampton Networks Inc.	0	0	0	0
30 Hydro One Networks Inc.	408	0	3	53
31 Hydro One Networks Inc. (Haldimand service area)	0	0	0	0
32 Hydro One Networks Inc. (Woodstock service area)	0	0	0	0
33 Hydro One Remote Communities Inc.	0	0	0	0
34 Hydro Ottawa Limited	0	0	0	0
35 Innpower Corporation	0	0	0	1
36 Kenora Hydro Electric Corporation Ltd.	13	2	2	9
37 Kingston Hydro Corporation	0	0	0	0
38 Kitchener-Wilmot Hydro Inc.	0	0	0	0
39 Lakefront Utilities Inc.	0	0	0	0
40 Lakeland Power Distribution Ltd.	3	1	1	2
41 London Hydro Inc.	0	0	0	0
42 Midland Power Utility Corporation	0	3	0	1
43 Milton Hydro Distribution Inc.	0	0	0	0
44 Newmarket-Tay Power Distribution Ltd.	0	3	1	0
45 Niagara Peninsula Energy Inc.	0	0	13	9
46 Niagara-on-the-Lake Hydro Inc.	0	0	0	0
47 North Bay Hydro Distribution Limited	0	0	0	0
48 Northern Ontario Wires Inc.	0	0	0	0
49 Oakville Hydro Electricity Distribution Inc.	0	0	0	0
50 Orangeville Hydro Limited	16	19	16	30
51 Orillia Power Distribution Corporation	0	0	0	0
52 Oshawa PUC Networks Inc.	2	0	0	3
53 Ottawa River Power Corporation	0	0	0	1
54 Peterborough Distribution Incorporated	11	6	1	47
55 PowerStream Inc.	0	0	0	0
56 PUC Distribution Inc.	0	0	0	0
57 Renfrew Hydro Inc.	0	0	0	0
58 Rideau St. Lawrence Distribution Inc.	2	3	1	10
59 Sioux Lookout Hydro Inc.	0	0	0	0
60 St. Thomas Energy Inc.	1	0	1	6
61 Thunder Bay Hydro Electricity Distribution Inc.	10	4	10	17
62 Tillsonburg Hydro Inc.	0	0	0	1
63 Toronto Hydro-Electric System Limited	0	0	0	0
64 Veridian Connections Inc.	0	12	3	1
65 Wasaga Distribution Inc.	3	2	0	6
66 Waterloo North Hydro Inc.	21	14	17	139
67 Welland Hydro-Electric System Corp.	26	0	0	72
68 Wellington North Power Inc.	1	1	1	26
69 West Coast Huron Energy Inc.	0	0	0	0
70 Westario Power Inc.	6	3	19	29
71 Whitby Hydro Electric Corporation	0	0	0	21
Total	726	264	316	1,046

1. "Arrears" means an account that is 30 or more days past the minimum

2. "Eligible low-income customer" means an eligible low-income electric

DATA REPORTED TO THE ONTARIO ENERGY BOARD BY ELECTRICITY DISTRIBUTORS

Eligible Low-Income Customer² Accounts

Security Deposits

Distributors	Total dollar amount of security deposits held in respect of customers at year end			
	2013	2014	2015	2016
1 Algoma Power Inc.	\$ -	\$ -	\$ -	\$ 1,210
2 Atikokan Hydro Inc.	\$ 2,140	\$ 600	\$ 1,365	\$ 2,475
3 Bluewater Power Distribution Corporation	\$ -	\$ -	\$ -	\$ -
4 Brantford Power Inc.	\$ 220	\$ -	\$ -	\$ -
5 Burlington Hydro Inc.	\$ 3,027	\$ 2,457	\$ 2,007	\$ 11,718
6 Canadian Niagara Power Inc.	\$ -	\$ -	\$ -	\$ 4,844
7 Centre Wellington Hydro Ltd.	\$ 120	\$ 250	\$ -	\$ 472
8 Chapleau Public Utilities Corporation	\$ -	\$ 2,000	\$ 625	\$ 1,500
9 COLLUS PowerStream Corp.	\$ -	\$ 200	\$ -	\$ 2,061
10 Cooperative Hydro Embrun Inc.	\$ -	\$ -	\$ -	\$ -
11 E.L.K. Energy Inc.	\$ 773	\$ 929	\$ -	\$ -
12 Energy+ Inc.	\$ 9,558	\$ 6,237	\$ 3,976	\$ -
13 Enersource Hydro Mississauga Inc.	\$ 11,571	\$ 16,522	\$ 19,691	\$ 52,020
14 Entegrus Powerlines Inc.	\$ -	\$ 2,320	\$ 1,798	\$ 2,310
15 EnWin Utilities Ltd.	\$ -	\$ -	\$ -	\$ -
16 Erie Thames Powerlines Corporation	\$ 165	\$ 11	\$ 107	\$ -
17 Espanola Regional Hydro Distribution Corporation	\$ 303	\$ -	\$ -	\$ -
18 Essex Powerlines Corporation	\$ 5,576	\$ 3,877	\$ 22,113	\$ 14,117
19 Festival Hydro Inc.	\$ -	\$ -	\$ -	\$ 222
20 Fort Frances Power Corporation	\$ -	\$ 571	\$ -	\$ 4,392
21 Greater Sudbury Hydro Inc.	\$ 1,901	\$ 2,383	\$ 1,477	\$ 150
22 Grimsby Power Incorporated	\$ 250	\$ 905	\$ 1,505	\$ 3,353
23 Guelph Hydro Electric Systems Inc.	\$ 13,593	\$ 4,538	\$ 916	\$ 10,440
24 Halton Hills Hydro Inc.	\$ 300	\$ 300	\$ -	\$ 325
25 Hearst Power Distribution Company Limited	\$ -	\$ -	\$ -	\$ -
26 Horizon Utilities Corporation	\$ -	\$ 640	\$ 440	\$ -
27 Hydro 2000 Inc.	\$ -	\$ -	\$ -	\$ -
28 Hydro Hawkesbury Inc.	\$ -	\$ -	\$ -	\$ 200
29 Hydro One Brampton Networks Inc.	\$ -	\$ -	\$ -	\$ -
30 Hydro One Networks Inc.	\$ 9,860	\$ -	\$ 920	\$ 9,714
31 Hydro One Networks Inc. (Haldimand service area)	\$ -	\$ -	\$ -	\$ -
32 Hydro One Networks Inc. (Woodstock service area)	\$ -	\$ -	\$ -	\$ -
33 Hydro One Remote Communities Inc.	\$ -	\$ -	\$ -	\$ -
34 Hydro Ottawa Limited	\$ -	\$ -	\$ -	\$ -
35 Innpower Corporation	\$ -	\$ -	\$ -	\$ 15
36 Kenora Hydro Electric Corporation Ltd.	\$ 1,700	\$ 292	\$ 206	\$ 2,006
37 Kingston Hydro Corporation	\$ -	\$ -	\$ -	\$ -
38 Kitchener-Wilmot Hydro Inc.	\$ -	\$ -	\$ -	\$ -
39 Lakefront Utilities Inc.	\$ -	\$ -	\$ -	\$ -
40 Lakeland Power Distribution Ltd.	\$ 398	\$ 400	\$ 256	\$ 270
41 London Hydro Inc.	\$ -	\$ -	\$ -	\$ -
42 Midland Power Utility Corporation	\$ -	\$ 183	\$ -	\$ 200
43 Milton Hydro Distribution Inc.	\$ -	\$ -	\$ -	\$ -
44 Newmarket-Tay Power Distribution Ltd.	\$ -	\$ 395	\$ 44	\$ -
45 Niagara Peninsula Energy Inc.	\$ -	\$ -	\$ 1,119	\$ 539
46 Niagara-on-the-Lake Hydro Inc.	\$ -	\$ -	\$ -	\$ -
47 North Bay Hydro Distribution Limited	\$ -	\$ -	\$ -	\$ -
48 Northern Ontario Wires Inc.	\$ -	\$ -	\$ -	\$ -
49 Oakville Hydro Electricity Distribution Inc.	\$ -	\$ -	\$ -	\$ -
50 Orangeville Hydro Limited	\$ 2,855	\$ 2,450	\$ 2,250	\$ 4,954
51 Orillia Power Distribution Corporation	\$ -	\$ -	\$ -	\$ -
52 Oshawa PUC Networks Inc.	\$ 320	\$ -	\$ -	\$ 296
53 Ottawa River Power Corporation	\$ -	\$ -	\$ -	\$ 321
54 Peterborough Distribution Incorporated	\$ 1,898	\$ 1,528	\$ 403	\$ 12,485
55 PowerStream Inc.	\$ -	\$ -	\$ -	\$ -
56 PUC Distribution Inc.	\$ -	\$ -	\$ -	\$ -
57 Renfrew Hydro Inc.	\$ -	\$ -	\$ -	\$ -
58 Rideau St. Lawrence Distribution Inc.	\$ 159	\$ 307	\$ 25	\$ 1,100
59 Sioux Lookout Hydro Inc.	\$ -	\$ -	\$ -	\$ -
60 St. Thomas Energy Inc.	\$ 81	\$ -	\$ 0	\$ 700
61 Thunder Bay Hydro Electricity Distribution Inc.	\$ 2,070	\$ 213	\$ 1,513	\$ 3,079
62 Tillsonburg Hydro Inc.	\$ -	\$ -	\$ -	\$ 53
63 Toronto Hydro-Electric System Limited	\$ -	\$ -	\$ -	\$ -
64 Veridian Connections Inc.	\$ -	\$ 1,408	\$ 762	\$ 300
65 Wasaga Distribution Inc.	\$ 373	\$ 300	\$ -	\$ 1,280
66 Waterloo North Hydro Inc.	\$ 5,885	\$ 4,773	\$ 5,795	\$ 39,300
67 Welland Hydro-Electric System Corp.	\$ 3,709	\$ -	\$ -	\$ 17,235
68 Wellington North Power Inc.	\$ 347	\$ 172	\$ 172	\$ 6,858
69 West Coast Huron Energy Inc.	\$ -	\$ -	\$ -	\$ -
70 Westario Power Inc.	\$ 818	\$ 401	\$ 3,495	\$ 5,404
71 Whitby Hydro Electric Corporation	\$ -	\$ -	\$ -	\$ 5,137
Total	79,971	57,562	72,980	223,053

1. "Arrears" means an account that is 30 or more days past the minimum

2. "Eligible low-income customer" means an eligible low-income electric

DATA REPORTED TO THE ONTARIO ENERGY BOARD BY ELECTRICITY DISTRIBUTORS

Eligible Low-Income Customer² Accounts

Distributors	Load Limiting Devices							
	Number of customer accounts where load limiter devices were installed during the course of the year				Number of customer accounts where timed load interrupter devices were installed during the course of the year			
	2013	2014	2015	2016	2013	2014	2015	2016
1 Algoma Power Inc.	0	0	0	0	1	1	3	7
2 Atikokan Hydro Inc.	1	0	1	0	0	0	0	0
3 Bluewater Power Distribution Corporation	5	11	15	16	0	0	0	0
4 Brantford Power Inc.	0	0	0	0	0	0	0	0
5 Burlington Hydro Inc.	0	0	0	0	0	0	0	0
6 Canadian Niagara Power Inc.	18	21	29	8	0	0	0	0
7 Centre Wellington Hydro Ltd.	0	0	0	0	0	0	0	0
8 Chapleau Public Utilities Corporation	0	0	0	0	0	0	0	0
9 COLLUS PowerStream Corp.	7	2	1	0	0	0	0	0
10 Cooperative Hydro Embrun Inc.	0	0	0	0	0	0	0	0
11 E.L.K. Energy Inc.	0	0	0	0	0	0	0	0
12 Energy+ Inc.	44	17	8	22	0	0	0	0
13 Enersource Hydro Mississauga Inc.	0	0	1	1	44	50	93	50
14 Entegrus Powerlines Inc.	196	117	212	268	0	0	0	0
15 EnWin Utilities Ltd.	0	0	0	0	0	0	0	0
16 Erie Thames Powerlines Corporation	3	8	6	1	0	0	0	0
17 Espanola Regional Hydro Distribution Corporation	0	0	0	0	0	0	0	0
18 Essex Powerlines Corporation	0	8	10	6	0	0	0	0
19 Festival Hydro Inc.	7	5	6	7	0	0	1	1
20 Fort Frances Power Corporation	0	0	0	0	0	0	0	0
21 Greater Sudbury Hydro Inc.	0	0	0	0	0	0	0	0
22 Grimsby Power Incorporated	0	0	0	0	0	0	0	0
23 Guelph Hydro Electric Systems Inc.	0	0	8	9	0	0	0	0
24 Halton Hills Hydro Inc.	9	2	0	0	0	0	0	0
25 Hearst Power Distribution Company Limited	0	0	0	0	0	0	0	0
26 Horizon Utilities Corporation	175	286	212	425	0	0	0	0
27 Hydro 2000 Inc.	0	0	0	0	0	0	0	0
28 Hydro Hawkesbury Inc.	0	0	0	0	0	0	0	0
29 Hydro One Brampton Networks Inc.	0	0	0	0	7	8	1	22
30 Hydro One Networks Inc.	12	51	142	25	0	0	0	0
31 Hydro One Networks Inc. (Haldimand service area)	0	0	0	0	0	0	0	0
32 Hydro One Networks Inc. (Woodstock service area)	55	48	17	13	0	0	0	0
33 Hydro One Remote Communities Inc.	0	0	0	0	0	0	0	0
34 Hydro Ottawa Limited	0	0	0	0	2	4	13	41
35 Innpower Corporation	0	0	0	0	0	0	0	0
36 Kenora Hydro Electric Corporation Ltd.	0	3	3	1	0	0	0	0
37 Kingston Hydro Corporation	0	0	0	0	0	0	0	0
38 Kitchener-Wilmot Hydro Inc.	1	2	6	8	0	0	0	0
39 Lakefront Utilities Inc.	0	0	0	6	0	0	0	0
40 Lakeland Power Distribution Ltd.	0	0	0	0	0	0	0	0
41 London Hydro Inc.	109	116	134	103	0	0	0	0
42 Midland Power Utility Corporation	0	3	3	1	0	0	0	0
43 Milton Hydro Distribution Inc.	1	6	2	7	0	0	0	0
44 Newmarket-Tay Power Distribution Ltd.	0	29	7	37	0	0	0	0
45 Niagara Peninsula Energy Inc.	0	0	0	0	0	0	0	0
46 Niagara-on-the-Lake Hydro Inc.	0	0	0	1	0	0	0	0
47 North Bay Hydro Distribution Limited	0	0	0	0	0	0	0	0
48 Northern Ontario Wires Inc.	0	0	0	0	0	0	0	0
49 Oakville Hydro Electricity Distribution Inc.	0	0	0	3	6	8	6	6
50 Orangeville Hydro Limited	22	17	19	17	0	0	0	0
51 Orillia Power Distribution Corporation	7	9	6	6	0	0	0	0
52 Oshawa PUC Networks Inc.	8	7	12	10	0	0	0	0
53 Ottawa River Power Corporation	0	0	0	0	0	0	0	0
54 Peterborough Distribution Incorporated	0	0	0	0	14	3	0	0
55 PowerStream Inc.	0	21	9	20	0	0	0	0
56 PUC Distribution Inc.	0	0	0	0	0	0	0	0
57 Renfrew Hydro Inc.	0	0	0	0	0	0	0	0
58 Rideau St. Lawrence Distribution Inc.	0	2	0	0	0	0	0	0
59 Sioux Lookout Hydro Inc.	0	0	0	0	0	0	0	0
60 St. Thomas Energy Inc.	28	18	0	0	5	0	0	0
61 Thunder Bay Hydro Electricity Distribution Inc.	32	32	84	56	0	0	0	0
62 Tillsonburg Hydro Inc.	0	0	0	0	0	0	0	0
63 Toronto Hydro-Electric System Limited	0	0	0	0	0	10	17	71
64 Veridian Connections Inc.	3	32	11	5	0	0	0	0
65 Wasaga Distribution Inc.	0	0	0	0	0	0	0	0
66 Waterloo North Hydro Inc.	0	0	0	0	0	0	0	0
67 Welland Hydro-Electric System Corp.	6	29	24	10	0	0	0	0
68 Wellington North Power Inc.	0	0	1	1	0	0	0	0
69 West Coast Huron Energy Inc.	0	0	0	0	0	0	0	0
70 Westario Power Inc.	0	0	0	0	0	0	0	0
71 Whitby Hydro Electric Corporation	3	2	8	10	0	0	0	0
Total	752	904	997	1,103	79	84	134	198

1. "Arrears" means an account that is 30 or more days past the minimum

2. "Eligible low-income customer" means an eligible low-income electric